

Yours Sincerely

Edition 33 - February 2024



How to get in touch:

Broadland District Council residents: 01603 430431

South Norfolk residents: 01508 533933

Email: Helphub@southnorfolkandbroadland.gov.uk



Accessibility

Large print Yours Sincerely

If you would like a larger print version of Yours Sincerely, please let us know. Give us a call using the number below and we'll make sure all future editions you receive are in a larger font.

Coloured Overlay

If you would like your edition of Yours Sincerely printed on coloured paper, please let us know by calling the number below and let us know what colour paper you need for your future editions.



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Welcome to the 33rd Edition of Yours Sincerely!

It's getting to Springtime now and, as such, we thought we would give you some mindfulness exercises to practise, as it starts to warm up outside:

- Mindful eating – paying attention to the taste, sight and textures of what you are eating.
- Mindful moving – try focusing on the feeling of your body moving, or the things you feel as you are moving, such as a breeze against your skin or the different smells around you.
- Mindful meditation – sitting quietly to focus on breathing, thoughts, sensations in your body or things you can sense around you.



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Yours Sincerely

Community spotlight – St Faiths Community Volunteer Group

'Together We Shine - Together We Support - Together We Succeed'

Why We're Here & The Difference We Make

What started in July 2024 with clearing an overgrown path has grown into a movement, a team dedicated to preserving and enhancing our village's green spaces, woodlands and streams. We're more than maintenance, we're about connection, teamwork and pride in our community. With 12 passionate members to date, we support the St Faiths Centre, the Parish Council and key community spaces through gardening, site upkeep, litter picking and community involvement.

At our core, we're more than volunteers, we're a community. We build friendships, share laughter and unite with purpose. Our 'How Can We...?' mindset keeps every volunteer day welcoming, fulfilling and fuelled by delicious home-cooked delights.

The Impact We Make and Why Your Support Matters

- Our volunteers gain purpose, friendships and wellbeing through teamwork and time in nature.
- Our village's green spaces thrive, remaining welcoming and well cared for.
- A beautiful, well-maintained village fosters pride, belonging and community spirit.
- Businesses and supporters strengthen their ties to the community, enhancing their impact.

Testimonials

'The carrot on a stick is that we get lovely, yummy treats cooked by [them], thank you'

'Good fun and good food!'

'Beautiful people making a beautiful place to live'

'Well done you amazing people'

'Wow, you are all making a huge difference, keep up the good work'

'Fantastic Achievement'



If you'd like to get in contact with the St Faiths Community Volunteer Group, please contact communitycapacity@southnorfolkandbroadland.gov.uk or call 01603 430611 and we will put you in touch with them.

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Help Hub - Handyperson+ Service

If you have a job that needs doing and are struggling to find someone to help, look no further than our Handyperson+ Service.

Residents 65 and over or those at higher risk can benefit from this service to help with small repairs and changes that make homes safe and secure.

Our team is fully trained and insured and can help with jobs such as fitting key safes and locks, minor plumbing, putting up or replacing smoke alarms, fitting grabrails and putting up shelving.



As well as small works, our handyperson can chat to residents during a visit to see if they may be able to receive any additional help. They have an in-depth knowledge of available grants, allowances, and services a resident may be eligible for.

Services differ between the two districts, but we are working to align these in the future to give everyone the best service. Please be aware there could be a charge for the services offered to you, but we try to make these as minimal as possible.

If you feel the Handyperson+ Service is something you could benefit from, please get in touch:



South Norfolk Residents

Phone: 01508 505284

Email: handyperson.snc@southnorfolkandbroadland.gov.uk

Broadland Residents

Phone: 01603 430518

Email: handyperson.bdc@southnorfolkandbroadland.gov.uk

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Yours Sincerely

Community Awards 2025

Nominations for the South Norfolk Community Awards and the Broadland Community at Heart Awards 2025 are now open.

The awards recognise and celebrate the outstanding achievements of residents from across the district, who go above and beyond to support others or complete incredible achievements.

