

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: 15/04/2016		
Service	Service Update key bullet points	Contact
David Collinson - Assistant Director Communities & Environment	<p><b>Enabling Communities</b></p> <p>We have begun work in developing our approach to Enabling Communities, building on a growing recognition across the public sector that we need to better support the development of stronger communities, using their own community leadership and assets to work on preventative activities that reduce future need on public authorities, and to support priorities for local communities that enable them to be more resilient. Cllr Smyth has previously highlighted to Committee the size of the problem our communities and public services face with the paradigm of increasing need and reducing resources.</p> <p>Of course developing and supporting stronger communities needs to be everyone's business and Norfolk County Council cannot nor should not do this alone. Indeed many of our partners have been successfully active in this for a while. Success in this endeavour will include how we all work better with each other across local services and the voluntary and community sector, sharing assets and skills on shared priorities. The pressures facing Norfolk County Council in particular mean that we need to be part of and give strong support to a cohesive plan of action.</p> <p>We have begun working on the work themes and plans to develop this work and as part of this are speaking with leaders in the voluntary sector and across local</p>	David Collinson

	<p>authorities/bodies to develop a shared proposal for how we should to take this forward.</p> <p>Looking forward to discussing this work further at committee.</p>	
Consultation & Community Relations	<p>The consultation and community relations team has been:</p> <ul style="list-style-type: none"> <li>• Supporting Adult Social Services to engage with key stakeholders by helping to facilitate the Promoting Independence Partnership Group.</li> <li>• Identifying and supporting the consultation needs of the Future Carers Service Commissioning Project.</li> <li>• Advising the Total Transport project on gathering a strong evidence base through primary research in order to further their thinking around community transport.</li> </ul>	Paul Jackson
Customer Services	<p>The new corporate web site, Customer Relationship Management system and “my account” functionality are all now live and available for use. The implementation has gone very well with minimal disruption to customers. The new web site is already starting to received positive feedback, some examples include:</p> <ul style="list-style-type: none"> <li>• I really like the new design, makes it easier to navigate and is pleasing to the eye. Keep up the good work!</li> <li>• Brilliant for finding walks/maps, well done! I just wish all County Councils had this service! (Trails pages)</li> <li>• The new website looks great. I find it really easy to use and especially like the hideaway boxes.</li> <li>• I like the language in which the info is presented. It is friendly and informal while at the same time being clear and fairly complete. I guess "I like the way in which you speak to me". This has the advantage that the things I don't actually want to hear become more acceptable - crafty lot that you are! (Recycling)</li> <li>• I was so pleased to find a list of books so well reviewed and gave me lots of ideas for new reads. (Big Read, libraries)</li> <li>• Website loads faster with little lag. Impressed today for somebody who uses this website 6 days a week for work requirements</li> <li>• Got straight to the route map. (NDR pages)</li> </ul> <p>As with all new systems, there have been a few teething problems, some of which were unrelated to the site</p>	C Sumner F Grimmer

