

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: 10/06/2016		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>Members of the youth parliament attended the Channel 4 News debate about the European Union referendum. You can watch it here if you missed it – Fleur, MYP for South Norfolk, raises the issue of the trade deficit.</p> <p>The team is supporting the Parish Paths Seminar to be held in Dereham on Monday 13 June. Over 85 representatives from town and parish councils will be meeting to discuss how we can work together to both maintain and make the most of public rights of way.</p>	Paul Jackson
Customer Services	<p>The Customer Service team continue to make improvements to the new website, launched at the end of March, and we are starting to gather some really useful information from the new CRM (Customer Relationship Management) system. A note was sent to all Members this week, outlining information on Highways defects by division, as well as a “how to guide” on setting up a customer account and reporting defects – these are attached again for your convenience.</p> <p>The Customer Service Centre has started the move from Vantage House to County Hall this week – the majority of Customer Service teams are now based in one place which will provide much better flexibility and sharing of information. The move has taken place in a phased approach to minimise disruption to customers.</p> <p>We continue to progress with the implementation of the Customer Service Strategy and are currently working on the detailed plan for the Registrars “Copy Certificate” process. We are also working closely with IM colleagues</p>	C Sumner

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	to develop the customer account security to line up with the Care First reprocurement.	
Cultural Services	<p>Library and Information Service</p> <p>Festival of Stories – the Library service has been successful in obtaining £11k grant funding from the Arts Council to run a storytelling festival in September. The festival will include a variety of workshops and performances aimed at a wide cross-section of Norfolk residents including events for early years, older children, families and adults, taking place in as many Norfolk libraries as possible. Now that the grant has been awarded the detail of the Festival will be finalised.</p> <p>Shelftalk books on prescription service - On 1 June around 30 people attended an open afternoon at Dereham Library to promote our support for young people's mental health. In particular we were showcasing the new Shelftalk books on prescription service, funded with support from Public Health, which includes titles on conditions like anxiety, body image and self-esteem. Young people read extracts of the books and there were also opportunities to try speed-stacking and the smoothie-bike, as well as for networking between organisations represented.</p> <p>Norfolk Community Learning Services</p> <p>Restructure – The new service structure has been finalised and interviewing for posts has begun. The new structure will be in place by 1 August. The new Head of Service, Ilgun Yusuf, will take up his new role on 13 June.</p> <p>Plans are in place for service managers to be based at County Hall for some of the week to assist in networking and cross-council working.</p> <p>Museums Service</p> <p>Voices from the Workhouse: New workhouse galleries open at Gressenhall Farm and Workhouse - the completely redesigned <i>Voices from the Workhouse</i> galleries at Gressenhall Farm and Workhouse opened on 28 May. This follows the £1.8 million funding by the Heritage Lottery Fund (HLF) and others (including DCMS/Wolfson Museums & Galleries Improvement Fund, Breckland District Council, Friends of Gressenhall, Norfolk County Council and Arts Council England PRISM Fund) which will make Gressenhall a national centre for workhouse research and interpretation.</p>	<p>J Holland</p> <p>H Wetherall</p> <p>S Miller</p>

