

## CABINET MEMBERS REPORT TO COUNCIL

January 2025

### **COUNCILLOR LIZ WITHINGTON - CABINET MEMBER FOR COMMUNITY, LEISURE AND OUTREACH SERVICES**

For the period up to 31<sup>st</sup> January 2025

#### **1 Progress on Portfolio Matters.**

##### **Community Connectors Portfolio Holder report: activity and achievements in January 2025**



##### **PositiviTea:**

##### **Wednesday 22nd January 2025 - Dementia support PositiviTea, Hoveton village hall.**

##### ***Why Dementia support?***

Alzheimer's Research UK states that in North Norfolk, there are 2,137 people living with dementia, which is higher than the national average of 1,370 (Dementia Prevalence by UK Constituency 2024)

##### ***Why Hoveton?***

Norfolk insight has identified that in Hoveton and Tunsted, 3.7% of the population, a higher percentage compared with other areas of the district, Norfolk and the country, provide more than 50 hours of unpaid care in a week. Health - Ward | Hoveton & Tunstead | Report Builder for ArcGIS  
The Making Connections Cafe, which runs from Hoveton village hall once every fortnight, is a well-attended group for those with dementia and their loved ones. They provide a safe space to enjoy the company of others and offer engaging activities. It has an army of volunteers who help to support the carers and engage and occupy their loved ones for 2 hours. We know from previous conversations that carers find it very difficult to find time to leave their loved ones to seek help, time to look online, time to call, and struggle with information overload.

Dementia support PositiviTea brought organizations to the carers, it enabled face to face contact, time to talk, discovery of new support, all whilst being in a safe space, with support from the volunteers and Community Connectors. As one attendee said, "Becoming a carer, I'm adapting to other systems never been in before, so coming here really helped".

<https://www.north-norfolk.gov.uk/communityconnectors> has upcoming PositiviTea dates.

## Falls & Frailty:

Data from the NNUH continues to be received on a weekly basis.

Due to the Christmas closure, we sent out initial letters on 6 January to residents whose information was received on 23 and 30 December. Please note that this uplifts January data.

In December, there were 70 referrals for North Norfolk residents of whom 16 went on to decline the service. Officers have made 89 calls. 687 calls have been made to residents to date, plus 11 home visits.

Referrals made for aids & adaptations (13), Assisted Bin Collection (2), Active Now (3), Financial Inclusion (8), Long Term Condition Support (1), Other Exercise Referral (1).

Information provided for benefits (13), Blue Badge (1), community group (1), Carer support (6), Energy and Heating Support (5), Grant Funding Identified (1), Good Neighbour Scheme (2), other action (4), safety advice (8) and transport advice (2).

Signposted back to GP (4).

This support empowers residents to:

- stay safer in their homes for longer
- become stronger and more active
- connect with others
- improve their income
- improve their wellbeing

## High Intensity Users:

### Community Groups Attended: 21

Signposting to Adult Social Services (3), Attendance Allowance (11), Blue Badge (1), Therapeutic listening (27), Carers support (6), Community Supermarket (2), GP surgery/hospital (4), HIU friendly groups (5), Citizen's Advice Bureau (1), employment support (1), grants (3), long term health condition support (2), mental health support (2), benefit support (1), Tech Skills for Life (1), Vision/hearing support (3), Community fridge/larder (1), grief support (1)

Referrals made to Cromer Cares (3), Housing Adaptations team (1), Financial Inclusion (2)

**47 referrals received:** made referral/signposted to Adult Social Services (2), helped with/signposted to Attendance Allowance (52), Blue Badge (1), housing queries (1), therapeutic listening (16), Carers support (2), frailty (1), social isolation (4), Citizen's Advice (3), Community Supermarket (2), Cromer Cares (3), Financial Inclusion (2), grief support (1), HIU friendly

groups (14), long term health condition (1), self-neglect/hoarding (1), social prescribing (1), Tech Skills for Life (1), GP/hospital (3), grants (2), vision/hearing (1)

#### **Communal Room visits: 2**

In the year to date we have supported 108 residents with Attendance Allowance applications.

This has resulted in a combined annual income uplift of over £384,000 for residents.

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#### **Age Friendly Communities:**

On 31 January we held a drop-in session at the Town Hall for residents and businesses to tell us what it's like to live and work in Stalham.

48 people attended and gave their feedback via surveys (9 completed on the day), and through conversation.

We will use this feedback to help direct Age Friendly Community Work in the area.

#### **North Norfolk Health & Wellbeing Partnership:**

Upcoming meetings:

Wednesday 5 March, 2pm-4pm in the Council Chamber

#### **Poppyland Radio:**

Two shows recorded on:

<https://www.poppylandradio.co.uk/shows/community-connectors>

Ali Baba & the Four Tea Thieves and Grief Cafes.

**2 Forthcoming Activities and Developments.**

<b>3</b>

<b>Meetings attended</b>