

Yours Sincerely

Edition 39 – May 2026



How to get in touch

Broadland District Council residents: 01603 430431

South Norfolk residents: 01508 533933

Email: Helphub@southnorfolkandbroadland.gov.uk



Accessibility

Large print

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 39th Edition of Yours Sincerely!

Welcome to yours sincerely! We have finally got warmer weather as well as more sunlight, the perfect time of year to get out for a walk and dust off the garden furniture!



Creativity and wellbeing week

Read, Create, Connect

Creativity & Wellbeing Week (18–24 May 2026) provides an opportunity to champion the role of creativity in supporting mental

health, community connection and

personal expression. In 2026, the week aligns with two national celebrations: the National Year of Reading and its theme “Go All In”, and International Volunteer Year, providing a platform to highlight and celebrate local volunteers.

This project proposes a coordinated programme of intergenerational, community-based activities across South Norfolk and Broadland. Through book clubs, creative workshops, storytelling, art activities and finishing off with a free Family Fun Day, the initiative aims to strengthen community bonds, promote wellbeing and increase engagement with local libraries, bookshops and community organisations.

The initiative aims to improve wellbeing, reduce social isolation, and increase engagement with local cultural spaces such as libraries, bookshops and community groups. With strong partnerships, targeted outreach and accessible activities for all ages, this project will create lasting impact beyond the week itself—supporting a more connected, creative and resilient community.



Creativity and wellbeing week also ties in with the national year of reading. The theme this year being, “Go All In” meaning, if you’re into it, read into it. Statistically reading is at an all time low in the UK and this initiative is working

hard to turn that around. Working with the creativity and wellbeing week, bookshops and creative workshops are putting on initiatives to strengthen community bonds through reading.

As well as the national year of reading, The international volunteer year (IVY 2026) is also working alongside creativity and wellbeing week. The initiative aims to recognise volunteering as a key driver of sustainability and community resilience. Creativity and wellbeing week ties in with this as the initiative works with local communities using volunteers to boost its impact not only during the week but beyond as well.



Community Group Spotlight

Help For Heroes

What does Help for Heroes do?

The Charity was set up in 2007, when young men and women were returning from the wars in Iraq and Afghanistan with horrific injuries. Bryn Parry CBE, Emma Parry OBE, and a small group of people set up the Charity to give veterans and their families the support they need and deserve.



Our support now goes beyond service men and women who have been injured in conflict. We support veterans and their families from any branch of the UK military, regulars and reserves, irrespective of length or place of service, and locally embedded civilians who worked under the command of UK Armed Forces. Our aim is to provide life-changing support to veterans and their families for as long as it takes.

We don't just look at one aspect of a veteran's recovery - we look at everything:

- Physical recovery from injury or illness
- Mental health and emotional wellbeing
- Social and welfare needs
- Financial challenges
- Skills training to support the transition to civilian life

Since we were established, we've campaigned for changes to Government policy on veterans.

Last year (financial year 2024/2025), the Charity supported 5,229 veterans and family members – more than ever before in a 12-month period, and a 31% increase on the year before across the board – clinical, psychological and welfare needs.

What kind of people do you support/help?

The Charity supports veterans and their families from any branch of the UK military, regulars and reserves, irrespective of length or place of service, and locally embedded civilians who worked under the command of UK Armed Forces.



Help For Heroes Café Colchester

Simone Ward – Community Builder For Norwich

Simone's Role:

Simone works as a community builder alongside veterans and their families, using the Asset-Based Community Development (ABCD) approach. What this means is that instead of focusing on what people lack, they start with what they already possess: their skills, experiences, relationships, and the inherent strengths within the community itself.

Veterans bring tremendous value to civilian life through their resilience, leadership, problem-solving skills, and strong sense of teamwork. However, these strengths can sometimes go unrecognised after leaving the military, leading to feelings of isolation or disconnection.

