

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: 19/08/2016 | | |
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| Service | Service Update key bullet points | Contact |
| Customer Services | <p>The CSc has experienced longer wait times than normal due to staffing levels, 9 new starters will join the CSc shortly, with temps currently filling most vacancies.</p> <p>The CSC is preparing for the annual summer peak, where call volumes will increase following the summer bank holiday as children return to school and adults focus on their additional adult education courses. Working with both departments (School Transport and Adult Education) makes the impact of this peak in volumes less each year.</p> | C Sumner |
| Cultural Services | <p>Library and Information Service</p> <p>Chatterbooks reading groups - Norfolk School Library Service has been working on a national pilot project funded by the Department for Education to promote the importance of reading for pleasure and public library membership for children and young people in schools.</p> <p>Findings from the report suggest that Chatterbooks reading groups and the resources provided by School Library Services positively impacts children's reading outcomes. The report demonstrates important differences in children's reading attitudes, motivation, engagement, confidence and behaviours over the course of ten weeks of Chatterbooks reading group activities. This is backed up by feedback from teachers and other practitioners who delivered the project and who witnessed positive changes taking place among children taking part. This is important because pupils who read for pleasure, who read widely and more often and who are positive in their attitude towards reading attitudes are expected to have higher</p> | J Holland |

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| | <p>reading scores. Enjoying reading makes a difference. To see the report: https://readingagency.org.uk/resources/1624/?ct=t(Chatterbooks Newsletter June 2016)&goal=0_ef82b5d6fa-87e7b6fd36-51509825&mc_cid=87e7b6fd36&mc_eid=16717b52e7</p> <p>Norfolk Arts Service</p> <p>Customer Survey 2016 - Each year, Norfolk Arts Service issues a Customer Evaluation Survey to receive feedback on our performance and the services we provide. The survey is sent to a network of over 850 of our customers and clients representing professional and amateur arts organisations, individual practitioners, the charity/voluntary sector, the education sector, and others.</p> <p>In our 2016 survey, Norfolk Arts Service scored highly on customer satisfaction for our rate of response, the advice and guidance customers received, and overall helpfulness of staff. The top three reasons for contacting Norfolk Arts Service were for funding advice, contact and networking advice, and advice on a current project. The majority respondents who used our website and social media pages in the last 12 months found them to be either very or fairly helpful.</p> <p>100% of respondents gave positive feedback on the weekly Norfolk Arts Forum e-bulletin, with one respondent commenting:</p> <p><i>"I think (the bulletins) are great: they stimulate a lot of ideas, give hope about what might be developing "out there in the community" generating greater cohesion and creativity. I'm always amazed how much funding is available and how many niches there are these days. I think the bulletins are a very useful way of promoting work in the cultural realm."</i></p> <p>For further information on the Norfolk Arts Service 2016 Customer Survey, please contact arts@norfolk.gov.uk.</p> <p>Museums Service</p> <p>East Meets West: International Obsidian and Flint Conference in Thetford - Ancient House recently celebrated its strong links with the Nagawa region of Japan with a three day conference and the formal twinning of Grimes Graves and the Hoshikuso Obsidian Mines in a</p> | S Miller |
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| | <p>civic ceremony. This is the first ever formal twinning of archaeological sites.</p> <p>Alongside expert guest-speakers from around the world Ancient House museum ran a Family Flint and Obsidian Fun Day which attracted over 700 visitors. Ancient House's Teenage History Club also shared a cultural exchange with the Young Obsidian Ambassadors from Nagawa, with the Teenage History Club visiting Japan earlier this year.</p> <p>East Meets West is part of the <i>Breaking New Ground</i> partnership which will be delivering a £2.2m scheme with a series of new and exciting landscape and heritage conservation projects for the Brecks, thanks to a £1.5Mm grant from the Heritage Lottery Fund.</p> <p>Active Norfolk</p> <p>County Sports Partnerships (CSP) - An independent appraisal of CSPs has been published – the document can be downloaded here. The recommendations will shape what future role CSPs have in delivering the Government and Sport England's respective new strategies.</p> <p>The appraisal is a positive one, stating from the beginning that there is a clear role for local partnerships in the new strategies and that CSPs can be at the heart of these new structures. The main thrust of the appraisal suggests that all CSPs should be taking a broader role, as taken by Norfolk County Council, particularly focusing on the inactive, as well as building partnerships with non-traditional partners from across sectors. It argues that there is a need for greater consistency of this role across the country, and that this needs to be more clearly articulated to stakeholders. It states clearly that there is a significant need for CSPs to support local government, developing local plans in partnership.</p> <p>Active Norfolk is in the process of implementing, or has already implemented, many of the recommendations within the appraisal, so is in a good position going forward.</p> <p>NRO - NSTR</p> <p>Norfolk Community Learning Services - NSTR</p> | <p>B Jones</p> <p>G Tuson</p> <p>I Yusuf</p> |
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| Public Safety | | |
| Norfolk Fire and Rescue Service | <p>In the past two weeks NFRS has attended 16 incidents where more than 4 fire engines were required. To service these incidents there were 260 mobilisations for the initial attendance and the subsequent reliefs. This is in addition to business as usual, and will put a strain on the Operations budget. Crews have been worked extremely hard, and officers are committing far more time to operational response than they normally would in addition to their day to day duties. There has been excellent support from other blue light colleagues and Suffolk FRS.</p> <p>The one fleet consultation started on 15/8/16.</p> <p>Work is ongoing to refine the OOH Highways call handling processes for NFRS control.</p> <p>The next phase of the restructure at Group Manager level is progressing and will conclude by Sept 16.</p> | Roy Harold |
| Trading Standards | <p>July was National Scams Month; during which the Trading Standards Service took part in the national campaign to raise awareness of scams. The work of coordinating information on postal scams in the UK is carried out by the National Trading Standards (NTS) Scams Team. Businesses in the UK purported to be perpetrating scams are identified by this team and joint raids by Trading Standards services and police are undertaken to shut the fraudsters down. Mail sent in by members of the public who have been duped by the scammers is seized during these raids and sifted by county. The NTS Scams Team sends details of these victims to their local Trading Standards Service in order that they can be helped to stop themselves continuing to be prey to scammers.</p> <p>The Trading Standards Service received details of just over 100 Norfolk based victims of scams in April this year from the NTS Scams Team. By the end of July Trading Standards Officers had concluded working with all these victims; giving them help and support to prevent them from continuing to be scam victims.</p> <p>Norfolk's scam victims' profile reflects that of the national picture. In Norfolk the average age of the victims that were helped by Trading Standards was 76. The national average scam victim's age is 75. While it is not possible to say how much money Norfolk scam victims have lost to scammers, the NTS Scams Team believes that victims on</p> | Sophie Leney |

