# West Norfolk Monthly Bulletin January 2019

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Conditions and Privacy Policy
Parent and Child

1. Sleep Workshop Emneth Children’s Centre

Sleep Success Workshop

Does your child suffer sleep problems? Are they over 12 months old?

Join us on our Sleep Success workshop. Our training is delivered by qualified and experienced sleep practitioners, who also specialise in working with families with children who have additional needs.

12TH February 2019 Emneth & West Walton Children’s Centre, Hollycroft Road, Emneth, Wisbech, Cambridgeshire, PE14 8AY

9.30am – 2.30pm

PLEASE NOTE – CHILDREN DO NOT ATTEND THE WORKSHOP

Our workshop includes:

Understanding sleep cycles, Common sleep issues and strategies to manage these.
Establishing appropriate routines, keeping sleep diaries and interpreting the data
Environments and a delegate resource pack to take away.

To book or for more information please contact info@thechildrenssleepcharity.org.uk

The Children’s Sleep Charity are delighted to work in partnership with slumbersac who are kindly sponsoring this Sleep Workshop as part of their commitment to ensuring a safe and comfortable night’s sleep for parents and children. Slumbersac are an award-winning company that specialise in baby sleeping bags, from new born up to 10-year-old children.

https://www.slumbersac.co.uk/

The Children’s Sleep Charity 01302 751416 www.thechildrenssleepcharity.org.uk

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2. Solihull Approach 11-16 years

‘Understanding your child’s behaviour’
A Solihull Approach Group for parents & carers of children age 11-16yrs

❖ Would you like to know more about your child’s development during their adolescence, and why they behave in certain ways?
❖ Do you know why your child/adolescent gets angry and how to help them to calm down?
❖ Would you like to build on your confidence as a parent/caregiver?
❖ Would you like a chance to meet with other parents of similar aged children in a relaxed and safe environment?

What is it?
10-week free programme designed to help you (parents and carers) develop a way of relating to your child that supports their healthy development and helps you to manage their behaviour.

“I am calmer and more confident. Now I think about how my children are feeling more and the reason behind their behaviour” (Solihull Programme participating parent).

We will explore issues like:
* Physical and emotional changes  * Continuing to enjoy each other’s company as your children grow up  * Communication and behaviour  * Parenting styles

When is it?
Monday evenings from 6pm to 8pm starting 14th January 2019 (with a break for half term on 18th February) ending 25th March 2019.

Where is it?
Swaffham Community Centre, The Campingland. PE37 7RB.

What do I do now?
• Telephone Kathy Cargill or Clare Peak (01760 720302) from Family Action.
3. Baby Buddy Free App

Baby Buddy is a free app, available on the App Store and Google Play and our web version. This NHS accredited has been designed in collaboration with parents, academics, doctors, midwives and other organisations.

Baby Buddy is your personal baby expert – a virtual friend who will guide you through your pregnancy and the early stages of your baby’s life.

Crisis Messenger:

Within Baby Buddy you can access the Baby Buddy Crisis Messenger – a free 24/7 confidential text support from a trained counsellor when you’re in emotional pain or a crisis.

The trained volunteer will introduce themselves by text, reflect on what you’ve said, and invite you to share at your own pace. You’ll text back and forth, only sharing what you feel comfortable with. By asking questions, listening to you and responding with support, they will help you sort through your feelings until you both feel you are now in a calm, safe place.

For more information on functionality, security and clinical safety click here

Jump back to start
4. Dispute Resolution Separated Parents Information Programme

The Separated Parents Information Programme (SPIP) is a course designed to help parents/carers become clear about what their children need most from them and learn the fundamental principles of how to manage conflict and difficulties between separated parents – including how to put this into practice.

The Programme encourages parents/carers to take steps for themselves; this may include developing agreements that do not need court intervention. The Programme will give you ideas and signpost ways in which you can get help outside court, and you are expected to make use of these where possible. If this leads to agreed arrangements that are safe and beneficial for children, the court will help with this process. The majority of parents that go on the course find it very helpful.

**A SPIP might be appropriate for parents (or other parties) when:**

- you have difficulty focussing on your children’s needs due to ongoing conflict
- you find that your feelings and reactions to the separation are affecting your ability to communicate about your children
- you would like communication to improve, perhaps you are thinking about mediation
- there are no safeguarding concerns about children or parents

The SPIP course is a CAFCASS designed course and Action for Children have been commissioned to deliver it within the Norfolk area. They receive referrals direct from CAFCASS for parents who are within the court process & have been court ordered to attend but are also able to receive self-referrals from parents direct or from support services working with parents who may benefit from attending a SPIP for a fee of £90 per parent.

For further information contact Hayley Hawes Norfolk SIP Team Lead 07843 344629 or email norfolk.SIPPS@actionforchildren.org.uk
5. What’s on In Downham Childrens Centre

**Monday**

**Tadpoles**
10.00am–11.30am
A parent-led group for parents with children up to 5 years.

**Baby Buddies**
1.30-3pm
A parent-led group for parents with babies up to 1 year.

**Chatterbox**
1.00-2.30pm
A 4-week programme for 0-3 years to promote language development through songs, books and rhymes

To book your interest on this course please call the centre.

**Tuesday**

**Swap Rail**
The children’s Centre has a swap rail where you can bring clothes that your children have outgrown, and you can swap them for other items of clothing.

Find the swap rail in the Reception Area

We also have a clothes bank outside the Children’s Centre

**Young Parents**
1.30pm–2.30pm
Weekly group for young parents (up to age 24). Parents as First Teachers approach to engage parents in supporting them to understand the importance of playing with their child.

Starting on 18th Sept. Contact the centre for more information.

**Understanding your Child – A Solihull Approach**
A 10-week course starting in October. To find out more and book your space, contact the Children’s Centre.

**Wednesday**

**Watlington Health Clinic**
10.00am -11.00am
2nd Wednesday Monthly
Watlington Village Hall

**Midwife Clinic**
Ask your midwife for more details.

Taking place Monday, Wednesday & Friday

**Young Explorers**
1.30pm – 3.00pm
A stay & play session inside and outdoors. Fun activities for all developmental stages for families with children aged 0-5 years.

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Thursday

Childminders’ Support Group
9.30am – 11.00am Opportunity for childminders in the area to meet and share good practice in a learning environment.

Healthy Lifestyles Course
Coming Soon
A 4-week course for you and your child to discover the benefits of healthy lifestyles and how you can make small changes to your lifestyle.

Child Health Clinic
12.00pm-2.00pm
2nd Thursday Monthly
For all children’s health and developmental advice from the Health Visiting Team.

Ante-natal Course Pathway to Parenting (P2P)
04/10/18
29/11/18
Call your midwife for information.

Friday

Southery Village Young Explorers
10.00am– 11.15am
A stay & play session a variety of activities for all developmental stages for families with children aged 0-5 years.

Baby & Me
A short course designed for families with a new baby (0-6months), which will include Infant Massage for more information please call the Children’s Centre on 01366 387403

Contact us at:
Downham Market Children’s Centre
Snape Lane (off Paradise Road)
Downham Market
PE38 9JE
Tel: 01366 387403
www.actionforchildren.org.uk

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6. Intensive Interaction Regional Meeting

The next Intensive Interaction Regional Meeting will be held on Tues 26th Feb 2019 - 9.30-12 at the Hall school Norwich.

Topic II and Attention Autism

The meetings are open to anyone interested in II but there will be limited spaces so please do let me know if you are hoping to attend.

Tina Allen
Communication Development Worker
West Norfolk Community Learning Disabilities Team
Norfolk Community Health and Care NHS Trust

T: 01553 666680 F: 01553 766742 E: tina.allen@nchc.nhs.uk

Park View Resource Centre, Birch Tree Close, Kings Lynn, Norfolk, PE30 5QD

7. Autism Video Clip

Rural Media

Are a Hereford-based production company and charity producing award-winning films and digital arts projects. Founded over 25 years ago by CEO Nic Millington tell stories from unheard voices and nurturing creative talent.

Rural Media Charity works with communities, schools, groups and individuals to create issue-driven films, heritage and digital arts projects that raise awareness, influence change and celebrate rural life.

Working with the ASD community, family and carers; through creative workshops and working alongside film professionals, members helped plan, produce and make a short film. The finished film will be promoted via a social media campaign throughout National Autism Awareness week and through promotion by the National Autism Society

[link to Autism Video Clip]

https://www.ruralmedia.co.uk/charity/projects/action-autism

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8. Family Voice Conference 2019

Family Voice Norfolk were delighted when Sara Tough, Director of Children’s Services, agreed to be the keynote speaker at their conference on Saturday 16 March 2019.

The Director will speak about her vision for Norfolk to an audience of parents and carers of children and young people with special educational needs and/or disability (SEND).

This annual conference, is free to all parents and carers of children (0-25) with Special Educational Needs and/or Disabilities (SEND).

Held at the John Innes Conference Centre, Norwich, NR4 7UH between 10:00-3:30, the conference includes information stands, workshops and the chance to speak directly to service providers and others.

Open to members and non-members, free buffet lunch and activities for children with SEND at The Clare School.

