



YOUR VOICE IN NORFOLK
NEWSLETTER
of
Norfolk Older People's Strategic Partnership
(NOPSP)

April 2023- Edition 44

Word from the Chair

Four months into our relaunch, the Norfolk Older People's Strategic Partnership has had two successful meetings with you to hear how the new health and social care system works. We've also had conversations with the senior people in the Integrated Care Board (ICB), Adult Social Services and the Voluntary Community and Social Enterprise (VCSE) sector. We've been invited to join the committees we need to attend to influence what is happening. We are beginning to learn what the system's priorities are. But most of all we know how to get the voice of older people heard. So far, we've received a lot of support and encouragement.

The next stage is to building contacts with the places that report to the ICB, with district councils and the voluntary sector who work with them. The places are important because in the course of the next few years the ICB will delegate the commissioning of some services to them. The plan is that all the sectors will work together to provide integrated services and they'll be able to choose some of their own priorities depending on the needs of the areas in which they work. At present they are at different stages of development.

Working with them is going to be complicated because there are five places and seven districts (eight if we include Waveney) and the boundaries between the two groups don't

quite overlap. As a way round this problem, we've decided to focus our work on market towns and the surrounding villages so that we can take the concerns older people raise to the appropriate body. We want to find out all about each area from the support provided to older people and the organisations that help them, to where older people meet together such as coffee mornings, to knit and natter sessions and men's sheds. We don't want to duplicate what's already happening so we would like to identify the individuals or organisations who provide leadership within the communities and who we can work with.

We would like to start with two or three market towns to test whether the way we want to work with them is feasible and we're looking at South Norfolk and North Norfolk, in this case because they have older people as one of their priorities. We'll be working from the people from the older people's forums there. If you live in an area that you think would be good to explore either in these two place areas or elsewhere in the county, please let Janine know.

A happy Easter to you all.

Best wishes

Mary Ledgard

Interim chair

Norfolk Older People's Strategic Partnership

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Health

March 24, 20

New Patient 'Self-Check Zone' at Norwich Surgery

Magdalen Medical Practice a forward-thinking GP practice based in the heart of Norwich has launched a patient 'Self-Check Zone'.

Tracey Bullard practice manager said *"We have been thinking about how best to meet the needs of our patients and how to improve access for our patients for what is an extremely stretched NHS workforce. Working with our patient groups we decided to design a 'Self-Check Zone'. This is a designated area within the waiting room for people to just drop into. They will be able to take their own blood pressure, check their weight and height, collect Chlamydia testing kits/Condoms and provide other information via a health questionnaire which will then be assessed later by a clinician. The clinician will contact the patient, if necessary, from the information gained. The information entered will go into the patient's medical record."*

Tracey added *"Patients do not always attend for these important health checks due to having to make an appointment or the appointment times not always being suitable, so this way anyone can just drop into the Self-Check Zone between 7.30 am and 6 pm Monday-Friday. We anticipate that this will also allow for a pro-active approach and capture opportunistic patients and treat them accordingly."*

The forward-thinking GP Practice has also recently become an accredited Armed Forces Veteran Friendly practice. GP, Dr Kate Milne undertook the training and put processes in place to identify and flag up where a patient may have served in the forces. The practice are rightly very proud of this status, and the Self-Check Zone will be another opportunity to identify veterans to support them further.

The launch took place on Friday 24th March at 1pm, and was attended by MP Chloe Smith, Healthwatch Norfolk representatives, Patients, and members of OneNorwich Practices. ITV have also attended and covered the story within the local television.

For further information or enquiries please:

Email: tracey.bullard@nhs.net

Phone: 01603 475555



Nuffield Trust- Updated QualityWatch indicators

Several key QualityWatch indicators on health and social care in England have been updated. They include those looking at A&E, ambulance and cancer waiting times, hospital bed occupancy and flu vaccination coverage, among others. Make sure to also read the latest QualityWatch performance summary, which describes how ambulance response times and A&E waiting times improved slightly in January.

https://www.nuffieldtrust.org.uk/qualitywatch/indicators?utm_source=Nuffield+Trust+weekly+newsletter&utm_campaign=3f58655d94-EMAIL_CAMPAIGN_2020_03_19_04_06_COPY_01&utm_medium=email&utm_term=0_39741ccd5c-3f58655d94-95037729



NHS updates

HERON website

The HERON website provides a comprehensive and searchable source of self-help support groups and statutory and voluntary agencies covering the whole of Norfolk and Waveney. It also includes patient information about a wide range of diseases and conditions in various community languages and formats. Heron has been established since 2003 as a leading database of validated consumer health information.

<https://www.heron.nhs.uk/>

NCHC (Norfolk Community Health and Care) website

This website provides information about a wide range of specialist teams, including-

Adult Epilepsy Specialist Nurse Team; Cardiac rehabilitation; Diabetes Community Service; Emergency Dental Services – Norwich Dental Access Centre; Heart Failure; Leg Ulcer Clinic; Post-Covid Service; Speech and Language Therapy – Adult (Community); Stroke Rehabilitation Service; Wheelchair Assessment Service

<https://www.norfolkcommunityhealthandcare.nhs.uk/>



Norfolk and Waveney Integrated Care System updates



Start For Life services

Norfolk's children and young people alliance is looking for pregnant people and parents and carers of children under two to join their 'Start for Life' parent and carer panel to help shape the design of services that support families with young children. Start for Life services are those that provide support to parents and carers from conception up to the age of two and include midwifery services, Health Visiting provision, parenting support services, perinatal mental health

and Infant feeding support.

As a member of the Start for Life parent and carer panel, you will have the opportunity to:

- Share your experiences and insights as a pregnant person or parent or carer of a child under two
- Help shape the design of services that support families with young children
- Connect with other parents and carers in your community

Visit <https://www.norfolk.gov.uk/children-and-families/start-for-life> for more details or to book a place on an information session.

Short Breaks



New support for teenagers with SEND

Teenagers with SEND and their families are set to benefit from new help and support after Norfolk County Council's Short Breaks Service successfully bid for £955,000 to fund an innovative new project. The new scheme will be for 14 to 18-year-olds with special educational needs and/or disabilities (SEND) demonstrating the most complex social, emotional and behaviour from this summer.

It will introduce new community-based provision for families struggling to manage their child's behaviour safely, including family coaching, psychological therapy, activities in the home delivered by professionals, and community-based activities outside the family home. Three new short breaks navigator posts will also be introduced to co-ordinate and help families navigate support for their child across health, social care and education, improving the way professionals collaborate to achieve the best outcomes and support for a child.

The Short Breaks Service provides opportunities for breaks where children and young people with SEND can thrive, grow, achieve, and have fun in the community with peers, whilst

supporting their families to have a break from caring.

Read more about Short Breaks on the Norfolk SEND Local Offer website-

<https://www.norfolk.gov.uk/children-and-families/start-for-life>



Norfolk and Waveney Shared Care Record Launch

The Norfolk and Waveney Shared Care Record (ShCR) was officially launched on Thursday 30th March 2023 for Phase One of implementation. Under a Proof of Principle agreement in December 2022, Adult Social Services began viewing GP information about people they directly work with as an initial test of the ShCR system.

Phase One of the ShCR rollout will make mental health information from Norfolk and Suffolk Foundation Trust (NSFT), visible to Adult Social Care, IC24 and East Coast Community Healthcare (ECCH) staff. Additionally, adult social care data recorded by Norfolk County Council staff will be visible to NSFT, IC24 and ECCH.

The ShCR enables the electronic sharing of health and social care data between health and care professionals in partner organisations across the Norfolk and Waveney ICS.

For more information about the ShCR, please visit: <https://improvinglivesnw.org.uk/ShCR>

Plans for investments in primary care facilities in King's Lynn area

As partner organisations within the Norfolk and Waveney Integrated Care System (ICS), NHS Norfolk and Waveney and Borough Council of King's Lynn and West Norfolk have been working together to drive forward improvements in healthcare and general practice services in the wider King's Lynn area. These focus on improving local people's access to high quality health and wellbeing services closer to where they live and work. Several important developments are

currently being considered by NHS Norfolk and Waveney and the Borough Council which, if approved, will deliver potentially £20m of public and private sector investment in premises for primary care services in King's Lynn over the next 18 months.

NHS Norfolk and Waveney is in process of developing four Primary Care "Hubs" with £25.2 million from the Department of Health and Social Care as part of the Wave 4B funding stream. The planned Hubs include extensions of existing buildings in Thetford and Sprowston, and two new-build healthcare facilities in Rackheath and King's Lynn. Plans for the new building in King's Lynn are still being developed which would see the new building sited at Nar Ouse Way, close to the Enterprise Zone developments also taking place.