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| Emergency & Resilience | <p>average have lost just over £1,060 before they are helped by Trading Standards services. Nationally the NTS Scams Team knows that it has been successful in stopping over £21.5m getting to scammers.</p> <p>NSTR</p> | Jan Davis |
| Public Health | <p>Health and Social Care Sustainable Transformation Plan: Norfolk and Waveney</p> <p>Sustainability and transformation plans (STP's) are being produced across the Country as part of the delivery of the NHS Five Year Forward View. They are place-based, system wide plans for health and social care. STP's are seen as blueprints for accelerating implementation of the Five Year Forward view and in implementing the NHS new models of care and will cover the period Oct 2016-March 2021.</p> <p>The Norfolk and Waveney STP structure has been agreed with three overarching programmes: Prevention and Wellbeing; Primary, Community & Social Care; and Acute Care. The sponsor for the Prevention and Wellbeing Programme is the Director of Public Health, Dr Louise Smith. The STP executive has signed off the scope of the programme.</p> <p>The Prevention and Wellbeing Programme aims to</p> <ul style="list-style-type: none"> • Prevent ill health and achieve sustainable reductions in NHS and social care demand by embedding prevention across health and social care • Take a population approach to reduce variations in access to health care where this contributes to the health and wellbeing gap • Appropriately address the impact of wider socio-economic issues to prevent their causing further demand on health and social care services • Increase individual and community capacity for self-care, and increase patient activation <p>There are four objectives from which the work streams will flow:-</p> <ol style="list-style-type: none"> 1. Primary Prevention – 4 key lifestyle behaviours diet, activity, alcohol & smoking | Louise Smith |

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| | <ol style="list-style-type: none"> 2. Reduce Variations in Care – addressing variations in care 3. Patient Activation - help people manage their own health 4. Increase Community Capacity - social prescribing <p>Provider market development – stop smoking services and workplace health</p> <p>Following the release of the PIN (Prior Information Notice) for the re-procurement of Specialist Stop Smoking and Workplace Health services, a market engagement event was held at UEA Sportspark on 9th August. The event was attended by representatives from several potential bidders. At the session there was good discussion which has helped to finalise the specifications. The procurement is on track with a view to awarding the contract in December and the new services coming online from 1st April 2017.</p> <p>Norfolk integrated Contraception and Sexual Health Services (iCaSH)</p> <p>Services now regrouped into the three main hubs – Norwich, Kings Lynn and Great Yarmouth.</p> <p>On 1 March 2015, Cambridgeshire Community Service NHS Trust brought together community and hospital based sexual health services together under the name iCaSH Norfolk. iCaSH stands for integrated Contraception and Sexual Health. The three main hubs in Norwich, Kings Lynn and Great Yarmouth bring all aspects of sexual health, including contraception and HIV and STI testing and treatment, under one roof.</p> <p>Last year we trialled smaller clinics (spokes) in Thetford and Swaffham offering a limited service on an appointment only basis, for half a day a week. Following a review of the spoke system it was agreed and supported by the Norfolk County Council that both of the smaller part time clinics would be closed from 31st July 2016. This was because the service in these areas was underutilised and it was considered more efficient to move the staff from these two spoke clinics back into the main hubs in Norwich, Great Yarmouth and Kings Lynn. Moving the</p> | |
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| | <p>staff from these small clinics will enable us to increase capacity at the busier main hubs.</p> <p>All sexual health referrals should be made to the main hubs in Norwich, Great Yarmouth and Kings Lynn with immediate effect. The part time service previously offered in Thetford and Swaffham will no longer be available. Please direct any queries regarding the Norfolk integrated Contraception and Sexual Health Services (iCaSH) to Cambridgeshire Community Services NHS Trust on 0300 3003030.</p> <p>Please direct any queries regarding the Norfolk integrated Contraception and Sexual Health Services (iCaSH) to 0300 300 3030 for all hubs or CCS-TR.BreydonClinicReferrals@nhs.net for the Great Yarmouth Hub.</p> | |
| Registration Services | NSTR | Caroline Clarke |