

## Community Committee Three-weekly 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: 13/01/2017		
Service	Service Update key bullet points	Contact
<b>Customer Services</b>	<p>Customer Services are currently dealing with the annual peak in social care calls, which traditionally happens directly after Christmas. The peak is generated as a result of people visiting elderly relatives over the Christmas period and subsequently seeking additional support for them. We are resourced to deal with the increased call volume and cases, but there will be occasions where the lines are very busy and we need to prioritise emergency calls only.</p> <p>We are also supporting Adult Social Care with the implementation of their Promoting Independence Strategy by trialling some different practices to better manage demand. At present we are working with iMPower to rollout a toolkit that focuses on the strengths and community resources that individuals have, to try and find solutions that don't involve formal council services. Changes have been made to the Adult Social Care web navigation to make it easier for people to find the information and advice they need.</p>	C Sumner
<b>Cultural Services</b>	<p><b>Library and Information Service</b></p> <p><b>In Good Company</b> - Libraries have taken this project to their hearts. For example, Dereham Library in late November the staff put a table in the library inviting people to make Christmas cards to send to housebound customers as part of the campaign – using the opportunity to promote some key Adult Social Services or Public Health information at the same time, such as Stay Well this Winter card thermometers and Norfolk Directory cards. Following an excellent response, a lot of cards were made which were then delivered by our RVS volunteers to spread some Christmas cheer to housebound library users, reminding them that they're not alone. The success of this initiative led King's Lynn, Downham Market and Gorleston</p>	J Holden

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	<p>libraries to follow suit.</p> <p>The activity programme in libraries in 2017 is being altered to put reducing social isolation at the heart of what we do. The service has been selected by the Arts Council as a case study of good practice in reducing loneliness and social isolation and will be constructing the study around In Good Company.</p> <p><b>Festival of Storytelling</b> – This Norfolk Library and Information Service organised festival took place between 24 September and 9 October 2016. During the festival we had :-</p> <ul style="list-style-type: none"> <li>• 2300 people attending performances aimed at school groups, young children, families and adults;</li> <li>• 88 storytelling performances, at least one in each of Norfolk's 47 Libraries, as well as the mobile service;</li> <li>• 16 professional storytellers from Norfolk and across England involved in 80 performances totalling 32 days' worth of storytelling;</li> <li>• BSL signing offered at 2 performances (in Norwich and Great Yarmouth) and one Hindi storytime and 2 traditional Chinese tales sessions were told in the different languages and then translated.</li> </ul> <p>There were a wide range of storytelling styles and themes – including traditional folk and fairy tales, pirate adventures, African tales and Greek Myths and legends. Some storytellers used props, costumes or musical instruments to help tell their tales, while one used illustration.</p> <p>The next stage is to produce a workbook which will provide guidance to support library colleagues to programme, market and organise arts activities in libraries. There have already been enquiries from other library services in the UK to use the workbook once it is completed.</p> <p><b>Norfolk Arts Service</b></p> <p><b>Arts Council England funding success for Writers' Centre Norwich</b> - Writers' Centre Norwich have received the green light to develop the city's historic Dragon Hall into the National Centre for Writing.</p> <p>Norwich's medieval Dragon Hall, parts of which date to circa 1430, will be developed into the National Centre for Writing, following Arts Council England's decision to award £789,434 from National Lottery sources to support the project's capital costs.</p> <p>Opening its doors in April 2018, the centre will comprise educational and community spaces, enhanced office space and technical facilities, a refurbished public performance arena seating up to 120 people, and even residential space for visiting writers, in England's first UNESCO City of Literature.</p>	S Miller
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	<p>Visit the Writers' Centre Norwich website to find out more about their plans for The National Centre for Writing:  <a href="http://www.writerscentrenorwich.org.uk/main-events/national-centre-for-writing/">http://www.writerscentrenorwich.org.uk/main-events/national-centre-for-writing/</a></p> <p><b>Museums Service - NSTR</b></p> <p><b>Norfolk Community Learning Services - NSTR</b></p> <p><b>NRO - NSTR</b></p> <p><b>Active Norfolk - NSTR</b></p>	<p>S Miller</p> <p>I Yusuf</p> <p>G Tuson</p> <p>B Jones</p>
<p><b>Public Safety</b></p> <p><b>Norfolk Fire and Rescue Service</b></p>	<p>The acting CFO David Ashworth has updated the senior manager structure to reflect recent movement in personnel and to meet medium term priorities.</p> <p>The service has shortlisted 300 applicants who will go forward to the next stage of the recruitment process for wholetime firefighters.</p> <p>NFRS has worked closely with the PCC in delivering road safety messages to over 1000 teenagers within the target group.</p> <p>A strategic plan is being developed to close down the old Whitegates HQ site. The control room function will co locate to the Police contact and communication room at the joint HQ. NFRS workshops will relocate to a new shared site with Highways under the 'one fleet' project. Remaining departments, water, procurement and ICT will move to the joint HQ later on this year as capacity is created. The intention is to provide NCC with a capital receipt by 2020.</p> <p>The Chief Fire and Rescue Advisor Peter Holland visited the service in December and met with the chair and vice chair of the communities committee, HR and NFRS Board. He returned to the Home Office satisfied with the progress NFRS is making against local and national agendas.</p>	<p>David Ashworth</p>
<p><b>Trading Standards</b></p>	<p>Further to the Situation Report of 2 September 2016, in response to the Trading Standards identified risk of limited service capacity, a second assessment (to statutory and Service standards) of current qualification, competency and ongoing competency levels within the Service has been made.</p> <p>The proportion of Trading Standards Officers/Managers who hold necessary qualifications/current competencies to be authorised in each enforcement area now stands at 94%, an increase of 4% on August's assessment. This increase has been achieved through:</p>	<p>Sophie Leney</p>

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- Recruitment into a vacant post, targeting qualifications and competencies identified as a shortfall in August
- Prioritising learning and development in those functional areas where a shortfall was identified; including the development of practical workshops
- Identifying qualified officers and assessing how best to bring those officers whose competency has lapsed back into full competency.

