

Appendix A

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: 15/01/2016		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>The Consultation and Community Relations team have been busy processing the large amount of responses to the consultation from residents and organisations in the run up to consultation close at midnight on 14 January, which we anticipate will be in excess of 3,000 as the final postal responses are counted and processed.</p> <p>The team support the Norfolk youth parliament initiative - a group of nine young people elected by their peers to tackle the concerns of young people in Norfolk and to lobby on the issues that matter to young people at a national level. As our current members of youth parliament (MYPs) come to the end of the two-year term, we are now looking for young people that would like to stand in the next election in March 2016.</p> <p>Our MYPs have taken part in some outstanding opportunities including debating in the House of Commons, fantastic residential weekends to set the national youth agenda and working with schools and other partners to tackle young people's concerns around mental health.</p> <p>Young people can find out more and apply here: www.norfolk.gov.uk/youthparliament. The deadline for applications is Monday 15 February.</p>	Paul Jackson
Customer Services	Corporate Web	C Sumner F Grimmer

Sensitivity Classification:

	<p>We are continuing to develop the new web content management platform and have completed a number of activities with Customers to progress the structure work. So far feedback has indicated that the site should be focussed around the following categories:</p> <ul style="list-style-type: none"> • Roads and transport • Rubbish, recycling and planning • Education and learning • Care, support and health (with a split at the next level to adults and children's) • Children and families • Libraries, local history and archives • Jobs, training and volunteering • Births, ceremonies and deaths • Out and about in Norfolk (Leisure, culture, activities etc.) • What we do and how we work • Business • Safety <p>The content within each of the sections will be “cross referenced” and some items will appear in multiple places at the same time – e.g. promos and key info such as opening times – because people don't generally navigate from the homepage. We want the site to be flexible and therefore easy to find what you are looking for. The new technology allows for “personalisation” which will help tailor the customer journey and will deliver the content that is most relevant to the user; in addition there will be a “my account” functionality where people can log in and, over time, keep track of their interactions with the council – highways will be the first service where this is offered. Additional workshops will be held with members over the coming months to gain further feedback and input.</p> <p>Contact Centre</p> <p>The post-Christmas period is particularly busy in the contact centre due to the high volume of social care calls, generated by people who visit elderly relatives (who they may not have seen for some time) over the holidays and realise their care needs have increased. High volumes were exacerbated by the heavy rain and localised flooding experienced in early January. The contact centre has coped well with the increased demand and has maintained an impressive 95% plus customer satisfaction score at all time – average wait times remained under 2.5 minutes</p>	
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	<p>even during the busiest periods.</p> <p>Detailed planning is now underway for the implementation of new Customer Relationship Management to complement the web platform, customer account and further enhance the experience for customers, as well as enabling channel shift.</p>	
Cultural Services	<p>Library and Information Service</p> <p>CIPFA Statistics for library activity - The latest annual CIPFA statistics for library activity show that Norfolk libraries continue to have the highest issues per 1000 population of all Shire authorities, with 5,535 issues per 1000 population.</p> <p>The Norfolk and Norwich Millennium Library (NML) was overtaken by the newly refurbished Manchester Central Library as the library with most visitors in 2014/15. The NML welcomed 1.173million visitors and Manchester had 1.332 million. However, NML continued to issue more items than any other library in the country with 1.012million issues. The second highest was the Hive in Worcester with just under 900,000 issues. Manchester, while having more visitors, issued 240,000 items.</p> <p>Vote wins money for Norfolk's libraries - Staff at the Norfolk and Norwich Millennium Library have been successful in a competition to support National Libraries Day and have won £1000 to support the celebration of National Libraries Day on Saturday 6th February. The library was the first of three prize winners selected by popular vote on Facebook</p> <p>This year, National Libraries date ties in with the launch of the Castle Museum's Viking's Guide to Deadly Dragon's exhibition which will be opened by the author of 'How to train your dragon' Cressida Cowell.</p> <p>Two events are planned – one county-wide event that all libraries can take part in and the other event for Norwich city centre, linking the Castle Museum and the Millennium Library. In terms of the county-wide event, some of the grant will be used to buy a copy of one of Cressida's books for each branch that is open on a Saturday morning. At 11am all of the libraries will read the same chapter of the book to create the biggest story time in Norfolk.</p> <p>We are hoping that at the same time, Cressida Cowell will be reading exactly the same passage in the Castle</p>	J Holland

