

Appendix D

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: 26/02/2016		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>The consultation and community relations (CCR) team have been:</p> <ul style="list-style-type: none">• Supporting workshops involving residents and people who use adult social services to work together with professionals to re-design the personal budget questionnaire.• Exploring the transport barriers experienced by people living in South Norfolk and Breckland to help inform the development of the Total Transport project.• Supporting research into how homecare workers feel about their job role and terms and conditions to help increase recruitment into these roles.• Undertaking a consultation on Norfolk's draft Cycling and Walking Action Plan. <p>Additionally, the Council has been awarded a gold commendation from the Children's Commissioner for England for our most successful Takeover Day yet. In November 2015 the CCR team delivered 228 young people into businesses and organisations across the county where they helped with real time decision making – opportunities ranged from debating budget savings proposals with our Members to running Parkside complex needs school for the day and taking over Banham Zoo.</p>	Paul Jackson
Customer Services	The work to develop the new CRM (Customer Relationship Management) systems is progressing well and User Acceptance Testing (UAT) has started for	C Sumner F Grimmer

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	<p>the Complaints team, Information Management team and to support the MPs correspondence process. Next week will see UAT for Highways, and contact logging within the Customer Service Centre. The purpose of the UAT is to identify any issues with the system before we move on to training at the end of March. The informal partnership arrangement we have in place with the London Boroughs of Newham and Havering is working extremely well and we are hoping to formalise the partnership for future phases of the Customer Service programme.</p> <p>In parallel to the CRM programme, work on the website redevelopment is also progressing well and is on track for the end of March deadline. The main structure of the site has been built by the Portals team and the web content team are busy migrating content over from the main corporate web site. Workshops have been arranged for Members in early March to review some of our key customer journeys - your input to these sessions would be very much appreciated. The new web platform is an opportunity to improve the online customer experience for Norfolk residents, and to encourage them to use our cost effective digital channel as their first choice.</p>	
Cultural Services	<p>Library and Information Service</p> <p>Changes to the performance sets service - To help to deliver the required budget reduction for the Norfolk and Norwich Millennium Library (NML) we will be reducing the service we currently provide for the loan of music sets to orchestral groups and choirs. This service is not a statutory part of our provision.</p> <p>From June 1st 2016, Norfolk Library and Information Service (NLIS) will no longer borrow items on 'inter library loan' from other library services for customers. Music sets that are in stock in the Norfolk Library catalogue will continue to be loaned to customers. If the number of copies of a set are not sufficient for a performance, or if NLIS does not have the set in stock, the performance group will need to borrow the set from a commercial music service, or direct from other library services.</p> <p>In the 2014/15 budget round, and following public consultation, it was agreed that the performance sets service would be stopped or scaled back. The library service increased charges in an attempt to 'scale back' and to make the performance sets service self-financing. In the two years since the charges increased, the service has not been able to cover its costs, and is an expensive service in its current form.</p>	J Holland

