

Update for borough and parish councillors

Stay at home, save lives, protect our NHS

Thank you to everyone who is playing their part by staying at home. Generally, residents across west Norfolk continue to observe the 'stay at home' direction. With the lockdown now extended, it is vital that we continue to remind people that it is essential that they follow the lockdown guidelines and wherever possible, please help us by sharing the message '**stay home, protect the NHS, save lives.**'

The Coronavirus lockdown guidelines are that you must not leave your house except to:

- Shop for essentials, as infrequently as possible
- Receive medical treatment or provide care
- Travel to and from work if it's impossible to work from home
- Exercise outdoors once per day, alone or with household members.

DEFRA have added to this message to remind people to only go to local parks, and to shop locally, to avoid any unnecessary travel

Remember when out of your house, stay 2m away from other people and wash your hands as soon as you get home

Everyone must comply with these measures.

Latest updates

Here are this week's latest updates:

Bin Calendars

Whilst the crisis is ongoing, we are not sending out bin calendars.

Anyone wanting to find out details of collections, can do so online here: https://www.west-norfolk.gov.uk/info/20174/bins_and_recycling_collection_dates

For anyone who isn't able to access the calendar online, you can:

- Access the information on their behalf by typing their postcode into the search box;
- Ask them to call us – 01553 616200 – and we will post them out a copy of the calendar.

Business Grants

We have now paid out almost £29M in grants to 2,443 businesses.

This covers the two grant funding schemes, **the Small Business Grant Fund** and **the Retail, Hospitality and Leisure Grant Fund**, both of which are administered by the borough council.

We would like to process all the claims by 30 April and we have written to 800 businesses to advise them of the funding available for them to access. We will also start phoning businesses in receipt of the Small Business Rate Relief from next week so that they are aware of the grants and are able to

benefit. Please do also encourage any businesses who haven't already done so to check their eligibility and put in their claim for a grant. The form to verify details for the Small Business Grant or the Retail, Hospitality and Leisure Grant is available here: <https://www.west-norfolk.gov.uk/businessrateshelp> **Businesses need to submit verifications forms as soon as possible.**

Anyone with any questions can contact us on 01553 616200.

Care Home Testing

A letter has gone out to all care homes, from the CCG, detailing testing for care home staff. Any self-isolating care workers who have symptoms of Covid-19 can access testing, as can symptomatic family members of self-isolating non-symptomatic members of staff. Family members include children between the ages of five and 18.

In west Norfolk, the testing will be carried out at the QE Hospital. Care workers can make a testing appointment here: <https://nnuhstaff.rainbird.ai/> If staff experience any issues in accessing the web link, they can email covidtesting@nnuh.nhs.uk

Children's safety

We are continuing to support Norfolk County Council to help keep children safe during this time.

The public is being encouraged to '**see something, hear something, say something**' and to call 0344 800 8020 or 999 in an emergency. More details can be found here:

<https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/staying-safe>

Parents can also seek support during these difficult times here:

<https://www.norfolk.gov.uk/children-and-families/early-childhood-in-norfolk/parenting>

Clap for Carers

This Thursday, we showed our weekly support for the Clap for Carers with a film from our bin crews giving a round of applause to NHS, emergency, care home and other key workers at the end of their shift. The film generated huge amounts of support and good feeling from the public:

<https://bit.ly/2S5ThGF>

Community Support

We are working hard to support our residents across west Norfolk, including through our Community Hub which has evolved from **Lily**. The Hub has received 400 referrals for help in just under four weeks and Lily has responded fantastically to this need and been an important part of the co-ordination of meeting people's needs.

Social isolation is also being addressed through Lily at this time. Whilst many people are able to deal with the isolation that they are facing, some are finding it very difficult. Lily is rising to the challenge and supporting each person who is coming into contact with them. Lily has been providing support 7-days a week now, with on-call provision at weekends



to co-ordinate food and support. Having Lily in place before this crisis has enabled us to look at residents problems in a more bespoke or considered way.

We have found that food and medication are people's biggest worries, followed by the needs of their pets. We have helped people to access support and help themselves where possible.

If there is someone who needs help because they are unable to leave the house and don't have friends or family to assist, please ask them to contact 0344 800 8020, or make us aware of them so that we can get in touch.

