

### 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: 28/10/2016		
Service	Service Update key bullet points	Contact
<b>Customer Services</b>	<p>Customer Services have been recruiting to ensure we have a full complement of people to meet the post-Christmas Social Care peak. Many people visit elderly relatives over the Christmas period and subsequently contact social care to seek support. We will be ensuring that staff are appropriately trained and know how to look for ways to manage demand by providing information, advice and signposting people to community resources.</p> <p>As the front door to care services, Customer Services are also involved in working with Adult Social Care and external consultants Impower in delivering their Promoting Independence strategy, and will be continuing to look at ways to improve the online and contact centre offer.</p> <p>The Customer Service Strategy is progressing well and Phase Two work-streams have now been agreed. Detailed plans are being developed for Norfolk Community Learning Services (NCLS) and Norfolk's Holdall card. For NCLS we will be working with the service to deliver an improved online offer for leisure courses, providing "e-commerce" technology for the organisation. This will be of use to other departments in the future and we are considering this project as a pathfinder for "apply and pay" services. For Holdall, we will be attempting to join up systems to provide the Holdall activity as part of the main "My Norfolk" customer account. Work has also started on a redesign of the Museums website.</p>	C Sumner


Cultural Services	<p><b>Library and Information Service</b></p> <p><b>Summer Reading Challenge (SRC) – Young Volunteers</b> This year’s SRC involved 139 young volunteers, who contributed 2439 hours to the service between the end of June and the beginning of September. Currently, 26 young people are continuing as ‘Reading Hack’ volunteers, helping with book groups for young people, with events within libraries during half term holidays and writing content for the Shelf Talk blog run by the Education Library Service.</p> <p>There is compelling national evidence that library use is linked to increased reading levels among children and young people, and that library use is an important factor in educational attainment and positive social economic outcomes. As one young volunteer said:- <i>‘I’ve had a chance to improve my confidence, develop my voice and also give something back to the place that kick-started my love of reading’</i> – Volunteer at Fakenham Library</p>	J Holden
	<p><b>Museums Service</b></p> <p><b>Together to the Workhouse Door</b> - Norfolk Museums Service has been awarded £67,923 by Arts Council England to deliver <i>Together To The Workhouse Door</i>. This is an ambitious creative writing and music community engagement project which will celebrate the transformation of Gressenhall Farm and Workhouse through the Heritage Lottery Funded ‘Voices from the Workhouse’ redevelopment.</p> <p>Working with local schools, community groups and volunteers, <i>Together To the Workhouse Door</i> will animate, in words and music, some of the many rich stories and voices of people at the Workhouse, raising awareness of the social and cultural heritage of the site as well as inspiring local communities to develop their own creative responses to the site and its unique collections.</p> <p>Working in partnership with Sinfonia Viva, Orchestras Live, Writers' Centre Norwich, Norfolk Music Education Hub, Breckland &amp; Broadland District Councils and Norfolk Arts Service, Norfolk Museums Service will commission a major new oratorio which will be created by composer James Redwood and poet Lucy Sheerman. The new site-specific work will draw inspiration from the nationally important archives and collections at Gressenhall.</p> <p>The new oratorio and collaborative work will be premiered at Gressenhall Farm and Workhouse on Wednesday 7 June 2017.</p>	S Miller