	<p>We are therefore going to continue with the earlier budget agreement from full council and scale back even further by stopping borrowing performance set items from other authorities or lending to other authorities.</p> <p>More detail can be found in the attached report at Annex 1.</p> <p>Grant funding success - A regional bid to the Arts Council England's library grants fund has been successful. The project "The book's the thing" will see a special production of Hamlet, tailored for performance in libraries, tour the Eastern region, with performances in Norfolk in the early summer. Subject to staging checks by the theatre company, venues are expected to be NML, Kings Lynn and Gorleston Libraries</p> <p>Access to Research - The Access to Research initiative, which gives users in public libraries free access to over 10 million academic articles, has been given the green light by publishers and librarians to continue.</p> <p>The service was originally launched as a pilot by the Universities and Science Minister in 2014, in order to support expanded access to publicly funded research in the UK. There is no charge to participating libraries. NLIS signed up to the scheme in September 2014 and has regularly been in the top 10 users of the service. On average there are 120 searches per month by Norfolk customers and our highest monthly total was 220 in August 2015.</p> <p>Over 84,000 users nationally have accessed the service and topics searched have ranged from ebola to Roman Wales and artificial intelligence ethics.</p> <p>Reading Well: Books on Prescription – The Public Health Team has approved a cross-cutting saving which means they will provide £5000 per year to fund the library service Reading Well: Books on Prescription schemes. A new scheme to support mental health in children and young people will start in April, with a refresh of the scheme for adults in early 2017. A third scheme supports people with dementia and their carers.</p> <p>Summer Reading Challenge (SRC) - A special SRC mobile library service aimed at children of all ages will take to the road again this summer, thanks to financial contributions from:-</p>	
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	<p>coming weeks with schools' sessions based on the exhibition sold out, and a big events programme helping to drive family visits at the weekend.</p> <p>Our other Norwich museums – the Museum of Norwich and Strangers' Hall – also saw very positive numbers visiting over half term, complementing the success at the Castle and ensuring the current financial year ends on a high for the Service.</p> <p>Norfolk Arts Service</p> <p>Norfolk Creative Employment Programme 2014 -17: Update</p> <p>In October 2014 Creative Arts East, in partnership with Norfolk County Council (Norfolk Arts Service and Economic Development) and a consortium of 25 creative and cultural employers, was successful in securing Arts Council 'Creative Employment Programme' funding via Creative and Cultural Skills. The Creative Employment Programme aims to support the creation of paid apprenticeships and internships for young unemployed people aged 16-24 who are wishing to pursue a career in the arts and cultural sector.</p> <p>A number of Norfolk County Council funded organisations have since hosted one or more Creative Employment Programme interns or apprentices, including King's Lynn Festival, Norwich Arts Centre, Norfolk & Norwich Festival, and Creative Arts East. To date, a total of 16 internships and 5 apprenticeships have been supported through the programme. A previous intern and apprentice have said of their experience:-</p> <p><i>"Jobs in the creative industry are difficult to come by without the right experience, which is why I was thrilled to find an internship where I was able to learn on the job, earn myself some money and still gain experience in an area I'd like to further my career."</i></p> <p><i>"I'd been trying for years to find a way into the creative industry through volunteering without much luck, so starting my apprenticeship gave me the chance to learn practical skills and earn enough money that my journey along my chosen career path could take centre stage, instead of being something I have to fit around a 'day job'"</i></p> <p>The Creative Employment Programme will complete its funding on 31 March 2016 for the final round of 6-12 month internships and apprenticeships in 2016-17. For</p>	S Miller
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	<p>further information on the Creative Employment Programme, please contact: arts@norfolk.gov.uk.</p> <p>NRO - NSTR</p> <p>Active Norfolk - NSTR</p>	
<p>Community Safety and Fire and Rescue</p> <p>Norfolk Fire and Rescue Service</p>		Roy Harold
<p>Trading Standards</p>	<p>The Trading Standards Service, as part of regional project Operation Henry 2, led an exercise with Norfolk Police on 24 February, visiting four shops in Great Yarmouth and Gorleston. Operation Henry 2 aims to address the increasing supply of illegally imported, counterfeit and unlabelled tobacco in the Eastern region, which can have a detrimental impact on the health and wellbeing of consumers.</p> <p>Tobacco was seized by Trading Standards from three of the four shops visited. Officers were assisted by a tobacco detection dog, which was able to locate tobacco stored in covert hiding places, designed to avoid detection by enforcement authorities. The use of the dog was funded by the Department of Health, as part of the regional project. A total of approximately 160 pouches of hand rolling tobacco and 11,500 cigarettes, with a street retail value of over £4,000, was seized.</p> <p>Tobacco use remains the leading cause of premature death and preventable disease. Illicit tobacco supply presents additional concerns in that duty is evaded and the products are not subject to the quality controls that govern legitimate production. The packaging also fails to carry the mandatory written and pictorial health warnings,</p>	Sophie Leney

Emergency & Resilience	<p>which have been shown to help deter young people from taking up smoking and to help smokers to quit</p> <p>Over the last year Trading Standards has further developed its intelligence-led enforcement approach, identifying and tackling those businesses that are causing the most detriment to consumers. Where we identify such a trader we notify them that they have been identified as a most complained of business, summarise the alleged breaches and provide advice to help bring them to compliance. The business is then monitored. If complaints persist we adopt a staged approach of an advisory meeting, a final warning and, ultimately, formal investigation.</p> <p>In Norfolk, reflecting national trends, the most complained of trade sectors are the second hand car sales market and the home improvements and double glazing sector. Analysis has shown the complaint trends in these sectors differs. In the second hand car market the complaints cover a relatively large number of traders while in the home improvements sector, a large number of complaints relate to a few businesses. In addition there are a few individual traders with low complaint levels, but where the individual detriment they have caused is high.</p> <p>Our early intervention, staged approach has been demonstrated to be effective at tackling detrimental businesses. Most of these businesses want to comply with the law and do not want complaints from their customers. Most of those contacted and advised do not generate further complaints. We have seen an increase in compliance levels and a corresponding drop in the total number of complaints relating to those businesses and sectors we have targeted and the average number of complaints per trader is also falling.</p> <p>The Norfolk Resilience Forum (NRF) Annual Briefing Day took place on Thursday 25th February at Police HQ, Wymondham. About 80 NRF partners from the blue light services, local authorities, Environment Agency, Met Office, and a number of voluntary groups, faith representatives and community volunteers actively engaged in sessions covering a range of topics including: working more effectively together, cyber-crime, update on the current terrorism threat, a review of Norfolk's emergency co-ordination structure, and an exploration of putting into practice Norfolk's community resilience strategy. The day demonstrated multi-agency</p>	Jan Davis
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	collaboration in practice and highlighted the benefits of an active network and joint working.	
Public Health	<p>Successful capital bid for drug and alcohol treatment services</p> <p>Norfolk Council working with the Mathew Project are very pleased to hear that we have been successful in an application for capital funding for services helping people with alcohol or drug problems to recover from their addiction. Over 50 projects across England will receive grants from Public Health England. Norfolk have been awarded £596,000.</p> <p>The grant will be used to an open and welcoming centre for those in recovery from substance misuse problems, their families, friends and the wider community:</p> <ul style="list-style-type: none"> • A forward facing community café for the general public to generate revenue and raise the profile of the opportunities for people suffering from substance abuse problems to recover and become full and active members of society once more, and to generate income to ensure the long-term sustainability of the centre. • A separate drop-in café facility for people in recovery which will provide subsidised refreshments, help, advice, and access to a range of activities aimed at helping people rebuild their lives. • The potential to develop a 'dry pub'/evening venue for people in recovery and their families and friends. • A programme of structured activities for people in recovery which, over time, will be developed into a full community rehabilitation programme which would make the benefits of residential rehabilitation available on a day attendance basis. This programme of activities would be more accessible to individuals who are not able to access residential rehabilitation placements. <p>The recovery centre will help in developing new social networks, gaining advice and support, and accessing mainstream services, such as college, volunteering and other positive meaningful activities.</p> <p>The centre will be peer led with professional support, and will help individuals to build a sustainable self-sufficient lifestyle that promotes health and wellbeing, through access to housing, work, and peer support.</p>	Louise Smith