Domestic Abuse

We are continuing to support the national campaign around domestic violence, encouraging people to seek help if they need it.

Full details, including a comprehensive list of helplines and support can be found on the Government's website: <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help> Anyone in immediate danger should call 999. Please do help us to share and promote this message.

Food Bank

We are working closely with the food bank to ensure they have enough supplies and also to help people who would not normally access the food bank to access its services.

We are aware that there may be more people experiencing financial hardship in the current climate and we want to ensure that everyone who needs it can access the support they need. Even if they haven't used a food bank previously, anyone who needs their services can contact the helpline number 0344 800 8020. Their request will then be forwarded to the council and we will arrange a food parcel or food bank vouchers. Please do encourage anyone who may be struggling in this way to call the helpline.

Invoices

Invoices have been sent out that, due to a formatting error, cannot scan at the Post Office. As the bar code does not work we would ask people to use one of the other forms of payment shown on reverse of the invoice. If people can only pay at the Post Office they don't need to worry. They can call us, we will ensure they are not pursued for the money and that their service won't be affect. We will issue a new invoice once this crisis is over and it is safe to go to the Post Office again. Call 01553 616200.

Mental Health

We are supporting the county wide campaign to support people's mental health during lockdown.

This includes:

- Directing people to the 'first response' freephone 24/7 helpline 0808 196 3494;
- Sharing top tips for wellbeing
- Signposting young people and children to the 'one Norfolk' helpline 0300 300 0123.



National Lottery Funding

The National Lottery has made Covid-19 response funding available. This includes:

- National Lottery Awards for all England which offers a quick way to access smaller funds of between £300 and £10,000:
- <https://www.tnlcommunityfund.org.uk/funding/programmes/national-lottery-awards-for-all-england>
- Funding Communities England for people affected by the crisis. People can also apply for funding if their organisation is struggling financially because of Covid-19 and most funds will be between £10,000 and £100,000:
<https://www.tnlcommunityfund.org.uk/funding/programmes/national-lottery-awards-for-all-england>

Neighbours

With us now staying at home, we are asking people to be a considerate neighbour at this time,

We would urge people to try and keep noise to a minimum, wherever possible, particularly as people are now working from home.

In addition, we would ask people also to not light bonfires. We know that smoke can cause respiratory issues, especially for those with chest conditions or indeed anyone who is at home with Covid-19 symptoms.

Now more than ever we need to be kind and considerate of those around us.

PPE

Charities and organisations who have staff on the front-line can now access a new supply system should their PPE supplies run critically short.

Any charity or organisation needing PPE should follow these steps:

1. In the first instance they should seek to resolve demand through their existing supply chain.

2. Where they are unable to meet their demand through existing supply chains, they should visit newanglia.co.uk/ppe-supplier-database and request login details for access to the database of local suppliers.
3. In the event that they are still unable to meet their requirements and they are directly involved in the support of critical services, they should contact the council. We will be then able to pass their request on to the Norfolk Resilience Forum for consideration for emergency provision, where this is available.

This will help charities and other local organisations who deliver vital services to communities and meet specific criteria gain access to this equipment and the new system ensures that supplies are directed where they are most needed.

The new system also follows a successful public campaign, which has already resulted in more than 160 companies coming forward to support the production of most types of PPE.

Virtual VE Day

Whilst all national VE Day celebrations are delayed until VJ day in August, we are putting plans in place to help people to celebrate 'Virtual VE Day' safely at home on 8 May.

A programme of activities will be published in the press, on social media and on the Stories of Lynn website on Friday, 1st May, signalling an 8-day countdown of activities. Some of the home-based activities already being lined up to mark the occasion are:

- 1940's dance classes for adults and children;
- An ARP Warden plane spotting quiz;
- Making table decorations from recycled materials in a make-do-and-mend way;
- Creating bunting and paper hats ready for house or garden parties;
- Hearing the experiences from someone who remembers the day;
- A gallery of archive photos and a talk from True's Yard;
- People will be encouraged to join the national 3pm toast and the whole day will finish with an online disco, leading up to the nation singing 'We'll meet again' at 9pm along with the BBC Broadcast.

