South Norfolk Bulletin

Training & Workshops
- City and South School Network Event

Conferences & Events
- Hethersett's Societies Day
- Adjusting to Memory Problems Course
- The Winter Wellbeing Conference
- Broadland and South Norfolk Business Awards 2020

Service Information
- Mobility Aids Service in Norfolk
- City of Wellbeing Initiative - Norwich
- Norfolk Assistance Scheme
- Norfolk Family Carers
- Norfolk Family Carers – Family Breaks
- Telephone Befriending – Norfolk Age UK
- Transport Options
- Recovery Innovation Fund
- GamCare
- Carers Matters Norfolk
- Food Network meeting summary
- Carer Emergency Plans – Norfolk County Council

Clubs, Groups & Activities
- Qube Club-Costessey
- Costessey Youth Posse
- Still On The Go
- Talk and Tea with Tina
- Activities at Open-Norwich
- Action for Children Activity Programme

Employment & Learning
- Harleston Job Club
- Connecting People – Long Stratton
- Cascading Leadership – The King’s Fund
- Dementia training workshop

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 57
25/10/2019
City and South School Network Event

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

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

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

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

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

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

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

To confirm your attendance or more information please email
CommunityFocusCityandSouth@norfolk.gov.uk
Hethersett’s Societies Day

Sunday 27 October 2019, 2 - 4pm
Hethersett Village Hall,
Back Lane, Hethersett NR9 3JJ

Come and meet local voluntary organisations in Hethersett who can help provide a sense of personal well being and usefulness.

Find out more about Hethersett and how you can get involved.
Adjusting to Memory Problems Course

Julian Hospital, Norwich

When and where is the course?

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

We ask that people attend all of the sessions.

Who is the course for?

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

What will happen in the course?

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

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

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

Where can I get more information?

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

Please note that transport can be arranged if required. Please confirm whether you will need this when contacting us to confirm your attendance.
The Winter Wellbeing Conference

Norwich City Council invites you to

The Winter Wellbeing Conference
This is a multi-agency networking event to make winter warmer.

On Monday the 4th November at 10am to 1pm at Blackfriars Hall, Norwich

The Agenda

10:00am Registration and Refreshments

10:15am Welcome and Introduction- Cllr Karen Davis, Portfolio Holder for Social Inclusion Norwich City Council

10:30am Fuel Poverty in Norwich- Rachel Sowerby, Affordable Warmth Officer Norwich City Council

10:45am Benefit Reform and Fuel Poverty- Boyd Taylor, Norwich Community Law Service

11:00am Break - Network/mingle and gather information from various stands/ contributors. Refreshments

11:30am Improving Energy Efficiency in Housing – Nina Heigham, Aran Services

11:45am 2040 Vision and Fuel Poverty- Workshop

12:15pm Lunch

Please RSVP to rachelsowerby@norwich.gov.uk

Many stalls with organisations offering an affordable warmth service!

A fantastic networking opportunity!

Kindly sponsored by Aran Services
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
Qube Club - Costessey

FREE MEMBERSHIP
WE MEET FORTNIGHTLY
MONDAYS 6:30 - 8:30PM (TERM TIME ONLY)
FIRST SESSION FREE THEN £1 PER SESSION THERE AFTER.

★ TUCK SHOP
★ CHILLAX WITH FRIENDS
★ ART & CRAFTS
★ DODGE BALL & TEAM GAMES
★ XBOX
★ COMMUNITY GARDEN
★ POOL
★ AIR HOCKEY
★ BADMINTON
★ TABLE TENNIS

Come along & have fun!

For more information please contact Kerry or Hannah on:
Tel: 07887 950002 or 07825 916888
Email: kjyouthwork@hotmail.co.uk

Working in partnership with Costessey Town council.
Costessey Youth Posse

OPEN FORTNIGHTLY ON MONDAYS 6:00 - 8:00PM
COSTESSEY CENTRE (LONGWATER LANE)
TERM TIME ONLY
SCHOOL YEARS 6 - 11

• SPORTS & POOL
• TABLE TENNIS
• AIR HOCKEY
• XBOX
• ART & CRAFTS
• LIFE SKILLS
• GAMES & QUIZZES
• COOKING
• THEMED NIGHTS

LET THE FUN BEGIN!

