



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

May 2023- Edition 45

Word from the Chair

Spring is finally here with sunshine and a chance to get out and about again.

Having spent the early part of this year talking to people working at county level - the Integrated Care Board (ICB) and Adult Social Services- we've now started to explore what's happening more locally – in the five places which come under the ICB and the seven district councils (eight if we include Waveney). We've had a warm welcome so far; we've been invited to contribute to local radio broadcasts and attend their engagement events. But with 12 organisations this is going to take time.

One of the things we've been asking about is local priorities. The ICB has its own set, largely based on government guidance, and with an overall theme of prevention and deprivation. The next lower level down has a mixture of ICB priorities and some of their own based on local conditions. The only set we've found so far that have specifically chosen older people is North Norfolk District, though other areas include subjects that affect older people such as dementia and housing. This makes it more important that we find out what older people think so that their views can be fed into the discussions.

We've been talking to other organisations outside the formal health and care system, and we've come across a couple of issues that affect or could affect the lives of older people.

The first has come from a meeting of the Norfolk Bus Forum that I attended. It sounds dry, but when you have someone from the County Council in the same room as

representatives of the three local bus companies you can learn a lot. One of the issues raised was that only 65% of older people who used their bus pass before Covid are using it now. If the numbers don't improve, it could affect service levels.

The second came up at a Carers Voice meeting. Most people now know about ReSPECT, the form that replaced Do Not Resuscitate, and how they are set up but far fewer are aware of "Yellow" or Thinking Ahead Folders. These can contain a lot of information in addition to a person's ReSPECT form including emergency contacts, advanced care plans, lasting powers of attorney and a lot more. We need to raise awareness of these because they help both older people and those who provide services for them.

Last but not least, 'Living Longer, Living Well', the Norfolk Older People's Strategy that we prepare, is now out of date. We are planning to have a session to update it in December as usual, but in the meantime, we would really appreciate your thoughts on what it should cover: are the current sections right, and which of our concerns have become more important since it was written, and what is missing. Just to remind you, the current sections are information and advice; transport and access to services; housing; loneliness and isolation; integration of health and social care; and end of life care.

Best wishes

Mary Ledgard

Interim chair

Norfolk Older People's Strategic Partnership

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 - Creative Arts East- 'Creative Socials' monthly workshops
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- New debit card lets relatives track dementia sufferers' spending
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Step change in palliative care
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- NCLS information
- Priority Services Register
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- Age UK- The LifeBook
- Stroke Association- Communication tools
- The Sleep Charity
- WhatsApp account take over scam
- The Kaleidoscope Foundation
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- Norfolk Hospice leaflet
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Community Connectors show on Poppyland Radio
- **West Norfolk-**
New banking centres in Downham Market and Hunstanton
- Spotlight on Carlton Colville

You are cordially invited to our next meeting

Norfolk Older People's Strategic Partnership (NOPSP) meeting

Thursday 22nd June 2023

10am to 1.30pm

**Edwards Room, County Hall, Martineau Lane, Norwich, NR1
2DH**

This meeting is open to the public

Further details will be announced in due course

Health



Norfolk Care Provider Update

Norfolk and National

The 2023 vaccination programme is now underway

NHS England is now rolling out the vaccine programme, starting with vaccinations in care homes from 3 April 2023: <https://www.england.nhs.uk/2023/04/nhs-launches-spring-covid-jab-campaign-for-five-million-most-vulnerable-people/>

Others eligible will be able to book in on the National Booking Service or NHS App from Wednesday 5 April, for the first appointments available week commencing Monday 17 April.

The programme is in line with Joint Committee on Vaccination and Immunisation (JCVI) advice 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

<https://www.gov.uk/government/publications/spring-2023-covid-19-vaccination-programme-jcvi-advice-22-february-2023>

The last date for the public to book spring boosters will be 30 June 2023.

COVID-19 vaccinations for everyone who was aged 5 on or before 31 August 2022 will also end after that date, following recent advice from the JCVI. After 30 June, the NHS offer will become more targeted to those at increased risk, usually during seasonal campaigns.



Norfolk and Waveney Integrated Care System

NHS Norfolk and Waveney ICB Board Meetings

involving the voice of people who use and deliver services in the public Board meetings can be a powerful reminder that people and communities should be at the heart of service design and decision-making. Each ICB Board meeting held in public includes a section on the agenda to hear from staff and the lived experience of people in Norfolk and Waveney, and to discuss and learn.

<https://improvinglivesnw.org.uk/about-us/our-nhs-integrated-care-board-icb/our-icb-meetings-and-events/>

Could you be a Patient Safety Partner and be a voice for service users and patients across Norfolk and Waveney?

The Norfolk and Waveney Integrated Care System (ICS) is a term for several organisations who are working together to meet the needs of the local population within Norfolk and Waveney. These organisations include NHS Trusts, GP Practices, Voluntary Sector and Norfolk and Suffolk County Councils. The Patient Safety Partner (PSP) role is open to members of the public to work as an advisor to help support the delivery of safe healthcare across the Integrated Care Systems. The level of involvement may vary depending on skills and experience.

PSP's will be remunerated for their work and receive a payment of £75 for a half day (less than 4 hours) and £150 for a full day (more than 4 hours) for their involvement and input. Training required for the role and any preparation time prior and post meetings will be paid, along with expenses incurred because of travel related costs. This is in line with the NHS England (2021) '*Working with patient and public voices (PPV) partners, reimbursing expenses and paying involvement payments*'

<https://improvinglivesnw.org.uk/could-you-be-a-patient-safety-partner-supporting-the-people-of-norfolk-and-waveney/>



NHS 111



Visit 111.nhs.uk if:

- You need medical help fast, but it's not an emergency
- You think you need to go to A&E or another NHS urgent care service; or
- You need mental health advice and support - choose the mental health option when calling
- You require health information or reassurance about what to do next



healthwatch
Norfolk

Healthwatch surveys

Do you or a loved one live in a care home? Have you ever tried to give feedback about your experiences? Did you feel listened to? Were changes made because of your feedback? What might stop you from wanting to give feedback?

Healthwatch Norfolk is working with Norfolk County Council to find out about your experiences of giving feedback to residential and nursing care homes for adults. They want to hear from you if you or a loved one lives in an adult residential or nursing care home.

The survey should take around 10 minutes to complete. All responses are anonymous and will be used to help encourage care homes to collect and use feedback from service users to improve experiences.

To take part please visit-

<https://www.smartsurvey.co.uk/s/HWNprovidingfeedback/>.

If you would prefer to complete the survey by phone or would like a paper survey sent to you, you can call Healthwatch Norfolk on 0808 168 9669 and they will arrange this. More information about the survey can be found on the Healthwatch Norfolk website-

<https://healthwatchnorfolk.co.uk/get-involved/can-you-share-your-care-home-experiences/>

Do you care for someone living with dementia who has been an inpatient in hospital in the last year? Healthwatch Norfolk want to hear from you!



Do you care for someone living with dementia?

Healthwatch Norfolk wants to hear from carers of inpatients with dementia.

We would like to collect your feedback on:

- What support you have received
- What support you would like
- How your experience could be improved

Please use the QR code to visit our short survey to tell us your thoughts



To find out more:
www.healthwatchnorfolk.co.uk Or call 0808 168 9669

healthwatch
Norfolk

<https://www.smartsurvey.co.uk/s/HWNDementiaCarers/>

Nuffield Trust**When being 64 for the most deprived feels like 90 for the better off**

People aged between 60 and 64 living in the most deprived areas of England report similar levels of poor health to those aged 90 and over in the least deprived areas – data collected as part of the 2021 Census shows.

The 2021 Census asked everyone in the UK to report their general health based on a five-point scale from very bad to very good. The chart shows the proportion of people who reported bad or very bad health, broken down by their age and the deprivation level of their neighbourhood in England. This self-reported health data illustrates how people living in the most deprived areas of the country systematically experience significantly poorer health than those in better off areas. These inequalities are apparent across all ages.

The widest gap between the most and least deprived areas is seen in those aged 45-49, where those living in the most deprived tenth of England's neighbourhoods were over six times more likely to report poor health than their age peers in the least deprived tenth: 11.4% of those in the most deprived areas versus 1.8% of those in the least deprived. This health inequalities gap is evident from the first year of life (when the difference between the most and least deprived tenth of neighbourhoods is more than twofold) but begins to widen even further at age 25-29 and increases up until it peaks at age 45-49, before slowly narrowing.

https://www.nuffieldtrust.org.uk/resource/chart-of-the-week-when-being-64-for-the-most-deprived-feels-like-90-for-the-better-off?utm_source=Nuffield+Trust+weekly+newsletter&utm_campaign=99cab6b750-EMAIL_CAMPAIGN_2020_03_19_04_06_COPY_01&utm_medium=email&utm_term=0_39741ccd5c-99cab6b750-95037729



Be.MacMillan- Questions about cancer?

Find free, expert, and easy to understand information about cancer. They cover a wide range of topics for people with cancer, their loved ones and their carers. Remember to create an account or login to place your order.