It will house services from the Primary Care Network and outpatient services from the Queen Elizabeth Hospital King's Lynn NHS Foundation Trust. NHS Norfolk and Waveney also expects space to be available within the building which other local healthcare services and organisations will be able to book. Subject to planning permission, NHS approvals, and relevant contractual agreements being in place, the building will be developed to open in May 2024. The NHS decision on the business case for the building is expected in August 2023.

<https://improvinglivesnw.org.uk/plans-for-investments-in-primary-care-facilities-in-kings-lynn-area/>



Most vulnerable to be offered spring COVID-19 booster

The Joint Committee on Vaccination and Immunisation (JCVI) has confirmed its advice for a 2023 spring coronavirus (COVID-19) booster programme. In January 2023, the committee

advised preparations should begin for potential booster programmes in spring and autumn this year, with further details to be announced at a later date.

The committee has since advised that a spring booster dose should be offered to:

- adults aged 75 years and over
- residents in a care home for older adults
- individuals aged 5 years and over who are immunosuppressed

Eligible individuals will be offered the vaccine around 6 months after their previous dose and NHS England will confirm operational details for the programme in due course.

The vaccine offered will depend on a person's age and local supply considerations. Children aged under 12 years will be offered a children's formulation of the Pfizer BioNTech vaccine.

<https://improvinglivesnw.org.uk/most-vulnerable-to-be-offered-spring-covid-19-booster/>



Hospital Vaccination Centre moving to its new home

King's Lynn's only COVID-19 vaccination centre, based at The Queen Elizabeth Trust King's Lynn (QEH), has been relocated to its new, purpose built, home.

The QEH Vaccination Centre has moved from its previous location in the Inspire Centre to a new modular unit on the hospital site. The Vaccination Team, who will open the doors to patients on Wednesday 8 March, are still offering first and second COVID-19 jabs to those who need it.

<https://qehklmediahub.com/2023/03/07/hospital-vaccination-centre-moving-to-its-new-home/>



Hay fever – not to be sniffed at

The NHS is urging people to start taking their preventative hay fever medicines now to help build up their resilience for when the pollen count rises this month and into the spring. Hay fever affects one in four people in the UK and is an allergic reaction to pollen. It's usually worse between March and September, especially when it is warm, humid and windy causing the pollen count to be higher.

Symptoms of hay fever can be quite uncomfortable and include sneezing and coughing, itchy, red or watery eyes, loss of smell, headaches and tiredness. The condition can easily be managed at home with over-the-counter treatments available from pharmacies or supermarkets and come in tablet, nasal spray or eye drop form.

Patients are encouraged to buy their hay fever medicines over the counter instead of getting them on prescription as they are often cheaper for the patient and could reduce the £1.5 million currently spent prescribing these medications in Norfolk and Waveney each year.

<https://improvinglivesnw.org.uk/hay-fever-not-to-be-sniffed-at/>

Norfolk & Waveney (N&W) learning opportunities

All sessions 14:00 to 15:00

[Click here to join the meeting](#)



The N&W ICS Workforce Transformation team are pleased to announce a range of learning sessions for all staff working across Health and Social Care. These can be used for Continuing Professional Development and Revalidation.

12 April - **Nuts and Bolts of Communication Skills** - Emma Harris UEA

26th April - **Progression at work** with Adult Social Care

10th May - TBC

24th May - **Tier 1 Dementia Awareness** - Elizabeth Yaxley NNUH

Following attendance/viewing of recording online please complete feedback form [here](#) or scan QR code and certificate of attendance will be issued.



No need to book. Find out more about our people here: [@wecaretogethernw](#)

All sessions will be recorded and available online via this link: [Clinical education videos](#)

Following the session please contact Lydia Morgan, Justin Brown or Louise Jackson to discuss, undertake a reflective discussion, or to answer any questions you may have.

Activities

and

events

TIME FOR YOU

HAVE YOU RECENTLY BEEN DIAGNOSED WITH CANCER OR RECENTLY FINISHED YOUR CANCER TREATMENT?

We know that cancer can impact many aspects of your life and creates lots of questions.

To help provide information and answers to some of those questions, we will be holding patient information events as detailed below.

Sessions will be held at Club 101, Norwich City Football Club, Carrow Road, Norwich, NR1 1JE

Refreshments and free parking are provided.

Recently Diagnosed

Date: Monday 20 March 2023

Time: 9am to 1pm

OR

Date: Thursday 18 May 2023

Time: 1pm to 5pm

End of Treatment

Date: Tuesday 18 April 2023

Time: 9am to 1pm

OR

Date: Friday 16 June 2023

Time: 1pm to 5pm

Online booking at Eventbrite: [TimeForYouSession.eventbrite.com](https://www.eventbrite.com/e/time-for-you-session)

For further information or to book your place via telephone:

Bethan: 01603 647717

Wendy or Rachel: 01603 641559

Cancer Care Navigators: 01603 647175

Please note places will be allocated on a first come/first served basis.

A

Asperger
East Anglia



King's Lynn support for people with



Asperger syndrome/Autism

Asperger East Anglia will be holding a weekly meet and greet meeting in King's Lynn for people with Autism starting on Wednesday 8th March from 10.30 am to 2pm at the North Lynn Discovery Centre, Columbia Way PE30 2LA.

Anyone who would like to speak to an experienced support worker or learn more about the services the charity provides can drop by with no appointment necessary.

For further information email

info@asperger.org.uk Tel 01603 620500



Talk to a Multiply Champion



Multiply offers FREE flexible Maths courses and activities that fit around you!

Jackie will be at The Burrell Shop from 2 - 6pm on Tuesday. Come along and find out how she can support you.

www.norfolk.gov.uk/multiply

CHANCES & Community Sports Foundation

Get fit & grow with Street Life Active. Brought to you by Chances and Norwich City Community Sports Foundation. It will run on Tuesdays 10-12noon at the Charles Burrell Centre in Thetford. It runs from 18th April – 13th June. Lunch will also be provided.

Individuals need enrol with Chances to be eligible – you can do this by contacting Lyn or Guy by emailing lyn.keane@cadat.org.uk or guy.smith@cadat.org.uk





COMMUNITY
SPORTS
FOUNDATION



Free weekly sport sessions with Chances and Norwich City Community Sports Foundation to help support your wellbeing.

OPEN TO ALL CHANCES PARTICIPANTS

- Sports sessions including basketball, football, netball, table tennis & more
- Great atmosphere
- Make new friends
- Learning opportunities with accredited qualifications
- Potential employment opportunities

DATES

Tuesdays, 10.00am - 12.00pm

LOCATION

The Charles Burrell Centre, Staniforth Road, Thetford, IP24 3LH

We can fund your travel costs if you don't live in the area.



“

[It's] helped me change my life for the better. I'm fitter, have a better routine and my confidence has grown. ”

Brian

Book now!

To sign up, please fill out this form or speak to your Chances advocate.

Norwich City Community Sports Foundation, Norwich City FC, Carrow Road, Norwich, NR1 1JE | Registered charity number: 1088239



Community Socials April 2023

Date & Time...	Event...	Location...
Mon 3rd 13:30	Virtual Café	Online
Tue 4th 10:00	*New* Wellbeing Café with Morrisons	Diss
Tue 4th 12:00	Halesworth Volunteers Social	Chinny's, Halesworth
Tue 4th 17:30	*New* LGBT+ Peer-led Group	REST, Kings Lynn
Tue 4th 18:00	Have Your Say Virtual!	Online
Wed 5th 18:00	Quiz	Online
Thu 6th 12:00	Allotment & Gardening Group	Lowestoft
Fri 7th	National Holiday – no socials	

Week 1




Mon 10th	National Holiday – no socials	
Wed 12th 18:00	Crosswords	Online
Thu 13th 11:00	Wellbeing Café with Morrisons	Riverside, Norwich
Thu 13th 12:00	Allotment & Gardening Group	Lowestoft
Fri 14th 10:30	Coffee & Catch up – Dersingham	Thaxter's Cafe
Fri 14th 13:00	Wellbeing Café with Morrisons	Cromer

Week 2

Mon 17th 13:30	Virtual Café	Online
Tue 18th 14:00	*New* Wellbeing Café with Morrisons	Pakefield, Lowestoft
Wed 19th 18:00	Quiz	Online
Thu 20th 12:00	Allotment & Gardening Group	Lowestoft
Fri 21st 14:00	*New* Wellbeing Drop In @REST	Heacham

Week 3

Socials continue on the next page...

 facebook.com/WellbeingNorfolkandWaveneySocials
 twitter.com/WellbeingSocia1
 wellbeingnands.co.uk/norfolk/social-events/

Sign Up!



Community Socials April 2023

Socials continued...


