

South Norfolk Bulletin



Training & Workshops

- [City and South School Network Event](#)
- [Confident Traveller Meetings](#)
- [First Aid - Harleston](#)

Conferences & Events

- [Adjusting to Memory Problems Course](#)
- [Broadland and South Norfolk Business Awards 2020](#)
- [Healthy Lifestyle Course-Diss](#)
- [Hethersett Jubilee Youth Club Event](#)
- [Carers Matters Norfolk – Pop up Stand](#)

Clubs, Groups & Activities

- [Wymondham Archers – Beginners course](#)
- [Community Gym in Loddon](#)
- [SNYAB November activities](#)

Service Information

- [Mobility Aids Service in Norfolk](#)
- [City of Wellbeing Initiative- Norwich](#)
- [Norfolk Warm Homes](#)
- [Norfolk Family Carers – Family Breaks](#)
- [Telephone Befriending – Norfolk Age UK](#)
- [Recovery Innovation Fund](#)
- [GamCare](#)
- [Carers Matters Norfolk](#)
- [Food Network meeting summary](#)
- [Carer Emergency Plans – Norfolk County Council](#)
- [Cyber Protect – Norfolk Police](#)
- [Assistive Technology – Adult Social Services](#)
- [Coercive & Controlling Behaviour](#)
- [UK Power Networks – Priority Services Register](#)

Employment & Learning

- [Harleston Job Club](#)
- [Cascading Leadership – The King's Fund](#)

The hub bulletin is distributed bi-weekly. If you have anything that you would like us to include in the next edition, or if you wish to unsubscribe from our mailing list, please let us know by emailing:

earlyhelphubsouth@S-NORFOLK.GOV.UK

Edition

58

08/11/2019

City and South School Network Event



City & South School Network Event

Norwich Date:
Tuesday 5th November
Time: 4-6 pm

Where:
Lionwood Infant School
Telegraph Lane East
Norwich, NR1 4AN

South Norfolk Date:
Tuesday 12th November
Time: 4-6 pm

Where:
Long Stratton High School
Manor Rd, Long Stratton
Norwich, NR15 2XR

What Will I Take Back To My School?

Sarah Nixon (Independent Chair) & Lauren Downes (Head of Services and Partnerships Early Help – South Norfolk) will be delivering training sessions on Contextual Safeguarding on both dates. Latest service updates from Early Help team in your area.

There will be an opportunity to network and discuss the school's needs in terms of Early Help/Social Care Work with the vulnerable children and families.

Who Should Attend?

It is open to school representative e.g. head teacher, DSL, SENCO, PSA or Pastoral lead, or a nominated teacher who can feedback key issues and learning.

To confirm your attendance or more information please email
CommunityFocusCityandSouth@norfolk.gov.uk

Confident Traveller Meetings



Having our say
as people first

Opening Doors

Confident Traveller Meetings



**For people with
learning disabilities**



**to have your say
about public transport**



**Vernon Castle Room,
Millennium Library,
The Forum, Norwich**

October

17

Thursday

11.00am - 3.00pm

November

27

Wednesday

10.00am - 2.00pm

December

13

Friday

1.00pm - 5.00pm



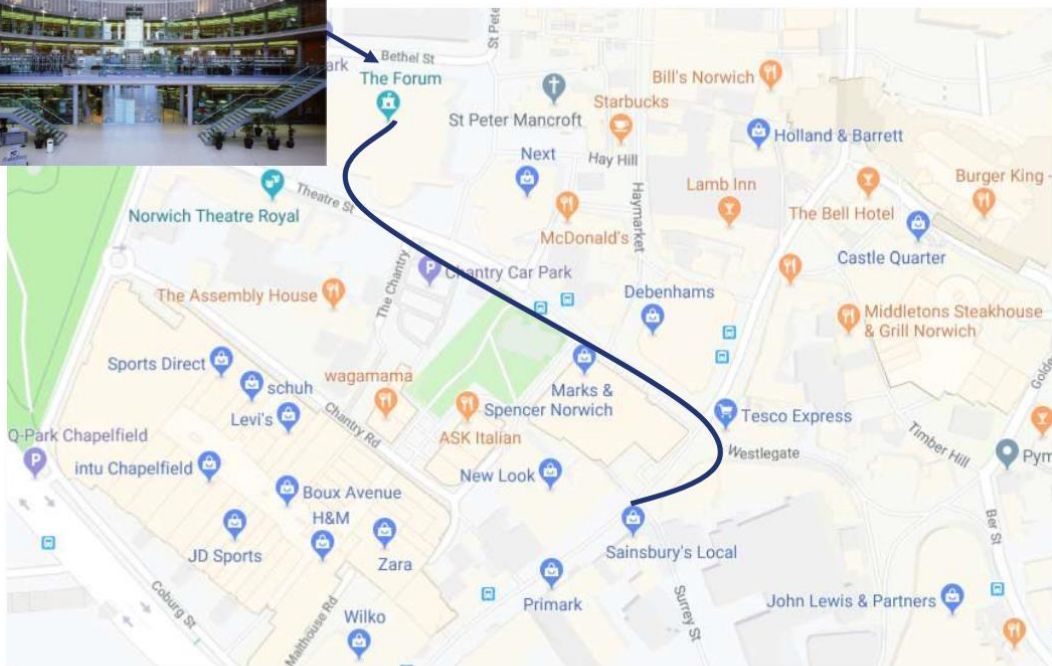
**If you need
support bring
them along**



**Free to
attend**



How to get to our meeting



Get off the bus on St Stephens and walk up Theatre Street. The Forum is on your right.

We meet in the **Vernon Castle Room** on the 2nd floor of the Millennium Library at The Forum in Norwich.

Give us a call if you would like to come along.



