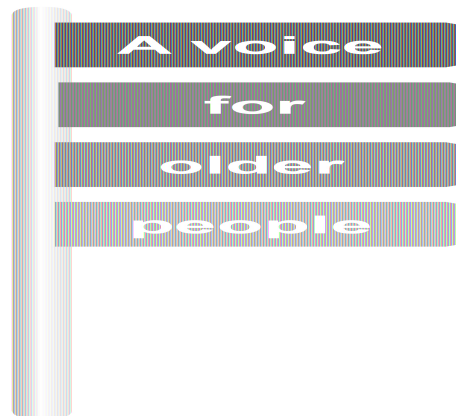


BRECKLAND OLDER PEOPLE'S FORUM NEWSLETTER 5th March 2018



For further information on Breckland Older People's Forum
contact brecklandopf@gmail.com or Tel: 07546 152695

For information regarding meetings & any submissions for newsletters
contact Linda Heanue (Secretary) lheanue@btinternet.com

*Our next Professionals Meeting
will be 1.00-3.30pm on 16th March 2018 at
Breckland Council Offices, Elizabeth House, Dereham NR19 1EE.*

Members of the Public welcome

ON THE FOLLOWING PAGES YOU WILL FIND INFORMATION ON -

Page 2 – Professionals Meeting 16th March & Lord Lieutenant's Invitation

Page 3 & 4 – Transport Services

Page 5 – SNOFF Open Day 21st March

Page 6 & 7 – Norfolk Directory (Silver Circles & Silver Line)

Page 8 – Healthwatch & South Norfolk CCG Cancellation

Page 9 – Venues for Kate Dimpleby – Silver Social

Page 10 – Wellbeing & Recruitment Roadshows &

Attachments:-

Connect Poster – PDF

Poster for 16th March - Professionals Meeting

BRECKLAND OLDER PEOPLE'S FORUM

REMINDER

NEXT MEETING FRIDAY, 16TH MARCH
AT BRECKLAND COUNCIL OFFICES, DEREHAM
1pm for 1.30pm start

Speakers will be: Stephen Maunder, Trading Standards Service on avoiding SCAMS
Jason Phillips on the Services offered by the DWP
Steve Nunn, CAN on how to get the best deals on Gas & Electricity

These talks are aimed at organisations dealing with clients and members of the public, but are suitable for everyone.

All are welcome. Refreshments will be served. We aim to finish around 3.30.

If you require further information contact us on:

brecklandopf@gmail.com

[Tel: 07546 152695](tel:07546152695)

Many of you may remember having a stall at the event we hosted last year during Dying Matters week. This email is to invite your organisation to have a stall in the atrium of the Forum in central Norwich on TUESDAY 15th May 2018 from 10.00 am until 2.00 pm. There is no charge for the stall. The event has been very well attended in previous years and we aim to have several presentations taking place in the auditorium during the morning.

Please forward this invitation to a colleague within your organisation if this is more appropriate. If you would like to accept this invitation on behalf of your organisation please let me know. I look forward to hearing from you and will forward further details nearer to the date.

Chris MacDonald

Lord Lieutenant's Palliative Care Forum

Tel 07548 514523

How to complain about a bus service in Norfolk

Step 1

Members of the public can contact customer services at Norfolk County Council. If the service receives a subsidy from Norfolk County Council (N.C.C.) they can investigate the complaint, however if the service is operated commercially and receives no financial assistance from N.C.C individuals will need to contact the operator directly. N.C.C. can provide individuals with contact details for the operator.

- Phone 0344 800 8020
- Email: information@norfolk.gov.uk
- Online: www.norfolk.gov.uk
- Customer Services, Norfolk County Council, County Hall, Martineau Lane, NORWICH, Norfolk, NR1 2DH.

Keep your ticket as this will help the operator in responding to your complaint.

You can search for the operator's details by using www.norfolk.gov.uk - then going to roads and transport – public transport – buses.

You need to give the operator 14 working days to respond to your complaint.

