

Older Men Living Alone and their Social Relationships

The lived experiences of older men merit greater research attention. There are more older women than men (127 women per 100 men in 2011) and many more older women than older men living alone. This may have led to the experiences and social worlds of this group of men remaining largely invisible, posing questions about what they are and how they may be appropriately investigated.

My talk will be based on research undertaken for my doctoral thesis between 2008 and 2011. I sought to explore the everyday lives, social worlds and relationships of community-dwelling men, aged 75 and over, living alone. In order to meet the challenges involved in exploring more hidden relationships, I collaborated with the men who produced photographs of their daily lives. Over two years I collaborated with, and studied in detail, the lives of 16 men from Norfolk. The men had entered solo living through many and varied routes.

I found that there were many social interactions which this group of men valued but those interactions had rarely been considered in previous research. Family relationships were important to the men who were part of families but, mostly, family did not provide daily social interactions yet family members were, at times, found to be intrusive. Overall, the men faced challenges in maintaining social interactions but they were adaptable and inventive as they managed their daily lives. Improved understanding of older men's preferred social interactions can assist in the development of appropriate services for men.

My talk will have more of a focus on issues of isolation and loneliness within this group of men and what they/we can do/are doing about it.

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Reducing Isolation and Loneliness: Good Practice 1

**Intergenerational Projects with Local Schools
- Age UK Norwich**

Age UK Norwich runs 10 Intergenerational projects in partnership with 7 schools in Norwich (1 infant, 5 Primary and 1 High School), currently involving approximately 70+ older people.

Activities include; Luncheon Clubs, Crafts, Reminiscence groups, Gardening clubs and an Arts Project in partnership with the Norwich Castle Museum.

Funding for the projects is very 'low level' with some coming from Comic Relief and Norwich Consolidated Charities, some 'in kind' from the schools and some from the participants themselves.

Transport is the most problematic and most expensive element for all the projects. For the older people some is provided by Age UK Norwich's own bus and some by volunteers or they make their own way there. The schools usually provide any transport needed by the children.

Referrals - the older people get involved with the projects in a number of ways either by referral from an outside agency, through Age UK Norwich's other services or by 'word of mouth' from other participants.

Benefits for the local community and the impact of these types of project on a variety of issues affecting older people include;

Community Safety Bringing together older people and pupils helps increase understanding between generations, including breaking down stereotypes and providing positive role models which helps to prevent anti-social behaviour and challenges false perceptions, as well as empowering people so that they feel they can take part in all aspects of community life.

Health and Well-being Bringing different generations together to exchange skills and knowledge enables all members of the community to feel useful and productive and thus helps to improve health and well being within the community as a whole. Activities help participants to connect with each other, promoting their involvement in other activities in the local area. People who take part in these activities are likely to see a general improvement in: New, retained and rediscovered skills, confidence, knowledge and understanding, communication between generations, changed behaviours and relationships, reduced isolation and all round well being.

Community Cohesion bringing together different generations through meaningful activities and interactions helps to break down barriers within the community by improving communication between generations and giving participants the feeling of being listen to.

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Age Friendly Society Challenging stereotypical images of old and young people, and enabling each to contribute to the group in a meaningful way, helps to create an 'age friendly' society where people are enabled to live out their full potential whatever the age.

Benefits for older people

Meeting and developing relationships with and working alongside others who are not in their usual circle of acquaintances e.g. young people, teachers and other professionals and reminiscence facilitators.

The boost to self esteem and sense of purpose through helping others to learn through sharing information in a friendly and accepting atmosphere and seeing common threads between generations of children also helps overcome any fear or concerns about young people.

Growing confidence through passing on their knowledge and skills and enjoying the enthusiasm and energy of the younger people increases self worth and a brighter outlook on life and helps reduce the feeling of social isolation and loneliness.

Comments from older group members (taken from a range of current projects)

'Helping the children to discover the world of gardening and enabling them to have a lifelong interest in the joy of creating and enjoying their produce. My joy is in sharing their interest and curiosity and our ability to show and share.'