Looking at a detailed breakdown of the assessment:

- 7 of the 14 functional areas assessed now have 100% of the qualified and competent staff required to deliver the service priorities. This is an increase of two functional areas since August.
- 7 of the functional areas have seen a percentage increase with two of this 7 reaching 100%. There were no reductions.
- There are 7 functional areas identified as still having insufficient numbers of suitably qualified and competent staff to deliver against our priorities. These are Metrology (27% shortfall), Agriculture (14% shortfall), Fair Trading (Criminal) (14% shortfall), Civil Enforcement (11% shortfall), Intelligence (8% shortfall), Business and consumer support (3% shortfall), and Investigations skills (3% shortfall).

In order to maintain the upward trend:

- Officers currently studying for the Trading Standards Qualifications Framework (TSQF) will fill the shortfalls in qualified/competent officers in Agriculture, Fair Trading (Criminal) and Investigations within the next 1-2 years.
- An officer has been enrolled on the TSQF legal metrology unit and will qualify in 2017.
- Officers identified as qualified but with lapsed competency, will, where required, be bought back to competency through shadowing, the service L&D plan, personal development and a series of practical workshops planned between now and the end of the service year.
- All operational officers/managers maintain a log of qualifications and competency demonstration across the identified functional areas. Managers monitor these logs at least three times a year to identify changes to competency and qualification levels, to inform learning and development planning and to ensure continued competence is maintained.

<b>Emergency and Resilience</b>	<p>The Resilience Team have been responding to Cold Weather Alerts and Flood Alerts by disseminating information to our partners, particularly those supporting our vulnerable residents. The Coastal Pollution Plan has been updated and signed off so that we are well prepared for a pollution event on our coastline.</p> <p>The Resilience Team, together with our partners in the Norfolk Resilience Forum, is currently occupied in preparing to respond to the predicted North Sea tidal surge which will be accompanied by snow, ice and strong winds. The Environment Agency is running modelling to obtain the best possible prediction of how severe the tidal surge will be but at the moment it is not converging on a clear prediction. Therefore, all agencies are preparing for the worst with Strategic, Tactical and Local Coordination Group meetings taking place. The surge is not predicted to be as high as in 2013 when flooding and coastal erosion was a significant issue. However, there will be strong northerly winds which will have an impact on the coast with possible wave overtopping of hard flood defences and erosion of soft defences (sand dunes). Local communities especially at risk are being informed and preparations are being made to include door-knocking and local meetings of community resilience volunteers. The main impacts are expected on Friday into Saturday.</p>	<p>Jan Davis</p>
<b>Public Health</b>	<p><b>Growing our own School Nursing Service</b></p> <p>The Public Health Strategy 2016-2020 set out our plan to increase skill mix for the delivery of the Healthy Child Programme (HCP).</p> <p>A revised model for the 5-19 year old element of the HCP service, incorporating greater skill mix, is being developed by the HCP leadership in conjunction with HCP staff, schools, children and young people (CYP).</p> <p>The HCP service for 5-19 year olds is led by School Nurses: nurses who have undertaken post-graduate training to become Specialist Community Public Health Nurses. The revised model makes greater use of their leadership skills and strategic public health overview.</p> <p>There will be increased employment opportunities for apprentices, people with skills and enthusiasm in supporting the health needs of CYP, and the new model will develop career pathways into nursing. This will support Norfolk to 'grow its own' School Nurses of the future. Schools, CYP and other stakeholders have been part of the development of the changes to the service and will have regular briefings and communication to keep them informed</p> <p><b>Launch of Public Health Strategy</b></p> <p>The Public Health Strategy 2016-2020 was agreed by Communities Committee in November. Since then we have finalising the published document. A printed version of the</p>	<p>Louise Smith</p>

Sensitivity Classification:

	<p>strategy has been issued to members of the committee this week, and will available on our website shortly.</p> <p><b>New Stop Smoking and Workplace Health Services</b></p> <p>Following a recent procurement, Public Health are pleased to announce the award of two contracts.</p> <p>Public Health have awarded the contract to deliver a county-wide Specialist Stop Smoking Service. This service will provide support to people who wish to quit smoking. It will also support other providers such as GPs and pharmacies with training and expert advice to ensure that provision of stop smoking services across the county are available in the right places to the right people, and are also of a high quality.</p> <p>Thrive Tribe have been awarded the contract to deliver a county-wide Workplace Health offer. This service will work with local employers to promote health improvement schemes within workplaces and support the whole work and health agenda.</p> <p>Both contracts are for 3 years from commencement, which is anticipated to be 1st April 2017.</p>	
<b>Registration Services</b>	NSTR	Caroline Clarke