

South Norfolk Bulletin



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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

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Edition
59

22/11/2019

Confident Traveller Meetings



Having our say
as people first

Confident Traveller Meetings

Opening Doors



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



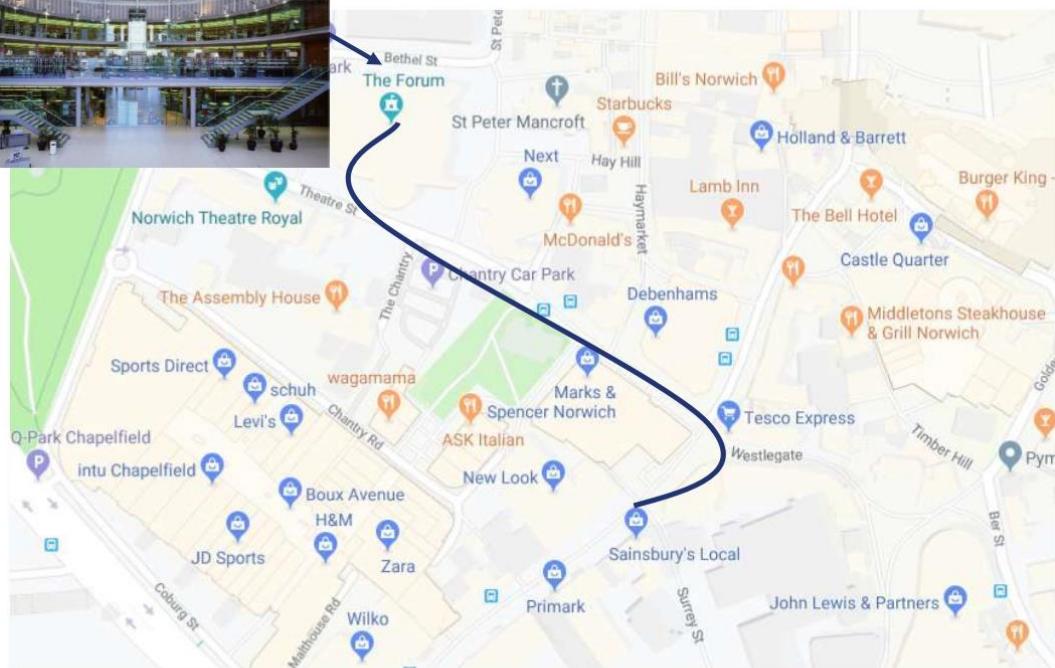
If you need
support bring
them along



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



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



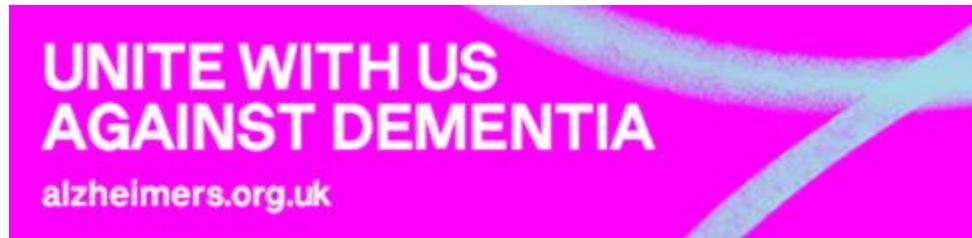
European Union
European
Social Fund



LOCAL
INVESTMENT
IN
EMPLOYABILITY



Dementia Friends Champions Induction



Become a Dementia Friends Champion by attending this whole day volunteer induction session.

On: Monday 2 December 10am to 4pm

**At: Room 4, The King's Centre, 47-51 King St.
Norwich
Norfolk
NR1 1PH**

You must register or [sign in](#) as a **Dementia Friends Champion** before you can [register](#) your interest in a Champions' induction.

You'll see a Dementia Friends Information Session delivered by a Dementia Friends Officer and then learn how to deliver the session yourself with the chance to discuss the activities and our key messages, before taking part in a practice presentation. Tea and coffee will be provided but please bring your own lunch.

What is a Dementia Friends Champion?

A Dementia Friends Champion is a volunteer who encourages others to make a positive difference to people living with dementia in their community. They do this by giving them information about the personal impact of dementia, and what they can do to help.

It's easy to get involved. Dementia Friends Champions will attend an induction, receive support when they need it, and be part of thousands of other volunteer Dementia Friends Champions creating dementia friendly communities together.