'I really do love coming here it brings a little sunshine into my day – especially when things aren't going right in other areas.'

'I have been so happy coming to the club, the children have been so lovely and I loved making all the craft things. Looking forward to coming next year! Thanks for all the help that we have.'

'I like watching the children doing different things, I'm not able to help as I have hand and arm trouble but we work well together.'

'It has been good to widen my social life to include younger people. I look forward to attending Tuesdays, a welcome change from sitting at home and the fact that my children attended the same school so it is lovely to have the chance to be connected with the school again. I look forward to meeting different people and engaging with the children through activities such as knitting and just general conversation.'

These are just a sample of the comments made and all participants in our projects agreed with the sentiments expressed in them.

Bob Russell,
Community Outreach Manager, Age UK Norwich.
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Reducing Isolation and Loneliness: Good Practice 2

**Telephone Befriending Across Norfolk
- Age UK Norfolk**

The service is now telephone based befriending only – providing a weekly call to isolated older people.

Until last December we provided a limited amount of home visiting befriending but now we only visit 19 people that were receiving the service at the time it ceased.

In the year 2012/13 we provided:

Total number of people who received telephone befriending:	178
Total number of people who received home visits:	37
Total number of hours of telephone befriending provided:	4,628
(Based on 1x call per week for average 30mins)	
No of people referred to other Age UK Norfolk services:	approx. 200
No of people referred to other non-Age UK Norfolk services:	approx. 350

No of hours provided by volunteers supporting the Befriending Service:4,050

The Service has 2 part time Coordinators, 1 based in Norwich and 1 in West Norfolk and has 8 hours of administrative support each week.

Each member of the service receives a birthday card and a Christmas card.

For more information about the service telephone 01603 787111 or email befriending@ageuknorfolk.org.uk

Eamon McGrath
Community Development MANAGER, Age UK Norfolk
01603 785222 or email: eamon.mcgrath@ageuknorfolk.org.uk
14th May 2013.



Reducing Isolation and Loneliness: Good Practice 3

**A Day in the Life of a Village Agent in 7 Parishes around
Aylsham and Reepham
- Norfolk Rural Community Council (RCC)**

Summary

Currently the Norfolk RCC employs 5 Village Agents in North Norfolk and Broadland. This 18 month pilot is funded by Norfolk County Council's Living Well in the Community grant and Broadland District Council. In just a few months they have started to demonstrate the value of a local person dedicated to supporting the community at ground level.

They work as a team covering the parishes surrounding the market towns of North Walsham, Cromer and Aylsham. They work 10 hours per week – flexible, no set days. Each agent is equipped with a laptop and a mobile phone and many hours of training. An 0300 helpline number helps people get in touch, but often it is word of mouth or referrals from friends and neighbours.

Key elements of their work include:

- One to One support in the form of signposting and practical help.
- Looking for recurring issues which might be solved by community activity which does not exist yet, and helping communities to set this up.
- Finding people who are isolated is not always straight forward, (whether geographic, social, or financial), and Village Agents have a number of tools to help. Homeshield referrals and other services may identify some people, and family may also help, but often it is by using the local contacts and knowing the area and the people where they live. Talking to the postman, the local shop owner and the vicar.
- Supporting volunteers and groups wishing to promote or develop local activity or to support other activity (funding, training, practical help).
- Providing a link to communities for other organisations wishing to develop something at a local level, perhaps in response to a need they have identified (this includes help in developing support for or promoting community transport, for instance)
- Listening to people and providing opportunities for people to talk about issues, identify concerns etc.
- Mapping the assets and opportunities in the parishes in which they work.
- In addition they will be considering marketing opportunities, developing their own skills through regular training, and attending information events and



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promoting their work - maintaining a high profile is important

But what do they actually do?