For more information please contact Kerry or Hannah on:
Tel: 07887 950002 or 07825 916888
Email: kjyouthwork@hotmail.co.uk

KJ Youth Work Services working in partnership with Costessey Town Council
Still On The Go – South Norfolk

We’re offering free physical activities in South Norfolk, for people over 55 who currently do less than 30 minutes exercise a week.

These activities include swimming, fitness and strength exercise sessions, gym use and dance. Sessions will be tailored to suit different abilities and will be fun, whilst having social and health benefits. Activities take place on different days and times during the week in:

- Wymondham Leisure Centre
- Diss Leisure Centre
- Long Stratton Leisure
- Saffron Housing supported schemes across South Norfolk

If you would like to take part and join in with our free sessions, we ask you to complete a short Health & Wellbeing Questionnaire To find out more speak with your Project Co-ordinator.

call 01603 731649 or 07436 807814
email stillonthego@cotman-housing.org.uk
Talk and Tea with Tina - Costessey

Talk And Tea

With Tina

COFFEE & TEA MORNING

Breckland Hall Costessey

Dates For Your Diary Tuesday 24th September

10.00am-1.00pm

We Are Now Doing Card Making Bring Your Old Cards And Recycle

And Make New 11.00am Embroidery Will Take Place later in The Year

Chat with a Cuppa & Biscuit We Also Have A Book Corner Board Games

Tuesday 29th October 10am-1pm Bring in Old Pictures of Costessey We Will Have Some Interesting Pictures

And Chat On the Past Or just Come and Listen Have a Cuppa And Biscuit

Tuesday 26th November 10am-1pm If You Have A Craft That You Enjoy And would Like To Share Please Get In Touch And We Will Chat With Cuppa & Biscuit Also More Memorabilia

Tuesday 17th December Xmas Fair 9.30-1pm

To Continue Running Our Coffee Morning

If you would like any info or would like To Do a Craft Please or a stall contact 928174
Open- Norwich- Activities 11-17 year Olds

A free, fun, safe place for 11-17 year olds

School Term Time
Monday 3.00pm - 6.00pm
Tuesday - Thursday 3.00pm - 7.00pm
Saturday 10.00am - 6.00pm

School Holidays
Tuesday - Thursday & Saturday's
10.00am - 6.00pm
Air Hockey Machine \ Pool Tables \ Table Tennis
Advice & Support \ Café

Gaming Area
Drop In
Café
Climbing for all abilities
Performing Arts
Gym Sessions

Turn over to see our full timetable of activities!

t: 01603 252110
e: activities@opennorwich.org.uk
or visit opennorwich.org.uk
for more info!

OPEN Youth Trust
28 Castle Meadow | Norwich | NR1 3DS
facebook.com/OPENNorwich | twitter @OPENNorwich
Making a positive difference to the lives of young people in Norfolk
Reg Charity No: 1108712
# Activity Timetable
(term time only)

