

News Matters

Christmas 2022

Independence *Matters* 'the life you choose...'



Have a Merry Christmas

Welcome to News Matters

Hello everyone and wow, this time we have supplements to our News Matters. How great is that to showcase all the amazing things that our customers are doing with the support of our fantastic colleagues.

We have a separate edition for Home Support Matters, celebrating their 4th anniversary and the launch of their [brand new website](#). Take a look, it is great and features many HSM colleagues and their families. Good to read all about the sporting activities that colleague Felix supports HSM tenants to take part in... we will all need to do more activities after the Christmas festivities!

It is so lovely this year to feel that things are back to normal, and, like the Dereham Hub cat it is good to be reunited again with friends and family.

Lots of pictures of Christmas activities, happy faces and festive jumpers, visits to the pantomime and Thursford show, dinners together and Xmas fayres. Elvis Presley is back in the buildings! 😊

Great to hear that the Brewery sold out of its festive beer, and you can read all about the Gateway Assured Learning Programme and how much our customers have achieved this year in a special Gateway edition. I am looking forward to the first Gateway Graduation Ceremony in January 2023.

So much to celebrate and be thankful for. Wishing you all a very special Christmas and a Happy and healthy New Year.



Sarah Stock, Managing Director



A purrfect tale for Christmas!

We just had to share this heart warming feline story from our TAPS wildlife watchers...

We've had a resident black and white cat who has been hanging out at the Hub for some time. While very friendly and seemingly healthy, we didn't know where he/she lived. With the bad weather we were all concerned for the cat's welfare and one of our caring transport colleagues took it to see if it was chipped. It turned out to be registered at an address in Kettering – over 100 miles away!

Thankfully this lovely cat is now back home with his little owner, who has missed him dreadfully. She said having him back has made her Christmas, and it's made ours too knowing he's safe and warm.

So on that happy note, keep all your furry friends safe and warm this Christmas. All the best for 2023, best wishes Craig, Justin, Helen, Stephen, Lucie, Tim, Mark, Jasmine and Claire



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence **Matters**
'the life you choose...'

Christmas Fair fun in Norwich

The Brewery took part in the Festive Fair at the Forum in Norwich on Friday 25th and Sunday 27th of November.

After selling some beer to the Co-op we wanted to try selling it through another route and have the opportunity to tell the story of the Brewery ourselves. Equally importantly it meant our customers could take part in selling the products they had made!

Both days were a success and through selling our beer, bread and cakes we made over one thousand pounds!



We were very lucky to have some of our Ipswich Road customers come down and help serve the public – Sara, Louise, Ben and Carole, as well as Emma who is a customer from Attleborough PAS.

Going forward we hope to do many more of these events and get more customers involved. Since the event we have had a lot more interest from the public and have now sold out of all our beer which is amazing!



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

Christmas Competition

We had over 80 entries for this year's Christmas card competition, so thank you to all the customers who sent in their pictures. We think you get more creative every year!

The entries were judged by our stakeholder groups at Great Yarmouth, Holt and Norwich. They had a really difficult job, and a lot of fun, selecting the three winners:

- **Eileen**, William Day Centre (Christmas tree)
- **Jackie**, Rosewood Community Hub (Santa scene)
- **Carol**, Ipswich Road Community Hub (Christmas bells)

Each winner will receive a £20 prize and have their drawing feature on one of our company Christmas cards. Well done all of you!



This year, we also printed a Christmas card to be given out by our services featuring nine customer drawings and entries from our 2021 competition. Well done to those who featured, each received a mug with their design on it.

Top row left to right: Jackie, Rosewood Community Hub, Myrtle, William Day Centre, Vicky, Dereham Community Hub

Middle row left to right: Shirley, Dereham Community Hub, Bonnie, Sprowston Community Hub, Lyndsey, Ipswich Road Community Hub

Bottom row left to right: Lauren, Ipswich Road Community Hub, Emma, Great Yarmouth Community Hub, Jackie, Attleborough Community Hub

I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence **Matters**
'the life you choose...'