Step 2

If you make a complaint to the bus operator and aren't satisfied with their response contact Bus Users UK, a non-profit organisation who give passengers a voice, campaign for improved standards, and work to make bus travel a viable choice for all.

- Email: complaints@bususers.org
- Phone on 0300 111 0001
- Online at www.bususers.org

Or in writing to the country in which the incident took place:

- Bus Users England, Princes Exchange, Princes Square, Leeds LS1 4HY
- Bus Users Cymru, PO Box 1045, Cardiff CF11 1JE

Bus Users is an approved Alternative Dispute Resolution (ADR) Body for bus and coach passengers, and the nominated body for dealing with complaints under the European Passenger Rights Regulation. They can only help in cases where the operator has been given the opportunity, and the time, to respond to a complaint and they are not able to help with timetable issues, fare prices or bus routes.

The complaint must have taken place in the last 12 months, and if you're under 16 years old, you will need the consent of a parent or guardian to contact Bus Users UK.

Bus Users UK can help with:

- Service Reliability
- Driver/staff attitude
- Frequency of service
- Vehicle condition/type
- Bus failing to stop/failing to show
- Infrastructure
- Overcrowding

- Disability/accessibility issues
- Ticket systems
- Personal injury/accident
- Incorrect/inadequate information
- Smoking
- Loss or damage to luggage
- European Passenger Rights Regulation

They can't help with:

- Complaints that have not been raised with the operator
- Issues that happened more than twelve months ago
- Legal, commercial or policy decisions taken by an operator
- Complaints raised by a minor where the legal guardian has refused permission for us to act
- Complaints about the tourist content of a coach holiday rather than transport
- Complaints from non-passengers (pedestrians/other drivers)
- A complaint already subject to legal action
- Anyone who has a history of being abusive or wasting the time of our staff

What Bus Users UK need to know

When you get in touch with Bus Users, they'll ask you for the following information:

- your full contact details including postal address, phone number and email if you have one
- the date and time of the incident
- where the incident took place
- the name of the bus or coach operator
- details about the bus including the service number and destination
- the bus stop you were travelling to
- a brief summary of what happened
- what you would like to happen as a result of your complaint.
- We'll also ask you for copies of any correspondence between you and the operator to help with our enquiries.

Community Transport

Community Transport is an option that areas use to overcome a lack of services. You can learn more about this on the [Community Transport Association \(CTA\) website](#). You might be able to work with a group who are already running a scheme to try and expand their offer if there is a gap for your clients. You can find providers in your area at [CTOnline](#)

Norfolk County Council organise community transport across the county. For details go to their website – www.norfolk.gov.uk - roads and transport – public transport – community transport. Details and links for all Norfolk County Council websites are contained on our own website – www.cadat.org.uk

Transport Plus is a community transport service provided by NCC to enable adult members of the public to access essential health, social and wellbeing services. Includes other medically related appointments, day and respite care, essential shopping and activities to help with general wellbeing. 45p per mile paid directly to driver

Booking 9-5 Monday to Friday. 0344 800 8020

More details etc on www.norfolk.gov.uk



South Norfolk Older People's Forum

New members always welcome

Next meeting

Wednesday 21 March

at

10 am for coffee for 10.15 am start

At South Norfolk Council Offices

Council Chamber

Swan Lane, Long Stratton, NR15 2XE

Main topics of the meeting will include :

Details of a recent Housing Project

**Up to date information from "n able" who provide
specialist equipment for Older People**

**The Handyperson Scheme and also Digital Heritage Trails
supported by South Norfolk Council,**

**Time will be allowed for the usual question and answer
session after each talk**

If you find it difficult to get to the meeting, free transport could be available from where you live. To take advantage of this please call Ann Baker on **01508 481819 by 5pm on 12 March**

The meeting is expected to close by **12.30**



Silver circles are no longer running.