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
<th>Time</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>Junior Ascenders Climbing</td>
<td>5pm - 6pm</td>
<td>Age 7 - 11</td>
</tr>
<tr>
<td></td>
<td>Junior Ascenders Climbing</td>
<td>6pm - 7pm</td>
<td>Age 7 - 11</td>
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<tr>
<td></td>
<td>Junior Contemporary Dance</td>
<td>5pm - 6pm</td>
<td>Age 7 - 11</td>
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<tr>
<td></td>
<td>Senior Musical Theatre</td>
<td>6pm - 7pm</td>
<td>Age 12 - 17</td>
</tr>
<tr>
<td></td>
<td>Junior OPEN Creatives</td>
<td>5pm - 6pm</td>
<td>Age 7 - 11</td>
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<tr>
<td></td>
<td>Senior OPEN Creatives</td>
<td>6pm - 7pm</td>
<td>Age 12 - 17</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Junior Musical Theatre</td>
<td>6pm - 7pm</td>
<td>Age 7 - 11</td>
</tr>
<tr>
<td></td>
<td>Senior Jazz</td>
<td>5pm - 6pm</td>
<td>Age 12 - 17</td>
</tr>
<tr>
<td></td>
<td>Senior Ascenders Climbing</td>
<td>5pm - 6pm</td>
<td>Age 12 - 17</td>
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<td>Senior Ascenders Climbing</td>
<td>6pm - 7pm</td>
<td>Age 12 - 17</td>
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<tr>
<td></td>
<td>Junior MAS Photography</td>
<td>5pm - 6pm</td>
<td>Age 7 - 11</td>
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<tr>
<td></td>
<td>Senior MAS Photography</td>
<td>6pm - 7pm</td>
<td>Age 12 - 17</td>
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<tr>
<td></td>
<td>Circuits</td>
<td>4.45pm - 5.30pm</td>
<td>Under 18's</td>
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<tr>
<td>Thursday</td>
<td>Junior Ascenders Climbing</td>
<td>5pm - 6pm</td>
<td>Age 7 - 11</td>
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<tr>
<td></td>
<td>Taster Climbing Session</td>
<td>6pm - 7pm</td>
<td>Families 7+</td>
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<tr>
<td></td>
<td>Hive Mind</td>
<td>5pm - 7pm</td>
<td>Age 12 - 17</td>
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<tr>
<td></td>
<td>Junior Street</td>
<td>5pm - 7pm</td>
<td>Age 7-11</td>
</tr>
<tr>
<td></td>
<td>Senior Street</td>
<td>6pm - 7pm</td>
<td>Age 12 - 17</td>
</tr>
<tr>
<td></td>
<td>Contemporary Dance</td>
<td>7pm - 8pm</td>
<td>Age 12 - 17</td>
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<tr>
<td></td>
<td>Unleash Drama</td>
<td>8pm - 9pm</td>
<td>Age 12 - 17</td>
</tr>
<tr>
<td>Saturday</td>
<td>Youth Forum*</td>
<td>10.30am - 12pm</td>
<td>Age 12 - 17</td>
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<tr>
<td></td>
<td>Junior Ascenders Climbing</td>
<td>10am - 11am</td>
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<tr>
<td></td>
<td>Taster Climbing Session</td>
<td>11am - 12pm</td>
<td>Families 7+</td>
</tr>
<tr>
<td></td>
<td>Senior Ascenders Climbing</td>
<td>1pm - 2pm</td>
<td>Age 12 - 17</td>
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<tr>
<td></td>
<td>OPEN Music</td>
<td>1pm - 2pm</td>
<td>Age 7-11</td>
</tr>
<tr>
<td></td>
<td>Jam Session</td>
<td>3pm - 5pm</td>
<td>Age 12-17</td>
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</tbody>
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*(Meets 1st Saturday of each month)*

Booking for all activities is required in advance - PTO for contact details.
# Action for Children Activities Programme

Free activity programme for 0-5s provided by Action for Children in **South Norfolk**
Activities start from 7th October 2019