There is no such thing as a typical day for a Village Agent, their work is varied and delivered around the needs of the community, so they may work a few hours every day for a week or a whole day spent on one activity. In May 2013 some of the activity they were engaged in included:

- Helping a group to attract more people to a struggling coffee morning. Providing informal training on how to get people to attend and where to access additional funding. A few weeks later, and numbers are up and a new volunteer is helping out.
- Placing an ad in the Reepham Life Newspaper looking for volunteers to help a non-driving retired lady to visit her husband in hospital – Taxi fares were costing a whopping £50 per trip. Within days a volunteer came forward happy to help.
- Visiting a young mum to help her find the paperwork she needed for a debt hearing. Two hours of searching boxes and all was in order.
- Meeting with the local library to arrange for bookmarks advertising the service to be distributed, and to discuss the opportunities for workshops and IT support. Within two weeks 10,000 bookmarks were printed and ready to go, and new opportunities to meet with the public are looking promising.
- Helping to put up posters in local villages to advertise an event, then back to the house for a well earned cup of tea.
- Helping an elderly woman to access support from the Deaf Association.
- Providing an article for The Mardler Talking Newspaper explaining how to access Village Agent support.
- E-mailing various parties involved in developing a community transport scheme to bring them together for a meeting.
- Helping an older gentleman and newbie silver surfer to set up Skype on his computer so he can talk to his grandson in America. Thirty minutes to set up and he was ready to go.

But does it really make a difference? Ultimately evaluating the success of such a project will come from the people themselves. Feedback is sought and we know how valuable individual interventions can be. But success is as much about the perceptions of those it helps, the communities feeling looked after, services better integrated and able to develop local solutions with the help of local people, and local people accessing the support of their own community.

Want to know more?

Call Norfolk RCC on 01362 698216 or email
office@norfolkrcc.org.uk



Reducing Isolation and Loneliness: Good Practice 4

Village Pubs as Hubs
- Age Concern Great Yarmouth

Background

Age Concern Great Yarmouth, an independent charity which isn't federated to the Age UK national body, has lottery funding for an older people's development post, and is three and a half years into this five year project. Outcomes include enabling 500 additional older people to participate in their activities and services to reduce their isolation; recruiting 10 additional volunteers each year to take on roles to support older people, to develop their own skills and help build stronger communities; establishing 3 Lunch Clubs serving 45 older people and a befriending scheme for 50 isolated older people by the end of the project; and each year holding 2 campaign meetings and 6 outreach information sessions. Developing and supporting lunch clubs in pubs is part of this work.

Why Pubs?

There is now a 'younger' older generation, and older men are more likely to come to the local pub than pop along to the village hall.

What is the service?

- Lunch clubs running in 4 pubs in villages around the borough, with our next opening in Great Yarmouth on the 19th June.
- Each group meets once a week from 11.45 until 3pm ish.
- Our busiest group has on average 35 – 40 people attend, our quietest has 23 attending. Between the groups we see around 120 attending the each week
- The majority of older people attending live on their own and the age range is from 52 – 93. Approximately 20% of people attending are men, and groups include people with Parkinson's, dementia, learning difficulties, visually impairment, poor mobility, long term illnesses. In one group there are 4 people with varying stages of dementia. At another group people from residential care homes are brought by their paid care home staff and travel a distance of 11 miles to get there. At another one lady collects her mum and brings three of her friends from a local residential care home with the help of a local transport company.
- A minimum of 3 trained volunteers support each group
- Meal and drinks are bought from the pub followed by a raffle, quizzes, hoi games of 'play your cards right'
- The Age Concern Development Worker co-ordinates the lunch clubs and makes regular visits to each group. She also coordinates the transport, using Centre 81, a local Door to Door Transport Service which charges a yearly subscription of £5.00, with members paying a small charge for each journey. She recruits, trains and manages the volunteers, and sorts out any problems which may arise. It takes about 12 weeks to get a group of the ground, then around 6 weeks supporting volunteers and the pub to make sure the format is followed and all works as it should.
- The groups generate a small amount of money through raffles etc – around £30 - £40 per session)- which funds outings, picnics and theatre trips throughout the year, where there is an opportunity for all the groups to meet each other.