01603 631433

admin@openingdoors.org.uk

made with
photosymbols®

First Aid Course - Harleston



Emergency First Aid at Work Qualification

Monday 25th November 2019
At The Swan Hotel, Harleston 9am-4pm

Course content:

- the role of the first aider
- assessing situations
- administering first aid to casualties including CPR

Successful candidates will be awarded an
Emergency First Aid at Work Certificate that is valid for three
years and allows you to act as a First Aider in the Workplace.

There is ongoing assessment on this course.

**This course is aimed at Job Seekers and is fully funded
for unemployed participants**

Organised by

Harleston
information *plus*

Contact Lucy Marjoram to book

Phone: 01379 851920

E: jobsclub@harleston-norfolk.org.uk

Harleston Information Plus, 8 Exchange Street, Harleston, Norfolk, IP20 9AB
The Harleston Information Plus Charity Number 1146735



Adjusting to Memory Problems Course

Adjusting to Memory Problems Course

Julian Hospital, Norwich



When and where is the course?

The group will run for 5 weeks on Thursday afternoons from 2.00pm until 3.30pm. It will be held at the Julian Day Treatment Service, Julian Hospital, Bowthorpe Road, Norwich NR2 3TD.

We ask that people attend all of the sessions.

Who is the course for?

This is an Education Course for couples, carers and relatives of people diagnosed with memory problems who would like to learn more about their diagnosis and ways to cope with it.

What will happen in the course?

Each of the 5 weekly sessions will cover such things as:

- Information on the diagnosis by a Consultant Psychiatrist
- Information on medication by the CMHT Pharmacist etc.
- Information from organisations such as Age UK Norfolk, The Alzheimer's Society Pabulum Café and Voluntary Norfolk
- Information on research and coping with memory problems

There will be a group discussion in each session where you will have the opportunity to ask questions, share your experiences and hear from others with similar experiences. This can help people feel more supported and understood. However, we understand that some people find it difficult to talk and no one will be made to speak if they do not want to.

Where can I get more information?

If you have any questions, please feel free to contact Angie Smith at Bickley Resource Centre on 01953 455800 or Gateway House on 01953 611002 option 1.

Please note that Transport can be arranged if required. Please confirm whether you will need this when contacting us to confirm your attendance.



Chair: Marie Gabriel CBE
Chief Executive: Prof Jonathan Warren
Trust Headquarters: Hellesdon Hospital,
Drayton High Road, Norwich, NR6 5BE
Tel: 01603 421421 Fax: 01603 421440 www.nsfh.nhs.uk



Broadland & South Norfolk Business Awards 2020

BROADLAND & SOUTH NORFOLK Business Awards 2020

Nominations now open
for your business or
favourite retailer

- Excellence in Digital Creative and ICT
- Excellence in Life Sciences
- Excellence in Advanced Manufacturing
- Excellence in Financial Services and Insurance
- Innovation in Agriculture, Food and Drink
- Visitor Economy Experience
- New Business
- Business Growth
- International Business Growth
- Environmental Impact
- Retailer of the Year
open for public nomination

Nominate at
south-norfolk.gov.uk/businessawards

Headline sponsor
FOSTERS
SOLICITORS LLP

Media partner
radio
norwich
99.9fm


Broadland
District Council
Community at heart


South Norfolk
COUNCIL

Healthy Lifestyle Course- Diss



Healthy Food Healthy Lifestyle

FREE Independent Living Skills course in Diss.
For those needing support to live independently.

Join our 30 week programme
and learn how to improve your
skills at –
Living Creatively
Living Healthily and
Living Positively – building Con-
fidence and Wellbeing

Start Date: 13th NOVEMBER 2019

Time: 10am - 3pm

Venue: UNITED REFORM CHURCH

MERE STREET

DISS IP22 4AD



To enrol and find out more:

Email: independent.living.skills@norfolk.gov.uk or call 01603 306565



Hethersett Jubilee Youth Club Event

Hethersett Jubilee Youth Club Back Lane, Hethersett

We are pleased to announce that we are launching a new **Well-Being** evening.

This will be on the first Wednesday of each month
between 7.45pm until 9.00pm.

This new service and will be open for years 7, 8, and 9.
We are hoping that this will be a chance for young people to
take some time for themselves and focus on their well-being.
This will be a calm session for young people to relax and enjoy
activities and talk to workers about things that are
important to them.

£1.50 per member per week.

Our taster session will be on the 6th November.

Please come along and see what its about.

(Please note this is instead of senior youth club)

Junior Club will still be running as normal every
Wednesday evening 5.45pm until 7.30pm.

This a club for young people to enjoy a wide range of activities
including cooking, pool, table tennis, wii, arts and crafts.

This is open to years 5 and 6. £1.50 per week.

Home schooled young people very welcome
these session are open for all.

Please contact Emma Howe 07760 283864

or

ehowe449@gmail.com

Carers Matters Norfolk – Pop up Stand



**Are you caring for someone,
or know someone who is?**

Come along to our Pop-up Information Stand on
Carers Rights Day to find out how we can support YOU
and the person you are caring for

Thursday 21st November 2019
Castle Mall, Norwich, NR1 3DD
10.00am – 3:00pm

“Recognise You Care”

For more information contact: Freephone 0800 083 1148
www.carersmatternorfolk.org.uk



Wymondham Archers – Beginners course



WYMONDHAM ARCHERS

www.wymondhamarchers.co.uk



Want to try Archery?



Archery is a sport for the whole family...
We are a successful Archery club who
are offering beginners courses



**Beginners Courses held each month
Winter (*Indoors*) and Summer (*Outdoors*)
in Wymondham**



PLEASE BOOK EARLY TO AVOID DISAPPOINTMENT

Places are only secured after payment received. For more Information and an application form please email chairwymondhamarchers@gmail.com

Community Gym - Loddon

Community Gym in Loddon

SERVING LODDON AND SURROUNDING TOWNS AND VILLAGES

A fully equipped Gym, where you can exercise with expert guidance from our qualified trainer.

Only £4.50 a session and a small annual membership fee of £18.

How's that for great value!

Check us out we've so much to offer - great discounts and GIFT VOUCHERS too!