<table>
<thead>
<tr>
<th>Activity</th>
<th>Time</th>
<th>Venue</th>
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<tbody>
<tr>
<td><strong>Monday</strong></td>
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</tbody>
</table>
| **Toddler Days** - Drop in play session for children 0-5 years and their parents and carers | 10.00 - 11.00 | Long Stratton ECFS base  
Manor Road  
Long Stratton  
Norwich  
NR15 2XR |
| **Tuesday**    |            |                                                                      |
| **Toddler Days** - Drop in play session for children 0-5 years and their parents and carers | 10.00 - 11.00 | The Annexe  
Ladder Library  
31 Church Plain  
Norwich  
NR14 6EX |
| **Music Group** - Delivered by musical keys | 9.30 - 10.15 | Diss ECFS base  
Fitzwater Road  
Diss  
IP22 4PZ |
| **Outside Group** - An outside play session where children can plant and grow - no matter what the weather! | 1.30 - 2.30 | Long Stratton ECFS base  
Manor Road  
Long Stratton  
Norwich  
NR15 2XR |
| **Baby Days**  | 1.45 - 2.45 | Diss ECFS base  
Fitzwater Road  
Diss  
IP22 4PZ |
| **Wednesday**  |            |                                                                      |
| **Baby Days**  | 10.00 - 11.00 | Long Stratton ECFS base  
Manor Road  
Long Stratton  
Norwich  
NR15 2XR |
| **Music Group** - Delivered by musical keys | 1.30 - 2.30 | Diss ECFS base  
Fitzwater Road  
Diss  
IP22 4PZ |
| **Thursday**   |            |                                                                      |
| **Toddler Days** - Drop in play session for children 0-5 years and their parents and carers | 10.00 - 11.00 | Harleston Library  
Swan Lane  
Harleston  
IP20 9AY |
| **Toddler Days** - Drop in play session for children 0-5 years and their parents and carers | 2.00 - 3.00 | Diss ECFS base  
Fitzwater Road  
Diss  
IP22 4PZ |
| **Tiny Talk**  | 10.00 - 11.00 | Long Stratton ECFS base  
Manor Road  
Long Stratton  
Norwich  
NR15 2XR |

For a more detailed programme of additional activities in your community visit [norfolk.gov.uk/earlychildhood](http://norfolk.gov.uk/earlychildhood)
Mobility aids service in Norfolk

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

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

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

Martin Mobility aids driver

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

Mobility aids outlets in Norfolk
Norwich:
British Red Cross
Coronation Road, Norwich, NR6 5HD
01603 253403
Monday – Friday, 10.30am – 4pm

Great Yarmouth & Waveney:
Norfolk Coastal Centre for Independent Living
Woodfarm Lane, Gorleston, NR31 9AQ
01493 663626
Monday – Friday, 10am – 4pm

Kings Lynn:
Nelson House
Banister Way, Kings Lynn, PE30 2DE
01553 766669
Monday – Friday, 10am – 4pm

redcross.org.uk
The British Red Cross Society, incorporated by Royal Charter 1908, is a charity registered in England and Wales (209051), Scotland (SC037700) and also in Man (1862). Overseas office 0845 608 0608.
The British Red Cross helps people in times of crisis

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

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

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

Equipment available to loan

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

Home delivery and collection service

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

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

Reconditioned wheelchairs

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

Photos left to right © Simon Rawles, © John Eccles, © Matthew Rawles.
City of Wellbeing Initiative- Norwich

Norwich organisations come together in city of wellbeing initiative

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

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

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

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

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

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

The Norfolk Local Assistance Scheme, (now known as the Norfolk Assistance Scheme (NAS)), was introduced in April 2013 as part of the Localism Agenda to replace parts of Discretionary Social Fund.

Over the past year, the scheme has been developed and improved by implementing an in-house model which launched on 1st July 2019. The scheme provides household goods through reuse awards and cash grants with personalised essential holistic support.

The aim of NAS is to support independent living and help Norfolk residents in crisis situations where their needs cannot be met by other organisations. As the awards that we offer are grants they do not have to be paid back.

The types of Award that we offer are:

- Grants for Items
  To support independent living, the grant can be used, for example, to set up their home following a period of institutional care. The grant helps with the cost of essential household items which includes; cookers, washing machines, beds, table and chairs and more.