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- The cost to Age Concern Great Yarmouth for each once weekly pub group includes payment for volunteer expenses and ongoing training (communication skills, disability awareness, safeguarding, first aid, Food Hygiene, Risk assessment, Manual handling, etc), office and admin costs(keeping a data base of all members), printing costs for quizzes and games, and part of the coordinator's salary.

What do the pubs need to provide and what's in it for them?

- A community spirited owner/manager
- A separate room in the pub set aside for the group
- A three course meal with two choices at each course. People attending then pay £5.00 for two courses, either a starter and main or main and dessert; people feel empowered and remain individuals.
- The opportunity for people to buy tea/coffee/drinks
- Evidence that the lunch group is good for their business

Outcomes

- Friendships have blossomed
- People living on their own now have someone to call at the weekends or in the evening.
- Several people who have lose their loved ones have been supported by the group
- People needing more support are pointed in the right direction
- The barriers and the stigma surrounding certain illnesses broken down
- Different generations mix
- People's confidence and social skills and increased
- People have a reason to get up and dressed one morning in the week
- People feel they belong to something, and can be actively involved and contribute
- Pubs gain business and increased awareness

"Don't know what we did before Age Concern, wonderful afternoon"

"I sit at home all week and see no one until Thursday afternoon"

"Thanks to Age Concern I now have a social life again"

"I was lonely on my own, till I found out about a group called ACORN, it was great to meet people there, glad for the company, just like me. We have a meal and play games and people call you by your name, when people give their time to make our lives sublime, so thanks to them our lives are fine, just like a bottle of vintage wine"

Future

To develop this lottery funded project by identifying and supporting lunch clubs in pubs that would like to be involved in other localities, so people can have a lunch club in a pub on their doorstep. [Note: this project wouldn't be sustainable without a paid coordinator as both the those using the service and the pub need the reassurance and skills that a paid and experienced Age Concern staff member provides.]

Jackie Tierney, Older People's Development Worker, Age Concern Great Yarmouth

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Reducing Isolation and Loneliness: Good Practice 5

- Village Screens / Cinemas in Norfolk

In a survey of four parishes which have this facility it was discovered that these sessions were very well attended by older people, many of whom were alone and found that going out where they knew people was felt to be so much more secure for them in their known community rather than going to somewhere like Norwich which had become too challenging to them. One older person said "If I collapse while I am out here in my local hall, at least I know who comes to help me or they know who I am immediately". Other comments that have been reported: "It is so much more affordable than travelling all the way to Norwich and far less hassle."

In one hall with a seating capacity of 160, there were always at least 100 attending and mostly older people. Many families also turn out to accompany their older generation and help them during the evening. Seats are not quite as comfortable but as non profit making organisations some are now investing in cushions for the hall while many older people opt to bring their own.

A family outing to a village cinema is often far more affordable than to a town cinema at an average cost of £4 per head, refreshments available to buy or £5 when refreshments like a cup of tea/coffee with biscuits/cake are provided inclusive. Others provide sweet shop bags, popcorn and ice creams for sale.

With sufficient volunteers it is possible to help several disabled people on their arrival but it was reported that volunteers are hard to come by. Setting up for a session also involves volunteers and takes time.

Some offer, at some point in the programme, a power point or other presentation that advertises all that is on locally so is an information point as well.

A film bank is available through Creative Arts East and others make their own arrangements. Creative Arts East currently supports around fifty 'Village Screens.' <http://www.creativeartseast.co.uk/villagescreen/>
01953 713390 or email: enquiries@creativeartseast.co.uk

One vicar did a survey of regular church goers which showed the village cinema as one of the most popular best things that had been set up since his arrival in the parish.

Transport does mean many can't make the venue at all and is considered the greatest problem to getting bigger audiences and helping older people get out.