All shortlisted nominees will be invited along to the awards ceremony at Bawburgh Golf Club in South Norfolk and The Royal Norwich Golf Club in Broadland, and the winner in each category will receive £250 to give to their chosen community group or voluntary organisation.

The categories are as follows:

- Young Achiever Award
- Town or Parish Councillor of the Year (*South Norfolk only*)
- Business in the Community Award
- Environmental Champion Award (*South Norfolk*)
- Green at Heart Award (*Broadland*)
- Healthy and Active Award
- Connecting Communities Award
- Volunteer of the Year
- Community Organisation of the Year
- Lifetime Achievement Award

If you wish to nominate a community organisation, individual, school or business, please fill in the form on the next page and send it to the following address:

**South Norfolk and Broadland District Councils,
The Horizon Centre,
Peachman Way,
Broadland Business Park,
Norwich
NR7 0WF**

We can also take nominations over the phone or via email:

Call: 01603 430611

Email: communities@southnorfolkandbroadland.gov.uk

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Community Awards 2025 Nomination Form

Nominee's Name:	
Nominee's Email Address:	
Nominee's Phone Number:	
Which category would you like to nominate them for?	
Please describe what the person/organisation/school/business/Town or Parish Councillor does in their community?	
What impact has their voluntary effort made to yourself, others and the wider community?	
Please provide a recent example of something they have done to support the community?	
Please describe some of the qualities and values that makes them an asset to the community?	
Have you informed the nominee of the nomination?	
Do you consent for us to tell the nominee you nominated them?	
Nominator's Name:	
Nominator's Email Address:	
Nominator's Phone Number:	

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Household Support Fund

The Help Hub is working in partnership with Norfolk County Council to administer the Household Support Fund. This funding has been provided by the UK Government to local authorities in England to support those in greatest need and to address financial hardship.

We have been given funding to proactively support those identified as facing financial hardship. These customers are identified through our frontline Help Hub services and through analysis of data held by the Councils.

You do not need to have received a letter from us to apply for other Household Support Fund schemes. If you are struggling financially and are in need of advice or support, please contact us using the details below. All awards of Household Support Fund are subject to an assessment of needs and review of financial circumstances and awards are decided on a case-by-case basis.



Better Off Calculator

South Norfolk and Broadland's Help Hub uses the 'Better off Calculator' to ensure that when we work with you, our residents, we can ensure that you are receiving all the financial help you are entitled to, including Housing Benefit and Council Tax Assistance.

You can also apply for these through the calculator and the form will go directly to our Benefits Team. The calculator can currently be accessed through the front page of our website, but also through the Help Hub page, the Benefit Page, and the Council Tax page. Alternatively, you may contact us on the relevant phone number below.



The benefits you may be entitled to are listed below (this is not an exhaustive list):

Benefits	Other Financial Help	Bill Support
Universal Credit Pension Credit Housing Benefit Council Tax Assistance Attendance Allowance Child Benefit	Healthy Start Vouchers Free School Meals Tax-Free & Free Childcare	Warm Homes Discount Social Water Tariffs Energy Grants Social Broadband Tariffs

If you need any help with this, please call the relevant number below, or send the Help Hub an email.

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Mindful Towns and Villages

Introduction

The Mindful Towns and Villages project aims to improve conversations around mental health in the community, creating local support and building resilience.

People from within the community (such as small local businesses, community groups, sports clubs, residents who like to support others) will complete low level mental health awareness training and use this knowledge to provide support and signpost to other services as needed. These individuals are called Wellbeing Champions.



Mindful Towns and Villages Status

We award a town or village with a 'Mindful' status once a set number of wellbeing champions are trained. The number is dependent upon the population size of the town or village. Details can be found on our website. Once achieved, the community will be notified, and window stickers and other resources will be provided to help provide awareness that there are safe spaces to talk.

Currently, we have 19 towns and villages meeting the status and over 300 wellbeing champions trained.

Should I get involved?

Becoming a wellbeing champion may be right for you if:

- You are in a position to meet and engage with other people in the community
- You feel happy to be known as a Wellbeing Champion and for people to come to you for a chat
- You would like to learn what other services are available to recommend to family, friends and members of the community
- You care about the mental wellbeing of the community around you

What does becoming a Wellbeing Champion involve?