Simone's role involves helping to reconnect these strengths to the community. Instead of doing things for people, they focus on working with them. This might include connecting veterans with one another, supporting them in leading community activities, or helping them rediscover their own skills and how those can benefit others.

It's about shifting the narrative from viewing veterans as individuals in need of support to recognising them as active contributors and leaders within their communities.

They also work closely with families, as they are a crucial part of the community. Often, they possess their own strengths and play a significant role in building connections and support networks. A key aspect of this approach is creating opportunities for people to come together, whether through peer groups, shared interests, or community projects.

When people feel connected and valued, real and lasting change occurs—not because services have stepped in, but because communities themselves are stronger.

The key message I want readers to take away is this: every community already has what it needs to thrive. Sometimes, it just takes a bit of support to bring those strengths together and make them visible.



Simone (middle) with Ted (Veteran, right) and Katie (left) manager at the Nancy Oldfield trust

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 using the details below



South Norfolk Residents

Phone: 01508 505284

Email: handyperson.snc@southnorfolkandbroadland.gov.uk

Broadland Residents

Phone: 01603 430518

Email: handyperson.bdc@southnorfolkandbroadland.gov.uk



Broadly Active

Broadly Active is a programme of subsidised exercise that is accessed by referral from your doctor, nurse, physiotherapist or pharmacist. It is a 12-week exercise referral scheme, delivered by Broadland and South Norfolk District Councils, available through a referral by a clinical professional.



If you would like to improve your health and remain active but not sure where to start or due to a lack of confidence in your current condition, this programme can help you take some simple steps towards enabling a happier, healthier lifestyle.

How can it help me?

Regular activity that makes you warmer and breathe harder has many health benefits. Exercise is evidenced to improve your diagnosed health conditions, reduce medication and improve function for everyday life. Helping you to lose weight, strengthen muscle, reduce the risk of falling and manage or improve a range of medical conditions including:

- high blood pressure
- diabetes
- arthritis
- high cholesterol
- anxiety/depression
- chronic back pain
- stress



How can I get involved?

If you are interested in signing up speak to your doctor, nurse, physiotherapist or pharmacist about being referred. They will discuss your suitability for the scheme and complete the Active NoW referral form, if appropriate.

What happens next?

The online referral form will be sent to Active NoW. Active NoW is a service which will help to support and signpost you into the most suitable physical activity. You will receive a text message from Active NoW once the referral has been received.

During the phone call, Active NoW staff will ask you about your health, goals and activity options, and they can refer you onto Broadly Active. Once referred, you will be contacted to book your induction appointment. Following your induction you will be invited to attend a trial class, prior to joining the scheme.

A range of supervised sessions are available with our qualified and experienced exercise professionals. The exercises will be appropriate to you and any medical conditions you may have. The scheme is available for anyone aged 16 and over.

Where are the Broadly Active sessions held? (Other classes and locations available on referral through Active NoW)

Wymondham Leisure Centre – Circuits and Gym

Long Stratton Leisure Centre – Circuits

Diss Sports Hall, Hope Church – Circuits

Poringland Community Centre – Circuits

The Willow Centre Cringleford – Low Impact Aerobics

Riverside Leisure Centre, Wherry Road, Norwich – Aqua Fit

Norman Centre, Bignold Road, Norwich – Circuit and Gym

The Bob Carter Centre, Drayton, Norwich - Circuit

Spixworth Village Hall - Circuit

Stimpsons Piece, Reepham – Circuit

Youngs Park, Aylsham – Circuits

**BROADLY
ACTIVE**



Broadland Community Awards 2026

We are now accepting nominations for the 2026 Broadland Community Awards! Nominations will close on 28th August 2026.

We would love to hear about your community heroes including those individuals, schools, community organisations and businesses who commit themselves to benefiting the local community.

Do you know someone who has given their life to helping the community, an organisation who has made a difference to people's lives, or someone who's little acts of kindness and support have a big impact in their local community, we want to know about it!

