

### Community Committee Fortnightly News Update

This news update gives committee members a swift update on known plans/activities within their remit and highlights any new issues they may wish or need to take account of.

If a service has nothing significant to report, the relevant column will state '**NSTR**' (Nothing significant to report)

Committee Spokespeople continue to have the opportunity of receiving more detailed briefings, including those that may be of a more confidential or complex nature at the scheduled spokes meetings through which they are able to keep their own members further updated as necessary.

News Update for the period ending: 27/11/2015		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>More than 200 young people took on responsibility for running organisations across Norfolk in our biggest Takeover Day yet. They got to experience the world of work, learn new skills and get involved in decision-making. There is more information in the <a href="#">EDP</a>, on <a href="#">Anglia News</a>, <a href="#">Mustard TV</a> and on <a href="#">Twitter</a>.</p> <p>The team continues to deliver the budget consultation, including responding to new information emerging from the Chancellor's Autumn Statement, taking the consultation out to partners and running fully accessible meetings for people to discuss our proposals.</p>	Paul Jackson
Customer Services	<p>Work is progressing at pace on the implementation of a new digital platform for Norfolk County Council, with workshops being held for residents, senior managers and members over the last week. User experience sessions, using sophisticated eye tracking software, were held in the Forum in Norwich and the results were then fed back to a group of Assistant Directors and Elected Members for further comment and extremely useful feedback. We have also undertaken a "card sort" exercise, asking customers to collate council services into sensible groups and give them meaningful names – this will provide the basis for the navigation and menu structure for the web site.</p> <p>Further opportunities will be provided for Members to input as the development continues.</p>	C Sumner F Grimmer