To be a Dementia Friends Champion you need to:

- Genuinely have the time to run Dementia Friends information sessions and reach around 100 people
- Be over 16 years old
- Be a good communicator and speak objectively about dementia
- Enjoy talking to groups of people
- Have access to the internet and be willing to record the number of Friends you reach by the website
- Keen to set up information sessions in workplaces and your local community
- Enthusiastic about Dementia Friends
- Voluntarily attend a whole day induction"

If you have any questions about the training event, please get in touch with Camilla Alfred, Senior Regional Dementia Friends Officer: Camilla.alfred@alzheimers.org.uk

Diabetic Foot Screening Training 2020



Norfolk Community **NHS**
Health and Care
NHS Trust

Find out more

To discuss individual training requirements, please contact
Suzanna Grimes - Principle Podiatrist (Diabetes)
Diabetic Foot Clinic
Queen Elizabeth Hospital
Gayton Road
Kings Lynn
PE30 4ET

01553 613613 x2390

Or email nchcfootscreeningtraining@nhs.net



If you would like this publication in large print, Braille, alternative format or in a different language, please contact us on 01603 697300 and we will do our best to help.

Produced by Norfolk Community Health and Care NHS Trust (09/2019)
Leaflet review date: (09/2020)

You can receive help with queries about NHS services from
Patient Advice and Liaison Service

Telephone: 0800 088 4449
Email: pals@nchc.nhs.uk
(Monday-Friday 9am-5pm)



Now covering all of Norfolk and Waveney STP

Diabetic Foot Screening Training 2020

Free for all Primary Care health professionals involved in diabetes care

Essential for all HCPs undertaking diabetic foot screening as part of QOF

www.norfolkcommunityhealthandcare.nhs.uk

Looking after you locally



Overview of Diabetic Foot Screening Training:

- Provides an essential overview of the diabetic foot, vascular and neurological screening techniques, risk stratification (included as part of QOF) and referral pathway information.
- Participants will complete a competency assessment following the training.
- NCH&C recommend updating this training **every two years**, especially if diabetic foot screening is a core part of the job role.
- Training sessions will be held at venues all over the STP patch, on a rolling yearly program over the lunchtime period, to minimize the impact on clinical time.
- Training sessions are led by NCH&C Podiatrists experienced in screening the diabetic foot.

Course Content includes:

- Diabetic foot complications
- Techniques for identifying risk factors – neurological and vascular assessment
- Identification of foot pathology
- Care Pathways
- Referral Guidelines for the at risk and acute foot
- Basic foot health education for patients
- Primary Care good practice guidelines
- Competency assessment with certification

Diabetic foot screening is a vital part of diabetes care and it is well documented that detecting risk factors for diabetic foot complications early, and accessing appropriate care pathways, can reduce amputation rates and hospital admissions.

2020 Training Dates/Venues:

All training sessions include a presentation and assessment.

Training starts promptly at 12pm (except for January and April which starts at 12.30pm) and last for 2 hours. Please factor in your travel time when booking.

Please note: Refreshments/lunch is not provided at this training.

Date	Time	Venue
7 th January	12.30-2.30pm	Boardroom, Woodlands House, Norwich Community Hospital
4 th February	12-2pm	Seminar Room, Dereham Hospital
17 th March	12-2pm	Vancouver Room, St James Clinic
21 st April	12.30-2.30pm	Multipurpose Room, North Walsham Community Hospital
12 th May	12-2pm	Boardroom, Woodlands House, Norwich Community Hospital
9 th June	12-2pm	Multipurpose Room, Attleborough Health Centre
7 th July	12-2pm	Multipurpose Room, Swaffham Community Hospital
August	No training date	
15 th September	12-2pm	Seminar Room, Kelling Hospital
13 th October	12-2pm	Boardroom, Woodlands House, Norwich Community Hospital
3 rd November	12-2pm	Seminar Room, Dereham Hospital
8 th December	12-2pm	Health Education Room, Downham Market Health Centre

How to book onto a session:

Booking is via a dedicated email. To book a place, email nchcfootscreeningtraining@nhs.net, stating your preferred date and venue, name, employer, and place of work.

All bookings will be confirmed by email. **Closing date for bookings is the Friday before each training date.**

Community Action Norfolk – Free Training

Supporting vulnerable people suffering from Fuel Poverty

Community Action Norfolk are working with BESN (Big Energy Saving Network) to deliver free training to frontline workers and volunteers who support people who might be struggling to heat their homes adequately, to help them if they spot someone experiencing fuel poverty.

Fuel poverty can be caused by numerous factors: low income, poor heating and insulation and unaffordable energy prices. It can severely impact on health and wellbeing and contributes to excess winter deaths and rising NHS costs. Cold homes can affect or exacerbate a range of health problems, including:

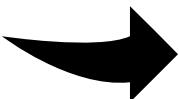
- respiratory problems such as bronchitis and asthma,
- circulatory problems including strokes
- increased risk of anxiety, depression and other mental health issues.

Cold homes can also affect a wide range of issues such as educational performance among children and young people, and increased absenteeism at work. Older people too, are particularly vulnerable to the impacts of cold homes.

