

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: 13/05/2016		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<ul style="list-style-type: none"> Supporting Adult Social Care with their consultation with the care providers market around the cost of care. Supporting Norfolk Safeguarding Adults Board to engage with service users in the work of the Board and also to reach out to other stakeholders who have a role in recognising and reporting abuse, such as local businesses. Supported Public Health colleagues to evaluate a project to give health advice about early years to children's centres, libraries and pharmacies. 	Paul Jackson
Customer Services	<p>The new website, Highways system and Customer Relationship Management (CRM) system all went live at the beginning of April and, on the whole, have been implemented successfully. The customer account within the website has attracted over 850 users in the first month, which is ahead of projections.</p> <p>As with any new initiative there are some elements which aren't working as effectively as we would like. We have received feedback to say that some people are finding the Highways defect form difficult to use, specifically:</p> <ul style="list-style-type: none"> the zoom function and use of the map (i.e. getting it to a point where you can drop a pin) the need to click 'Use Map Point' – (also when you click on 'map point' nothing appears to happen and this is causing confusion) 	C Sumner

	<p>These issue have been worked on by ICT and improvements are prioritised for implementation by the end of May. There will be additional small improvements to the usability of the web site and form over the coming months and we will continue to monitor customer feedback.</p>	
Cultural Services	<p>Library and Information Service</p> <p>Google Digital Garage – funding success.</p> <p>All of Norfolk’s 47 libraries are UK online centres, part of a national network of organisations that support digital inclusion. Norfolk Library and Information Service has been awarded £2,100 from the Tinder Foundation to help 75 small businesses (sole traders, business start-ups or larger enterprises) to get online and take up the learning offered in the Google Digital Garage.</p> <p>Google Digital garage includes opportunities for businesses to learn more about building their web presence, search engine optimisation, search engine marketing, analytics, using social media, mobile and web apps as well as e-commerce.</p> <p>Google Digital Garage adds to existing NLIS business support activity and fits into the County Council’s priority of Real Jobs.</p> <p>Sessions will take place across the county, in group or one to one sessions and will be offered on a variety of devices, fixed PCs and mobile devices, with an invitation to learners to bring their own devices if they wish. The aim of the sessions will be to increase digital confidence amongst the target audience and by the end of the sessions participants will have a greater knowledge of the tools available via Google Digital Garage to help them manage, develop and grow their business.</p> <p>The project starts in June 2016 and will run until January 2017.</p> <p>Norfolk Community Learning Services</p> <ul style="list-style-type: none"> • Following the recent full Ofsted inspection of the Service, we await the inspection report for factual accuracy checks. This is likely to be received this week and with a 24 hour turn around for us to reply, it is likely that the report will be published week commencing 16 May. • Plans are being put in place for a week-long celebration of adult education in week commencing 31 May – 4 June. 	<p>J Holland</p> <p>H Wetherall</p>

	<ul style="list-style-type: none"> • There will also be a fortnight of taster activities including lunch-time tasters at County Hall in the weeks commencing 6 June and 13 June. During these weeks the NCLS Taster bus will be travelling across Norfolk gaining new learner enrolments and giving short taster sessions. • NCLS curriculum plans are being finalised for August 2016 with meetings taking place with local colleges to ensure alignment of offers, progression routes for learners and no duplication of provision. <p>Museums Service</p> <p>Norfolk Museums Service gets green light from Heritage Lottery Fund to transform Norwich Castle Keep</p> <p>Norfolk Museums Service has received earmarked funding from the Heritage Lottery Fund (HLF) for the <i>Norwich Castle: Gateway to Medieval England</i> project.</p> <p>An initial development grant of £462,400 will be a major boost to the multi-million pound plan to transform Norwich Castle's iconic Keep into one of the region's premier heritage attractions. A further £8.7 million has been earmarked towards the project and a second application for the full grant will be made at a later date.</p> <p>The project aims to re-present the historic Keep as it appeared during its heyday under the great Norman kings. Visitors will be able to engage fully with the building through greater access, exciting new displays and innovative learning and event programmes.</p> <p>Visitors will be able to immerse themselves in the sights and sounds of King Henry I's lavish Castle by exploring the recreated Great Hall, complete with a banqueting table and minstrels' gallery, King's chamber and chapel. Newly-exposed Norman archaeology and architecture will tell previously untold stories of the Castle's fascinating past and a unique battlements experience will offer stunning views of medieval and present-day Norwich.</p> <p>A unique form of partnership with the British Museum will bring national medieval treasures to Norfolk, displayed alongside exquisite artefacts from Norwich Castle's own medieval collection, in a new <i>British Museum Gallery of the Medieval Period</i>.</p> <p>The initial grant from the HLF provides development funding to help Norfolk Museums Service progress these ambitious plans and undertake a major public fundraising campaign. This first award will enable a programme of study to record, interpret and understand the Keep fully, as well as identify essential repairs and conservation work. In terms of energy efficiency, the project aims to bring the</p>	S Miller
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	<p>latest environmentally sustainable technologies into the building ensuring it is fit for the 21st century.</p> <p>The revitalised Keep, displayed and interpreted as a Norman royal palace, is expected to open to the public by 2020. It will provide a state of the art events venue alongside a new corporate hire offer.</p> <p>Educational and skills development programmes are planned to run throughout the duration of the building works (anticipated to start in 2018) and will continue well beyond the lifetime of the project. Training will be provided to volunteers and staff, including apprentices, internship students and trainees, so that they can care for the building and its collections and ensure that they are made as accessible as possible to the local community. Extensive archives relating to the Castle's long and distinguished history will be fully digitised, allowing online public access for the very first time.</p> <p>This development is of great significance both to the Museums Service and to the wider cultural economy of Norwich and the county. <i>Norwich Castle: Gateway to Medieval England</i> will provide an unforgettable visitor experience worthy of the building's fascinating 900-year history.</p> <p>Norfolk Arts Service - NSTR</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>	<ul style="list-style-type: none"> • We have had a few changes to the NFRS Executive Team recently. Brigade Manager Karen Palframan finished on Friday 29 April after a long and distinguished service. • Following an interview panel we are pleased to announce the appointment of two new Brigade Manager posts Assistant Chief Fire Officer Operations David Ashworth and Assistant Chief Fire Officer Logistics Les Britzman. We are continuing with the restructuring process and will keep you up to date of future changes. • We have had several serious thatch fires in the last few weeks, namely Blickling Cottages, Belton; and then a large farm fire in Deopham. These large and protracted incidents have each required the deployment of large proportions of the service and all available Officers. 	<p>Roy Harold</p>