It is always oversubscribed, so Family Voice Norfolk urges you to secure your place as soon as you can when booking opens on 14 January via:

- Web www.familyvoice.org.uk
- Facebook FamilyVoiceNorfolk
- Twitter @familyvoicenfk
- Email events@familyvoice.org.uk
- Call/text 07535 895748 and leave a message with your contact details

9. Independent Living Skills

Free Courses for people 19+ with Learning disabilities
Available at various locations countywide

Enhancement Programme
A personal development programme offering the following choices:
Get Fit/Healthy Get Independent in your Everyday Life
Get Creative Get Moneywise
Get Volunteering Get Confident
Get Cooking Get Online

We also offer Keep Fit with Gentle Exercise
These FREE 2.5hour sessions will run for 10 weeks.
Morning sessions run from: 10 to 12:30 Afternoon sessions run from: 1:00 to 3:30

All the above programmes are available countywide.
Email: independent.living.skills@norfolk.gov.uk

or call: 01603 306530 for more information

Carers Matter Norfolk have released their brand-new handbook for 2018/19

Hard Copies can be obtained from Libraries

Copies can be downloaded from https://carersmatternorfolk.org.uk/
Health and Well Being

11. New Coffee and Catch up Social Swaffham

NEW! Coffee and Catch-up Social
Monday 7th January 2019
10.00am – 11.30am
The Old Maltings, Cley Road
Swaffham PE37 7JW

Meet like-minded people in a relaxed, informal setting. This is not a therapy session but an opportunity to build connections with others. Feel free to bring a friend. Free Tea/coffee/biscuits!
For further details contact:
Gary Freeman on 07341 867105 or by email to: gary.freeman@nsft.nhs.uk

12. Online Workshop ‘Successful Study’

Successful Study is a workshop written to help with the process of study. It provides practical advice and support to give the best chance of success.

The workshop is based on a psychological understanding of the mind and brain. It covers ‘the study trap’, general wellbeing, study principles, motivating ourselves, deadlines and exams. Within an understanding of the mind and brain, Successful Study provides a variety of ideas and tips to get the best out of ourselves when it really matters.

The Programme is written for anyone who is undertaking study whether it be GCSEs, A Levels or Further Education. It is written and produced by the Youth Wellbeing Service for under 25s, however the content will benefit any student regardless of age and level of study.

Successful Study is a 1-hour webinar. A link to the recording will be sent via email following the live session

28th January
25th February
25th March
22nd April
27th May

To request a place on this course please see
https://www.wellbeingnands.co.uk/norfolk/course/successful-study

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13. Suicide Prevention App

The new Stay Alive App from Norfolk County Council is a pocket suicide prevention resource for the county, packed full of useful information and tools to help you stay safe in crisis.

The Council’s public health team have launched this as part of its suicide prevention campaign.

This app is a lifeline for somebody who may be considering ending their own life. It’s also very useful if you are concerned about someone else who may be considering suicide.

It’s simple to use, and importantly will put you in touch instantly with local support organisations. It contains practical self-help ideas, a safety plan as well as a Life Box where you can store photos and memories that are important to you.

It has been successfully used across other areas in the UK For more information about the resources available to those at risk of suicide visit www.norfolk.gov.uk/iamokay

14. Wellbeing Courses

Steps to Work – Online webinar lots of tips and information to help people into work, education and volunteering.

https://www.wellbeingnands.co.uk/norfolk/course/steps-to-work/

Introduction to Mindfulness – Online webinar

https://www.wellbeingnands.co.uk/norfolk/course/introduction-to-mindfulness/
15. Wellbeing Socials

Wellbeing Associates Workshops & Socials

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| Every 2\textsuperscript{nd} Monday 3:00-5:00pm | **Well Being Art Group**  
Providence Street Community Centre  
Providence Street, King’s Lynn PE30 5ET |
| **Next Session 14\textsuperscript{th} January** |                                      |
| Monday 7\textsuperscript{th} January 10:00am-11:30am **NEW SOCIAL** | Coffee and a catch up  
The Old Maltings Cley Road  
Swaffham PE37 7JW |
| Monday 14\textsuperscript{th} January 5.30pm – 7.00pm | Coffee and a Catch up (**Ambassador led**)  
Sainsbury’s Café, Hardwick Industrial Estate,  
Scania Way, King’s Lynn, PE30 4LR |
| Wednesday 16\textsuperscript{th} January | Coffee and a Catch up  
The Whalebone Public House 58-64 Bridge Street  
Downham Market PE38 9DH |
| Thursday 11\textsuperscript{st} December 10.30am – 12:00pm | Coffee and a Catch up (**Ambassador led**)  
Chives Brasserie, 11 High Street,  
Hunstanton, PE36 5AB |
| Monday 21\textsuperscript{st} January 2:00pm-3:30pm **NEW SOCIAL** | Coffee and a Catch up  
Wells Community Hospital Mill Road  
Wells- next-the-Seas NR23 1RF  
**Free Tea/Coffee/Biscuits** |
| Wednesday 23\textsuperscript{rd} January 5:30-7:30pm | Associate Workshop –New Year, No smoke?  
Providence Street Community Centre  
Kings’ Lynn PE30 5ET  
Re-start your New Year’s resolution by coming along and meeting Lorna from Smoke Free yours for free, just *book yourself a space!* |
| Thursday 24\textsuperscript{th} January 11:00- –12:30pm | Wellbeing Walk & Talk at Sandringham  
Meet outside the Visitors Centre Sandringham Estate  
Princess’s Drive PE 35 6AB |
| Friday 25\textsuperscript{th} January 10:30am-12:00pm | **NEW VENUE** Coffee and a Catch up  
The Globe Public House  
King Street Kings Lynn  
PE30 1EZ |
| Thursday 31\textsuperscript{st} January 5.30pm –7.00pm | Coffee and a Catch up  
Sunshine Café, 20 Wales Court,  
Downham Market, PE38 9JZ |

**To book a space or for more information contact**  
Gary Freeman on [gary.freeman@nsft.nhs.uk](mailto:gary.freeman@nsft.nhs.uk) or 07341 867105
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Domestic Abuse and Victim Support

16. Domestic Abuse Champions Training

(Free Training Open to Education and Healthcare Professionals)

15th & 22nd Jan 2019, The Willow Centre, Cingleford
18th & 25th Jan 2019, Broadland District Council, Thorpe, Norwich
21st & 30th Jan 2019, Breckland Council, Dereham
25th & 28th February, Iceni Community Centre, Swaffham
18th & 25th March 2019, North Norfolk District Council, Cromer
25th April & 2nd May 2019, Great Yarmouth Town Hall
7th & 14th May 2019, The Willow Centre, Cingleford
16th & 23rd May, Norfolk Fire & Rescue Service, Killham’s Way, King’s Lynn
10th & 18th June, Breckland Council, Dereham
10th & 17th September 2019, The Willow Centre, Cingleford

From: 10am-4pm

Request to book: da.change@norfolk.gov.uk (no cost attached)

• ✓ Be the key domestic abuse contact for your agency
• ✓ Disseminate up to date information about domestic abuse to your team
• ✓ Raise awareness in your organisation
• ✓ Be the link between your organisation and the Champions Network
• ✓ Free two-day training
• ✓ Access to advice and consultancy
• ✓ Regular Network Events Monthly Newsletters

Day One
What is Domestic Abuse?
The Dynamics of Power and Control
The Impact of Domestic Abuse
Barriers to Leaving
The Impact on Children
Honour Based Abuse, Forced Marriage, and Female Genital Mutilation

Day Two
Workplace Domestic Abuse Policy
Encouraging Disclosures
Responding to Disclosures
Supporting Children and Young People
Safety Planning
Local Support Agencies

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17. Leeway Power to Change

Our Power to Change Programme is for women who are either survivors of domestic abuse or still living with an abusive partner. These free sessions are held over 6 weeks and encourage women to change their lives for the better and become the person they want to be.

The next Leeway Power to Change Courses will run on the following dates, we have clients booked on but have room for more.

Thetford 17th January
Kings Lynn 21st January
Please call for further information 0300 5610077
Groups

18. Improving Information and Advice

Purpose

- An opportunity for community workers and partners to meet, learn and contribute to several initiatives designed to help people make informed choices and live more independent lives within the community.

- Enable discussion and contribution to Norfolk County Council’s proposed information and advice strategy

- Introduce Promoting Independence including Living Well along with Social Prescribing and Combatting Loneliness and Social Isolation. These initiatives are looking at how we can help people live more independent and fulfilling lives within their own homes and communities.

- Introduce the Norfolk Community Directory and how it can be used to help people find local resources and support and how you can help with its development going forward.

Numbers will be limited, we would be grateful if attendance could be confirmed via email to gail.harvey@norfolk.gov.uk

We would appreciate it if you could forward this invitation onto your colleagues who may be interested in attending.

Details as follows:

Date: 14 January 2019
Time: 10:00am – 1:00pm
Venue: Council Chambers, King’s Lynn Town Hall,
Saturday Market Place, King’s Lynn, Norfolk, PE30 5DQ – entry via the Registration Office entrance

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19. Asset Based Community Development Event

Asset Based Community Development builds on the assets that are found in the community and helps to bring together people and organisations to develop their strengths around issues that move them into action. It empowers people in communities by encouraging them to use what they already possess.

To find out more about ABCD go to [www.nurturedevelopment.org](http://www.nurturedevelopment.org)

Come along to this exciting event and find out more about how ABCD can work for you and your community. You can find out more about how people in Norfolk and elsewhere are using an ABCD approach, ask questions, join workshops, meet other like-minded people and be part of taking Asset Based Community Development forward across Norfolk.