It's the great value way to keep fit!

Since it opened in April 2014 the Gym has provided a valuable service to the local area, being well supported by its users. The friendly, relaxed atmosphere certainly takes the stress out of keeping fit. Drop in and see us or call **07534 946143**.

Opening times

Mondays 1.30pm to 6pm

Tuesdays 4.30pm to 9.30pm

Fridays 10am to 1pm



Jubilee Hall George Lane
Loddon Norwich NR14 7DQ

www.loddoncommunitygym.com

SNYAB – November Activities

South Norfolk Youth Advisory Board (YAB)

Activities for young people in South Norfolk November 2019 onwards



Activities that are outside

Saturdays, once a month	Visit to <u>Clinks Care Farm</u> working with livestock, and carrying out conservation and market garden jobs. The farm has pigs, chickens, cows, sheep, chickens, geese and ducks, amongst other animals on site. Lunch is prepared using produce from the farm. These sessions are for young people aged 13 – 19 years.
-------------------------	---

Activities that focus on your wellbeing

First Friday of each month	<u>Wellbeing and Social Sessions</u> – early evening, calm, session for young people to relax, take part in some activities, have a walk, and talk to youth workers about things that are important to them. For young people aged 11 – 19 years.
----------------------------	---

Activities that help you get involved

Monthly, Wednesdays 7- 8.30pm	<u>YAB Youth Club</u> – session to meet new people, take part in different activities including sports, cooking, and crafts, or just hang out with your friends. This session is supported by a large team of youth workers. For young people of high school age.
Regular sessions	<u>Young Commissioners</u> – Young people getting together and making sure that the YAB offers young people in South Norfolk good projects and services that meet their needs. Young Commissioners are making a difference in their community by making sure that young people's voices are heard. This group of young people meet every three weeks to discuss issues that are important to them, and talk with other people who can influence change. Great for CVs and developing skills, as extra training is available. For young people aged 13 – 19 years.
20 th December plus three prep dates	<u>Intergenerational Project</u> – Christmas Luncheon and Games Session run by young people for older members of the community. Chance to volunteer some time in Diss while holding a fun event for others. Planning, decorating and baking sessions: 2 nd , 14 th and 19 th December. Young people can attend as many dates as they wish.

Activities that help you develop skills and get qualified

Dates to be agreed	<u>First Aid Certificate, Food Hygiene Certificate, Introduction to Health and Safety at Work, and Fire Safety at Work</u> – accredited courses to enhance your CV. Give us your name and contact details and we will let you know the dates of the next courses. For young people aged 13 - 19 years.
Saturday 16 th November	<u>First Aid Course</u> – pass this one day course, and get your certificate valid for three years. For young people aged 13 – 19 years.
Dates to suit you	South Norfolk YAB can also put you in touch with a <u>Careers Adviser</u> who will talk to you about your future, help you to make positive choices, and take steps in the right direction. If you would like to speak to Graham, you can email him directly on graham@mtmyouthservices.org.uk or fill in the slip below, and he will contact you. This service is for young people aged 15+.

Mobility aids service in Norfolk

Volunteer with us

We often have vacancies for volunteers to support in our mobility aids outlets and for volunteer delivery drivers.

If you would like more information please visit redcross.org.uk for current vacancies in your area, or call **Cally Smith**, Service Coordinator for Norfolk on **07850 652427** for details.

“Volunteering has been an eye-opener for me. I always knew people were in need, but I never realised just how much need there was.”

Martin Mobility aids driver



Red Cross assisted daily living

Looking for assistance with day-to-day activities? We have a range of products that may help. Visit giftshop.redcross.org.uk to visit our online shop selling mobility and independent living aids.



Mobility aids outlets in Norfolk

Norwich:

British Red Cross

Coronation Road, Norwich, NR6 5HD
01603 253403
Monday – Friday, 10.30am – 4pm

Great Yarmouth & Waveney:

Norfolk Coastal Centre for Independent Living

Woodfarm Lane, Gorleston, NR31 9AQ
01493 663626
Monday – Friday, 10am – 4pm

Kings Lynn:

Nelson House

Bergen Way, Kings Lynn, PE30 2DE
01553 766969
Monday – Friday, 10am – 4pm

redcross.org.uk

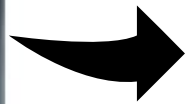
The British Red Cross Society, incorporated by Royal Charter 1908, is a charity registered in England and Wales (220943), Scotland (SC037738) and Isle of Man (0752). Cover photo © Simon Rawles/BRC, BRC19-149.



Mobility aids service in Norfolk



The power of kindness



The British Red Cross helps people in times of crisis

For someone having mobility problems, the right equipment can mean the difference between maintaining an active life and being isolated at home.

Our mobility aids short-term loan service helps thousands of people every year. Our team of staff and volunteers will support you to loan equipment that is right for your needs, or signpost you to a service that can.

The initial loan period is eight weeks, but a further short-term extension can be offered if necessary. The service is donation-led so we will ask service users to make a donation. We will also invite you to Gift Aid your donation if you are able.

Equipment available to loan

- | | |
|--|------------------|
| - Wheelchairs
(child to adult, self-propelling and transit) | - Toilet frame |
| - Leg extensions | - Mowbray |
| - Bathboard | - Shower stool |
| - Bath seat | - Perching stool |
| - Back rest | - Walking aids |
| - Commode | - Tray trolley |
| - Raised toilet seat | - Over bed table |
| | - Bed cradle |



Home delivery and collection service

In the Great Yarmouth and Waveney area we offer a home delivery and collection service on Mondays, Wednesdays and Fridays. This can be booked by calling the Great Yarmouth outlet directly.

For the rest of Norfolk, we have a volunteer-led home delivery and collection service. This comes at a cost of £10 for each journey and can be booked by calling the Norwich outlet directly.

