The hub bulletin is distributed on a bi-weekly basis. 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
31
09/11/2018
Community Action Norfolk offer a range of training and support packages to suit the diverse organisations in Norfolk’s voluntary, community and social enterprise (VCSE) sector. We believe that by providing organisations with knowledge through training, and help to develop, that they are better able to support their communities. We can offer support on a range of subjects including:

- Trustee roles and responsibilities
- Leadership development for Chairs
- Organisational Structure
- Setting up a new group
- Governance advice (including constitutions)
- Becoming an effective committee
- Policies
- Strategic and Business planning
- Finding Funding
- Bid Writing and funding applications
- Play equipment inspections training
- Event Planning
- Sustainability
- More…

Our Development Officers have a wealth of information and experience in local communities across the county and are able to support organisations in a variety of methods. We can tailor our support to suit your needs, so if there is something that your organisation would like support with, please let us know and we will endeavour to meet your needs.

To keep up to date with our training opportunities, make sure you subscribe to our monthly e-Newsletters.

For more information please see our web site www.communityactionnorfolk.org.uk
New Direct Payment Support Services Workshops in South Norfolk

New Direct Payment Support Services

Norfolk County Council is planning to improve the support services available to individuals and families who choose to use direct payments to meet their care needs.

Come along and listen to a presentation of the new plans and share your views over a cup of tea or coffee!!

Commissioners will be there to listen to your views and answer any questions you may have.

<table>
<thead>
<tr>
<th>Tuesday 27 November</th>
<th>Thursday 29 November 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>2pm to 3.30pm</td>
<td>10am to 11.30am</td>
</tr>
<tr>
<td>The Willow Centre</td>
<td>The Costessey Centre</td>
</tr>
<tr>
<td>1-13 Willowcroft Way</td>
<td>Longwater Lane</td>
</tr>
<tr>
<td>Cringleford</td>
<td>Costessey</td>
</tr>
<tr>
<td>Norwich NR4 7JR</td>
<td>Norwich NR8 5AH</td>
</tr>
</tbody>
</table>

If you would like to come along please contact Lorraine Brown on 01603 224174 or lorraine.brown2@norfolk.gov.uk to let us know as soon as possible to book a place.
Struggling at Work?

1/3 of employees are struggling with health and wellbeing issues at work. You may have been off sick with mental health and worrying about going back to work. This webinar is aimed at giving you support information

Tuesday 20th November 11am – 12pm
Presented by
Christine Mattin Disability Employment Advisor DWP &
Anita Wren Wellbeing Employment Support

For further details contact

To book:
Call: 0300 123 1503
Email: admin@wellbeingnandw.co.uk
Or via our website: wellbeingnands.co.uk/courses
Community Learning at Long Stratton High School

Join a free fun course to improve your skills

Buying and Selling On-line
Wednesday 14th November
5:30pm to 7:30pm – 5 weeks
Course code: CDXBO6618P

Discover how to buy and sell items online. Learn how to present your items and text. How to price an item and charge for postage. Set up an online shop or auction. By the end of course you will be on the way to start your own small on-line business.

To book a place fill a form in at the school reception:
Long Stratton High, Manor Road, Long Stratton, NR15 2XR
Or email: christine.flude@norfolk.gov.uk
Mobile: 0777 6474 491
Customer services: 0344 800 8020

Courses for the New Year –
Healthy Habits for Your Head
Healthy Habits for Your Body
Community Learning – Money Maximiser Harleston Information Plus

Join a free fun course to improve your skills

Money Maximiser
Friday 16th November
1:30pm to 3:30pm - 5 weeks
Course code: CDXMM6518P

This short course will help you learn to balance your income with your outgoings. Explore money saving tips and techniques that will help you get the most out of your income.

To book a place fill a form in at:
Harleston Information Plus
8 Exchange Street, Harleston, IP20 9AB
Or email: christine.flude@norfolk.gov.uk
Mobile: 0777 6474 491
Customer services: 0344 800 8020

Courses for the New Year -
Food Shopping On a Budget
Make Your Own

www.norfolk.gov.uk/adultlearning
@NorfolkCLS
Norfolk Community Learning Services
Jobs Club – Harleston Information Plus

Jobs Club

Drop in for employment support

Dickleburgh Village Centre
Monday 19th November, 12-2pm
Tibenham Community Hall
Saturday 24th November, 11am-2pm

Delivered by Harleston Jobs Club
All our services are free and confidential

Phone: 01379 851920
E: jobsclub@harleston-norfolk.org.uk
Norfolk & Suffolk Dementia Services Review – event for those affected

Are you affected by dementia? Help us shape local dementia support across Norfolk and Waveney.