As your staff / volunteers work directly with people, they could well be working with people experiencing these problems. This training will highlight what fuel poverty is and why it is important to recognize the issues, and what help there is including; benefits of switching suppliers (how easy it is), to save even more money on energy, as well as highlighting services such as Warm Home Discount, Priority Service Register and smart meters. Frontline workers and volunteers who directly deal with those vulnerable people at risk of facing fuel poverty will be able to confidently give support with an energy issue after attending the training, it is also useful as a refresher to those who have attended in the past.

The training takes one hour, and can be arranged anywhere in Norfolk and other parts of Eastern Region to accommodate your team.

Please get in contact to arrange via phone on 01362 698216 or our email
office@communityactionnorfolk.org.uk



Cyber Safety Training

An easy guide to cyber safety – free training for VCSE organisations

This free 3-hour training session provides smaller/medium sized voluntary, community and social enterprise organisations with easy to understand guidance in how to keep cyber safe quickly, easily and at low cost.

What is cyber security.

Why charities are at risk and how are they being attacked.

Protecting your charity:

- Backing up,
- keeping devices safe,
- preventing virus/malware damage,
- Avoiding scams/phishing
- Using passwords

Understanding your digital footprint

What to do if you fall victim.

Dates are:

Dereham 5th December

Ipswich 6th February

Lowestoft 10th February

Norwich 27th February.

Kings Lynn 12th March

For more information contact us at 01362 698216 or office@communityactionnorfolk.org.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

Dove Café – Launch Event

Dove Café

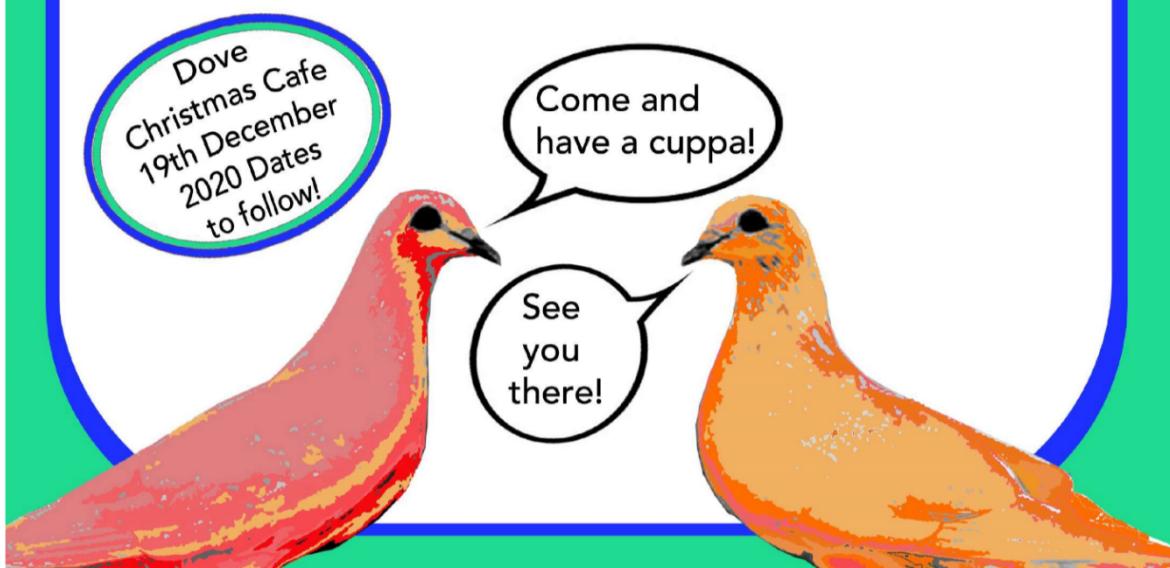
A place to chat, have a coffee
and do something creative!

Launch Event!

28th November
10 am - 11.30 am

Costessey Library
Breckland Road
Norwich NR5 ORW

A Dementia friendly cafe with
a little bit extra...all welcome!



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)