Becoming a Wellbeing Champion involves two things:

1. Attending a free mental health training session
2. Acting as a wellbeing champion for your town or village, offering support to residents when conversations naturally occur.

To find out more about the project, course dates and locations, visit our website or email mtv@southnorfolkandbroadland.gov.uk

We have also created a mental health awareness course for young people which can be delivered for free in schools, clubs, youth groups and other clubs.

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Community Engagement Van

We now have a Community Engagement Van (CEVan) which we will use to visit towns and parishes across South Norfolk and Broadland, to support and advise our residents. No appointment is necessary and anything you need support with can be discussed with our members of staff on board. These may include, but are not limited to:



- Money and debt worries
- Benefits
- Parenting, relationships, and domestic abuse
- Health and wellbeing
- Bereavement support
- Employment
- Housing and home problems

The van is initially visiting areas of need with lower levels of engagement with the Help Hub services, hoping to remove barriers for residents accessing support. Dates and locations for this are as follows:

Broadland	Dates (Tuesdays)	South Norfolk	Dates (Thursdays)
Buxton Village Hall	21 st February 2025 to 11 th March 2025	Carleton Rode Jubilee Hall	23 rd February 2025 to 13 th March 2025

The van will also be visiting other locations as part of other projects delivered by other services, so don't worry if there is nowhere on the list near you. If you would like any more information about the Community Engagement Van, please contact the Communities Team on 01603 430611, or email Communities@southnorfolkandbroadland.gov.uk.

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Fact Finder

Animal Facts

Mantis Shrimp can accelerate as quickly as a .22 calibre bullet. They must be kept in thick plastic tanks because their punches can break glass.

The extinct colossus penguin stood as tall as LeBron James (6ft 9in tall).

A common garden snail has 14,000 teeth.

Japanese Macaques (snow monkeys) play with snowballs for fun.

Horned lizards shoot blood out of their eyes. This is to scare and confuse predators.



Gorillas have been seen dismantling traps set by poachers.

Slugs have 4 noses.

Baby elephants suck their trunks for comfort.

Hippos can't swim. They sink in water and then run along the bottom.

Armadillo 'armour' has been seen to deflect bullets.

Octopuses throw things at other octopuses.

Leeches can jump.

A group of cats is called a 'clowder'.

A flamingo's head must be upside-down when it eats in order to filter its food correctly.

Rats are ticklish, and they laugh when they are tickled.

Peregrine falcons can dive at speeds of up to 236mph.

Butterflies taste with their feet.



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Book Club

Our next book review has been written by another employee at South Norfolk and Broadland District Council, Nikki. We are lucky enough to have two reviews this time!

The books Nikki chose to review for the 33rd Edition of Yours Sincerely are:

Project Hail Mary by Andy Weir (Sci-Fi):

This is a space-based story of an astronaut who wakes up in space and must quickly remember and come to terms with his mission – one that will impact the future of all humanity. Filled with a mixed narrative of ‘now’ in space, and the months leading up to how Ryland Grace finds himself alone, this is a great sci-fi read that didn’t confuse me with too much science!

I love sci-fi books, so this was a 5/5-star rating for me. I loved one particular character whose English needed some work!

Stone Blind – Natalie Haynes (Mythology)

A retelling with a twist of a well-known Greek tale, Stone Blind is a story about Medusa, how she became the target of Greek Gods and in the end, became the monster of Greek mythology we know now. This is told from multiple perspectives, including Perseus and Athene, and gives a different perspective to a well-known story.

I loved this, I found it easy to follow the storyline and engaging with the different narratives and perspectives. I rated it 4.25/5 stars!