Debra Lawrence-Bell
Development Worker (Information)
Prevention & Early Help
Adult Social Services
Norfolk County Council
Remote Worker
Tel 07770432858

www.norfolk.gov.uk/norfolkdirectory

Loneliness is in the news

Earlier this month BBC Radio 4's All in the Mind programme launched The BBC Loneliness Experiment. Devised by psychology professor, Pamela Qualter and colleagues, in collaboration with the Wellcome Trust, the online survey aims to explore the causes and possible solutions to loneliness. It was completed by 5,000 people within the first few hours of its launch and is the world's largest ever survey of its kind on loneliness. The experiment is open to everyone, even if you've never felt lonely. You can find out more and take part [here](#).

The Silver Line also featured in a recent edition of S Magazine from the Sunday Express. Alongside leading UK psychologist Dr Lynne Jordan, our CEO Sophie Andrews shared her expert views on the causes and effects of loneliness in later life, as conveyed to us by our thousands of weekly callers. Sophie gave advice and her top tips on how people can help themselves guard against loneliness. The piece was also republished in The Express online last Monday, which you can read [here](#).

Get involved in Silver Week, 13-19 May

Silver Week is fast approaching and we need your help to make this year's our best yet! This year we're hoping to raise enough to pay for 20,000 calls from older people who need our support. As demand for our service continues to grow that's almost two week's worth of calls to the Helpline. Last December was our busiest month ever, and year-on-year calls have been at a record high for the last six consecutive months.

Since launching in 2013, The Silver Line has answered over 1.7 million calls from vulnerable and isolated older people. Over half of our callers speak to no one else but us for days or even weeks at a time. With your support this Silver Week, we can ensure that The Silver Line continues to be available to every caller who needs us day and night, every day of the year, both now and in the future.

Here are five easy ways to get involved...

1. Abseil the ArcelorMittal Orbit

Join us on Friday 18th May for an exhilarating ride down the UK's highest free fall abseil on Britain's tallest sculpture, the ArcelorMittal Orbit in the Olympic Park. Take on this unique 262-foot challenge and you'll get to see London in a whole new light, taking in iconic buildings such as The Gherkin, St. Paul's Cathedral and Wembley Stadium.

[Join our team here.](#)

3. Hold a Silver Screening

Get together with your family and friends for a Netflix binge of your favourite series or host a themed movie night party and encourage your guests to dress up as their favourite film character.

Collect a donation from everyone who attends, perhaps even the equivalent of what you'd spend at the cinema. Everyone will have a great time whilst helping The Silver Line!

Find out more and download our Silver Screening [pack here.](#)

4. Run in Europe's biggest 10k

Join our team for the Greater Manchester 10k on Sunday 20th May. It's the perfect excuse to add an extra day of fundraising to Silver Week! Take to the streets of Manchester with tens of thousands of runners for this fantastic event whilst raising money for The Silver Line.

Are you a member of a local gym or running club? Take on the challenge as a team and fundraise together. You'll raise even more money and you'll have fun whilst doing it!

Find out [more here.](#)

5. The Silver Line joins AmazonSmile

Do you shop with Amazon? We're delighted to announce that from Thursday 1st March The Silver Line will become an eligible charity on AmazonSmile.

From Thursday onwards you can log-in to smile.amazon.co.uk, make your purchases, select The Silver Line and Amazon will donate 0.5% of the price of your eligible purchases to us. AmazonSmile is exactly the same as Amazon, the same products, prices and service, so it's an easy way to raise money for us without costing you a penny

The Silver Line is the UK's only free, 24 hour and confidential helpline for older people, always open when other services are closed. Just £10 allows us to answer two calls to the helpline and can transform an older person's life.

The Silver Line
Trade Tower, Calico Row
Battersea, London SW11 3YH
0800 4 70 80 90
Info@thesilverline.org.uk [@TheSilverLineUK](mailto:TheSilverLineUK)



Dementia Friendly GP Services

From January until June 2018, Healthwatch Norfolk will be working with local people living with dementia and their carers to design a short guide for GP practices.

The guide will outline some simple steps that GP practices can take to make their services more dementia friendly, based on national guidance from organisations such as Alzheimer's Society.