Reconditioned wheelchairs

We often have reconditioned second-hand wheelchairs available that have been cleaned and serviced ready for resale. For someone who needs a wheelchair on a longer-term basis this can be an affordable way to purchase a wheelchair. Please contact the outlets directly to find out about stock, which is subject to availability.

Photos (left to right) © Simon Rawles/BRC, John Eccles/BRC, Matthew Percival/BRC.

City of Wellbeing Initiative- Norwich

Norwich organisations come together in city of wellbeing initiative

A collaborative initiative to support the emotional wellbeing of Norwich residents will begin on World Mental Health Day (10th October).

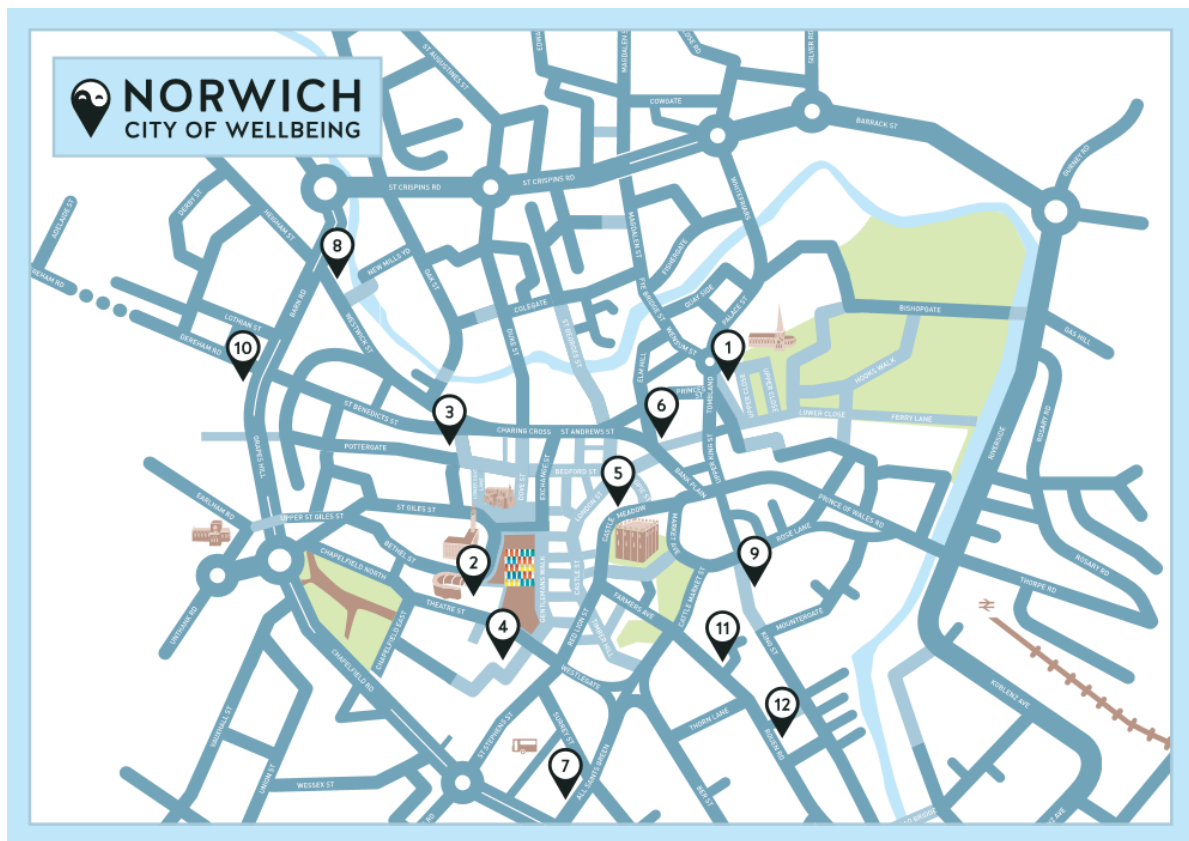
The 'City of Wellbeing' initiative brings together charities, religious organisations and local businesses in the city centre, that can lend a listening ear to people experiencing emotional distress.

The scheme - devised by Healthwatch Norfolk - has so far had 12 organisations sign up to participate, including; Norwich Cathedral, Cropper's barber shop, Grape's Hill Community Garden, as well as various cafés and religious organisations across the city centre.

An appeal has been made by Healthwatch Norfolk for other businesses, charities and religious organisations in Norwich to offer to be included as a supporting location on the City of Wellbeing initiative in the future.

If you would like to attend the launch, or are interested in being included as a Norwich City of Wellbeing location, contact Healthwatch Norfolk by emailing, enquiries@healthwatchnorfolk.co.uk or calling on 01953 856029.

Find out more about the scheme and the launch on 10th October by following this link - <https://www.healthwatchnorfolk.co.uk/news/norwich-organisations-come-together-in-city-of-wellbeing-initiative/>



Norfolk Warm Homes

Even if you don't qualify for the central heating grant we may still be able to help reduce your energy bills by:

Checking you are on the best tariff for your energy

Repairing your broken boiler

Helping you apply for the warm home discount

Advising on how to apply for the Priority service register

Helping with energy debts

Running a benefit check to ensure you are getting everything you are entitled to

Applying for attendance allowance, pension credit and council tax reduction



Call us on **01603 430103**

or visit norfolkwarmhomes.org.uk for more information

The Warm Homes Fund is supported by:

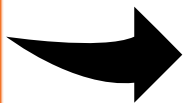


The Warm Homes Fund is provided by National Grid CIC and administered by Affordable Warmth Solutions across England, Scotland and Wales

HAPPY HOUSE WARMING
FOR COLD HOMES

If you're having difficulty heating your home, we can help

THE WARM HOMES FUND



Keep warm this winter with a new heating system from the Warm Homes Fund



A cold home is not only miserable, it can have serious effects on your physical and mental health, especially in later life. This is why Norfolk councils, led by Broadland District Council, are using money from the Warm Homes Fund to fit first time central heating at no cost to the homeowner or private tenant.