	<p>launch, and we have summarised some of the issues members experienced, alongside any required actions.</p> <p><b>Summary of recent/ current issues with members IT</b></p> <p><b>The 404 message on members' iPads</b></p> <p>This is due to hardcoded links/ bookmarks to the old website on members' iPads. Links were redirected to the new website as soon as a technical issue with redirects was fixed. But it emerged that not all members had the same link to the old site on their iPads, so the web content team has been redirecting these as and when we were made aware of them.</p> <p><i>Action: We now believe we have redirected all old urls hardcoded on members' iPads, however in the future we recommend replacing a friendly url instead, so this can be easily redirected and updated as and when needed.</i></p> <p><b>The message seen when some members try to open email links to committee papers: 'Your IT administrator has blocked this url, do you want to use Safari?' (button to open in Safari).</b></p> <p>This message was a result of an update from Good on 29 March. ICT have advised that Good has always used Safari for the committee paper web link, but unfortunately the message text has now changed as a result of the latest Good update and suggests the url was 'blocked'. The confusion was compounded because updates are not happening across all the iPads at the same time, so not all members were getting the new message.</p> <p><i>Action: Regardless of the message, members need to proceed as before (click on the link to safari). ICT does not directly manage which updates are accepted on the iPads and Good does not manage the updates. ICT have advised that the new Updata service, to be rolled out to members, will make it easier to manage these updates.</i></p> <p><b>Reconfiguration needed for wifi to work with new website</b></p> <p>When the new Norfolk County website went live on 30 March, a technical change should have been included to allow people on our wifi to connect to <a href="http://www.norfolk.gov.uk">www.norfolk.gov.uk</a></p> <p><i>Action: This has been identified and fixed</i></p> <p><b>Recent capacity issue with members wifi (server not found message)</b></p>	
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	<p>The members' wifi server is sometimes overloaded because it is shared with libraries. Plus some members use the guest wifi which is also sometimes over capacity.</p> <p><i>Action: Networks have now been asked to check the members' wifi daily and restart it if necessary. ICT have advised members should be encouraged to use the members' wifi, not the guest one.</i></p>	
Cultural Services	<p><b>Library and Information Service</b></p> <p>Below is a link to a consultation document that has been produced by the Leadership for Libraries Taskforce at the request of the Department for Culture, Media and Sport. It sets out a draft vision of the value and impact of libraries and starts to outline what might be expected from libraries across the country in the coming years.</p> <p><a href="https://www.gov.uk/government/consultations/libraries-deliver-ambition-for-public-libraries-in-england-2016-2021/libraries-deliver-ambition-for-public-libraries-in-england-2016-2021">https://www.gov.uk/government/consultations/libraries-deliver-ambition-for-public-libraries-in-england-2016-2021/libraries-deliver-ambition-for-public-libraries-in-england-2016-2021</a></p> <p>If you have any comments on the consultation please will you email them to Jennifer Holland at <a href="mailto:Jennifer.holland@norfolk.gov.uk">Jennifer.holland@norfolk.gov.uk</a> by the 2 May.</p> <p><b>Reading Well for young people - 'Find Shelf Help in Your Local Library'</b> - This new national scheme for young people 13 – 18 years launches nationally on 12 April while a Norfolk launch is planned for June. Building on the successful adult mental health and dementia schemes, this new booklist for young people has been developed by The Reading Agency with the Society of Chief Librarians and the Association of Senior Children's and Education Librarians.</p> <p>With support from Norfolk County Council Public Health, the full range of 35 titles will be available in Norfolk Libraries with a selection of titles at each library along with a User guide leaflet to promote the new Shelf Help scheme. The titles provide 13 to 18 year-olds with support and advice on common mental health conditions, such as depression, anxiety and stress. The books, which include self-help, psycho-education, memoirs, graphic novels and fiction, have all been chosen by young people and health professionals.</p> <p><b>World Book Night 2016</b> - World Book Night is an annual celebration of books and reading and takes place on 23</p>	J Holland