The project will also involve engagement with local GP practice staff. We hope that the guide will support GP services to become more dementia friendly, improving experiences for patients and carers across Norfolk and Waveney.

We would really like to involve as many local people as possible in this project. If you are interested in finding out more, please contact Ed Fraser from Healthwatch Norfolk, as follows:

Tel:0808 168 9669 Email: edward.fraser@healthwatchnorfolk.co.uk

This piece of work has been commissioned by the three central Norfolk CCG's with funding from NHS England.

Healthwatch Norfolk is the consumer champion for health and social care in the county. We are an independent organisation but we have statutory powers. The people who make decisions about health and social care in Norfolk have to listen to you through us.



Please note that the South Norfolk Provider Forum scheduled for the 9th March 2018 **HAS BEEN CANCELLED.**

Norfolk County Council is currently reviewing purpose and format of the provider forums to ensure that this are fit for purpose.

The next South Norfolk forum is currently scheduled for the 8th June and we will of course advise on arrangements in due course.

Tickets for Kate Dimbleby's 'Songbirds' Only £5 – Book Now!



Silver Social is delighted to welcome the return of internationally acclaimed singer, Kate Dimbleby to a community venue near you. Performing soulful songs from her original album *Songbirds*, she combines the personal story of finding her own voice, with her legacy and stepping out of Peggy Lee's shadow.

Tickets: £5 each

Book now & pay on the door:

Call 01362 656870

Email: community@breckland.gov.uk (or reply to this e-mail)

Extra tickets will be available on the door.

Performance times: 2:30pm – 4pm

Dates & Venues:

Monday 19th March – Ashill Community Centre

Tuesday 20th March – Harling Old School Hall

Wednesday 21st March, Shipdham Church

Thursday 22nd March, Mattishall Church Rooms

Friday 23rd March, Necton Community Centre

Transport:

If you would love to attend a daytime performance but don't have access to a car or public transport, please give us a call.

If you have any questions or would like any more information, please just let me know.

Sophie Soto | Project Coordinator – Silver Social

Breckland Council | DDI: 01362 656852 www.breckland

Wellbeing & Recruitment Roadshows coming to Breckland's market towns

A series of wellbeing and recruitment fairs will take place in the coming weeks across Breckland to support local people with careers opportunities and advice.

The events offer a chance to speak to employers currently recruiting, as well as wellbeing and training providers that can support anyone considering a return to work after a period of absence.

Organised by Breckland Council in partnership with the Department for Work and Pensions (DWP), the Wellbeing & Recruitment Roadshows begin in Dereham on 28 February, before going to Thetford, Swaffham, Attleborough and Watton next month. Local organisations and town councils are supporting the events.

Cllr Adrian Stasiak, Executive Member for Growth and Commercialisation, commented: "Breckland Council is committed to encouraging as many people into work as possible and providing help and support to those keen to re-join the workforce. Employment doesn't just affect individuals financially; it has significant effects on their personal wellbeing and their communities, which is why events like this are so important. This is an excellent opportunity for anyone seeking advice with their career, or as a working lone parent, to talk directly to a variety of experts in a relaxed and informal atmosphere."

The events will take place on:

- 9 March, 10am-12pm at Attleborough Town Hall, hosted with Attleborough Town Council
- 13 March, 11am-1pm at Queens Hall in Watton, hosted with the Wayland Partnership
- 21 March, 10am-1pm at The Carnegie in Thetford, hosted with Thetford Town Council
- 26 March, 10am-1pm at Swaffham Assembly Rooms, hosted with Swaffham Town Council and the Icen Partnership.



Dating in later life

Many older people start dating again in later life. You may be lonely after bereavement or divorce and want to find a new partner or you may just want someone to go out and have a good time with. Dating can be daunting if you haven't done it for a long while but it can also be fun and exciting.

Technology has made it possible to meet more people now but for the most part dating is much the same as it ever was. It's more likely that you have changed and it's worth taking time to consider what you really want now. Read our information about getting back into [dating](#)