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Main Meal of the Month

Orange Glazed Duck

Ingredients:

- 1 tsp sunflower oil
- 1 small duck breast (around 200g)
- 2 medium Maris Piper potatoes, peeled and cut so they have flat sides
- 2 wedges of white cabbage
- 1 tsp honey
- ½ orange, juiced
- 50ml chicken stock

Instructions:

1. Preheat the oven to 220°C/200°C Fan/Gas Mark 7.
2. Heat the oil in an ovenproof frying pan over a medium heat.
3. Season the duck breast and lay it skin-side-down on one side of the pan.
4. Add the potatoes to the other side of the pan and cook for 10 minutes.
5. Remove the duck to a plate and turn the potatoes in the pan.
6. Add the cabbage wedges to the pan and put it in the oven for 10 minutes.
7. Remove the pan from the oven, turn the cabbage and then return the duck to the pan skin-side-up.
8. Put it back in the oven for 8 minutes (pink meat) or 10 minutes (well done).
9. Remove the cabbage and potatoes from the pan and keep them warm in a low oven.
10. Put the pan with the duck back on the hob over a high heat.
11. Drizzle the honey over the duck and pour in the juice from the orange.
12. Bubble the liquid until it is a sticky glaze, about 2-3 minutes.
13. Remove the duck from the pan onto a plate.
14. Pour the stock into the pan and bring to the boil and leave to bubble for 3-4 minutes.
15. Carve the duck into slices and arrange on a plate with the potatoes and cabbage.
16. Pour the sauce over.
17. Enjoy!



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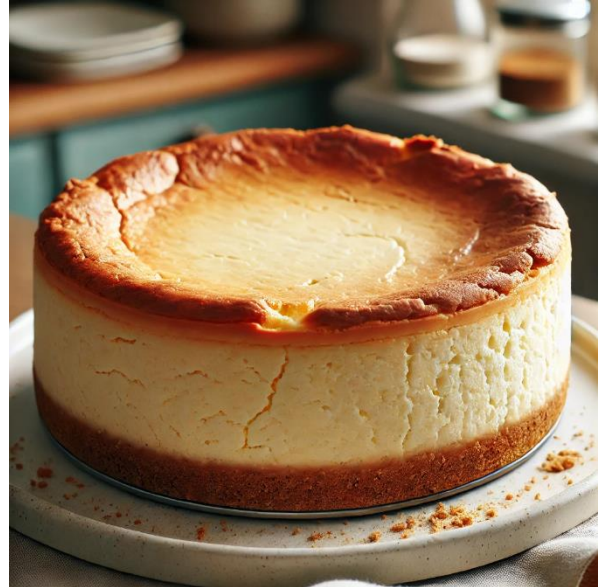
Email: Helphub@southnorfolkandbroadland.gov.uk



New York Cheesecake

Ingredients:

- 100g/3 ½ oz butter, plus extra for greasing
- 150g/5 ½ oz digestive biscuits, finely crushed
- 1 tbsp granulated sugar
- 900g/2 lbs cream cheese
- 250g/9 oz caster sugar
- 2 tbsp plain flour
- 1 tsp vanilla extract
- 3 eggs
- 2 egg yolks
- 300ml/10 fl oz double cream



Instructions:

1. Preheat the oven to 180°C/160°C Fan/Gas Mark 4. Melt the butter in a saucepan or in the microwave.
2. Once the butter has melted, stir it into the crushed biscuits and granulated sugar.
3. Press the mixture tightly into the base of a 23cm/9 inch springform cake tin, then place it in the preheated oven for 10 minutes.
4. Remove the base from the oven and leave it to cool.
5. Increase the oven temperature to 200°C/180°C Fan/Gas Mark 6.
6. Using an electric mixer, beat the cheese until creamy, then gradually add in the flour and caster sugar and beat until smooth.
7. Add the vanilla extract and beat it into the mixture.
8. Beat in the eggs and egg yolks one at a time.
9. Finally, beat in the cream until light and fluffy.
10. Grease the sides of the cake tin and pour in the filling then put in the oven for 15 minutes.
11. After 15 minutes, reduce the temperature to 100°C/80°C Fan/Gas Mark ¼ and bake for a further 30 minutes.
12. Turn off the oven and leave the cheesecake in it for 2 hours for it to cool and set.
13. Cover it then put it in the fridge overnight.
14. Enjoy!

