

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: 09/12/2016		
Service	Service Update key bullet points	Contact
Customer Services	The Customer Service Centre was again awarded Customer Service Excellence (the Government Standard) in November. All 57 areas were compliant including 11 Compliant Plus (an increase of 3 compliant plus areas) showing further Customer Service Delivery development over the last 12 months.	C Sumner
Cultural Services	Library and Information Service Norfolk Library and Information Service is supporting the development of Library Friends Groups in many libraries across the County. Norfolk Music Library Friends group is flourishing, with an active Steering Committee formed. The Friends Group is raising money to support the Music Sets Service and recently held a 24 hour piano playing marathon at St Peter Mancroft Church, Norwich. Analysis by the Chartered Institute of Public Finance and Accountancy (CIPFA) shows that the Norfolk and Norwich Millennium Library, had 984,445 books or other items borrowed during 2015/16. This makes it the most popular library in the country in relation to books borrowed. The library has previously been named the busiest in the country - a title this year scooped by the Library of Birmingham - with six consecutive wins up to 2013.	J Holden
	Museums Service Time and Tide museum wins EDP Tourism Award – Best Small Attraction – the museum was named best small attraction (under 50,000 visitors per year) at the recent EDP Tourism Awards. This follows on from Ancient House's success	S Miller

	<p>in the same category last year and is a real tribute to the high quality experience offered by our smaller sites. The award was judged via a 'mystery shopper' report which gave Time and Tide an outstanding score of 99%.</p> <p>The win will feature prominently in advertising for the Service in the coming months, helping to drive up visitor numbers. With tourism playing such a key role in the economic life of the county, it's invaluable to have the cultural sector's contribution to this success recognised.</p> <p>Norfolk Arts Service</p> <p>New Norfolk Arts Project Fund Awards - The fund supports initiatives and events in all art forms and multi-artform areas, including the development and promotion of a wide range of arts activity in communities throughout Norfolk.</p> <p>The second round of funding for 2016/17 has just been completed, making awards to 21 projects, including;</p> <ul style="list-style-type: none"> • Limbik Theatre, which will create a new piece of devised theatre entitled <i>The Forecast</i>, inspired by George Saunders' short story <i>The Semplica Girl Diaries</i>. • Moon on a Stick, which is developing a 50-minute production of <i>Jack Frost</i> designed to be accessible for those with autism and special educational needs, and will be performed at the Norfolk and Norwich Library. • Tim Mann's Crowded Room Snettisham is an exciting initiative aimed at highlighting the importance of community. <p>The Arts Project Fund also supports several annual events including the Barrington Farm Open Days and the King's Lynn Fiction Festival.</p> <p>Norfolk Arts Service Advocacy Report 2016-17 – published by the Norfolk Arts Service the advocacy report outlines the role of the service and the strategic context in which it operates. It provides an overview of the arts sector and the impact it has in the county, including the financial leverage of Norfolk County Council Arts Grants and Arts Project Fund awards. The report has been developed for use in a wide range of internal and external contexts to advocate for the role, value and impact of the arts in Norfolk.</p> <p>The report is available to download online. Hardcopies can be obtained from Laura Cole-Matthews laura.cole-matthews@norfolk.gov.uk.</p> <p>Active Norfolk - NSTR</p>	<p>S Miller</p> <p>B Jones</p>
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Appendix B

	NRO – NSTR	G Tuson
	Norfolk Community Learning Services – NSTR	I Yusuf
Public Safety		
Norfolk Fire and Rescue Service	NSTR	David Ashworth
Trading Standards	<p>Last month the Trading Standards Service hosted a multi-agency contingency planning exercise based on the scenario of an avian influenza outbreak. The exercise was facilitated by and delivered under the auspices of the Norfolk Resilience Forum (NRF) Animal and Plant Disease group; which is chaired by Trading Standards. Participants were officers from Norfolk, Suffolk and Essex Trading Standards, Norfolk Resilience Team, Broadland and Breckland District Councils, the Animal and Plant Health Agency and the Broads Authority and the member for Bowthorpe division, Councillor Mike Sands. The exercise tested response capabilities; including action to be taken upon notification, cross border working and the provision of warnings and information to the public. Observations and recommendations from the exercise will be used to improve current contingency arrangements. Avian Influenza was chosen as the disease for the exercise as a strain of highly pathogenic Avian Influenza is currently prevalent in mainland Europe and has recently been found in wild birds in Calais.</p> <p>The Trading Standards Service has recently formed its first Primary Authority Partnership (PAP) with the National Farmers' Retail and Markets Association (FARMA). FARMA is a not-for-profit association of farm shops and farmers' markets in the UK. The PAP enables FARMA to form a legally recognised partnership with Norfolk County Council Trading Standards as its single local authority point of contact or "primary authority". The PAP with FARMA is a co-ordinated partnership with members of the association following the same regulatory guidance and compliance controls required by the Association. Norfolk Trading Standards will deliver consistent and reliable advice and information to FARMA's members through this partnership to ensure a safe, level playing field for those members with advice being respected by all other local authorities. Advice and support provided to FARMA and its members will incur fees and charges payable to the Service, in line with our Business Services Policy.</p>	<p>Jon Peddle</p> <p>Jon Peddle</p>

