

Coronavirus Latest Information, Advice and Useful Links (Updated 04 May 2020)

This is a very fast-moving situation and our focus right now is on delaying the spread of coronavirus and ensuring our services are responding well. This is clearly hugely important and requires all of our attention.

The **Norfolk Resilience Forum** is driving our local response through multi-agency strategic and tactical delivery groups.

The information below is intended as a resource to keep you up to date with the latest information and advice.

Trusted sources of information

- The most recent **verified data on cases in the UK and Norfolk** is available from Public Health England [here](#).
- Everyone has a key role in promoting www.nhs.uk/coronavirus and www.gov.uk/coronavirus as **trusted sources of information to the public**. It is really important to ensure people go to the right sources of information and keep up to date with how to look after themselves.
- PHE is addressing **common questions** on its [Public Health Matters blog](#).
- **Keep up to date:** We have [a dedicated webpage for coronavirus updates](#) in Norfolk, and impacts on Norfolk County Council services. This is updated regularly so please do re-visit this page.

Latest national announcements

- The latest information on the **government response** can be found [here](#).
- The Prime Minister has announced that the government will, next week, set out its plan on restarting the economy; getting our children back to school; and getting people into work. Plan will only be implemented once the [Government's five tests](#) are met.
- **Domestic abuse** - Communities Secretary has announced [£76 million extra funding](#) to support survivors of domestic abuse, sexual violence and vulnerable children and their families and victims of modern slavery. A change to the rules will also mean that those fleeing domestic abuse and facing homelessness as a result will be automatically considered as priority by their council for housing.
- **Rough Sleepers Task Force** - A specialist taskforce, led by Dame Louise Casey, has been created [to lead the next phase of the Government's support for rough sleepers](#) during the pandemic. A team of experts to advise councils on plans to support rough sleepers into long-term, safe accommodation once lockdown is lifted.
- **Top-up to local business grant funds scheme** - The Business Secretary Alok Sharma and Minister for Regional Growth and Local Government, Simon Clarke spoke to local authorities in England on 1 May to set out that [up to £617 million would be made available](#). This is an additional 5% uplift to the £12.33 billion funding previously announced for the Small Business Grants Fund (SBGF) and the Retail, Hospitality and Leisure Grants Fund (RHLGF), so up to £617 million. Govt will confirm the exact amount for each local authority next week.
- **Business Improvement Districts** are set to receive £6.1 million in response to the coronavirus (COVID-19) pandemic. [BIDs across England will receive support](#) to cover the core operational cost of all 261 BIDs in England for three months, and will be based on a fair percentage of a BIDs levy income from each BID's operating year ending in 2019/20. It will be delivered through an un-ringfenced section 31 grant funding to local authorities, which are expected to disseminate this to the BID bodies in their area.
- **Testing** - The Local Government Secretary has [written to all councils in England](#) on 1 May thanking them for their support during the pandemic and outlining how they can get tested.
- **Home testing programme** - A new programme of home testing for coronavirus will track the progress of the infection across England, the [government has announced](#). The programme will help improve understanding of how many people are currently infected with the virus, and potentially how many have been infected and recovered since the outbreak began.
- **Community radio stations** - The government has announced that the [£400,000 Community Radio Fund](#) administered by Ofcom will be used to provide a lifeline for radio stations hit hardest by the coronavirus. Relevant stations will be invited to bid for emergency grants through Ofcom to help meet their core costs.

Public information – Key messages for residents

- **75th anniversary of VE day** - The government has announced [revised plans to mark the 75th anniversary of VE Day on 8th May](#) in a manner consistent with the current measures to contain the spread of coronavirus. The new programme will allow members of the public to remember and give thanks to the Second World War generation from the safety of their own homes.

To find out more about how they can take part, members of the public can visit: <https://ve-vjday75.gov.uk/get-involved/>.

The government is keen to ensure that as many people as possible across the nation are made aware of the plans and would appreciate support in promoting the activities to communities so that people are able to say thank you to all those who served and made so many sacrifices, both at home and abroad. You can encourage communities to join in online and learn about VE Day, promoting the use the #VEDay75 hashtag on social media. A poster detailing how people can get involved in the VE Day activities from home, which you may wish to share with communities, can be downloaded [here](#).

We would ask our Members to actively promote the VE celebration plans with their communities.

