

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: 22/07/2016		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	NSTR	Anne Tansley Thomas and Chris Williams
Customer Services	<p>The latest deployment of the CRM system went live this week, and has provided modules for the Information Management team, specifically Freedom of Information requests, Subject Access Requests, Data Protection breaches, Information Shares and Police Information requests. The new module should provide a robust way of managing these enquiries, which will put the organisation in a good position for the Information Commissioner Audit later in the year.</p> <p>The Customer Service Centre has been relatively busy over the last few week with waiting times being higher than usual at peak times. There has also been a relatively high turnover of staff, many due to career advancement in NCC, and therefore we need to ensure we are now adequately resourced. The situation has been closely monitored and we are currently recruiting.</p>	C Sumner
Cultural Services	<p>Library and Information Service</p> <p>Review of School Library Service - A key part of the library service to young people in Norfolk is the School Library Service (SLS), which alongside services to children and young people offered in libraries and mobile libraries across the county plays a vital role in supporting</p>	J Holland

	<p>literacy and in supporting the County Council's priority of Excellence in Education.</p> <p>Schools pay for the SLS and we estimate that there will not be enough income from school customers this year to cover the expenses of the service. The issues that have contributed to this include cuts to school budgets as well as the conversion of schools to academies and Multi Academy Trusts.</p> <p>As a result of the shortfall we need to review the service to ensure we are responding to the needs of schools within the budgets we have available. The review will produce:-</p> <ul style="list-style-type: none"> • A delivery plan for public library services to Children and Young People that identifies how the service will contribute to council priorities; • Costed options for the future operation of SLS. <p>Annual Report – the one page report below highlights the main achievements of the Library Service during 2015/16. Alongside highlights that include almost 4 million visits to our 47 libraries and mobile service and almost 5 million items borrowed, the service has supported literacy (264 schools through the School Library Service and 5,500 under 5s joined the library) and jobseekers have been supported at every library.</p> <p>A similar report has been prepared for each library and is available on request from the library.</p> <div data-bbox="564 1294 627 1361" data-label="Image"> </div> <p>Norfolk library service annual report</p> <p>Norfolk Community Learning Services</p> <p>High quality of advice, guidance and support for NCLS learners recognised by national accreditation body</p> <p>NCLS is required to hold Matrix Accreditation to ensure each learner receives the highest quality of advice, guidance and support at every stage of their learner journey – before, during and after completing their programme.</p> <p>The Matrix standard itself is made up of 4 sections which organisations are judged against: Leadership and</p>	<p>I Yusuf</p>
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	<p>Management, Resources, Outcomes (Impact) and the Continuous Improvement Plan.</p> <p>After a Matrix Accreditation Visit in July 2016 NCLS was awarded accreditation for another three years. The formal report will be published in about two weeks but provisional strengths identified include:</p> <ul style="list-style-type: none"> • Good and passionate engagement with residents, especially for those needing to overcome barriers in progression to education, employment and community engagement • Proactive, personalised and non-judgemental advice, guidance and support • Staff have embraced the NCLS re-structure and developed responsive models in meeting the needs of residents. <p>As well as building on these strengths NCLS was challenged to improve the quality of external communications, online and hardcopy, with potential and actual learners and also to show evidence of external destinations such as job outcomes.</p> <p>The outcome from the Matrix visit and subsequent accreditation can be seen as external validation of a strategy to position NCLS as a service which is much more than a provider of courses – it is about harnessing our strengths in employer and community engagement to promote independence in adults through improved outcomes in jobs, education, health and digital inclusion</p> <p>Textiles Exhibition - the recent 'Take One Colour' Exhibition show-cased the work of our Creative textiles learners and attracted a large number of visitors to Wensum Lodge. The work was of a very high standard and the feedback received was excellent with a number of pieces being sold.</p> <p>City & Guilds Level 3 (Digital Photography) - A group of five NCLS photography learners are showcasing their City & Guilds work at an exhibition at St Nicholas's Church in Wells as part of Wells Carnival week, which runs from Friday 29 July to Sunday 7 August. The event will include information about their course to encourage other people to have a go, as well as promoting all the locally available adult education courses.</p> <p>Norfolk Arts Service</p>	S Miller
