

# 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](mailto:earlyhelphubsouth@S-NORFOLK.GOV.UK)**

**Edition**

**61**

20/12/2019

# Spurgeons – Free Training



**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



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

# Diabetic Foot Screening Training 2020



Norfolk Community Health and Care **NHS**  
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](mailto: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.

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

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

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



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](http://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 <sup>th</sup> January	12.30-2.30pm	Boardroom, Woodlands House, Norwich Community Hospital
4 <sup>th</sup> February	12-2pm	Seminar Room, Dereham Hospital
17 <sup>th</sup> March	12-2pm	Vancouver Room, St James Clinic
21 <sup>st</sup> April	12.30-2.30pm	Multipurpose Room, North Walsham Community Hospital
12 <sup>th</sup> May	12-2pm	Boardroom, Woodlands House, Norwich Community Hospital
9 <sup>th</sup> June	12-2pm	Multipurpose Room, Attleborough Health Centre
7 <sup>th</sup> July	12-2pm	Multipurpose Room, Swaffham Community Hospital
August	No training date	
15 <sup>th</sup> September	12-2pm	Seminar Room, Kelling Hospital
13 <sup>th</sup> October	12-2pm	Boardroom, Woodlands House, Norwich Community Hospital
3 <sup>rd</sup> November	12-2pm	Seminar Room, Dereham Hospital
8 <sup>th</sup> 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](mailto: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](mailto: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 5<sup>th</sup> December

Ipswich 6<sup>th</sup> February

Lowestoft 10<sup>th</sup> February

Norwich 27<sup>th</sup> February.

Kings Lynn 12<sup>th</sup> March

For more information contact us at 01362 698216 or [office@communityactionnorfolk.org.uk](mailto:office@communityactionnorfolk.org.uk)

# Free Dementia Workshops- Norwich



## FREE DEMENTIA TRAINING WORKSHOPS

For family carers and those who come into contact with people with dementia through their work

The training workshop consists of one 2 hour session covering:

1. Alzheimer's Disease & Other Dementia's – gives participants a good basic understanding of the condition, its symptoms and impact on behaviour.
2. Capturing Life's Journey – introduces the benefits of recording information about the life of the person and shows how this can be used to provide high quality care.
3. Techniques to Manage Behaviours – demonstrates how some understanding together with a number of simple techniques can have a very positive impact on the individual and carer alike.
4. Activities to Encourage Engagement – provides understanding, ideas and techniques to help the carer engage the person with dementia.

The workshops are run from the Home Instead Senior Care training suite in Norwich and are free of charge. Places are limited to provide a friendly, comfortable and welcoming environment. Alternatively, we can come out to your organisation or venue to run a session. Workshops are being run on the following dates:

Tuesday 14th January at 10:00  
Saturday 18th January 10:00  
Wednesday 12th February at 18:00  
Thursday 5th March at 14:00  
Tuesday 14th April at 18:00  
Wednesday 6th May at 14:00  
Tuesday 2nd June at 10:00

For more information or to reserve a place please email Mark Johnston at [mark.johnston@homeinstead.co.uk](mailto:mark.johnston@homeinstead.co.uk) or call 07776 060837



# Princes Trust – Get Ready Programme

**Get Ready****Norwich**

Sessions to build your confidence and improve your wellbeing!



**Confidence****Wellbeing****Employability****Next Steps**

**Open to anyone aged 16-25**  
not in education, employment or training

1 day a week for 4 weeks, these short sessions are designed to help you climb that mountain and boost your confidence!