Need to talk? Call us free on 0808 808 00 00

7 days a week, 8am - 8pm

<https://be.macmillan.org.uk/be/s-4-order-information.aspx>



Millions of patients to benefit from care at home thanks to NHS community response teams

Millions more people will benefit from quicker care at home thanks to the boosted rollout of healthcare teams in the community, as part of the NHS plan to recover urgent and emergency care services.

Almost a quarter of a million people (226,895) have received urgent medical support from home – many avoiding a hospital stay – since the teams were rolled out nationally in April – two years ahead of the NHS Long Term Plan target.

Thanks to the major new plan to help recover services and reduce waiting times for patients, these community services will be scaled up even further – including taking more referrals from ambulance services, 12 hours a day, seven days a week across England.

Around one fifth of emergency admissions can be avoided with the right care in place.

Community response teams will be called to less clinically urgent 999 calls within two hours and treat patients who have had falls, need urgent diabetes support, or are suffering from confusion.

The NHS is already exceeding the standard for these services with 70% of patients with urgent needs being seen within two hours since their launch

<https://www.england.nhs.uk/2023/03/millions-of-patients-to-benefit-from-care-at-home-thanks-to-nhs-community-response-teams/>

NHS on-the-spot liver scans find one in 10 people have liver damage that could lead to deadly cancer

A new initiative to check for liver cancer in high-risk communities has been rolled out as part of a major NHS drive to catch more cancers earlier and save lives.

The roaming trucks performed more than 7,000 fibroscans and identified over 830 people with cirrhosis or advanced fibrosis, a leading cause of liver cancer, in eight months (June 2022 to January 2023) – with the majority of those identified referred on to further care.

The mobile trucks are visiting high-risk communities across the country at GP practices, recovery services, food banks, diabetes clinics, sexual health clinics and homeless shelters to perform quick, non-invasive scans.

The trucks are expected to visit and scan 22,000 people during the first year of the pilot scheme.

Checks are being offered in the community to adults with high levels of alcohol consumption, a current diagnosis or history of past viral hepatitis, or non-alcoholic liver disease, as these factors increase the risk of developing liver cancer.

<https://www.england.nhs.uk/2023/03/nhs-on-the-spot-liver-scans-find-one-in-10-people-have-liver-damage-that-could-lead-to-deadly-cancer/>



Headway

Supporting Individuals Impacted By Brain Injury: The Work of Headway Norfolk and Waveney

Brain injury is often a sudden and unexpected event, leaving individuals with a new reality to navigate. Strokes, road traffic accidents, and falls are just a few examples of how brain injury can occur. For those affected, it can be a difficult and isolating experience. Fortunately, Headway Norfolk and Waveney is here to help.

The charity provides a range of services designed to help individuals rebuild their lives and regain their independence. From rehabilitation programs to support groups and one-to-one outreach, Headway offers a comprehensive approach to improving lives impacted by brain injury.

One of the charity's key services is their Day Service, where clients can access a variety of programs aimed at "living well after brain injury." Symptom management groups, brain injury education courses, creative arts, physical activity, and life skills programs are just a few of the services available. These programs give individuals the chance to relearn skills, connect with others, and empower themselves to forge a new path beyond their injury. Headway Norfolk and Waveney has eight centres located across Norfolk and Waveney. These centres provide a supportive and inclusive environment where individuals can come together and work towards a brighter future.

Headway Norfolk and Waveney also provide One-to-one Outreach, Private Occupational Therapy Led Services and FREE carer and peer support groups.

If you or someone you know has been impacted by brain injury, you can make a referral to Headway Norfolk and Waveney.

Website: www.headway-nw.org.uk

Telephone Number: 01603 788114

Email: referrals@headway-nw.org.uk



Call to Action: Good and Outstanding Providers

Thank you to all those providers who have already responded to the call to action. They would welcome even more Provider Experts to help develop a series of workshops/webinars which will run between July and December 2023.

The working title of their programme of events is: 'Feeling the Care: Achieving Quality in Care Together' and the aim of each of the six workshops will be to showcase excellence - exploring what it takes to move from Good to Outstanding or maintain an Outstanding rating. The programme will also have an accompanying good practice guide that offers advice, top tips, and signposts to tried and trusted resources.

The workshops will look at:

1. Environment: physical and psychological: the look, feel and taste of things
2. Involving others/collecting and using feedback
3. Partnership working: seamless health and social care, links with local community and wrap around support
4. Person-centred care: tailoring services to meet the needs of individuals
5. Recruitment, retention, safe and empowered staffing
6. Leading outstanding services: embedding a culture of continuous improvement

Providers will be reimbursed for their time and will also receive formal ICS (Integrated Care System) recognition for their contribution to the wider adult social care community in the form of a 'digital' logo and certification.

If you are interested in getting involved and want to find out more then please contact Fiona Denny (fiona.denny@norfolkcareassociation.org) or phone 07776184097.

North Norfolk

Macmillan Centre

North Norfolk Macmillan Cancer Centre in Cromer- Article from Mary Russell, Carers Ambassador

North Norfolk Macmillan Cancer Centre in Cromer aims to provide local information and services close to home.

Having visited and met up with Rachel and Wendy, Macmillan Information Managers, I can promise you a warm, friendly welcome and support where needed.

Their team is keen to reach out and build services that meet the needs of folk in North Norfolk. They rely on sharing experiences and ideas with the real experts – cancer patients and their Carers. If this means you - Why not support them and join your support group? It meets last **Friday of the month** from **10am-12pm** at the **North Norfolk Macmillan Centre, Cromer and District Hospital, NR27 0BQ.**

You will be welcomed whether living with or surviving cancer or a Carer or relative. A wee cuppa and chat with like-minded folk with an opportunity to build support that meets your needs while making new friends – what's not to like!!!

Look out for the Centre's Hope Courses run for Cancer Survivors.

For further information please contact **01603 641559** or email CromerMacInfoCentre@nnuh.nhs.uk



**Norfolk and Norwich
University Hospitals**
NHS Foundation Trust

Norwich

Dementia and Cancer Support Group

If you or the person you are caring for are affected by Dementia and Cancer, this group is there to help. The group aims to provide a calm and friendly meeting space which will:

- Offer the opportunity to meet representatives from local charities and specialists in the field of cancer and dementia care.
- Increase awareness of support available in the community for people living with both dementia and cancer.
- Provide opportunities for people affected by dementia and cancer to share their experiences and gain support from one another.

You are welcome to stay for the full 2 hours or drop in during this time. For more information or to register your interest, please call the Dementia Support Team on 01603 288694 or email dementiaservices@nnuh.nhs.uk

Location: The Big C Centre, Norfolk and Norwich Hospital, Colney Lane, NR47UY. Each group will run from 10am- 12pm on the following dates for 2023;

Friday 5th May

Friday 2nd June

Friday 7th July

Friday 4th August

Friday 1st September

Friday 6th October

Friday 3rd November

Friday 1st December



West Norfolk

The Queen Elizabeth Hospital Foundation Trust: Modernising our Hospital newsletter

Please see below the latest news from the Queen Elizabeth Hospital's modernisation programme.

<https://mailchi.mp/qehkl/modernising-our-hospital-newsletter-april-10141219?e=4e4663a551>

Activities

and

events



What's on in Norfolk libraries

Search all events and activities happening at Norfolk libraries

[Search all events](#)



What's on in Norfolk libraries

Explore our events and activities...

Are you looking for activities or options for someone to connect with others socially in their local area?

This is a quick reminder of the options available through the libraries. There is a useful website page (select the green search all events button) where you can filter not only by library, but also use lots of other criteria e.g., autism friendly.

<https://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/whats-on>



Carers Voice involvement meetings

Carers Voice have set dates for their Locality Carer Involvement Meetings in 2023! Join their meetings to share information and feedback with other Carers and people working with Carers and what matters to YOU!

All meetings are from 10.30am 12.30pm and are currently taking place on Zoom. Please email info@carersvoice.org if you have a question about the Locality Carer Involvement meetings.

West Norfolk	East Norfolk	South Norfolk	Norwich	North Norfolk
<i>Wednesday</i>	<i>Wednesday</i>	<i>Wednesday</i>	<i>Wednesday</i>	<i>Wednesday</i>
1 st February 2023	8 th February 2023	15 th February 2023	22 nd February 2023	1 st March 2023
3 rd May 2023	10 th May 2023	17 th May 2023	24 th May 2023	31 st May 2023
12 th July 2023	19 th July 2023	26 th July 2023	2 nd August 2023	9 th August 2023
1 st November 2023	8 th November 2023	15 th November 2023	29 th November 2023	6 th December 2023

<https://www.carersvoice.org/>

Listed below are the dates of presenters and topics scheduled, some of which are unique to each meeting. There will still also be the usual opportunity for Carers to get together and talk about what is on their mind, plus the regular updates and information about Carers Matter Norfolk and Caring Together. Please do not feel you have to attend the entire meeting. Carers Voice understand your caring role takes priority and you are welcome at any meeting for as long or as short a time as you can attend.