## Appendix A

	<p><b>Norfolk Arts Service</b></p> <p><b>Norfolk Arts Forum Conference and AGM 2016: Diversity and the Arts</b> - Norfolk Arts Service (NAS) manages and promotes the <a href="#">Norfolk Arts Forum</a>, a free cross-sectoral membership organisation with over 900 members and an annually elected Executive Committee. Forum membership includes representatives from a wide range of arts and other organisations including: statutory and voluntary sector partners, regional organisations, local businesses, voluntary and community groups and individual practitioners.</p> <p>As part of ongoing strategic arts development support for Forum members, Norfolk Arts Service held its annual Norfolk Arts Forum Conference and AGM on 10 November at Norwich Castle Museum, with over 90 Norfolk Arts Forum members attending the event. The programme focused on diversity and the arts from both a national and regional perspective. Delegates were also given the opportunity to visit a range of local arts venues to learn about how these organisations are addressing diversity in their work.</p> <p>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>Active Norfolk - NSTR</b></p> <p><b>Norfolk Community Learning Services - NSTR</b></p> <p><b>NRO - NSTR</b></p>	<p>S Miller</p> <p>B Jones</p> <p>I Yusuf</p> <p>G Tuson</p>
<p><b>Public Safety</b></p> <p><b>Norfolk Fire and Rescue Service</b></p> <p><b>Trading Standards</b></p>	<p>NSTR</p> <p>Norfolk and Suffolk Trading Standards Services held a joint 'Join the Fight' conference on Wednesday 16 November at Trinity Park, Ipswich, Suffolk. The aim of the conference was to highlight the plight of the many consumers and businesses across the two counties who fall prey to scammers and their evil and scheming tactics, parting with their hard earned money and savings only to find that they get very little or, in many cases, nothing in return. This was the second 'Join the Fight' conference for Suffolk Trading Standards but the first time the two authorities have joined together to lay on an informative and thought-provoking day for voluntary organisations, businesses,</p>	<p>David Ashworth</p> <p>Sophie Leney</p>

	<p>banks and anyone who wants to help to stop this fraud. This is an example of the collaborative working to which the two Services are committed, since the decision not to join on a more formal basis.</p> <p>The conference was very successful with key speakers from academia, the police, social services and the media. Delegates were invited from a wide variety of organisations, businesses and individuals; all of whom are concerned about the needs of elderly and vulnerable people who become defrauded of their savings by tricksters. Councillor Mathew Hicks, Cabinet Member for Environment and Public Protection at Suffolk County Council opened the conference and kept the pace going throughout this informative, thought-provoking and stimulating day. Professor Keith Brown took the early slot on the podium to kick-start the conference with a wealth of information and knowledge about how scammers are able to target almost anyone, but are particularly adept at taking in elderly and vulnerable people. The professor is the Director of the National Centre for post Qualifying Social Work at Bournemouth University, and is currently leading a research group looking at the impact of financial scamming of the vulnerable in the UK. One of Keith's early discoveries was that loneliness in old age is a major contributor to becoming a victim of a scammer.</p> <p>Paul Maskall is the Cybercrime Security Advisor for Norfolk and Suffolk Constabularies. Paul, a PhD student cybercrime researcher, gave delegates an insight into why we both personally and in business can fall prey to cybercrime because of being complacent about our attitude to risk. Walter Lloyd-Smith is the Safeguarding Adults Board Manager for the county of Norfolk, and he helped the conference to understand that tackling scamming is both a moral and legal safeguarding duty of local authorities. Scamming has such a profound impact on those who become victims that it is a public health issue which we must not ignore.</p> <p>Mark Murphy of BBC Radio Suffolk conducted a live interview with a consumer champion stalwart who helps local people to stay safe from scammers after her own mother died in debt having lost everything to scams, and also with the lead officer for rogue trader enforcement at Suffolk Trading Standards.</p> <p>Two workshops were laid on during the day, one by the National Trading Standards (NTS) Scams Team and the other by Stephen Maunder of Norfolk Trading Standards, Barclays and the Nationwide Building Society. Delegates learned of the new 'Friends against Scams' scheme launched by NTS which helps ordinary citizens to get involved in helping vulnerable people in the community protect themselves from scammers. Stephen's workshop helped delegates to see how the new Banking</p>	
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<b>Emergency &amp; Resilience</b>	<p>Protocol enables bank staff to protect vulnerable customers. This workshop also made delegates think about victims, scam techniques and ways that we all can help to reduce the risk of being scammed.</p> <p>An excellently acted play by two local actors brought home to all delegates how scammers can rob the vulnerable of their life savings, their health and much more. Scam victims are typically people aged 70 and over. Scamming affects both genders equally, but those with cognitive health issues are much more likely to be caught. Scam victims often lose thousands of pounds to the scammers and in some cases their whole life savings. Such victims are highly likely to lose their self-confidence, develop mental health problems and need social care from their local authority, including residential care as a result of the crimes perpetrated against them.</p> <p>The conference was widely shared on social media platforms and received excellent radio and TV coverage. Councillor Hicks sent delegates away with a challenge to get involved and continue to join the fight against these dishonest, evil tricksters.</p> <p>The NCC Resilience Team will be contributing to a community resilience workshop in Scratby on preparing for severe weather, as one of a series of events around the county designed to enhance community resilience. This builds on a similar event held in Acle on 1 October in collaboration with Broadland District Council. The event at Scratby All Saints Parish Hall will take place on Thursday 1 December from 4-7pm, and will focus on how to help your local community prepare for severe weather events. The workshop is planned in partnership with a range of contributors including Norfolk County Council, Great Yarmouth Borough Council, the Broads Authority, Met Office, the Environment Agency, Norfolk Fire &amp; Rescue service, Norfolk Lowland Search and Rescue (NorLSAR), RAYNET radio amateurs and parish councils. It is planned to take this event around the county, and so we are looking to connect with communities interested in raising awareness and preparing for potential emergencies related to severe weather, flooding, power cuts, etc. to host future events.</p> <p>As part of “Takeover Day” on the 18 November the Resilience Team are hosting a group of Norwich City College students from the Public Services (Uniformed) course, to activate and test the Emergency Operations Centre at County Hall by working through a planned emergency exercise. It will provide students with hands-on experience of managing an emergency whilst providing an opportunity to test our systems and provide feedback.</p>	<p>Jan Davis</p>
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Public Health	<p><b>A new look for the Norfolk's Joint Strategic Needs Assessment</b></p> <p>A refreshed Joint Strategic Needs Assessment for Norfolk has been launched. The contents have moved to a model based on people, place, and the life course. Each topic page has high level statistics and a descriptive narrative. The various strategies are aligned to topic areas. We are busy writing briefing papers for each topic area which will cover; a summary of the issue, what this means for Norfolk, suggested areas of interest for commissioners and also pointing readers in the direction of further information. The briefing papers are linked within their topic sections but also as a complete set within the reports section. If you would like to contribute a briefing paper on a subject then please let us know.</p> <p>Thank you to Tony Harrison from information management who put together the new design, and to others who have contributed and supported us in the process to build this new JSNA. Follow the link to the content <a href="http://www.norfolkinsight.org.uk/jsna">http://www.norfolkinsight.org.uk/jsna</a> and let us know what you think by contacting us on <a href="mailto:jsna@norfolk.gov.uk">jsna@norfolk.gov.uk</a></p> <p> JSNA Structure</p> <p><b>Norfolk Working to end violence against women – Spread the word</b></p> <p></p> <p>Every year the Domestic Abuse and Sexual Violence Board run a campaign to coincide with the <a href="#">International Day for the Elimination of Violence Against Women</a>. 25 November is <a href="#">White Ribbon Day</a> and marks the International Day for the Elimination of Violence against Women. Later this month, the Community</p>	Louise Smith