Date & Time...			Event...	Location...
Mon	24th	13:30	Virtual Café	Online
Tue	25th	13:00	*New* Mindful Colouring with Realise Futures	Lowestoft Library
Tue	25th	15:00	Mindful Colouring <i>(booking required)</i>	REST, Norwich
Tue	25th	17:30	*New* Monsters at the Museum (D&D for Wellbeing)	King's Lynn
Wed	26th	18:00	Crosswords	Online
Thu	27th	12:00	Allotment Group	Lowestoft
Fri	28th	15:00	*New* Wellbeing drop in @ Rest KL!	King's Lynn




Our socials are open to anyone aged 16+ with no need to book (unless indicated), just turn up! They are based upon the '5 Ways to Wellbeing' - these are a set of evidence-based recommendations which can improve your mental health and wellbeing.

Get these updates monthly! Sign up to our email list at <http://eepurl.com/ha9nLT>
Full details and access to virtual socials [via our website](#).
Any questions? Contact us at socials@wellbeingnandw.co.uk



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

 twitter.com/WellbeingSocia1

 [wellbeingnands.co.uk/norfolk/social-events/](https://www.wellbeingnands.co.uk/norfolk/social-events/)

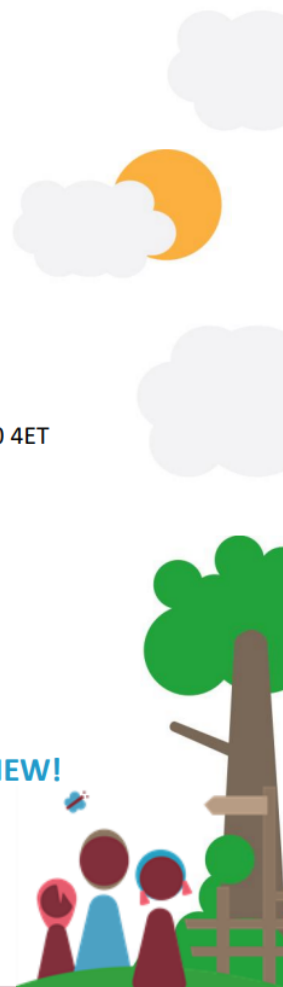
Sign Up!



Wellbeing Walks – April 2023

Our Wellbeing Walks are a great way to get out and get active while connecting with others. This is not a therapy session, but an opportunity to make social connections with like-minded people. For casual wanderers and seasoned ramblers alike, everyone is welcome – Please check the weather forecast and dress appropriately – Our socials are open to anyone aged 16+ – No booking necessary unless indicated, just turn up!

- **Lowestoft Sea Front – Wed 5th April, 13:00**
Meeting by the Triton Statue - South Pier, Lowestoft , NR33 OAE
- **Waterloo Park, Norwich – Thu 6th April, 10:00**
Meeting at Feed Cafe Waterloo Park Pavilion, Norwich, NR3 3HX
- **Cromer – Fri 14th April, 10:30**
Meeting in front of Cromer Pier, Cromer, NR27 9HE
- **Norwich – Mon 17th April, 10:30**
Meeting at the steps of City Hall, St Peter's Street, Norwich, NR2 1NH
- **Great Yarmouth – Wed 19th April, 10:30**
Meeting at The Boating Lake, near Munchies Café, North Drive, Great Yarmouth, NR30 4ET
- **Wymondham – Fri 21st April, 10:30**
Meeting at the Tiffey/Becketswell Car Park, Wymondham, NR18 9PH
- **Heacham Beach Walk – Fri 21st April, 12:30 – NEW!**
Meeting at REST Heacham, 4 Popular Avenue, PE31 7EA
- **Thetford – Tue 25th April, 10:30**
Meeting at the Light Cinema, 17 Bridge Street, Thetford, IP24 3AEo
- **Redwings Horse Sanctuary, Caldecott – Fri 28th April, 10:30 – NEW!**
Meeting at Caldecott Hall, Beccles Road, Fritton, NR31 9EY
- **Riverside King's Lynn – Fri 28th April, 12:30**
Meeting behind The Customs House, 1 King St, King's Lynn, PE30 1ET



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

 twitter.com/WellbeingSocia1

 socials@wellbeingnandw.co.uk

Sign Up!



Wellbeing Champion Online Training

Wednesday 19th April (11 am)

This FREE training is for anyone, but especially useful for organisations such as schools, businesses, charitable or community organisations. If you would like to increase your understanding about mental health and create a supportive and positive mental health environment where you live, work or volunteer, becoming a *Wellbeing Champion* may be for you! Easy to book via [Eventbrite](#) with new dates added regularly.

This training will last up to an hour and a half with a break, and there will be time for Q&A's after.

For more information please email:
socials@wellbeingnandw.co.uk





FROM MARCH 2023

LGBT+

PEER LED SUPPORT

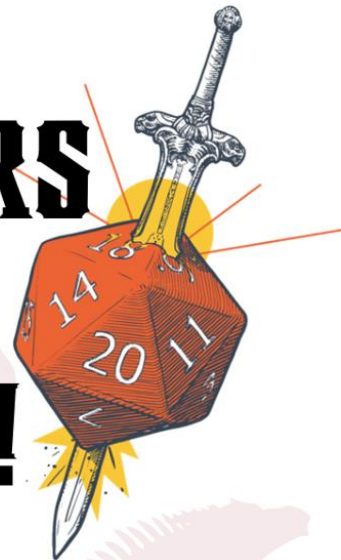
1st Tuesday of the month, 5:30pm

Rest - 56 High Street, King's Lynn, PE30 1AY



No need to book, anyone aged 16+ who identifies as LGBT+ is welcome, with refreshments provided by *King's Lynn & West Norfolk Pride*. This social drop in is not a therapy session, but an opportunity to meet and connect with new people and engage in peer support. Please note Rest KL currently has no accessible toilet facilities. Any questions please email josh.elms@nsft.nhs.uk

MONSTERS AT THE MUSEUM!



This is an opportunity to get involved in Role Playing Games and play a one shot session of Dungeons & Dragons and connect with new people! No experience necessary & all resources supplied.

Anyone 16+ is welcome. For more information email josh.elms@nsft.nhs.uk

NEXT SESSION:

TUESDAY 25TH APRIL

5:30-7:30PM

TRUE'S YARD FISHERFOLK
MUSEUM PE30 1QW



REST IN THE COMMUNITY WELLBEING DROP-IN'S IN WEST NORFOLK

King's Lynn	3-4pm
56 High Street	4th Friday of the month
Heacham	2-3pm
4 Poplar Avenue	3rd Friday of the month
Downham Market	Date/Times TBC
Paradise Road	starting in May 2023

Come drop in for a cuppa and a chat and find out about support available locally from *Wellbeing and Norfolk and Waveney Mind*.



REST

Recover
Eat
Support
Talk



ALL TO PLAY FOR

Finding life difficult at the moment? Unite with other blokes who feel the same and have a shared love of the beautiful game

Free weekly football sessions for men aged 18+
Meet new friends & get access to the support you need.
Simply wear appropriate clothing and trainers!



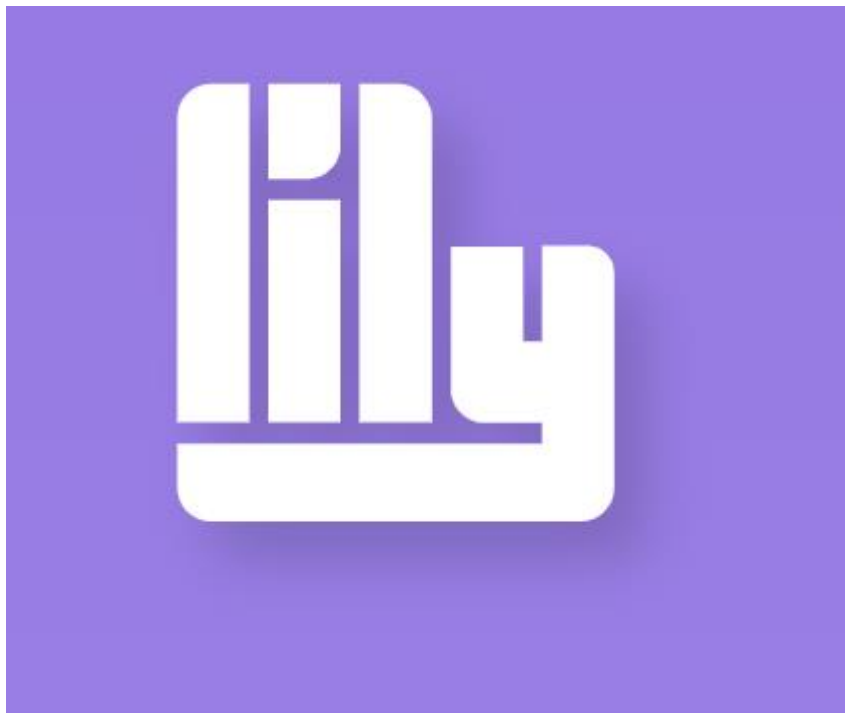
Where: Kett's Park, Wymondham,
NR18 0WP

When: *(Starting 18th April 2023)*
Tuesdays 1.30pm - 2.30pm

No booking necessary - just turn up!