Christmas Countdown!

We love putting together our [Facebook advent calendar](#) each Christmas and this year was no exception. We had so many lovely entries to choose from!

Our 'Countdown to Christmas' images are also published here, finishing with our winning entries. Congratulations to everyone whose artwork was selected to be featured. 😊

1



Bonnie, Sprowston Community Hub

2



Stephen, Dereham Community Hub

3



Karen, Crossroads Community Hub

4

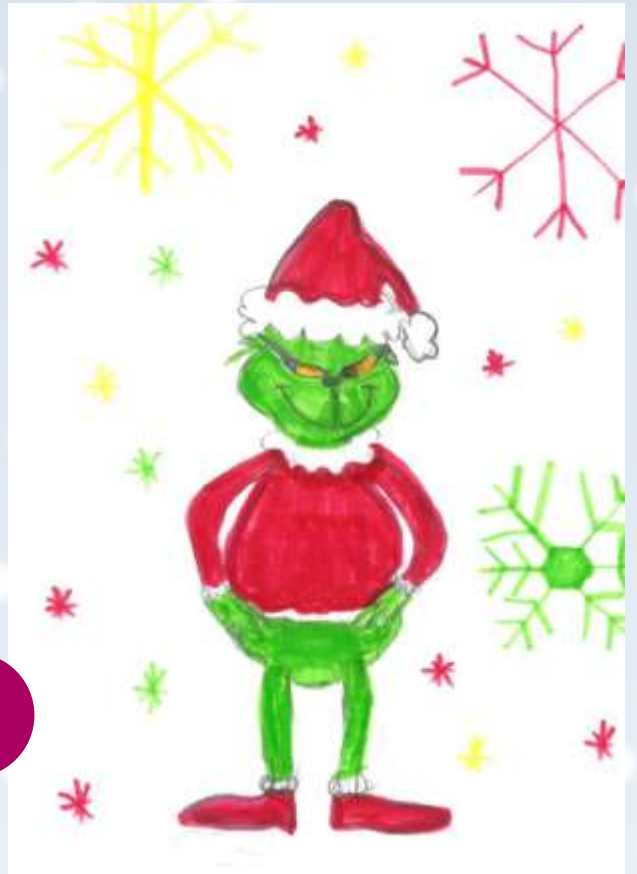


Tabitha, Caister Community Hub



5

William, Harford Hill
Community Hub



Aiden, Great Yarmouth
Community Hub



6

Gary, Dereham Community Hub



7

Massimo, Sprowston Community Hub

8



Shirley, Dereham Community Hub

9



Tobias, Ipswich Road Community Hub

10



Tabitha, Caister Community Hub

11



Sandie, Crossroads Community Hub

12



Ben, Ipswich Road Community Hub

13



Ruth, Dereham Community Hub



14

Ben, Dereham Community Hub



15

Brian, Harford Hill Community Hub



16

Joy, William Day Centre



17

Martin, Dereham Community Hub



18

Jimmy, Great Yarmouth Community Hub



19

Tom, Dereham Community Hub



Hazel, Harford Hill Community Hub



Lewis, Dereham Community Hub



Robbie, Dereham Community Hub



Winner Carol, Ipswich Road Community Hub



Winner Eileen, William Day Centre



Winner Jackie, Rosewood Community Hub

Where did all this product come from?!

Gary has worked with [Norfolk Industries](#) since May this year, initially starting on a work placement with us. He wanted to change career and work in a sector that was less stressful and more rewarding.

Gary has been diagnosed with Asperger's Syndrome but manages this extremely well himself and is very aware of his strengths. Since May, we have found Gary to be incredibly motivated, efficient and most importantly, employable. Norfolk Industries was looking for additional people to go onto our Bank Workers system to allow us to flex labour with the requirements of the business and Gary fitted this person specification perfectly!

After a successful recruitment process during September, Gary was issued a contract and started his paid employment with us, keen to prove himself every day. During October, Gary broke our previous record of packing product from our automated line by generating 10 pallets of product in one day which was amazing, and then in December he took this a step further and produced a whopping 12 pallets of product in one day (that's 3,000 bags of product in boxes and 600 boxes packed)!