You are likely to qualify if:

- Your home has no central heating. This includes homes currently heated by storage heaters, electric radiators, solid fuel fires or back boilers and gas fires.
- You have a low income or receive certain benefits.

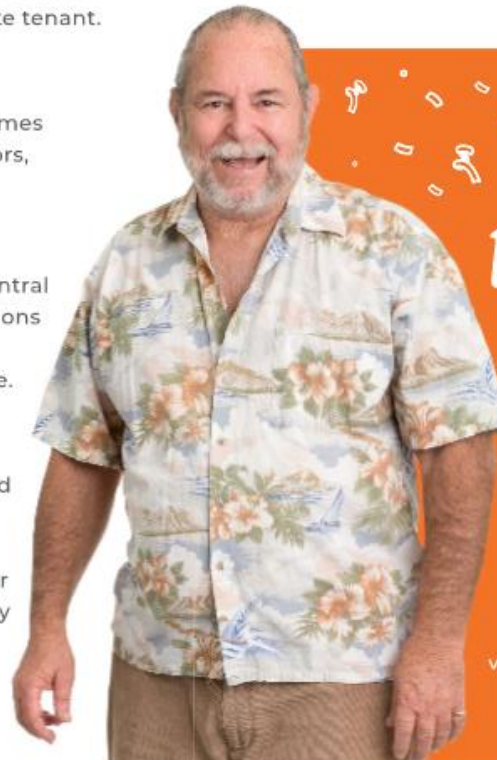
Funding is available to install mains gas, oil or LPG central heating systems, and in some cases gas grid connections can also be fully funded. Even if you don't qualify for this grant, we may still be able to help - see back page.

Where does this money come from?

The Warm Homes Fund is a £150 million fund provided by National Grid CIC and administered by Affordable Warmth Solutions. It is designed to be used for the installation of affordable heating solutions in fuel poor households that do not use mains gas as their primary heating fuel.

Three steps to getting a warm home:

- 1) Get in touch! Phone us on **01603 430103** and we'll find out if you're eligible for this support.
- 2) If we can help you, we'll then arrange an appointment for someone to visit you and carry out a heating survey. They will have a look around your home and work out the best way to fit your new heating.
- 3) One of our selected professional companies will then install the central heating system in your home with the minimum of fuss and disruption.



REMEMBER!

These grants are available on a first come, first served basis. Act now!

Call us on 01603 430103

visit norfolkwarmhomes.org.uk for more information

Norfolk Family Carers – Family Breaks



Young Carers Family Breaks

We offer Family Breaks for families with young carers aged under 18, who provide care for a family member needing help due to disability, physical or mental health problem or addiction.





Our Family Breaks benefit young carers and their families by providing the opportunity to relax and enjoy some quality time together.

Ranging between 3 – 4 days the break will help to build family relationships, improve wellbeing and create happy, lasting memories.

We support the family in finding a break suitable for their needs and provide a holiday pack with information and tips on how to get the most from their time away.

To qualify, families must:

- live in Norfolk
- not had a holiday/break within the past 2 years
- demonstrate they are unable to fund the break themselves and can provide evidence their household income is below £25,000
- provide their own transport to and from their break

Applications by professional referral only.

Only one break will be granted per family in any two year period.

Breaks must be taken in the UK

For more information please contact us at:

e: info@norfolkfamilycarers.org www.norfolkfamilycarers.org

i: /NorfolkFamilyCarers **@:** @NFKFamilyCarers **t:** 01603 219924

Charity No: 1155684 Company No: 08565078

Telephone Befriending – Norfolk Age UK



Telephone Befriending

Want to receive calls? We offer friendly weekly conversation by telephone to older people aged 60+ from our dedicated befriending volunteers.



Want to volunteer?

Make calls from your own home or our Norwich office, to brighten someone's day. Full support and training given.

For more information:

Telephone: 01603 787 111

Email: befriending@ageuknorfolk.org.uk

www.ageuknorfolk.org.uk

Making Norfolk a great place to grow older

Registered as Age Concern Norfolk, Charity No: 1077097, Company No: 03783205, IDA755 12.17

Recovery Innovation Fund

*Do you need help getting your idea
off the ground?*

RECOVERY *innovation* FUND

**SMALL GRANTS FROM £300-
£3,000 FOR INNOVATIVE
AND CREATIVE IDEAS TO
SUPPORT PEOPLE IN
RECOVERY FROM ADDICTION**

Are you a small or micro organisation operating within Norfolk? Is your turnover less than £100,000 per year? Do you have a passion for improving the lives of people in recovery within the local area? You provide the big idea, we provide the funding.

Call us on 01603 514096 or email us at rif.norfolk@cgl.org.uk for more information



CGL Norfolk

Alcohol & drug behaviour change service



GamCare is a national provider of free information, advice and support for anyone affected by problem gambling. From April 2013-2018 our **National Gambling Helpline** has seen an increase in women callers:

68% increase of women who are gamblers **72% increase** of women who are affected others

Using GamCare and Gambling Commission data, we estimate **only 1% of women who experience gambling related harm** contact the National Gambling Helpline. Even taking into account the increase in calls shown above, in our experience, women are far less likely to contact our helpline than men. This is not surprising due to **the perception that problem gambling is mostly a 'male issue'**.

Women are also disproportionately negatively impacted by gambling related harm from someone else's gambling, e.g. significant safeguarding issues, harm to finances and relationships, impacts on mental health and wellbeing; despite this, they still don't come forward.

Women and Gambling

Whilst not exclusively the case, our experience tells us **women tend to be more likely to gamble on fruit/slot machines and online**. The availability of online gambling on mobile phones can fit around a woman's busy life and is easily hidden.

Feelings of shame about gambling problems also hold people back from talking about the issue. This hidden nature of the problem means it can become increasingly isolating and harmful over time.

We have some knowledge and research around women and problem gambling, but we want to know more. So, at GamCare **we're launching a service that is entirely focused on supporting women to encourage them speak out about problem gambling**.