	<p>As part of ongoing strategic arts development support for Forum members, NAS held its annual Norfolk Arts Forum Conference and AGM on 18 November at Norwich Castle Museum which was attended by over 100 Norfolk Arts Forum members. The programme focused on Arts Fundraising, Philanthropy, and Enterprise and featured keynote speakers from <a href="#">NESTA</a>, the National Endowment for Science, Technology and the Arts, <a href="#">Arts Fundraising &amp; Philanthropy</a>, Share Museums East <a href="#">SHARED Enterprise project</a> and <a href="#">Creative United</a>.</p> <p>As a follow up, NAS is in the process of organising a programme of professional development workshops relating to the Conference theme for Norfolk Arts Forum members in 2016. For further information on the Norfolk Arts Forum annual conference please contact <a href="mailto:arts@norfolk.gov.uk">arts@norfolk.gov.uk</a></p> <p><b>Museums Service</b></p> <p><b>Flint Rocks! Exhibition opens at Ancient House, Museum of Thetford Life</b> - A new exhibition at Ancient House in Thetford explores the many facets of flint. <b>'Flint Rocks!'</b> presents the fascinating story of this versatile rock and the many uses it's been put to over the years. On display in the museum will be a variety of flint fossils selected from the county collections dating from 70 to 100 million years ago along with flint tools and more recent uses for flint. A selection of prehistoric obsidian tools from Japan, kindly lent by our 'sister museum' in Nagawa in central Japan, lends an international perspective to the displays.</p> <p>The Exhibition opened on 21 November and has already received a full page spread in the EDP reporting on this wonderful exhibition and 'how our regions flint helped win Waterloo'.</p> <p><b>Primary Times Reader Star Awards 2015 – Norwich Castle voted Best Historical Attraction</b> - Families across Norfolk have been voting over the past couple of months for their favourite local family-friendly places and entertainment in the esteemed Primary Times Star Awards.</p> <p>Parents of children aged four to 11 across Norfolk were asked to complete a survey that appeared in the Primary Times magazine which is distributed to 198 primary and middle schools across Norfolk. In addition, many families cast nominations online. The answers portrayed an honest reflection of where families prefer to spend their leisure time. Readers were quizzed for their most</p>	S Miller
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	<p>preferred choice over nine separate categories, one of which was Best Historical Attraction.</p> <p><b>Norfolk Community Learning Services</b></p> <p><b>FE Commissioner and Skills Funding Agency update –</b> It has been confirmed that the FE Commissioner is content with progress in the service to the extent that he has recently removed Norfolk County Council from formal intervention. This news has given the service a tremendous boost and is a clear endorsement that the direction of travel and the progress made to date has been good.</p> <p>The Skills Funding Agency has been meeting with senior managers on a monthly basis since our Ofsted inspection but earlier this month agreed to reduce its monitoring visits to six weekly as they feel we are making good progress with our improvements.</p> <p><b>Staff Conference</b> - On Thursday 5 November there was a whole staff conference to launch the new Vision for the service and to test out the thinking and planning that has taken place so far. The new operating model was explained and staff had the opportunity to shape the model and add a level of detail from their in-depth understanding of the needs of learners.</p> <p><b>Active Norfolk</b></p> <p><b>Benefits of the Tour of Britain to Norfolk</b> – an economic impact assessment has been carried out for stage seven of the race, held between Fakenham and Ipswich on 12 September 2015. Research has estimated that residents and visitors to Norfolk spent £2.3 million on accommodation, food and drink, entertainment, local travel and shopping as a result of the tour passing through Norfolk. Other key statistics for the whole of this stage (Norfolk and Suffolk) are:-</p> <ul style="list-style-type: none"> <li>• 220,00 visitors attended the race, with 14% from outside the East of England and 12% of visitors staying overnight</li> <li>• Average spend per day by day visitors was £74.32 per group, and £120.53 per group for overnight visitors</li> <li>• 86% described the day as very enjoyable</li> <li>• 66% were inspired to cycle more often.</li> </ul> <p><b>NRO - NSTR</b></p>	<p>H Wetherall</p> <p>Ben Jones</p>
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<b>Community Safety and Fire and Rescue</b>		
Norfolk Fire and Rescue Service	NSTR	Roy Harold
Trading Standards	<p>Home Shield Norfolk is a cross-agency referral service for professionals who work with vulnerable people and their carers. The scheme enables over 140 partners to find ways to link up the services they provide which support people and help them to stay safe, healthy and happy at home. On Wednesday 18 November the scheme held a very successful Partners Morning at County Hall. Over 50 partners attended and 12 gave presentations on the services they deliver. This event, and a similar one held earlier in the year, have helped to embed this essential service and has enabled partners to get a much better understanding both of the scheme and what its partners are able to provide to support Norfolk people.</p> <p>Over the last fortnight Trading Standards has responded to a number of callouts:</p> <ul style="list-style-type: none"> <li>○ On Tuesday 17 November Trading Standards Officers responded to information supplied by the public and Norfolk Police that itinerant sellers were targeting households in Norfolk. Trading Standards Officers intercepted a group of travelling sellers who were knocking on doors in north Norwich. The Service satisfied itself that the traders were complying with the law regarding the sale of kitchenware including knives, and the requirements to give rights of cancellation.</li> <li>○ Trading Standards, responding to information supplied by a Member and the public, were able to issue a timely warning to Norfolk consumers by social media messaging and its own Trading Standards Alerts page that painting sellers claiming to be Deaf were operating in the county.</li> <li>○ In response to a national product safety alert regarding the latest craze of smartboards or balance scooters, colloquially known as hoverboards, and the distribution of a Public Information Notice to Norfolk media, Trading Standards Officers have inspected a number of retailers and seized suspect products.</li> </ul> <p>The Service has introduced an early intervention advice and support system for those farmers in Norfolk that are overdue for a bovine tuberculosis (TB) test of their cattle. The Service is the lead authority for enforcing the law relating to bovine TB. When notification of an overdue test</p>	Sophie Leney