To let us know you're interested in the event, visit: [www.bit.ly/ABCDevent](http://www.bit.ly/ABCDevent)

There are a limited number of places and stands available.

**Free Event on Monday 28th January 10:00am-4:00pm**
**The King’s Centre 63-75 King Street**
**Norwich NR1 1PH**

Workshops include:

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20. **Stonewall Information Service for LGBT**

Contact Stonewalls Information Service - We answer questions on any issue affecting LGBT people

Got a question? A problem? Need support? We’re here to help with any issues affecting LGBT people or their families. Whatever your situation, you’re not on your own. We’ll do what we can to help or point you in the right direction of someone who can.

Please be aware that we’re an information service, not an advice service. Although we can put you in touch with organisations who provide counselling services and legal advice, we don’t offer these services ourselves.

You can tell us about your situation by completing the form below or calling us on 08000 50 20 20. The Information Service is available Monday to Friday, 9.30-4.30. If we don’t answer, please leave a clear message outlining your question or problem along with your name and number and we’ll call you back.

We’ll do our best to get back to you within three days of your enquiry but, as the Information Service is led by volunteers, there might be a bit of a delay once in a while. We’re sorry if that causes you any inconvenience but, rest assured, we will get back to you.”

[https://www.stonewall.org.uk/help-advice/contact-stonewalls-information-service](https://www.stonewall.org.uk/help-advice/contact-stonewalls-information-service)

21. **Alzheimer’s Society**

Alzheimer’s Society is the UK’s leading dementia charity. We provide information and support, improve care, fund research, and create lasting change for people affected by dementia.

For one-to-one dementia support in Norfolk please call 01603 763556 or email norfolk@alzheimers.org.uk.

The Advice line is staffed by experienced Dementia Support Workers Monday to Friday 9am to 5pm. This number is there for any one affected by dementia and can be used by professionals to make referrals on someone’s behalf.

Dementia Support Workers offer information and practical guidance to help people understand the condition, cope with day-to-day challenges and prepare for the future. Advice, support and information can be provided by phone, in writing or at a home visit.

Alzheimer’s Society National Helpline is on 0300 222 1122 and available 9am – 8pm Monday to Wednesday, 9am – 5pm Thursday and Friday, 10am to 4pm Saturday and Sunday.

Talking Point is an online forum for everyone who is affected by dementia, open 24 hours a day. [https://www.alzheimers.org.uk/get-support/talking-point-our-online-community](https://www.alzheimers.org.uk/get-support/talking-point-our-online-community)

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22. Norfolk Against Scams Partnership

The Norfolk Against Scams Partnership (NASP) is a partnership of organisations committed to taking a stand against scams and aims to make Norfolk a scam free county. We are working together to protect and support residents and businesses in Norfolk from scams, doorstep crime and fraud.

Being scammed or targeted by fraud can have a devastating impact on some of the most vulnerable people in Norfolk. It can also destroy small businesses.

The NASP will work alongside the existing Friends Against Scams network to bring together a wide range of Norfolk organisations who can, for example:

- raise awareness of the issues
- share advice & warnings on how to stay safe
- deliver training to clients or staff
- support people who have fallen victim to scams

The NASP will look to develop and share best practice around educating and raising awareness of the issues of scams, doorstep crime and fraud. This will ensure that whenever a person or business needing advice or support with a scam issue comes into contact with an NASP partner organisation, group or service they will receive clear and consistent advice. Where necessary they can be easily signposted on to other partners if further support is needed to deal with the issue.

If you are part of an organisation, group, charity or service and would like more information visit www.norfolk.gov.uk/nasp or email nasp@norfolk.gov.uk

23. Chances for Children - Buttle Grants

Buttle UK - Chances for Children grants are aimed at supporting children’s social emotional and educational wellbeing and can be used to help support families recovering from domestic abuse. Estranged Young People, Kinship Care, Beds for Kids

Grants can be up to £2000 per family and can fund therapeutic support, tuitions, laptops, after school activities and practical items needed when re-setting up home.

Buttle UK
For Children and Young People
15 Greycoat Place
London SW1P 1SB
Telephone: 020 7828 7311Fax: 020 7828 4724
http://www.buttleuk.org Like us on Facebook Follow us on Linkedin and Twitter
24. **VICTA Grants**

VICTA support children and young people who are blind or partially sighted by providing equipment to aid their visual impairment.

**RNIB Apple iPad Air 2 and Orbit Reader 20 Scheme**

VICTA is currently working in partnership with RNIB on a product grant programme focussed on supporting independent study using technology. If you are registered blind or partially sighted and a UK resident you could be eligible for an Apple iPad Air 2 (32 GB) with case (age criteria 11-25 years) and/or an Orbit Reader 20 (age criteria 8-25 years). Seen as complementary technologies, it is possible to apply for both provided you satisfy the age criteria.

For all other grant applications, please continue reading below.

**VICTA grant guidelines**

Applications will be considered for children and young people who are registered or are register-able blind or partially sighted up to and including the age of 29 years and who are permanent residents in the UK. All items supplied through our grant scheme are for home use only (not for school or college).

All applications are independently reviewed by our trustees and outcomes will be notified in writing. No outcomes will be given over the telephone. Successful applicants will be asked for a contribution towards the grant. Please note iPads will always require a 50% contribution.

**Criteria**

- Only one grant will be awarded to an applicant within a two-year period
- iPads will only be considered for children over the age of 11 years
- Only one iPad will be supplied to any one applicant
- Computers and/or software will only be considered for children over the age of 8 years
- Computers will only be given once before the age of sixteen and once after, and there must be a 5-year gap between the grants
- A maximum of 2 laptops/desktop computers can be supplied to any one applicant.
- Braille Note takers will only be considered for children over the age of 11 years
- Only one Braille Note taker will be supplied to any one applicant

[https://www.victa.org.uk/grants/](https://www.victa.org.uk/grants/)

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Housing & Finance

25. Universal Credit Escalation Routeway

<table>
<thead>
<tr>
<th>Claimant Escalation Routeway</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working Age Benefits</td>
</tr>
<tr>
<td>(e.g. JSA, ESA, Income Support)</td>
</tr>
<tr>
<td>Universal Credit Live Service (Non-Digital UC)</td>
</tr>
<tr>
<td>Universal Credit Full Service (Digital UC)</td>
</tr>
</tbody>
</table>

Sources of information:

- On UC for customers & partner organisations (links enabled when viewed in slideshow mode):
  - www.understandinguniversalcredit.gov.uk & Universal Credit partner toolkit - useful guides to UC for claimants and partners
  - www.youtube.com/channel/UC7Km4lxVJB1n8SUUmkJD0Q - useful range of videos on UC full service

Partner Organisation Escalation Routeway

- Please note – this escalation Routeway is used to support Partner Organisations/Providers – please do not issue this to claimants as they will only be directed into the Routeway above.
- For UCFS we need Explicit Consent from the claimant to talk to a provider/partner organisation. The claimant can provide this via the Journal in their Digital Account or verbally to the Service Centre. They need to include the point of contact & name of organisation they give permission for us to speak to and details of the issue. For more information on disclosure follow this link: Universal Credit consent and disclosure of information

General Queries & Questions

- For generic queries that may affect multiple claimants e.g. Does somebody need to claim UCFS if they move into this area?

Individual Claimant queries or escalation

- e.g. We are supporting Joe Bloggs who has not received his UC housing payments and is under threat of eviction, can you look into this so housing costs can be paid ASAP?

Complaints

- If a claimant has a complaint about DWP they can complain by phone, in person, or in writing

Links in the Escalation Routeway are:

- Check if you’re eligible for Universal Credit - Citizens Advice https://www.understandinguniversalcredit.gov.uk/
- https://www.gov.uk/guidance/universal-credit-toolkit-for-partner-organisations
- https://www.youtube.com/channel/UC7Km4lxVJB1n8SUUmkJD0Q
- https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure#how-to-complain

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26. Universal Credit Useful Links

Universal Credit full service rollout commenced in Kings Lynn and West Norfolk on 14th of November 2018. DWP have released a UC ‘tool kit’ for partners working with claimants. These are links to the Gov UK website to ensure information is as up to date as possible.

Introduction to Universal Credit
https://www.gov.uk/universal-credit

New Style Employment and Support Allowance for People too ill to work

New Style Job Seekers Allowance
https://www.gov.uk/guidance/new-style-jobseekers-allowance

Universal Credit and Homeless People Guide for Supporting Organisations

Independent Benefit Calculator to find out Entitlement
https://www.gov.uk/benefits-calculators

Universal Credit Dummy Bank Account
which will allow people without a back account to make a claim. It triggers with the Service Centre that they are without one, which in turn will prompt a conversation with the Work Coach in the Jobcentre.
https://www.socialwelfaretraining.co.uk/news/uc-dummy-account-clients-without-bank-account

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27. New TEAM programme in January

Prince's Trust Team Programme for 16-25yrs of age
Delivered by Norfolk Fire & Rescue Service

It has come to that time again where we are looking for young people to come and join us on The Prince’s Trust Team Programme run by Norfolk Fire & Rescue Service in Kings Lynn!!