	<p>Safety Partnership will be introducing 'Is this You?' to the campaign to encourage self-reflection of perpetrators' behaviour.</p>  <p><b>Healthy Norwich launches new initiative for Norfolk Schools</b></p> <p>The Daily Mile is a positive activity for Primary schools to embed 15minutes of whole school physical activity into their daily routines. The stark reality of the health of our children is incredibly alarming. In Norfolk 1 in 5 reception aged children are overweight and these figures rises to 1 in 3 by the time children reach year 6. Sadly, the proportions of overweight children are even higher in areas of deprivation.</p> <p>For an illustration on how this initiative is already working in local schools please view this quick video.  <a href="https://youtu.be/TNrGO587qc">https://youtu.be/TNrGO587qc</a></p> <p><b>Innovative School Nursing Service celebrates its first year in Norfolk</b></p> <p>An innovative project to improve the way pupils access their school nurse is celebrating its first anniversary in Norfolk. The School Nursing service, part of the Healthy Child Programme, launched the Chat Health service to allow pupils aged 11-19 to contact their school nurse through text messages.</p> <p>Messages, which can be anonymous, are received at the school nurse duty desk Monday-Friday, where a school nurse will reply directly to the pupil, either offering advice via text, or arranging a phone call or local face-to-face appointment. An automated message is sent outside of working hours. The first year of operation, the Norfolk chat health service received 3,170 messages from pupils, with approximately a third requesting an appointment with a school nurse, a third asking for advice on emotional health and wellbeing issues and the remaining third covering issues such as sexual health, bullying, self-harm and requests for advice on diet and lifestyle.</p>	
<b>Registration Services</b>	NSTR	Caroline Clarke