- **Accessing food and essential supplies** – Guidance has been issued on [how to get food and other essential supplies](#) during the coronavirus pandemic.
- **NHS ‘Open for business’ campaign** - The coronavirus pandemic has resulted in a decrease in people accessing NHS services for a range of conditions that are not related to coronavirus. The NHS ‘Open for business’ campaign has been created to help address this issue by giving people permission to access NHS services and reassuring them that they won’t be a burden on the NHS. Campaign materials are now available from the [PHE Campaign Resource Centre](#).
- **Responsible waste management messages** - The Department for Environment, Food and Rural Affairs (DEFRA) is aware of increasing reports of fly-tipping and bonfires due to the coronavirus pandemic. While the majority of household waste collections continue as normal, DEFRA is encouraging households to store any excess waste safely so that it does not pose a risk to themselves, others, or the environment. To inform the public of how to deal with their excess waste during this time, and remind them not to fly-tip, DEFRA has created a twitter video and accompanying key messages to share:
 - Social media: <https://twitter.com/DefraGovUK/status/1256168911822864385>
 - Key messages: <https://drive.google.com/open?id=11M80Qx4wSV1z60-sARBCld8Bm5d08gre>
- **What the public can and can’t do** - The Cabinet Office has updated the document that answers some of the most [frequently asked question](#) on what the public can and can’t do during the coronavirus outbreak.
- **Investigation into cancellation policy concerns** - The Competition and Markets Authority (CMA) has launched [a programme of work to investigate reports of businesses failing to respect cancellation rights](#) during the coronavirus pandemic. The CMA has seen increasing numbers of complaints in relation to cancellations and refunds and have identified three sectors of particular concern: weddings and private events, holiday accommodation, and nurseries and childcare providers.

Community resilience

- **Redeployed council staff manage vital deliveries** - Food, and personal protective equipment to support vulnerable people are being delivered from a new distribution centre, run by the county council and staffed by redeployed Norfolk County Council workers, on behalf of the Norfolk Resilience Forum. To support people during the coronavirus pandemic, supplies arriving at the base are sorted and delivered to district councils, who then deliver them to vulnerable people on the shielded list if they haven’t received their doorstep delivery, or if they have specific dietary requirements. The base is also being used to distribute personal protective equipment to hundreds of health and social care organisations across Norfolk.
- Nearly 24,000 people have been placed on the NHS shielded list, with a further 23,000 people being supported as vulnerable.
- Over 1500 vulnerable shielded and non-shielded people in Norfolk have received **emergency food parcels** delivery by the local authorities, in addition to those provided by central government

- Over 300 **volunteers** are actively supporting people in their community, enabling shielded and vulnerable people to remain independent and

Adult Social Care

- **James Bullion, Executive Director of Adult Social Services**, has formally taken over as president of the Association of Directors of Adult Social Services (ADASS). This gives the county council a powerful voice at an important time. James has already been shaping the COVID response in adult social care, sitting alongside senior civil servants and ministers and he will continue to do so.
- All **individuals with learning disabilities** whose services, such as day opportunities, have been reduced/curtailed due to social distancing requirements have been contacted by telephone to offer support and check on welfare. Staff normally employed to deliver building-based day opportunities are being deployed to support individuals/their families in different ways – for example, to accompany someone with learning disabilities who needs to go for a walk for their daily exercise.
- **Safeguarding focus** has been maintained, through video conferencing to speak to providers and families; focus on scam awareness; extended weekend availability for safeguarding consultations; development of overview arrangements with Norfolk Safeguarding Adults Board.
- We are ensuring our **providers are well supported**, with easy access to current guidance and advice we have maintained extensive and sustained support for the care market through our Quality Assurance team, their expertise and advice.
- We are working with the **care market** to make sure that providers have continuity of income and there is continued collaboration to secure extra capacity in the market
- **Adult Learning** has just gone live with a **new online Volunteering in Adult Care programme**, which aims to meet the urgent need in Norfolk for volunteers in this sector.

Children and young people

- **Child safeguarding campaign reaches thousands** - Keeping Norfolk's children safe is the bread and butter of our Children's Services team, but lockdown brings a whole new set of challenges. The **See Something, Hear Something, Say Something** - developed with colleagues in Communications, CSC and the Corporate Web Team - encourages communities, extended families, and children themselves to report any worries about child safety and to be assured that despite the Coronavirus lockdown we are still here to help. Using posters, radio adverts and social media videos to spread the message, the campaign was launched in mid-April and features a dedicated telephone helpline and a text helpline. Next week we are sending postcards to thousands of families reminding them that we are still here to help. [Find out more about the campaign here](#) and [read the EDP coverage here](#).
- **Keeping young people engaged and motivated during lockdown** - Our Youth Advisory Boards (YABs) are a vital way of bringing Norfolk's young people and service professionals together to address issues that impact young people. And its common knowledge that young people are among the people most likely to have challenges during lockdown. So, Norfolk's YABs are still running despite the stay at home rules – they're just finding other ways of working. They're using Zoom and other online platforms to keep the work going. And the YAB youth workers have been developing creative programmes to keep the young commissioners engaged. They've had watch parties where everyone watches the same film on Netflix and then they have a discussion afterwards. They've run team quarantine quizzes via Zoom, and study parties where everyone can help each other with school work. It's a great example of how we are helping to keep our young people positive and motivated at what must be a really tough time for them.