What could you do to help?

Could women coming into contact with your service be affected by a gambling problem?

Are women you see affected by debt, relationship difficulties, housing issues, depression and anxiety, feelings of isolation or suicidality?

If they are, there is a chance these issues could be the result of a gambling problem – whether their own or someone else's. Trying to sort out the symptoms without looking at the root cause may mean the individual never fully recovers.

As an organisation you can take some simple steps to skill yourselves in the topic of gambling related harm.

One step would be to familiarise yourself with the issue and the signs and symptoms of a problem, and to remember to ask the question about gambling where you think it might be playing a role.

We can help you to get this right.

We recently secured funding from the Tampon Tax Fund, to deliver a nationwide programme to build awareness of problem gambling and support options within the wider support sectors for women and girls

What we can do

GamCare works across England, Scotland and Wales delivering **free advice, support and training** that can be catered to your service and flexible based on staff skills/availability.

We can offer:

- **FREE resources for staff and women and girls** in your service affected by problem gambling;
- **FREE face-to-face training packages** with an aim of upskilling staff around early identification, advice, signposting and referral;
- **FREE treatment** to women affected by problem gambling;
- **A single point of contact** for ongoing support and advice.

By working together, we can reduce gambling-related harm experienced by women and increase access into our **fully-funded and free treatment services** across a variety of locations in Great Britain.

For more information about the Gamcare Women's Programme and to book your FREE training, please contact: Polly Johnson, Women's Outreach Officer (East of England)
Mobile: 07397 224948 E-mail: polly.johnson@gamcare.org.uk

Carers Matter Norfolk



Do they need your support because of illness, disability, mental ill health or difficulties with drugs or alcohol?

If so, you are a Young Carer and we are here to support you and your family



Food Network Meeting Summary

The Hive is home to one of the two community fridges in Norwich, offering an opportunity for people to come together and have a cuppa as well as choosing from the variety of food (mainly waste food given by supermarkets). A course on shopping on a small budget is being offered to there in partnership with Adult learning. A raised bed has been set up to encourage people to get interested and involved in growing their own food.

The fridge is available

Sunday 9-10

Tuesday Drop in 1-3

Fridge 1.30-2.30

Thursday Drop in 10-12,

Fridge 11-12

<https://www.stfrancisheartsease.co.uk/fridge>

The Feed have been asked by Tesco to take part in a pilot that they hope will increase the amount of waste food that Tesco can pass on, they have offered them a fridge to trial for six weeks and they are awaiting delivery, more info to follow as the pilot begins.

Joy of Food is now part of Adult Learning which opens up more scope for combined learning, literacy can be a barrier to learning to cook (reading of recipes is generally required). Additional courses that link well with Joy of Food courses such as shopping on a budget and health and wellbeing are available.

Tuckswood library has raised beds to encourage local people to discover the pleasure of growing vegetables and flowers.

Rowan of **Foodhub** advised us that Foodhub could serve more community groups/organisations if required. Aldi is now providing food to Foodhub (and Soul Church) **Discussion was held regarding gathering information across Norwich on the amount of waste food collected by the various groups and also how many community meals are created or families supported from what is collected. It was agreed this could be incorporated as an aim in the Food Poverty Action Plan and should be followed up as part of the network.**

Foodbank have secured funding so that they are able to give additional support to families in crisis in the form of Gas and Electricity in winter (so recipients are able to keep warm and heat/cook the food they have received).

Fareshare Have contracts at present with Tesco and Waitrose that equate to 45 stores across Norfolk generally serving four or five groups to each store and they are currently developing contracts with Asda. They work with a range of members including schools and preschools that use the food as snacks or for breakfast club and also to offer to families in need. Fareshare has a range of data that can help form the basis of the Norwich calculations of food waste used and meals provided.



Soul Foundation Soul Pantry

We partner with a number of other organisations to collect, deliver and redistribute food.

We distribute in a number of ways:

Direct to individuals

Direct to Families

Through a third party to families

We provide food for distribution through schools both in Norwich and in Norfolk.

We provide food to 3 x schools for pre school breakfast .

We work with a number of hostels incl St Martins stable to supplement food. This is gauged to reduce dependency.

We support a range of drop events with food; vulnerable mothers/tots, Soul Haven, mental health support groups, veterans and ladies companionship group. Some we run and some run by others such Bowthorpe Community Hub.

We do not have any community fridges ourselves (yet!) but support some that do with food.

Community lunches. These welcome people from across the social spectrum for a hot meal and companionship. There are a number across the week; some are open to the whole community and some are more bespoke such as mental health group or the vulnerable mothers and babies group. All have the option to take home a hamper.

We supported FISH this summer with the provision of food to those providing a front line service in schools or through the Boundary Pub. We also loaned our food trailer to the Norman Centre who provided meals to the local community.

The food trailer is used to dispense hot food and pack ups once a week. We are looking at more rural locations where there is less provision.

Our food supplier is a mix of those we have with Fareshare and those we have forged a link with independently:

Tesco

Asda

Aldi

Booker

Makro

Greggs

Pret

Oak Grove Chapel Has money advisers to work with people with all types of money problems right through to insolvency and are open to people across the county. They offer a light meal to foodbank recipients attending their collection point and also hold regular community meals.

Carer Emergency Plans – Norfolk County Council

Norfolk County Council has updated its Carer emergency card application form to make it quicker and simpler to apply. You now only need to provide:

- Details about the person you care for
- The things you do to help them
- Names of emergency contacts

<https://www.norfolk.gov.uk/care-support-and-health/start-with-social-care/urgent-help/carers-emergency-card>

If someone needs help completing the form they can also contact Carers Matter Norfolk:

<https://carersmatternorfolk.org.uk/information-advice/support-carers/advice-line/>

Unfamiliar with the scheme? Here's a quick overview about the benefits of applying:

If you are caring for someone over the age of 18, it is important that you get a carer's emergency card. This will ensure that that person will be safe if you are caught up in an emergency.

