

Appendix B

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: 29/01/2016		
Service	Service Update key bullet points	Contact
Consultation & Community Relations	<p>The Consultation and Community Relations team continues to support the Re-imagining Norfolk budget consultation as it progresses through the committees stage and are now beginning to reflect on and evaluate the process to date. We are also supporting development of the Norfolk Cycling and Walking Action Plan by developing a consultation and engagement plan. We are preparing for the Members of Youth Parliament hustings on 13 February, ahead of the election of nine new MYPs later in March.</p> <p>This year our annual Business Rate Consultation event on 13 January was hosted in partnership with the Norfolk Chamber of Commerce. The team worked with the Chamber and colleagues in Economic Development to successfully attract around 40 representatives of some of our key strategic businesses. Presentations were delivered on the Council's financial prospects and proposed changes to Business Rates by Norfolk County Council Finance Director Simon George and on the Re-imagining Norfolk strategy and Devolution by Managing Director Dr Wendy Thomson. The event provided a valuable information, engagement and networking opportunity with key stakeholders to help us achieve our priorities of real jobs and improved infrastructure for Norfolk.</p>	Paul Jackson

Customer Services	<p>Customer Service Centre</p> <p>The NCC customer service center experienced significant disruption on Tuesday 26th and Wednesday 27th January, due to a BT technical issue, which affected all the main phones lines into the business. Business continuity plans were invoked for the Customer Service to ensure priority social care calls were dealt with until normal service was resumed. The new voice and data contract (awarded to Udata) should ensure increased resilience for the service going forwards and work has now started to understand the enhanced capabilities offered as part of the contract.</p> <p>CRM Implementation</p> <p>Work on the new CRM system implementation continues with connectivity now achieved between the CRM system and the Highways system (due for Go-Live April 2016). “Super users” of the system are now being identified , and these individuals will try out the new system in a test environment during February and early March to iron out any issues before mainstream training takes place at the end of March.</p> <p>New Website</p> <p>The Norfolk County Council website is being rebuilt onto a new system, and is due to go live to coincide with the CRM system in April.</p> <p>From January, we will be migrating all the content to the new site: some sections will be reviewed and improved as we migrate, in discussion with the relevant information owners for these sections. Many sections will be rebuilt as they are now, as they do not need any changes or have recently been reviewed. Member workshops will also be held in March to gain input on how the site can further improve.</p> <p>To minimize any discrepancies in information between the current site and the new site, there will be a freeze on making ad hoc changes to existing content for 8 weeks between 25 January and 18 March, while we move content over to the new site.</p>	C Sumner F Grimmer
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	<p>September this year. Osbournenash have been chosen to work with us. Their presenting Director understands our service because she has been a learner with us, and the team clearly have some innovative ideas about how to promote our services.</p> <p>Apprenticeships - The number of apprentices recruited by the service has reached 250. Applications from individuals and interest from employers continues to accelerate. The Apprenticeship team continue to focus on quality of delivery to ensure continued growth and success.</p> <p>Norfolk Arts Service</p> <p>2016 Arts Development UK Conference to be held in Norwich</p> <p>Arts Development UK is one of the largest national charities representing the interests of those working in arts development for local communities in England and Wales. This year, Arts Development UK will be staging its 2016 National Conference at the historic St. Andrew's Halls in Norwich on the 23rd and 24th of February. The Arts Development UK Conference attracts over 200 delegates and this will be the first time that the Conference has come to Norfolk.</p> <p>The 2016 Conference will be exploring Arts Development UK's new joint initiative in association with Voluntary Arts, 'Our Cultural Commons', which sets out to explore new ways to sustain and develop the creative lives of our communities in all their diversity.</p> <p>The Conference will enable delegates to explore local arts and cultural organisations by including visits to the Norfolk and Norwich Millennium Library, Norwich Castle Museum and the Time & Tide Museum, as well as the Writers' Centre Norwich, the Garage, SeaChange Arts, the Sainsbury Centre for the Visual Arts, Norwich University of the Arts, and Future Projects. The Conference programme also features a case study on Norwich culture & the City and a forum on the Cultural Education Challenge and Local Cultural Partnerships which Norfolk & Norwich Festival Bridge will be helping to facilitate.</p> <p>For further information on Arts Development UK, please visit: artsdevelopmentuk.org.</p> <p>Museums Service - NSTR</p>	S Miller
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Community Safety and Fire and Rescue Norfolk Fire and Rescue Service	NSTR	Roy Harold
Trading Standards	<p>Officers of the Trading Standards Service are planning to test our preparedness and the adequacy of our animal disease contingency plans by organising a multi-agency exercise simulating an outbreak of Avian Influenza. The exercise will take place in the next service year and will involve partners from the Norfolk Resilience Forum (NRF) and other enforcement agencies. Norfolk has the largest farmed poultry population in the UK with a poultry population of over 13 million birds.</p> <p>Contingency Plan testing will be timely given that an outbreak of the H5N1 strain of Avian Influenza was confirmed on a poultry farm in Dunfermline in Scotland this month. There are also currently 3 strains of Avian Influenza in France with multiple outbreaks across the south of the country.</p> <p>Trading Standards has a duty to enforce the Energy Performance of Buildings (England and Wales) Regulations 2012, which, inter alia, require the display of Energy Performance Certificates (EPC) in public buildings. In response to a recent amendment to the regulations Norfolk and Suffolk Trading Standards have signed mutual agreements enabling each authority to enforce the applicable regulations and the EPC construction duty in respect of local authority buildings in the other local authority area.</p> <p>Trading Standards has worked with a Norfolk retailer to remove a children's doll from sale in the county, after an investigation by the team revealed it contained a type of plastic that is restricted from being used in toys and playthings. The investigation by Norfolk Trading Standards was part of a national safety testing survey of children's dolls, financed by the Department for Business Innovation and Skills (BIS) and targeted cheaper dolls available from</p>	Sophie Leney