	<p>The Trading Standards Service supported National Consumer Week (NCW); which is an annual consumer education campaign. This year, NCW was held from November 28 to December 2, slightly later than in previous years, so that key messages and reminders regarding consumer rights were delivered during a peak shopping period. The theme was ‘Switched On’ – be Switched On to your rights with faulty or unsafe electrical goods. Problems with the purchase of unsatisfactory and unsafe white goods has been a continually recurring theme throughout 2016. The Trading Standards Service supported NCW by circulating both locally and nationally produced messages via Twitter and Facebook and to those consumers and businesses who have requested weekly alert updates. This means that the messages reached an audience of just under 10,000 people; many of whom we know will have shared them with friends, family and local communities.</p> <p>The Trading Standards Service has used its extensive network of social media and alerts to promote this year’s Top Ten Tips for Christmas. Many festive gifts are bought online so this year’s top tips focus on staying safe online when buying goods and services. This year’s Top 10 are:</p> <ul style="list-style-type: none"> ○ If you’re buying online, using a credit card or debit card will give you greater protection from fraud than with other methods of payment ○ Before entering any payment details online, ensure the link is secure: <ul style="list-style-type: none"> i) A padlock symbol should appear in your browser window frame as you log in or register. Make sure the padlock is not on the page itself. If it is it could be a fraudulent site ii) The web address should begin ‘https://...’ The ‘s’ stands for secure iii) In later versions of browsers, the address bar or name of the site will turn green ○ Looking to buy via an online auction site? Always use a secure payment site, such as PayPal – never pay money directly into the bank account of someone you don’t know ○ When buying from online auction sites, if something seems too much of a bargain, it probably is. The goods could be poor quality, fake or not even exist. Research the seller before you bid, check feedback if available (but remember it can be falsified), be cautious if the items are being supplied from outside the UK and, if you’re in any doubt, back out of the purchase ○ If you’re buying electrical goods or toys online, make sure they’re safe, check: <ul style="list-style-type: none"> i) The voltage for the product is 230v 50Hz (the UK’s usual domestic voltage) 	<p>Brian Chatten</p>
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<p>Emergency & Resilience</p>	<ul style="list-style-type: none"> ii) That it's fitted with a three-pin UK plug or charger iii) The item is CE marked ○ This is a very busy time of year for many websites. Make sure you order in plenty of time and get the trader to confirm the delivery date in writing. If it's just an estimated date it could change and you could end up waiting 'til after Christmas for the delivery ○ If you need to return anything, proof of purchase is very important. Keep receipts, electronic or otherwise ○ Upon receipt of items bought online, check them before wrapping them. This way you'll avoid disappointment on Christmas day and can sort any problems quickly with the supplier ○ If a website is claiming to have stock of this year's 'must have' item that no one else has, check them out before you order: <ul style="list-style-type: none"> i) Does the site have full contact details? If it's just an email address be very wary ii) Look online, what is the site's reputation? What are other customers saying about them? ○ Looking to buy tickets as a gift? If a site is offering tickets for 'sold out' events, they could well be fake or fictional. <p>On 30 November a meeting was attended in Cambridgeshire of representatives of East of England Local Resilience Forums (LRFs) to explore how the LRFs might work more closely together to share, collaborate & network with the aim of enhancing understanding, collaboration & co-ordination. We look forward to being involved in developing this regional collaboration.</p> <p>From "Drought to Downpours" was a Community Resilience event held on 1 December in the northern part of Great Yarmouth Borough. It was a well-received event that brought together about 40 people, from various Parish councils, organisational and volunteer delegates to view demonstrations of equipment, displays and gain an insight into multi-agency coordination during an emergency, community-based planning and further opportunities for working together.</p> <p>On the 8 December the Resilience Team staffed an information stand at the Breckland Town & Parish Council Forum to promote awareness and preparedness of emergencies and how they are managed. The Team is keen to work with elected members and district councils to be present at similar events in the future.</p>	<p>Jan Davis</p>
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Public Health	<p>Staying Active and Independent in Later Life (SAIL)</p> <p>The Community and Environment Service, Active Norfolk and Public Health have been successful in a joint bid to an EU programme (Interreg V Two Seas).</p> <p>The Stay Active and Independent for Longer (SAIL) project will focus on targeted coastal areas in Norfolk (part of the funding requirement), and its main objective is to stimulate active ageing and longer independent living by identifying new ways of helping people remain independent for longer, and to become more self-reliant and less dependent on traditional health care and social care services.</p> <p>SAIL will introduce a social innovation process of co-creation to identify new partnerships and opportunities, especially in unlikely combinations between different sectors, to develop new, sustainable and economically viable business models that encourage active ageing. For example how we can use tourist sites across the coastal areas in Norfolk to promote community interaction and physical activity during their 'out of season' periods. There are clear links to using the environment and community assets in supporting reduction in loneliness, promotion of Physical Activity to specific target groups as well as other outcomes such as falls prevention and supporting people with Dementia.