- Cash Grants
  - Fuel (electricity and gas)
  - Daily living expenses
  - Child daily living expenses

The points required for successful application have been reduced. The scheme can therefore support a wider range of individuals and improve the daily living of a higher number of Norfolk people. This model has been designed to link in with Adult Social Services 1st conversation (initial contact “How can I connect you to things that will help you get on with your life ……” and NCC Living Well (Norfolk County Council is committed to supporting vulnerable people, promoting and providing options for people to remain independent)

NAS Advisors provide a wrap-around service to support individuals throughout the application process whereby applicants and/or their support organisations through multiagency working are assisted with sourcing other items and ongoing support via signposting/referring to alternative organisations.

Applications are to be made via an online form which can be found at https://www.norfolk.gov.uk/NAS. Individuals who wish to apply to the scheme but do not have access to the internet, can be supported by our dedicated NAS Team who will complete the application over the telephone via 01603 223392 option 5.

If you have any questions about the scheme or would like any further information, please contact the NAS Team on 01603 223392 option 5 and a member of staff would be happy to assist you.
Norfolk Family Carers

Young Adult Carers
Personal Development Fund

Grants of up to £250 for young adult carers aged between 16-24, who provide care for a family member needing help due to disability, physical or mental health problem or addiction.
Our Personal Development Fund offers grants of up to £250 for young adult carers looking to gain new skills while having a break from their caring role.

We offer support in finding a suitable course of their choice which will build self-esteem, provide them with a sense of achievement, give them long lasting positive memories and help them to feel better about their caring role.

To qualify, young adult carers must:

- live in Norfolk
- demonstrate they are unable to fund the course themselves and can provide evidence their household income is below £25,000
- be able to attend the course without assistance

Applications by professional referral only.

Only one grant will be made per young adult carer in any two year period.

Courses must be in the UK.

For more information please contact us at:

e: info@norfolkfamilycarers.org  www.norfolkfamilycarers.org
=/NorfolkFamilyCarers  @NFKFamilyCarers  t: 01603 219924
Charity No: 1155684  Company No: 08565078
Young Carers Family Breaks

We offer Family Breaks for families with young carers aged under 18, who provide care for a family member needing help due to disability, physical or mental health problem or addiction.
Our Family Breaks benefit young carers and their families by providing the opportunity to relax and enjoy some quality time together.

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

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

To qualify, families must:

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

Applications by professional referral only.

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

Breaks must be taken in the UK

For more information please contact us at:

e: info@norfolkfamilycarers.org   www.norfolkfamilycarers.org
Ο /NorfolkFamilyCarers @NFKFamilyCarers   t: 01603 219924

Charity No: 1155684   Company No: 08565078
Telephone Befriending – Norfolk Age UK

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: 1097487, Company No: 03789320, SC032121
Transport Options

Transport options (and improving them) is a topic which is important to many people in Norfolk, especially as we are a large, and mainly rural, county. For an overview of many of the issues that make transport complicated and/or challenging Norfolk County Council has created a general transport information page:


The following information is intended to help people with some of the more common transport challenges people face on a day to day basis. Information is best viewed online as you will have a better overview of the information available. Contact telephone numbers have been provided where this is not an option.

You don’t drive/don’t have a car, but can access public transport

**Suggestion:** Traveline has a useful website which enables you to check train and bus options for specific times and dates. Do check:

http://www.travelineeastanglia.org.uk/

If you need help to plan a journey, Traveline’s national call centre can be contacted on 0871 200 2233 between 7am and 10pm seven days a week (more limited hours at Christmas/New Year). Calls cost 12p per minute plus your phone company’s access charge.

You don’t drive and can’t access public transport

**Suggestion:** This enables anyone to search (for a specific address in Norfolk) community transport options. This includes flexi buses and dial a ride schemes. You can filter the results by day of the week and the type of journey.

Telephone 0344 8008020

https://maps.norfolk.gov.uk/findyourtransport/

There are no public transport options available to a specific destination

**Suggestion:** Check if Transport Plus may be able to help (this needs to be booked at least 3 working days in advance, subject to availability and meeting eligibility criteria).