West 3rd May 10.30am-12.30pm

- Power of Attorney and also Wills – Katie Robinson, Governance and Compliance Support, Norfolk Community Health and Care NHS Trust

- QEH Consultant Nurse in Frailty, Rachel Burridge talking about support at QEH for dementia patients and her role
- Older people's Voices - Mary Ledgard
- Carer Ambassador Feedback on their role
- QEH - Emma Harrison, Patient Experience and Public Involvement Lead How they are working to support and to co-produce with Carers

East 10th May 10.30am-12.30pm

- Older people's Voices - Mary Ledgard
- Wellbeing Service/NHS Talking Therapies
- DIAL Great Yarmouth - Jo Howes talking about the support and services DIAL provide
- James Paget University Hospital Service, Amanda Hood, Head of Patient Experience and Engagement Carer Feedback and NHS Complaints
- Carer Ambassador Feedback from Jay Page on her role as an Ambassador
- Home Instead, Lauren Pashley - FREE forthcoming Dementia training available and other support and services they provide

South 17th May 10.30am-12.30pm

- Wellbeing Service/NHS Talking Therapies
- Carer Ambassador Feedback on their role
- Norwich Fire Prevention Service, Gina Summerskill-Nelson - The service they offer and fire prevention
- Older people's Voices - Mary Ledgard
- NCHC Norfolk Community Health and Care Trust - Julia Fromings Hill, Clinical Research Nurse talking about the work of the Community Research Team, including examples of local Community based health research and how patients and Carers can register interest in taking part in research.
- NHS Norfolk & Waveney Integrated care Board - Faye Moloney Primary Care Development Officer, Forthcoming Training aimed at Carers and chance to add topics you are interested in

Norwich 24th May 10.30am-12.30pm

- Older people's Voices - Mary Ledgard
- Norwich Fire Prevention Service, Lucy Goldsmith - The service they offer and fire prevention
- Carer Ambassador Feedback on their role

- NNUH (Norfolk and Norwich Hospital) - Liz Yaxley, Dementia Services Manager, talking about the work of Dementia Lead/support staff and dementia services at the hospital
- Wellbeing Service/NHS Talking Therapies
- Home Instead, Lauren Pashley - FREE forthcoming Dementia training available and other support and services they provide

North 31st May 10.30am-12.30pm

- Wellbeing Service/NHS Talking Therapies
- Carer Ambassador Feedback on their role
- Older people's Voices - Mary Ledgard
- Norwich Fire Prevention Service, Lucy Goldsmith - The service they offer and fire prevention
- Home Instead, Lauren Pashley - FREE forthcoming Dementia training available and other support and services they provide

It's the same Zoom link to attend any of the meetings. Click the link or button below:

Join Zoom Meeting

<https://us02web.zoom.us/j/89898228734>



Would you like a Carers Conference for Carers Week 2023?

In 2022 Carers Voice held a Carers Conference with organisations working across health and social care. Organisations across health and social care have come together to discuss holding a Virtual Carers Conference for 2023 and they want to know whether you would be interested in attending. The Carers Conference would cover:

- Highlighting the achievements so far including the Carers Passport and the Discharge task and finish group
- Information about the All Age Strategy for Carers
- A panel and summary of work to support Carers from key providers including the acute hospitals and community services.

- What matters to you?

They would really appreciate if you are able to complete this short survey by 23rd April to let them know your thoughts!

<https://www.smartsurvey.co.uk/s/BEP6R5/>



The Big Help out



On Monday 8th May 2023, there will be a National Day of Volunteering to mark the King's Coronation. The Big Help Out will encourage people to get involved in community activities.

The Big Help Out campaign has been designed to showcase how volunteering benefits both communities and individuals. It is hoped that the legacy of this national day will be that more people from a wider range of backgrounds decide to volunteer. It's also hoped that it will ultimately help reverse the decline in volunteering.

<https://www.ecnorfolk.org.uk/news/the-big-help-out/>

Wellbeing updates



Community Socials May 2023

Date & Time...	Event...	Location...
Mon 1st	National Holiday – no socials	
Tue 2nd 12:00	Halesworth Volunteers Social	Chinny's, Halesworth
Tue 2nd 17:30	*New* LGBT+ Peer-led Group	REST, Kings Lynn
Tue 2nd 18:00	Have Your Say! The Participation Social	Online
Thu 4th 12:00	Allotment & Gardening Group	Lowestoft



Mon 8th	National Holiday – no socials	
Wed 10th 18:00	Crosswords	Online
Thu 11th 13:00	North Walsham Men's Shed Social	Bacton Road
Thu 11th 10:30	*New* Coffee & Catch up	Norwich
Thu 11th 12:00	Allotment & Gardening Group	Lowestoft
Fri 12th 10:30	Coffee & Catch up – Dersingham	Thaxter's Cafe



Mon 15th 13:30	Virtual Café	Online
Tue 16th 10:30	*New* Wellbeing Drop In @ REST	REST Downham Market
Thu 18th 12:00	Allotment & Gardening Group	Lowestoft
Fri 19th 14:00	*New* Wellbeing Drop In @ REST	Heacham



Mon 22nd 10:00	History Theatre Show <i>(booking required)</i>	Thetford
Tue 23rd 13:00	*New* Mindful Colouring with Realise Futures	Lowestoft Library



Socials continue on the next page...

 facebook.com/WellbeingNorfolkandWaveneySocials

 twitter.com/WellbeingSocial1

 wellbeingnands.co.uk/norfolk/social-events/

Sign Up!



Community Socials May 2023

Socials continued...

Date & Time...	Event...	Location...
Wed 24th 18:00	Quiz	Online
Thu 25th 10:30	Tour of the Plantation Gardens <i>(booking required)</i>	Norwich
Thu 25 th 12:00	Allotment & Gardening Group	Lowestoft
Fri 26th 15:00	*New* Wellbeing Drop In @REST	REST King's Lynn

Mon 29th	National Holiday – no socials	
Tue 30th 15:00	Mindful Colouring <i>(booking required)</i>	REST, Norwich



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@wellbeingandw.co.uk



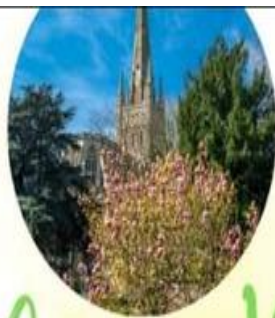
 [facebook.com/WellbeingNorfolkandWaveneySocials](https://www.facebook.com/WellbeingNorfolkandWaveneySocials)

 twitter.com/WellbeingSocia1

 wellbeingnands.co.uk/norfolk/social-events/

Sign Up!





NHS
iapt



Wellbeing Walks May

NEW! Diss – Tue 2nd, 10:30am

Lowestoft Sea Front – Wed 3rd, 13:00pm

Waterloo Park – Thur 4th 10.00am

Redwings, Alysham – Fri 5th, 10:30am

Cromer – Fri 12th, 10:30am

Norwich – Mon 15th, 10:30am

NEW! Downham Market – Tue 16th, 12:30pm

Great Yarmouth – Wed 17th, 10:30am

Wymondham – Fri 19th, 10:30am

Heacham Beach Walk – Fri 19th, 12:30pm

Thetford – Tue 23rd, 10:30am

Redwings, Caldecott – Fri 26th, 10:30am

**Riverside, King's Lynn – Fri 26th,
12:30pm**

Socials@wellbeingnandw.co.uk



Wellbeing Champion Online Training

Wednesday 10th May (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@wellbeingandw.co.uk





www.friendsagainstscams.org.uk

Buckinghamshire & Surrey
trading standards



Be Scam & Cyber Aware

Join our webinar - 4 May 2023 at 11am to 12pm

With a guest speaker from
Thames Valley Police to
cover cyber crime advice.



BSL & live subtitles available

Be Scam and Cyber Aware

Date: 4 May 2023

Time: 11am to 12pm

As part of National Deaf Awareness Week our colleagues at Buckinghamshire and Surrey Trading Standards along with Thames Valley Police will be holding a Scam and Cyber Crime Awareness session with a live British Sign Language interpreter and subtitles. It is an online session so is open to anyone irrespective of where in the country they may live. The deaf community are particularly targeted by certain types of fraud, such as romance fraud, which impacts significantly on an individual's health, confidence and mental wellbeing.

Information on this session can be distributed to any suitable partners for onward sharing or service users that could benefit from attending.

The webinar is free to attend and will be delivered on Microsoft Teams, places can be booked via Eventbrite <https://www.eventbrite.co.uk/e/594737645307>

Consumer Empowerment Alliance (CEA) Coffee and Catch Up session

Wednesday 3 May – 09:00 – 09:30

The next CEA Coffee and Catch Up session will be with Mark Burton, Regional Intelligence Analyst for Trading Standards East Midlands. Many attended his CEA online session last year and that presentation is attached. Mark will be providing an update on the projects they have undertaken in relation to consumer behaviour, cost of living threats and the Home Energy Improvement sector.

The session will take place on Microsoft Teams and is free of charge. To register to attend visit [CEA - Microsoft Virtual Events Powered by Teams](#)

Norwich

Come Singing

Come Singing

Come Singing runs singing and music groups for people living with memory loss and their families and Carers. Sessions bring a welcome chance to meet friends, and great songs of every sort – favourites from the musicals, standards, folk and traditional – and musical activities for added sparkle. They're fun, very informal and friendly. You don't need to have a good voice, but there's some lovely singing!

