

Get urgent help at home (Norfolk Swift Response Team)

Norfolk Swift Response is a free service 24-hour service you can call if you have an urgent unplanned need at home but don't need the emergency services. For example, if your partner or carer is suddenly hospitalised, the Swift Response team can assist you with getting up, washing and dressing. They can also help if you have a fall but not seriously injured and can bring special equipment to help make moving as safe as possible for you.

Who can get assistance from Norfolk Swift Response?

Norfolk County Council operates a 24-hour countywide Norfolk Swift Response Service. This service is for people who are over 18, living at home and require physical or practical support with daily living tasks.

This includes:

- People with physical illness or disabilities.
- People with learning disabilities.
- People with mental health problems.
- Carers.

How much does it cost?

Norfolk Swift Response is a free service for people living in Norfolk.

Contact

Call Norfolk Swift Response on 03448008020 and select option 1.

Community alarms

Some people are referred to Swift using community alarms. These are usually pendants that you wear, so that you can reach help at the touch of a button.

What will happen when Norfolk Swift team arrive?

The Norfolk Swift Response Team will always:

- Show their identity cards when they visit you for the first time.
- Be dressed in team uniform.
- Behave professionally and politely and respect your privacy and dignity
- Ensure you receive prompt, appropriate support and let you know if there is a delay
- With your agreement, and if appropriate, make ongoing referrals to other services and support.

Have your say on bus service improvements in Norfolk

A consultation has been launched today asking for residents' views on bus services in Norfolk. Whether you use buses every day, or not at all, Norfolk County Council would like to know what improvements are the most important for you.

With Norfolk set to be awarded almost £50m from the Department for Transport to make the county's bus services and facilities better, your views will help to decide what the money should be spent on.

In October 2021 the County Council published Norfolk's Bus Service Improvement Plan which outlines the ambitions for the next 5 years. The plan includes ideas to; simplify ticketing and journey information, cut fares for under 25s, bring in cleaner and greener buses, improve accessibility and bus stops, and make better and more frequent links between the places people live, work and shop.

The indicative offer of £49.6m for Norfolk will help to put this plan into action and the County Council is now working alongside bus operators to shape details of what the money will be spent on. A vital part of this is understanding what is important to residents, and what will help to attract more people to choose public transport for their journeys more often.

The Bus Service Improvement Plan consultation is open for seven weeks from today, from Tuesday 17 May to Tuesday 5 July.

www.Norfolk.citizenspace.com/consultation/bsip/

Update: 1 Million Trees for Norfolk

The 1 Million Trees for Norfolk project is an ambitious initiative to work in partnership with communities, landowners, other agencies, businesses and individuals across the county to enable one million trees to be planted over five years.

In the 2021/22 planting season, the 1 Million Trees team enabled nearly 45,000 trees to be planted through a range of innovative projects. Now the team is launching new initiatives to get even more trees planted in the 2022/23 planting season.

New tree planting scheme for Norfolk

On 30 May 2022, we launch Jubilee Trees for Norfolk, supporting the Queen's Green Canopy – a scheme to coincide with the celebrations to mark the Queen's Platinum Jubilee. This will enable up to 40,000 more trees to be planted.

Norfolk County Council are offering tree packs at 50% cost, (subsidised by DEFRA and NCC) the scheme is open to everyone.

There is an application process for the scheme and tree packs will be ready for collection in the planting season between November 2022 and February 2023. Please contact: tree.planting@norfolk.gov.uk

Cllr Michael Dalby

Michael.Dalby.cllr@Norfolk.gov.uk

07504545077