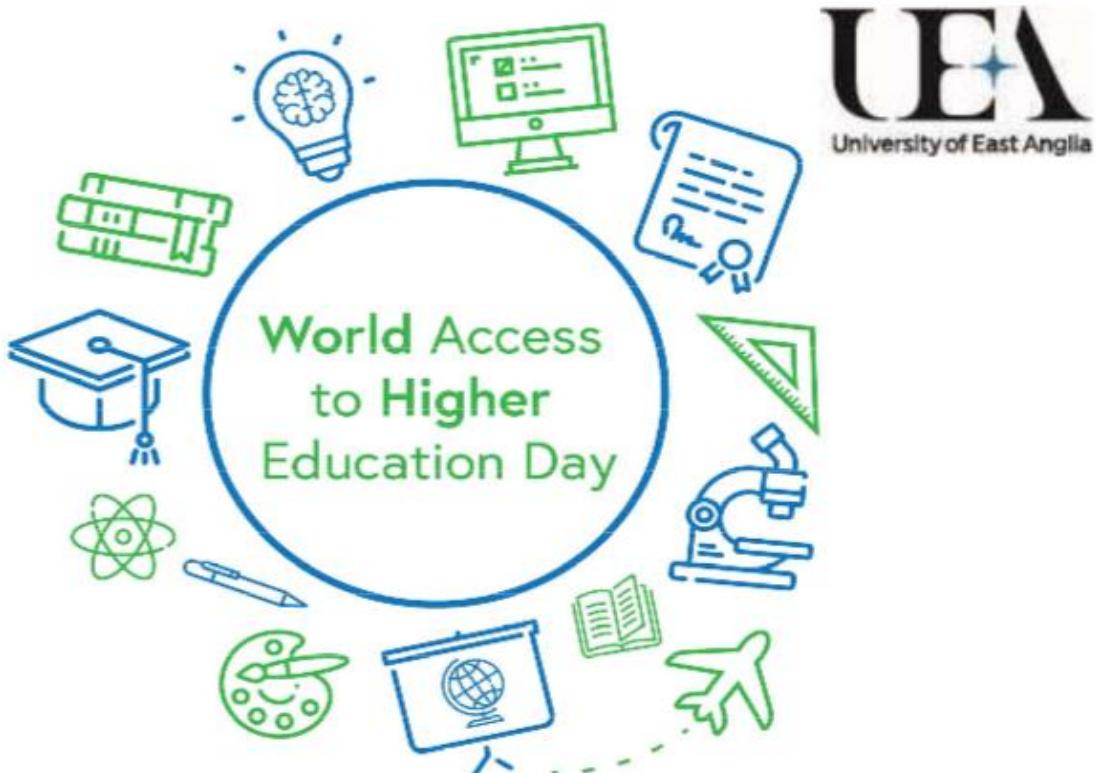
Junior Club will still be running as normal every
Wednesday evening 5.45pm until 7.30pm.

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

World Access to Higher Education Day-UEA



Tuesday 26 November, UEA LCR (Union House)

Join the celebration between 14.00-17.00

An open and inclusive **drop-in event** for UEA staff and students, plus **young people and professionals visiting from schools, colleges and local community groups**. Celebrate the different paths taken to Higher Education and learn about support at UEA:

- Find out about the groups and support networks available to help UEA students
- Speak to UEA staff and students about the work that is done to help **all** students into and throughout university (*list of stallholders on next page*)
- Hear brief talks about the range of approaches taken to encourage and broaden access to HE, including: activities for **mature students**, **University of Sanctuary** campaign, the **Access All Areas** disability group, our **Head of Student Services (Wellbeing)**, and the **Student Union UG Education Officer and Welfare, Community & Diversity Officer**
- Take an optional tour of campus with our friendly Student Ambassadors
- Take part in our big anonymous feedback wall! We want to hear and celebrate your stories about where you are in your education and how you got there

For more information contact Liz Ferguson on 01603 591960 or includingme@uea.ac.uk
Help with transport is available for groups or individuals you work with – contact Liz to arrange.

Wymondham Archers – Beginners course



WYMONDHAM ARCHERS
www.wymondhamarchers.co.uk
[f](#) [t](#)

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

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+.

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

The Crafty Bombers – Thorpe Abbotts

The Crafty Bombers

@ Thorpe Abbotts Village Hall

We are excited to introduce in 2020 The Crafty Bombers, a craft club for busy kids who like to do busy things!

Each month there will be a themed session with a variety of activities. Refreshments included.

All sessions are 10.30am – 12pm.

- Saturday 11th January
- Saturday 8th February
- Saturday 14th March
- Saturday 18th April
- Saturday 16th May
- Saturday 13th June
- Saturday 11th July
- Saturday 15th August
- Saturday 12th September
- Saturday 10th October
- Saturday 14th November
- Saturday 12th December



To cover the costs of materials, we ask for a donation of £1 per child. Any crafty donations also gratefully received!

*For any enquiries please contact Jo Slater
tel. 668585 / jogslater@hotmail.com*

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

A large orange poster with the text "HAPPY HOUSE WARMING FOR COLD HOMES" in white and blue. Below the text is a photo of an elderly couple standing together, a small dog lying on the ground, and a central graphic of a central heating unit with a bow. To the left, a list of services is provided. A black arrow points from the bottom right towards the poster.

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.

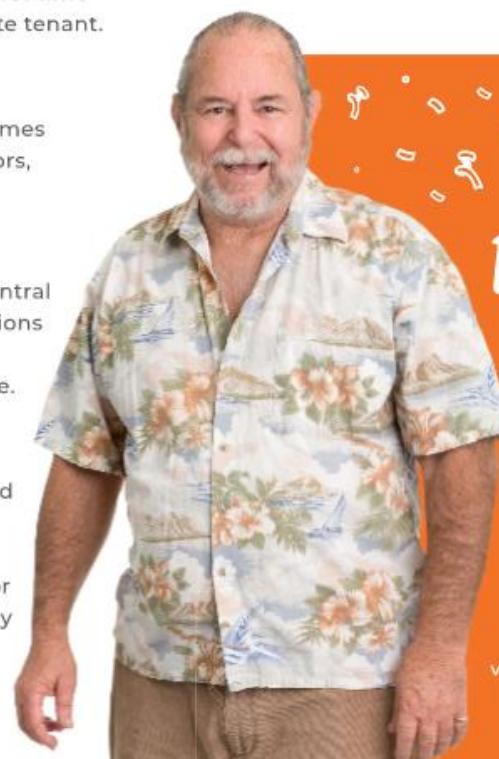
Where does this money come from?