The main Norwich community sessions are:

- Norwich Millennium Library (near direct bus route into the city from Wymondham) on **2nd and 4th Tuesdays of the month, 10.45-11.45**
- Earlham Library, Colman Road NR4 7HG (on the ring road) on **3rd Fridays of the month, from 11.15 -12.15**. Parking to the rear of the building, accessible from The Avenues.

Both are free, with tea and coffee to follow, and supported by volunteers.

For further information, please ring **01603 452404** or email

info@comesinging.org.uk

Come Singing also runs singing sessions in care homes, hospitals and sheltered housing.

Dying Matters Event

**Do you find it hard
to talk to family, friends
and colleagues about
grief and bereavement?**



Join us at this special event as part of Dying Matters Week for a chance to meet people from local support networks and charities and find out more about the help that's out there for you.

Dying Matters Meet-Up
Thursday 4 May | 9.30am-3.30pm
The Forum, Millennium Plain, Norwich

For more information, please contact:
eastofenglandevents@mariecurie.org.uk

**Dying
Matters**
Awareness Week

NNUH Dementia Fayre



Monday 15 May 2023

10am to 3pm

**Dementia information, support and talks +
music, cafe and cake!**

Free to attend, East Atrium, Level 1 at NNUH

Talks in the Benjamin Gooch Lecture Theatre

10.30am – Living with young onset Dementia.

An open conversation with Dirck Geary

12pm - Will upcoming techniques transform dementia
diagnosis? Dr Michael Hornberger

1.30pm - Stepping into Their Shoes: Use of Virtual Reality
to support Dementia Education with Dr Jordan Tsigarides

34th Norfolk Palliative Care conference



“Linking up Norfolk, with the end in mind”

34th Norfolk

Palliative
Care

Conference

Wednesday 24th May 2023

John Innes Conference Centre,
Colney Lane, Norwich NR4 7UH

34th Norfolk Palliative Care Conference

John Innes Conference Centre, Colney Lane, Norwich, NR4 7UH
Chairperson - Daniela Ayre, Specialist Palliative Care Nurse/Educator,
Norfolk and Norwich University Hospital

08.30 Coffee and Registration

09.00 - 09.10 Introduction

09.10 'Tender Conversations: how can we talk about dying?'
Dr Kathryn Mannix, Retired Consultant in Palliative Medicine and
Bestselling author.

10.20 'Expanding death literacy to enable better endings for all'
Guy Peryer, Chartered Psychologist/Chartered Scientist, UEA.

11.20 - 11.40 Coffee

11.40 'Supporting unpaid/family carers using evidence-based
interventions' Professor Morag Farquhar, UEA.

12.30 'Working with Norfolk and Waveney system to ensure social
prescribing delivery and sustainability for our whole population'
Claire Dyke, (ICS) Social prescribing Lead & Charlotte Evans, Lead Social
Prescriber, NNUH.

13.05 - 13.50 Lunch

13.50 - 15.30 Norfolk Palliative Communities Panel

'Opening the office door to conversations about death and dying'
Amy Bramble, Community Fundraising & Marketing Manager, PBL.

'More than the sum of the parts - Spiritual Care in practice'
Revd Helen Garrard, Lead Chaplain NCHC.

'Compassionate Workplaces', Jon Clemo, Associate Director Strategic
Partnerships & Services, East of England, Marie Curie.

'Mindful Communication' Beth-Anne Mancktelow, Senior Health and Well-
being Practitioner, NNUH.

'Welfare Benefit Advice and support for people with cancer - and their
families/Carers' Jo Bowen, Macmillan Benefit Advice Service Manager (Nor-
folk, Suffolk & Cambs).

15.40 'The vital part of Ceremonial Care of the Body in facilitating the
natural grief process' Holly Lyon-Hawk, Holistic Funeral Director.

16.30 Close (Times and speakers may be subject to change)

Contact daniela.ayre@nnuh.nhs.uk for more information

Plan, Shop, Save!



Image: Freepik.com

Maths Pays

PLAN, SHOP, SAVE! 😊

Weekly 2 hour sessions at the

Norwich Central Baptist Church, Duke Street

Come and join us to.....

Learn how to plan and budget your weekly meals

Cost it out using our simple templates and online tools

Get new ideas for easy low cost recipes

PLUS...take away a £40 Aldi shopping voucher to help put your new meal planning skills into action

All courses are fully funded for people aged 19 and over, living in Norfolk

To book your place, please contact Paul Cleghorn on:

07592 120819 or 0203 8402091 (freephone) or via

paul.cleghorn@clarionhg.com



CLARION
FUTURES

Multiply



Norfolk
County Council

Breckland

Norfolk Constabulary Come and Meet us

COME AND MEET US

Your safer neighbourhood team



When?

20th MAY 2023 10AM -12PM

Where?

Thetford Library
Raymond Street, IP24 2EA

Contact

SNTThetford@norfolk.police.uk

Did you know?

You can report any **non-emergency** crime or incident online at **norfolk.police.uk** or via the QR code here. Just scan it with your mobile phone camera or QR code reader. Always call **999** in an emergency.



Suspicious activity? Call us on **101**.
Emergency? Always use **999**.

f **Breckland Police**
t **@BrecklandPolice**
i **@NorfolkPolice**



NORFOLK
CONSTABULARY

norfolk.police.uk

Thetford Theatre show and Café catch up



THETFORD THEATRE SHOW AND CAFE CATCH UP

Join us for a short theatre performance showing some of the history of Thetford, followed by a cafe catch up in the onsite Guildhall Tea Room

**Monday 22nd May
10am - 11.30am**

Places are limited and booking is essential. Please contact us at socials@wellbeingnandw.co.uk for more information



Creative Arts East- 'Creative Socials' monthly workshops

BRECKLAND CREATIVE SOCIALS & AFTERNOON EVENTS

High-quality arts workshops, cinema screenings
and live performances for people aged 50+

FREE hot drink
and cake!



Upcoming Creative Socials...

Singing & Music Making with Tessa Wingate

Revisit songs from different eras and try out
different instruments too! All abilities welcome.

Thurs 11th May
Fri 12th May
Thurs 18th May
Fri 19th May

Attleborough Town Hall 1-3pm
Thetford Methodist Church 2-4pm
Watton Methodist Centre 2-4pm
Dereham Trinity Methodist Church 1-3pm



Creative Writing with Kathryn Simmonds

Join Kathryn and try some creative
writing inspired by springtime flowers!

Thurs 1st June
Thurs 8th June
Fri 9th June
Fri 16th June

Watton Methodist Centre 2-4pm
Attleborough Town Hall 1-3pm
Thetford Methodist Church 2-4pm
Dereham Trinity Methodist Church 1-3pm

Find out more overleaf...

Fancy coming along to a Creative Social?

If possible, please contact us in advance to book a place and let us know your access requirements. See our contact details below!

We are
Dementia
Inclusive 

Upcoming Afternoon Events...

O' What a Beautiful Evening by The Opera Dudes

Opera
Dudes

Unique entertainment featuring
songs from stage and screen.
Expected the unexpected!

Friday 26th May
Theford Library
1-3pm

To book a place at an Afternoon Event please visit
ticketsource.co.uk/creative-arts-east by
scanning the QR code or turn up on the day too.



All events are free to attend.
Voluntary donations welcomed too.

Want to find out more? Call us on **01953 713390**,
email info@creativeartseast.co.uk or visit
www.brecklandartsforhealth.co.uk



supported using public funding by
**ARTS COUNCIL
ENGLAND**

Inspiring
communities

creative
ARTS EAST

Art Drop-In

ART DROP-IN

**Paint the
lonely away**

An opportunity to explore loneliness through art in a safe and welcoming space.

Loneliness is a natural human emotion, but sometimes we don't know how to cope with it. Join us in this free drop in to paint your feelings and meet some like minded people.
No painting experience is required!



TH 04/05- 10:00 - 12:30
SIGNPOST HOUSE AMBASSADOR WAY,
GREENS ROAD, DEREHAM NR20 3TL



No booking is required, but we encourage you to confirm your attendance at the email below.



If you would like to attend the workshop but have no access to transport, please get in touch and we might be able to provide it for you.

andrea.segura@communityactionnorfolk.org.uk

West Norfolk

Creative Arts East- 'Creative Socials' monthly workshops

WEST NORFOLK CREATIVE SOCIALS

High-quality arts workshops for people aged 50+ in West Norfolk! Sessions offer an opportunity to improve wellbeing, try something new and meet others in a safe environment.

Want to come along?

All events are free to attend!

If possible, please contact us in advance to book a place onto our Creative Socials and let us know your access requirements.

Find out more...

Call us on **01953 713390**, email **info@creativeartseast.co.uk** or visit **www.creativeartseast.co.uk**

FREE hot drink
and cake at
all events!



See what's coming
up overleaf!



Supported using public funding by
**ARTS COUNCIL
ENGLAND**





Weds 19th April
Mon 24th April

APRIL

Photography Workshop with Anita Staff

No prior experience needed!

Great Massingham Village Hall, 1-3pm
Hunstanton Community Centre, 1-3pm



Weds 17th May
Mon 22nd May

MAY

Singing & Music Making with Tessa Wingate

Revisit songs from different eras
and try out different instruments
too! All abilities welcome.