The twelve-week course will commence on Monday 21st January 2019 with a Taster Day being held on Tuesday 17th January 2019. We are looking for any young person aged between 16-25 years who are currently not in education, employment or training and are ready to do something positive with their time. If they sign up for the Team Programme, they’ll be joining a group of up to 15 for a 12-week Programme. Amongst other things they will:

- Take on community projects of their choosing
- Take part in an exciting, action-packed residential week
- Get three weeks' work experience in a field they are interested in
- Take part in an exciting team challenge
- Gain new skills and qualifications
- Mix with new people and make new friends
- A better chance of moving into a job, education or training
- Help with job-hunting, mock interviews and writing their CV
- The chance to make a difference in their community
- And most importantly - A big boost to their confidence and a real sense of achievement!

There is no charge to the course, it does not affect any benefits and travel costs are reimbursed.

Potential students will be invited to a taster day. This gives the young people an opportunity to see the team room, learn more about the programme and undertake some team activities, so they can decide whether or not they want to commit to the programme. However, before we invite the young people to the taster day we like to meet with them, so we can explain what Team is about and answer any questions they may have. Any questions then please feel free to contact us via the details below.

Kings Lynn Team Leaders: Neil Dack and Ryan Harmer 07919492245
Neil.dack@fire.norfolk.gov.uk  Ryan.harmer@fire.norfolk.gov.uk

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28. TrAC Apprenticeships Norfolk

TrAC Apprenticeship Norfolk has been created to provide tailored support to employers who are able and willing to offer a minimum 6-month work placement to help care leavers, looked after children and other young people aged 16-24.

TrAC Apprenticeships Norfolk is a LIFT and Skills Deal Funded project. Our aim is to support young people, like yourself, gain work experience, get into Traineeships and complete Apprenticeships.

Once you have been referred onto the TrAC Apprenticeships Norfolk project a member of the team will call you. This is a good opportunity to let us know what apprenticeship you would like to go into, it’s okay if you’re unsure - we can place you in work experience placements to help you choose!

We are your employer
TrAC Apprenticeships Norfolk is an Apprenticeship Training Agency, which means that we are the employer. If you are successful throughout the TrAC Apprenticeships Norfolk process, you will be placed with a host company in your local area to gain practical experience
This is where you will complete your Apprenticeship, but you will be paid and supported by TrAC Apprenticeships Norfolk. We will support you throughout the process
As an Apprenticeship is not guaranteed as a lead on from work experience, you will need to show the host company that you are a valuable member of the team. Work experience is a fantastic way to gain skills within the sector that you want to go into, this can also be added to your CV

If you have any questions, please don't hesitate to get in contact to ask us about the project!

Katie Lomonossoff Operations Manager Katie@tracweb.co.uk 01603 737739
Layla Dickerson Apprentice Development Manager Layla@tracweb.co.uk 07735 488410
29. Get Started with Theatre

**Get Started with Theatre** *(The Theatre Royal, Norwich)*  
**Monday 4th February – Friday 8th February 2019*

In partnership with **The Theatre Royal, Norwich**, we are offering a **FREE** one-week training course, which gives you a fantastic opportunity to go behind the scenes of a prestigious theatre

- Work with professionals to experience the different aspects of Theatre  
- Learn skills in Backstage, Make-up, Costume Design, Marketing, Lighting and more  
- See what it would be like to work behind the scenes at The Norwich Theatre Royal  
- Enjoy a fun week Improving your Teamwork, Communication Skills and Confidence  
- Doesn't affect your benefits & travel expenses paid on programme (or by your Job Centre)  
- Receive 3 months support after the programme  
- **INTERVIEWS W/C 21st JANUARY 2019** *(CALL 0800 842 842 TO REGISTER YOUR INTEREST)*

30. Get Started with Horse Racing (Residential)

**Get Started with Horse Racing** *(RESIDENTIAL)*  
**Monday 25th February – Friday 1st March 2019*

In partnership with the **The British Racing School**, we are offering a **FREE** one-week residential course for anyone interested in working within the Race Horse industry

- Be a part of a 1-week residential experience with The British Racing School  
- Learn about horse behaviour, horse handling, practical horse care and riding  
- Take a tour of a professional racing yard and assist in yard work  
- Engage in a best turned out masterclass and enjoy an evening at the Races  
- Possible progression options afterwards into the Horse Racing Industry  
- **Riding element cannot exceed 11 stone, however all other horse care areas available**  
- Improve your teamwork, communication skills and boost your confidence  
- Receive 3 months support after the programme  
- Accommodation, Travel and all Meals provided for FREE  
- **INTERVIEWS W/C 4TH FEBRUARY 2019** *(CALL 0800 842 842 TO REGISTER YOUR INTEREST)*

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31. Get into Health and Social Care

Get into Health and Social Care (Norwich and surrounding areas)
Monday 18th March – Friday 25th April 2019

In partnership with the Norfolk and Norwich University Hospital and local social care providers, we are offering a FREE 6-week employment training course, which gives you a fantastic opportunity to start a career within Health and Social Care

- Work towards completing a L1 Certificate in Health and Social Care
- Experience a range of Health and Social Care work placements, moving between:
  - Admin, Estates, Facilities and Health and Social Care Support
- Access to employers with LIVE Health and Social Care vacancies at a 'Get Hired' event
- Doesn't affect your benefits & travel expenses paid on programme (or by your Job Centre)
- Boost employability skills and access employment opportunities
- Up to 6 months mentoring support
- **INTERVIEWS W/C 11th FEBRUARY 2019** (CALL 0800 842 842 TO REGISTER YOUR INTEREST)

32. Get Started with Film

Get Started with Film (Norwich)
Monday 25th March – Friday 29th March 2019

In partnership with Signature Pictures, we are offering a FREE one-week training course, which gives you a fantastic opportunity to go behind the scenes of a prestigious theatre

- 2 Day introduction and training to working in the Film Industry
- 3 Day work experience on a Film production working alongside professional crew
- Experiences include; Director, Producer, First Assistant Director, Hair and Make-up Design, Production Design, Gaffer, Sound Recordist, Digital Image Technician and others
- Receive an invitation to a premier of your production and gain IMDB credits for your involvement
- Doesn't affect your benefits & travel expenses paid on programme (or by your Job Centre)
- Up to three months support after the programme
- **INTERVIEWS W/C 4th MARCH 2019** (CALL 0800 842 842 TO REGISTER YOUR INTEREST)
33. Level 2 Qualifications

Learning to suit you

Get qualifications with the flexibility of learning in bitesized online sessions, at home or on the go with our Class2Cloud service offering:

- Learning at your own pace
- Flexibility to fit in learning around your life
- Skills to support your job and career goals
- Recognised qualifications
- Tutor support when needed
- Access to a tablet if you don’t have a PC.

Qualifications available:

- I.T. Skills Level 1 and 2
- Social Media Level 1
- English (Functional) Level 1 and 2
- Maths (Functional) Level 1 and 2

Who is it for?

If you are aged 19 or over and don’t have a level 2 qualification, you could benefit from Class2Cloud.

Interested?

Call: 01923 698488
Email: class2cloud@tchc.net
visit: www.tchc.net
34. Funded Learning Opportunities for Adults Aged 19+

Norfolk Community Learning Services is an adult education provider and offers courses to a wide range of learners aged 19 to 90+ years old. Our Community Curriculum is designed to bring learning to you and meets the needs of people who may have experienced educational or economic disadvantage.

Courses are flexible, friendly, interactive and can be offered as a short course or a two hour taster session Breckland and West Norfolk Locations.

Through our “Community Curriculum” Norfolk Community Learning Services (NCLS) contributes to this vision by encouraging people to:

- **Get it together** - Build personal resilience and develop skills so they can contribute to their communities confidently
- **Get digital** - Develop basic digital skills so they can be part of the digital economy
- **Get busy** - Prepare for and make the most of opportunities for volunteering employment, enterprise and leisure.
- **Get out and about** – Take the opportunity to explore and value our heritage, culture and environment.
- **Get healthy** - Foster behaviors that promote good health and wellbeing

To find out more information about the courses please contact

Bob Jordon Community Learning and Development Officer

robert.jordan2@norfolk.gov.uk

Mobile 07788 566 496
Community Based Taster Sessions

<table>
<thead>
<tr>
<th>Session</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crops in Pots</td>
<td>Learn about growing your own vegetables. Plant your own and see them flourish. Make a difference to your environment by creating an incredible edible growing machine.</td>
</tr>
<tr>
<td>Buying and Selling On-line</td>
<td>Discover how to buy and sell online. Learn how to present items and text, price an item and charge for postage. Set up an online auction or shop. By the end of this course you’ll be on your way to starting your own small online business.</td>
</tr>
<tr>
<td>Connecting People</td>
<td>Ever feel lost for words or have trouble communicating a message? Explore how we communicate effectively, from speaking up at a meeting to talking to neighbours.</td>
</tr>
<tr>
<td>Community Buzz</td>
<td>Would you like to set up a new group in your community? Learn about tools and techniques to build a flourishing campaign, action or activity group in your neighbourhood.</td>
</tr>
<tr>
<td>Exploring the Digital World</td>
<td>Find your way around the digital world safely. Use your tablet or device to find out what is happening in your community, book a medical appointment, join a group or explore the latest offers online.</td>
</tr>
<tr>
<td>Food Shopping on a Budget</td>
<td>Learn hints for making the most of your food shopping budget. Compare prices and special offers or share tips with other members of the group. Best of all enjoy some tasty meals!</td>
</tr>
<tr>
<td>Money Maximiser</td>
<td>Join our fun course which will help you balance your income with your outgoings. Explore money saving tips and techniques that help you get the most out of your income.</td>
</tr>
<tr>
<td>Healthy Habits for Your Head</td>
<td>We can’t control the challenges that life throws at us, but we do have choices in how we deal with these situations. Explore some simple practical ways we can improve or maintain our mental health.</td>
</tr>
<tr>
<td>(the 5 ways to Well-being)</td>
<td></td>
</tr>
<tr>
<td>Healthy Habits for Your Body</td>
<td>Whatever our starting point we can all make choices – what we eat, when we sleep, what we do in our waking hours all make a difference to how we feel. Build simple habits into your daily routine to give you more zip!</td>
</tr>
<tr>
<td>Story Walking</td>
<td>Express your story through arts, photography and words. Find inspiration as we walk together and share our visions. From digital photography to creative writing, sketching to craft work there will be something for all!</td>
</tr>
</tbody>
</table>

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Training for Professionals

35. Social Work Teaching Partnership

The Suffolk and Norfolk Social Work Teaching Partnership (SNSWTP) held a workshop with some of the local voluntary sector agencies in King’s Lynn earlier in December to talk about the ways in which student social workers can have greater learning opportunities within such agencies.