If you have any questions, please email Sam Watts on sam.watts@activenorfolk.org or Aaron Roberts on aaron.roberts@activenorfolk.org

www.wellbeingnands.co.uk



Lily What's on and news

Lily is a service from the Borough Council of King's Lynn & West Norfolk that helps adults in West Norfolk develop friendships and engage in our community.

Norfolk County Council has commissioned services across the county to help tackle loneliness and social isolation. The services offer 1-to-1 support to adults (18+) whose loneliness is the primary issue affecting their health & wellbeing. Clients are supported to:

- Access social activities, volunteering opportunities, community services and assets
- Identify and overcome barriers that prevent them becoming connected
- Reconnect with family & friends and make new connections in their community.

The services can also form part of a wider package of support for individuals where loneliness is a symptom of other more complex challenges, such as caring responsibilities, mental or physical ill health or debt.

https://asklily.org.uk/kb5/westnorfolk/cd/whats_on.page

<https://asklily.org.uk/kb5/westnorfolk/cd/advice.page?id=qn8ovAKscic>



WheelPower

WheelPower have been providing opportunities for people with physical impairments to take part in sport for nearly 70 years. Based in Stoke Mandeville, the home of the Paralympic movement, WheelPower is at the heart of wheelchair sport.

From first timers to Paralympic medallists, they support and promote participation at all levels. They have seen how playing sport can enrich lives, offering tremendous physical and psychological benefits, whatever your age or ability.

Their events are a great way for people with a physical disability to discover sport in a safe, welcoming, and friendly environment and all activity is adapted to suit your abilities.

<https://www.wheelpower.org.uk/sport-events>



TCV updates

March has 'gone out like a lamb', and now April has come in with swathes of daffodils and red dead-nettles adorning the roadside verges, so...TCV are going to take a week's well-earned break, resuming just after Easter. Until then potential volunteers can rest, relax and recuperate - and if they eat too many chocolate eggs, they can come out and burn them off!

This month TCV will mainly be repairing a rather rotten bridge (Whitlingham Marsh) and protecting young, coppiced trees with little enclosures to stop the rabbits (Charter Wood). But there will also be more work on the ongoing project to restore Queen's Hills in Costessey, and a couple of other events – a woodland ecology day course, and a stall at the UEA's Green Day. Additionally, they will be visiting the wonderful Burgh Castle to work on the steps there and starting a brand new pilot project to plant wildflower meadows across the city.

Participants are welcome anytime!

www.tcv.org.uk/norfolk

FREE Dementia Training

Free Dementia training for family, friends, and unpaid carers by Home Instead Norwich.

The training is also suitable for those who through their work or volunteering come into contact with people experiencing dementia and want to learn more.

♥ The Boundary, 414 Aylsham Rd, Norwich NR3 2SA

♥ Tuesday 18th April
11am – 12:30 pm

To book a space, you can email:
lauren.pashley@homeinsteadnorwich.co.uk
or call 01603 963317



The training will cover:

- What is dementia?
- What are the symptoms and impact on behaviour?
- Planning ahead
- Tips and techniques for managing behaviours
- Activities to encourage engagement and wellbeing

The training is free of charge and places are limited to provide an informal and relaxed environment.



Free British Red Cross Community Workshop

Currently the British Red Cross are offering **free Wellbeing and First Aid workshops**. We are able to deliver these sessions at your venue or digitally via Zoom/Microsoft teams.

If you are interested in booking a session or would like more information please contact me on the details below.

Contact: Bethany Bush

Phone: 07843 345 107

Email: bethanybush@redcross.org.uk

England and Wales (England), Scotland (Scotland), Isle of Man (Isle of Man) and Jersey (Jersey).

Photo: © Percy Dear/British Red Cross.

**The power
of kindness**



New Integrated Nursing Home Model webinar, 18 April

Nursing homes for older people - save the date. Please join the next scheduled Shaping the Market webinar 10am to 11.30am on 18 April 2023, to book please email qaprovidersassd@norfolk.gov.uk

On 25th February 2022, Norfolk County Council and Norfolk and Waveney NHS Integrated Care Board (ICB) held a joint summit for nursing care providers supporting older people across Norfolk and Waveney. 35 providers attended and shared views about some of the challenges being faced. The feedback highlighted opportunities to improve the way in which nursing care is commissioned and contracted. For the full report please click [HERE](#).

Norfolk County Council and the ICB have since acted on this feedback by committing to a joint review of nursing care. As part of this, we are working with [C.Co Consulting](#) to engage with a wide range of stakeholders to develop of a new model for nursing care. The focus is on Funded Nursing Care and Continuing Health Care for older people within residential nursing homes.

<https://norfolkandsuffolkcaresupport.co.uk/information-hub/norfolk-county-council-provider-engagement>

At your Library

Warm and Well Support from Norfolk Libraries

While the Winter provision of hot drinks and warm clothing in our libraries is finishing at the end of the March, we are still here to support you.

Our Tricky Period provision of free sanitary pads continues in all Norfolk libraries. Toiletries will be available from Cromer, Diss, Dereham, Kings Lynn, Gt. Yarmouth & Wymondham libraries plus The Norfolk & Norwich Millennium Library.

All libraries will continue to host regular "Just a Cuppa" sessions, where you can have a hot drink. Take a look at our "What's On" pages to find out when these and many other free events are taking place.

We continue to offer free access to books, computers, Wi-fi and online resources including magazines and papers.

For further support to help with the cost of living, please visit:

[Help with living costs - Norfolk County Council](#)

Home Library Service

The home library service provides books on wheels to the homes of people who like to use the library service but are unable to get to a branch or mobile library due to age, disability or mobility.

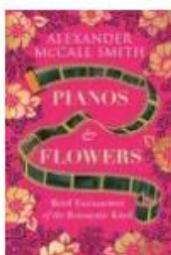
If you would like to use this service, email us at libraries@norfolk.gov.uk to ask to be added to a local delivery route.

New look "What's On" page

We have refreshed our "What's on" page so it is even easier to find the huge array of activities taking place across our 47 libraries. We really think we have something for everyone. Along with our regular offer of rhyme times, Just a Cuppas and Colour me Calm sessions, we have author and local history talks, reminiscence groups, singing, book groups, crafting groups, bereavement cafes and far more than we can list here, so take a look.

[What's on in Norfolk Libraries - Norfolk County Council](#)

Recommended Reads



Pianos & Flowers: Brief encounters of the romantic kind

Alexander McCall Smith

A collection of short stories inspired by the authors access to The Sunday Times 20th Century photographic archive. The stories are inspired by the imagined tales behind the smiles and sadness in the photographs.

[Pianos and flowers : brief encounters of the romantic kind / Alexander McCall Smith. | Norfolk Library and Information Service - Home Page \(spydus.co.uk\)](#)

And with the arrival of Spring and things awakening in the garden why not borrow a wildlife book from us.

This popular RSPB field guide is a rich resource of information on our most familiar garden wildlife. For the third edition the field guide sections will be updated and some expanded to offer comprehensive coverage of the many species that can now be found in British gardens. Offering practical advice on attracting wildlife to your garden, this handbook is full of tips on how to encourage garden visitors to stick around.



[RSPB handbook of garden wildlife / Peter Holden and Geoffrey Abbott. | Norfolk Library and Information Service - Home Page \(spydus.co.uk\)](#)

Visit our website for opening hours and details about our Open Library access . You can also sign up for our news-letter

www.norfolk.gov.uk/libraries

Online, Safe and In Control

At your Library



- **Get Online** - help with basic digital skills (using the internet, using a computer)
- **Stay Safe** - guided information about scams and how to find reliable information
- **In Control** - supporting people to be confident with things like online shopping, using comparison sites etc



Thetford Library

Every Thursday 10-12noon

Drop-in, no need to book

For more information call

01842 752048

Sessions are Free!

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Ofcom
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for everyone



Norfolk County Council

Information

and

advice



Newsletter 2023

It seems that life is getting back to something like normal. If we are infected with the Covid virus the symptoms are often like a bad cold, provided we have had the correct number of vaccinations.

The management committee has held monthly meetings either at Thorpe lodge or using the Zoom platform. The open public meetings in 2022 with the theme of Our Environment with the talks given by excellent speakers were enjoyed by those who attended.