Ann Baker, Chair, South Norfolk Older People's Forum
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Living Well in the Community Fund

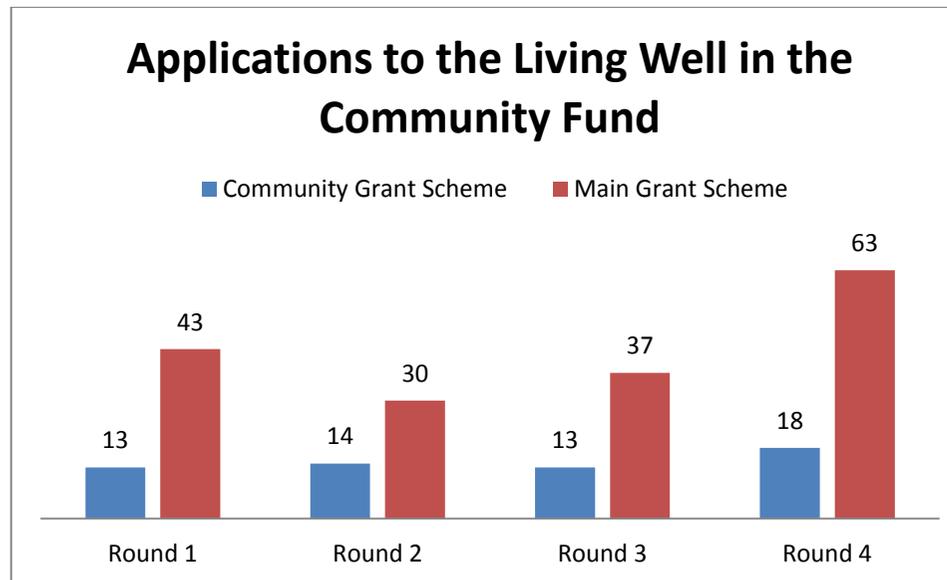
Outcome of Rounds 1 to 4



The Living Well in the Community Fund is now closed to applications.

Number of applications

There were 231 applications across the four funding rounds with a total value of £7.34 million. This was a higher than expected number which is very encouraging and suggests that publicity and promotion of the fund has been quite effective. Of course it also means that the demand far exceeded the money available.



Projects that have been awarded a grant

The Living Well in the Community Fund Panel has awarded grant funding for 61 projects (22 Community Grants and 39 Main grants) at a total value of £1,560,351. Here are brief details of the successful projects.

Main Grants	Project details	District	Grant amount
4Women Resource Centre (Home Group/Stonham) **	Supporting women to access confidential legal advice and help around domestic or 'honour based' violence, sexual abuse, family breakdown, immigration and discrimination issues	Norwich	£49,099
Active Norfolk *	Mind Your Step Exercise classes and support to prevent falls for those who are at risk of falling	South Norfolk	£32,000
Age UK Norfolk *	Community Volunteer Mentors to build networks of support and social activity for older people in their own community	West Norfolk	£49,853
Age UK Norfolk *	Pilot 'Money Schools' for older people on money management, reducing bills and increasing household income.	Broadland & North Norfolk	£32,000
Alzheimers Society *	Transition project to enable existing Alzheimer support groups to become peer-support groups through training and volunteer development	Norfolk wide	£49,667
Assist Trust	User-led Zumba Fitness programmes for people with Learning Disabilities	Norwich and surrounding area	£7,533.56

Bridge Plus+	Information advice , guidance and training for Black, Asian Minority Ethnic communities	Norwich	£50,000
Clinks Care Farm	Rural and agricultural work experience and training for people out of work and a network of supportive businesses able to offer follow-on opportunities	South Norfolk	£30,480
Community Action Norwich*	Home visits and social and learning activities for isolated older people in Lakenham and Tuckswood	Norwich	£24,054.50
Community Services Volunteers (CSV)	Volunteers to support young people with Learning Disabilities to explore post school activities	West Norfolk	£45,000
Crossroads Care East Anglia	Young adult carers led support project offering 1-1 support and skills workshops	Norfolk wide	£43,000
Culture Works Foundation	Bridge project for young people not in employment, education or training offering accredited arts/media training, catering work experience, life skills and job club	Greater Norwich	£43,240
Family Action Gorleston	Training, advice and peer support project for parents of children with emotional and behavioural problems	Gorleston	£45,010.51
Family Action Swaffham *	Community allotment and outreach gardening project for older and disabled people	West Norfolk	£49,697