Telephone 0344 8008020

Other barriers to using different transport options

Low income - many people are planning to make the same journey as another person. Liftshare enables people to either get some money for their petrol costs if they share their car with another passenger or contribute towards another person’s car costs by sharing the journey with them.

https://liftshare.com/uk/community/norfolk

Mobility – please visit the transport options page for a list of wheelchair accessible taxis.


The following link gives a short list for options in Norwich:

http://norwichaccessgroup.org.uk/page6.shtml

Breckland district council: 01362 656870
Broadland district council: 01603 431133
Great Yarmouth district council: 01493 856100
North Norfolk district council: 01263 513811
South Norfolk district council: 01508 533633

Transport for medical appointments

For one off cost support for specific journeys (e.g. attending a specialist hospital appointment) check if the NHS will help with a travel cost refund (specific eligibility criteria applies). If you're referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by your doctor, dentist or another primary care health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).

You should take your travel receipts, appointment letter or card, plus proof that you're receiving one of the qualifying benefits, to a nominated cashiers' office to claim your travel costs. Nominated cashiers' offices are located in the hospital or clinic that treated you. They're responsible for assessing your claim and making the payment directly to you. You can make a postal claim up to 3 months after your appointment took place. Call 0300 123 0849 to order a paper copy of the form.


Or a charity may be able to help, like the Cancer Community Chest fund (eligibility criteria applies). Telephone 01603 717 898.

https://communitydirectory.norfolk.gov.uk/Services/5314
Do you need help getting your idea off the ground?

ReCOVERY

innOVATION

FUND

Small grants from £300-£3,000 for innovative and creative ideas to support people in recovery from addiction.

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

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

CGL Norfolk
Alcohol & drug behaviour change service
How we’re helping...

GamCare is delighted to have been awarded funding from the Tampon Tax team in the Department of Digital, Culture, Media and Sport (DCMS) to run a new nationwide programme to address the challenges women face with problem gambling. We aim to ensure the interests of women and girls are well represented in the gambling treatment sector.

The project will build a nationwide network of local public and third sector organisations that work with women to spread awareness of problem gambling, its impacts and how it relates to other issues women may face.

We aim to build up a referral network into gambling treatment so we can encourage more women to receive the right help and support before reaching crisis point.

Have Your Voice Heard

We want to make sure that women’s experiences from diverse backgrounds shape how we design and develop the Women’s Programme and GamCare’s support services for women.

Have you been affected by problem gambling? Would you be willing to share your experiences and opinions to help us improve access for women to treatment and support? If so, we are keen to hear from you.

Please email Marina at marina.smith@gamcare.org.uk

GamCare offers information, advice and support to anyone affected by gambling. Post messages on our Forum, chat online or talk to an Adviser who can let you know about local support and sources of advice about gambling-related issues.

GamCare provides a range of treatment services across England, Scotland and Wales, as well as advice over the phone. Our services are available to gamblers and their family and friends who are affected.

To find out more, talk to one of our Advisers on the National Gambling HelpLine. Call free: 0808 8020 133 or live chat via www.gamcare.org.uk

“My Practitioner listened to me with great empathy and I didn’t once feel like she was judging me in any way. I really believe this was the key to me turning a corner and I started to feel less like gambling was defining who I was somehow. There were times I felt so low I almost gave up, but I’m really glad I stuck with it.”
Women and Gambling

At GamCare, we find that many still think of gambling as a ‘male issue’. In our experience, that’s not the case and it means that women who are struggling may be less likely to reach out when they need support.

Problem Gambling is often described as a ‘hidden addiction’. This may be even more true for women. In particular, online gambling is available all day, every day. It fits around our busy lives and is easier to hide from our loved ones.

Many people tell us that they feel shame about their gambling, which can hold people back from talking about the issue. GamCare have launched a service entirely focused on supporting women, to give them a safe space to speak in confidence about their experiences and get the right help at the right time.

Why am I still Gambling?

A gambling problem is described as an urge to continue gambling despite the negative consequences this has in your life.