Great Massingham Village Hall, 1-3pm
Hunstanton Community Centre, 1-3pm



Mon 12th June
Weds 21st June

JUNE

Creative Writing with Kathryn Simmonds

Join Kathryn for a writing workshop
taking inspiration from flowers and
the natural world.

Hunstanton Community Centre, 1-3pm
Great Massingham Village Hall, 1-3pm

Community Sports Foundation- free weekly sports sessions



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

Tuesday 23RD May 2023 - Tuesday 18th July 2023

LOCATION

The Discovery Centre, Columbia Way,
King's Lynn, PE30 2LA

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, email Bethanie.eaglesmith@voluntarynorfolk.org.uk or Call 07867225375 or visit <https://bookonline.communitysportsfoundation.org.uk/participant/sianin.aspx?id=419602>

South Norfolk

All to Play for



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



East Norfolk

Feathers Futures

Feathers Futures provide a safe space for women to come together and support each other at their own pace.

They aim to help women build confidence, resilience and develop friendships in ways that work for them.

Their collaborative, co-produced services include social groups, specialist support, peer mentoring, signposting and courses.

Feathers Futures welcomes all women from the borough of Great Yarmouth, why not pop down to Feathers House, 25-26 Hall Quay Mon-Fri between 9.30-12 to have a chat with them to find out more about all their weekly groups.

<https://feathersfutures.org/>

GREAT YARMOUTH CREATIVE SOCIALS

FREE hot drink
and cake at
all events!



High-quality arts workshops for people aged 50+ in Great Yarmouth! Sessions offer an opportunity to improve wellbeing, try something new and meet others in a safe environment.

Want to come along?

All events are free to attend!

If possible, please contact us in advance to book a place onto our Creative Socials and let us know your access requirements.

Find out more...

Call us on **01953 713390**, email **info@creativeartseast.co.uk** or visit **www.creativeartseast.co.uk**

See what's coming
up overleaf!





Tues 2nd May

MAY

Singing & Music Making with Tessa Wingate

Revisit songs from different eras and try out different instruments too! All abilities welcome.

St George's Theatre Café, 1-3pm



Tues 6th June

JUNE

Creative Writing with Kathryn Simmonds

Join Kathryn for a writing workshop taking inspiration from flowers and the natural world.

St George's Theatre Café, 1-3pm

Run by professional artists, sessions can be adapted for all abilities. Previous activities include Caribbean Dancing, Folk Singing, African Drumming, Creative Writing to name a few!

Find out more at
creativeartseast.co.uk

FUN | FRIENDLY | ADAPTABLE | INCLUSIVE

Information

and

advice



Norfolk
County Council

Multiply Project

City College Norwich (CCN) are running some budgeting courses online via Microsoft Teams, aimed at adults 19 plus who do not have a GCSE Maths grade C or equivalent.

The BUDGETING/PERSONAL FINANCE sessions will be on a Tuesday evening from 7 to 9 PM

Tuesday 2nd May

Tuesday 9th May

Tuesday 16th May

To register email alan.miners@ccn.ac.uk

RECIPE/RATIO/COSTINGS sessions will run on a Wednesday evening from 7 to 9 PM.

Wednesday 3rd May

Wednesday 10th May

Wednesday 17th May

To register email alan.miners@ccn.ac.uk

For more details, please contact Karen Davidson (she/her)

External Funding and Projects Manager – Multiply Norfolk

karen.davidson@norfolk.gov.uk

Tel: 01603 228971 | Mobile: 07887532560

Norfolk Care Provider Update

Norfolk Care Provider update

Welcome to the latest Provider Update that includes information about Norfolk's Integrated Care System Quality Programme:

- The Healthwatch Norfolk feedback project for nursing and residential homes.
- Norfolk Care Association's Peer Provider Support project and Provider Expert project.

The Programme was developed following the Shaping the Market webinar: Care Quality for All Providers in August 2022.

There is a range of information from the Government's planned 23rd April emergency mobile phone alert to leaflets about the Spring COVID vaccination.

https://www.norfolk.gov.uk/?sc_itemid={C03A3F3E-C39D-4D21-BAD7-B5708BD3F692}&sc_lang=en&sc_pd_view=



Action today for all our tomorrows

Centre for Ageing Better

Age- Friendly Employer pledge

The Age-friendly Employer Pledge is a nationwide programme for employers who recognise the importance and value of older workers. Employers commit to improving work for people in their 50s and 60s and taking the necessary action to help them flourish in a multigenerational workforce.

<https://ageing-better.org.uk/age-friendly-employer-pledge>

Five reasons why England needs a Commissioner for Older People and Ageing

The uncertainty around lifting the state pension age to 68 has again highlighted the need for better long-term planning for the ageing population.

Centre For Ageing's Chief Executive, Dr Carole Easton OBE, outlines why Ageing Better believes so passionately that our country desperately needs this new independent voice for older people.

https://ageing-better.org.uk/blogs/five-reasons-why-england-needs-commissioner-older-people-and-ageing?utm_source=Ageing+Better+Email+Updates&utm_campaign=9286a00588-AB+News+14+April+--+COPA&utm_medium=email&utm_term=0_-9286a00588-%5BLIST_EMAIL_ID%5D



Carers Identity Passport

Carers Identity Passport

I am a Carer
I look after someone who depends on me

Carer Name:	
Carer Identity Passport Number:	
Issue Date:	

Carers have told us they want to be identified as a Carer in healthcare settings. We have co-produced a Carers Identity Passport to ensure Carers are recognised.



To request a Carers Identity Passport, scan the QR code or visit:
www.carersvoice.org/carers-identity-passport
If you need support to complete the online form, please call **07932095312**

<https://www.carersvoice.org/carers-identity-passport/>

Emergency In My Place Process

Following feedback about the Emergency In My Place process, Carers have met with Marie Smith (Carers Lead, Adult Social Services) and will be co-producing updates to the information on the website to make it easier for Carers to access. The emergency plan provides key information about the person you support. This makes it easier for someone else to support them if you are unable to. Once you register the plan, you will get an emergency Carers Card.

<https://www.norfolk.gov.uk/care-support-and-health/get-help-with-looking-after-someone/prepare-for-emergencies/emergency-carers-card>



Norfolk
County Council

Disability Related Expenses

Claiming disability related expenses can reduce the amount you need to pay towards the cost of your care. If you or the person you care for:

- are aged 18+ and
 - have care provided for you by Norfolk County Council and
 - pay towards the cost of this care
- then you may be able to claim Disability Related Expenses.

To find out more visit www.norfolk.gov.uk/dre This new site was co-produced with the Making it Real Board and other people from the various disability forums in Norfolk.

**disability
grants**
Helping you find the right grant

Disability grants

Do you have a Disability? Are you a parent or carer of a Disabled child or adult? If so, use this website to save time finding Disability Grants- <https://www.disability-grants.org/>

Charities and Trusts provide funding towards the high cost of disability equipment, holidays, housing, days out.....in fact anything above and beyond the normal costs of everyday living.

Help is at hand from Hear for Norfolk (the operating name of Norfolk Deaf Association (NDA))



Supporting people with hearing loss
and related conditions

Hear for Norfolk is a registered charitable company dedicated to improving the emotional wellbeing, communication, and the overall quality of life of people with hearing loss and related conditions.

There are 12 million adults in the UK with some degree of hearing loss. This is equivalent to one in five adults.

6.7 million could benefit from hearing aids but only about 2 million people have them, and approx. 1.4 million use them regularly - 30% of hearing aids unused!

At least 4.4 million people with hearing loss are of working age. Estimates suggest that by 2035, about 15.6 million people in the UK will have hearing loss – an increase of approx. 30%.

It is estimated that there are 201,500 people with hearing loss in Norfolk (2019 ONS). This equates to 22% of the Norfolk population, 5% higher than the incidence in the UK population.

Hearing loss is socially isolating, is linked to loneliness, depression, anxiety, causes communication difficulties, is associated with cognitive decline and dementia, and has an impact on the overall quality of life.

Many people that we help live in rural communities, with scarce access to services or transport. Some are very vulnerable, have mobility problems, are housebound or live in care homes.

We have developed our services in a way that we can take them close to where people live and provide the support and assistance that is responsive to people's needs, is accessible and is delivered by a team of highly trained, experienced, empathic and professional staff and volunteers.

We provide practical and emotional support, advice and information through a range of services:

Aural Care Service offers ear wax removal treatment using the Microsuction technique (safest and most effective method of ear wax removal), performed by fully trained, registered and experienced Nurses. The service is delivered through community-based clinics, mobile ear care clinic, and domiciliary & care homes visits for patients that are housebound. Patients registered with Medical Practices in the Central & West Localities of Norfolk & Waveney ICB can be referred to this service by their GP or they can self-refer and pay £50 for the procedure.

Adult Audiology Service offers NHS funded hearing testing and hearing aids fitting service to people age 50+ with age related hearing loss. This accessible service is provided by trained, registered and experienced Audiologists. The service is delivered from our community-

based and mobile clinics, and as well as through domiciliary and care home visits for housebound patients. Patients registered with Medical Practices in the Central Locality of Norfolk & Waveney ICB can be referred to this service by their GP or can self-refer.