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	<p>Arts Council England awards and appointments for Norfolk County Council supported arts organisations - Creative Arts East has been awarded £449,850 from the Arts Council England Strategic Touring programme to deliver <i>Inn Crowd</i> in partnership with Applause Rural Touring. This exciting new project will tour live literature to pubs across six counties in the East of England and the South East.</p> <p>Norwich Arts Centre has been appointed as Creative Producer for Luton – completing the Arts Council’s £1.5 million investment in the town as part of the Luton Investment Programme. Drawing on its experience of delivering high quality programming, Norwich Arts Centre will work with Seachange Arts and local partners, supporting local artists and organisations in their work in Luton. The work will focus on engaging audiences, with a strong emphasis on young people and diverse communities.</p> <p>The expertise that Norwich Arts Centre and SeaChange Arts bring will be an essential ingredient in the success of the Luton Investment Programme’s ambitions. For further information please contact arts@norfolk.gov.uk.</p> <p>Museums Service</p> <p><i>Sea History Differently: Time and Tide Museum awarded £90,000 from Esmee Fairbairn Collections Fund</i> - Great Yarmouth’s heritage has received a major boost thanks to a grant of £90,500 awarded to the Time and Tide Museum of Great Yarmouth Life. Time and Tide now has a golden opportunity to transform the way it can inform and engage with audiences through its project <i>Sea History Differently</i>.</p> <p>The project, funded by the Esmée Fairbairn Collections Fund, will encompass a wide range of activities aimed at transforming access to Time and Tide’s fantastic maritime and historic boat collections. These include specialist boat conservation involving volunteers from local communities and enhanced collections documentation and research. This will provide a starting point for community co-curation of an exhibition at Time and Tide that can be used to create a range of touring displays.</p> <p>This exciting programme will culminate in the museum’s summer 2018 exhibition which will be themed around the outcomes of its <i>Sea History Differently</i> project to celebrate</p>	<p>S Miller</p>
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	<p>community work and the outstanding maritime collections at the museum.</p> <p>As well as involving local communities and encouraging new skills, <i>Sea History Differently</i> will work in partnership with museums up and down the East coast through the Maritime Heritage East network, particularly in developing the touring displays.</p> <p>NRO - NSTR</p> <p>Active Norfolk - NSTR</p>	<p>G Tuson</p> <p>B Jones</p>
<p>Public Safety</p> <p>Norfolk Fire and Rescue Service</p>	<p>The Chief Fire Officer met Elizabeth Truss MP on 8 July at Swaffham fire station, following the Communities Committee request to meet DEFRA to discuss funding for flood rescue. The Minister was not able to confirm any further funding, and advised that there was no allocation within DEFRA budgets to replace expiring grants. She did undertake to discuss with other Ministers the desirability of aligning and integrating the range of current central government flood initiatives into a more joined up and coherent approach, but we should not expect further government funding to preserve Norfolk's current flood rescue teams.</p> <p>Norfolk hosted more than 300 personnel from a range of agencies as part of Exercise Triton 2 in Thetford Forest during the week commencing 11 July. Triton was a national resilience exercise testing the UK's capability to manage three simultaneous large scale emergency incidents, and we were joined by staff from 8 other fire services. In addition to the national exercise, volunteers from NorLSAR, 4x4 Response, Norfolk Civil Protection and Raynet took part in a missing persons search scenario alongside fire and police staff.</p> <p>On the 15 & 16 July, the Urban Search & Rescue team assisted Hertfordshire police in the recovery of forensic evidence at a crime scene. This activity, using USAR's specialist equipment and training, provided the police with an efficient and effective solution to a difficult and challenging operation, and demonstrates the practical benefits of improved joint working. Hertfordshire have previously used our dive team, and the latest request for</p>	<p>Roy Harold</p>