Education, schools and settings

- **School's opened/closed:** All schools remain open for key worker and vulnerable children provision. Approx. 380 schools have had pupils attending within week commencing 27th April, with approximately 20 schools having pupils with provision at a partner school and a further 20 with no actual pupil demand. Within week commencing 27th April, approximately 4500 children attended school, which is a similar number to the previous week.
- **Re-opening of schools and colleges:** We have commenced engagement with schools and colleges ahead of an expected imminent Government announcement regarding the phased re-opening of schools and settings for more pupils. This is a complex matter and we will be supporting schools and settings with this, providing advice and guidance, and signposting to best practices. We will also support schools and settings to re-engage their children and young people with curriculum learning, and the preparation for transition to their next stage of learning.
- **Early Years Provision:** We continue to see approximately 350 early years settings remaining open, with a slight increase of children numbers to approximately 1650 within week commencing 27th April. In response to the financial concerns raised by providers we are reviewing how we can financially support vulnerable and keyworker childcare to reflect the loss of private income and reduced child to staff ratios.
- **Free School Meals:** Schools were surveyed on Friday 24th April to help us understand how free school meals have been administered. The encouraging news is that despite the well documented logistical challenges of the central Government voucher scheme, almost 75% of free school meals were provided via that route, with a further 10% via locally sourced vouchers. Schools will continue to be reimbursed where they have set up their own schemes to meet local needs.
- **Vulnerable Children:** During week commencing 27th April we have contacted schools to review the attendance of their children with a social worker, discussing attendance and school re-engagement plans for 950 children. Our default position is that it is the best interest of all children with a social worker to be in a school. The exception being where the social worker has made an assessment which explicitly states that the child will be safer not in school, usual for underlining health reasons.
- **Devices (e.g. laptops, tablets) for Disadvantaged Children:** Following the Government announcement to provide free laptops to disadvantage children we have commenced work to manage the distribution of devices to our eligible cohort. As per Government direction, NCC are responsible for the allocation and distribution of devices to care leavers and children with a social worker who do not have access to a device, and the disadvantaged year 10's, ahead of GCSEs next year, in the one school we are the responsible body for. Trust's will be responsible for allocation and distribution of devices to the disadvantaged year 10's in their own schools. We have been allocated approximately 1800 devices for allocation. Additionally, we have also sourced and distributed laptops for disadvantaged children not on a school roll.

Business and economy

- **Seasonal work on farms** -The Department for Environment, Food & Rural Affairs has published [guidance for workers on the type of seasonal work available, who can apply and where to find it](#).

Service updates

- **VE Day** - Our libraries service is planning a range of events to celebrate the 75th anniversary of VE Day on 8 May 2020 (with the hashtag #Victory75):
 - Imperial War Museum have made available poster templates to showcase images from our collections – we will create posters to share on social media over the weekend highlighting images from Picture Norfolk and the American Library collection with information; these will be aimed at children/young people.
 - Our Friday Heritage Highlight video on Friday May 8th will feature Rachel Ridealgh talking about images from Picture Norfolk on the topic of VE Day
 - On Tuesday May 3rd, the Norfolk Heritage Centre Podcast will have a talk from Orla Kennelly about the 2nd Air Division
 - There will be a new American Library Scholar Blog post on VE Day
 - We will create a carousel on our platforms with recommended e-books for reading on Second World War.
- **Time and Tide: New resources for families** - With the parents in need of ideas to entertain and inform during lockdown, Time and Tide's new online resources have arrived just at the right moment. Their popular [Little](#)

[Kippers session for pre-schoolers is available on Facebook](#) and has had great engagement with 1300 views in 4 days. Roman Army training videos for ages 7-11 are also now available. The first episode is on YouTube in 2 parts - [Join the Roman Army! \(Episode 1, part 1\)](#) & [Join the Roman Army! \(Episode 1, part 2\)](#). At the latest count these videos have reached nearly 6000 people on Facebook, with 2200 views in 22 hours, as well as 890 views on Twitter. This reflects a big growth in engagement with filmed content during lockdown

- **Norfolk's libraries see borrowing numbers soar!** - In the three days leading up to our libraries closing their doors to the public, a whopping 132,475 books and 3797 DVDs were borrowed. This is nearly four times higher than the usual amounts. And, so that the people in Norfolk can continue to read while the libraries are shut, the library service has increased its [range of free eBooks, newspapers and audio books](#). To ease any worries that borrowers may have around returning books and DVDs, all overdue fines are being waved and any interest on existing fines is stopping.
- The success of **Adult Learning's move to online learning** continues to go from strength to strength. With a strong emphasis on giving Norfolk residents the skills they need to overcome the covid-19 situation, as well as programmes that aim to reduce social isolation at this challenging time, the service's summer online programme has already recruited 2,621 adult learners. **Keeping Norfolk learning online!**
- **Trading Standards colleagues** are continuing to work hard warning the public about coronavirus scams – both through their alerts and media interviews. [See their scams warning here](#).
- **INFORMATION ON ALL NCC SERVICE DISRUPTIONS AND CLOSURES CAN BE FOUND [HERE](#)**