Based within the **Castle Quarter**, Norwich



These sessions will take place in **February 2020**

**Tuesday****11th - 18th - 25th - 3rd**  
**10am - 2pm**

**ONLY 10 PLACES AVAILABLE**  
To join the course or find out more, email:  
[peter.hennessey@princes-trust.org.uk](mailto:peter.hennessey@princes-trust.org.uk)

**YOUTH CAN DO IT**



# Working with Parental Conflict Training



## Working With Parental Conflict Free Training\*

### Dates and venues

Time: 9.30am - 4.30pm

- Monday 27th January (Dereham)
- Wednesday 26th February (Great Yarmouth)
- Thursday 27th February (King's Lynn)
- Wednesday 18th March (Norwich)



If you are in contact with parents/ carers as part of your role and want to be able to:

- ♦ Understand the impact of parental conflict on children and young people
- ♦ Recognise parental conflict
- ♦ Support parents /carers to understand triggers to conflict and the impact on their children
- ♦ Have access to practical resources and tools to use when working with parents in conflict

Then this is appropriate training for you.

**To book your place send a booking form to:**

**[training@momentumnorfolk.org.uk](mailto:training@momentumnorfolk.org.uk)**

You will receive an acknowledgement that your booking form has been received and that your place has been reserved. Full joining instructions and venue details will be sent two weeks prior to the course date.

\* A £20.00 cancellation fee will be charged for cancellations received after joining instructions have been sent.

There is a large body of evidence that shows that conflict between parents can have a negative impact on children's long-term mental health and future life chances. When conflict between parents is frequent, intense and poorly resolved, it puts children's mental health and long-term outcomes at risk.



**Norfolk**  
County Council

**Momentum**  
Supporting you to work with young people

Part of  
**VOLUNTARY  
NORFOLK**



## Working with Parental Conflict Training Booking Form

Course Title	Venue	Date	Cost
<b>Working with Parental Conflict</b>			<b>Free*</b>

\* A £20.00 charge will be applied to cancellations received after joining instructions have been sent.

Please complete all fields of this form marked with an asterisk (\*).

Delegate Details		
*Your Name:		
Organisation:		
Your Email:		
For correspondence		
*Please provide a daytime telephone number in case we need to contact you urgently:		
Do you have any particular access requirements?	Yes / No	
	If yes, please see page two of the booking form.	
How did you find out about our course?	<input type="radio"/> Enews <input type="radio"/> Momentum Website <input type="radio"/> Training Brochure	<input type="radio"/> Training Email from Momentum <input type="radio"/> Twitter <input type="radio"/> Other
Which District Council area do you work in?		
<b>All course confirmation letters are sent via email, unless requested otherwise</b>		
Please tick the box if you want confirmation sent by post <input type="checkbox"/> (if ticked, please provide an address and postcode)		
<b>Momentum would like to add your email address to our Training Distribution list – you will receive emails about our upcoming courses.</b> To opt IN please tick this box <input type="checkbox"/>		

### Confirmation Statement

I confirm that this form has been completed to the best of my knowledge and all information is correct at the time of completion. I understand that it is my responsibility to contact Momentum in the event that any information changes between the submission of this form and the event. If I am unable to attend this event I should inform Momentum as soon as possible via [training@momentumnorfolk.org.uk](mailto:training@momentumnorfolk.org.uk) and that a £20.00 charge will be applied if my cancellation is received after the joining instructions have been distributed.

I understand that courses have a maximum capacity of twenty individuals and that Momentum and Norfolk County Council reserve the right to close event bookings if the course becomes fully booked. Momentum and Norfolk County Council also reserve the right to cancel events with a very low number of bookings.

**Individual Signature:**

**Date:**



## **Your Access Requirements**

**Which format would you prefer information in?**

- ☐ Electronic document
- ☐ Standard print
- ☐ Large print
- ☐ Coloured paper (please specify your colour) \_\_\_\_\_

**Do you require a disabled parking space?**

- ☐ Yes
- ☐ No

**Do you require step-free access?**

- ☐ Yes
- ☐ No

**Do you have any specific dietary requirements?**

**Do you have any medical conditions that may require urgent attention during the session such as epilepsy, diabetes or allergies?**