If you wish to put in a nomination, please visit our website. Alternatively, you can call 01603 430611 and we can support you to submit an application!

<https://www.southnorfolkandbroadland.gov.uk/broadland-community-awards>

The categories are as follows:

- **Young Achiever Award** - A young person (aged 18 and under) who has made an exceptional contribution to their community.
- **Community Organisation of the Year** - A community organisation who has made a significant impact to the community.
- **Business in the Community Award** - A local business or commercial organisation that has gone above and beyond to support the local community.
- **Volunteer of the Year** - An individual who selflessly devotes their time and energy to the community.
- **Environmental Champion Award** - An individual, school or community organisation who has made an extra effort to have a positive impact on the environment.
- **Connecting Communities Award** - An individual, school or community organisation that has gone out of their way to encourage communities to come together and promote inclusivity.
- **Lifetime Achievement Award** - A person who has dedicated over 20 years of their life to the community, volunteering for the benefit of others and deserves special recognition for their efforts and commitment.
- **Healthy and Active Award** - An individual, school or community organisation that has gone above and beyond in facilitating healthy and active lifestyles.
- **Rising Star Award** - An individual or newly formed community organisation that has recently begun their volunteering journey.

Age UK - Gift of Friendship

Gift of Friendship is a brand new, proactive, goal-oriented service designed to build meaningful relationships and support personal wellbeing.



There are two strands to this service:

1. Gift of Friendship Telephone Befriending. Weekly goal driven conversations tailored to each person's needs—fostering connection, encouragement, and growth.
2. Age UK National Telephone Befriending. Weekly calls from our national partner, providing friendly and engaging conversation

The Gift of Friendship service is not offered on a first-come, first-served basis. Places will be allocated as new volunteers become available. Eligibility criteria will apply, and their Companionship Team will be happy to guide you through the process. **To get in contact with them, please call 01603 785223.**

Better Off Calculator

South Norfolk and Broadland's Help Hub use 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	Healthy Start	Warm Homes Discount
Pension Credit	Vouchers	Social Water Tariffs
Housing Benefit	Free School Meals	Energy Grants
Council Tax Assistance	Tax-Free & Free	Social Broadband Tariffs
Attendance Allowance	Childcare	
Child Benefit		

If you need any help with this, please contact the Help Hub:

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Email: Helphub@southnorfolkandbroadland.gov.uk

Healthwatch Norfolk survey

Have you, or has someone you know, been admitted to an inpatient general rehabilitation ward in Norfolk recently?

Healthwatch Norfolk want to hear your views about how you, or your friends and family, have been looked after in the journey back to independent living.

The survey is focused on people who have been cared for by inpatient rehabilitation services at one of the following locations between July 2024 and July 2025:

- Alder Ward in the Mulberry Unit and the Willow Therapy Unit at Norwich Community Hospital
- Foxley Ward at Dereham Hospital.
- North Walsham and District War Memorial Hospital
- Ogden Court Community Hospital in Wymondham
- Pineheath Ward at Kelling Hospital
- Swaffham Community Hospital.

We want to hear your thoughts about:

- The ward environment
- The quality of care and therapy
- The discharge process including planning, discharge day and the care received after leaving hospital.

To provide your feedback, please call Healthwatch Norfolk on 01953 856029. Phone lines are open Monday to Friday, 10am to 4pm.



Fact finder

Norfolk Seals

Norfolk is home to a large population of seals. This includes the common seal and the Grey seal. Norfolk is one of the best places to observe these animals and there are many places in Norfolk you will be able to see the from.



Different Seal Species in Norfolk

Common Seals: Also known as harbor seals, they are smaller than grey seals, reaching up to 1.6 meters in length and weighing around 100 kg. Their pups are born with brown fur and are often seen on the beaches during the summer months, particularly from June to August.