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Brain Teasers

(Answers are on the bottom of the colouring page)

- 1) A sundial has the fewest moving parts of any timepiece. Which has the most?
- 2) A man was walking in the rain. He was in the middle of nowhere. He had nothing and nowhere to hide. He came home all wet, but not a single hair on his head was wet. Why is that?
- 3) What has cities, but no houses; forests, but no trees; and water, but no fish?
- 4) The water level in a reservoir is low but doubles every day. It takes 60 days to fill the reservoir. How long does it take for the reservoir to become half full?

Bird Wordsearch

DUGZGKINIVGMIZWVSQFCMBPQBR
CWLHVYQWTAXYRUUYUCZOWUJBZA
ZSUSEZJABWBYEGBASJQESSBJY
CWITKIHVWAXWINGTPCIKGDZVW
VAKBSWQOSPREYPCLYKNIVPGMM
CNIQDXBLOPCVGLCRBRNDLMQR
OHGOOSEWLMRVAVLAJZZGXNKUQ
SCUCKOOWVWPYHHEBRCDFTRRAI
OPXSVRHXFEJZBAANAKMIRDIXIE
WCORDUZXGMVMREWRIFXSECILJ
SRWOSA EYWOUXARGFRHUHURCKW
VAZDNJDNIHPWFRVFIIXEENSIM
CNNKRB IQTMBITTERNNERLJITV
SEGTDEIWOODPECKERDCRHHUEI
VLFHFTDLYEOTYNHXA LUHHQJTU
VOJVRLXYLHIUJT NVVPTANNIEL
VPMACKCMXUSZXTEHOYXJUWFWRU
YUHDVGNKGHEDEWWIGOYQVNZ
WRSZCOWTEIVCLVYNJFXORPSVV
TQOJSTCGYSSGIJUZYBMSGDBEL
PJLNGRSEYBTJRQETJAIHEHBEM
VIWHZYTATCSRFXZNHASXFGAHA
EBKYISZWJHIEEMPYGGEC SQWWL
LHXZDLZRLNRBDLELBZDXBZGIK
BFVKTS CANCPHEASANTS PQWQSB

Woodpecker	Spoonbill
Pheasant	Bittern
Goshawk	Kestrel
Waxwing	Osprey
Crane	Cuckoo
Quail	Tern
Kingfisher	Lark
Hawfinch	Kite
Harrier	
Avocet	
Goose	
Swan	