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

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, ID: 053 2217

Cyber Protect – Norfolk Police

CYBER PROTECT

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



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.



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

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

Coercive and controlling behaviour is not part of a healthy relationship. It's about repeated criminal behaviour and creating fear of not abiding by someone else's rules.

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)

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

9,000 cases
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.nsab.gov.uk

nsabchair@norfolk.gov.uk

and follow NSAB on Twitter



[@NorfolkSAB](https://twitter.com/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

Orwell (Haven Project):

0845 4674876 / 01508 533933
South Norfolk
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.daisypyprogramme.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.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.mensadviseline.org.uk

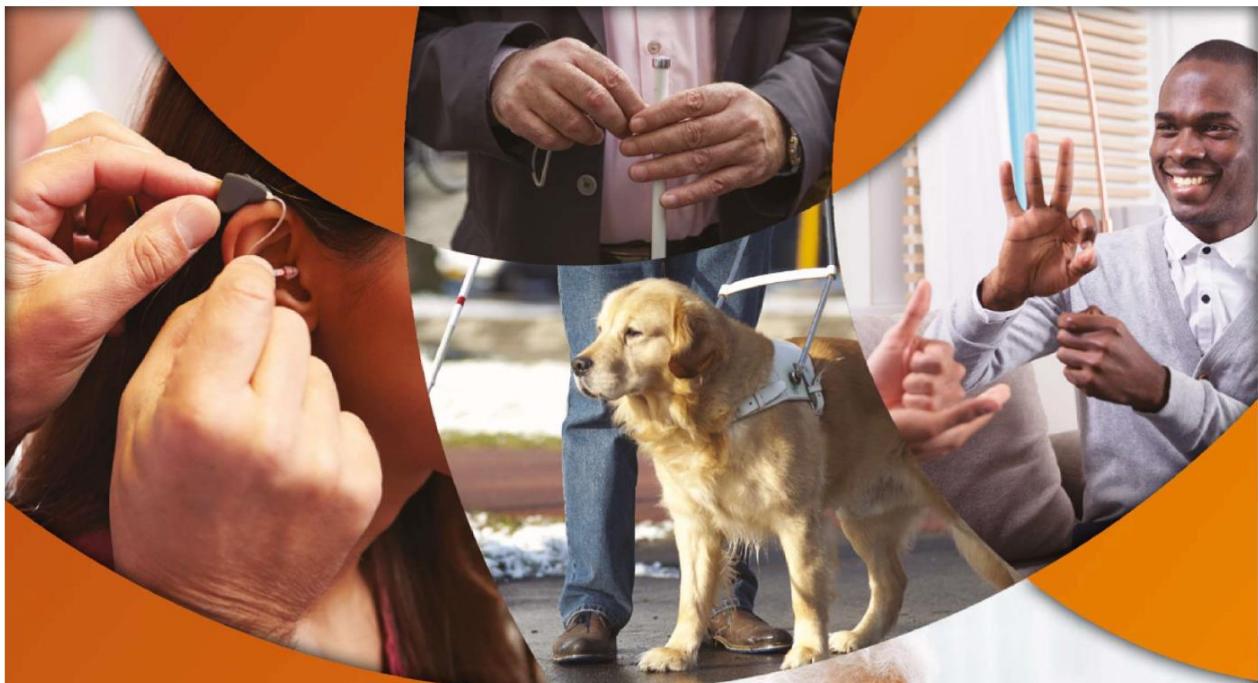
Respect (for abusers):
020 3559 6650
www.respect.uk.net



[@NorfolkSAB](https://twitter.com/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 of 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



[Twitter](#) [Facebook](#) Search UK Power Networks

UK Power Networks
Delivering your electricity

RAF – Care Within The Home



HOW WE CAN HELP

Muriel is 93 years old and lives alone in her own home. She was struggling to get out of her chair, often falling and hitting her head. We arranged for an occupational therapist to carry out an assessment of her needs.

Muriel already has a care package in place but we provided a riser recliner chair, which helps her to get up more easily and prevents any further falls.