Grey Seals: The largest land breeding mammal in the UK. Grey seals can grow up to 2.5 meters long and weigh as much as 300kg. They are known for their distinctive speckled coats and longer heads. Grey seal pups are born with white fur and are typically seen from November to January during the pupping season.

Best Viewing Locations

Blakeney Point: This area hosts the largest grey seal colony in England, with around 4,000 pups born each year. The best time to see them is between late October and mid-January during the breeding season. You can take boat trips from Blakeney Harbour to see the seal pups up close.

Horsey Gap: Horsey gap is another great location to see the seals. You can usually see them more in the winter months however during a summer walk they do love to make an appearance!



Interesting Facts About **The** Seals!

Diving abilities: Grey seals can dive up to 300 metres and hold their breath for up to an hour when hunting fish such as eels and herring.

Feeding Habits: Seal pups are nursed for about 3 weeks. During this time the pups can gain up to 2kg per day. Mothers can lose up to 25% of their body weight while nursing.



Conservation Status: Both the grey seal and the common seal are protected under various conservation laws and their populations in Norfolk have been increasing due to successful conservation efforts.

Seal watching etiquette: When observing the seals it is important to maintain a safe distance, especially during pupping season to avoid disturbing them. You are encouraged to keep dogs on leads and not to approach seal pups as they may not be abandoned even if they appear alone. Norfolk's seal population offers a unique way to see these animals in their natural habitat making it a must visit destination.

Last minute info!

Although generally you may be able to see more pups in the winter months, don't worry! Even though we are coming into summer you are still able to see the seals from June through to August. You can see them bathing in the sun with their pups. The boat trips from Blakeney point are still popular during this time if you would like to get a better look!

Lastly, if you can't make it to Horsey Gap or Blakeney Point, you can also see the seals from Hunstanton! All three points are perfect viewing points for the seals.



Book Club

This month's book review was written by my colleague, Louise Freeman. Lou loves reading books so it only felt right to let her give an insight into one of her favourites.

The Light within us written by Charlotte Betts

The Light within Us is a Historical fiction set in Cornwall in the 1890's.

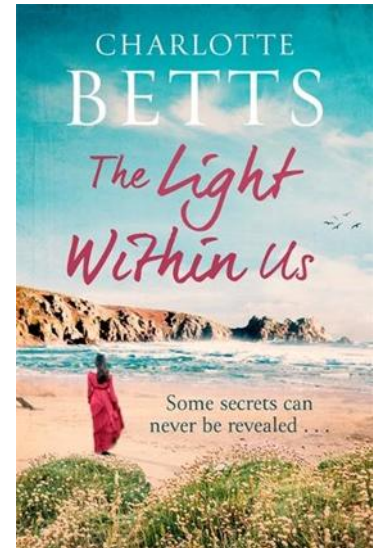
The story follows Edith Fairchild as she rebuilds her life after heartbreak, along with her closest friends in 'Spindrift House'. An artist's haven and the backdrop for this brilliantly written trilogy.

The story is filled with art, love, friendship and secrets aplenty!

This book captured my attention from the very beginning, with the author describing the landscape, the characters and the ever changing weather perfectly!

I was drawn to each individual character, and you can't help but love the formidable yet charming Benedict

The book left me wanting more, so you can imagine how thrilled I was to learn that there were 2 further books on offer! *The fading of the Light & Letting in the Light*.



Main meal of the Month

Potato Salad!



