

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

Edition
60
06/12/2019

Spurgeons – Free Training

Trauma Informed Practices

A full day workshop about the importance of understanding trauma and how to work effectively with individuals impacted by trauma, ran by Norwich Connect.



Available Dates and Locations: - Wednesday 15th January in Gt Yarmouth - Thursday 16th January in Diss - Wednesday 22nd January in Norwich - Thursday 23rd January in Kings Lynn - Thursday 5th March in Norwich - Wednesday 18th March in Long Stratton - Wednesday 25th March in Gt Yarmouth

DASH Risk Checklist Training

A full day workshop for professionals to increase understanding and confidence to accurately assess risk within domestic abuse.

Available Dates and Locations: - Wednesday 29th January in Norwich - Thursday 30th January in Diss - Wednesday 26th February in Gt Yarmouth - Thursday 27th February in Dereham

To view all the courses and dates currently available for 2019/20, please visit our eventbrite homepage.

https://www.eventbrite.co.uk/o/norwich-connect-19836689586?aff=odeimcmailchimp&mc_cid=723d18eb98&mc_eid=b3f5910a

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.

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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:

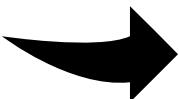
- respiratory problems such as bronchitis and asthma,
- circulatory problems including strokes
- increased risk of anxiety, depression and other mental health issues.

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

Dove Café – Launch Event

Dove Café

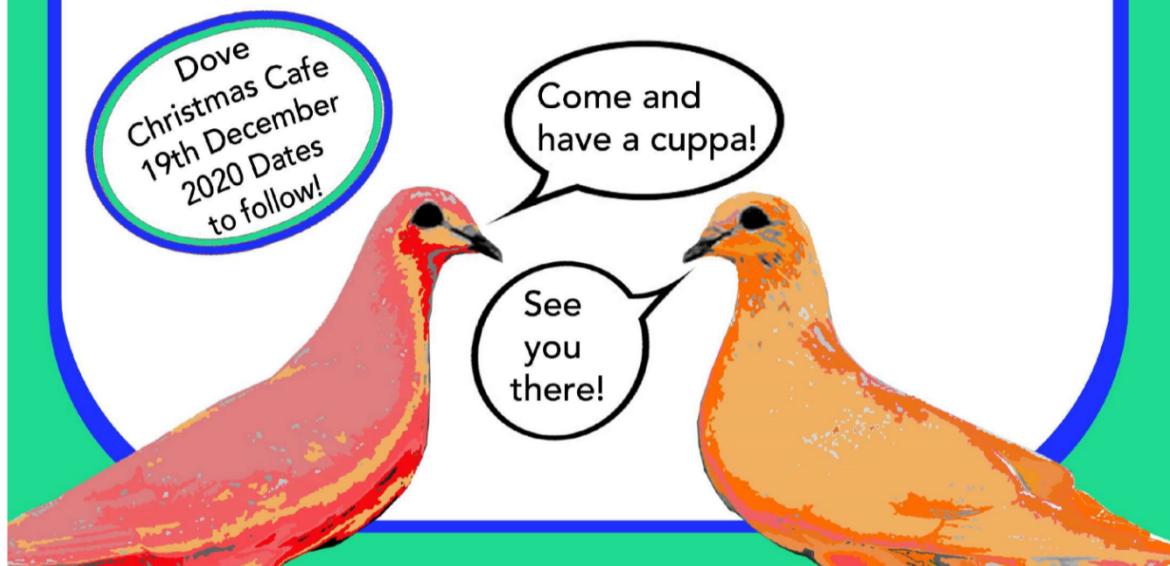
A place to chat, have a coffee
and do something creative!

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!



Broadland and South Norfolk Business Awards 2020

BROADLAND & SOUTH NORFOLK Business Awards 2020

Nominate your business
or favourite retailer

Nominate by 30 December 2019 at
south-norfolk.gov.uk/businessawards

Headline sponsor

FOSTERS
SOLICITORS LLP

Media partner
radio
norwich
99.9fm

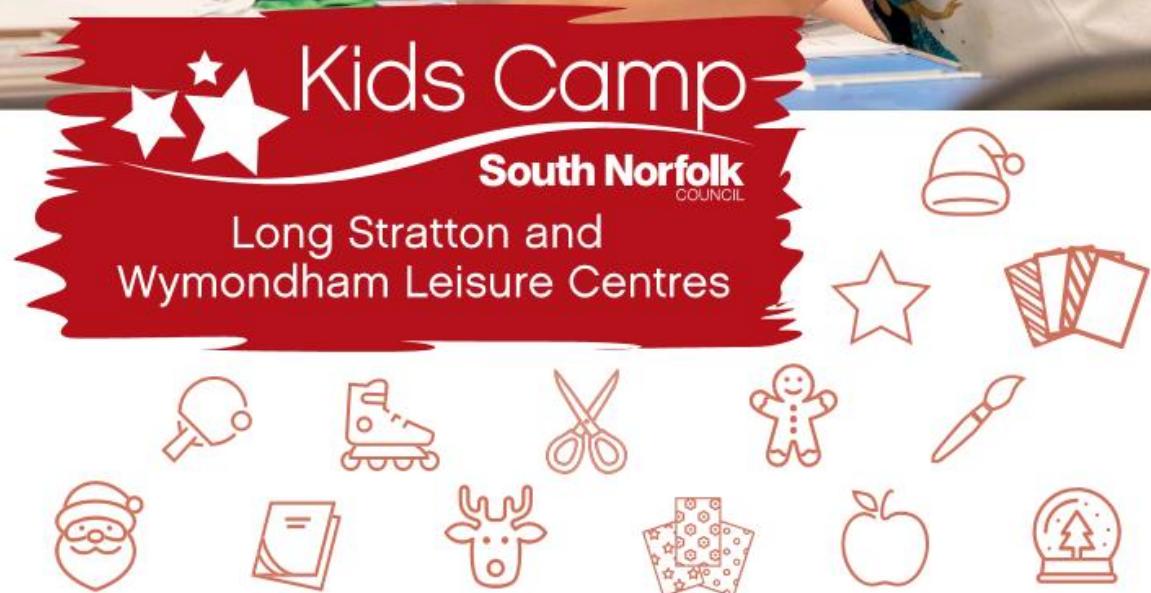
 **Broadland**
District Council
Community at heart