Emergency & Resilience	<p>discount retailers in the county. The dolls were submitted for testing for the presence of phthalates, which are plasticisers used to make plastic malleable but they are known carcinogens which can leach from the plastic when in contact with the skin. Of the three samples submitted for testing, the one removed from sale was found to contain 139 times the permitted level of plasticiser. The Primary Trading Standards Authority of the national retailer is investigating the matter to ensure that all of these dolls are removed from sale across the UK.</p> <p>On the 20th January the NCC Resilience Team assisted in the running of a table top exercise for students attending the Uniformed Services Course at Norwich City College. NCC supports colleges in raising awareness of the role of the emergency planning service and responders in preparing for and responding to emergencies. Over 30 students participated enthusiastically in the exercise supported by the NCC Resilience Team, Norwich City Council Emergency Planning and Norfolk Fire & Rescue Service facilitated through the Norfolk Resilience Forum.</p>	Jan Davis
Public Health	<p>Domestic Abuse and Sexual Violence</p> <p>The Director of Public Health chaired the first meeting of the new Norfolk wide Domestic Abuse and Sexual Violence Partnership Board (DASVB). The Board is a county wide partnership leading county wide strategy to tackle these crimes and their impact on public health.</p> <p>The Board agreed to support the bid being led by Safer Lives for a transformation fund project to make Norfolk a Beacon site tackling domestic abuse. The project, if funding is secured will focus on translating approaches from high risk cases across to the much large number of medium and low risk cases, introduce programme to work with perpetrators to change their behaviour, and simplify pathways with an ambition of 'One Front Door'. The Board also considered the findings and recommendations from the two domestic homicide reviews that were published in early January 2016 http://www.norfolkscb.org/norfolk-domestic-homicide-review-reports-available/</p> <p>Making Mental Health a Priority for Norfolk</p> <p>Public health organised and hosted a cross county workshop to plan to make 'Mental Health a Priority for Norfolk' for the Health and Wellbeing Board. We had excellent attendance from a cross section of organisations – statutory and third sector, commissioners, police, and</p>	Louise Smith

	<p>providers. The seminar brought together leaders and senior managers from across Norfolk to identify priorities for a new strategy to improve mental health, prevent mental ill health and better support people with mental health problems in the county.</p> <p>The Health and Wellbeing Board will receive a full report including recommendations that our approach should:</p> <ul style="list-style-type: none"> • Be relevant to people of all ages with a wide range of mental health needs • Address the determinants of mental health • Seek to build capacity in communities • Value the contributions of people with lived experience as equal partners in their own support and the development of new services <p>By 2020, the we could aim to achieve:</p> <ul style="list-style-type: none"> • A marked reduction in stigma and greater openness to talking about and seeking help for our mental health when we need it • Improved access to early help and to resources that enable people to manage their own mental health • Better pathways through services for people with mental health problems, including in a crisis • More opportunities for people with mental health problems, for example in work <p>Child Death Overview Panel</p> <p>Public health chaired the Child death overview panel on Thursday 28th January. This was the first meeting of the panel following changes that have been made in response to the critical Ofsted report published in the summer. The membership, terms of reference and processes of the panel have all been reviewed and streamlined to make them fit for purpose. The panel is now working to the nationally recommended flow chart and using the national forms for data collection.</p> <p>We have now reviewed all of the outstanding historic cases and cases from 2015. There about 5 where we still require specific information. The panel agreed specific actions for these. We have now introduced a new system</p>	
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	<p>for review of cases going forward and reviewed the first 4 cases on Thursday. We concluded 3 cases and 1 was kept open pending coroner's inquest.</p> <p>So, the new system is now working and we can point to a complete turnaround for Ofsted.</p>	
Registration Services	<p>The relocation of the Norwich Register Office from Churchman House to the Records Office will now take place at the beginning of May 2016 due to delays in obtaining accurate costings. The costs of the Records Office refurbishment will come out of registration reserves. Two open days at Norwich Castle will take place 30th January and 27th February 2016 to promote the new ceremony room.</p> <p>The service is holding talks with a TV production company who wish to film a television series that centres on the work of the Norfolk Registrars. They hope to have this commissioned in time to begin filming in late Spring 2016.</p> <p>Plans for Fakenham Registrars to share accommodation with Children's Services are well underway, which will enable a continued service presence in the town one day a week. It is hoped that arrangements of a similar sort can be reached in the council offices in Downham Market. Talks with the town council in Downham continue with another meeting planned in early February.</p> <p>Discussions are underway to share the existing service accommodation in North Walsham. These remain sensitive and are at an early stage. Consideration of a move into Dereham Library has been abandoned due to a lack of space for a ceremony room in the library building and the lack of suitable external facilities to accommodate weddings elsewhere in the town.</p>	Caroline Clarke