**Do you need a prayer room during the day activities?**

- ☐ Yes
- ☐ No

**Is there anything else that you would like to tell us about that might be a barrier to your learning?**

**Please return all completed booking forms to: [training@momentumnorfolk.org.uk](mailto:training@momentumnorfolk.org.uk)**



# Broadland and South Norfolk Business Awards 2020



## BROADLAND & SOUTH NORFOLK **Business Awards**2020

Last chance to nominate your  
business or favourite retailer

**Nominate by 30 December 2019 at**  
**[south-norfolk.gov.uk/businessawards](https://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

# Carers Information Day- The Forum

Our next event at the Norwich Forum to celebrate the start of Carer's Week 2020, is booked for Monday, June 8th. Already we have 50% of the table space taken, so if you would like to join us and secure your table space, please fill in

["Event Registration Document 2020"](#)

The weather is now getting colder, that means we have to keep ourselves warm, if you know someone who needs a reminder, please give them a friendly nudge to show you care, brighten someones day.

*"Together we are Strong"*

\* \* \* \* \*

Care for Carers is our name, but at all our events we have so much support that we are able to say that anyone with almost any problem can call in for support, if there is no-one there to help, someone knows where to get the services required,

\* \* \* \* \*

["Event Registration Document 2020"](#)

Telephone – 0300 777 8880

Email – [info@careforcarers.org.uk](mailto:info@careforcarers.org.uk)

# Festive Christmas Luncheon - Diss

## Invitation

The Youth of Diss are hosting a  
**FESTIVE CHRISTMAS LUNCHEON**  
**& GAMES AFTERNOON**

For the older generation

**Friday 20<sup>th</sup> December**

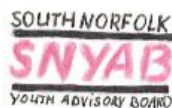
Diss & District Bowls Club, Denmark Street, IP224BE

**12.00-3.00pm**

A HOT LUNCH WILL BE SERVED AND REFRESHMENTS WILL BE PROVIDED

**FREE TO ATTEND**

\*Hot lunches must be booked in advance as limited lunch spaces available. Please contact Julia on 07546 059061 or [Julia@mtmyouthservices.org.uk](mailto:Julia@mtmyouthservices.org.uk)





# Baileys Fish and Chips- Diss- Free Christmas Day Meal

(Please note incorrect date on flyer- correct date 25/12/2019)

**BAILEY'S FISH AND CHIPS**  
68 Shelfanger Road, Diss IP22 4EH  
**01379 308130**

**NOBODY EATS ALONE ON CHRISTMAS DAY**  
Baileys Fish and Chips is here to be  
with you and serve for you.

**NO-ONE SHOULD SPEND CHRISTMAS  
ALONE AND HUNGRY**



**ON CHRISTMAS DAY 25/12/2017**  
**FROM 3pm UNTIL 8pm**  
**ANY MEAL IS  
FREE OF CHARGE**



We would like to thank all our locals for their custom

# Kids Camp – South Norfolk



 Kids Camp

South Norfolk  
COUNCIL

Long Stratton and  
Wymondham Leisure Centres



## 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](https://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](mailto: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](http://www.norfolk.gov.uk/mobilelibraries)



**Norfolk** County Council



# SNYAB – Activities for Young People

South Norfolk Youth Advisory Board (YAB)

**Activities for young people in South Norfolk**

**November 2019 onwards**



<b>Activities that are outside</b>	
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.
<b>Activities that focus on your wellbeing</b>	
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.
<b>Activities that help you get involved</b>	
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 <sup>th</sup> 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 <sup>nd</sup> , 14 <sup>th</sup> and 19 <sup>th</sup> December. Young people can attend as many dates as they wish.
<b>Activities that help you develop skills and get qualified</b>	
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 <sup>th</sup> 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 <a href="mailto:graham@mtmyouthservices.org.uk">graham@mtmyouthservices.org.uk</a> or fill in the slip below, and he will contact you. This service is for young people aged 15+.