At this time of the year this is the perfect way to help us fulfil our Christmas orders for our commercial customers and Gary's incredible effort just proves that people with disabilities are often even more productive than those without.

Gary said "I always try to produce as much as possible and on this particular day everything fell into place. The machinery ran flawlessly, the raw material was good, and I had loads of product to work with - so, I decided to step up and managed to push through the 12 pallets.

I felt worn out by the end of it, but was proud of my achievement, and I was happy. It's important to me that I feel I've proven myself and done my best for the business."

That's loads of happy small pets warm and cosy in their clean beds over Christmas!



Shopping for your pet this Christmas?

[Check out our online shop here.](#)



I *Matter*, Choice *Matters*,
Carers *Matter*, Colleagues *Matter*,
Excellent Support
Matters

Independence Matters
'the life you choose...'

Attleborough Community Hub It's Christmaas!

A group from Attleborough Community Hub went to the panto on 14th December at Norwich Theatre Royal and they really enjoyed themselves. Oh no they didn't, oh yes they did!



Attleborough customers and colleagues enjoyed a Christmas treat of having Elvis in the building (above). This was donated by Madeleine Bullimore in memory of her daughter Colleen who sadly passed away January 2021. Colleen was a big part of the Hub for 22 years and is very much missed. A very big thank you to Madeleine.



Attleborough customers and colleagues worked hard to make decorations for sale at the Hub Christmas Fair on 1st December. They ended up raising an fantastic £860!



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

Dereham Community Hub It's Christmas!



Dereham Community Hub held a 'bazaar' and open morning, and had a visit from local stage school, Busybodies, who performed a pantomime.



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

The Hub had its Christmas meal fun day on 16th December. A group worked the kitchens and between them prepped and served a fabulous turkey dinner to over 70 customers and colleagues.



I *Matter*, Choice *Matters*,
Carers *Matter*, Colleagues *Matter*,
Excellent Support
Matters

Independence Matters
'the life you choose...'



After lunch, everyone danced to Elvis tribute act, Barry Tone, and sang along with Keely Rayner. A fabulous time was had by all!



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence **Matters**
'the life you choose...'



The hub also took part in a wreath festival at Dereham Baptist church on 15-17th December, where local schools, clubs and charities were invited to make and display a wreath. Each group in the hub made a wreath which was then attached to a main big wreath. As you can see the result was quite spectacular!



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

Great Yarmouth Community Hub It's Christmas!

Great Yarmouth Community Hub arranged a Christmas raffle for customers, family carers and colleagues, raising a massive £241!

Prizes included wine, hand knitted items, games, cosmetics and a 32 inch TV, donated by RWE (Great Yarmouth power station). We'd like to say a HUGE THANK YOU to RWE for their generosity.



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'



The Hub held its Christmas party on 16th December, and a group visited the panto thanks to the donation from Tesco Great Yarmouth Community Programme, received earlier in the year, so huge thanks to them too!



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

Harford Hill Community Hub It's Christmas!



How Christmassy are these lovely pictures from Harford Hill!

The recent cold weather helped to create these magically festive scenes in the garden, along with a cheeky visitor on the hunt for some food!



I *Matter*, Choice *Matters*,
Carers *Matter*, Colleagues *Matter*,
Excellent Support
Matters

Independence Matters
'the life you choose...'



Harford Hill looks equally festive inside with this lovely display (above) and of course Buffy helping everyone to get into the Christmas spirit! .



Next door, customers at Ipswich Road Community Hub (right) enjoyed a Christmas story time party with interactive signing, presents, nibbles, laughter and joy.



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

Holt Community Hub It's Christmas!

Customers and colleagues from Holt Community Hub made a special trip to Thursford for the Christmas Spectacular, thanks to a charitable organisation who helped to provide the transport.

The Hub would like to say a MASSIVE thank you to Thursford for inviting them. The show was amazing with so much to look at and take in.