There are currently 850,000 people living with dementia in the UK and the number is set to rise. The NHS, local government and voluntary organisations are working with people affected by dementia living in Norfolk and Waveney to help shape support services that are fit for the future.

Our vision is to develop high quality dementia support across Norfolk and Waveney, providing the right support at the right time wherever you live. In parts we have got this right and in others there is more work to do.

If you are affected by dementia and live in Norfolk or Waveney we need your help to ensure new plans and ideas for future support currently being considered are right.

Please come to a local event and help us shape future services.

<table>
<thead>
<tr>
<th>Great Yarmouth and Waveney</th>
<th>West Norfolk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wednesday 28th November</td>
<td>Thursday 29th November</td>
</tr>
<tr>
<td>1.30pm to 3.30pm</td>
<td>1.30pm to 3.30pm</td>
</tr>
<tr>
<td>Great Yarmouth and Waveney Clinical Commissioning Group</td>
<td>Provident Street Community Centre</td>
</tr>
<tr>
<td>Beccles House</td>
<td>Providence Street</td>
</tr>
<tr>
<td>1 Common Lane North</td>
<td>King’s Lynn</td>
</tr>
<tr>
<td>Beccles, NR34 9BN</td>
<td>PE30 5ET</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>South Norfolk and Norwich</th>
<th>North Norfolk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 3rd December</td>
<td>Tuesday 4th December</td>
</tr>
<tr>
<td>12.30pm to 2.30pm</td>
<td>2pm to 4pm</td>
</tr>
<tr>
<td>The Dinneen Hall</td>
<td>Aylsham Care Trust</td>
</tr>
<tr>
<td>West Costessey Hall</td>
<td>St Michaels Ave</td>
</tr>
<tr>
<td>Poethlyn Drive, Queen’s Hills</td>
<td>Aylsham</td>
</tr>
<tr>
<td>Costessey, Norwich</td>
<td>NR11 6YA</td>
</tr>
<tr>
<td>NR8 5BP</td>
<td></td>
</tr>
</tbody>
</table>

If you are unable to attend any of these events, then please do get in touch and we’ll send you an engagement information pack for you to complete and send back to us, in your own time. Feedback from these events will inform final recommendations to ensure support is fit for the future.

There is no need to book your place but if you have any access requirements or need more venue information, please get in touch using the email address dementiareview@nhs.net
Norfolk & Suffolk Dementia Services Review – event for professionals

Are you a professional working with people who experience dementia?

Help us shape local dementia support across Norfolk and Waveney as part of an STP Review.

There are currently 850,000 people living with dementia in the UK and the number is set to rise. NHS organisations, local government and the voluntary and community sector are working with people affected by dementia living in Norfolk and Waveney, to help shape support that is fit for the future.

Our vision is to develop high quality dementia support across Norfolk and Waveney, providing the right support at the right time wherever people live. In parts we have got this right and in others there is more work to do.

If you have any professional involvement in the delivery, design or commissioning of dementia support in Norfolk or Waveney, we need your help to ensure new plans and ideas for future currently being considered are right.

Please come to an event and help us shape future services thinking

<table>
<thead>
<tr>
<th>Wednesday 28th November</th>
<th>Monday 3rd December</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.30am to 12.30pm</td>
<td>10am to 12pm</td>
</tr>
<tr>
<td>Great Yarmouth &amp; Waveney Clinical Commissioning Group</td>
<td>The Dinneen Room</td>
</tr>
<tr>
<td>Beccles House</td>
<td>West Costessey Hall</td>
</tr>
<tr>
<td>1 Common Lane North</td>
<td>Poethlyn Drive, Queen’s Hills</td>
</tr>
<tr>
<td>Beccles</td>
<td>Costessey, Norwich</td>
</tr>
<tr>
<td>Suffolk</td>
<td>Norfolk</td>
</tr>
<tr>
<td>NR34 9BN</td>
<td>NR8 5BP</td>
</tr>
</tbody>
</table>

Feedback from these events will inform STP Review recommendations to ensure support is fit for the future.