# Wellbeing Associates Socials- January 2020



For further information or to book a place please contact **Ben, Jack or Kelvin** on **01603 252999** or email us at **[cityLAC@nsft.nhs.uk](mailto:cityLAC@nsft.nhs.uk)**

## **Tuesday 7th January –Table Top Games 10.00am. –12.00pm**

**Location: Gateway House, Gateway 11 Business Park, Wymondham**

Join us for an morning of table top games. Please do bring along any board or card games that you may like to use. Feel free to bring a friend. No booking required, just turn up.

## **Thursday 9th January -Creativi-tea writing group.**

**17:00pm-18:30pm.**

**Location: Holland Court, Cathedral Close, Norwich.**

New year's brings new hopes, aspirations and change. We are putting on an additional Creativi-tea event in the evening focusing on creative writing. January's session will focus on new year's resolutions. Compose and share (if you want) where you want to be this year. Tea will of course be provided. **Booking Required**

## **Thursday 16th of January -City Walk Norwich Cathedral. 09:45am-11:30am**

**Location : Main Entrance, Cathedral, Norwich NR1 4DH**

Join us for a walk around one of the largest cathedrals in the country. We will join a routine tour and immerse ourselves in the history of Norwich Cathedral from its origins in the 10th century through to the First World War.

The tour is an hour long but may be a little longer. Afterwards we will of course head to the cathedral café for tea. We will meet up at 09:45 to at the rear of the Nave (left of the main entrance) and join in the 10am tour.

**Booking required** The tour is free, we just need an idea of numbers.



**Friday 17th January -Board Games at the Games Table. 2:00-4:00pm.**

**Location: Games Table. 86 Magdalen St, Norwich NR3 1JF.**

Wellbeing is joining up with GAIM to move our board games session to an exciting new venue. The Games Table is an independent board games and table top games store with a strong community presence and a history of fund raising for organisations such as Mind and Help is for Heroes. Enjoy access to a library of games in a relaxed setting. This is a paid event. It will be £3 pounds per person but £2 of that is store credit that can be spent in the shop including tea, coffee and snacks.

**Booking required**

**Tuesday 21<sup>st</sup> January-Creativi-tea –2.00 p.m–4.00 p.m**

**Location : Holland Court, Cathedral Close, Norwich**

A creative group using various mediums to express yourself. Materials provided, but please feel free to bring anything that you may want to use

**Booking required.**

**Friday 31<sup>st</sup> January –Bowling Session –1.00 p.m. –2.30 p.m.**

**Location : Bowling House, Dereham Road, Norwich.**

Join us for an afternoon of ten pin bowling fun at this exciting new venue.

There will be a nominal charge which we will keep to a minimum, details upon booking. Refreshments available to purchase. **Booking required**

**Free Men's Football Weekly!**

Every Wednesday @ FDC, Bowthorpe, Norwich 1.30-2.30pm

Every Thursday @ Goals, Hall Road, Norwich 1.30pm-2.30pm

Just turn up and play, free of charge, aged 18yrs +



# 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 11<sup>th</sup> January
- Saturday 8<sup>th</sup> February
- Saturday 14<sup>th</sup> March
- Saturday 18<sup>th</sup> April
- Saturday 16<sup>th</sup> May
- Saturday 13<sup>th</sup> June
- Saturday 11<sup>th</sup> July
- Saturday 15<sup>th</sup> August
- Saturday 12<sup>th</sup> September
- Saturday 10<sup>th</sup> October
- Saturday 14<sup>th</sup> November
- Saturday 12<sup>th</sup> 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](mailto:jogslater@hotmail.com)*

# Costessey Dementia Cafe



## Costessey Dementia Café

A new café will be launched at the Jerningham Room,  
Costessey Centre, Longwater Lane NR8 5AH.