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Trading Standards	<p>support builds from the good rapport established between them and police search officers.</p> <p>We look forward to working closely with Brandon Lewis MP in his new role as Minister responsible for policing and the fire & rescue service, building on the active and constructive interest he took during his previous tenure as Fire Minister.</p> <p>The Trading Standards' Calibration Laboratory was reassessed by the United Kingdom Accreditation Service (UKAS) on 29 and 30 June, with the auditors recommending that accreditation is renewed for the current scope of accreditation under ISO/IEC 17025:2005. The auditors identified eight actions necessary to maintain accreditation, all of which were minor; in the main requiring small amendments to the quality manual to reflect how the laboratory is operating. The auditors highlighted the excellent work of the CVTS team in their report as follows:</p> <p>The personnel responsible for calibration of masses and weighing equipment demonstrated their comprehensive understanding of the processes for which they are trained. They diligently and carefully follow calibration procedures and show polite and knowledgeable attitudes when communicating with customers, as was witnessed in telephone conversations.</p>	Sophie Leney
Emergency & Resilience	<p>The Resilience Team, operating as the Normit training and consultancy service, through our partner Breckland Training Services, delivered a two day training course last week on Emergency Management and Business Continuity to managers of Luton Borough Council. The training was well received and we hope this may lead to further opportunities to work with Breckland Training Services.</p> <p>The Resilience Team together with representatives of the Broads Authority, the Environment Agency, and Broadland District Council have been exploring how we link adaptation to climate change on The Broads with being better prepared for the extreme weather events, particularly surface water flooding, we are experiencing across the county and nationally. This month has seen surface water flooding of homes, fields and highways and we want to promote how to be better prepared for such events and be more resilient to disruptive events of many</p>	Jan Davis

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	<p>kinds. An initial community engagement event is being planned for Acle on 1 October at which the public, businesses and elected members will be welcome.</p> <p>On Wednesday 20 July the team supported an event at the British Red Cross offices, Norwich, on “Unlocking the potential of the voluntary & faith sector”. It was an opportunity for representatives of voluntary organisations to meet with members of the Norfolk Resilience Forum to explore how we might work effectively together to prepare for, respond to, and recover from emergencies in the county. New contacts were made to increase the number of voluntary organisations contributing to community resilience in Norfolk.</p>	
Public Health	<p>Health and Wellbeing Board: The Health and Wellbeing Board met on 20 July and approved a report detailing the proposed approach to making mental health a priority in Norfolk. A multiagency seminar had identified four main strategic aims for Norfolk: reduce stigma, make mental health everyone’s business, improve access to self-help resources and early help, commission better pathways into and through services. The report outlined a business plan of what key actions can help deliver these aims and identifies what outcomes we want to achieve by 2020 with this priority.</p> <p>The board also approved the direction of travel of the Norfolk and Waveney Sustainability and Transformation Plan (STP). The STP’s agreed vision is “to support more people to live independently at home, especially the frail elderly and those with long term conditions”. The overarching priority is to keep people at home and help them to maintain their independence as long as possible. The plan will also provide locally delivered, integrated support, with care and treatment happening outside of acute hospitals wherever possible, and the whole system - including local communities – will be geared to getting people back home and supported in community settings.</p> <p>Local Health Resilience Partnership: The LHRP met and agreed a memorandum of understanding between NHS partners (NHS England and clinical commissioning groups).</p> <p>Public health structure: A review of the new public health structure has been completed and recruitment has started to appoint to a number of new posts, including the establishment of a dedicated contracts team and a Deputy Director of Public Health who will be responsible for promoting health living and healthy places.</p>	Louise Smith

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	Workplace health: On the evening of 19 July, a team from Public Health took part in Active Norfolk's 'It's a Knockout' workplace health challenge, coming a respectable second place. Fit4Work events take place throughout the year and are open to all workplaces in Norfolk as a fun way to enjoy some fun and active time with colleagues. Upcoming activities include pitch and putt, kurling and gymnastics.	
Registration Services	The Norfolk Register has relocated to the Archive Centre. The new office opened to the public on Monday 11 July.	Caroline Clarke