Emergency & Resilience	<p>is received from the Animal and Plant Health Agency (APHA) officers will make direct contact with the farmer to advise on the requirements and stress the importance of undertaking the test as soon as possible. This forms part of the Service's drive to help Norfolk maintain its current TB-free status.</p> <p>As a deemed TB-free area Norfolk farmers are required, unless they have been placed under individual herd controls, to have their cattle tested every four years. In areas where bovine TB is considered endemic the testing schedule can be as frequent as every 6 months. As the testing schedule in Norfolk is less frequent than annually it also means that Norfolk farmers are not subjected to the requirement of ensuring cattle are tested for TB before any move from one livestock holding to another can occur.</p> <p>The impact of bovine TB on those areas where the disease is endemic has been dramatic on both the cattle industry and the regulators required to enforce the restrictions. Farmers face considerable testing costs and are unable to move their stock. In confirmed disease cases farmers are also faced with the compulsory slaughter of cattle. Although the farmer may receive compensation it may not reflect the true value of the animal if, for example, a prized breeding pedigree animal is lost. Regulators also have to put resources into maintaining the disease prevention controls. The economic value of TB-free status for Norfolk should not be underestimated and it is vital that the farming community and Trading Standards work together to maintain it.</p> <p>Emergency loggist training course delivered for both internal NCC and external partner agencies to support accurate and appropriate record keeping at tactical and strategic levels during major emergencies.</p> <p>The delivery of refresher training for senior management within NCC.</p> <p>Participation in the Emergency Planning College seminar "Meeting the Challenges of Vulnerable Adults in Emergencies" which brought together experts, practitioners, researchers and policy makers to really understand the challenges and explore emerging solutions.</p> <p>Attendance at Exercise Tumbleweed hosted by Anglian Water at Grafham Water, Cambridgeshire. This was a Multi-Agency Support Group (East) event to develop networks and ways of working at a regional cross-border level through exploration of the impact on communications</p>	Jan Davis
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	<p>following a wider area power failure. The opportunity was also taken to review contingency planning for this week's flood alert.</p> <p>Preparation for the possible tidal surge event through regular communications with the Environment Agency, our partner responding organisations and volunteers. The impact of the event was later downgraded but measures were taken to be prepared for a major event if necessary.</p>	
Public Health	<p><b>Feedback on Public Health</b></p> <p>A huge thank you to everyone who fed back to public health in our recent survey. We were pleased (and daunted) to receive over 200 replies from internal and external stakeholders which we are now analysing. The main key themes that emerged were:</p> <ol style="list-style-type: none"> <li>1. Strategy &amp; Priorities</li> <li>2. Partnerships</li> <li>3. Communications.</li> </ol> <p>We have met as a full department team and looked at the early results and the key themes. We are now putting work in place to develop a clearer message about our strategy and priorities; review the partnerships we are working with and prioritise those that link most closely to our priorities including councillors, voluntary sector agencies and district councils; and also to develop our approaches to communications: being visible, understanding others and having clear messaging.</p> <p>Thanks to all who took part; the results will be used over the coming months to help set our priorities and develop a shared vision for public health in Norfolk.</p> <p><b>Public Health Strategy</b></p> <p>Following on from our survey and agreements at the last Communities Committee meeting we have started work on a Public Health Strategy. A draft version of this for consultation and comment, along with the finance plans, will be presented at a workshop session with members. A framework for is being developed that maps public health priorities to both the statutory duties of the Director of Public Health and to local priorities:</p> <ul style="list-style-type: none"> <li>• Children and Young People – helping every child to have the best start in life</li> <li>• Health and Social Care – supporting those with health needs, to minimise the impact of illness on them</li> </ul>	Louise Smith

