

Community Committee Three-weekly 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: 03/02/2017		
Service	Service Update key bullet points	Contact
Customer Services	<p>The CSC ran a very successful business continuity and resilience exercise on Friday 27 January, where some of the team relocated to the emergency site (the Professional Development Centre) and were able to have a functional contact centre running within the hour. The trial of transferring all social care calls to the social care localities was also enacted and lessons learned are currently being evaluated. Overall it was an incredibly useful exercise, and will equip the team to respond to any real emergency situations in the future.</p> <p>The digital team are continuing to make changes and improvements to the main NCC website, and the latest customer journey on Libraries "e-books", tested by SocITM, (the society for IT practitioners in the public sector) has been awarded a four star rating, which is the highest possible. Over the past 18 months, the majority of the customer journeys tested by SocITM have been rated as four star, and we are starting to see further improvements in the customer satisfaction levels reported by customers.</p> <p>The digital team are also in the process of working on a new web design with the Norfolk Museums Service – this will enable the Museums site to move off the old, outdated technology platform and onto the new flexible platform (SiteCore) which the main corporate site uses.</p>	C Sumner
Cultural Services	<p>Library and Information Service (NLIS)</p> <p>Assistant Head of Service – Jill Terrell joined the NLIS on 1 February from the Cambridgeshire County Council Library Service where she was Acting Head of Service.</p>	J Holden

Sensitivity Classification:

Mobile Library New Livery – one of the mobile libraries has been freshly painted with a dramatic Norwich Castle design, heralding a new year of partnership between the Norfolk Mobile Library Service and the Norwich Castle Museum. Following the successful ‘How to train your dragon’ exhibition in early 2016, the two organisations are again working together to serve our local communities and to promote life-long learning. Look out for the new mobile as it travels throughout the county.



Historical record on King's Lynn Library Tower - An interesting record left on the tower of King's Lynn Library during World War One has attracted the interest of researchers. Soldiers posted to Kings Lynn as look-outs for Zeppelins engraved their names and service numbers on the sides of the bricks and stones at the top of the crenelated tower of the-then newly-built library.

Most of the men were from the Queen's Own Oxfordshire Hussars and the Royal Bucks Hussars. After the summer of 1916, the two regiments were posted to France, with most of the men fighting in the Battle of the Somme.

NLIS is working with the Oxfordshire Yeomanry Association, the Soldiers of Oxfordshire Museum and the Buckinghamshire Military Museum to make a joint bid for lottery funding to research and record the names and recreate the wall to make it accessible digitally. Currently there is scaffolding around the tower while repair work takes place.

Norfolk Arts Service Update

Arts Council England *Cultural Destinations* funding success for Norfolk and Suffolk - The New Anglia LEP Cultural Board in partnership with Suffolk County Council and Norfolk County Council has been awarded £300k from the Arts Council England *Cultural Destinations* fund.

The aim of *Cultural Destinations* is to enable arts and culture organisations working in partnership with destination

S Miller

	<p>organisations to increase their reach, engagement and resilience through working with the tourism sector. Closer working between the two sectors will contribute to the economic growth of the cultural and tourism visitor economies. During the three year project, the New Anglia LEP Cultural Board will make the East a 'must see cultural destination'.</p> <p>The project builds on the New Anglia LEP Cultural Board initiative, <i>Building Cultural Tourism in Norfolk & Suffolk</i>, which runs until the end of 2017 and is designed to encourage collaboration between cultural organisations and tourism bodies to the mutual benefit of both sectors, and specifically to increase the impact and scale of cultural tourism in the region.</p> <p>Norfolk Museums Service</p> <p>Norfolk Museums Service has submitted two funding bids to Arts Council England for the period 2018-22. The first application is for the Museums Service to remain a part of the Arts Council's National Portfolio of regularly funded organisations and the second is to continue to deliver Museums Development services across Norfolk and the East of England. The total value of these two applications is £6.2m.</p> <p>Norfolk Community Learning Services - NSTR</p> <p>Active Norfolk - NSTR</p> <p>NRO - NSTR</p>	<p>S Miller</p> <p>I Yusuf</p> <p>B Jones</p> <p>G Tuson</p>
<p>Public Safety</p> <p>Norfolk Fire and Rescue Service</p>	<p>Downham Market Fire Station</p> <p>Following an extensive consultation period, the proposal for a new fire station at Downham Market received planning consent on 23 January 2017.</p> <p>The proposal was for a new station that combines with the existing Police, and includes a new three bay fire appliance room with sprinkler system. Norfolk Fire and Rescue Service (NFRS) are also pleased to include a much needed fire training tower to allow realistic training for fire crews.</p> <p>The procurement tender process has been run in parallel to the planning process, and a suitable contractor has been identified. Detailed construction design work is underway and we hope to start building works in the very near future.</p> <p>NFRS are grateful to our Police colleagues for working with us on sharing their accommodation. This partnership is another example of property collaboration between Fire, Police, other blue light services and other public partners and charities.</p> <p>NFRS has been in attendance at a fire at an illegal waste site since the 28 January. The service has been managing the controlled burning of 30,000 tonnes of wood material along with</p>	<p>Les Britzman</p>

