

Coronavirus Latest Information, Advice and Useful Links (Updated 06 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](#).
- Coronavirus test, track and trace plan has been launched on Isle of Wight. Isle of Wight residents will be the first to get [access to a new contact tracing app](#) as part of government action to minimise the spread of COVID-19.
- A [rapid review, led by Public Health England \(PHE\)](#) will seek to better understand how different factors such as ethnicity, deprivation, age, gender and obesity could impact on how people are affected by COVID-19. The review will also look at vulnerable groups such as people experiencing homelessness and rough sleeping to understand how the virus affects them and their health outcomes.
- The [Government has announced](#) that any working parent usually eligible for 30 hours free childcare or Tax-Free Childcare will remain eligible if they fall below the minimum income requirement due to COVID-19. Subject to Parliamentary approval, parents who are critical workers will also remain eligible for these entitlements if their income has increased over the maximum threshold during the COVID-19 pandemic.

Public information – Key messages for residents

- **Stay at Home messages** – With the Bank Holiday weekend coming up, we are asking everyone to help share our social media key messages to “stay at home, protect the NHS, save lives”. New communications assets on going out for essentials only are now available – these state “Ask yourself can it wait? If it can then stay at home” and “Can you get what you need online? If you can, shop online”. All our communications tools are available for you to use on our [website](#).
- **75th anniversary of VE day** – In Monday’s briefing we provided information on the government’s [revised plans to mark the 75th anniversary of VE Day on 8th May](#). **Norfolk residents can take part in a series of remote events, including;**
 - National two-minute silence at 11am
 - A live VE Day 75 livestream at 11.15am with people sharing their experiences through the British Legion’s Facebook page
 - A UK-wide singalong to Vera Lynn’s ‘We’ll Meet Again’ at 9pm

We would like to emphasise the need for the public to continue abiding by the current restrictions, which includes social distancing throughout the bank holiday weekend

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

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

- **Rooting for Nature “getting Norfolk composting”** - Norfolk County Council is launching Rooting for Nature, a campaign to spread the word on the benefits of home composting, which will include a live Q&A hosted on the County Council’s Facebook page this Thursday 7 May, beginning at 7pm. Further information can be found [here](#).

Democratic services

- **Reports review response to Covid 19 and impact on Council budget** - Two reports that will be discussed by the Council’s cabinet in a virtual meeting on 11 May, which review our response to Covid 19 and also our financial position going forward. The reports show that during the past six weeks, we have worked closely and effectively with district councils, the NHS, police and other public sector partners. The reports also review the economic impact of the lockdown on Norfolk and suggests ways to mitigate an impact on finances. The meeting will take place at 10am on Monday 11 May and can be viewed [here](#) and the agenda is available [here](#).

Community support

- **Families under pressure during the Coronavirus lockdown urged not to struggle alone** - Thousands of families across the county struggling with the pressures caused by the Coronavirus lockdown are being reminded that Norfolk’s organisations and agencies are still here to help.

Colourful postcards featuring the rainbow, which has been a symbol of hope for so many during the pandemic, are being posted out to households from Monday 4 May to urge families not to struggle alone. These postcards will be complemented by thousands of text messages, which will also be sent out during the week. Both the postcards and texts will both feature the Just One Norfolk support and advice line number delivered by Norfolk’s Children and Young People’s Health Services. Messages will also be posted on the social media platforms of organisations across the county. Further information can be found [here](#).

Health and Care

- **Getting tested for coronavirus** - There are two main ways for getting tested for Coronavirus, depending on whether you are an essential worker or not. Essential workers are NHS staff, social care staff and a variety of other professions essential to managing the response to coronavirus. Individuals can [check if your role is in the essential worker category at gov.uk](#)
 - **Testing at temporary sites around Norfolk** - These tests are open to eligible people with symptoms including essential workers. You can [check if you are eligible for a test at gov.uk](#). You can book a test yourself or your employer can refer you for a test. The tests are being carried out at a number of temporary locations around Norfolk and Suffolk. [Book a self-referral test at gov.uk](#)
 - **Testing at permanent sites** - If you are an essential worker you can get tested at three sites across Norfolk (James Paget University Hospital, The Centrum Centre near Norfolk and Norwich University Hospital, Queen Elizabeth Hospital, King’s Lynn). These appointments need to be booked via the local system being run by Norfolk and Waveney CCG. [Find out how to book a local test at norfolkandwaveneyccg.nhs.uk](#)

This information is available on the [NCC website](#).

- **Monitoring the impact of COVID-19 on potentially vulnerable people and communities in Norfolk** - Norfolk County Council and partners are working hard to mitigate the impact of COVID-19 on residents and colleagues, especially the most vulnerable. As part of this, we are monitoring the impact on people with protected characteristics. We need your help with this, as you know your constituents and local community better than anyone. If you’re aware of any potential impacts on people with protected characteristics that are not covered in our [equality impact assessment](#) of COVID-19, please tell us by emailing equalities@norfolk.gov.uk.

Children and young people

- **The number of children referred to children’s social care teams for support is lower than usual** with the number of referrals and assessments in social work being approximately 50% of normal levels since the

lockdown began. This reduction in referrals reflects the fact that much of universal system of support to children and families is closed down and there are currently fewer opportunities for the needs of children to be identified by professionals across the system.