	<p>Museum to people attending the launch there. Staff from the library will be in the Castle signing up all non-members to the library and throughout the exhibition the library will have an outpost in the exhibition so people can share books.</p> <p>The Millennium Library will also take part in the mass storytelling and poster activities but there will also be an activity to create a physical link between the castle and the library using Viking re-enactors. The Vikings will start at the Castle in full costume retelling some of the Norse myths and legends and then they would parade through the city but waving banners saying “Love your Library on National Library Day”. The idea is to get a trail of people following the Vikings to the library where there will be more stories and activities.</p> <p>National Libraries Day is celebrated annually and promotes libraries, library staff and their communities all over the UK. This year’s campaign aims to showcase what libraries have to offer for all different needs and interests, with ideas to attract as many visitors as possible to local libraries on Saturday 6 February. The prize, provided by library technology company Bibliotheca, will enable more people in Norfolk to get involved and find out what libraries can do to support local communities.</p> <p>Norfolk Library and Information Service Survey - October 2015 - Library users, lapsed users and non-users were surveyed to find out whether and how they use libraries, and ask for views about the role the library service should have in the future. Customers completed this online or filled in a paper copy. There were 4,677 responses. 95% of respondents had used their library in the past 12 months and of those, nearly 88% visited at least once a month. 87% agreed that library services should support literacy, learning and development. 61% agreed that the service should help to support the local economy; 63% agreed the service should help support communities and almost 68% agreed that the service should help to support health and well-being.</p> <p>There was useful feedback and ideas on what would encourage people to use the library more.</p> <p>Norfolk Community Learning Services</p> <p>The new term has commenced with 40 ‘full cost courses’ craft and language courses scheduled – further full cost</p>	<p>H Wetherall</p>
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	<p>courses will be considered as the academic year progresses.</p> <p>As part of the post-inspection action plan the service is required to undertake formal class observations. There have been 8 Grade 1 (outstanding) observations so far this academic year, which means the current profile of observations is 88% at Grade 1 and 2 (Good). Tutors who are observed at Grade 3 (requires improvement) and Grade 4 (inadequate) receive intensive support and are re-observed within 4 weeks of their first observation. Those that fail to meet the grade again are taken through the NCC capability procedures.</p> <p>John Morgan joined the service at the start of this month in the newly created post of Assistant Head of Service, Data and Funding.</p> <p>Museums Service</p> <p>Gressenhall Learning Officer nominated for VisitEngland Tourism Superstar - VisitEngland has announced the shortlist for Tourism Superstar 2016. The tribute to tourism star players was launched in 2012 as part of English Tourism Week (this year running from 5th – 13th March) and is supported by the Daily Mirror.</p> <p>Norfolk Museum Service's Rachel Duffield, Learning & Engagement Officer at Gressenhall Farm & Workhouse near Dereham, is one of only 11 names on the national shortlist, and the only representative from the East of England.</p> <p>The campaign recognises the dedication and passion of those working in the tourism industry, and is awarded to an individual who goes above and beyond the call of duty to ensure visitors to England have an unforgettable experience.</p> <p>Rachel has certainly been doing this in her guise as 'Moaning Martha', fictional inmate of Gressenhall Farm & Workhouse whose gossipy monologues about life in the workhouse – delivered in an authentic Norfolk rural accent – have been engaging and entertaining visitors of all ages and abilities for the past seven years. Now Rachel's tireless work as Martha, alongside her many other duties as a learning officer, have been recognised with the exciting news of her shortlisting for the Tourism Superstar 2016 Award.</p>	S Miller