You will be sent a carer's emergency card, which you should carry with you at all times. The card clearly states that you are a carer and that someone is relying on you to keep them safe and well. It also has your Emergency Plan number on it and the emergency helpline number 0344 800 8020.

What happens in an emergency?

You, or someone on your behalf, should ring the emergency helpline number 0344 800 8020 and give the number of your Emergency Plan.

Your named emergency contacts will be contacted by the emergency helpline service. Your named emergency contacts can then help the person you care for.

The service will help even if the named contacts cannot be reached, or you do not have any people who can help nearby. Care workers will provide an initial response, to allow enough time to plan what will need to happen next.

What is an emergency?

Examples include:

- You (or someone close to you) are taken ill or have had an emergency
- You have had an accident, or your car has broken down

The emergency services know what to do if they see your carer's emergency card.

Cyber Protect – Norfolk Police

CYBERPROTECT

Strengthen your protection against **cyber crime**

The main **FREE** support elements we can provide are:

- Cyber basics review of your organisation's IT, in line with Cyber Essentials
- Attend and deliver cyber PROTECT message/training at events
- Host Lego Decisions and Disruptions roleplaying game to raise awareness of the importance of cyber security
- Act as sponsor for the Cyber Security Information Sharing Partnership (CiSP)
- Signpost and offer general cyber support and advice
- Raise awareness of trusted, available resources

Free advice and support

norfolk.police.uk/advice/cyber-crime
suffolk.police.uk/advice/cyber-crime

Contact

CyberProtect@suffolk.pnn.police.uk
CyberProtect@norfolk.pnn.police.uk



CYBERCHOICES

Keep young people from becoming involved in cyber crime

Offenders are usually unaware of the law around Computer Misuse.

Cyber Choices aims to address this by:

- raising awareness of the law
- raising awareness of the consequences of offending
- positive diversion of these skills and interests to resources where they can be practised ethically and legally

The main support elements we can provide are:

Classroom delivery

Staff CPD



Meetings with young people at risk



Provide resources to develop skills legally



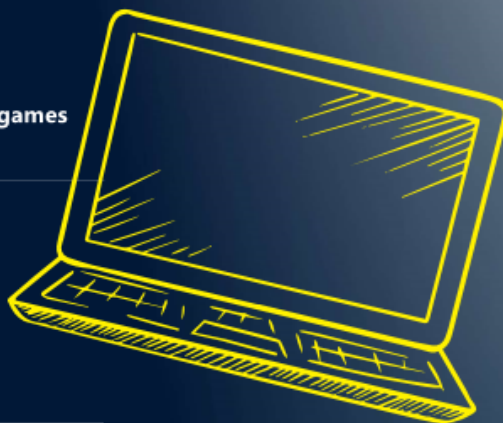
Other useful sites

- **Take Five** offer straightforward and impartial advice
takefive-stopfraud.org.uk
- **Simple no-nonsense guide to social media, apps and games**
net-aware.org.uk
- **Check if your account has been compromised**
haveibeenpwned.com
- **Advice on ransomware and malware**
nomoreransom.org

Contact

CyberChoices@suffolk.pnn.police.uk

CyberChoices@norfolk.pnn.police.uk



Assistive Technology – Adult Social Services

 **Norfolk** County Council

Adult Social Services

Assistive Technology

What is Assistive Technology?

Assistive technology is a range of electronic gadgets that can help you to live independently in your own home. This includes things such as:

- Sensors / detectors that link to a monitoring centre (via your rented community 'pendant' alarm). For example smoke, low temperature, falls, and property exit sensors
- Global Positioning System (GPS) location devices that use a mobile network to raise an alert to a carer or monitoring centre. For example the buddi gps device
- Triggers / sensors that can support a person or their carer in and around the home. For example pendant buttons, door contacts or motion sensors linked to a pager



Who is the service for?

This service is for adults over 18 years living in their own home (this excludes residential /care homes).

The Assistive Technology team will carry out an assessment to see if you would benefit from having any electronic gadgets that would help you to stay independent and/or provide support for your carer.

www.norfolk.gov.uk



How much does it cost?

The assessment is free, and many of the gadgets are available on free loan. However as part of the assessment we might suggest some other gadgets that we do not provide that we think would be useful. The person carrying out your assessment will be able to suggest places where you can buy these directly.

How to contact us

If you already have ongoing support from Adult Social Services please speak to your social worker about referring into our service.

Or you can contact the Norfolk County Council's Customer Service Centre to ask for a referral to the Assistive Technology team.

Telephone: 0344 800 8020

Fax: 0344 800 8012

Minicom/Text phone: 0344 800 8011

Email: information@norfolk.gov.uk

Mobile phone text: 60046

(some services only available Monday to Friday 9a.m. – 5p.m.)

Or you can use our online enquiry form at:

<https://online.norfolk.gov.uk/enquiry/>

Or write to us at:

Norfolk County Council
County Hall
Martineau Lane
Norwich
Norfolk
NR1 2DH



If you need this leaflet in another format or language please call 0344 800 8020 and we will do our best to help.

Coercive & Controlling Behaviour

COERCIVE & CONTROLLING BEHAVIOUR



Q: What is coercion and control?

A: Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape, and regulating their everyday behaviour.

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten a person.

MYTH BUSTING



15th December 2015
Coercive or controlling behaviour became a new offence in the UK

9,000

Over 9,000 offences of coercive control were recorded by the police in 2017/18. There were 960 offences of coercive and controlling behaviour where a prosecution commenced at magistrates' courts in 2017/18 (ONS 2018)

17%

Of 3,000 cases suffering exclusively from coercive control, **only 17%** made a report to police (SafeLives)

This is not trivial. Psychological and emotional abuse can be as damaging as physical abuse for victims and children. Coercive control is a criminal offence. **REMEMBER** you don't have to be assaulted to be a victim of domestic abuse.