Sadly, I report the unexpected deaths of two committee members. Joyce Groves a long standing committee member who represented the elderly persons on many committees died in September 2022. Broadland councillor Sue Prutton died in hospital in December 2022. Pat Wilson a founder member and treasurer of BOPP is slowly recovering from a bad fall in November. We expect to be able to appoint new committee members at the BOPP AGM to be held on the 21st July 2023.

BOPP is a member of and is supported by the Norfolk Older People's Strategic Partnership (NOPSP). Mary Ledgard, the interim chair, in a recent email stated that the organisation of health services has changed. The function of the care commissioning groups (CCGs) has been replaced by Integrated care system (ICS). The ICS has overall responsibility for health and care in Norfolk and Waveney, and while the structure is not always easy to understand, the different parts of the health service, local government and the voluntary and community sector are increasingly working together. NOPSP publishes a monthly Your Voice in Norfolk newsletter, which has a lot of information for elderly persons, that is sent to BOPP members who have an active email address.

Some national surveys have indicated that many elderly persons are not claiming the benefits that they are entitled to. Claiming benefits can be very important during the present rapid rise in the cost of living. We have all contributed to the government's coffers whilst we were working. Two benefits which are often not claimed are the Attendance Allowance and the Carers Allowance. The Attendance Allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you. The Attendance Allowance is paid weekly at 2 different rates - the one you get depends on the level of help you need. If your circumstances change, you could get a different rate. Attendance Allowance is not means-tested - what you earn or how much you have in savings will not affect what you get.

It is not "charity" but your right. You can apply yourself or somebody can apply on your behalf.

You may be eligible for Carer's Allowance if you, the person you care for and the type of care you provide meets certain criteria. The person you care for must first be in receipt of certain benefits (e.g., Attendance Allowance, Disability Living Allowance etc.).

The Citizens Advice Bureau and the Age UK offices offer impartial professional financial advice.

Many elderly persons have a degree of hearing loss. An alternative to the service offered by the hospital or retail shops is offered by the charitable company Hear for Norfolk. It is staffed by NHS audiologist and volunteers. They will fit and service hearing aids and offer earwax removal using microsuction. Their address 14 Meridian Way, Meridian Business Park Norwich NR7 0TA. Car parking is available. Contact details 01603 40444 nda@hearfornorfolk.org.uk. www.nda@hearfornorfolk.org.uk

The theme for the open public meetings in 2023 is Our Beautiful Broadland. In order that the meetings may be more accessible they will be held in the afternoons from 2pm to 4pm. Free coffee tea and biscuits will be provided

Friday 21st April Cawston village hall NR10 4BW

Broadland gems

Programme

2.00 pm Meeting opens

2.00pm – 2.55pm The Towers Trail and Haveringland Heritage Project:

Speaker Nigel Boldero

2.55pm --3.05pm Comfort break Tea, Coffee & Biscuits

3.05pm -4.00pm Ranworth church

Speaker Roy Tricker

4.00pm Meeting closes

Friday 21st July Gage road Chapel Sprowston NR7 8BN

Broadland Natural History & BOPP AGM

Speakers to be announced

Friday 27th October The Hub 114 Norwich Rd, Wroxham, Norwich NR12 8SA

Broadland Social History

Speakers to be announced

For information about any item in this newsletter or to be added to or deleted from our mailing list please contact Brian Wells (Chairman) phone or text 07543882928
Email wellsbrian3@sky.com



Alzheimer's Society- Dementia information in your language

Alzheimer's Society have dementia information in languages other than English, to help you get the support you need if you live in the UK. Whether you're living with dementia, or concerned about your memory or someone else's, they have information to help you. Here, you'll find practical advice and support in different languages-

https://www.alzheimers.org.uk/get-support/publications-factsheets/accessible-resources/information-in-your-language?utm_medium=email&utm_source=dotdigital&utm_content=Dementia%20information%20in%20your%20language%20-%20%20image%20CTA&utm_campaign=1202850_0078%3A%2023%20February%202023&dm_i=57EL,PS4I,274JD4,34SFE,1



Action for M.E.

Action with M.E is working to ensure adults, children, young people, and families living with the illness are supported during this unprecedented time, and beyond. Get connected to Action for M.E. services, support and resources by phone, email and online, including peer-support and services local to you. They are here for anyone living with or supporting someone with M.E./CFS of any age, anywhere in the UK. You are not alone – call 0117 927 9551 or send an email-questions@actionforme.org.uk.

They offer a range of free services for adults including-

Information and Support service for anyone of any age living with M.E., or caring for someone with the illness, including professionals; Listen to M.E. for any adults affected by M.E., including carers who needs an understanding listening ear, rather than information or resources; Independent Advocacy for adults with M.E. (You must have a confirmed diagnosis of M.E./CFS to access our Advocacy service (other support is available if you don't have a diagnosis); Family Support for parents and loved ones of children with M.E; M.E. Friends Online forum for adults with M.E.

The free services for children and young people are-

Independent Advocacy for children and young people with M.E. aged eight to 18

years; Young People's Community, offering a range of peer-support services connecting young people with each other online.

You don't need to be Supporting Member to access any of these services – but if you would like to join and receive the membership magazine InterAction, your vital contribution will help make a real difference to the lives of hundreds of thousands of people affected by M.E.

<https://www.actionforme.org.uk/>

RNIB



See differently

RNIB- Help writing or amending a will

RNIB have made it easier for you to write or update your Will with their free, accessible, and simple Will writing services, available online, at home or at a local solicitor's office. RNIB will pay the local solicitor a special discounted rate for writing a simple Will. If your Will is more complex, you may have to pay an additional cost. There is no obligation to remember RNIB in your Will, but many people who use the service choose to leave a gift.

Create an account on the accessible Bequeathed website and make a start on your Will immediately with three easy steps-

1 Complete Bequeathed's online interview

The questions asked help to gather all the information required to make your Will quickly. It takes approximately 20 minutes, and their team is online to help.

2 Get advice from an accredited firm

When you've completed the interview, Bequeathed will arrange a 30-minute appointment with a legal firm. You can choose between a phone or video call, at

your home or their office. The firm will discuss your situation and your wishes and confirm that your Will fully caters to your needs.

3 Sign and witness your Will

After your appointment, the legal firm will send you your free Will. Just sign it in front of witnesses and return it to the firm. They will check it has been executed correctly and securely store it for you, at no cost.

If your Will is more complicated and you need to pay for legal advice, if you wish, Bequeathed can transfer you to one of their accredited firms of solicitors. They can advise you by telephone or in-person once you've agreed to the fee. You're not charged for any time you spend answering the interview questions.

The website is accessible and Bequeathed are working towards maintaining the WCAG 2.1 AA standard. If you're blind or partially sighted, you can get a copy of your Will transcribed for free using RNIB's secure transcription service, transcription@rnib.org.uk, to aid you with witnessing your Will once complete. <https://www.rnib.org.uk/>



Independent Living updates

Contents include-

- London - top travel tips
- New benefit rates
- This is serious sh1t
- Any exercise will do
- 50 years of lifts
- Fast-track benefits for end of life

<https://preview.mailerlite.com/l5u5v8n7e1>



NASP updates

Stop Loan Sharks

Please find links to free training sessions in April and May 2023 on 'Understanding Credit Unions and Community Development Institutions' below:

[Understanding Credit Unions and Community Development Finance Institutions Tickets, Tue 11 Apr 2023 at 10:00 | Eventbrite](#)

[Understanding Credit Unions and Community Development Finance Institutions Tickets, Thu 27 Apr 2023 at 10:00 | Eventbrite](#)

[Understanding Credit Unions and Community Development Finance Institutions Tickets, Fri 12 May 2023 at 10:00 | Eventbrite](#)

[Understanding Credit Unions and Community Development Finance Institutions Tickets, Mon 22 May 2023 at 10:00 | Eventbrite](#)

Scam Alert – Telephone cold calls claiming to be bank security

NASP are warning residents after receiving a report of telephone calls which claim to be from 'bank security' making claims that your account has had a number of 'suspicious cash movements'.

The recent report targeted a resident requesting him to send money to a bank account after the caller said there were several suspicious cash movements from his account. The cold caller asked for a transfer of £132 which alerted the resident who terminated the call. The resident was targeted again with similar calls, the first using a different number and from a withheld number. NASP always advise people to be very wary of claims made

during telephone cold calls. If you receive this or a similar call the advice is **do not** interact with the call and **hang up**.