	<p>April, which is also the 400th anniversary of Shakespeare's death. Every year people all over the country sign up to be World Book Night volunteers, the <a href="#">Reading Agency</a> provide volunteers with books to give out in their local communities, to share their love of reading with people who don't regularly read. For more information on the selection of books that will be gifted by volunteers, take a look <a href="#">here</a>.</p> <p>As part of the World Book Night celebrations the Norfolk and Norwich Millennium Library will be hosting Simon Floyd's One Man Macbeth, in which the play is performed in one hour by one man. There will also be a World Book Night book swap in the library.</p> <p><b>Norfolk Community Learning Services</b></p> <p><b>Head of Service appointed</b> – Following a recruitment exercise held on 17 March, Ilgun Yusuf has accepted the role of Head of Service for NCLS. Ilgun, who is currently the interim Community Learning Manager for Hounslow Adult and Community Education, will take up his new post in mid-June.</p> <p><b>Museums Service</b></p> <p><b>First weddings held in the Benefactors Room, Norwich Castle</b></p> <p>On the 1 April the first wedding took place in the Benefactors Room at Norwich Castle which has now become the main wedding venue for the Norwich Registration Office. This was the culmination of months of planning between the Norfolk Registration Office and the Castle team, following the decision to close Churchman House in Norwich after 25 years of providing registration services and ceremonies.</p> <p>A considerable amount of work has been carried out by the Castle team to make the Benefactors Room ready, including a full redecoration of the ceremony and waiting rooms as well as new furniture and signage. The arrangement has also required a new way of working for both the Castle and ceremony teams.</p> <p>The new arrangements are part of a Service-wide strategy to develop income streams through venue hire, and the ceremonies themselves will also promote the Castle to many people who may return as paying visitors.</p>	<p>H Wetherall</p> <p>S Miller</p>
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	<p><b>Norfolk Arts Service</b>  <b>SeaChange Arts Receives ACE Funding for Coasters</b></p> <p>SeaChange Arts in Great Yarmouth has received £987,500 from the Arts Council England Strategic Touring Programme to deliver <i>Coasters</i>, a three-year project that will take innovative, high quality international indoor and outdoor circus and street arts work to coastal towns across England. SeaChange Arts will lead a consortium of organisations, with the aim of building stronger relationships with audiences in areas of lower arts engagement and to help transform perceptions of coastal towns.</p> <p>SeaChange Arts is one of Norfolk County Council's regularly funded arts organisations, and local authority support is essential in helping organisations like SeaChange to leverage in grant funding from Arts Council England and other funding bodies.</p> <p><b>NRO - NSTR</b></p> <p><b>Active Norfolk</b></p> <p>The Aviva Women's Tour will return to East Anglia for the opening stage of the race, as the world's top riders head from Southwold to Norwich on Wednesday 15 June.</p> <p>It will mark the first occasion that the Aviva Women's Tour has visited Norfolk and the work to enable this to happen is being delivered by Active Norfolk.</p> <p>Active Norfolk will be working with sponsors and partners to promote the event and get thousands of people out lining the streets and attending the grand finale in Norwich City Centre.</p> <p>More details of the route were announced in the media last week:</p> <p><a href="http://www.edp24.co.uk/news/aviva_women_s_tour_arrival_times_and_route_for_the_southwold_to_norwich_leg_1_4485070">http://www.edp24.co.uk/news/aviva_women_s_tour_arrival_times_and_route_for_the_southwold_to_norwich_leg_1_4485070</a></p>	B Jones
<b>Community Safety and Fire and Rescue</b>		

Norfolk Fire and Rescue Service	<p>Norfolk Fire and Rescue Service received and successfully dealt with two challenging incidents on Sunday 10 April:</p> <p><b>Roudham near Thetford.</b> A train travelling at 90mph collided with a tractor and trailer crossing the line. This caused significant damage to the tractor and train. Both drivers were taken to hospital with minor injuries along with 4 of the 135 passengers. NFRS assisted Ambulance and British Transport Police colleagues with triage and casualty care and transfer of passengers.</p> <p><b>Seething.</b> Later that evening at 2300 NFRS received a call to a vehicle recycling yard on fire containing 2000+ cars. NFRS successfully extinguished the fire overnight by restricting fire spread by using foam and sheer hard work of the 10 crews who attended, as these incidents often go on for days. In doing so we worked closely with the environment.</p>	Roy Harold
Trading Standards	<p>Trading Standards launched our 150<sup>th</sup> No Cold Calling Zone (NCCZ) in Boyd Avenue, Dereham on Tuesday 12 April.</p> <p>An NCCZ is a residential street or development where a large majority of people living there has requested that Trading Standards designate it as a place where the residents have said 'no' to being cold called by traders. Doorstep cold callers can prey on the most vulnerable members of our communities and cause misery for householders, so No Cold Calling Zones are a welcome and effective way for the County Council's Trading Standards team to help protect communities against such criminals. Evidence from other zones is that the numbers of cold calls reduce and residents feel more confident to turn away those traders who ignore the zone and attempt to cold call regardless.</p> <p>Boyd Avenue resident, Kirsty Heath, who has organised and co-ordinated the new zone said: "Lots of residents here in Toftwood were getting fed up with cold callers, with some becoming quite fearful and anxious. So we decided to get together and do something about it". Kirsty and a number of the Avenue's residents were present to show their satisfaction that their home area is now a No Cold Calling Zone.</p> <p>Excellent publicity was generated on the day with Wally Web of Radio Norfolk interviewing Stephen Maunder, Community Protection Officer, on site at 07:10am and the</p>	Sophie Leney