Ingredients

- 500g new potatoes/salad potatoes
- ½ lemon, juice only (alternatively use ½ tbsp white wine vinegar or cider vinegar)
- 2 tbsp olive oil (extra virgin if possible)
- 1 tsp runny honey or maple syrup
- 2 spring onions, trimmed and finely sliced (some green tops reserved for garnish)
- 2 tbsp mayonnaise (any sort)
- 1 tsp wholegrain mustard or other mild mustard (optional)
- 1–2 tbsp finely chopped soft herbs, such as parsley, mint or dill (optional)
- Salt and freshly ground black pepper

Method

1. Boil or steam the potatoes in salted water for 15–20 minutes, or until tender.
2. Meanwhile, mix lemon juice, oil and honey in a serving bowl. Add the chopped spring onions.
3. Once cooked, cut the still-warm potatoes into halves or quarters, depending on size. (If you prefer peeled potatoes in your potato salad you can remove the skins at this stage.) Add to the bowl with the lemon juice mixture and stir through. Set aside to let the potatoes cool completely.
4. Once the potatoes are cold, stir in the mayonnaise, mustard and herbs (if using).
5. Season to taste with salt and pepper and serve garnished with the reserved spring onion tops. Keep in the fridge until ready to serve.

Dessert of the Month

I suppose this is more of a snack than a desert but...

Classic Cheese Scones!

Ingredients

- 225g self-raising flour, plus extra for dusting
- pinch of salt
- pinch of cayenne pepper
- 1 tsp baking powder
- 55g chilled butter, cut into cubes
- 120g mature cheddar, grated
- 90-100ml milk, plus 1 tbsp for glazing



Method

- **Step 1**

Heat the oven to 200C/180C fan/gas 6 with a large baking tray inside. Sift the flour, salt, cayenne pepper and baking powder into a bowl, then sift again to make sure the ingredients are thoroughly combined.

- **Step 2**

Add the butter to the bowl and combine with your fingertips to make breadcrumbs. Sprinkle 100g of the cheese into the breadcrumb mixture and rub together until evenly distributed. Try not to mix too much as the heat from your hands may start to melt the butter.

- **Step 3**

Make a well in the centre of the mixture and pour in enough milk to give a fairly soft but firm dough. Do not pour in all the milk at once as you may not need it all to get the right consistency.

- **Step 4**

Lightly flour a surface and roll out the dough to approximately 2cm thick. Cut out the scones with a medium (about 8cm) cutter, then put on a sheet of baking parchment, glaze with a little milk and sprinkle with the remaining cheese. Slide onto the hot oven tray.

- **Step 5**

Bake in the oven for 15-20 mins or until golden brown and cooked through.