Thursday 23rd January 2020, 10-12am and on the 4<sup>th</sup> Thursday  
of each month

The café is free of charge to dementia clients and their carers.  
We will be providing teas, coffees, squash and biscuits. There  
will games, quizzes and puzzles. The café will be run by  
experienced volunteers.

For further information contact John Newby Mob 07950477549



# AbilityNet – IT Support

**AbilityNet**

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

[www.abilitynet.org.uk/at-home](http://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





# **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](mailto:enquiries@abilitynet.org.uk)**

**WEBSITE: [www.abilitynet.org.uk/request-IT-support](http://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



Norfolk & Suffolk  
Care Support Ltd

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/>

# 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](http://southend.gov.uk/mules)

 **ESSEX  
POLICE**

Creating a better  
*Southend*  
[www.southend.gov.uk](http://www.southend.gov.uk)

 **southend  
on sea**  
SOUTHEND CO. 806

**#MerryMuletide**



# 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\*\*](https://southend.gov.uk/SeeTheSigns)

Want to tell us something?  
[\*\*seethesigns@southend.gov.uk\*\*](mailto:seethesigns@southend.gov.uk)



ESSEX  
POLICE

Creating a better  
*Southend*  
[www.southend.gov.uk](https://www.southend.gov.uk)



**#SeeTheSigns**





# Who's controlling your friends?

New friends? New stuff? New job?

**New problems?**

**SeeTheSigns.org.uk**

Tell us anonymously



**ESSEX  
POLICE**

Working to make  
lives better  
[www.southend.gov.uk](http://www.southend.gov.uk)



# Better Together



## 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](mailto:pam.spicer@harleston-norfolk.org.uk)

Phone: 01379 851917

Email: [HIP@harleston-norfolk.org.uk](mailto: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



**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](http://www.ukpowernetworks.co.uk/priority)**

**email: [psr@ukpowernetworks.co.uk](mailto:psr@ukpowernetworks.co.uk)**

**or call: 0800 169 9970**

**using your textphone dial:**

**18001 0800 31 63 105**



 **Search UK Power Networks**

**UK Power Networks**  
Delivering your electricity

# Guide to Scams Following Bereavement



## Norfolk County Council

### Your Guide to Scams following Bereavement

The death of a loved one is an emotional and stressful experience and sadly, there are people who may try to take advantage of the bereaved during this time. It is important to be aware and protect yourself and family members, particularly those who are vulnerable.

#### What are scams?

Scams are misleading or deceptive communications like letters, emails or phone calls that try to con people out of money – but not all are illegal.

There are hundreds of types of scams – fake lottery and prize draw wins, bogus psychic predictions, get-rich-quick investment cons and 'miracle' health cures.

The following scams are often targeted at people who have been bereaved;

#### 'Money owing' Scams

Someone pretending to be a debt collector may call or write to inform you that you are responsible for your loved one's debts.

- They may put you under pressure to pay immediately.
- NEVER make a payment or give information over the phone.
- These debts may not even exist.
- You may not be liable for the debt, so check with Citizens Advice consumer helpline (number below).

#### 'You are entitled to money' Scams

Someone claiming to be an 'insurance agent' notifies you that your loved one left you a large life insurance policy pay out - but you need to make the 'final premium payment'.

- They may put you under pressure to pay quickly.
- NEVER make such a payment over the phone.
- Take time to find the phone number for the insurance company concerned yourself

#### Obituary Scams

People search obituaries for information they can use to forge identities. Please be careful of the information you put in an obituary and do not include details like date or place of birth or give out your full address

#### Long Lost Relative Scams

Funerals are a time to reconnect with family—those you know and those you don't. Watch out for 'long lost relatives' who come out of the woodwork to claim they are owed something.

- If you don't remember the relative or have never met them, it could be an imposter.
- Before any transactions, confirm their identity with other relatives.
- If they insist they were owed inheritance, a debt or property, consult a solicitor.