Next week, a ration book will be included in Your Local Paper and the Lynn News along with templates to copy or colour in to put Union Jack flags in windows across the borough and bunting in living rooms. The ration book contains a series of challenges in addition to the 8-day countdown of activities. People will be invited to send in photos and the Mayor will pick one entry to be invited to the Mayor's Parlour for tea and a tour of the Town Hall, when it is safe to do so.

And, in the run up to the day, there are two other great ways people can get involved:

- **Invite the Mayor to attend your celebration.** People can fill in the online form to request a visit, and he will join you virtually via Facetime or WhatsApp Video. He is hoping to fit in around 20 visits, time allowing, including visiting staff and patients at the QE Hospital at 3pm when the whole country will be toasting our heroes past and present. To book the Mayor for a party, people can simply go to west-norfolk.gov.uk, search 'Invite the Mayor', then complete the online form.
- **Vote for one of four 1940's recipes,** so that food historian Kathy Hipperson can bake the winning recipe. A video of the winning choice being made will be posted on the Stories of

Lynn website along with the recipe and other 1940's recipes so that people can try to replicate a 1940's tea party if they want to. To vote for the favourite recipe, people should visit storiesoflynn.co.uk/VEDay75 and make their vote by noon on 1 May 2020.

Volunteering

We are so grateful to all the many people who have put themselves forward as volunteers at this time: more than 3,000 people have come forward across the county.

With such an impressive mobilisation of support across the district, there hasn't been a need as yet to allocate volunteer roles for everyone immediately but we will still need volunteers throughout the pandemic and in the recovery phase which follows. The message to those waiting to be deployed as volunteers is thank you and if we haven't done so already, we will be calling upon you.

People who have signed up to volunteer but have not heard anything back from Voluntary Norfolk are asked to check their junk email folders or email the covid19responseteam@voluntarynorfolk.org.uk and they will investigate.

Volunteers who are waiting to be placed into roles but are keen to help now can still offer support close to home, by completing a *Here to Help* postcard available to [download from the Norfolk County Council website](#) and putting through neighbours' doors.

If you know of anyone who needs help, please do make them known to the Council. In addition, if you know of any organisations or businesses providing a service which isn't already highlighted on our Lily website, please let us know and we will add them on.

Anyone who is in need of assistance during this time should contact Norfolk County Council's dedicated helpline on 0344 800 8020 or visit www.norfolk.gov.uk/coronavirus

Borough Council service impacts

All of our service impacts can be found here: www.west-norfolk.gov.uk/coronavirus

Please remember our council offices are no longer accepting visits from the public. People can contact us through Live Chat on our website, or by calling us on 01553 616200. Anyone needing to provide documents can post and drop these into the letterbox which is emptied daily.

If you require specific information about any of the issues raised in this update, please contact communications@west-norfolk.gov.uk

Useful contacts and information

Business Support

- The government advice for businesses is available here: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>
- The Growth Hub from the New Anglia LEP offers free, expert advice for any business in Norfolk and Suffolk and the advisers are able to signpost employers and employees to details of the new Government support schemes. They're a valuable additional resource. Please call them on 0300 333 6536 or email growthhub@newanglia.co.uk

- You can follow @newanglialep and @angliahub for tweets with links to the latest Government guidance and updates.

Health advice

The best places for health advice are:

- NHS - <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- Public Health England - <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

Lily

- Due to exceptional demand there is unfortunately a waiting list for referrals to see an advisor. However, there is a lot of information and advice available on the Lily website. <http://asklily.org.uk/kb5/westnorfolk/cd/home.page>

Norfolk County Council

- A single dedicated web page is being developed and details of this will be shared once it is ready. In the meantime the Norfolk County Council website is a useful and trusted resource: <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus>

Volunteering

- We know that there are many people keen to help out at this time which is very much welcomed. If you are able to volunteer some of your time to assist others in your community, we really need your help. If you are a business and can help with services, vehicles, or other resources, we would love to hear from you, as together we really can make a difference. Individuals who want to volunteer should visit www.voluntarynorfolk.org.uk and businesses should email covidbusinessresponse@voluntarynorfolk.org.uk