There is no need to book your place but if you have any access requirements or need more venue information, please get in touch using the email address dementiareview@nhs.net

If you are unable to attend any of these events, then please do get in touch and we’ll send you an engagement information pack for you to complete and send back to us.
Equal Lives – Peer Support Event

Peer Support Event
Support, Share, Together

28th November 2018
The Forum, Norwich
10am-5pm

‘A celebration of the work of groups and individuals who support others in their communities.’

Do you support other members of your community? Are you interested in learning more about peer support, becoming a peer supporter or finding out what support is available?

Norfolk’s first Peer Support Event is happening this November, featuring workshops, activities, talks and stalls all related to peer support. Come along to meet peer supporters at stalls from a diverse group of support groups and organisations, sign up to our workshops and talks running throughout the day, and celebrate the fantastic work that peer supporters do across the County and beyond.

We are looking for people/groups to give talks, run workshops and lead other activities on the day and local community groups and organisations who would like a stall. To express an interest please contact Hazel for an application form: hazel.simons@equallives.org.uk, 01508 491210 Option 4.
Norfolk Against Scams – Partnership Event

You are invited to the Norfolk Against Scams Partnership Partner Event on:

Thursday 15 November 2018, 09:30 – 13:00
Edwards Room, County Hall, Norwich, NR1 2DH

The event will see the official launch of the Norfolk Against Scams Partnership and an opportunity for partners and those interested in becoming partners to find out more about the partnership.

Why should you join us?

- Find out more about the partnership
- Understand your role as a partner
- Find out how to become a partner
- Find out how we can work together to protect and support residents and businesses in Norfolk from scams. Doorstep crime and fraud.
- Help to develop and take forward the partnership
- A great opportunity to network with different Norfolk organisations

Who should join us?

This event will be of particular interest to partners of the Norfolk Against Scams Partnership as well as organisations that are interested in becoming a partner and wish to find out more.

We also welcome leaders, managers and representatives from businesses, banks and the finance sector, community voluntary and third sector organisations and charities.

Places at the launch and Partner Event for the Norfolk Against Scams Partnership are limited so to avoid disappointment please book early.

A very limited number of spaces to exhibit display stands on the day are available and will be allocated on a first come, first served basis. If you would like one of the spaces please complete this section on the booking form

To book your FREE place now please go to
www.smartsurvey.co.uk/s/AgainstScams/
There are currently 17 schemes in Norfolk supporting more than 30 parishes and more planned for 2019. We have been supporting communities to develop effective Good Neighbour Schemes for more than 10 years in Norfolk and provided support for other counties across the UK.

Neighbourliness is the social glue that bonds communities together. It helps create an environment where people feel safe and secure because they have a genuine connection with one another.

However, in the modern world, people are increasingly mobile. Family members and long-term residents move away from the places they were brought up in and support networks break down in consequence. While new people move in, it’s increasingly difficult to have that genuine connection with one another so some people can become isolated and feel increasingly unsafe and insecure. This situation is made worse by the fact that people are living longer, rural populations in particular are becoming older, and austerity measures are leading to reduced levels of care and support service provision.

Good Neighbours Schemes help bridge the support gap and in the process, help recreate social connections and rebuild the sense of community. They provide an opportunity to support communities in many ways:

• Helping people to live independently in their homes for longer
• Improvements in general wellbeing and mental health
• Fewer missed appointments supporting patients and organisations alike
• Ongoing contact for most isolated individuals
• Support for resilience and emergency planning
• Opportunity for people to develop new skills and to gain in confidence through volunteering and training
• Better sense of community
• Provides links to, and a springboard for, wider community initiatives such as community transport schemes, links to youth groups etc.
How do they work?

Good neighbour schemes are a volunteer run and led model. A local group form a steering group taking it in turns to receive requests from clients and match them with local volunteers able to provide support. Tasks undertaken vary with each local group but tend to cover basic odd-jobs, support, accessing services and transport. Good Neighbour schemes can provide an important conduit for information straight to the grassroots and an early warning system for potential issues.

Good Neighbour schemes require intensive early support to help engage the community, establish the local groups and ensure they are operating safely and legally. Once established they are designed to be self-sustaining with low on-going costs often met locally. However, lower level on-going support and networking can help further develop the communities knowledge and skills as well as overall understanding of local need.

Setting up a scheme.