	<ul style="list-style-type: none"> <li>• Healthy Places, Healthy Lives – working with partners to help our residents live longer healthier lives</li> <li>• Community Safety – protecting people from harm</li> <li>• Performance – optimising performance with information, intelligence and effective commissioning.</li> </ul> <p><b>Warm and Well</b></p> <p>On average in Norfolk, there are around 620 extra deaths each winter compared to the number of deaths during summer - many of which are preventable. We have launched the warm and well campaign and received good press interest. Warm and Well is a local project to keep residents in Norfolk healthy this winter. It is targeted at the most vulnerable groups such as older people (65 and above), pregnant women, the homeless, and people with chronic medical or mental health conditions. It is a partnership project with local authorities, the health sector and Community Action Norfolk which has received a £378,000 grant from the British Gas Healthy Homes to reducing fuel poverty</p> <p>In addition, the County Council is funding a Warm and Well Fund with £5,000 with match-funding to come from Norfolk Community Foundation's Surviving Winter Appeal, bringing the total to £10,000. Ten grants of up to £1,000 are available for projects that help those in the community who find winter the biggest challenge, including frail older people, people with chronic medical conditions and the homeless. To apply for a grant please visit:  <a href="http://www.norfolkfoundation.com/funds/warm-well-fund/">http://www.norfolkfoundation.com/funds/warm-well-fund/</a></p> <p>Some top tips for keeping warm and well this winter:</p> <ul style="list-style-type: none"> <li>• Keep warm by setting your heating to the right temperature (18-21°C)</li> <li>• Have your flu jab to protect yourself and others from influenza, if in an eligible group</li> <li>• Look out for friends, relatives and neighbours who may be vulnerable to the cold</li> <li>• Have regular hot meals and drinks throughout the day and keep active to help your body stay warm</li> <li>• Get financial support to make your home more energy efficient, improve your heating or help with bills.</li> </ul> <p><b>HIV testing week – 21 November</b></p> <p>This is HIV awareness and testing week and we are using the week to launch free HIV home testing kits available across Norfolk. If you want to do an HIV test you can order a free self-sampling test kit online – <a href="http://www.freetesting.hiv">www.freetesting.hiv</a> – and it will be posted to you. The kits are small, discreet and require a simple finger prick</p>	
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	<p>blood sample with results given via text or phone by a trained advisor if the results are positive.</p> <p>Improved treatment for HIV means early diagnosis can result in people having a life expectancy almost matching those who are HIV free. The advice is to get tested if you are unsure of your HIV status. Having the test can lead to early treatment, reducing the risk of getting seriously ill and the risk of passing the virus on to others.</p> <p>In support of National HIV Testing Week, Norfolk's public health professionals, alongside representatives from sexual health charity the Terrence Higgins Trust, were at a number of events offering information, advice and had HIV self-sampling test kits available:</p> <ul style="list-style-type: none"> <li>• Tuesday 24 November – Tuesday Marketplace, King's Lynn, NR30 1LX</li> <li>• Thursday 26 November – Catherine Wheel Pub, St Augustines Street, Norwich, NR3 3BG</li> <li>• Thursday 26 November – Castle Pub, Spitalfields, Norwich, NR1 4EY</li> <li>• Thursday 26 November – Fakenham Flea Market, NR21 9AW</li> <li>• Friday 27 November – Diss Marketplace, IP22 4JT</li> <li>• Friday 27 November – Kings Wine Bar, King Street, Great Yarmouth, NR30 2PN</li> </ul> <p>Public Health Norfolk and local Terrence Higgins Trust representatives will also be at the University of East Anglia's 'Sexpressions' event on World Aids Day (1 December). The event is an opportunity to speak to young people about the importance of safe sex and inform them of the services available if they are concerned about their own sexual health.</p> <p>In addition to the home testing kits, people can visit their GP or go to an iCaSH (integrated Contraception and Sexual Health service) centre anonymously. As well as HIV testing, iCaSH centres are a one stop shop for sexual health offering pregnancy testing, sexually transmitted infection testing and treatment, and contraception. To find out more about iCaSH centres and where your nearest centre is visit <a href="http://www.icash.nhs.uk/">http://www.icash.nhs.uk/</a></p> <p><b>Winter Vomiting Bug</b></p> <p>As winter approaches, Norfolk residents are being urged to help prevent the spread of Norovirus. Sometimes known as the winter vomiting bug, Norovirus is the most common stomach bug in the UK. It is highly contagious and can affect people of all ages and outbreaks of Norovirus in public places, such as hospitals, nursing</p>	
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	<p>homes and schools, are common because the virus can survive for several days on surfaces or objects touched by an infected person. For young fit people it's a nasty illness that lasts a few days but for the frail or ill it can lead to serious illness and complications.</p> <p>We have started our winter campaign to reduce the risk of spreading the virus. To help prevent the virus spreading:</p> <ul style="list-style-type: none"> <li>• Wash your hands frequently with warm, soapy water</li> <li>• Don't share towels and flannels</li> <li>• Disinfect surfaces that an infected person has touched</li> </ul> <p>For more advice and information visit <a href="http://www.nhs.uk/norovirus">www.nhs.uk/norovirus</a></p> <p><b>Antibiotics are not always the answer</b></p> <p>We have been supporting Public Health England's national campaign to reduce unnecessary antibiotic use and reduce the risk of antibiotic resistance linking in with European Antibiotics Awareness Day on November 18, 2015.</p> <p>Antibiotics will not help people recover from mild winter illnesses such as coughs and colds. Simple eye, ear or throat infections get better quickly without antibiotics. If your doctor does not prescribe you antibiotics, it means they wouldn't help make you better. However, it is important to remember that if you are prescribed antibiotics make sure you take them as directed and finish the course so that they work as well as possible, both now and in the future</p> <p>Avoidable or unnecessary use of antibiotics may make bacteria them resistant to these drugs, which won't help their health in the long term. Our Chief Medical Officer thinks that antibiotic resistance is one of the biggest health threats facing our future health. Without effective antibiotics many routine treatments will become increasingly dangerous. Setting broken bones, basic operations, even chemotherapy, all rely on access to antibiotics that work.</p>	
Registration Services	NSTR	Caroline Clarke