#### Clairvoyant Scams

Clairvoyant scammers may ask for payment to deliver a final message from your loved one - as long as you pay. They will keep asking for payments and may become abusive if you stop.

#### Statutory Bodies & Organisations

When looking to notify Government or official bodies of the death take time to make sure you are contacting the correct people, especially when doing this online.

Scammers will often set up websites that look genuine but charge additional fees for their services.

If you are planning to use online notification always start at [www.gov.uk](http://www.gov.uk)

ADV75-1 November 2019



## Protect Yourself & Protect Others

Scammers are persistent and persuasive, and they often seem kind and friendly. They will lie to get what they want and have answers to everything.

They will try to catch you off guard and use a variety of contact methods including telephone, letter, email, text messages, contact via social media or in person on the doorstep.

Scammers will try and pressure you into making quick decisions or will over emphasise the importance of responding immediately – not giving you time to think or check out what you have been told.

They will often try to find out personal information or financial details which they can use to try and access money or accounts.

So try to be aware and on your guard. Share warnings with family, friends and neighbours, especially those who are vulnerable.

### Report or get advice on scams:

#### Citizens Advice consumer helpline

Can provide advice and shares information with Trading Standards

☎ 03454 04 05 06

🌐 [www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer)

#### Citizens Advice scams action

Gives advice and information about online scams

☎ 0300 330 3003

🌐 [www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams/](http://www.citizensadvice.org.uk/consumer/scams/get-help-with-online-scams/)

#### Action Fraud

You can report all types of scams to Action Fraud, the UK's national reporting centre for fraud

☎ 0300 123 2040

🌐 [www.actionfraud.police.uk](http://www.actionfraud.police.uk)

#### Norfolk Police

If the scammer is in the area or you have transferred money to them in the last 24 hours

☎ 101

✉ [enquiries@norfolk.pnn.police.uk](mailto:enquiries@norfolk.pnn.police.uk)

🌐 [www.norfolk.police.uk](http://www.norfolk.police.uk)

#### Norfolk Scam Prevention Service

Can offer you specialist help and support If you've been the victim of a scam

☎ 101 - extension 5483

✉ [scamspreventionservice@norfolk.pnn.police.uk](mailto:scamspreventionservice@norfolk.pnn.police.uk)

🌐 [www.nsvictimcare.org](http://www.nsvictimcare.org)



[www.norfolk.gov.uk/scams](http://www.norfolk.gov.uk/scams)



Norfolk Trading Standards



@NorfolkCCTS

Norfolk Trading Standards would like to thank the Norfolk Registration Service for their assistance in compiling this guide



# Young Friends Against Scams

## Young Friends Against Scams



NATIONAL  
TRADING  
STANDARDS

Scams Team



 @FriendsAgainst  @AgainstScams  Friends Against Scams  
[www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

'Young Friends' is part of [Friends Against Scams](http://FriendsAgainstScams.org.uk) and has been designed to teach young people aged 8+ about:

- Scams and how they can affect people's lives
- Different types of scams including – postal, telephone, online and doorstep
- How to protect yourself from being scammed
- How to spot and help a scam victim

It is essential that young people learn how to protect themselves and their families from scams. Learning how to protect yourself against fraud and scams is an essential skill, especially given the rise of new technology that young people are faced with.

Young Friends is available as two packs, one aimed at schools and one for youth groups.

If you would like to find out more get in touch with the National Trading Standards scams team at: [www.FriendsAgainstScams.org.uk/contact](http://www.FriendsAgainstScams.org.uk/contact) or email the Norfolk Against Scams Partnership [nasp@norfolk.gov.uk](mailto:nasp@norfolk.gov.uk)



# Healthy Ageing Toolkit



## Healthy Ageing Toolkit

As part of our Promoting Independence Programme, Norfolk County Council has developed a Healthy Ageing Toolkit to enable older people to stay safe and well at home.