GET IN TOUCH WITH US

If you or a family member would like further information about domiciliary care and how we may be able to help, please contact us today.

 freephone helpline **0800 169 2942**

 advice@rafbf.org.uk

 RAF Benevolent Fund,
67 Portland Place, London W1B 1AR



**Royal Air Force
Benevolent Fund**

The RAFBF is a registered charity in England and Wales (1081009) and Scotland (SC038109)



CARE WITHIN THE HOME

The RAF Benevolent Fund may be able to help you if you need extra care and care equipment to remain living in your home



**Royal Air Force
Benevolent Fund**
THE HEART OF THE RAF FAMILY



CARE IN THE HOME

As you get older, you may need some extra support and assistance to continue living independently in your own home. There is a wide range of help available from your local authority. Many of these services are means tested but you should be able to obtain help with: getting in and out of bed, bathing and washing, preparing meals, cleaning and attending day centres. Your local adult social services department will carry out an assessment of your needs. This is free of charge regardless of income and savings.



HOW WE CAN HELP

If you are eligible to receive assistance from the RAF Benevolent Fund, we may be able to help with any needs you may have in addition to those provided by social services.

We are happy to speak to your relatives, providing you have given them consent to speak to us or they have Power of Attorney or Deputiesip.



HOW WE HELPED ALAN

Alan is 90 years old and served as aircrew during World War Two. Although social services were contributing towards a package of care, Alan's family felt this was not enough to meet his needs. Alan did not wish to go into a home and wanted additional help from a private carer to assist with his day-to-day living. We were able to assist towards the extra care costs to enable Alan to continue living independently at home.

TYPES OF ASSISTANCE

The RAF Benevolent Fund may be able to help with:

Care costs (domiciliary care)

We will consider requests for assistance if local authorities are unable to provide the level of care that you need. This can include both day and night care, day centre costs and respite care.

Disabled Facilities Grants

If your home needs adapting to make it more suitable to your needs you can apply for a grant from your local authority. We may be able to assist towards adaptations such as wet rooms, stairlifts and ramps should you not be eligible for local authority help.

Care and Mobility Equipment

We can assist with the provision of specialist equipment including riser recliner chairs, profiling beds, electric scooters and wheelchairs and telecare equipment to enable you to continue living safely in your own home.

OT Assessment

We can pay for an occupational therapist to visit you, which helps us to determine the extra assistance you may need to remain independent as long as possible.

Dementia Support

A funded occupational therapist assessment can identify the level of care needed and any appropriate equipment to support carers. We can also signpost you to appropriate help desks and fund attendance at day centres.

Advocacy

Our in-house Advocacy Service can assist with challenging local authorities regarding care assessments, care packages as well as decisions regarding continuing healthcare funding.

RAF – Support for Veterans and their Families



“The support I received enabled me to buy a home much more suitable for my needs – I can't thank you enough.”

HOW WE HELPED MICK

Former RAF Police dog handler Corporal Mick McConnell was injured in Afghanistan in 2011 after stepping on an IED.

Mick faced two years of rehabilitation after having his foot amputated and needed a home suitable for his future needs. We provided a loan which enabled Mick to buy a home in Elgin, Scotland, close to family.

CONTACT US

If you were in the RAF or WRAF (including National Service and Reserves) or are the spouse/partner, widow or widower of someone who was contact us today. If you are still serving and awaiting discharge contact your Flight Commander or Chief Clerk.

- 📞 Call our freephone helpline **0800 169 2942**
- 🌐 For more information visit www.rafbf.org/help
- 🐦 @RAFBF
- 🌐 facebook.com/rafbf/

The RAFBF is a registered charity in England and Wales (1081009) and Scotland (SCO38109)



Royal Air Force
Benevolent Fund

SUPPORT FOR RAF VETERANS
AND THEIR FAMILIES



SUPPORT FOR RAF VETERANS

We are the RAF's leading welfare charity, supporting both young and older RAF veterans and their dependants through injury or illness, financial hardship, disability, bereavement and promoting independent living.

We can consider any request for assistance and we provide a tailor-made approach to each individual situation which can include advice, guidance and financial support.



“Having a room where I can bathe easily has been tremendous, I was struggling before but this has made a real difference.”

FORMER FLIGHT SERGEANT ALAN MORGAN

FINANCIAL SUPPORT

General support

This can include assistance with rent deposits and moving costs, furniture, household essentials, priority bills, training, funeral expenses, basic clothing, children's needs and temporary financial support.

Regular financial assistance

Those in receipt of state retirement pension/pension credit and who are experiencing ongoing financial distress, can be considered for an annual income supplement.

Domiciliary and residential care

Top-up fees for care in your home or in a residential home can be considered once your Local Authority has carried out a financial assessment.

SUPPORT IN THE HOME

Mobility aids and care equipment
We can fund mobility aids and equipment to help maintain independence. This can include wheelchairs and electronically powered vehicles, orthopaedic beds or riser recliner chairs. The RAF Benevolent Fund will normally arrange an assessment by an occupational therapist.

Housing repairs and adaptations

We can assist with adaptations, including stairlifts and level-access showers, once your Local Authority has considered your eligibility for a Disabled Facilities Grant. Essential repairs to your property can also be funded.