First Focus Fakenham *	Programme of advice, social, cultural, health and educational activities for vulnerable and isolated people extended to local villages	North Norfolk	£25,000
Future Projects	Community worker to deliver learning activities and support groups for 'hard to reach' and vulnerable adults	Norwich	£42,122
GFS Platform (Great Yarmouth)	Personal development and life skills programme for vulnerable young women not in work, education or training	Great Yarmouth	£27,980
Great Yarmouth Community Trust *	Online Ageless Opportunities Directory, telephone service and internet cafe for older people	Great Yarmouth	£49,181
Great Yarmouth & Waveney Mind **	Community Roots therapeutic and community wellbeing horticultural project	Great Yarmouth	£44,822
Great Yarmouth Refugee Outreach Support (GYROS)	Physical & healthy eating activities and support into learning, volunteering or work for isolated women	Great Yarmouth	£27,859
Harleston Information Plus *	Intergenerational project offering social and learning opportunities for older people and work experience for young people	South Norfolk	£12,988
Leeway **	Domestic violence specialist working at hospital A&E Department	N&N Hospital catchment	£49,665
Leeway **	Targeted domestic violence support and advice for women from Black, Asian & Minority Ethnic communities	Great Yarmouth	£37,415

Mancroft Advice Project	Independent living advice and activities group for young people with mental health problems or learning difficulties	Norwich	£41,481
The Matrix Project	Sexual assault prevention project	Norwich	£21,190
Mundesley Youth and Community *	Outdoor gym, health paths and training sessions aimed at those aged 50+	North Norfolk	£21,994
Norfolk Coalition of Disabled People	Scheme to enable groups of people with disabilities to support each other as peers	Norfolk	£49,980
Norfolk Rural Community Council *	Village Agent Project to facilitate community led activities and support for vulnerable people in rural areas.	Broadland and North Norfolk	£50,000
Opening Doors	Health and wellbeing activities run by and for people with Learning Disabilities. Also advice and training to make community fitness facilities and groups more inclusive.	Norfolk	£49,319
Bridge Plus+ Interface Learning Family United of Norwich NEESA Norwich & Central Mind WORD	A partnership of organisations to deliver and promote health and wellbeing activities aimed at Black Asian & Minority Ethnic communities	Norwich	£49,479
Norwich Clinical Commissioning Group	Physical activities for weight management and weight loss delivered through Slimmers World Groups	Norwich	£27,800

Shine	Advice and wellbeing project for parents of disabled children	Great Yarmouth	£30,800
Sustainable Living Initiative **	Community allotment and conservation project in an area of high deprivation	Norwich	£34,936
Sweet Arts	Social enterprise and work skills project for vulnerable and disadvantaged women	Norfolk	£50,000
Voluntary Norfolk **	7 x Community Advocates with long term health conditions who will support others to access appropriate services and identify ways to manage their condition better.	Great Yarmouth	£46,650
West Norfolk Befriending *	Project to support the development of 24 friendship groups for older, socially isolated people	West and North Norfolk	£44,841
Women & Orphans Development Trust (WORD)	Positive Parenting in a New Culture training and support	Norwich	£37,981
Women & Orphans Development Trust (WORD)	Learning and personal development programme led by and for young women from Black Asian & Minority Ethnic communities	Norwich	£18,283
Asperger East Anglia	Work skills training and personal support project benefiting people with Autism	Norfolk	£38,105