The workshop heard that the SNSWTP now places most students in statutory social work teams with just a few students being placed in the independent sector.

Ideas that came out of the discussion included students spending some structured time with independent sector agencies and service users/carers from these agencies contributing to student monthly peer group hubs. These suggestions are to be worked upon in the New Year.

If any agencies, who did not attend the workshop, would like to know about the potential opportunities then please email Mike Shaw Practice Education Lead in the Western/Breckland locality for more details. Thank you

michael.shaw@norfolk.gov.uk

36. Level 3 Award in Leadership

A level 3 award in leadership and management is being delivered on 1st and 8th February at the Access building - from 9.30 - 2.45. This is a funded program organised by TCHC. If any staff fancy something new in the new year - to improve their career choices and gain some excellent CPD can they contact Howard to reserve a space - he has to do a few checks for funding eligibility.

howard.cordingley@tchc.net
37. Sexual Abuse Introductory Level
16th January 2019, 09.30

Course Aim
To provide participants with research and practice-based information that will enable them to effectively identify and manage cases of likely or actual sexual abuse of children and young people.

Learning Outcomes
By the end of this course participants should:

- Understand the personal, family, professional and societal attitudes and values in relation to sexual abuse
- Understand agency and individual responsibilities and single and multi-agency processes in relation to sexual abuse
- Understand and identify indicators of risk and signs of sexual abuse
- Understand the impact of sexual abuse on children’s health, development and behaviour
- Understand the part that technology plays in grooming, abuse and exploitation of children
- Begin to understand theoretical models of offender behaviour
- Understand the issues around children disclosing sexual abuse
- Understanding issues around thresholds applied to criminal activity and safeguarding
- Understand what a safe culture looks like
- Have knowledge of local and national data relating to cases of sexual abuse

Target Staff
Those who work regularly with children and young people and adults who are parents or carers and may be asked to contribute to assessment of children in need (Group 3) and those with a responsibility for safeguarding children (Group 4).

Course Duration
One day
Location
King's Lynn Innovation Centre (KLIC)

Book online

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38. Managing Risk with Child Sex Abuse

Managing Risk when Working with Children and Young People who have experienced Child Sexual Abuse
17th January 2019, 09.30

Target Staff:
Advanced and experienced multi-agency practitioners and supervisors, who work with children and young people, and have responsibility for safeguarding and safety planning for children and young people who have experienced CSA.

This programme is designed for practitioners and managers who have already completed the NSCB Child Sexual Abuse Introductory Level course.

Course Duration: One day

Aim:
To offer an opportunity for advanced level practitioners to further develop their skills and expertise in working effectively with families where sexual abuse of children has been recognised.

Outcomes: Participants will be able to:
- Utilise knowledge about the relationship between theory, research and practice in respect of familial sexual abuse of children and young people.
- Recognise the impact on children and family dynamics when child sexual abuse in the family becomes known.
- Explore, using Finkelhor’s model, how knowledge of offenders’ behaviours can help to safeguard children.
- Describe the links and differences between risk assessments and safety planning.
- Practice creating safety plans which build on the Signs of Safety approach.
- Practice skills in talking with children, non-offending parents and known/suspected perpetrators when child sexual abuse in the family occurs.
- Build on learning from local and national SCRs, identifying any system issues which supports or hinders good practice.
- Examine the challenges of this work for practitioners and the impact it can have on professional confidence and personal well-being.

Location: King’s Lynn Innovation Centre (KLIC)

[Book here]
39. FSP Training New Dates!

The Family Support Process Core training will give you a good working knowledge of the Family Support Process including how to gain informed consent; how to complete the Family Support Form; who to involve; when to share information and how to plan the next steps. In addition, as it is a multi-agency training course it offers you a chance to network with colleagues from other agencies.

Who should attend?
This training is suitable for people who work with children and young people aged 0-18 years or people who work with adults who have children. It is a multi-agency training course and is open to all agencies and services in Norfolk. We recommend that at least one worker from your agency attend.

Full day course (9.15am - 4.30pm) except where stated

Breckland locality
- 16 January 2019, 9.30am-4.30pm at Rosecroft Primary School; London Road, Attleborough, Norfolk, NR17 1BE - school has a no outdoor shoe policy so please bring indoor shoes
- 6 March 2019, 9.30am-4.30pm at Swaffham Children's Centre, White Cross Road, Swaffham, PE37 7RF

Norwich locality
- Friday, 18 January 2019 - County Hall - 9.45am-4.45pm
- Please note there is parking on site but there is a £5 charge - Please also see details of Park and Ride on County Hall website.

South locality
- Tuesday, 5 February 2019
- Monday, 25 March 2019
- Wednesday, 15 May 2019
- Thursday, 4 July 2019

West locality
- Thursday, 31 January 2019 - Fully booked
- Friday, 15 March 2019
- Tuesday, 21 May 2019
- Wednesday, 26 June 2019

Training will take place at the North Lynn Fire Station, Killham’s Way, King's Lynn, PE30 2HY between 9.30am and 4.30pm.

Although the courses are free they do have a cost implication for Children’s Services if people don’t attend.

Please complete a booking form and return it to us by email at:
- Breckland – nicola.secker@norfolk.gov.uk
- West – cs.earlyhelp.kingslynn@norfolk.gov.uk

Please note without a booking form we will be unable to book you onto the training.

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40. NSCB Training

Click on the course that you are interested in for more information and the booking prompt.

*Child Criminal Exploitation Briefings
*Professional Curiosity Best Practice Event
Assessment skills with Children and Young People Displaying Harmful Sexual Behaviour
Awareness of Challenges when Working with Parents
Child Sexual Exploitation
Delivering Interventions to Children and Young People Displaying Harmful Sexual Behaviour
Domestic Abuse
Effective Multi-Agency Working
Effective Participation at Child Protection Conferences
Emotional Harm
Graded Care Profile and Parenting Capacity
Managing risk when working with Children and Young People who have experienced Child Sexual Abuse
Neglect
Parents with Mental Health Issues
Physical Harm
Reflective Supervision
Restorative Approaches
Safeguarding Disabled Children (Non-Specialist Professionals)
Sexual Abuse Introductory Level
Signs of Safety 2-Day Training
Substance Misuse within the Family
Understanding the Importance of Attachment in Assessment

Autumn/ Winter programme 2018/19 listed below

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Effective Multi-Agency Working  
6th February 19 – Abbey Conference Centre, Norwich  
**Neglect**  
11th January 19 – Abbey Conference Centre  
11th February 19 – Swaffham Assembly Rooms  
**Physical Harm**  
16th January 19 – Abbey Conference Centre, Norwich  
**Sexual Abuse – Introductory Level**  
16th January 19 – Kings Lynn Innovation Centre  
**Child Sexual Exploitation**  
22nd January 19 – Abbey Conference Centre, Norwich  
**Managing Risk when Working with Children and Young People who have experienced Child Sexual Abuse**  
17th January 19 – Kings Lynn Innovation Centre  
**Effective Participation at Child Protection Conferences**  
5th February 19 – The Woodside Centre, Norwich  
**Domestic Abuse and its Impact on Families**  
14th January 19 – Dereham Town Football Club  
**Substance Misuse within the Family**  
26th February 19 – George Hotel, Swaffham  
**Awareness of Challenges when Working with Parents**  
11th January 19 – Swaffham Community Centre  
**Safeguarding Disabled Children (for Non-Specialist Professionals)**  
7th February 19 – Kings Lynn Innovation Centre  
**Parents with Mental Health Issues**  
22nd January 19 – Kings Lynn Innovation Centre  
**Restorative Approaches**  
5th December – Abbey Conference Centre, Norwich  
**Signs of Safety 2 Day Course**  
8th & 9th January 19 – Abbey Conference Centre, Norwich  
11th & 12th February 19 – George Hotel, Swaffham  
27th & 28th March 19 – Kings Lynn Innovation Centre

Aims and learning outcomes for all these courses and information regarding charging are available on the training pages of the NSCB website.

Applications for courses are via the NSCB website:  
[https://www.norfolklscb.org/nscb-booking/nscb-booking-training/](https://www.norfolklscb.org/nscb-booking/nscb-booking-training/)

Education places should be booked via Educator Solutions.