Hearing Support Service offers assistance to users of NHS hearing aids by providing routine maintenance of NHS issued hearing aids, irrespective of which provider issued the hearing aids, and provides advice on assistive listening devices. The service is available from our community-based and mobile clinics, as well as domiciliary & care homes visits for housebound people. As part of this service, we offer **Ear Otoscopy**, which is aimed at screening individuals for the presence of ear wax.

The Cuppa Care Project offers emotional, wellbeing and practical support, information and advice to members of the community who might experience loneliness or isolation or who might require specialist support or advice. This service is led by Hear for Norfolk and delivered in partnership with local specialist organisations: Vision Norfolk, Hear for Norfolk, Age UK Norwich, Norfolk & Waveney Mind, the Wellbeing Service and Age UK Norfolk.

Hearing Loss Awareness Training is available to both organisations and individuals and aims to increase the understanding of challenges faced by people with all degrees of hearing loss in the workplace, education and in social settings.

For more information or to request support or to book an appointment, please contact us by email: nda@hearfornorfolk.org.uk, by phone 01603 404 440 or by visiting our website www.hearfornorfolk.org.uk.

You can support us by donating, by becoming a volunteer or a Friend

- I would like to support Hear for Norfolk with a donation of: £ _____ paid by Cheque Cash Standing Order (Please tick)
- I am considering leaving a legacy to Hear for Norfolk and I would like someone to contact me to discuss this further.
- I am interested in becoming a Friend of Hear for Norfolk. Please send information.
- I am interested in becoming a Volunteer for this worthwhile cause. Please send information.

Your details

Mr/Mrs/Miss/Ms Full Name _____
Address _____
Postcode _____
Email _____
Phone _____
Please be assured that your details will NOT be passed on to other organisations.

Your donation

I/we enclose a donation of £ _____. Please make cheque payable to Hear for Norfolk.
I wish to donate to Hear for Norfolk and pay by Standing Order. Please pay from my account to:
Hear for Norfolk Ref: Santander UK Plc
Account no: 25138828 Sort Code: 09-01-28
£ _____ (figure) _____ (words)
With effect from (date) _____
and thereafter: Annually Quarterly Monthly
(Please tick as appropriate)
Your Bank's Name _____
Your Bank's Address _____
Postcode _____
Account Number _____ Sort Code _____
Signed _____ Date _____

Gift Aid Declaration for Donations

I want to Gift Aid my donation above and any other donations I make in the future or have made in the past 4 years to Hear for Norfolk. I am a UK taxpayer & understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. (Please notify Hear for Norfolk if you want to change this declaration, change your name or home address, no longer pay sufficient tax on your income and/or capital gains. If you pay income tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your self assessment tax return or ask HM Revenue & Customs to adjust your tax code.)

Signed _____ Date _____

HOW TO FIND US

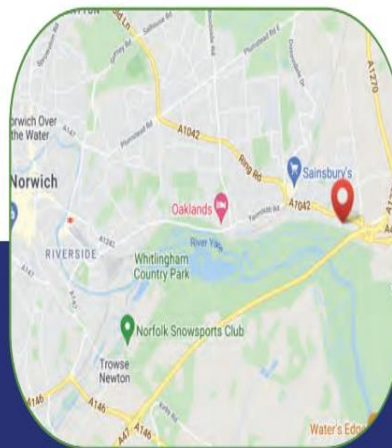
Travelling by car

Parking is at the rear of the building and restricted to marked bays.

Please do not park on the road because doing so may result in you receiving a penalty notice.

Travelling by public transport

Buses to the Meridian Business Park:
From the Train Station: (Stop DD) 15 and 15A.
From St Stephens Street: (Stop BA) 15 and 15A.



 **Hear For Norfolk**  www.hearfornorfolk.org.uk
14 Meridian Way  nda@hearfornorfolk.org.uk
Meridian Business Park
Norwich NR7 0TA  01603404440

Hear for Norfolk is the operating name of Norfolk Deaf Association (NDA),
a Charitable Company Limited by Guarantee registered in England & Wales
No. 07966408 Registered Charity in England & Wales No. 1146883



Supporting people with hearing loss and related conditions

Cuppa Care Project



ABOUT US

The **Cuppa Care** project is a county wide support service that is aimed at preventing and reducing loneliness and social isolation across Norfolk communities.

The **Cuppa Care** project has been initiated by the Rotary Club of Norwich, as part of the Club's Centenary Celebrations, is led by Hear for Norfolk and delivered by a partnership of local organisations working jointly towards bringing people together and tackling loneliness that may be caused through poverty, disability, age, gender, lack of accessible local support and information services, geographical remoteness, poor transport or other issues.

Loneliness is a problem that goes beyond a painful emotional experience. Research shows that loneliness and social isolation are harmful to our health. As well as being harmful, loneliness is also very common:

- More than **9 million** people in the UK always or often feel lonely (British Red Cross)
- Three out of four GPs say they see **between 1 and 5** people a day who have come in mainly because they are lonely (Campaign to End Loneliness)
- Weak social connection is as harmful to health as smoking **15 cigarettes** a day (Holt Lunstad)
- The coronavirus outbreak has led to many people ending up alone with little to no contact with others (The YouGov 2019 Personality Study).

However, there is good news too. Based on YouGov research (2019) **91% of UK adults** think small moments of connections can make a difference to someone who feels lonely.

We are here for YOU!

Whether you just want to get out of the house, meet new people, chat about something that's worrying you or get information and advice – we have friendly people on board our Cuppa Care bus who can help.

The **Cuppa Care** project visits towns and villages across Norfolk on a rotational and regular basis.

Please visit our website:

www.hearformorfolk.org.uk/cuppacare and check the date and time we will be visiting your area or look out for our poster.



Our project partners are looking forward to welcoming you at the Cuppa Care bus and are here to listen to you and support you with the issues that you might require help with.



To find out more, please contact us on 01603 404440, e-mail cuppacarenorfolk@hearformorfolk.org.uk or visit our website www.hearformorfolk.org.uk or follow us on the Facebook [@cuppacarenorfolk](https://www.facebook.com/cuppacarenorfolk)



VOLUNTEER AND MAKE A DIFFERENCE

We are looking to recruit and train volunteers who could assist us with the delivery of the **Cuppa Care** project. The role of the **Cuppa Care** Volunteer is to offer a warm welcome to people attending **Cuppa Care**, engage with them over a friendly 'cuppa', provide companionship, listen to the issues that the service users may be highlighting, identify which partner may be best suited to help, facilitate conversations and make connections.

If you are a good listener, enjoy talking with and helping people, have a positive outlook on life and a friendly approach, please get in touch.

All our volunteers enjoy excellent initial and on-going training, ongoing support from our staff and paid expenses. The role is subject to an enhanced DBS check.

If you are interested or to find out more, please contact us by email at cuppacarenorfolk@hearformorfolk.org.uk, call us on 01603 404 440, or download an application form from our website, www.hearformorfolk.org.uk.



Bringing us together!



NEWSLETTER

JANUARY - MARCH 2023

Better Together Newsletter

Better Together Norfolk is a project commissioned by Norfolk County Council and led by Voluntary Norfolk. It helps tackle the physical and mental health impacts of loneliness and social isolation and covers Norwich, Great Yarmouth, South Norfolk and Broadland. Their newsletter highlights some of the work the project's teams have been involved with over the last three months (from January to March), including:

- Great Yarmouth cookery workshops started creating some tasty dishes
- Update on how the Men's Shed Network is growing
- 'Chatty Chairs' community project seeks to involve young people
- How people are affected by loneliness and social isolation in Norfolk
- Some ways they've been helping people get back on their feet

Clients can access help from the project by calling the Helpline on 0300 303 3920 Monday to Friday 9am-5pm or via the website- <https://www.bettertogethernorfolk.org.uk/>

<https://www.bettertogethernorfolk.org.uk/wp-content/uploads/2023/04/Better-Together-Newsletter-Jan-March-2023.pdf>



New debit card lets relatives track dementia sufferers' spending

The card, launched by start-up firm Sibstar in partnership with Mastercard and the Alzheimer's Society, is likely to appeal when someone has early-stage dementia and isn't ready to hand over full control of their banking.

It allows customers with dementia to appoint a 'supporter' who will have joint control of managing spending on the Sibstar mobile phone app.

The 'supporter' will receive notifications when their relative uses the card so they can keep tabs on how much is being spent and where.

<https://www.thisismoney.co.uk/money/cardsloans/article-11886025/New-debit-card-lets-relatives-track-dementia-sufferers-spending.html>



Money Helper- Carer's Card account

If an illness or disability means you rely on friends or family to do your shopping, withdraw cash for you or pay your bills, then a Carer's Card account might be useful for you. It's a special feature on a bank account offered by many high-street banks that allows you to give restricted access to the money in your bank account to a person you trust or who cares for you.

<https://www.moneyhelper.org.uk/en/family-and-care/illness-and-disability/carers-card-accounts>



**independent
LIVING**

**PROVIDING FREE
INFORMATION AND ADVICE
SINCE 1999**

Independent Living

Fast-track benefits for end of life

Thousands more people nearing the end of their lives will get fast-tracked access to financial support through the benefits system thanks to legislation coming into effect on Monday 3 April.