ADVICE AND ADVOCACY

Welfare benefits advice

Our Benefit Advisers can provide advice if you have an issue with the benefits you receive or you are not sure what you're entitled to.

Advice on care and support needs

Our Care Advocate can advise you on care needs in your own home or within a care home and can support you if you are not happy with the service(s) you are receiving from your local council or the NHS or you need advice on your rights.

Housing advice

Our Housing Advocate can advise and support you if you have a housing issue.

WELFARE BREAKS

We provide subsidised short breaks at our respite home Princess Marina

House and our Seaside Cottages in Rustington on the south coast as well as funding towards breaks in other parts of the UK.

If you or a dependant have a severe disability you may be eligible for a break through the RAF Disabled Holiday Trust which provides accessible holidays for serving and former members of the RAF in the UK and abroad.

EMOTIONAL SUPPORT

We provide free emotional support through our Listening and Counselling service for those experiencing a range of emotional difficulties from bereavement and anxiety or depression to loneliness, stress or low self-esteem.

We also provide a relationship support service, with access to free relationship counselling. We can even assist with subsidised mediation sessions for those going through a divorce or separation.



“The RAF Benevolent Fund was there for my family through the hardest times.

It's reassuring knowing they're there when I have needed them.”

FORMER CORPORAL STUART ROBINSON

AbilityNet – IT Support

AbilityNet

**Technology support in the
comfort of your own home**

www.abilitynet.org.uk/at-home



Our volunteers provide free advice and technical support to older people and disabled people of all ages.

Visit our website or call to find out how we can help.

CALL FREE 0800 269 545

© 2014 AbilityNet Ltd



We're a charity that provides free help with technology to older people and disabled people of all ages

AbilityNet is an award-winning UK charity that provides free help with computers, tablets, smartphones and other devices to older and disabled people of all ages.

We're supported by IBM and Microsoft. We work with many other leading UK charities including Age UK, RNIB, Scope and Blind Veterans.

Arrange a home visit

Book a session with one of our carefully selected and vetted information technology (IT) volunteers.

They can visit you in the comfort of your own home and help you to get the most out of your technology.

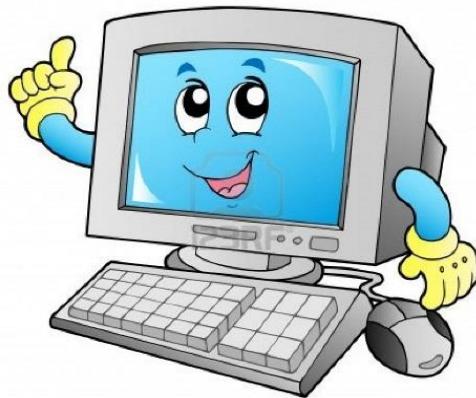
Our volunteers have a range of skills and can help with all kinds of challenges - from device setup and getting online to troubleshooting and solving technical issues.

CALL: 0800 269 545

EMAIL: enquiries@abilitynet.org.uk

WEBSITE: www.abilitynet.org.uk/request-IT-support

Free Computer Help in Libraries



Anyone in Norfolk who needs help to use computers can learn how in their local library for free.

Norfolk libraries are working with the Good Things Foundation to help Norfolk people get the most out of life online.

We welcome absolute beginners and people who want to take the next step online – whether that's you, a relative or your neighbour.

Our friendly staff and volunteers will help you to learn at your own pace – and to focus on the things which interest you most.

So whether you want to use the internet to keep in touch with friends and family, apply for benefits, or to start banking or shopping online, we've got courses to help you.

Contact your local library for more information.

Carers Self Help Hub – Online Platform



The Carers Self-Help Hub is an online platform for unpaid carers. It brings together learning from Norfolk & Suffolk Care Support Ltd and Carers Matter Norfolk.

Online learning to support carers to manage the practical and emotional aspects of caring, as well as their own health and wellbeing.

Whether you're an adult caring for another adult, a child or young person caring for your parent or sibling or a parent caring for a child, there is learning here that will meet your needs.

The design of the Hub, from the background to the categories and topics, was led by what matters to carers and they will continue to shape its ongoing development.

Register now for extra features!

Registration gives you exclusive access to two extra features:

1. You can bookmark the learning resources you've looked at or were interested in and come back to them at another time.
2. You can set up your profile to receive email updates; be the first to find out when new resources are added to the Hub.

Registering for the Carers Self-Help Hub registers you with all of Carers Matter Norfolk's services, meaning you don't have to give your details again, only have to tell your story once and can easily access the wide range of support that we provide."

For more details visit: <https://carersselfhelphub.org.uk/>

Help at Home – British Red Cross

Could I volunteer for this service?

By volunteering to help support this scheme you could make a real difference to your local community.

We are always looking for volunteers who can provide practical support and encouragement to those in need.

