A message from Sandra Dinneen

Over the last few months the Early Help Hub has continued to evolve and grow.

A particular success over the past few months has been the further integration of the police in the Help Hub. The South Norfolk Police team have aligned their Police Community Support Officers (PCSOs) to work more closely with the pathfinder, empowering officers to provide a proactive approach at the initial contact, to either deal with the issue, or encourage early support though a multiagency problem solving approach.

Another highlight has been that the Health Visiting teams have moved from three different contact points to a single duty officer system co-located within the Early Help Hub. Having this single point of contact based alongside other agencies, has enabled improved customer access, as well as streamlined their information and improved their data sharing with partners.

Another welcome addition has been the Children’s Centre Staff...

...the hub just keeps on growing!

The number of requests for support has grown substantially over the past year and we’ve supported over...
substantially over the past year and we’ve supported over 500 residents through the hub so far. Wellbeing and Mental Health is presenting as the most prominent issue for our residents accessing support and we are working closely with the wellbeing service to improve support locally. A number of multiagency staff based in the Help Hub have also been trained as Wellbeing Ambassadors.

Over the summer months staff from the Help Hub will be out and about around the district at events and activities that are taking place including South Norfolk on Show and Children’s Outdoor Theatre events across the district.

The impact that the Help Hub is making to the way in which organisations work across the District is clear, but more importantly, the tangible difference it’s making to the outcomes for our residents in South Norfolk is becoming increasingly evident.

**Duty workshop for partner agencies**

Being available to offer information, advice and guidance to individuals, professionals and families is a fundamental focus of the hubs work. Our daily duty phone line is busy taking enquiries and offering support where we can. To offer this service, requires a shared responsibility and commitment of staff from a range of organisations to man the duty line during office hours. We are at the point where we need to expand the number of organisations offering staff to cover the duty line. In order to support a wider network of staff to understand the role of the duty desk and practical support in undertaking this role we are offering an opportunity to attend a workshop to find out more and give it a go. Please contact the Help Hub if you can offer some time to the duty line earlyhelpubsouth@snorfolk.gov.uk

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*Early Help Hub supports school pupils stay hydrated*

South Norfolk Council’s Early Help Hub has teamed up with Hethersett Junior school to encourage children to
drink more water by giving them their own “Early Help Hub” water bottles.

Getting children to drink fluids regularly is particularly important as children can be so involved in what they are doing that they forget to drink. Patterns of drinking behaviour appear to be established early in childhood, so it is important that young children get used to drinking water in order to maintain their hydration.

South Norfolk Councillor Yvonne Bendle, cabinet member for Well-being and Early Intervention said. Our Early Help Hub is all about providing help before problems escalate. Young children especially are less likely to recognise when they are thirsty and drinking water has been shown to assist pupils, as dehydration, even if only mild can cause tiredness, headaches, lack of concentration and reduced mental performance."

It is important that children drink regularly throughout the day to stay properly hydrated. However, drinking fluid is not necessarily seen as a priority by children and may also be viewed as boring and inconvenient.

The amount of fluid a child needs depends on many factors including their age, their gender, the weather and how much physical activity they do, but generally they should aim to drink about 6-8 glasses of fluid per day, on top of the water provided by food in their diet. Younger children need relatively smaller drinks (e.g. 120–150 ml serving) and older children need larger drinks (e.g. 250–300 ml serving).

South Norfolk YAB's Positive Activity Fund
This fund is for young people who are in need of some leisure time activity to boost confidence and family life.

Young people need to be in receipt of some professional intervention, so that they are supported to access and attend the activity, they need to live in South Norfolk and they need to be aged between 11 and 19 years - this is the only criteria to get up to £250!

Summer holidays are fast approaching and there are some amazing things going on in our area. For more details of the activities that are taking place and how to apply for funding visit [http://www.snyab.org/](http://www.snyab.org/)

A day in the life of a Community Connector
Barbara Howard
Costessey

Peter and I started the day delivering invites and posters for dementia friends training and had an overall positive response from everywhere and received feedback on what a fantastic idea it was.
I then returned to the Costessey Centre where the Alzheimer's dementia café was taking place to deliver some posters there and to catch up on emails.

I was greeted as an old friend by organisers and carers alike! I gave out the invites, got several responses to accept. Gave some info out about Carers Agency Partnership (CAP) offer to one couple and arranged to meet another woman and her mother after my leave. Cllr Paul Cooper showed me new video for the blessing of St Walstan’s Well (which Peter and I appear in!). PCSO Saunders arrived and is going to send on three referrals, as well as saying what a fantastic job Connectors were doing!! CAP were also able to confirm they had made contact with Sainsbury’s at our suggestion to give a talk there during Carer’s week in June.

The whole experience gave me a great sense of wellbeing and engagement and I felt that the Connectors had become an integral part of the local community.

**Forget Me Not Grants Update**

Forget Me Not Grants are improving the lives of people living with dementia by making homes dementia friendly. The scheme has helped 61 customers so far by making a number of small changes to the home environment. The grants have been used to pay for a variety of work including: improving lighting, removing trip hazards, installation of signage and safety aids and changing flooring and decoration. All these changes are helping people to live safely and independently. The scheme is funded by Norfolk County Council and due to the substantial demand shown so far funding has been increased to £50,000 meaning that many more homes can be made dementia friendly.

www.southnorfolk.gov.uk/dementiafriendlyhomes

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**Flying the Nest**

11am - 2pm Friday 2nd September 2016
Costessey, Costessey Centre (show starts 12pm) Community café for refreshments

Welcome to hatchling College – sit in a giant nest and get involved with music, puppetry, facts and fun about our feathered friends.

**Contact Us**

Are you interested in finding out more about a project, have an idea or want to get involved then please email earlyhelphubsouth@norfolk.gov.uk or call 01508 533933.

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**Do you like us?**

Over the past months we’ve been working hard on developing our social media presence for our delivery areas via Facebook. If you haven’t already, please have a look at our pages and give us a like to stay up to date.

Costessey Community Connectors
Diss Community Connectors
Harleston Community Hub
Hethersett Community Hub
Loddon Community Hub
Long Stratton Community Hub
Poringland Community Hub
Wymondham Community Connectors