The changes will mean people who are thought to be in their final year of life will be able to receive vital financial support through the 'Special Rules' six months earlier than they were able to previously.

Those who are eligible will not be required to attend a medical assessment, and in most cases, they will receive the highest rate of benefits.

This will apply to Personal Independent Payment (PIP), Disability Living Allowance (DLA) and Attendance Allowance (AA).

<https://www.independentliving.co.uk/advice/fast-track-benefits-for-end-of-life/?omhide=true>

Step change in palliative care

Most of us, given the option, would prefer to die at home rather than in hospital. As people live longer, often with multiple health conditions, the demand for palliative care in England and Wales is expected to increase by 25% by 2040, according to Parliamentary research. There is a growing emphasis on a person-centred approach to end-of-life care which includes social and psychological support, while reducing unnecessary hospital admissions.

<https://www.independentliving.co.uk/product-focus/step-change-in-palliative-care/?omhide=true>

NCAN- Norfolk Advice Network Helpline

Your Norfolk Advice Network Helpline



Your Norfolk Advice Network Helpline is designed to help professionals make confident and accurate referrals. This service is designed to help callers find the right NCAN member agency to refer to for advice and support. If you've looked at information on the NCAN Directory but still are not sure where to refer, this specially recruited team will answer calls to help you make quick and accurate referrals.

The helpline number is **0333 996 8333**. Opening hours are 8am-6pm Mon-Fri. For your enquiries about this new service, you can email helpline@ncan.co.uk

If your team is not yet registered on NCAN, please ask your team leader to fill in the [Organisational form](#) and return it to NCAN, along with contact details of staff who need training and access.



"Providing Access to Justice and Equality"

We are a registered charity providing a range of free, independent, confidential legal services including:

Legal Advice on Employment, Family and General matters

Debt Advice

Welfare & Benefits Advice

Legal Advice for Victims of Domestic Abuse

Immigration Advice

Family Court Support Service

Discrimination Advice

Call us on 01603 496623

Visit our website: www.ncls.co.uk



Need legal advice?

Scan this QR code to contact us

Proud member of



Norfolk Community Advice Network

Priority Services Register

You are eligible for free PSR services if you:



Priority Services Register - easier to find out which register your client may be able to access for free help

As fans of the Priority Services Register (PSR), the Think CO Programme has been promoting the PSR to the people we work with ever since we heard about it after the "Beast from the East" a few years ago.

The good news is that a new portal has been launched which means all anyone has to do to access their energy company's PSR and find out if they are eligible to register, is put their postcode in.

The website is www.thepsr.co/uk

The help available to anyone registered includes:

- Support and information during a gas or energy interruption
- Emergency power
- Connection to local emergency services
- Tailored communication to meet people's needs

Please promote the PSR with the people you support and your family and friends. Every online workshop we run regularly has about 40% of the people participating never having heard of the PSR, so it remains a bit of a hidden secret we're determined to crack.

Gas Safety week



Gas Safety Week 2023 - 11-17 September

Colleagues at the Gas Safe Register have announced the date of Gas Safety Week 2023. It will run from 11-17 September. Now in its thirteenth year, the week aims to see organisations come together with the common goal of keeping the nation gas safe.

Think CO will be promoting the free materials available for your organisation to support the week nearer the date, but in the meantime, for more information click <https://www.gassaferegister.co.uk/gassafetyweek/>



Age UK- The LifeBook

The LifeBook lets you keep all the important information you might need in one place. It's one of those things your future self will thank you for. Whether you need to dig out some information about a pet or an energy supplier, you'll know exactly where to find it. But it's not something that's just going to help you. Letting people you trust know about the LifeBook can make their life that bit easier down the line too. In case you need someone to sort things for you on your behalf, having everything they could possibly need in the same place will help keep things simple. Fill it out. Let someone you trust know. Keep it safe. Enjoy peace of mind. You may prefer a printed version of the Lifebook. You can order a free copy by calling **0800 678 1602** or emailing orders@ageuk.org.uk, for bulk orders of booklets.

<https://www.ageuk.org.uk/information-advice/money-legal/end-of-life-planning/lifebook/#skipToContent>



Stroke Association- Communication tools

These include-

Communication credit card

Communication aids

Stroke Recovery Passport

Communication Licence

Picture dictionaries

Smartphones and tablets as communication tools

<https://www.stroke.org.uk/what-is-aphasia/communication-tools#Stroke%20Recovery%20Passpor>



The Sleep Charity

If you'd like to talk about your sleep, you can call on 03303 530 541 between 7pm and 9pm, Monday / Tuesday / Thursday and mornings between 9-11am Monday / Wednesday.

Having a sleep issue is surprisingly common. At any given time up to 40% of adults and 50% of children (this rises to 80% with a SEND diagnosis) have difficulties with their sleep. Yet in a recent survey, almost 60% of adults felt there was a lack of support for sleep issues. Sleep problems can leave people feeling isolated and lonely. The helpline is run by a team of specialist trained sleep advisors. Although they cannot give medical advice, they can talk through your issues, offer you some practical strategies and recommend services that could help.

Sleep education is empowering – you can understand why you might not be sleeping well and how that can change. They promise to listen without judgement and help you decide what next steps are right for you. If you are looking for advice and support and the helpline isn't open, please visit the Information and Support pages or the list of helpful organisations. The trained sleep advisors can help with lots of queries and concerns about your sleep including:

Struggling to fall asleep, staying asleep or waking too early

Sleep hygiene guidelines

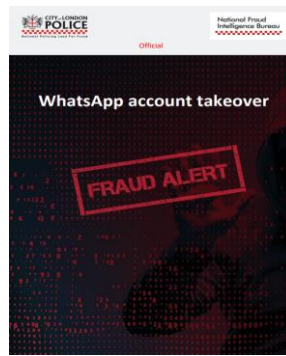
Anxiety and stress at bedtime

Children's sleep issues

Teen sleep problems

The National Sleep Helpline are not medical professionals and it is NOT a crisis service. If you need urgent crisis support, please contact NHS 111, your own GP, Samaritans on 116 123 or go to your local A&E department if you require emergency support.

<https://thesleepcharity.org.uk/national-sleep-helpline/>



WhatsApp account take over scam

WhatsApp account takeover scam



WhatsApp scam

Action Fraud has received over 60 reports relating to a scam that steals access to a victim's WhatsApp account.

The scam begins when a criminal gets access to another WhatsApp account which has you listed as a contact. The criminal, posing as your friend or someone that's a member of a WhatsApp group you're in, will then send you seemingly normal messages to try and start a conversation with you. However, around the same time you will receive a text message from WhatsApp with a six-digit code. This is because the criminal has been trying to login to WhatsApp using your mobile number. The criminal will claim that they sent you their code by accident and ask you to help them by sending it to them. Once the criminal has this code, they can login to your WhatsApp account and lock you out.

The criminal will then use the same tactic with your WhatsApp contacts in an effort to steal more accounts and use them to perpetrate fraud.

What you need to do

- Set up two-step verification to give an extra layer of protection to your account. Tap Settings > Account > Two-step verification > Enable.
- STOP. THINK. CALL. If a family member or friend makes an unusual request on WhatsApp, always call the person to confirm their identity.
- Never share your account's activation code (that's the 6 digit code you receive via SMS)
- You can report spam messages or block a sender within WhatsApp. Press and hold on the message bubble, select 'Report' and then follow the instructions.

For more information about how to protect yourself online, visit www.cyberaware.gov.uk and takefive-stopfraud.org.uk

Every Report Matters

If you have been a victim of fraud or cyber crime, report it to us at Actionfraud.police.uk, or by calling 0300 123 2040.



The Kaleidoscope Foundation

Transforming lives by empowering disabled people

The Kaleidoscope Foundation

The Kaleidoscope Foundation's purpose is relief of poverty and unemployment of disabled people through the provision of education, training, business support and grants to enable individuals to achieve sustainable and self-supporting livelihoods. This means they aim to promote the disabled community, providing them with the confidence to deal with everyday life and the skills to either find employment or to set up their own business.

KF Sharing Circle is a supportive online community where you can feel at home talking about your life, struggles and triumphs and connect with like-minded others. The sharing circle is a safe place to share experiences and listen to others. They aim to tackle the increasing problem of loneliness this Covid pandemic has created and offer peer support through their sessions. Peer support is when people use their own experiences to help each other. There are different types of peer support, but they all aim to bring together people with shared experiences to support each other, provide a space where you feel accepted and understood, treat everyone's experiences as being equally important, involve both giving and receiving support.

The circle runs fortnightly on a Wednesday lunchtime. If you are keen to be involved, please contact them. They provide an incubation program to help disabled entrepreneurs create businesses which are non-commercial, e.g., charitable, voluntary organisations, community enterprises or small, lifestyle businesses enabling the entrepreneur to become self-supporting. The program will take you from the early days of formulating a business

idea, help you improve self-confidence, understand how to structure your business right through to putting together a business plan and how to bring ideas to fruition.

Each weekly session will last approximately 1 hour depending on the level of interaction. Different aspects of disability and its relevance will be a core thread that will be discussed throughout all modules. They offer grants of up to £1,000 to individuals looking to start social enterprises or small life-style businesses enabling the individual to become self-supporting.