The toolkit has lots of practical information about how to:

- Recognise people living with frailty and/or dementia at an early stage
- Signpost older people to information and advice
- Link older people into local services that can help them to enjoy the best possible quality of life and remain safe and well at home

The toolkit is designed for anybody who is supporting older people in the community, including families, carers and older people themselves.

You can really help by:

1. Thinking about how you can use the toolkit to enable older people in your local community to stay safe and well at home.
2. Sharing the toolkit with your friends and colleagues who are connecting with older people in the community.

[www.norfolk.gov.uk/healthyageingtoolkit](http://www.norfolk.gov.uk/healthyageingtoolkit)

# Extra Help to Travel Cards

## Extra Help to Travel Cards



Please cut out and use these cards to let your driver know  
if you need any help with your journey.

First 

**Please  
speak slowly,**  
I am  
hard of hearing



**Please be  
patient,**  
I have difficulty in  
speaking



**Please be  
patient,**  
I am visually  
impaired



**Please be  
patient,**  
I have a hidden  
disability



**Please tell  
me when  
we get to**

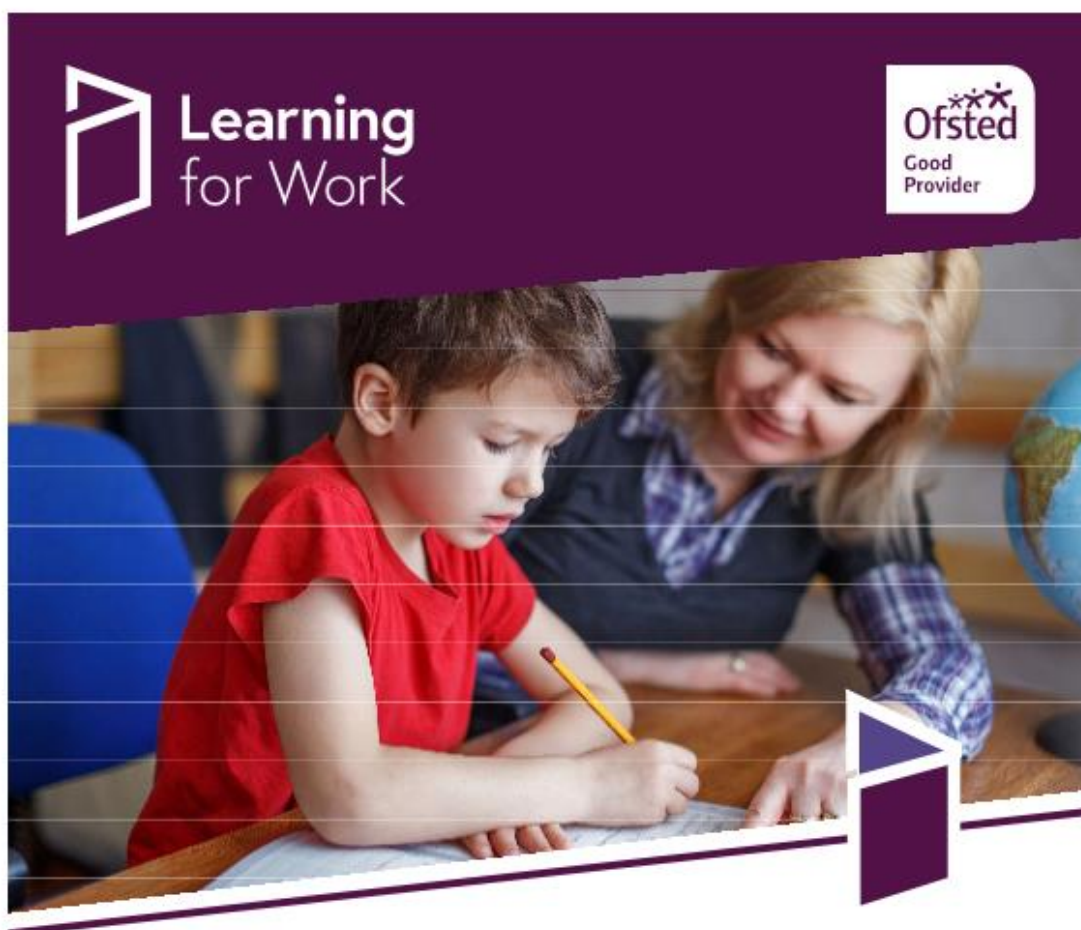


**Please wait  
for me to  
sit down,**  
in case I fall



<p><b>Please be direct,</b> I have autism</p> 	<p><b>Please be patient,</b> I have had a stroke</p> 
<p><b>Please face me and speak clearly,</b> I lip read</p> 	<p><b>Please count out my change with me</b></p> 
<p><b>Please scan my pass for me</b></p> 	<p><b>Please help me find a seat</b></p> 
<p><b>Please be patient</b> Add any special instruction</p> <div data-bbox="268 1541 721 1720"></div>	<p><b>Please be patient</b> Add any special instruction</p> <div data-bbox="810 1541 1264 1720"></div>

# Learning for Work- Teaching Assistants



## Teaching Assistants Level 3

Harleston Information Plus





## Teaching Assistants Level 3

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Achieve a Supporting Teaching and Learning Level 3 Diploma. This nationally recognised qualification has been especially designed to give teaching assistants the skills they need to build on their childcare career.