</p> <p>The project is in partnership with universities and local authorities in the Netherlands, Belgium, France and Bournemouth, being led by the Dutch HZ University of Applied Science. The UEA are also a partner and will be carrying out evaluation of some outputs.</p> <p>The Environment team within CES will be responsible for the management of the project and the overall budget (371,000 euros or approximately £300k) over the three years.</p> <p>Terence Higgins Trust sexual health outreach services</p> <p>The main provider of our sexual health services in Norfolk (Cambridge Community NHS Trust) subcontract the Terrance Higgins Trust (THT) to provide sexual health outreach and promotion to our young and vulnerable residents of Norfolk. THT are a well-known charity based nationally and provide extensive sexual health and HIV support for the most vulnerable groups.</p> <p>Chlamydia is the most common sexually transmitted diseases in the UK partly due to the fact that symptoms largely remain 'silent' and the person may not know they are infected. However if it is untreated it can lead to serious diseases, mainly in women. Latest figures demonstrated that in the last three</p>	Louise Smith
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	<p>months alone they achieved 1,875 (in line with national target) chlamydia testing and treatment to under 24's which includes partner tracing and notification.</p> <p>THT also run the C-Card scheme where providers across the region (iCASH clinics, GP's, Pharmacies) are outlets for the under 24's to receive free condoms. They also delivered Sexual Relations Education to schools in deprived areas as well as sessions in colleges, and they worked closely with the UEA and the student union for fresher's week in September, giving advice and education around sexual health to the students. This is to encourage our young people to have safe and positive sexual relationships.</p> <p>In addition to this THT did over 60 outreach sessions working closely with Black and Minority Ethnic (BME) community and faith organisations with over 300 contacts in a few months. They also work closely with asylum seeker education programmes in partnership with city reach and new routes and delivered free condoms and sexual health education to over 30 men from Somalia, Pakistan, Eritrea, Egypt and Syria. THT also do a lot of work with MSM (men who have sex with men) and LGBT (Lesbian, gay, bi-sexual and transgender) community by doing outreach work in gay pubs, clubs and other sites to give out free condoms and advice to keep people safe from Sexually Transmitted Infections (STIs) and HIV. They have also recently acquired 'point of care' testing which is an immediate HIV test to increase testing in the most vulnerable and at risk groups.</p> <p>Not only do THT protect our young and vulnerable but they also delivered extensive training (124 delegates) to GP's and Pharmacies around C-Card and chlamydia training, ensuring primary care services across the region are delivering outreach and open access services to all.</p> <p>Family Nurse Partnership (FNP) Health Fair Event at the Priory Centre in Great Yarmouth</p> <p>Clinical staff at Breydon will be attending the Family Nurse Partnership (FNP) Health Fair Event at the Priory Centre in Great Yarmouth on 13 December. They will be running a stall during the event and myth busting sessions for young people. They'll have coil and implant models to show them, explain about testing, contraception, give out condoms, leaflets, and iCaSH Norfolk Breydon info etc.</p> <p>In addition to the HPV pilot running at Oak St and Breydon, Oak Street will be participating in another research study in the New Year – called Safetext.</p> <p>The study is being led by the London School of Hygiene and Tropical Medicine and the National Institute for Health Research,</p>	
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	<p>and is testing whether informative text messages and safe text tips increase safer sexual behaviour.</p> <p>Those aged between 16 and 24 will be invited to take part if they receive a positive NSU, Chlamydia or Gonorrhoea diagnosis.</p> <p>Those who consent to take part will be required to complete a short questionnaire. They will be randomly chosen to receive safe text messages or simple text messages to confirm contact details - therefore this is a random study - over 12 months. Recruited patients will then have to complete a further two questionnaires and at the end of the study they will need to complete a home testing kit for Chlamydia and Gonorrhoea.</p> <p>‘Mind Out for Each Other Campaign’ – Reducing casualties of vulnerable road users</p> <p>Public health will be commissioning a local production company to produce a short animation for us to raise awareness of cycling and driving safely to reduce incidents between cyclists and vehicles. The focus is on reminding road users of the ‘rules’ of the road, to ‘mind out for each other’ and to try to create ‘street harmony’. This is externally funded from a grant we have received from the Department for Transport. This follows on from our ‘Mind Out for Each Other Campaign’ in October.</p> <p>This forms part of a Vulnerable Road Users strategy (ICEEE) that we are developing with a multi-stakeholder group which focuses on Information (targeted interventions and campaigns based on intelligence), Communication (getting the message to the right people in the right place), Education (training delivered to target groups such as commuters), Engagement (multi stakeholder input) and Enforcement (working with the police and other agencies to enforce the rules of the road).</p> <p>It’s never too late to go smoke free</p> <p>As part of Public Health’s ongoing campaign to persuade women that giving up smoking means a healthier baby and a healthier pregnancy we have launched a new video. It will be available through various media, including the Facebook pages of Maternity Services, and in Antenatal clinics. A link to the video is here https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/smoking</p>	
Registration Services	NSTR	Caroline Clarke