If you are concerned about the security of a bank account or credit card, contact your bank or service provider directly using the Customer Service number printed on the card, on a recent statement or via information available on their genuine website or app. **Never** use details provided in a cold call. If you have received a telephone cold call which you believe to be a scam you can report it to the Citizens Advice consumer helpline, on **0808 223 1133**

<https://www.norfolk.gov.uk/business/trading-standards/scams/norfolk-against-scams-partnership>

Norfolk Community Watch Magazine

Please find below the link to the March issue of the Norfolk Community Watch Magazine-

https://issuu.com/peter2491/docs/norfolk_magazine_707fadda8ba9e1

Call Blockers

truecall have shared links to two recent episodes of the BBC's Defenders UK series. The first included a case study about how effective trueCall was at protecting a 100-year-old scam victim, and the second is about the way that the ICO has used trueCall data in a successful investigation:

Case study - <https://youtu.be/f6tGCsl0wM8>

ICO investigation - <https://youtu.be/y6DwMVf04kY>

Don't forget, NASP still has call blocking devices available for vulnerable residents in Norfolk who are receiving scam or nuisance call. If you have a customer or client who you think would benefit from a call blocker, submit the details via the online form-

<https://forms.office.com/pages/responsepage.aspx?id=fhcZFOBXD0->

[v8P1htUnRDquKL6_ymVZEm-](https://forms.office.com/pages/responsepage.aspx?id=fhcZFOBXD0-v8P1htUnRDquKL6_ymVZEm-)

[JLIAcVaehUMjVUS0hPRDIKQU9aWUHVRTBBUIMzNzU4Uy4u&web=1&wdLOR=c9A3ED](https://forms.office.com/pages/responsepage.aspx?id=fhcZFOBXD0-JLIAcVaehUMjVUS0hPRDIKQU9aWUHVRTBBUIMzNzU4Uy4u&web=1&wdLOR=c9A3ED)

[CEE-338D-4E74-91C2-57FA8E09BE37](https://forms.office.com/pages/responsepage.aspx?id=fhcZFOBXD0-CEE-338D-4E74-91C2-57FA8E09BE37) or email nasp@norfolk.gov.uk for a form.

Websites offering CSCS Cards

NASP are warning construction workers in Norfolk to be aware of websites claiming to be offering Construction Skills Certification Scheme (CSCS) cards but charging higher fees than the official application service. Complaints have been received from those who have used third party companies to apply for their CSCS cards. These companies are unaffiliated to CSCS and simply use the official CSCS application service on their client's behalf, while charging an admin fee. While many third-party sites provide the services advertised and are entirely legal, some charge significantly more than the official application fee. There is only one official service which is via the [cscs.uk.com website](https://www.cscs.uk.com). A CSCS card costs £36 and in most cases, applications will be processed, and cards issued within 48 hours. If a website is attempting to charge more than £36 for a CSCS card or £22.50 for the separate CITB Health, safety & environment test you may want to visit the official CSCS site instead.

Scam Alert – Emails claiming to be from 'TV Licencing'

There continues to be a range of emails circulating claiming to be from TV Licencing. Common themes for these emails are claims that there is an issue with your direct debit and then provides a link to enable the recipient to resolve the 'issue'.

From: TV Home - DirectDebit Notification <lovely-opera@kei.biglobe.jp>
Subject: Your License could not be automatically renew. You must renew.
Date: 16 March 2023 at 03:07:33 GMT
To: [REDACTED]

Hello Customer,

Reminder: You're now covered until 16 March*. TV Licencing - DirectDebit Notification

We are sorry to let you know that the TV License could not be automatically renewed. Something's gone wrong with your payments.

As we couldn't take the latest payment from your bank account, this amount will also need to be paid when you set up your new Direct Debit

[Set up your Direct Debit](#)

Remember, if you don't keep up with your payments, we may be forced to cancel your license or pass your details to a debt collection agency. To change your payment method, have a look at all your options. So, all you need to do is make sure there's enough money in your account. Or, if you prefer to pay the missed amount now, you can sign in online and pay using your debit or credit card. While you're signed in, please make sure we have your correct bank details.

- Payment type : Electronically Online

We are sorry for the inconvenience this may have caused.

Thank you.

Your TV Licencing Customer Support Team

These emails are **not** from TV Licencing and any links contained within the message are likely to go to a genuine looking fake version of the TV Licencing website which will attempt to gather personal and financial details. Advice is **always** to be wary of claims

made in unexpected email approaches and **never** click on links or open attachments if approached in this way.

TV Licensing offer the following advice to help spot scam TV Licence emails:

Check the sender - Genuine TV Licensing emails are sent from donotreply@tvlicensing.co.uk or donotreply@spp.tvlicensing.co.uk.

Partial Postcode - If you have provided them with your postcode details, the emails will include part of your postcode and/or the name on the licence

Look for your name - If you've give them your name, then they'll always address you using your last name and title. The scammers won't normally have that information about you. So, watch out for emails that only address you as "Dear client" or "Dear customer" – or just use your email address (or part of it)

Check the spelling and grammar - Because scammers can't use the genuine TV Licensing web addresses or email addresses, they'll try to use slightly different spellings – look out for things like hyphens and full stops in odd places.

Be suspicious too if there are mistakes in the email with capital letters or other grammatical errors, like missing full stops – this could be a scam

Check the links – Be wary of emails promising money/refunds. For example, phrases such as, "click below to access your refund", followed by a request to provide your credit card or bank details (they would never process a refund in this way).

Always check links in an email before clicking or tapping them.

If you're on a computer

Hover over the link (but don't click it). This will reveal the name of the web address that you are being sent to.

If you're on a smartphone or tablet

Press and hold on the link (don't release while you are on the link). This will reveal the name of the web address that you are being sent to.

<https://www.tvlicensing.co.uk/faqs/FAQ288>

You can report suspicious emails received via the Citizens Advice consumer helpline on freephone **0808 223 1133**



Independent Age

Independent Age- Staying Safe Online Newsletter

Independent Age have produced Information pages to staying safe online, getting technology support, adapting devices and much more. The pages can be printed and shared.

Independent Age have partnered with Vodafone to help older people become more confident online. **Hi Digital** is a free online course to help gain new knowledge and skills.

The course consists of bite-size lessons organised around key digital themes, including the basics of internet access, how to use online devices, how to connect with others through email, social media and WhatsApp, how to research activities and hobbies, how to do things, such as online shopping and paying for things online.

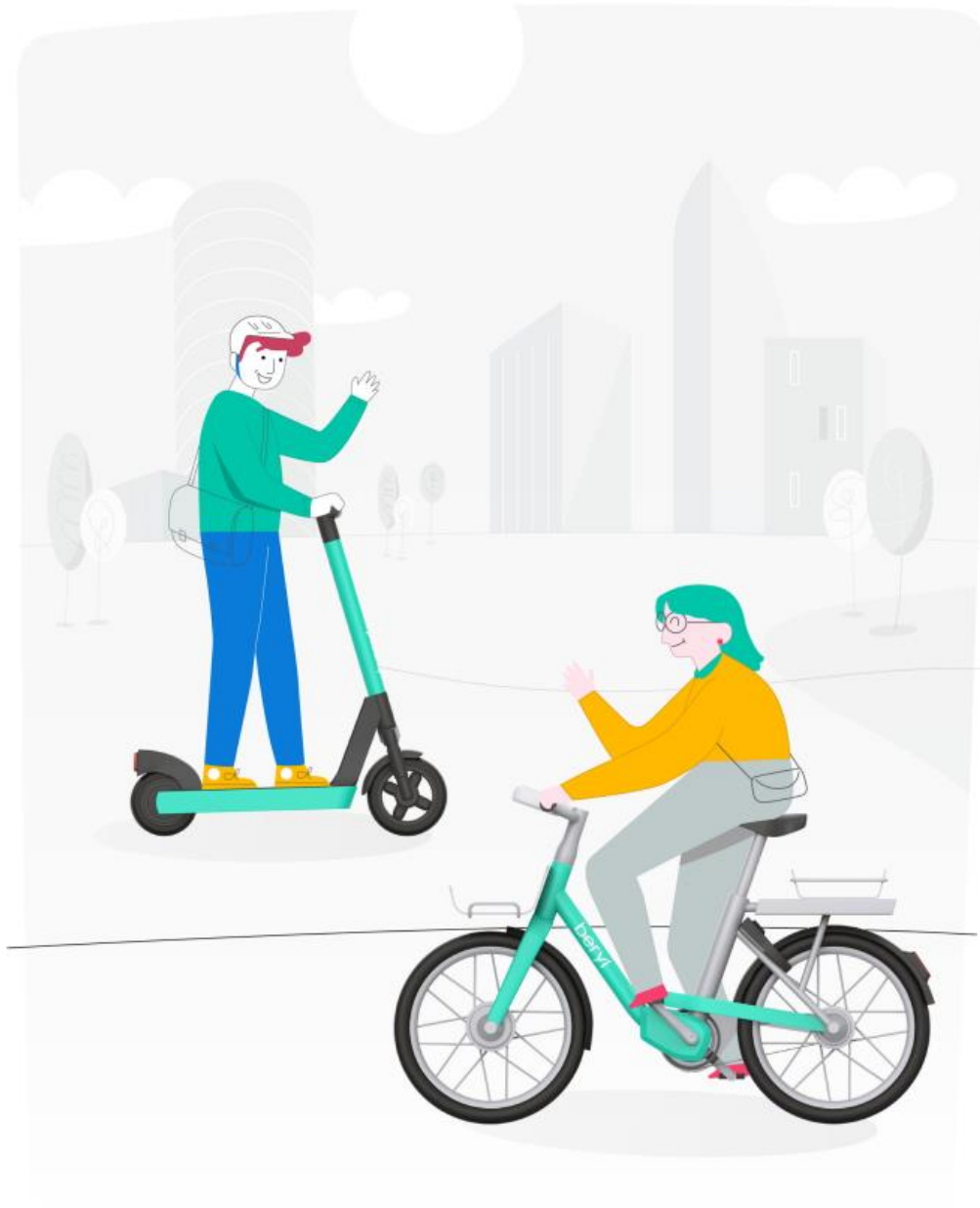
You can access the course via a link on a phone, tablet, laptop or computer, which will be email out to you. You can complete as many lessons as you like, by yourself or with somebody else, at your own pace and choosing the lessons best suited to you.