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	<p>The award will be decided purely on public votes – NMS is working with the NCC media team and VisitNorwich to organise a press campaign to support Rachel's nomination. The Daily Mirror will host an online public vote from 16 January which shows a short film of all Tourism Superstar nominees. Readers will be able to vote for their favourite on www.mirror.co.uk</p> <p>The winner will be announced during English Tourism Week and will be invited to accept their title at the VisitEngland Awards for Excellence which is being held during English Tourism Week.</p> <p>Active Norfolk</p> <p>Strategy for Sport and Physical Activity - At the end of December the Department of Culture, Media and Sport (DCMS) published a new Strategy called "Sporting Future: A New Strategy for an Active Nation" which can be accessed using the link : https://www.gov.uk/government/publications/sporting-future-a-new-strategy-for-an-active-nation) The publication, which is the first new sports strategy in more than a decade, marks a significant change in Government's philosophy regarding, and subsequent funding of, sport and physical activity.</p> <p>Active Norfolk is a County Sports Partnership (CSP) is the strategic lead for the development of sport and physical activity within Norfolk. The new strategy complements the role Active Norfolk currently plays within the county, and provides opportunities for growth and development in supporting the delivery of key outcomes for Norfolk County Council.</p> <p>The main headline from the new national strategy is that the Government now aims to use sport and physical activity to achieve 5 main outcomes for the population. These are:</p> <ol style="list-style-type: none"> 1. Physical well-being 2. Mental well-being 3. Individual development 4. Social and community development 5. Economic development <p>Norfolk Record Office</p> <p>Wellcome Grant - The Norfolk Record Office has been successful in securing a £65K grant from the Wellcome</p>	B Jones
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	<p>Trust for the God's House Unlocked project. This centres on the records of the Norwich Great Hospital, a collection of records of such significance that it is inscribed in the UNESCO Memory of the World Register. The project will employ an archivist and conservation assistant who over the course of the project will produce a full catalogue of the records; clean and package items most in need of work, digitize selected records, improve web resources and engage with volunteer groups to explore the collection.</p>	G Tuson
<p>Community Safety and Fire and Rescue</p> <p>Norfolk Fire and Rescue Service</p>	<p>Police Collaboration:</p> <p>Officers from Fire & Police have been working on a joint programme to protect or improve services to the public through closer collaboration. This sits within the government's wider Joint Emergency Services Interoperability Programme (JESIP), which aims to ensure that blue light services work seamlessly together. At the local level, we now provide joint operational response to a wide range of emergencies, including missing persons searches, chemical incidents, counter-terrorism and flooding. Our intelligence teams are co-located at Police HQ and the linking up of our data has already led to several successful interventions. We have been invited to move additional teams into Police HQ in Wymondham, and are focusing on three priorities – these are to co-locate Fire Control alongside their Police colleagues (maintaining separate control systems to preserve specialist skills and know-how), the Fire & Community Resilience leadership team alongside the Police leadership team, and functional specialists alongside their Police colleagues, such as NCC Trading Standards and Police Economic Crime, Health & Safety, Procurement,</p>	Roy Harold

	<p>etc. We share stations in Sheringham and Downham Market, and are looking to extend site sharing to other locations, such as Attleborough. Based on the progress of our collaboration programme, the PCC and Chief Constable are convinced that the public safety benefits of closer working outweigh the costs of hosting us, and are therefore offering more office space at Wymondham free of any revenue charges. There will be some initial one-off start-up capital costs, principally for installing necessary ICT to run our Control room systems, which we will look to fund jointly with Police on an invest to save basis. This path towards closer collaboration is a pragmatic approach to maintaining service delivery, and is about officers of the two services working more closely together, whilst remaining under separate ownership; it does not prejudice any future local or national political decisions about governance. It is evident that there are wider opportunities to improve public safety building from this developing relationship, for example through joint working on offender rehabilitation, which will be incorporated into the corporate Re-Imagining Norfolk localities programme.”</p> <p>Move of Fire Policy responsibility in Central Government.</p> <p>The Prime Minister announced on the 5th January that, with immediate effect, responsibility for Fire & Rescue policy is transferring from DCLG to the Home Office, with the existing Minister for Policing & Justice, Mike Penning, also taking on Fire & Rescue. The stated intention is to deliver greater joint working between the two emergency services. As can be seen from the collaboration note above, this is in many ways central government seeking to catch up with the facts on the ground at local level.