

Bi Monthly Newsletter



NORFOLK INDUSTRIES
FOR DISABLED PEOPLE
Part of Independence Matters

Spring ~ Edition 29

In this edition...

- Amazing news for one of our Evolve Candidates
- ISO9001 Customer Satisfaction survey for 2024
- Positive Feedback for our Service Delivery
- New promotional campaign with Vital Pets



Celebratory Days

Quote of the month

**"If you can't fly, then run;
if you can't run, then walk;
if you can't walk, then
crawl, but whatever you
do, you have to keep
moving forward."**

- Martin Luther King Jr

W/C 6th May - Deaf Awareness week

W/C 20th May - Mental Health Awareness week

20th May - National Rescue Dog Day

W/C 26th May - National Epilepsy week

W/C 1st June - Volunteers week

W/C 17th June - Learning Disability week

W/C 24th June = World WellBeing week

June - Pride Month



**Such amazing news for
our Evolve Candidate!**



We are absolutely thrilled to hear that since leaving our Evolve Work Placement programme, one of our Candidates has managed to secure a part time job! 😊

This is such great news and we are so happy for them. This is their response to our well wishes and congratulations;

“Thank you! It truly means a lot and I’m excited to start the job”

We always like to hear how our Candidates are doing even after they leave us, so this was such a positive email to receive and we wish them the very best in their new venture.



For more information about our work placement opportunities, visit our website at <https://www.norfolkindustries.co.uk>

A massive thank you to our wonderful customers who provided feedback on our ISO9001 Customer Satisfaction survey for 2024 ...

These surveys really help us to see what we are doing well but also areas that may need improvement or attention.

We are over the moon with the feedback we have received, see below for the results 😊



Our 2024 customer survey results

A big thank you to our customers for the fabulous feedback they provided on our 2024 survey!

Over 83%

of respondents said they were VERY likely to buy our products again (100% said they would buy again)

100%

of respondents said they'd recommend our products

100%

of respondents said the quality of our products was high or very high

Over 83%

of respondents said we didn't need to do anything to improve our service

Over 83%

of respondents said our products offered above average or excellent value for money

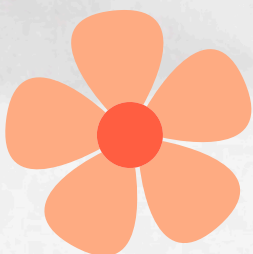
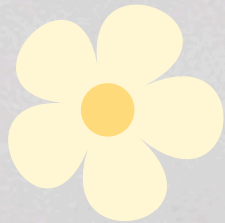
100%

of respondents said they enjoyed doing business with us as a brand



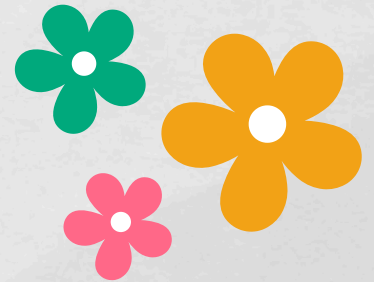
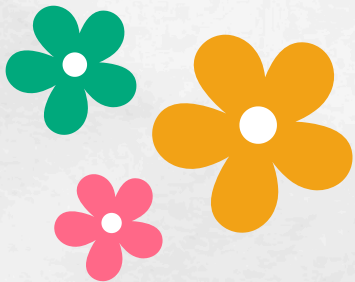
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Positive Feedback

We are delighted to have received some wonderful feedback from Anna Sayer at Seetec Pluss who came to us for a Volunteer visit recently and she was happy to share her experience...



“Hi Sharon,

Thank you so so much for this afternoon.

My colleague and I were blown away with your approach, the work that you are all doing and the environment in general. Not only do you support those with disabilities, but I loved how eco-friendly your site was.

I left on a high knowing our client took a massive step and was so looked after by yourself”

She then shared these kind words below, over on our Social Media which was so lovely to see...