Brain teasers

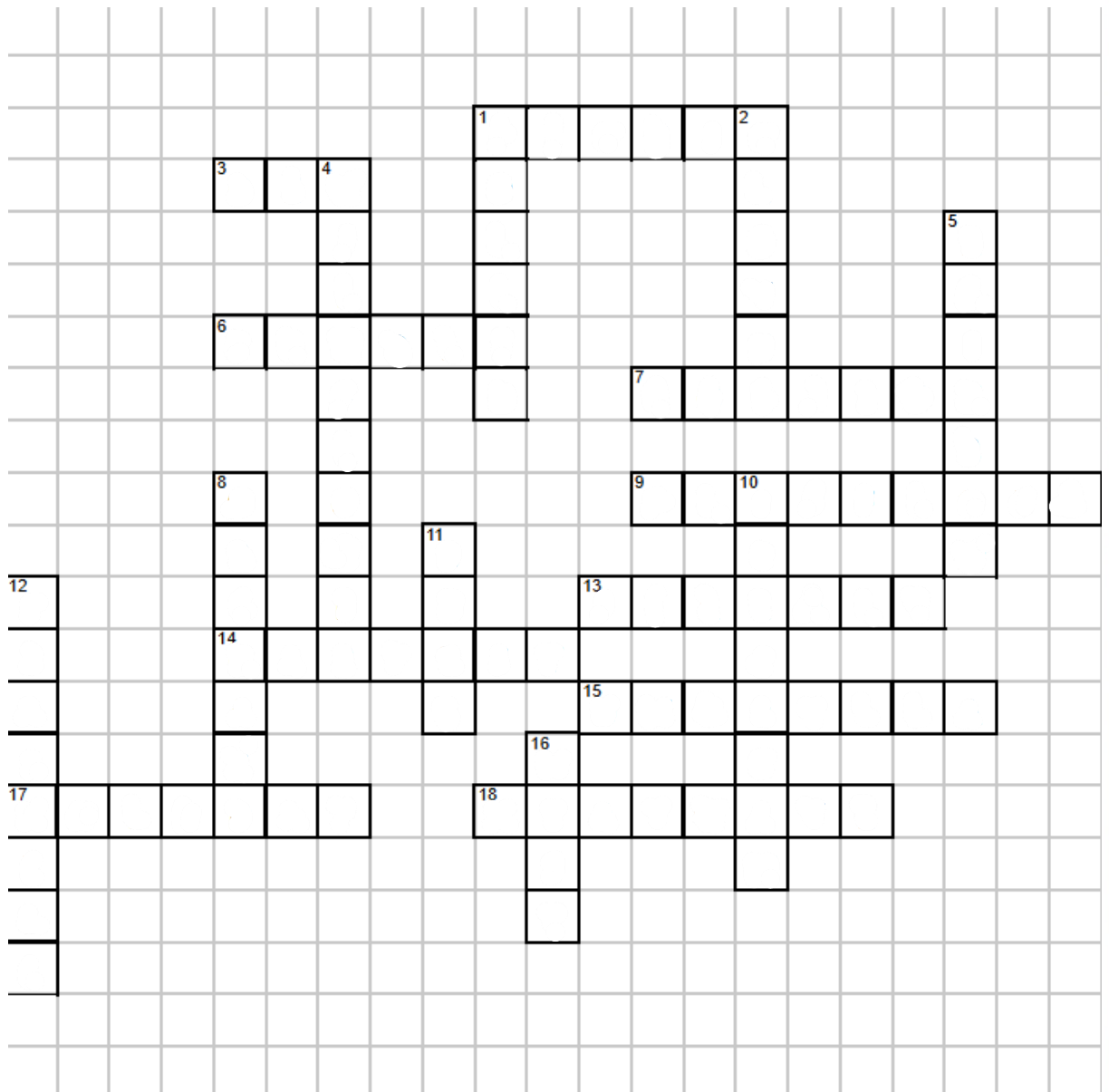
(Answers are at the end of the activity section)

- 1) You see a boat filled with people, yet there is not a single person onboard. How is this possible?
- 2) What has keys but can't open a lock?
- 3) I speak without a mouth and hear without ears. I have no body, but I come alive with wind. What am I?
- 4) What comes once in a minute, twice in a moment but never in a thousand years?

Puzzle - (Answers are at the end of the activity section)

Clues:

- 1 Hayfever
- 1 Outside Meal
- 2 Lucky green patch
- 3 Morning droplets
- 4 A bloom that grows without permission
- 5 After the rain
- 6 Rains souvenir
- 7 Where sunlight lingers
- 8 Branched Farm
- 9 Summer footwear
- 10 Frozen treat
- 11 Pollinate
- 12 Ocean treasure
- 13 Flying glow