To be eligible for a grant:

- 1) Either you or a member of your team must be disabled according to the Equality Act 2010.
- 2) Your organisation must be based in the UK.
- 3) Applicants must be 18 years of age or over.
- 4) Your organisation should have a social purpose or objective.

<https://thekaleidoscopefoundation.org/>



Independent Age

Independent Age- Hi Digital

Nowadays many aspects of life – whether it’s planning a trip, making new friends or organising bills – involve being online. Many essential tasks, such as paying for parking and shopping, have also moved online. This can make life difficult if you’re not comfortable online, with simple tasks becoming that little bit more challenging. It might even mean you’re missing out on opportunities.

Hi Digital, developed by Vodafone Foundation UK, is a free online resource to help you improve your digital skills. Perhaps you’ve rarely been online, or perhaps you have some experience but haven’t had the confidence to explore all the possibilities of the digital world.

Hi Digital includes step-by-step courses on a variety of simple digital topics. You can complete the courses by yourself or with a family member or friend, working at your own pace and choosing the lessons best suited to you. The platform is also suitable for those looking to help an older person get more confident online.

[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))

Lofty Heights CIC



Lofty Heights CIC, a non-profit social enterprise, is working in partnership with UK Power Networks across East Anglia to provide 2 days funded support for vulnerable people looking to reduce their living costs and improve their homes energy efficiency.

The following support is available:

- Loft Emptying to allow for roof repairs or insulation upgrades.
- Decluttering and room/house clearances to allow for boilers, radiators etc. to be inspected, serviced or replaced.
- Garden clearances to allow access for cavity wall insulation and external/internal window repairs/replacement.
- Replacement of electric heaters with free oil filled radiators that are more efficient to run.
- Signing vulnerable people up for the UKPRN Priority Service Register for additional support during power cuts.
- Replacing incandescent lightbulbs with LED lightbulbs which are more efficient and use less energy.
- Supply and fit of hot water cylinder jackets to reduce energy costs.

(Match funding can be included for properties that require more than 2 days)

To make a referral, contact our friendly team at Lofty Heights on 01473 345301 or visit our website www.lofty-heights.org



6-in-1

Pop off
bottle caps

Twist open
plastic bottles



Pull open
pull-tabs



Tear off
safety seals

Grip & twist
open stubborn
jar lids



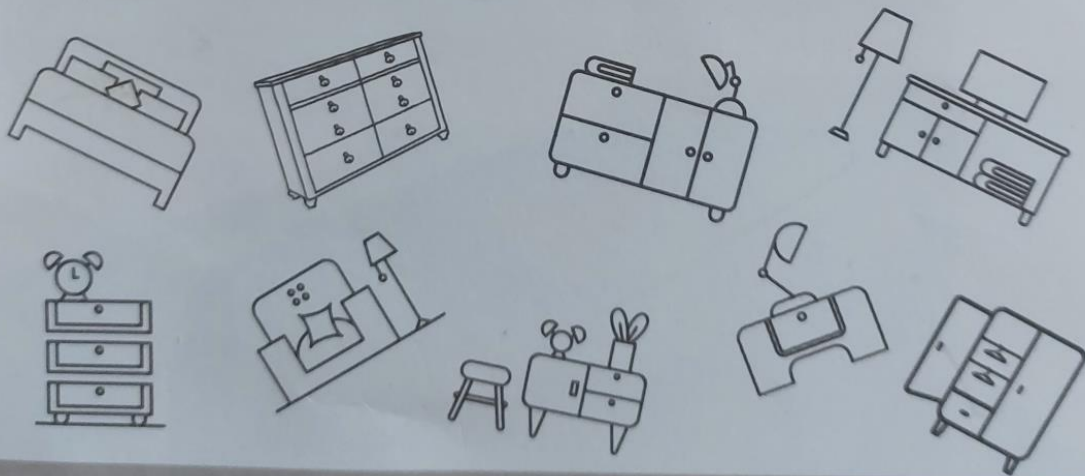
Slice open
bags with the
hidden blade



6-in 1 multi opener

Ideal for arthritic hands, seniors, anyone with limited hand strength, anyone with long fingernails, and anyone looking for a better, faster, easier way to open all the sealed containers in their kitchen. Ergonomic & nonslip design helps to open most of existing jar or bottle lids. Open pop tabs, pull tabs, bags, safety seals, metal and plastic bottle caps, jars, and more with next to no effort. Can open lips for the bean cans, covers of the pickle bottles & caps of the sodas & soft drinks. Easily twist off screw caps with a simple twist. Clamp down on food seals to instantly remove pull tabs. Available online- just search '6-in-1 multi opener'.

HOUSE CLEARANCE SERVICE & FREE FURNITURE COLLECTIONS

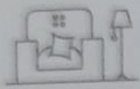


01553 767752



warehouse@norfolkhospice.org.uk

We know that clearing a house that was once a home can be a challenging time. We provide an efficient, sympathetic and professional full or part house clearance service, tailored to your individual requirements. Did you know that we offer collections of single items of furniture too?



FREE, NO OBLIGATION HOME VISIT QUOTE

No hidden costs, the price we quote is the price you pay and saleable items are free of charge.



EASY, STRESS-FREE PROCESS

House clearances are completed in one day and are carried out by sensitive and mindful team members



LARGE AND SMALL CLEARANCES

From full house clearances to sheds and garages and single items.

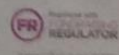


TRAINED, UNIFORMED, DEDICATED STAFF

Our experienced, uniformed and dedicated staff are fully trained, making the process as easy as possible.



The Norfolk Hospice
Wheatfields, Hillington, King's Lynn Norfolk PE31 6BH





North Norfolk

Community Connectors show on Poppyland Radio

The show started in December and have covered topics such as:

1. Cost of living support
2. Libraries – so much more than books!
3. Community Police
4. Mental health support in the community
5. Dementia support
6. Transport options & support
7. Support for older people
8. Loneliness & isolation support
9. Social prescribing & environment protection
10. Bereavement support

The shows air at 3pm on Mondays and once aired, are uploaded to Mixcloud (please see the link on <https://www.poppylandradio.co.uk/shows/community-connectors>) for listen on demand.

Although they do feature support at a Norfolk and/or national level, the shows are focussed on support available in North Norfolk.

How can I get in touch with the Community Connectors?

<https://www.north-norfolk.gov.uk/tasks/your-community/community-connectors/>
communityconnectors@north-norfolk.gov.uk

Eastern Daily Press

West Norfolk

New banking centres in Downham Market and Hunstanton

Two Norfolk towns are getting new banking centres to replace banks which are closing. One will open in Downham Market, which will lose its last bank when Lloyds closes its branch on Bridge Street.

The bank blamed falling footfall because most of its customers now bank online and said it planned to close in September, but would postpone closure, if necessary, until the new hub is open.

The hub will be operated by LINK, which runs the network behind most cashpoint machines

It said it is now looking for suitable premises in the town centre. The hub will have a counter service that will be operated by Post Office staff, where customers of any bank can withdraw and deposit cash, make bill payments, and carry out regular transactions.

There will also be private spaces where customers can speak to someone from their own bank about more complex issues, with staff from different banks available on different days.

<https://www.edp24.co.uk/news/23421034.new-banking-centres-downham-market-hunstanton/>

CARLTON COLVILLE

Carlton Colville is a parish, a small town, and a suburb of Lowestoft at the southern edge of The Broads. There has been a settlement here since Neolithic times and, now home to around 9,000 people, it has grown rapidly from a small village to its present size since the 1960s. The town sign depicts a Saxon warrior holding a shield decorated with an ox, a battleaxe and a fish. He gazes across St Peter's church at a Norman soldier, also carrying a shield, bearing images of a plough and a heron.



Today, the heron might well be found among the reeds of Carlton Marshes, an area of over 1,000 acres looked after by Suffolk Wildlife Trust. These reed beds, meadows and wetland provide a habitat for a wide range of flora and fauna including both common and rare species.



Marsh harrier, barn owl and hobby, wildfowl, waders, and warblers are among the bird life. Wildflower like marsh orchids, marsh marigolds, cinquefoil and pimpernel grow here providing food and camouflage for spiders, snails, and dragonflies. This beautiful nature reserve is open all year round and has hides, a visitor centre, a café and wheelchair accessible walks and facilities.

A different kind of attraction here in Carlton Colville is the East Anglia Transport Museum. This is a unique collection of street transport from the last 100 years. There are more than 20 trams and trolleybuses, some of which are fully restored. Visitors can ride on some of these in an open-air reconstruction of streets from days gone by and through woodland. There are also more than a dozen motor buses, several of them built by Eastern Coach Works just up the road in Lowestoft. The collection also includes a narrow gauge railway and displays of vehicles from road rollers to taxis, electric cars and a milk float, vans, lorries, and saloon cars showing the evolution of transport over the years.



If you fancy a visit to this fascinating volunteer run museum, you will need to check opening times at <https://www.eatransportmuseum.co.uk/> ,

Telephone 01502 518459

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.



If you need this Agenda in large print, audio, Braille, alternative format or in a different language please contact nospb@aol.co.uk or ring 07963 304015