 **South Norfolk**
COUNCIL

Festive Christmas Luncheon - Diss



Kids Camp – South Norfolk



Festive Fun

19, 20, 23 December & 2, 3 January

- Christmas activities
- For ages 5 - 15
- Full or half days (£27 / £18*)
- Convenient early drop-off and late pick-up

*Discounted rate available for Leisure Passports

Kids Camp is Ofsted registered

Childcare vouchers accepted

Book at south-norfolk.gov.uk/kidscamp



Mobile Library Poetry Competition

Mobile Library Poetry Competition

Write a poem about the Mobile Library.
A fantasy journey, a real life experience
or memory, the choice is yours !

Hand to a driver or email:
central.mobiles.lib@norfolk.gov.uk

Winners can take part in our
Digital Anthology which will be
shown on our internal screens
in the new year. Everyone welcome!



Running From: 7th Oct - 21st Dec 2019

Mobile Library Routes can be found here
www.norfolk.gov.uk/mobilelibraries

**borrow
discover
connect**



Norfolk County Council

SNYAB – Activities for Young People

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+.

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*

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 (108109) 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.

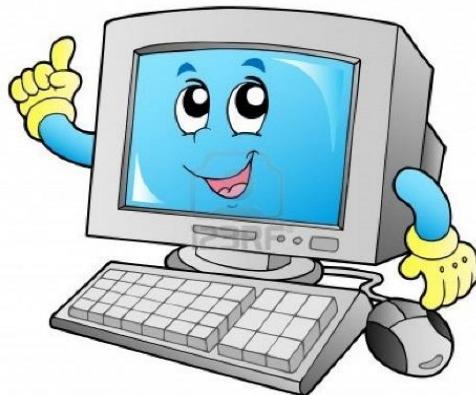
Our volunteers have a range of skills and can help with all kinds of challenges - from device setup and getting online to troubleshooting and solving technical issues.

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.



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



Better Together



Creating Connections | Building Communities

We Are Better Together

Harleston Information Plus are working with Better Together Norfolk to bring support to new and existing community led projects and events that help reduce social isolation throughout towns and villages of rural South Norfolk.

You may have ideas for a new project that brings your community together, or already have one running.

Whatever your idea, talk to us and perhaps together we can help you to make it happen.

**Empowering
Neighbourhoods**



We can meet you, bringing tea and cakes, to help explore your ideas and projects and help you with its setup and provide you with ongoing information and support.

For more information about Better Together Norfolk contact Harleston Information Plus:
pam.spicer@harleston-norfolk.org.uk

Phone: 01379 851917

Email: HIP@harleston-norfolk.org.uk

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

Swift Cards – Norfolk County Council

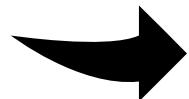


Norfolk County Council

**Urgent, unplanned care needs?
Fallen but unhurt?
Call Norfolk Swift Response**

*Service operates 24 hours a day and is free for Norfolk residents
over the age of 18*

0344 800 8020 – option 1



Swift Response Main Functions

Falls - The service offers support to people in Norfolk where they have fallen and are stating they are uninjured.

Personal Care- The service provides help with personal care tasks where the person has an unplanned/urgent need which can include catheter/stoma care, toileting and assistance to get up or go to bed

Welfare checks can be undertaken by the service for people where there has been a need identified

Domestic Emergencies e.g. Power Failures/Lighting/other domestic emergency

Shopping - The service will undertake emergency shopping for a person. This may be because of illness, an informal carer illness or a discharge from hospital where essential items are required.

On-going care needs – If, after visiting, the Swift team feel further help is needed, they are able to refer to either directly to Norfolk First Support or to a social work/OT team for a Community Care Assessment, they can also provide more visits until the resolution is found,

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



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UK Power Networks
Delivering your electricity

Better Together Community Grants

Better Together Grants For you or your community group

Do you have an idea for a group or activity that brings people together? Maybe a community lunch, day trip or gardening session? Does it help address loneliness or social isolation?

If so, you could apply for a Better Together Grant of up to £200

**Get in Touch
Call FREE on
0300 303 3920**

Our Community Development Workers can help you plan and organise your activity and apply for the grant

Grants available for activities in Norwich, Great Yarmouth, South Norfolk and parts of Breckland



BetterTogetherNorfolk.org.uk



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