</p> <p>Government has signalled that it will provide enabling legislation in early 2017 to allow Police & Crime Commissioners to take over ownership of Fire & Rescue services, which they currently cannot do. Every indication so far is that such a move would require a clear best value business case and local support. Whilst such a case might exist for standalone fire authorities, our own financial position is such that we do not currently believe an economic case exists that might force a transfer from NCC to PCC, and that the choice over future ownership in Norfolk should therefore remain with County Councillors. Treasury guidance on change of ownership currently is that any new owner would be entitled to take the full theoretical funding from the previous owner, rather than</p>	
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	<p>the actual budget; if this guidance remains in place, the implication for NCC is that transferring NFRS could lead to a bill for £2M or more, over and above the current revenue budget allocation for Fire & Rescue.</p> <p>Flood response to the North of England</p> <p>Over the Christmas period, officers and crews from Norfolk were deployed to Cumbria and Yorkshire to assist local emergency response, as part of national mutual aid procedures. Subsequently, volunteers from NFRS and NorLSAR have made further trips at their own cost to help with repair and recovery efforts.</p>	
Trading Standards	<p>The trial of four defendants, all charged with conspiracy to defraud, opened on 11 January at Norwich Crown Court. The case, brought by the County Council Trading Standards Service, centres on an alleged £9 million fraud committed over a 5 year period, involving the systematic miss-selling of satellite warranties and bogus cold-calling prevention products to hundreds of victims.</p> <p>The prosecution will contend that the three directors and the company secretary all conspired together to defraud consumers, dishonestly obtaining funds by masquerading as other (bona fide) companies and changing corporate identity to avoid detection. Further that the selling arm of the warranties business was operated from Spain, outside UK jurisdiction, to avoid scrutiny and the cold-calling prevention sales pitch promised to eliminate unwanted calls and junk mail, purporting to offer a genuine service to consumers, when in fact the company simply signed consumers up to existing free services.</p> <p>The trial is expected to last 6 to 8 weeks.</p>	Sophie Leney
Emergency & Resilience	<p>The Trading Standards Service is widening its scope of links into communities of Norfolk in order to support them in improving consumer protection. The Service is introducing Community Champions, key individuals working in, for example, banks, housing associations and the council's own library service, who will support their colleagues and customers in identifying and addressing consumer issues, such as scams.</p> <p>As part of this initiative, the Service is working with a youth community group in south Norwich which has excellent links with a large number of young people. This</p>	Jan Davis

	<p>partnership will enable the Service to better inform and support these young consumers to protect them from the harm of age restricted products and their community's health and wellbeing. This partnership will also facilitate rapid information exchange with the young people to inform and enable them to deal in a timely manner with emerging consumer issues.</p> <p>The Norwich-based Trading Standards sections and the Resilience Team have relocated from the North Wing to the North-east corner of Floor 2 in County Hall.</p> <p>The Principle Resilience Officer for Health has been collating situation reports on management of the response to industrial action by junior doctors. There have been frequent updates that have required collating and forwarding to NHS England to give an overall picture of the situation.</p> <p>A Level 3 Cold Weather Alert was issued by the Met Office on Thursday 14th January 2016. The relevance of the Cold Weather Alert is to warn of cold weather, icy conditions and snow that can increase the health risks to vulnerable patients and disrupt the delivery of services. Public Health England is reminding people that cold does kill, even places where the temperatures are not at their lowest. Much of the advice may seem common sense but it is important to think about how cold can affect vulnerable people and take appropriate action. The Cold Weather Plan for England sets out a series of actions that health and social care organisations, voluntary and community groups, and individuals can take and plan for cold temperatures to help reduce cold-related illnesses and deaths.</p> <p>The new Norfolk Resilience Forum Business Manager, Gemma Bailey, has started and will be working with member agencies of the Forum to continue the co-ordination and development of multi-agency emergency plans and exercises to ensure Norfolk is well prepared for future emergencies.</p> <p>The Resilience Team, along with Trading Standards, have relocated to Floor 2 of the main building at County Hall.</p>	