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To unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Links to useful sites, reports and surveys

41. Healthy Aging Toolkit

Norfolk County Council publishes Healthy Ageing Toolkit

Norfolk County Council has produced a Healthy Ageing Toolkit to support older people to stay safe and well at home this winter: [www.norfolk.gov.uk/healthyageingtoolkit](http://www.norfolk.gov.uk/healthyageingtoolkit)

The Healthy Ageing toolkit is designed for anybody who is supporting older people in the community, including families, carers and older people themselves. The toolkit outlines key information about how to:

- Proactively recognise people living with frailty and/or dementia at an early stage
- Signpost older people to information and advice about these conditions and healthy ageing in general
- Work together to link older people, especially those with frailty and/or dementia, into local services that can help them to enjoy the best possible quality of life and remain safe and well at home

The toolkit was developed in collaboration with members of the Norfolk and Waveney Healthy Ageing Steering Group.

The Healthy Ageing Toolkit forms part of NHS and Public Health England’s Help Us Help You Stay Well This Winter campaign.

Healthy Ageing - we need your support!

We need your support to promote the Healthy Ageing Toolkit. Cold weather can be tough for everybody, but it’s especially hard for people aged 65 and over. This winter, Norfolk County Council has worked with NHS, District Councils and Third Sector colleagues to produce a healthy ageing toolkit. This toolkit sets out some practical ways that we can all work together to enable older people to stay safe and well at home this winter.

The toolkit is free for anybody to use: [www.norfolk.gov.uk/healthyageingtoolkit](http://www.norfolk.gov.uk/healthyageingtoolkit)

New ways of working

Healthy Ageing is part of Norfolk County Council’s Promoting Independence strategy and sits alongside the Living Well approach.

Promoting Independence

ASSD’s vision is ‘Supporting people to be independent, resilient and well’. To achieve this vision, we have a strategy – Promoting Independence – which is shaped by the Care Act with its call to action across public services to prevent, reduce and delay the demand for social care. The strategy has three main elements: Prevention and early help; Staying independent for longer and Living with complex needs.

The Living Well approach

A key project within Promoting Independence is Living Well – a new strengths-based approach to social work. It builds on the Council’s ‘Caring for our County: A vision for Norfolk in 2021’ and aligns with other developments across the Council to take a locality and community-based approach.
42. Guide for Children affected by parental drug use

A guide for local authorities and substance misuse services to help them work together to safeguard and promote the welfare of children


Details

Local authorities and substance misuse services can use this guidance to:

- understand more about parental alcohol and drug use and how it affects children
- understand the implications of Working together to safeguard children for substance misuse services
- improve joint working between local authority adult and children’s social care services and substance misuse services
- develop joint protocols between alcohol and drug treatment services and adult and children’s social care services

This guidance replaces the previous Public Health England (PHE) guide for local authorities on developing protocols between alcohol and drug treatment and children and family social care services. It complements PHE’s parental alcohol and drug use toolkit and supports cross-government policy and programmes on improving outcomes for families and children affected by parental alcohol and drug use.
43. **Safeguarding Adults Website**

Norfolk SAB website: *NEW* news items posted

**NEWS ITEMS**

Norfolk SAB website: *NEW* news items posted **NEWS ITEMS**
- *Deaths of homeless people in England and Wales: 2013 to 2017* | 20 December 2018
- *Have your say on the Mental Capacity (Amendment) Bill* | 20 December 2018
- *Join the Fight conference 14 February 2019 - don't miss out book your place today* | 20 December 2018
- *Exciting job opportunity: Scams Prevention Project Co-ordinator* | 17 December 2018
- *New services to help ensure no lonely day in Norfolk* | 17 December 2018
- *Update on the Mental Capacity (Amendment) Bill* | 17 December 2018
- *Presentations from Norfolk's Health and Wellbeing Board annual conference 2018* | 17 December 2018
- *Norfolk's libraries help tackle loneliness over Christmas* | 13 December 2018
- *New PREVENT training dates for 2019* | 6 December 2018
- *Care homes: A new code for prosecutors* | 6 December 2018

Please go to: [Norfolk Safeguarding Adults Board (NSAB) then click on news](#)

*You can follow NSAB on Twitter – @NorfolkSAB*

Also see the training page: [Norfolk Safeguarding Adults Board: Training](#)

Thank you for your contributions. If you would like some information to appear in the February Bulletin please send it to [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk) by 29th January.

To unsubscribe or report an error please contact [keith.mawson@norfolk.gov.uk](mailto:keith.mawson@norfolk.gov.uk)
What’s on January?

44. Norfolk Libraries

Dersingham Library Events in December

For further information about events and to book please call 01485 540181

To be added to the mailing list please contact Kerry Lingwood by emailing Kerry.lingwood@norfolk.gov.uk

Dersingham has ‘Open Library’ meaning you can access the library between 8am and 7pm Monday to Friday and 10-4 Saturday and Sunday. To use this service, you need to sign up to open access at any library during staffed times.

Weekly events:
- Scrabble club - Mondays 1.30-3pm
- Just a cuppa – Wednesdays 6-6.45pm
- Knit and natter - Thursdays 10.30-12
- Bounce and Rhyme – Thursdays 10-10.30 am

Volunteers needed!
- Could you make hot drinks and talk to people at our just a cuppa group?
- Could you spare some time to help tidy up the library garden?
- Could you help develop ideas for events held at the library as a Library Friend and promote the library and its services within the local community?

Please contact Kerry at the library on 01485 540181 if you’d like to find out more.

Colour yourself calm – Wednesday 2nd January 10.30-12
Just bring along your colouring books and pens. Tea and coffee is available.

Gardening Club- Wednesday 9th January 2pm-4pm
Can you spare some time to help keep the library garden blooming? Help always welcome, no experience required.

Crime Book Club - Monday 14th January 5.45-6.45pm
New members always welcome! Ask staff for details of the books being discussed.

Walk and talk group – Thursday 17th January 2.30pm
Join our volunteers for a short walk around the village and then refreshments at the library afterwards. This walk is perfect for those wanting to gently build up their walking stamina.

Book Club - Monday 21st January 5.45-6-45pm
New members always welcome. Ask staff for details of the books being discussed

Dersingham writer’s group- Tuesday 29th January 1.30pm-3.30pm
Did you enjoy writing at school? Do you enjoy writing now? If so come along and join our friendly writing group and take part in some fun activities. This event happens in open library time so please see staff for details how to sign up or call 01485 540181

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To unsubscribe or report an error please contact keith.mawson@norfolk.gov.uk
Need help with your computer, phone or tablet?
Why not book a one-to-one session with our computer buddy? Please ask staff for details.

Family History volunteer
If you are interested in finding out more about your family history, you can book an hour one-to-one session with our family history volunteer. All ranges welcome from complete beginners or people just looking for a little help or advice.
Downham Market Library Events DEC 2018

For further information about events or to book where necessary please call 01366 383073

Volunteers needed!

- Could you support our new Lego club, encouraging creative play with Lego?
- Could you help develop ideas for events held at the library as a Library Friend and promote the library and its services within the local community?
- Could you help with refreshments at our coffee mornings or regular events?
- Could you spare some time to help during Job Help supporting people writing a CV, job searching and using universal jobmatch?
- Could you help support people learning to read? Enquire about becoming a Reading Pathways Coach.

Please contact Fran at the library on 01366 383073 if you’d like to find out more.

This January....

5 January: Code Club come along to learn to code or improve your existing skills – for children of all ages – under 8s must have an adult to work with them – FREE but booking essential as places are limited

8 January: Chair Yoga 14:00 till 15:00 booking essential £3 per session

15 January: Chair Yoga 14:00 till 15:00 booking essential £3 per session

19 January: Code Club come along to learn to code or improve your existing skills – for children of all ages – under 8s must have an adult to work with them – FREE but booking essential as places are limited

18 January My [health] On Track [Health & Body MOT] FREE top to toe mini health checks and advice at the library 10:00 till 16:00 – includes blood pressure checks, driver eye sight checks and much more – call the library for more details or check us out on facebook https://www.facebook.com/downhammarketlibrary

22 January: Chair Yoga 14:00 till 15:00 booking essential £3 per session

29 January: Chair Yoga 14:00 till 15:00 booking essential £3 per session

Regular events:

NEW: Community Job Club every Monday 9:30 till 13:00 drop in for CV support, job Applications, Interview Techniques and more

Just a Cuppa – Every Friday 10:00 till 12:00 50p suggested donation. Enjoy a chat over a tea, coffee & a biscuit.


Drop in Tech Help Every Monday morning in January 7, 14, 21, 28 10:30 till 12:00

Baby bounce and rhyme - Thursdays – 10:00 till 10:30 term time only
Come along and enjoy some songs and rhymes.

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Knit and Natter – 1st and 3rd Wednesdays in month. 13:30 – 3pm [except during school summer holidays]

Mini Movers – Fortnightly 6 & 20 November. Let’s get active with the music from the Sticky Kids. Mini Movers is for preschool age to encourage movement to music and song whilst developing numeracy and literacy skills. For further information and to book, talk to a member of staff or call 01366 383073. Booking Essential

Job Support Sessions - 30-minute bookable job seeker support sessions with CP Learning

Need help with your computer or tablet?