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	<p>The result of extensive public consultation, the new displays focus on the true stories of the people who lived and worked at Gressenhall over 200 years, immersing visitors in the sights, sounds and even smells of life in the workhouse. Cutting edge technology allows visitors to 'meet' real people from the workhouse's history through sophisticated projections. Evocative room recreations and authentically produced reproductions sit alongside displays containing rare surviving relics from Gressenhall's nationally important workhouse collections – the largest workhouse collection in the country – to provide visitors with a vivid impression of what life was actually like in the workhouse. Specially commissioned sculptures of real people associated with the workhouse – some of which are based on descendants' photographs – add extra visual interest and emotional resonance.</p> <p>Central to the redisplay is the focus on true stories from the building's past, many of which have only come to light during the research phase of the re-development project following the detailed study of original workhouse archives by a team of staff and volunteers. The voices and histories of members of staff and of inmates, of those responsible for the running of the workhouse and of those for whom it provided the only safety net in difficult times, breathe real life into the facts and statistics.</p> <p>The new galleries are set to be an important new tourist draw in Norfolk, broadening Gressenhall's audience beyond its traditional family base to attract visitors interested in heritage destinations and family history.</p> <p>Norfolk Arts Service</p> <p>Arts Project Fund Awards 2015-16 - The Norfolk Arts Project Fund supports initiatives and events in all art forms and multi-art form areas. This includes the development and promotion of a wide range of arts activity in communities throughout Norfolk. The Fund has three deadlines per year in May, September and January. This year, Norfolk Arts Service make awards of up to £500 to 72 projects, including:</p> <ul style="list-style-type: none"> • Growing Together – Scarecrow/Birdscarer Workshops: which supports 15 service users from Dereham Community Hub, who are vulnerable adults and young people, people with learning disabilities, physical disabilities, sensory impairment, ASD and mental health issues. Participants took part in a series of 2 day-long workshops on scarecrow and birdscarer design and construction, with completed works installed in a 1.5 acres of vegetable garden. • Suffolk Artlink – Clown Round: Clown Round works 	S Miller
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	<p>with children disadvantaged by illness, and brings comfort, distraction, support, and fun to children/young people in hospitals and hospices. Artist-led activities engage children/young people in improvised play through puppetry, singing, music, balloon making, storytelling, bubble blowing, joke telling, magic, and circus skills.</p> <p>The Arts Project Fund also supports several annual events including the annual Barrington Farm Norfolk & Norwich Open Studios event, the Young Norfolk Arts Festival, and the UEA FLY Festival. For further information please email: arts@norfolk.gov.uk.</p> <p>Norfolk Record Office (NRO)</p> <p>Norfolk Archives and Heritage Development Foundation - The NRO has been notified by the Charity Commission that its application to establish the Norfolk Archives and Heritage Development Foundation, known as NORAH, had been approved. This is a Charitable Incorporated Organisation which will raise funds so that it can support its stated charitable object of:</p> <p>The advancement of education for the public benefit, in the history of Norfolk by working in conjunction with the Norfolk Record Office and its partner organisations, in particular but not exclusively by funding;</p> <ul style="list-style-type: none"> • The acquisition, preservation and processing of records and printed materials worthy of permanent retention so they can be made accessible to the public by the Norfolk Record Office and its partner organisations, • Projects and activities which engage different audiences with records and printed materials worthy of permanent retention. <p>Active Norfolk – NSTR</p>	G Tuson
<p>Community Safety and Fire and Rescue</p> <p>Norfolk Fire and Rescue Service</p> <p>Trading Standards</p>	<p>NSTR</p> <p>On Friday 3 June, Trading Standards Officers dealt with an instance of a bat being brought in on a vessel landing at Great Yarmouth Port, following a call to our out of hours emergency contact line, managed by Highways.</p> <p>The bat had landed on the vessel whilst it was over 45</p>	<p>Roy Harold</p> <p>Sophie Leney</p>