Public Health	<p>Make a New Year's resolution and sign up for Dry January</p> <p>With Christmas and New Year's Eve behind us we have</p>	Louise Smith

	<p>launched 'Dry January'. Norfolk residents are being encouraged to think about their alcohol intake and cut it out. A simple change in behaviour, whether it's drinking less for one month, or stopping smoking can make a huge difference to your health.</p> <p>We want to encourage people to make a positive change in their behaviour so they begin to feel the health benefits. This can include encouraging longer-term moderation in how much alcohol they consume, reduce the number of cigarettes smoked, and also increase their exercise.</p> <p>There are a number of benefits to cutting back on the booze which includes having more energy during the day and losing weight. Drinking 10 pints of beer a week equates to more than 120,000 calories a year. Regular drinking can also affect your immune system which means heavy drinkers can have more problems with infectious diseases. So cutting down means your system will be able to fight off bugs more easily which can contribute to better health generally. As well as the harmful short-term consequences of alcohol to health there are also long-term consequences such as increased risk of liver disease, stroke, dementia and cancer. It can be easy to overindulge in food and drink over the festive period, and now may be a good time to think about your health and make some changes ready for the New Year. If the thought of giving up alcohol completely for a full month may seem too much, we encourage people to consider simply reducing their alcohol intake instead. Any step is better than no step at all.</p> <p>In Norfolk, around 1 in 5 of us are estimated to be drinking at a level which increases the risk of damaging our health, costing the health service an estimated £39.5m. Last year, 670 people across Norfolk signed up to Dry January.</p> <p>To find out more or sign up now with your friends and family visit www.dryjanuary.org.uk</p> <p>You can also join the Dry January online community at www.facebook.com/DryJanuary and follow updates on Twitter @dryjanuary</p> <p>Stopping smoking in pregnancy Working with Public Health England, Norfolk DPH chaired a very successful East of England conference this week to develop action plans to reduce smoking in pregnancy. Reducing smoking in pregnancy is a priority for the stop smoking strategy in Norfolk, and is one of our 'vital signs' that will be reported regularly to committee.</p>	
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	<p>There is strong evidence that smoking in pregnancy increases the risk of poor outcomes including stillbirths, prematurity, low birth weight and cot death. Smoking is the single biggest preventable cause of poor outcomes for mums and babies and we think that there is much more that we can do to reduce rates in Norfolk. Currently about 1 in 8 mums smoke at delivery.</p> <p>We have agreed plans with our stop smoking service and midwives to introduce routine carbon monoxide monitoring at antenatal clinics, and routine 'opt out' referral to stop smoking services.</p> <p>Norfolk Local Health Resilience Partnership Local NHS providers and public health have signed off a review of mortuary capacity across the county. There were concerns from emergency planners that mortuaries can struggle to have enough capacity during winter peaks. Numbers of deaths are higher in winter months and this can be made worse by cold weather, flu and bank holidays reducing working hours. A task and finish group reviewed plans in November and a number of steps were put in place: a funeral directors network is being established, mortuaries have brought in additional space for routines work and increased their opening hours. Increased opening hours make it easier for doctors to access the mortuary to sign certificates, and for funeral directors to attend and provide transport.</p> <p>The LHRP heard that these measures along with a mild winter meant that so far business has been running without major concerns and it was agreed that the level of risk has now reduced. A full analysis will be undertaken at the end of the winter to assess whether activity has been lower than expected due to the mild weather, or if activity has been as high as last year but running smoother due to the additional measures.</p>	
Registration Services	<p>The feasibility study to complete works at the Norfolk Record Office ready for the Norwich Registration Office Team to arrive was received from NPS with an unacceptably high estimate for the work. The corporate property team is working to reduce those costs and an improved estimate will be reported once we have it. A registrar will be based at Earlham library with effect from 22 January and a second registrar at the NNUH is now looking likely. Discussions to minimise expenditure on accommodation, including further talks with North Norfolk Council and Dereham library, continue.</p>	Caroline Clarke