Community Grants	Project details	District	Grant amount
Access Community Trust (formerly St Johns Trust) **	Pilot project run by and for hostel residents to produce and sell items made from recycled materials, learning skills and building confidence and motivation	Breckland	£4921.68
Articus	Art, music and circus skills workshops & events aimed at marginalised groups.	Norwich	£5,000
Bicycle Links	Cycle for Health – <i>Bikeability</i> training and guided cycle rides for people at risk of ill health	Norwich	£4,964
Bridgeham Parochial Church Council *	Furniture for social area in the church to enable older isolated people to meet together and access advice & information	Breckland	£1500
Costessey Community First Responder group**	Equipment + training for group which provides volunteers to support work of ambulance service	South , Broadland and Norwich	£2,000
Disability Issues and Social Support (DISS) Group **	Group outing for people with disabilities and their Carers	South Norfolk	£295
Eastern Synergy Arts **	Community art therapy groups for those experiencing illness and stress, particularly Carers	Broadland and North Norfolk	£4,065
Fakenham Ramblers Association **	Three day walking & social events festival to encourage walking for pleasure, friendship and health	North Norfolk	£2,044

Funky Fitness *	Community run disco-style dance and fitness group for families and older people	Norwich	£4,360
Growing Together **	An inclusive horticultural enterprise bringing back into use greenhouses, vegetable plots and an orchard to learn and share skills and prevent hate crime	Breckland	£5,000
Harling Bowls Club **	Replacement bowls equipment and promotional activity	South Norfolk	£1,171
Homestart Kings Lynn & West Norfolk	Volunteer preparation course for dual-speakers enabling more families to access Homestart support and increase the number of skilled community workers with additional languages	West Norfolk	£6,718
Kings Lynn Stars Learning Centre	Independent life skills project for young people who are not in education, employment or training	Kings Lynn	£5,000
Norfolk African Community Association	Horticultural skills project for local members of the local African diaspora	Norwich	£5,000
Norfolk Disabled Parents	Production and use of a DVD to raise awareness of the Norfolk Disabled Parents Protocol amongst parents and professionals	Norfolk	£4,970
Norfolk Older People Strategic Partnership *	Promotion of Celebrate Age events	Norfolk	£3,086

Norwich & Central Norfolk Mind	Photography workshops for people from Black Asian & Minority Ethnic communities who have experienced mental health problems	Norwich	£5,000
NVH Indoor Bowls Club *	Mat handling equipment for bowls club for older people	Broadland	£919
Respect for Us	Transition Support for vulnerable young people who have had a disrupted education to access and stay on track with post-16 training, education or employment	Norfolk	£5,000
Sing Your Heart Out West **	Singing workshops in partnership with a local nursing home and carers group. Also for members to attend a Norfolk-wide Big Open Sing Day	West Norfolk	£2,160
Upton Friendship Circle *	New social gatherings run by and for older, otherwise isolated people	Broadland	£1,672
West Norwich Partnership	Healthy eating and fitness programme for residents of an area of high deprivation	Norwich	£5,000