Emergency & Resilience	<p>EDP attending the official launch at 9:30am.</p> <p>Operation Rogue Trader took place on Wednesday 13 April; bringing together Norfolk Trading Standards, Norfolk Police, HRMC and the Department of Work and Pensions to track down and tackle rogue traders who prey on the elderly and vulnerable in the community.</p> <p>This nationally organised operation saw teams of officers at three roadside sites across the county, at the A11, A47 and A140, stopping traders' vehicles to check for evidence of rogue trading. Trading Standards Officers dealt with 60 vehicles. Whilst no rogue traders were identified on the day, the Service was able to deliver advice and information to all those who were stopped to assist them in complying with their legal responsibilities. Our partner enforcement agencies were also able to pursue a number of lines of enquiry as a result of the operation.</p> <p>Another team of Trading Standards Officers visited the county's household waste sites where rogue traders are likely to dump materials they have taken from vulnerable people's homes they have targeted. This enabled the Service to cement its relationship with the site management and give them advice about a wide range of Trading Standards responsibilities.</p> <p>Two officers from Norfolk also joined Suffolk Trading Standards on Thursday 14 April, when the operation was continued over the border.</p> <p>The Calibration, Verification and Testing Services team has agreed a contract with NorseCare to inspect medical weighing instruments at their care homes. The contract will ensure these instruments are accurate and thus protect residents' health in ensuring that any medication that is dependent on body weight is administered in the correct dosage. The contract also sees financial savings for NorseCare.</p> <p>NSTR</p>	Jan Davis
Public Health	<p><b>Public health strategy launched:</b> On Thursday 7 April, public health marked World Health Day by launching the council's first public health strategy. A launch event,</p>	Louise Smith



	<p>hosted by Dr Louise Smith and Cllr Paul Smyth, was held at The Forum in Norwich, giving stakeholders including local authorities, charities, police, the NHS and the many agencies public health partner with the opportunity to engage and exchange ideas. The strategy commits us to promoting healthy living and healthy places, to protect people from harm, to support them to improve their health and to provide the services they need to prevent ill health. We can only achieve this by working in partnership and we will be looking at how we can build upon previous work to maximise health and wellbeing opportunities across Norfolk.</p>	
Registration Services	<p>The launch in King's Lynn and Norwich of an extended Nationality Checking Service to include Citizenship and Passport checking is proving popular. Plans are in place to extend this service to Great Yarmouth and Thetford shortly.</p> <p>Some minor structural changes to the management team of the service have been consulted upon and are now being implemented.</p> <p>The closure of Watton and Swaffham offices took place at the end of March, with the registrar moving to work out of the Dereham office which has extended hours. Both Downham Market and Fakenham offices, which were also under threat, remain open for a single day each week to support the local community. The Norwich move is pressing ahead with tenders for building work at the Records Office about to close. The first wedding took place at the Castle Benefactors Room on 1 April and received good, positive coverage from radio, TV and printed press. Churchman House is no longer a venue for any but the smallest statutory ceremonies.</p>	Caroline Clarke