“Recently had the pleasure of visiting Sharon Tooke from Norfolk Industries For Disabled People in Norwich with Georgina Westaway and a couple of our participants, and it was truly inspiring! Nestled near the Norwich Seetec Pluss office, Norfolk Industries left us thoroughly impressed.

The manager’s dedication to catering to each individual’s needs was evident throughout our tour. It’s heartening to see such a welcoming environment for those with learning difficulties or disabilities. Their focus on reusing and recycling materials to create quality products adds an extra layer of impact to their mission.

Overall, our experience left us in awe of Norfolk Industries’ commitment to inclusivity and personalised support. Let’s continue spreading the word about such remarkable initiatives!”



Thank you so much Anna for your kind feedback, we really appreciate your support

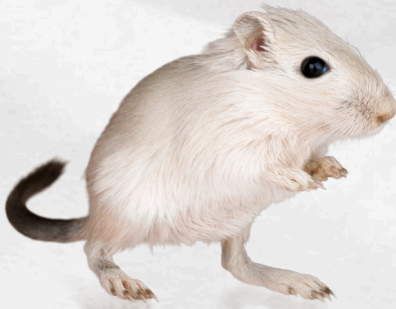
New Promotional Campaign with Vital Pets

We have put together an agreement with Vital Pets which involves adding in additional costs to our products for them to re-charge back, which allows us to carry out a range of advertising in order to promote our products with them.

We have been supplying Vital with product since last June 23.

In an effort to increase sales we are going to start our marketing campaign by celebrating Disability Awareness Day in July with an A4 page advert, a main carousel banner on their website and a band banner in the Vital promotions email, which we are very excited about 😊

vital.pet
Trade Specialist
Delivering for your business



Fall in love with our pet products this Disability Awareness Day

Norfolk Industries produces a range of quality pet bedding and gift products for small mammals and rodents.

Over 50% of our workforce have some form of disability and we are passionate about providing employment opportunities to disabled and disadvantaged people.

What's more, our products are planet-friendly. Made from recycled or re-purposed raw materials, each purchase reduces the amount of waste going into landfill.

What's not to love?!

Feel-good pet products that support people with disabilities



SPECIAL OFFER



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Vital Pet Group is the leading pet product wholesaler and distributor in the UK.

They have been trading for over 40 years, working with both Independent pet retailers and chains, supplying them with exclusive pet products from within the UK and beyond.

Visit their website at www.vitalpetproducts.co.uk where you will find our products in the small animal category.

vital.
Pet Group



We've gone over to Sharepoint!

In March we took all of our files over to Sharepoint and are now working directly from this.

It has meant that we no longer need access to a server to get to our information which at times has been problematic or had intermittent access.

Although we were not looking forward to this change, it has gone without a hitch and we are getting along fine with the small changes in how we use the new system.

Every day is a learning day!!



Simple things - a new shelf!

We have a new display shelf in the Managers office which has allowed us to provide a more effective way to display our own brand products!

Every little helps.



Improvements to H&S

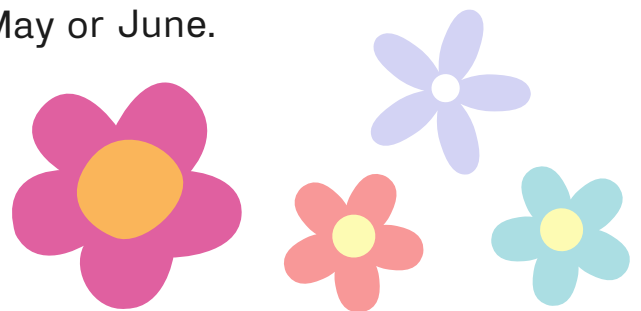
We have now fitted in 2 new Air Benches into our enclosure which produces recycled paper products.

This material does generate dust when being shredded and also when being packed and following on from an air quality monitoring report, we have installed these under bench downdraft extraction tables.



Now that the new extraction has been fitted, we will be getting the air quality monitored again to ensure that the tables have improved the dust levels in the air whilst people are working.

This assessment is due to take place in May or June.



THINK **WORKABILITY**,
NOT **DISABILITY**