Sensitivity Classification:

<p>Trading Standards</p>	<p>the environment agency, District Council and the parish council, to bring the incident to a conclusion.</p> <p>Norfolk Fire and Rescue Service recently closed its recruitment campaign for wholetime firefighters, where we received 900 applications for 18 positions. Sifting has been completed and 150 potential recruits will be assessed during February, with successful applicants being employed by the service from April 2017.</p> <p>Following a complaint from a parent that their 16 year old child had purchased illegal cigarettes from a neighbourhood store in Norwich, Trading Standards made a test purchase of illegal cigarettes, which cost less than half the price of legitimate ones.</p> <p>On Tuesday 31 January, Trading Standards officers carried out an inspection at this store along with officers from Norfolk Constabulary Licensing, the Drug and Alcohol Team and HMRC. 2,700 cigarettes and 1.25kg of hand rolling tobacco were seized by Trading Standards from a concealment under the counter. A further 7,960 cigarettes and 750g of hand rolling tobacco were seized from a vehicle, believed to be used as a storage unit at the store. The majority of the products did not carry the correct English warning information, and some are suspected to be counterfeit. An investigation is now under way with regards to the seized products.</p> <p>On the same day a second Norwich store was also visited, and the Service provided the owner with advice regarding the sale of illegal tobacco.</p> <p>In the past six months, Trading Standards, working with Norfolk Constabulary, has seized nearly 130,000 illegal cigarettes and over 31kg of illegal hand rolling tobacco from retail stores around the County.</p> <p>The low selling price of illegal tobacco is a concern to Trading Standards as it makes the products readily accessible to young people. Those retailers who sell under-the-counter tobacco are more likely to sell to underage customers than legitimate businesses, facilitating youngsters getting hooked on tobacco from an early age. Trading Standards is planning to continue enforcement work to disrupt the sale of illegal tobacco in Norfolk; supported by grant funding from Public Health.</p>	<p>Sophie Leney</p>
<p>Emergency and Resilience</p>	<p>The Resilience Team and many staff throughout NCC were involved in responding to the tidal surge event of Friday 13 January. The response to such an event is based on long-term multi-agency planning with partners of the Norfolk Resilience Forum. The volunteer rota set up to staff the Emergency Operations Centre in County Hall would have been vital to coordinate recovery efforts if there had been widespread flooding. Fortunately this was not required, but we were ready for if widespread flooding had occurred.</p>	<p>Jan Davis</p>