- As such we have been working since the outset of the emergency to **proactively identify children and families who are vulnerable, to offer support** and to reinforce the message that where there are concerns about children a referral should still be made and our support and intervention is still in place
- These efforts to identify **children at risk or with additional needs have included**; a public campaign, the creation of a direct response line for young people, contact with every single school in Norfolk to discuss children they are worried about, working with our partners to understand where our vulnerable children are, and actively following up on all cases which have recently closed.
- **As we come out of lockdown** and as schools open to more children, we are planning for some of the needs within families to become apparent, and working now to expand the offer of support within these communities (in close partnerships with schools, settings, the voluntary and community sector and our strategic partnerships).

Education, schools and settings

- **Resilience Planning** - Whilst we appear to be over the peak of the coronavirus outbreak, our resilience plans remain active should they need to be deployed, either in the short term or as a contingency plan to mitigate against the risk of any further outbreaks. The resilience plan allows us to move to offering consolidated provision through cluster school hubs should we see a significant reduction in school capacity across areas of the county due to school staff illness. This forms part of our strategy to adopt a phased conflation of provision across the county, which could if required move to a worst-case scenario where we would prioritise provision in 3 identified venues adjacent to the 3 main Norfolk hospitals in Norwich, Kings Lynn, and Gorleston. These venues will offer childcare provision for children, aged 0-12, of key NHS staff.
- **Online and Curriculum Learning** - We continue to review and update the educational resources for learning at home materials hosted on our website, which are aimed at children and young people of all ages. These resources supplement the work schools are settings are completing for their students, and the DfE home learning support including the OAK Academy, which is supported by two of Norfolk's academy trusts and will provide 180 online lessons a week. Our renewed digital and media promotion will seek to support parents and carers to make sense of the vast array of resources both locally and nationally on offer, and we will be sharing best practices across the sector to further support schools.

Business and economy

- **Workshops to help you grow skillsets and business** – New Anglia Growth have put together a list of free online events to help you grow your skillset and business, from mastering your strategy to maximising online sales. Places can be booked at: <https://www.newangliagrowthhub.co.uk/upcoming-events/>
 - Thu 7 May, 10am - 11am - SEO for Business Owners
 - Tue 12 May, 11am - 12pm - Website: Practical Tips To Get Your Website In Order For Post Covid-19 UK
 - Tue 12 May, 12pm - 1pm - Engage with E-Commerce: Grow your Online Revenue
 - Thu 14 May, 1pm - 2pm - Mental Health Webinar: Activating Confidence
 - Tue 19 May, 10am - 11am - Activate Webinar: How to Start a Business using the Lean Start-up Method.
- **Webinar for businesses** - The Department for Business, Energy and Industrial Strategy is hosting a free webinar on managing a business during the coronavirus pandemic will take place on Thursday 07 May and will cover: right to work checks; filing reports and accounts; and, time to pay scheme. There will be an opportunity to ask questions during the webinar. More information and to register is available [here](#).
- **Bounce Back Loans launched** – The government has announced that [small business owners can now apply to accredited lenders](#) by filling out a simple online form. Businesses will be able to borrow between £2,000 and £50,000. An affordable flat rate of 2.5% interest will be charged on these loans. The government will provide lenders with a 100% guarantee and cover the cost of any fees and interest for the borrower for the first 12 months. To enable firms to get back on their feet, no repayments will be due during this period. Further information on how to apply is available [here](#).

- **Tax credit payments** - The [government has confirmed](#) that those working reduced hours due to coronavirus or those being furloughed by their employer will not have their tax credits payments affected if they are still employed or self-employed. There is no need to contact HMRC about this change. HMRC will treat those applicable as working their normal hours until the Job Retention Scheme and Self-Employment Income Support Scheme close, even if they are not using either scheme.
- **Tool to help self-employed determine eligibility for grant claims** - [HMRC have launched an online tool](#) the public can use to find out if they're eligible to make a claim through the Self-Employment Income Support Scheme. The following are required to access the tool: Self-Assessment Unique Taxpayer Reference (UTR) number; National Insurance number. A link to the tool can be found [here](#).

Service updates

- **Museums Service updates:**
 - If you are missing the great outdoors, join us for [Gressenhall's](#) weekly farm diary, with updates every Tuesday from [edp24](#).
 - When Martha moaned for the [Voices from the Workhouse](#) project at Gressenhall, we all loved her grumpy descriptions of workhouse life. Now Martha, AKA Rachel Duffield is back sharing her tales on Twitter [@moaning_martha](#), as well as showing us the delights of 'woss in my bag'.
 - So we can't visit the wonderful [Strangers' Hall](#), right now, but we are all getting a new appreciation of our own homes (we hope!) Join Bethan Holdridge, Assistant Curator on [Facebook](#) for her blogs about humble domestic objects and find out about their history and meanings. #Museumathome.
- **Greater Anglia update:** the new timetables have been launched and trains are operating on time. Services are being enhanced to meet social distancing requirements, with more carriages being added. The service has issued over 15,000 refunds, the majority within the required 28 days.
- **INFORMATION ON ALL NCC SERVICE DISRUPTIONS AND CLOSURES CAN BE FOUND [HERE](#)**