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	<p>miles off the coast in the North Sea. The vessel contacted land and advised that they had to come in to port with the bat on board. Bats are covered by the strict requirements imposed by rabies control legislation and Officers of the Service liaised with the Bat Conservation Trust to ensure that the bat was removed from the vessel at port and quarantined.</p> <p>The bat has subsequently been examined and found to be a species native to the UK. The Bat Conservation Trust is now working with the Animal and Plant Health Agency (APHA) to see if and when the bat can be released from quarantine. The Trading Standards Service has the lead role for the enforcement of rabies control legislation and such work is essential in maintaining the country's rabies-free status.</p> <p>The Norfolk and Suffolk Joint Service Project Team has begun putting together the business case for the two services to form a joint service. The project is running on time to a tight time schedule to put this case before members in October. At this stage the team is identifying questions to which it is seeking answers.</p> <p>The key issue of who would be the host authority is being thoroughly researched but as yet there is no recommendation or preferred option at this stage. The host would employ the staff that will form the joint service and would provide the IT infrastructure to support it. There are a number of issues where there is no simple common approach at present. Examples of this include the fact that the two authorities use different databases to record and monitor their service activities. Each authority has its own way of managing its financial resources, with differences as to what is covered within each service budget. There are issues of the difference in the employment conditions between the authorities, their pay structures and line management. The team is carefully looking into each of these issues in order to find an agreed way forward.</p> <p>The team has identified a number of common operational goals between the two services. Both Services want to tackle rogue trading and serious crime and both want to help and support businesses to comply with their legal responsibilities. How each Service achieves these objectives is different but the Project Team is finding examples of good practice across the two authorities. This project will enable the Joint Service, if it is agreed, to achieve these goals in a more efficient and effective way.</p> <p>The team has identifying what is achieved independently</p>	
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Emergency & Resilience	<p>at present by the two authorities and the greater opportunities if the two were to pool resources and work collectively as a joint authority.</p> <p>On the 8 June the NCC Resilience Team facilitated a table-top tactical level exercise for the Bacton Gas Terminal. This is one of several exercises based on site specific plans that the Resilience Team assist in developing and are carried out on a periodic basis to exercise a multi-agency response to a major incident.</p> <p>At Kings Lynn North Fire Station on the 9th June a Tactical level multi-agency training course was delivered for Norfolk Resilience Forum members as part of an ongoing training programme to ensure preparedness to manage a major incident in Norfolk. The scenario for each course is different each time to gain experience tackling a range of incidents that might occur. In this case the scenario was a major fire at a large waste site.</p> <p>Following a spate of hoax bomb threats to schools across the country, including Norfolk, the Resilience Team has been working with colleagues in NCC Communications and Children's Services to provide advice and guidance to schools to prepare for and respond to such threats. A reminder has been included in the e-courier schools newsletter to the information available on the Norfolk Schools website.</p>	Jan Davis
Public Health	<p>Health Related Behaviour - Children's Survey</p> <p>Public Health published our bi-annual children's health related behaviour survey. 3,400 children across 25 schools, both primary and secondary schools, completed the survey telling us about their day to day lives. The survey generated a lot of media interest - with interviews with EDP, Heart Radio and Radio Norfolk. The EDP article is attached.</p> <p>Positive news from the survey:</p> <p>Compared with pupils across England, Norfolk pupils appear less likely to use tobacco or drugs and more likely to eat 5 portions of fruit and vegetable a day.</p> <p>Concerns from the survey:</p> <p>Norfolk's pupils seem more likely to worry. Almost 3 out of 4 pupils in secondary school reported that they worry 'quite a lot'. Top worries were school work, exams, their own appearance and problems with friends and family. Almost 2 out of 3 said that they watch more TV when they have a problem they are worried about and less than half said they would talk to someone about it. Over 1</p>	Louise Smith

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	<p>in 20 (6 %) reported that they cut or hurt themselves.</p> <p>If you would like more information about the survey or to receive a summary of the results please contact:</p> <p>Sarah Barnes, Public Health Commissioning Manager for Children and Young People, County Hall</p> <p>sarah.barnes@norfolk.gov.uk</p> <p>Tel: 01603 638484</p> <p>Safe Lives : Beacon Site</p> <p>The Norfolk Domestic Abuse Beacon project has been launched this week with a visit to Norfolk from Safe Lives.</p> <p>The leading national domestic abuse charities Women's Aid and Safe Lives have joined forces to deliver and recommend radical system change to prevent domestic abuse. The Big Lottery Fund has awarded the partnership a £5.75 million grant over a five-year period. The Women's Aid and Safe Lives joint initiative will allow deeper insight and understanding into what works best when supporting survivors of domestic abuse. This will in turn inform policy and practice to ensure that all survivors of domestic abuse receive the most effective response.</p> <p>NHS Sustainable Transformation Plan</p> <p>Representatives from the Health and Wellbeing Board met with board members from all of the Norfolk NHS commissioning and provider organisation in a large joint meeting to consider the five year plans for the health and social care system. The joint event hosted by Norfolk County Council Managing Director Wendy Thompson discussed early proposals to develop locality based multi-speciality teams centred around general practice.</p> <p>A key work stream for the STP is Prevention and Wellbeing. Public health are supporting the STO process with data and analysis, bringing forward proposals to promote healthy living through communities, voluntary sector groups and localities, and also to support employers to offer healthy workplaces.</p>	
Registration Services	<p>Work on de-commissioning the Norfolk Register Office at Churchman House is progressing speedily. Dilapidations of approx. £25,000 have been agreed with Norwich City Council and this will be paid as a lump sum. The staff team will move out once the work in the Archive Centre is complete, which is running to schedule. The service will formally hand over Churchman House on 31 July. Senior managers attended Swaffham Town Council meeting on 8 June to speak with councillors about the closure of the</p>	Caroline Clarke

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	Swaffham service point.	
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