14 Autumns Reward

15 Portable Roof

16 Birds Construction

17 Relaxation Time

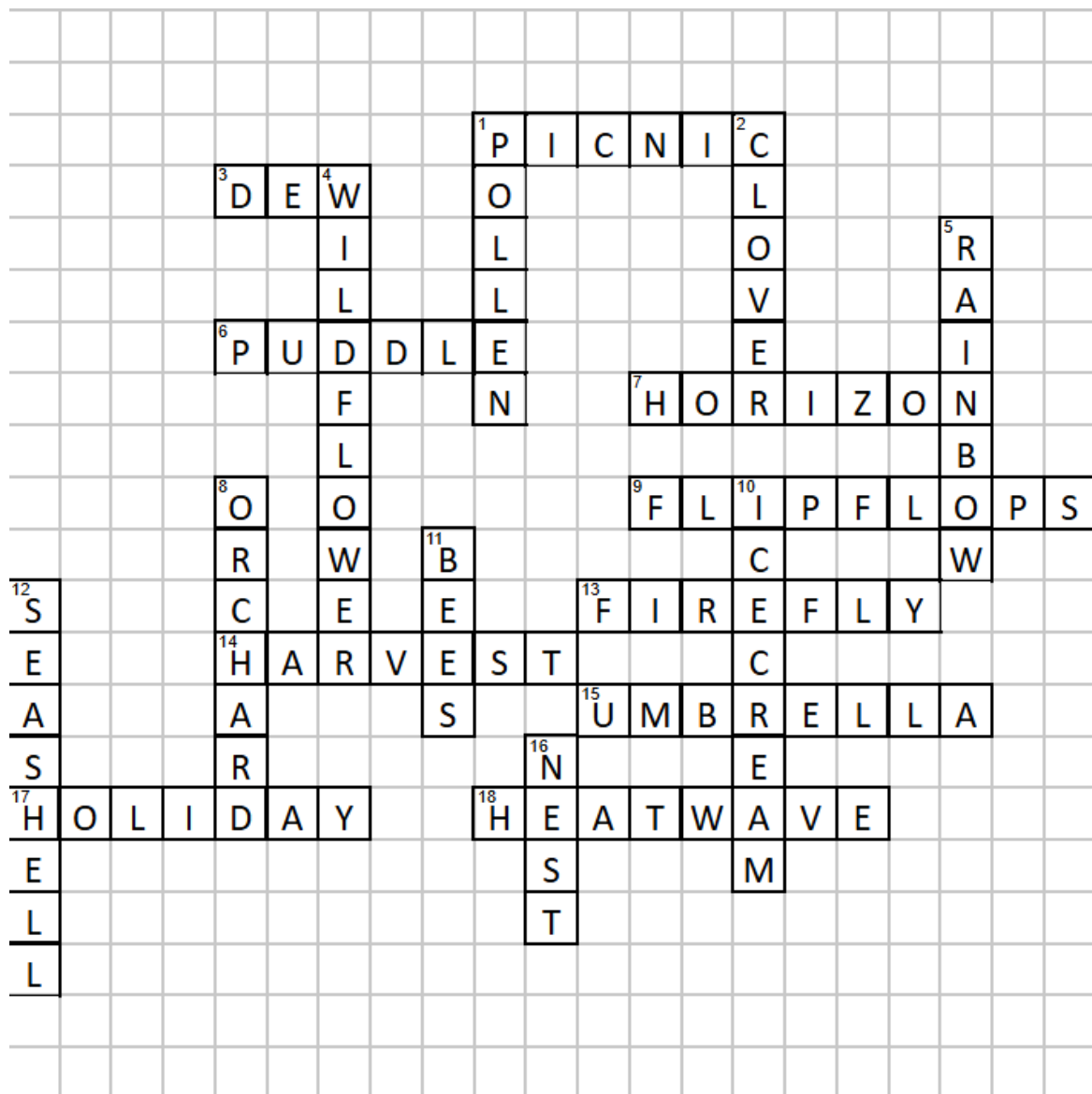
18 Hot Weather

Colouring



Brain teaser and puzzle answers

- 1) Everyone on the boat is married
- 2) A Piano
- 3) An Echo
- 4) The letter 'M'



Leaf Print Nature Art

Equipment

- Leaf
- Paint
- Paintbrush

Instructions



1. This one's as relaxing as it is beautiful. Head outside, gather some interesting leaves, and paint the backs with acrylic paint (that's where the veins are most textured).
2. Then press them onto paper like a stamp to reveal the most gorgeous natural patterns. Use one colour or mix a few for a layered look.
3. It's an easy way to bring nature into your art, and each print is completely one of a kind.



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,
Freja



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