1 to 1 sessions with our Computer buddies are available Tuesday’s, and Thursday’s– Booking essential

COMING SOON

12 February – 14:00 till 15:30 FREE Author Visit – chance to meet and talk to …. Ali Carter author of ‘Blood List’-

‘Deeply buried psychological issues haunt G.P. Charlotte Peterson from her youth; a philandering doctor husband, and a past adversary who turns up in her small Cumbrian town just add to her paranoia. The questions are – will she succumb to a burning desire to destroy this person, and who will be able to stop her toppling right over the edge?’

The clock is ticking, and the Lakes are deep.
West Norfolk Early Help Monthly Bulletin January 2019

Gaywood Library Events December 2018
For further information about events or to book where necessary please call 01553 768498 or email Helen at helen.senior@norfolk.gov.uk

Volunteers needed!
• Could you help inspire the next generation of computer coders? We want to run a Coding Club at the Library, using projects from the Code Club website.
• Could you help develop ideas for events held at the library as a Library Friend and promote the library and its services within the local community? Please contact Helen helen.senior@norfolk.gov.uk if you’d like to find out more.

NEW
Let’s Get Together at Gaywood Library Fun rhyme time, toys and time for parents to have a cuppa too.
Gaywood Library is piloting this scheme running for 5 weeks commencing 13th December 20th December, January 3rd, 10th, and the 17th at 10.30am
Vancouver Children’s Centre will come along with help and advice, Children’s Library services and the Health and Wellbeing team too. Look forward to seeing you!

Computer Help Friday 11th January 18th January 25th January 10am – 12 noon
If you would like one to one help on your electronic devices or on computers come along to our drop ins every Friday from 11th January until the 8th February 10am – 12 noon with our Friends of the Library. For more information call on 01553 768498 or talk to a member of staff.

Regular events
Scrabble group Mondays - 10 to 12 (except Bank Holidays)
Enjoy a game of scrabble! Places on a first come basis.

Knit and Knitter – 4th Friday in month 10am to 12 noon – 23rd November

Colouring in Good Company – Fridays 2pm – 4pm
Pens, colouring in provided.

Chess Club – Saturdays 10am – 12 noon
Chess sets provided but you can also bring your own if preferred.

Friends of the Library Meeting
Our next meeting will be Monday 21st January 4.30pm. If you would like to help your library with events planning and fundraising please come along and join us. For more information contact helen.senior@norfolk.gov.uk or call 01553768498.

Audio Book Club – 1st Thursday in month 2 to 3.30pm – 3rd January

Just A Cuppa - Every Thursday 10.30am. Bring a friend or meet new people and chat over local news or topical subjects with a cup of tea and a biscuit. Booking not necessary

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**West Norfolk Early Help Monthly Bulletin January 2019**

**Reading groups** – the library hosts 2 groups – one that meets Thursday/Friday afternoons, the other which meets Thursday evenings. Contact the library on 01553 768498 to find out more.

The library also hosts **Paper folding, book folding** and **Quilling groups**. Contact the library for further information. Tel: 01553 768498

**Gaywood Bounce and Rhyme Sessions** Every Tuesday 10.30am Join us for our fun rhyme time with puppets, scarves, and bubbles. No need to book, just come along for the session.

**Fenland Computer Club** – meets at the library every Thursday from 7pm. For further information speak to Barry on 01553 672698

**Slimming World** meets at the library on Wednesday afternoons. For further information see [www.slimmingworld.com](http://www.slimmingworld.com)

**Arthritis Care Support Group**
Are you living with Arthritis?
Drop in to Gaywood Arthritis Care Support Group to get Peer Support, Information, Tips on Living well with Arthritis All are welcome including partners/carers without Arthritis
For Details please contact Chris Preston 07834 418472 or email chrisp@arthritiscare.org.uk

**COMING SOON**

**Poetry Club**
If you write your own poetry or love reading poetry, please give a member of staff your contact details and we will call and let you know when our Gaywood library Poetry Club will be starting

**Coding Club**
If you are interested in attending a coding club or would like to help with this, please contact a member of staff or call 01553 768498

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HUNSTANTON LIBRARY EVENTS DECEMBER
For further information about events and to book please call 01485 532280

LOVE YOUR LIBRARY
Open Day

Saturday 26th January 10 – 2pm
Come along and find out what you can do at the library and join in our taster sessions throughout the morning.
Launching a New Crime Book Club too.
Want to know about Libby and how to download books and magazines for free?
It is Free to join the library and so many free activities too.
Friends of the Library will be here to talk to and answer any of your questions

Volunteers needed!
• Could you help inspire the next generation of computer coders? We want to run a Coding Club at the Library, using projects from the Code Club website.
• Could you help develop ideas for events held at the library as a Library Friend and promote the library and its services within the local community?
  Please contact Helen helen.senior@norfolk.gov.uk if you’d like to find out more.

In Good Company Crocheting session - Monday 7th January 10.30am – 12 noon – Come along and learn how to crochet or share tips and ideas with the Friends of the Library. Refreshments provided

Top Tips Gardening Group – Wednesday 2nd January 10.30am A new monthly group run by the Friends of the Library to share ideas and tips for gardening Refreshments provided

NEW Library Quiet Time – We are running a quiet time at the library between 6pm – 7pm on the 2nd Wednesday of each month. This is a time when there won’t be any events or activities in the library.

LILY Advice Desk – Friday 25th January 10 – 12noon Come along and meet Lynda and find out more about LILY Living Independently in Later Years.

Regular weekly events
Bored Games with In Good Company – every Saturday 10am. Come and enjoy cards/chess/board games and jigsaws. For all ages Refreshments provided.

Job help session - Every Wednesday 3-5pm (Booking essential) - Want help to update your CV, using Universal Jobmatch, and searching for jobs online? Then why not book in for a 30-minute session with staff to get you started.

Just a Cuppa with In Good Company – every Friday from 10.30-11.30am Come along to this vibrant group for a cuppa and a chat

Coding club – Wednesday 16th 5-6pm. Come along to make some cool Christmas games! Booking essential.
Book Club – Monday 14th January 2.30pm  
New members always welcome. Ask staff for details of the books being discussed

Walk and Talk group - Tuesday 15th January 2.30pm from the library  
A short walk around the town and then refreshments at the library afterwards. This walk is perfect for those wanting to gently build up their walking stamina.

Knit and Natter- Thursday 10th January 10.30-12.30pm  
Come along and knit with our group, have a chat, swap patterns and ideas. Refreshments provided

Colour Yourself Calm – Monday 14th & 28th January 10.30am -12noon  
Join our group for calming colouring, refreshments provided

Friends of the Library meeting – Wednesday 23rd January 5-7  
We meet every 4th Wednesday of the month to organise events and activities for Hunstanton library, come along and join us

Sci-Fi/Fantasy book group -Thursday 17th January all welcome. 10.30 – 11.30.  
Come and join in hearty discussion about books, pick up your copy at the meeting.

Postcard design and writing with the Friends of Hunstanton Library Saturday 26th January 10.30am – 12 noon  
Come along and join the Friends of the Library in designing and writing cards for the housebound and isolated. All cards will be sent via West Norfolk Befrienders.

Hatha Yoga Sessions with Anna  
Please ask for details

For further information about events and to book please call 01485 532280

Volunteers needed! Please contact the library on 01485 532280 if you’d like to find out more or email helen.senior@norfolk.gov.uk
Kings Lynn Library Events December

For further information about events and to book please call 01553 772568
To be added to the mailing list please contact Kerry Lingwood by emailing Kerry.lingwood@norfolk.gov.uk

Regular weekly events

Just a cuppa - Mondays 2pm - 3pm
Fancy making some new friends, or just to have a good old chat? Then come along to this FREE drop in session. Have a good old fashion chatter with a cup of tea and biscuit

Baby bounce and rhyme – Mondays and Thursdays 10-10.30am
Join us for rhymes and songs for preschool children.

Colour yourself calm – Tuesdays 10.30-12
Join in with our fun and relaxing adult colouring group.

Scrabble club – Wednesdays 10 – 12pm
Come and join us for a friendly game of scrabble and a cuppa.

Job Help - Fridays 2-5pm – Please book with Library staff.
Free 30 minute 1:1 sessions with library staff, we can help you write your CV, write cover letters and help you search for jobs.

Let’s talk — Wednesday 2-3pm, Friday 6-7pm
English conversation for speakers of other languages, join our friendly group to practice speaking English.

Games Time – Every Saturday 2-4pm
Join us every Saturday afternoon for fun and games. Bring a friend and play some of the new games that we now have, including Trivial Pursuit, Mexican Train and Dobble!

Other Events

Read and Rabbit – Friday 4th January 10.30am – 11.30am
This fun book group meets on the first Friday of the month. There is no set book and it is open to all readers. So, come along make friends and talk about the books you love reading.

History Discussion Group - Wednesday 9th January 2.30pm – 3.30pm
Enjoy History? Like to share and hear other people’s thoughts and views? Then come to our discussion group on history’s top issues.

Friends of the library meeting – Friday 11th January 5.30pm
Could you help organise events and activities for Kings Lynn library? Come along and join us!

Knit and Knatter – Tuesday 15th January 10 – 12pm
If you haven't picked up those needles for a while or want to learn, come along and join us for a knit and knatter.

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Local History Club – Thursday 17th January 10am – 12noon
Use the library’s wide collection of resources. Photographs, school logs, books, newspaper cuttings and much, much more.

Norfolk Reading Pathway Shared Reading 6-week course – Starting Friday 18th January 10.30-12
For all adults new to reading! Come and join our read aloud sessions and discover a world of great books. Each week you will be introduced to a different type of writing and meet other adults new to reading over a cuppa and a biscuit.