This platform is also suitable if you want to help someone else get more confident online.

To find out more, visit their webpage-

[https://www.independentage.org/hidigital?ct=t\(EMAIL_CAMPAIGN_17_February_2023_technology\)](https://www.independentage.org/hidigital?ct=t(EMAIL_CAMPAIGN_17_February_2023_technology))

Community Champions Initiative



Beryl is the UK's leading micromobility company, and the only #BCorp certified operator. Our Community Champions Initiative supports local charities, not-for-profit organisations, community groups and volunteers with free rides.

It's our way of giving back to the community in a sustainable way, providing access to sustainable travel for those who need it most.

Use your £150 of free rides for:

- Rewarding volunteers
- Community projects
- Promote physical and mental wellbeing
- Cycle rides
- Prizes for fundraising

Apply at bit.ly/BCOMCHAMP

Download the Beryl app.



Additional charges maybe incurred, visit <https://beryl.cc/terms> for information.

To find out more information or to apply in Norwich please click here.

<https://beryl.cc/charities-partner-us>



Age Action Alliance

Free practical help for families and carers who worry about ageing relatives

A new free resource is now available from AAA members Age Space following research that has highlighted just how much time families and carers spend worrying about their elderly relatives. (<https://www.agespace.org/>)

The survey of over 700 people, part of a wider initiative called “Prepare to Care”, was carried out by elderly care experts and top findings include:

- Over 50% admitted they worry about their elderly relative(s) nearly every day.
- Nearly 80% spend more than five hours a week as a caregiver, with almost half of those spending over 20 hours a week (35%)
- Over 40% worry about what type of care might become necessary.
- Over a third of those being cared for do not have a personal alarm in case of falls at home, despite nearly half of carers revealing they are mostly concerned about falls.
- Nearly 40% do not know where their relative(s) will be stored and over a third of those surveyed report that their relative(s) has not arranged a Power of Attorney (POA), or they are not sure if there is one in place.

For more information, please see below-

<http://theageactionalliance.org/2023/03/06/free-practical-help-for-families-and-carers-who-worry-about-ageing-relatives/>

10 reasons to be an age and dementia friendly business

Leeds Older People's Forum runs the city's Age and Dementia Friendly business scheme, to which over 90 businesses in the city have already signed up. Here are there top ten reasons why every business should follow suit...in every town and city.

Being age and dementia friendly means different things to every organisation, and the Leeds scheme is open to all businesses and organisations... from bus stations to barbers, mosques to museums, and taxis to tax accountants.

<http://theageactionalliance.org/2023/03/07/10-reasons-to-be-an-age-and-dementia-friendly-business/>

Don't panic! Under-siege DWP extends deadline to give State Pensions a boost

An under siege (and under-resourced) DWP has bowed to public and media pressure and extended its deadline for workers to significantly boost their state pensions by catching up on historic unpaid NI contributions.

After thousands of people complained about their calls not being answered, and risking losing out on thousands of pounds of future payments, the deadline has now been extended from 5th April 2023 by 16 weeks to 31st July 2023.

The generous DWP scheme allows people to plug payment gaps and, for those eligible to benefit, investing in State Pension top-ups can generate a better rate of return than most forms of savings. Someone with ten missing years could pay out a little over £8,000 to fix the gaps and receive a boost of £55,000 in state pension payments over a typical twenty-year retirement (at current rates).

<http://theageactionalliance.org/2023/03/07/dont-panic-under-siege-dwp-extends-deadline-to-give-state-pensions-a-boost/>

Research reveals enormous toll of cost-of-living crisis on older people's mental health and wellbeing

Age UK has launched a new campaign called "Know What to Do" following research which reveals that, in January, a massive 9.6 million over-60s (60%) of older people were worried about being able to heat their homes when they wanted to, and 7.2 million (45%) were worried about affording other essentials such as food.

The Charity is launching a campaign on Monday 20 March to raise awareness of the huge challenges facing many older people, and also to signpost help and offer practical solutions for all those buckling under the strain. A new film (link below) showcases how services like the Age UK Advice Line stand with older people in difficulty, providing expert advice with kindness and sensitivity, to help an older person and sometimes their family and friends, to overcome the problems they face.

The Charity's free and confidential Advice Line is open every day of the year and has access to experts on a huge range of issues an older person may encounter as they age, empowering them so that they know what to do in their own situation, and helping them to do it. The specialist team of advisors are on hand to give expert advice, including finding out if older people are entitled to extra financial support. For example, during the past seven months Age UK's Advice Line has identified over £2 million worth of unclaimed benefits, averaging an additional £4,468 per person. Of these older people, four in five (84%) were found to be at risk of fuel poverty.

<http://theageactionalliance.org/2023/03/20/research-reveals-enormous-toll-of-cost-of-living-crisis-on-older-peoples-mental-health-and-wellbeing/>

<https://youtu.be/5Z62-m4D7tQ>



The Trussell Trust

Guarantee our Essentials

We live in one of the wealthiest countries in the world, and yet people here in the UK are going without the essentials we all need to get by. Everyone's circumstances can change. Losing your job, needing to care for a sick family member, breaking up with your partner - these are things that can happen to any of us.

That's why Universal Credit should offer support to anyone who needs it, but right now it's not providing enough income to cover the cost of life's essentials, such as food, utilities, and vital household goods, with nine out of ten low-income households receiving Universal Credit going without. So, alongside the Joseph Rowntree Foundation, the Trussell Trust launch their new campaign: **Guarantee our Essentials-**

<https://www.trusselltrust.org/get-involved/campaigns/guarantee-our-essentials/>

Anchor Project

On 4th April the complex bereavement service (CBS) will begin running their Anchor project at the King's Lynn REST hub. Anchor is an 8-week group session for those bereaved to suicide (no time frame). They create a safe, non-clinical space for people to

talk and be heard alongside others who may share similar experiences. The course is open to anyone who has been bereaved to suicide and is over 18. Any potential attendees can contact the team via email –

complexbereavementservice@norfolkandwaveneymind.org.uk

Details about CBS can be found here –

<https://www.norfolkandwaveneymind.org.uk/complex-bereavement> or please see the flyers to follow.



Anchor Project

Suicide Bereavement Support

Have you been bereaved through suicide?

Please join us for our groups that will be available across the Norfolk and Waveney area.

If you would like to find out more, please contact:

Email: anchor.project@norfolkandwaveneymind.org.uk

Call: **0300 330 5488**

Website: norfolkandwaveneymind.org.uk/complex-bereavement



 **mind** Norfolk and Waveney

Registered charity - No. 1118449

Anchor Project

Suicide Bereavement Support

Suicide is a complex and multi-faceted act shaped by many different factors.

Those bereaved by suicide may face a host of conflicting feelings: anger mixed with sadness; love and hate for the person who died; guilt often alternating with anger and blame of others.

Norfolk and Waveney Mind is providing a support network for anyone over the age of 18 who has been bereaved or affected by suicide.

Over eight-weeks the group will support you to speak

openly about feelings, emotions and reactions. It will also provide you with the opportunity to meet others who are going through similar experiences.

The group offers a safe, confidential and non-judgemental environment

Criteria for referral:

- 18+
- Must have been bereaved through suicide
- Must live in the Norfolk and Waveney area

Each week in 2020 over 100 people in England and Wales will die by suicide, each leaving behind an average of six people who will suffer intense grief.
(ons.gov.uk)

For more information:

Email: anchor.project@norfolkandwaveneymind.org.uk

Call: **0300 330 5488**

Website: norfolkandwaveneymind.org.uk/complex-bereavement

 **Mind** Norfolk and Waveney

Registered charity - No. 1118449

Get OUT Project

This project is for men who have been released from prison, and those who have had some involvement with the Criminal Justice System. The Get OUT Project has been specifically designed to support men in Norfolk who face persistent social and economic challenges and difficult circumstances that cause barriers to attaining good health and wellbeing.