* Projects where older people are at least one of the groups targeted

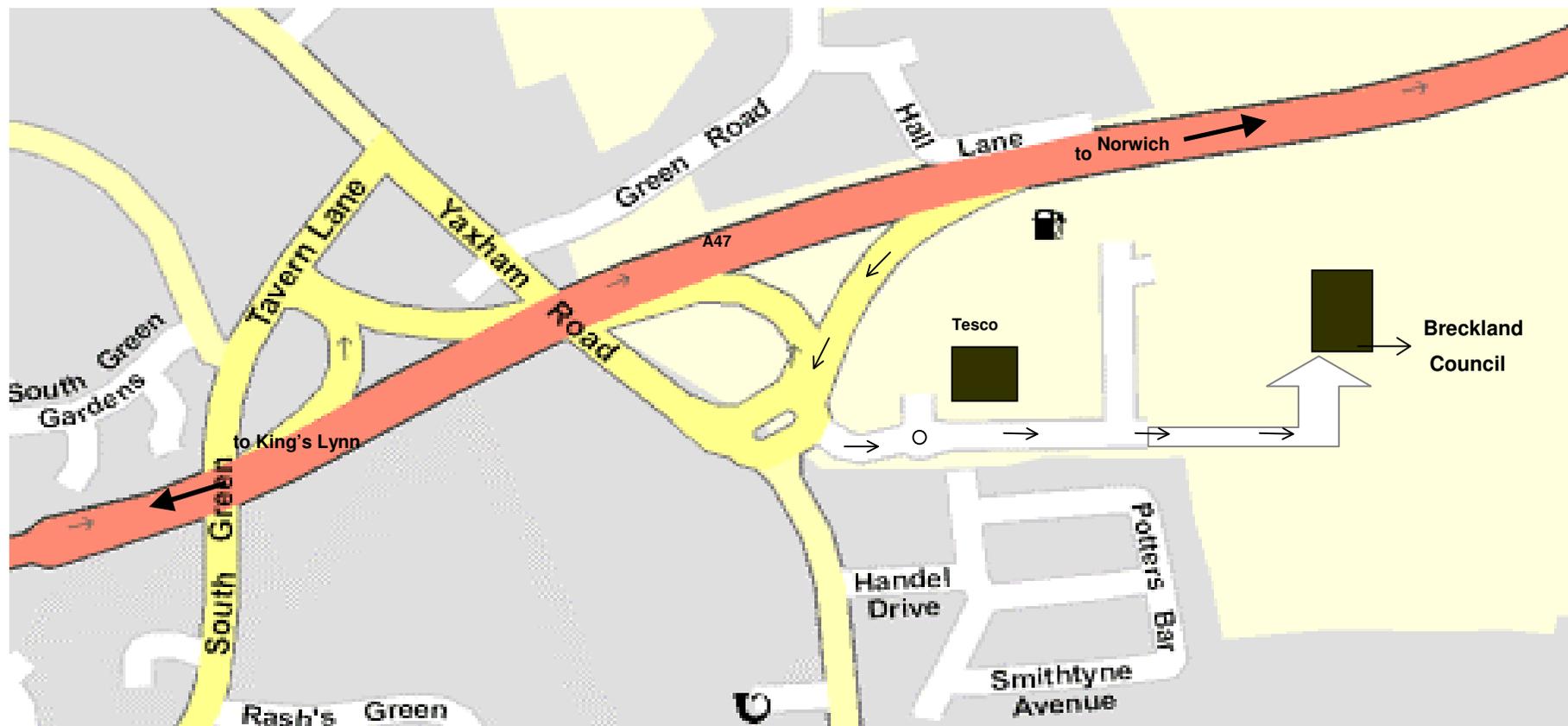
** projects likely to include some older people as beneficiaries alongside others but not specifically targeted

Measuring outcomes

All the organisations that are running projects funded by Living Well in the Community Fund will identify three key outcomes or changes their project will bring about for those they seek to help and one way in which their project will capture evidence of

a positive impact on public services. They are asked to report back progress on these to the Fund so that we can gather and share useful information about what works well and makes a difference to those who benefit from the projects

How to get to Breckland Council Offices (Anglia Room and Norfolk / Dereham Rooms) Elizabeth House, Walpole Loke, off Kingston Road, Dereham NR19 1EE (01362 656870)



Approaching Dereham from Norwich on the A47, take the exit sign posted for Dereham. On approaching the roundabout with Tesco's situated on the left, take the first exit, by Lidl. Proceed along Kingston Road to the next mini roundabout, going straight over (be careful to make sure the car to the left of you actually waits at the roundabout). Proceed straight ahead, and Breckland Council is at the end of the road on your left.

Approaching Dereham from Kings Lynn on the A47, take the 2nd Dereham sign posted exit and turn right into Tavern Lane. At the traffic lights near Roys, turn right again, you will come to another set of traffic lights and go straight ahead. At the roundabout take the second exit by Lidl. Proceed to along Kingston Road to the mini roundabout, going straight over (be careful to make sure the car to the left of you actually waits at the roundabout). Proceed straight ahead along Kingston Road. Breckland Council offices are at the end of the road on the left.

Parking for people with disabilities is at the front of the building – park at the far end of the car park

The separate entrance to the Conference Suite (the Anglia Room and the Norfolk / Dereham Rooms) is on the left side of the building.