	<p>There was good coordination with other local authorities and emergency responders through regular strategic, tactical and local coordination group meetings. Volunteer support from school staff and members of faith and community groups was particularly appreciated at the five rest centres in Great Yarmouth. Community resilience volunteers and elected members were active in supporting their own communities, especially looking out for their vulnerable neighbours. Changing weather conditions averted a major impact, but next time it might be different and we cannot afford to become complacent. Debriefing on the event is taking place and will be collated to feedback into a review of the flood plans for Norfolk.</p> <p>On the 11 January, our Health Principal Resilience Officer arranged for a Cyber Security Workshop facilitated by Norfolk and Suffolk Constabulary to look specifically at health cyber risks. The workshop raised awareness and considered measures to enhance resilience within the health sector.</p> <p>Since January 21 the Resilience Team has been engaged in the response to the waste fire at Manor Farm, through supporting our colleagues in Fire & Rescue, the Borough Council, the CCG and Public Health England, the Parish Council and the Environment Agency. We have also been liaising with Children's and Adults Services in the identification and support of vulnerable people in the local area, and in the dissemination of public health messages to local residents.</p> <p>On Wednesday 1 February, the Resilience Team contributed to a multi-agency presentation to second year students at City College Norwich attending the Uniformed Services Course. The presentation was designed to dovetail with their syllabus covering planning for, responding to, and recovering from emergencies and how organisations work together to ensure the most effective results. The students took part in a table top exercise which simulated a major incident where they assumed the roles of initial responders and subsequently the Tactical Coordinating Group.</p> <p>Also on 1 February a presentation was given to "Norfolk Buy Local" small business members, as part of our networking to promote measures that can be taken to anticipate and assess risks to businesses, and actions that can be taken to respond and recover from business disruptions.</p>	
Public Health	<p>Mortuary Capacity Action Plan – successfully tested to the full</p> <p>Communities Committee members will remember that committee discussed concerns about mortuary capacity on a number of occasions last year. There was concern that normal levels of deaths, combined with events such as bank holidays were leading to challenges in managing capacity.</p> <p>A considerable amount of work was undertaken by colleagues in democratic services, the coroner's office, public health and</p>	Louise Smith

	<p>resilience working with NHS providers and private sector funeral directors. An action plan was agreed in 2016 to manage future surges in demand.</p> <p>Over recent weeks this action plan has been implemented and has been extensively tested. County staff from several directorates have been working very effectively with partners, including meeting weekly, and to date the planning has led to successful implementation of actions.</p> <p>To build on the success of this approach we have scheduled a workshop on the 27 February to review our longer term mortuary provision strategy.</p> <p>Launch of new development programme</p> <p>In our public health strategy we made a commitment to support the development of public health skills and knowledge for district, borough and city council partners.</p> <p>Consultation with these colleagues found an interest in more training, and access to public health data for localities. To meet this interest a programme of training has been developed and is now being rolled out. The training, which forms part of our district public health offer, will allow their officers to understand health data and how to use the tools available to inform decision making, support day-day activities and funding proposals, design new projects and review strategies.</p> <p>The sessions, open to all seven local authorities, will be held on days in April, May and June.</p> <p>If members are interested in attending a session, ideally in their locality, please contact Sally.Newby@Norfolk.gov.uk for more information.</p> <p>Promoting healthy sexual relationships through Facebook</p> <p>In February we will launch our third Facebook campaign, this time targeting young people under 24 to promote safe, healthy sexual relationships. During half term, for 2 days including Valentine's Day (13 and 14 February) you can find Public Health and The Terrence Higgins Trust in a pop up shop in the Castle Mall, Norwich. They will be on hand to offer advice and support for young people on healthy sexual relationships, contraception, chlamydia screening, sexually transmitted diseases, HIV services and promoting access to the C-CARD scheme (free condoms) for young people.</p> <p>We have already run two Facebook campaigns to raise awareness of HIV testing in Norfolk. The campaigns have been very cost effective with a total spend of just over £2,000 that has reached nearly 120,000. The campaign has also generated over 5,000 visits to our webpage www.norfolk.gov.uk/tested which directed people through to our sexual health provider.</p>	
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	Whilst running the campaign, there has been a 50% increase of online HIV testing. Early diagnosis and treatment can lead to having a healthy lifestyle, as well as preventing ongoing transmission.	
Registration Services	The commercial arm of registration, Marry in Norfolk, was headline sponsor of the first ever EDP Bride Wedding Awards, working with our magazine producers Archant. Ten members of the team attended a special ceremony at Dunston Hall on Friday 27 January. Caroline Clarke gave a speech and Anita Hennington presented the Wedding Innovation Award.	Caroline Clarke