For many women, a compulsion to gamble may be influenced by difficult emotions from past experiences. Gambling can give us a chance to temporarily escape from these feelings, however, there are serious implications that come with this.

We are more at risk of developing problems with gambling when we are at our most vulnerable.

Understanding the role gambling plays in your life can be the first step in making changes to reduce the harm it causes. It is unlikely that there will be a single answer, but you are more likely to be successful if you have support from others.

I’m finding it hard to talk...

Sometimes, it can feel like keeping your gambling a secret is the only option. We know that asking for help can be a massive step and talking to someone can feel very difficult, but it will be worth it.

When you want to talk, our Advisers are here for you. You can call us for confidential advice on freephone 0808 802 0133 or live chat at www.gamcare.org.uk

We also run an online Forum and daily chatrooms where you can connect with others in similar situations, share your experiences, seek support and help others.

If you decide you would like to receive further support from GamCare you have the choice of face-to-face, online or telephone treatment. You can also request a female practitioner if this would make you feel more comfortable.

Additional Support Services

Gamblers Anonymous
A support Fellowship for problem gamblers.
www.gamblersanonymous.org.uk

Domestic Violence HelpLine
Confidential advice and support for women experiencing domestic abuse.
www.womensaid.org.uk
0808 2000 247

National Debtline
Free, confidential and impartial advice on money and debt problems.
www.nationaldebtline.co.uk
0808 808 4000

Gingerbread
Advice, support and information for single parents
www.gingerbread.org.uk
0808 802 0925

Relate
Relationship counselling and advice to couples and individuals
www.relate.org.uk
0300 100 1234

Samaritans
Confidential emotional support for anyone in crisis.
www.samaritans.org.uk | 116 123
CARERS MATTERS NORFOLK

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

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

The fridge is available
Sunday 9-10
Tuesday Drop in 1-3
Fridge 1.30-2.30
Thursday Drop in 10-12,
Fridge 11-12

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

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

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

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

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

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

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

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

We distribute in a number of ways:

Direct to individuals
Direct to Families
Through a third party to families

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

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

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

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

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

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

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

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

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

Tesco
Asda
Aldi
Booker
Makro
Greggs
Pret

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

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

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


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

[https://carersmatternorfolk.org.uk/information-advice/support-carers/advice-line/](https://carersmatternorfolk.org.uk/information-advice/support-carers/advice-line/)

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

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

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

What happens in an emergency?

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

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

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

What is an emergency?

Examples include:

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

The emergency services know what to do if they see your carer’s emergency card.
Harleston Jobs Club

Jobs Club

Drop in for employment support

Woodton Village Hall
Tuesday 29th October 10am-12pm

Broome Village Hall
Thursday 31st October 11am-1pm

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

All our services are free and confidential

Phone: 01379 851920  E: jobsclub@harleston-norfolk.org.uk
Do you ever feel lost for words or have trouble getting people to hear your message? Explore how we communicate effectively. From speaking up at a meeting to going to a job interview, approaching professionals or talking to new neighbours. Improve your communication skills in unfamiliar situations.

Come along to a free taster session on Wednesday 9th October from 5.45pm to 7.45pm. The free 5 week courses starts on Wednesday 30th October, 5.45pm to 7.45pm.

Long Stratton High School, Manor Road, Long Stratton, NR15 2XR

To book:
Email CLDO@norfolk.gov.uk or call 01603 306530
Cascading Leadership provides an invaluable free opportunity for leaders working in health and wellbeing organisations in the voluntary and community sector in the UK to develop their leadership skills and receive practical support.

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

The next course starts March 2020.

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

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

Home Instead Senior Care are running our free dementia training workshop, Wednesday 30th October at St. Andrews Church, Eaton, Norwich. 11am-3pm. The workshop covers the following topics.

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.

For more information or to reserve a place please email Mark Johnston at mark.johnston@homeinstead.co.uk or call 07776 060837