CAN provides all of the policies and information needed to get started. We will help you at all stages from the first public meeting, to the setting up of a committee. We will provide training in Safeguarding, confidentiality and data protection, managing volunteers, managing the scheme etc. We will advise on insurances required and provide templates for all policies needed. Once established we will continue to offer regular networking and training opportunities.

Interested?

More information is available on our website: [http://www.communityactionnorfolk.org.uk/sites/content/good-neighbour-schemes-0](http://www.communityactionnorfolk.org.uk/sites/content/good-neighbour-schemes-0)

Contact:

rik.martin@communityactionnorfolk.org.uk
01362 698216
Just One Norfolk – new website

JustOneNorfolk.nhs.uk is Live!

A new website about Children and Young People’s Health Ages 0 -19

Made in partnership with:

Norfolk Children and Young People’s Services is provided by Cambridgeshire Community Services NHS Trust and commissioned by Norfolk County Council.
VOLUNTEERS NEEDED ACROSS NORFOLK

Would you like a new challenge in volunteering and want to do something a little different? Are you a good listener with the ability to build rapport easily with others? Then our volunteering programme could be for you. Sova Norfolk Mentoring are currently recruiting for volunteers to work on the new substance misuse behaviour change programme, working in partnership with Change, Grow Live. We provide mentors to service users who are going through their own recovery journey and engaging with Change, Grow, Live.

WHAT DOES A SOVA VOLUNTEER DO?

The aim of the mentoring relationship is to support the individual and help them move towards making changes and supporting them through their recovery journey. Our mentors will meet with a service user in their local community, the relationship is service user led and will depend on what the personal goals of the service user are. It could be:

- Help with form filling and getting to an appointment
- Looking at local resources for example: benefits/housing/debt advice
- Meeting up to provide emotional and practical support
- Assisting someone in making a telephone call and sourcing information
- Motivating them to engage more with their local community
- Or simply meeting them for a cuppa and a chat

We would require you to commit to a timeframe of up to 5 months for volunteering and agree to weekly meetings of up to 2 hours with your mentee in their local community.

We do not expect our volunteers to transport service users or conduct home visits

RECRUITMENT PROCESS

Our recruitment process is a very robust one, including 2 interviews, 2 days training - including specialist training for substance misuse awareness. Candidates must be able to supply 2 references and complete an ENHANCED DBS check.

HOW DO YOU APPLY?

If you are interested please email Norfolkmentoring@sova.org.uk and we will provide you with a recruitment pack/application form or alternatively call us on 01603 215348 for an informal chat about the role.

SOVA NORFOLK MENTORING RECRUITMENT FACTSHEET V1 13.8.18
Edward Bear Club needs two volunteer leaders in Diss

**Edward Bear Club Needs Two Volunteer Leaders**

We are looking for two people who will be able to:

- Attend every Tuesday morning during term-time 9.00 – 11.30
- Set up activities such as painting and drawing for babies and toddlers
- Put out equipment from the extensive range in the cupboard
- Offer tea and coffee and set up the table. Take account of food allergies
- Put equipment away at the end of the session
- Be responsible for the monies
- Undergo Safeguarding and First Aid training
- Be reliable and consistent
- Complete a check from the Disclosure and Barring Service (DBS)

This post would provide good experience for working in the child-care sector

If you are interested please obtain an information pack from the Parish Office which is open each morning 9.00am – 12.00 noon or telephone 01379 643783

Applications close on Friday 30th November 2018
Norfolk County Council are holding a consultation on the proposed changes to Children’s Centre Services. Alongside this consultation, we (Community Action Norfolk) have been asked to carry out an independent Community Impact Assessment to find out what impact the proposed changes could have on the wider community beyond the core service users. Community Impact Assessments are the way in which we look at the impact of proposals on the wider community from the local economy to the accessibility of services. The impacts can be positive or negative, and could include things like the Children’s Centre building becoming available for other uses or a reduction in the sense of community as a result of people no-longer meeting at the Children’s Centre. If you feel you or your organisation will be impacted by the proposed changes to Children’s Centre Services we would be interested in hearing from you.

To complete the survey please click here: https://www.surveymonkey.co.uk/r/SD9RMJ5. There is a precis of the proposal at the start of the survey but should you wish to read the full proposal please click here. https://norfolk.citizenspace.com/consultation/childrenscentres-2/

*Please note: Feedback on how the proposed changes will affect service users should be included as part of a response to the main consultation.*

**Clare Fiander**
Engagement Officer