<p>Trading Standards</p>	<p>The first meeting of the Norfolk & Suffolk Joint Service Business Case Project Team took place at County Hall, Norwich on 21 April 2016 following agreement from Members to put together a business case for a joint Trading Standards Service between this authority and Suffolk County Council. The team is made up of senior managers from both Trading Standards Services together with representatives of the respective Finance, HR, ICT and Communications Teams.</p> <p>The team has identified seven key areas of work and has allocated these to specific members of each authority to scope out the work required to put the business case together. These areas include Governance, HR matters, Legal implications and Working practices and arrangements. The timescale for producing the business case is as follows:</p> <ul style="list-style-type: none"> • Business case finalised to be put before each authority - September 2016 • Members approve or reject the business case - October 2016 • If the business case is agreed by both authorities, implementation of joint service - April 2017 <p>Norfolk and Suffolk share a very similar demography with similar demand needs on each service. There are many potential benefits from the joining up of the respective services across our two counties in terms of efficiency, effectiveness and resilience of service delivery. No significant risks have been identified in the early scoping of this project but those identified will be tackled in order that they can be carefully managed.</p> <p>Members will be updated as the team progresses this exciting opportunity.</p>	<p>Sophie Leney</p>
<p>Emergency & Resilience</p>	<p>Resilience</p> <p>Business Continuity Awareness Week (BCAW) runs from 16 – 20 May 2016. This year's theme for BCAW is return on investment. Time spent checking, exercising and updating Business Continuity (BC) Plans can help ensure council services continue to be delivered in the event of a disruption. The Resilience Team will be promoting Business Continuity through a variety of channels including posters, BC Tips, a BC quiz with prizes donated by business partners, and encouraging testing of BC plans through using a variety of scenarios available on the NCC intranet. Schools have been sent a BC and training needs survey aimed at headteachers and governors with a choice of training prize offered by Norfolk Safety.</p>	<p>Jan Davis</p>

	<p>Exercise Raging Bull is a multi-agency exercise that took place on Thursday 12 May to test response, command and control arrangements to respond to an incident at RAF Marham. This exercise involved the RAF, the emergency services, other Category 1 responders including NCC and relevant district local authorities. For NCC this included the testing of internal communications and the availability of key staff to respond in the event of a real incident. This exercise is one of a series that are run to test arrangements to respond effectively to incidents that might occur where risk assessments have identified sites of particular hazard.</p>	
Public Health	<p>Review of Tobacco Control and Smoking Reduction</p> <p>Public Health are currently undergoing a voluntary Peer Review called 'CLear', this looks at tobacco control as a whole which includes the Tobacco Control Alliance, Trading Standards, Environmental Health, The Specialist Stop Smoking Services as well as the third sector. The CLear review is not an inspection of the tobacco control work but it allows us to benchmark our work, to look at areas of strengths and areas of improvement. The peer reviewers visited us last Friday and are now reviewing the supporting documents we provided. On their visit they spoke with people from public health, the stop smoking services, environmental health, trading standards and the 0 – 19 Healthy Child Programme. Once the Peer Review is completed a report will be compiled by the CLear assessors for the Tobacco Control Alliance.</p> <p>The final report will identify areas where we are performing well and give recommendations for development. These improvements can then be measured year on year to add validation and robustness to the tobacco control work. Early indications are that the work of the Trading Standards team was particularly well received by the reviewers.</p> <p>Health and Wellbeing Board Development</p> <p>The Chairman of the H&WB has lead a review of the H&WB, and its ways of working, to ensure the Board is well placed to face the future challenges across the system – across health, social care and the 'wider determinants of health' (eg housing, environment, etc). The Board has held two workshops where members have worked together on developing the approach to system leadership, given the complexity of the landscape in which the Board is operating. The Board recognises that key</p>	Louise Smith

	<p>drivers - and indeed challenges - for the system going forward include the developing Norfolk and Waveney Sustainability & Transformation Plan (STP). STPs are place-based, system-wide plans for health and social care which are being introduced across the Country and are intended to cover integration with local authority services “including, but not limited to, prevention and social care, reflecting locally agreed health and wellbeing strategies”. The Board recognises that it has an important role to play in encouraging engagement in addressing the challenges and strengthening priority alignment, with members leading across the system.</p>	
<p>Registration Services</p>	<p>NSTR</p>	<p>Caroline Clarke</p>