SOME EXAMPLES OF BEHAVIOUR OR TACTICS USED BY PERPETRATORS ARE:



Isolating from friends and family



Depriving of basic needs, such as food



Monitoring / controlling time, tracking movements



Controlling their social media



Taking control over aspects of everyday life, what to wear and when to sleep



Depriving access to support services, such as healthcare or medication



Manipulating someone or their friends and family



Repeated humiliation, embarrassment or dehumanising the person



Controlling finances or creating financial dependency



Making threats or intimidation

TYPES OF EVIDENCE

If you or someone you know is in a controlling or coercive relationship, it is important to collect as much evidence of the behaviour as possible. For example:



Emails, screenshots and social media



Phone records, text messages and 999 tapes



CCTV and body-worn video footage



Previous offences and witness testimony

WE CAN ALL DO SOMETHING ABOUT THIS TYPE OF DOMESTIC ABUSE.

HERE ARE 3 ACTIONS WE WANT YOU TO DO:

1) Have a look at the 10 behaviours listed (shown left)

Do you identify any of those within your own relationships? How about a friend or colleague? If so, there is support, see back page.



2) Share the online videos

Things Need to Change – scan this QR code with your mobile phone or search

'Things Need to Change - Norfolk DASVB'

3) Keep up to date

Sign up to receive email alerts when news items are posted on the Norfolk Safeguarding Adults Board (NSAB) website, via:

www.

nsabchair@norfolk.gov.uk

and follow NSAB on Twitter



@NorfolkSAB

DOMESTIC ABUSE SUPPORT SERVICES

In Norfolk:

Leeway:

0300 561 0077
Norwich, Broadland, Breckland,
West Norfolk
www.leewaysupport.org

Spurgeons (Norwich Connect):

01603 628122
Norwich
[www.spurgeons.org/
what-we-do/norwich-connect](http://www.spurgeons.org/what-we-do/norwich-connect)

Orwell (Haven Project):

0845 4674876 / 01508 533933
South Norfolk
[www.south-norfolk.gov.uk/residents/
south-norfolk-help-hub](http://www.south-norfolk.gov.uk/residents/south-norfolk-help-hub)

Norfolk and Suffolk Victim Care Service:

0300 303 3706
Norfolk Wide
www.nsvictimcare.org/contact-us/

SARC – Sexual Assault Referral Centre – The Harbour Centre:

01603 276381 (24/7)
Norfolk Wide
www.theharbourcentre.co.uk

Daisy Programme:

01953 880903
Breckland
www.daisyprogramme.org.uk

Pandora: (contact online)
www.pandoraproject.org.uk
West Norfolk, North Norfolk

Norfolk Community Law Service:

01603 496623
www.ncls.co.uk

Norfolk Wide

Multi-agency Safeguarding Hub
(MASH): 0344 800 8020
Norfolk Wide

Nationwide

National Domestic Violence Helpline:

0808 2000 247
[www.nationaldomesticviolence
helpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

GALOP (LGBT): 0800 999 5428

www.galop.org.uk

Mankind Initiative (Male Victims):

01823 334244
www.mankind.org.uk

Men's Advice Line (Male Victims):

0808 801 0327
www.mensadvice.org.uk

Respect (for abusers):

020 3559 6650
www.respect.uk.net



@NorfolkSAB



UK Power Networks – Priority Services Register



Power cut? Would you, or someone you know need extra support?

Who are UK Power Networks?

We own and maintain electricity cables and lines across London, the South East and East of England, making sure that homes and businesses have power.

We deliver your electricity locally, regardless of which company you pay your energy bill to.

We understand that power cuts can be worrying, especially if you or someone you look after needs electricity for medical reasons, are unwell, or have specific communication needs.

Our Priority Services Register is FREE to join and offers support:

- Information about our services translated, in large print, audio, braille or Easy Read
- A priority number that you can call 24 hours a day
- A dedicated specialist team who will contact you by phone or text message, to keep you updated during a power cut
- Tailored support if you need this such as home visits, hot meals, advice and keeping your friends and relatives updated

To register, please visit:

www.ukpowernetworks.co.uk/priority

email: psr@ukpowernetworks.co.uk

or call: 0800 169 9970

using your textphone dial:

18001 0800 31 63 105



 Search UK Power Networks



Harleston Jobs Club

Jobs Club

Harleston
information *plus*



Drop in for employment support

Woodton Village Hall

Tuesday 29th October 10am-12pm

Broome Village Hall

Thursday 31st October 11am-1pm

And every Wednesday 10am-2pm at Harleston Information Plus

All our services are free and confidential

Phone: 01379 851920 E: jobsclub@harleston-norfolk.org.uk

Harleston Information Plus, 8 Exchange Street, Harleston, Norfolk, IP20 9AB
The Harleston Information Plus Charity Number - 1146735



European Union
European
Social Fund



LOCAL
INVESTMENT
IN
EMPLOYABILITY

South Norfolk
COUNCIL



Cascading Leadership – The King's Fund

Cascading Leadership: supporting peer-to-peer leadership development in the voluntary and community sector.

Cascading Leadership provides an invaluable **free** opportunity for leaders working in health and wellbeing organisations in the voluntary and community sector in the UK to develop their leadership skills and receive practical support.

It is built on a peer-to-peer model where an experienced VCS leader (a consultant) supports another VCS leader who is seeking support (a partner). Consultants and partners are matched together in pairs. They meet at least five times over a period of nine months where the partner has an opportunity to work through organisational issues and receive support. The consultant also benefits from being stretched to develop their own leadership and skills, while being supported and supervised by senior staff at The King's Fund. There is no charge for the programme, which is valued at £5,800 for each pair.

The next course starts **March 2020**.

Applications are especially welcomed for consultants and partners from Black and minority ethnic communities, as people from these groups have been underrepresented on previous courses.

Please click on the following link for more information
<https://kingsfundmail.org.uk/21A8-6ITS9-ADSZSLXX48/cr.aspx>