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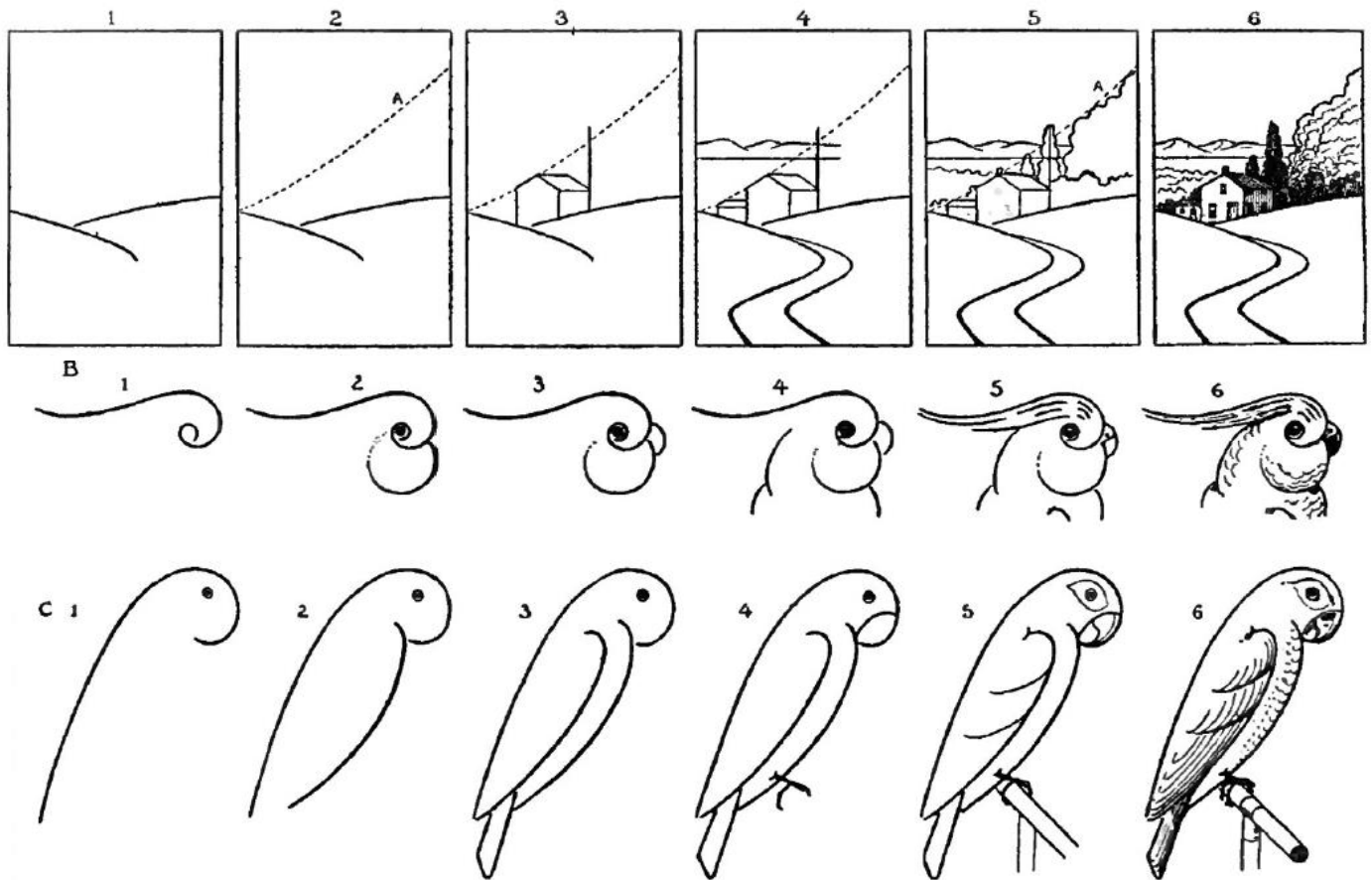
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How to Draw



4. 59 days.

3. A map

2. The man was bald

1. An hourglass

Answers:

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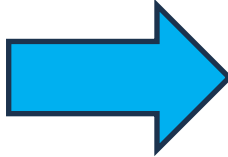
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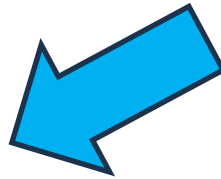
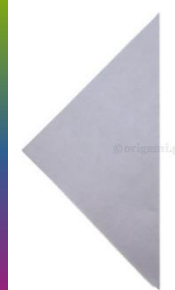
Crafts

Origami Swan

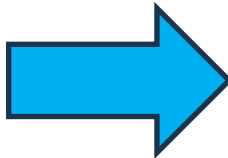
Get 1 square piece of paper



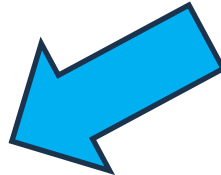
Fold it in half, point to point, then unfold.



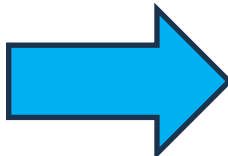
Fold the lower left and right diagonal edges to meet in the middle



Flip the paper over and fold the diagonal edges to the centre again.



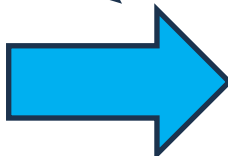
Fold the bottom point to the top point.



Fold the point on top down to create the swan's head.



Fold the model in half



Fold the swan's neck to a position you like and pull the swan's head up.



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Yours Sincerely

We've come to the end of this month's Yours Sincerely.

Thank you for reading this edition!

If you have any questions regarding this edition, would like to send in some feedback, please do not hesitate to do so using the contact details listed at the bottom of this page.

Yours Sincerely,
Emily



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