Friday Night Book club- Friday 18th January 6pm-7pm
Looking for a good read? Want to discuss books with others? Then join our monthly book group at King’s Lynn Library which meets on the third Friday of the month at the library from 6-7pm

Adults games time - Saturday 19th January 10-12
Come and join the library friends for board games over a lovely cup of tea and a nice chat.

Mini movers – Tuesday 29th January 1.30pm-2.30pm
Free sessions for preschool age children and their carers to encourage movement with music and songs.
45. New TEAM programme in January

Prince’s Trust Team Programme for 16-25yrs of age
Delivered by Norfolk Fire & Rescue Service

It has come to that time again were we are looking for young people to come and join us on The Prince’s Trust Team Programme run by Norfolk Fire & Rescue Service in Kings Lynn!!

The twelve-week course will commence on Monday 21st January 2019 with a Taster Day being held on Tuesday 17th January 2019. We are looking for any young person aged between 16-25 years who are currently not in education, employment or training and are ready to do something positive with their time. If they sign up for the Team Programme, they’ll be joining a group of up to 15 for a 12-week Programme. Amongst other things they will:

- Take on community projects of their choosing
- Take part in an exciting, action-packed residential week
- Get three weeks’ work experience in a field they are interested in
- Take part in an exciting team challenge
- Gain new skills and qualifications
- Mix with new people and make new friends
- A better chance of moving into a job, education or training
- Help with job-hunting, mock interviews and writing their CV
- The chance to make a difference in their community
- And most importantly - A big boost to their confidence and a real sense of achievement!

There is no charge to the course, it does not affect any benefits and travel costs are reimbursed.

Potential students will be invited to a taster day. This gives the young people an opportunity to see the team room, learn more about the programme and undertake some team activities, so they can decide whether or not they want to commit to the programme. However, before we invite the young people to the taster day we like to meet with them, so we can explain what Team is about and answer any questions they may have. Any questions then please feel free to contact us via the details below.

Kings Lynn Team Leaders: Neil Dack and Ryan Harmer 07919492245
Neil.dack@fire.norfolk.gov.uk Ryan.harmer@fire.norfolk.gov.uk

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46. **Level 1 Child Care (Beginners)**
The course is aimed at anyone interested in working and caring for young children. You will learn about growth and development, practical health and safety, respecting children and craft activities for young children whilst working toward a nationally recognised Level 1 qualification.

**Free if you earn under £15,736.50 per year**

Course Code: EY1CW1518Z
Info session: Tuesday 18 December 2018
Start date: Tuesday 8 January 2019 Time: 12.45pm to 3.15pm
Duration: 8 weeks

Providence St Community Centre, King’s Lynn, PE30 ET
To book your place, visit the website: www.norfolk.gov.uk/adultlearning
or call: 0344 800 8020
What’s on February and Beyond?

47. Nelson’s Journey Information Evening

Information Evening for Schools
Save the Date
12th March 2019
4:30pm -6:30pm
Limited places available
Learn about how Norfolk’s charity supporting bereaved children and young people can support your students and teachers
Smiles House Plumstead Norwich

RSVP to register your interest sarah@nelsonsjourney.org.uk
Full details to follow in January

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48. HER Business Conference


*Norfolk’s largest women’s empowerment conference is back in 2019, with Inspirational speakers telling their success stories and educating about women-related issues on 8th March 2019, to celebrate International Women’s Day!*

Format of the Day:
9:30am Registration, refreshments, stand browsing & networking
10-11:30am Welcome and 3 x Business, Body & Life Inspirational Speakers
11:30am Speakers Q & A
12noon Lunch (provided)
1-4pm 6 x Business, Body & Life Masterclasses (delivered by empowering and educational independent hosts, stand browsing & networking
2:30pm Refreshments
4:30pm Close & goodbyes

FULL INFORMATION CAN BE FOUND AT [http://herconference.herbusinessbrew.co.uk/](http://herconference.herbusinessbrew.co.uk/)

Ticket price includes a seat for all speakers and masterclasses, FULL BUFFET LUNCH, morning and afternoon refreshments, FREE PARKING & the chance to network with 200 women & browse stands from more than 40 women-related businesses & organisations (with exclusive offers and discounts).
Hand & arm treatments on offer for a small charitable donation. *There will also be a few little surprises on the day too!*

Join us to celebrate being women together!

The event will also be raising money to support Freedom from Abuse. Sponsorship and advertising opportunities are available. For more information visit [http://herconference.herbusinessbrew.co.uk/sponsors/](http://herconference.herbusinessbrew.co.uk/sponsors/)
49. Young Persons Easter Residential

08 Apr 2019, 14:00 Lyng, Norwich NR9 5RS, UK

Our young person residential is open to those who are 12+ and either have or are affected by an Autism Spectrum Disorder. Over the 3-day 2-night residential break you will get to take part in many different activities lead by experienced instructors and supported by trained ASD Helping Hands Staff

£70.00 per person

Initial £35.00 deposit on booking + another single payment of £35.00 due in January 2019

08 Apr 2019, 14:00 – 10 Apr 2019, 16:00

Manor Adventures, Norfolk Lakes, Lyng, Norwich NR9 5RS, UK

Click here to book

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Volunteering/ Job Opportunities

50. Volunteer Tenancy Mentor

Wonderful opportunity to become a Volunteer Tenancy Mentor –
gain new skills, meet like-minded people and make a difference in your community.

Moving to independence is a really big step for any young person. Even more so if you’ve been in care, don’t have lots of support or are struggling on a low income. A mentor can help to bridge the gap and be someone to chat to confidentially about goals, aspirations and difficulties along the way.

If you would like to become a mentor ...

We offer you

- a fun and interactive two-day training course covering topics such as what mentoring is and isn’t, listening and questioning skills, using an asset-based approach, money skills exercises and child/vulnerable adult protection
- a certificate, lots of on-going support, peer encouragement, further training and celebration events and the satisfaction of helping someone else.

We ask that you

- will undertake a DBS check and short interview before we carefully match you to a mentee
- preferably meet with your mentee weekly and no less than fortnightly. The early days are critical to building a relationship and making it work
- remember the mentee is in charge of the relationship and decides what they want help with, they have the answers to their own issues they just need you to help them tease out the details or act as a sounding board
- undertake a final questionnaire to help us evaluate our services.

Click here for FAQs about being a mentor and for more info about our work click here

We will be running one of our excellent training courses in Dereham on 5th and 6th March 2019

Apply to be a Volunteer Tenancy Mentor here.

Jump back to start
51. **Social Team Leader**

**Salary:** starting from £22,500 and rising to £23,125 after successful completion of a six month probation period  
**Full Time 37.5 hours**  
**Fixed term one year contract**  
**Norfolk and Waveney wide**

This is an exciting time to be joining Mind and becoming part of the partnership with the Norfolk & Suffolk Mental Health Foundation Trust delivering services within the provision of the Norfolk and Waveney Wellbeing Service. The service is commissioned to support people with mild to moderate mental health problems such as anxiety and depression. Services will be provided across Norfolk and Waveney locations for people aged 16 and over.

We are seeking applications for the Social Team Leader role within the Wellbeing service.

The successful applicant will manage the day to day running and provision of peer support within the service which will include line management of Peer Support workers located across Norfolk and Waveney. The position involves extensive travel and will require the successful candidate to have a driving licence and access to a vehicle. Peer support is offered to anyone aged 16+ accessing the wellbeing service and could be in the form of delivering groups and one to one sessions in the community.

Norwich and Central Norfolk Mind are a wonderful employer, flexible and supportive. We provide excellent supervision and a good training package. This is an exciting time to be joining Mind and becoming part of the new partnership.

**Closing Date:** 13 January 2019  
**Interviews will be held on:** 24 January 2019

To apply please follow the link:  
https://norwichandcentralnorfolkmind.peoplehr.net/Pages/JobBoard/Opening.aspx?v=a620659e-f8ab-47b3-bea5-b39564699fde
52. Love Food Hate Waste Champions

Love Food Hate Waste Champions – We need you!
Whether you are passionate about food or simply want to make the most of the food that you have bought, you might be interested in getting involved in our Love Food Hate Waste project.

We are looking for people who would like to become Love Food Hate Waste volunteers who are willing to share their knowledge with others to help to reduce the amount of food we waste.

In the UK each year households throw away seven million tonnes of food and drink. This costs the average family with children about £810 a year or the equivalent of £70 per month.

As a Love Food Hate Waste volunteer, you will be trained in issues regarding food waste and equipped with tools and ongoing support to help others in your local community to make the most of their food, reduce food waste and save money.

Anyone over the age 18 can join the scheme; you will receive free training and resource pack and ongoing support from your programme coordinator and waste reduction officers.

The next training course will be held on Saturday 26 January 2019 at County Hall, Martineau Lane, Norwich NR1 2SG.

If you would like more information or are interested in becoming a Love Food Hate Waste volunteer, please email lovefoodhatewaste@norfolk.gov.uk

53. King’s Lynn Night Shelter Volunteers

King’s Lynn Winter Night Shelter is expanding from 2 to 7 nights a week. They have lots of volunteering opportunities. Watch the video to get a feel for the project or simply download an application form.

See the youtube story:- https://www.youtube.com/embed/9Wde2o7gDQ8

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