It was a brilliant trip and everyone really enjoyed themselves - as you can see from this photo (right) taken on the coach.



The Hub's final Norwich Community Sports Foundation Realising Potential session took place in December.

Customers engagement with this has been phenomenal and the Hub would like to say a big thank you to Ellie and Shane from The Nest, you are both amazing!

The stage at the Hub is always dressed up with a Christmas display and this year it looks amazing. Everyone is enjoying having such a fabulous display to look at daily.



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

In preparation for Christmas, customers made these fabulous Christmas wreaths.

A massive thank you to Holt Country Park who provided the wonderful holly, rhododendron, spruce and ivy used for these. Our customers love making these and their donation meant they were able to make many more with lots of the wreaths made to order.



The Hub is having its Christmas meal on 21st December and are really proud that customers have chosen the menu and planned the event under the Gateway Assured Learning Programme.

We love these cheeky door decorations (below) what a great idea and so effective!



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

Personal Assistant Support North

It's Christmas!

NPAS customers and colleagues held a Christmas meal at 'The Village Inn' on Thursday 8th December. Everyone had a great time and ate well.



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

Sprowston Community Hub It's Christmas!

Not your traditional winter sport, but customers at Sprowston had a festive indoor archery session on 12th December. Woolly hats optional! The Hub also held a Christmas raffle making £190.60 which will be put towards activities in 2023.



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'



Sproston was another Hub delighted to welcome back Elvis tribute act, Barry Tone, for a spot of Christmas crooning. Magic! ☺



William Day Centre

It's Christmaas!

Customers at William Day Centre have been taking part in Christmas activities making wreaths, table decorations, a snowman wall hanger and biscuits. They are now all looking forward to their traditional Christmas lunch and entertainment.



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'

A big thank you

Norfolk Industries would like to say a massive thank you to their supplier Bonus Trading who sent this basket of goodies to the factory. The goodies will be shared out across the whole staff team to ensure that everyone gets something 😊.

And some lovely feedback

This lovely feedback was received from one of Norfolk Industries online customers: "My son has spent half the evening colouring and making the little house, and our gerbils are enjoying their bedding and treats. We're really happy with everything in the parcel, and love that we're supporting a great initiative. Thank you very much, from very happy customers."



Visit our online shop

We were delighted to get such lovely feedback on our animal houses, especially as this is a product we designed ourselves! The colour-in houses are great fun for children as well as their pets and are available in our [online shop](#) as part of our product sets.



A huge thank you to Sylvia

The Colleague Advisory Board's Lead Rep Day in November was attended in equal numbers by colleagues and stakeholders and was fully co-produced. This is a significant achievement and we'd like to thank Sylvia Barrett-Jones for the work she has done over the years, with stakeholders and the Co-Production group that have helped to make this happen.

Sylvia leaves this role at the end of December, handing over to Maria Bond, but she will continue to sit on the Board as a Non-Executive Director.

I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence **Matters**
'the life you choose...'

Stakeholder Achievement Awards

Stakeholders across our services have been recognised for their contribution to the planning and delivery of services through Co-Production.

Achievement Award certificates were presented at Dereham, Attleborough, Great Yarmouth, Norwich and Holt by Non-Executive Stakeholder Director, Sylvia Barrett-Jones who said: "I am extremely proud of them all. Well done!"



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence **Matters**
'the life you choose...'



I *Matter*, Choice *Matters*,
Carers *Matter*, Colleagues *Matter*,
Excellent Support
Matters

Independence Matters
'the life you choose...'



I **Matter**, Choice **Matters**,
Carers **Matter**, Colleagues **Matter**,
Excellent Support
Matters

Independence Matters
'the life you choose...'



Our Christmas Winners

Sylvia also found the time to visit our Christmas card winners and present them with their prizes.

She is pictured with Eileen (above), Carol (right), and Jackie (below).



Merry Christmas and a Happy New Year from

Independence Matters



I *Matter*, Choice *Matters*,
Carers *Matter*, Colleagues *Matter*,
Excellent Support
Matters

Independence Matters
'the life you choose...'