The first session will be an information session to ensure that the course is correct for you.

You will need to be volunteering or employed as a teaching assistant in a school for a minimum of 16 hours per week.

Course code: TL3TS0819Z

Info session: Tuesday 7 January 2020

Start date: Tuesday 28 January 2020

Duration: 18 weeks

Time: 9.30am to 12.30pm

Cost: £1,987

(You can apply for a learner loan to cover the costs of this course, speak to the tutor at the information session for more details)

**Harleston Information Plus, 8 Exchange St,  
Harleston, IP20 9AB**

**To book:**

**[www.norfolk.gov.uk/adultlearning](http://www.norfolk.gov.uk/adultlearning)**

**0344 800 8020**



# Better Days Course- Norwich



have a good day, **every** day

Are you thinking about work however not sure if you are ready?

Have you thought about your job choices now and in the future and not sure if they are realistic?

We can help.

**Come and join us for a Free course!**

**When:** Friday 24 January 2020

**Time:** Thinking About Work 9:30am until 12:30pm,  
Realistic Job Goals 1:00pm until 3:30 pm

**Where:** Mousehold Hub, 22 Mousehold Avenue,  
Norwich, NR3 4RS

**To reserve a place:**

Fill in the form on our website:  
[Betterdays.orbit.org.uk](http://Betterdays.orbit.org.uk),  
or on Face Book : Orbit Help,  
alternatively call Amanda on  
07901102765, or speak to your job  
coach.

To find out more, visit:  
[www.orbit.org.uk/betterdays](http://www.orbit.org.uk/betterdays)



building  
communities

# ICT Functional Skills - Norwich



## ICT Functional Skills

Achieve a recognised Functional Skills ICT qualification in 6 weeks. From beginners to those of you who want to succeed in your workplace, seek employment or help within your community.

Wednesday 8th January 2020

10am to 12noon

Norman Centre, Bignold Rd, Norwich, NR3 2QZ

[www.norfolk.gov.uk/adultlearning](http://www.norfolk.gov.uk/adultlearning) 0344 800 8020



@norfolkadultlearning

@norfolklearn



# 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



Creating Connections · Building Communities

 [BetterTogetherNorfolk.org.uk](https://BetterTogetherNorfolk.org.uk)

 [/BetterTogetherNorfolkUK](https://www.facebook.com/BetterTogetherNorfolkUK)

 [@Better2getherNk](https://twitter.com/Better2getherNk)