They are offering a short program of outdoor activities, including walking, wild camping, outdoor mindfulness, vegetable gardening/permaculture, team games, practical conservation, bushcraft, and a short break in an off-grid cottage. The project is based upon proven models of outdoor recovery which blend physical activity with building new social connections and emotional support; helping to nurture a greater sense of collective support and optimism amongst participants, whilst reducing social anxieties of engaging in unfamiliar situations. This project is for men who have left prison to live in Norfolk.

The Get OUT Project is a partnership between two organisations. Community Chaplaincy Norfolk (CCN), a Christian charity providing through the gate support to prison leavers. See www.norfolkchaplaincy.org.uk for more information. CCN is providing the governance and administration for this project. Ascend Adventure Limited, a local non-profit organisation, which specialises in outdoor activities, engaging people with each other and nature. See www.ascendadventure.co.uk for more information. Ascend Adventure will be delivering the outdoor sessions.

Most of the activities will take place at a private, four- acre meadow site, at Bittern Meadow, in Postwick (East of Norwich, towards Brundall). The off-grid cottage trip will be in Santon Downham near Thetford Forest. They are running four Get OUT programs in 2023. Programs will begin in April, May, June and September. Day sessions will take place on Tuesdays. They would be happy to receive queries about the Get OUT Project so that you feel well informed when discussing it with your clients. Referrals can come from professionals or self-referrals are welcome.

Please call Melanie Wheeler on 07710 303909 or email manager@norfolkchaplaincy.org.uk

Application forms can be returned by email or post to Community Chaplaincy Norfolk, St Stephen's Church, Rampant Horse Street, Norwich, NR2 1QP. Information given will be treated as strictly confidential. They reserve the right to decline or defer applications

<https://norfolkchaplancy.org.uk/get-out-project/>

GET OUT PROJECT 2023

ASCEND ADVENTURE

Bushcraft

Camping

Connection

THIS PROJECT IS A 5 WEEK OUTDOOR PROGRAM FOR MEN WHO HAVE LEFT PRISON

Each program will include day sessions (x3), an overnight camp and a residential trip to an off-grid cottage in Santon Downham forest. Activities might include camping, bushcraft, outdoor arts and crafts, navigation skills, team games, walking, practical conservation, vegetable gardening/permaculture, outdoor mindfulness and nature appreciation. You can join in with the things you like doing.

Lifts and refreshments provided

Starting: April, May, June & Sept

- ✓ Have some good experiences.
- ✓ Think about what you want to do next.
- ✓ Recover from being in prison.
- ✓ Reflect on your life
- ✓ Get away from everyday stress.

Book your free place

Call Mel on 07710 303909

manager@norfolkchaplancy.org.uk

COMMUNITY CHAPLAINCY NORFOLK

supported by Norfolk Community Foundation



Gov.UK- Apply for energy bill support if you do not get it automatically

Most households in England, Scotland and Wales get a £400 discount on their energy bills automatically. In some cases, you do not get the discount automatically, for example if you pay for energy through a landlord, housing manager or site owner, or live in a park home, houseboat or off the electricity grid. Use this service to apply for the discount if you do not get it automatically. You can only make one application per household.

You can apply if:

- you pay for the energy your household uses
- you're applying for your main, permanent home
- you have a fixed address in England, Scotland or Wales

https://www.gov.uk/apply-energy-bill-support-if-not-automatic?fbclid=IwAR2w3IlnY_8P3K1ASI23jiofqcvtLq7eYcAgGLk9HBgUpRfot3_zYZEtRTz0



Centre for Ageing Better-

Budget is a missed opportunity but Chancellor right to overhaul employment system failing millions

The Chancellor has announced his Spring Budget in which he has outlined his government's tax and spending priorities. Ageing Better welcomes his decision to

postpone the increasing of the Energy Price Guarantee for three months which will reportedly save every household in the country an additional £160 on their energy bills.

Ageing Better, and 135 other charities, joined broadcaster Martin Lewis' campaign calling for the Chancellor not to go through with a proposed 20% rise in the guaranteed level scheduled to come into effect in April.

The Chancellor also announced several new measures aimed at tackling economic inactivity and unfilled job vacancies across the country. This included a scrapping of the Work Capability Assessment, an extra £70m over the next five years for mid-life MOTs to increase participation eight-fold and £63m on Returnerships designed to provide skills training for older workers.

https://ageing-better.org.uk/news/budget-missed-opportunity-chancellor-right-overhaul-employment-system-failing-millions?utm_source=Ageing+Better+Email+Updates&utm_campaign=75b9388b46-AB+news+16+March+Spring+Budget&utm_medium=email&utm_term=0_-75b9388b46-%5BLIST_EMAIL_ID%5D

Conditions not met for further acceleration of state pension age increases

Work and Pensions Secretary Mel Stride has announced that there will be no changes in timelines for raising the state pension age to 68 until a further review of the state pension age was carried out after the next general election.

Currently the age at which the state pension is payable is 66, with plans to raise this to 67 by the end of 2028 and increase it again to 68 from 2044.

The minister said that further review is needed given the level of uncertainty about the data on life expectancy, labour markets and the public finances.

<https://ageing-better.org.uk/news/conditions-not-met-further-acceleration-state-pension-age-increases>

FELTWELL

In the south-western corner of Norfolk lies Feltwell. It is close to the boundaries with Suffolk and Cambridgeshire between the Brecks and the Fens. The name is said to derive from “Felte”, an old English word for the plant mullein, or *Verbascum*, and “well” meaning a spring, so “spring where the felte plant grows”.



Mullein leaf extract is still available as a remedy for breathing disorders.

Evidence of people living here goes back to prehistoric times. Extensive remains of Roman villas have been excavated, indicative of a prosperous lifestyle. Little has been uncovered from the “post-Roman “dark ages” but Feltwell was thriving at the time of the Normans, the Domesday book recording 132 households making it one of the larger recorded settlements.

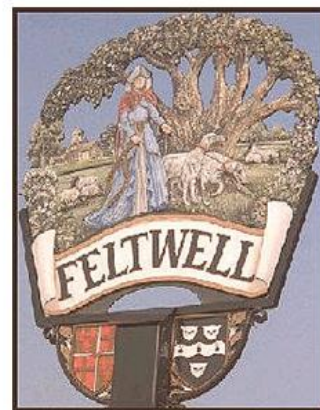
From Feltwell’s history several ghost stories have emerged. One refers to an older woman dressed in dark clothes with a shawl who walks around the village at dead of night, guarding [some say] a hidden cache of money. Another is a local farmer who has been seen in the village several times since his death.

A third is the more lurid story of a coach with death as its passenger. Drawn by headless horses racing along Lodge Lane and the High Street, it pauses only to collect those at the end of life. We await corroboration of these ghostly yarns.

Feltwell has played its part in both hot and cold wars during the last and present centuries. The airfield was a training base during WW I and closed in 1920 after “the war to end all wars”. It was reopened in 1937 with Wellington bombers stationed here. Feltwell squadrons sustained heavy losses attacking German shipping early in WWII. Some older residents may remember the Thor intercontinental ballistic missiles, Feltwell being the first UK location chosen for these nuclear-armed, 20-metre tall weapons.



Today, these golf ball domes are tracking activity in deep space from USAF Feltwell adding to the village’s fascinating story.



Kind regards

Norfolk Older People's Strategic Partnership (NOPSP)

Email: nospb@aol.co.uk

Answerphone: 07963 304015

Website: <http://www.norfolkolderpeoplespartnership.co.uk>

Have you seen our 5th Living Longer, Living Well strategy? You can download a pdf version or order hard copies via the Health Information Leaflet Service (HILS)- <https://brochure.norfolklivingwell.org.uk/product/living-longer-living-well-the-5th-norfolk-older-peoples-strategy>

We do our best to ensure the accuracy, reliability and availability of the information contained in this newsletter but cannot be held responsible for this or for the views expressed.

UK General Data Protection Regulations 2020 (UK GDPR)

This came into force on 1 January 2021 and is the UK version of the GDPR legislation that was brought in during 2018 to replace the Data Protection Act 1998

Your contact details are held to send you information from the NOPSP. Data may include your name, address, email address, contact telephone number, name and address of your organisation and any job title. None of your data is shared with a third party except for the claims and payment of expenses.

Please advise if you do not want your details to be held by the NOPSP. **For any enquiries please email: nospb@aol.co.uk or ring 07963 304015 and leave a message.**



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