Registration Services	NSTR	Caroline Clarke
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Annex 1 from the Norfolk Library and Information Library Service

Music Sets Service: Changes to the level of Service

From 1st June 2016 the music sets service will be reduced. Loans from existing stock will continue, but the library service will no longer borrow items from, nor loan items to, other authorities through the 'inter library loan' system.

Background and introduction

For many years, Norfolk Library and Information Service has offered a music sets loan service lending music to local choirs and orchestras. This service does not form part of the requirements to deliver a Statutory Library Service.

The stock consists of about 3300 sets made up of about 2000 orchestral sets and 1300 vocal sets. When most of the music sets were damaged in the Norwich Central Library fire in 1994, the stock was replaced and the service transferred to the Norfolk and Norwich Millennium Library when it opened in 2001.

An average of 18 hours of staff time is spent each week on the music sets service.

Up until June 2014, a set fee of £11 was charged for the loan of each set to local choirs and orchestras irrespective of the number of copies in each set. There was no charge for renewal and no overdue charges were levied on sets that were returned late.

The estimated staffing cost of providing the music sets service is £10,000 per annum and, at the charge level of £11 per set, the money raised from hiring out material did not cover the cost of running the service and the Library & Information Service could no longer afford to subsidise providing it.

In the Putting People First budget consultation in late 2013, the option to stop the service or to increase the charges for the music and play sets service was amongst the savings put forward by the Library & Information Service.

The text in the consultation was:

'The library and Information Service currently provides performance scores and scripts to choirs, orchestras and theatre groups. The money raised from hiring out scores and scripts does not cover the cost of running the loan service and the Library and Information Service can no longer afford to subsidise the service.'

Two options for the future of the services are being considered:

Option a – stop providing this service

Option b – increase the cost of borrowing the sets so that all the costs are covered. This would mean that the charge to borrow a set would increase to at least £20.

Sensitivity Classification:

This is estimated to provide a saving of £10,000 in 2014/15.'

The majority of respondents to this question in the consultation indicated that they wanted the service to continue. Many respondents indicated that the service was easy to use, and some responded that the proposed price increase was not unreasonable. Other responses highlighted the fact that their groups would no longer be viable if the service was removed as hiring from commercial music libraries is expensive.

A £10k saving listed as 'stop or scale back the availability of music and playsets from the library' was agreed at the County Council budget meeting on 17th February 2014.

The service decided to increase the charges for music sets to test if this would enable the service to be self –funded, which would require an income of £10,000 per annum.

A review of charges took place and new loan and overdue charges were introduced.

A flat £20 administration fee is applied where sets are obtained from other library authorities.

Income

Unfortunately, the income received from the Music Sets service has not achieved the expected target.

In 2014/15 a total of £3444 was generated.

Fewer customers are taking advantage of the service now that prices have increased and 105 customers were served with 560 issues in the 2015 calendar year.

A total of £1,391 has been received to date for 2015/16 with an end of year total of £2087 being predicted. (20% of the amount needed to support the service).

This equates to roughly £14 per issue.

The service is not self-sustaining as it does not generate enough income to pay for the amount of staff hours spent supporting the service.

The Norfolk and Norwich Millennium Library must save 194 hours of staff time with the forthcoming budget reductions. Adjusting the way the Music Sets service is delivered will help to achieve these staff savings.

Future Delivery

From June 1st 2016, NLIS will no longer borrow items on 'inter library loan' from other library services for customers. Music sets that are in stock in the Norfolk Library catalogue will continue to be loaned to customers. If the number of copies of a set are not sufficient for a performance, or if NLIS does not have the set in stock, the performance group will need to borrow the set from a commercial music service or direct from other library services.

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