As a support at home volunteer, you will have the rewarding experience of helping people who need a little extra support at home.

How do I apply?

Apply online at redcross.org.uk/volunteer or use the contact details on the back of this leaflet.

Mobility Aids

Do you require the loan of a mobility aid? The British Red Cross mobility aids hub is based at Norwich. For more information about spoke locations and delivery/pick up services, please telephone 01603 253403.



How do I get in touch?

If you would like further information or would like to refer someone to the service please get in touch using the contact details below.

Contact details

Telephone

01603 288 320

Address

Norfolk and Norwich
University Hospital
Colney Lane
Colney
Norwich
NR4 7UY

Service Manager

Debby Cooper
07850 645188
dcooper@redcross.org.uk

redcross.org.uk

The British Red Cross Society, incorporated by Royal Charter 1908, is a charity registered in England and Wales (220949), Scotland (SC037738) and Isle of Man (0752). Photos © Simon Rawles/British Red Cross. BRC18-124.



Could you use a little extra help at home?

Support at home in Norfolk and Suffolk

The power of kindness



How does the support at home service help people?

Following a discharge from hospital we can smooth the process of settling back into a normal routine and enable people to regain their confidence and independence. Our friendly and well trained staff and volunteers provide companionship and help out with everyday tasks, such as shopping, collecting prescriptions, supportive signposting to long term service providers for new or changed or changing support needs, welfare monitoring calls or visits.

What support do we offer?

The support at home service always puts its beneficiaries at the centre of the support we offer.

- Preparing home for discharge
- Assistance with shopping
- Collecting prescriptions
- Offering companionship
- Rebuilding confidence
- Telephone support
- Supporting individuals with alcohol misuse issues and mental health issues
- Advice about other support agencies
- Extreme weather welfare monitoring and support

This is not an exclusive list of support; please discuss any support needs on referral.

The British Red Cross offers short-term practical and emotional support at home, to help people regain their independence.



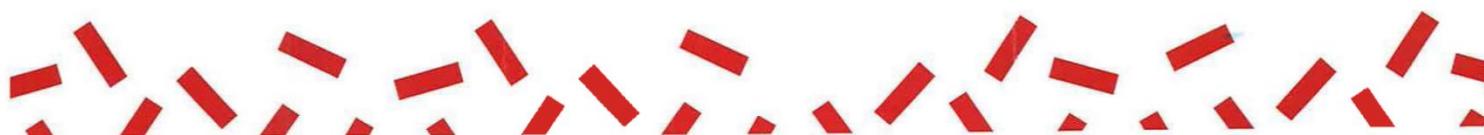
Who can receive Red Cross support at home?

We support anyone who is experiencing a crisis following a hospital discharge, who is over the age of 18 years old

- People who live in Suffolk & Norfolk
- Those whose re-ablement, recovery or rehabilitation would benefit from practical and emotional support
- Those that do not have family or friends to provide the practical support needed following a hospital discharge
- We can also help prevent unnecessary hospital admissions by providing extra short term support at home

What skills and training do our volunteers have?

All our volunteers undergo personal interviews, have a DBS check (enhanced disclosure) and take part in a comprehensive training programme ranging from psychosocial support to first aid. They have good interpersonal skills, and an understanding of the differing physical and emotional needs of our clients. Volunteering for the British Red Cross is a great way to learn new skills and make a difference to people's lives.



County Lines Awareness Posters



**Just a bit of
festive fun?**

Local children are
being used to traffic
your party drugs

Take a moment this Christmas to
think about the young lives your
drug taking is destroying.

southend.gov.uk/mules

#MerryMuletide

ESSEX POLICE | Creating a better Southend | southend on sea



Who's controlling your child?

Criminal gangs are targeting children to move drugs & money.

Protect your children by learning what to look for. Do they have new clothes or gadgets they can't account for?

Learn all the warning signs at:
southend.gov.uk/SeeTheSigns

Want to tell us something?
seethesigns@southend.gov.uk



ESSEX
POLICE

Creating a better
Southend
www.southend.gov.uk

southend
on sea
GOALS FOR LIFE

#SeeTheSigns



Who's controlling your friends?

New friends? New stuff? New job?

New problems?



SeeTheSigns.org.uk

Tell us anonymously



Working to make
lives better
www.southend.gov.uk



Interview Skills – Harleston Information Plus



Interview Skills

Tuesday 3rd December 2019

At Harleston Information Centre, 10am-12pm

**Do you need to brush up on
your interview techniques?**

**Come along to our Interview
Skills workshop designed to
provide you with all the tips
you need for a successful
interview.**



Contact Lucy Marjoram at the Jobs Club to book

E: jobsclub@harleston-norfolk.org.uk

Phone: 01379 851920

Harleston Information Plus, 8 Exchange Street, Harleston, Norfolk, IP20 9AB
The Harleston Information Plus Charity Number 1146735. 2018-2020 funded by:



European Union
European
Social Fund

