



Latest Information, Advice, Useful Links and Service Updates (Updated 4 February 2021)

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

Covid-19 Trusted sources of information

- The most recent **verified data on cases in the UK and Norfolk** is available from Public Health England [here](#) and the Norfolk Insights website [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.
- **Keep up to date:** We have [a dedicated webpage for coronavirus updates](#) in Norfolk and impact on Norfolk County Council services. This is updated regularly so please do re-visit this page.
- **Service updates** - The most up to date information on council services can be found at [Norfolk County Council services disruptions](#). The council will continue to monitor its services and, if regulations and circumstances change, it will review its current plans.

Latest national announcements

- **Ministerial statements on coronavirus and vaccinations** – on 3 February, the Prime Minister gave a [statement](#) on coronavirus and provided an update on the rollout of vaccinations, confirming that ten million people have now received their first vaccine.

On 1 February, the Health Secretary, Rt Hon Matt Hancock MP, gave a [statement](#) on coronavirus, provided an update on the rollout of vaccinations including a deal for a further 40 million doses of Valneva's vaccine, and [announced](#) that surge testing will be deployed in a number of locations to monitor and suppress the spread of the coronavirus variant first identified in South Africa.

On 2 February, Secretary of State for Health and Social Care provided an [oral statement to Parliament](#) by the on vaccine roll-out and supply, and efforts to contain the South African variant.

- **Government proposes further support for flood resilience measures** - On 1 February, the Government published a [Call for Evidence](#) to look at changes to the flood funding formula to benefit frequently flooded communities, and ways to increase the uptake of property flood resilience measures so that homes and businesses are better protected.

Under the new plans, insured households that experience flooding would claim money to cover the damage caused and receive additional funds to make their homes more resilient.

The consultation closes at 11.45pm on 29 March 2021.

Key messages for residents

- **How to stop the spread of coronavirus** - Public Health England (PHE) has published new [guidance](#) for everyone to help reduce the risk of catching coronavirus and passing it on to others. This guidance is for everyone.
- **We've got this - new campaign aims to support children and young people's well-being** - A new campaign launched this week aimed at helping promote emotional well-being and resilience in children and young people. Entitled This is how #WeveGotThis, the campaign will get young people sharing their top tips on getting through the pandemic via social media platforms, such as TikTok and Instagram. Its launch coincides with Children's Mental Health Week, which runs from 1-7 February.

Norfolk County Council is leading the campaign, on behalf of the Norfolk Children's Safeguarding Partnership, recognising the challenges that children, young people and their families are experiencing in lockdown. There is also support for parents and schools, with activities they can do to promote children's well-being and a webinar for parents on emotional resilience.

A daily wellbeing challenge for families with younger children has also been launched and the council has already distributed 10,000 Big Norfolk Feel Good Fun Packs to families, with activities to do at home. Access to a whole host of activities to enjoy at home can be found on our [Feel Good Fun page](#).

The campaign and the daily challenge link to the five Ways of Wellbeing which are: Connect; Be active; Take notice; Give; and, Keep learning.

The campaign will launch on social media platforms with #WeveGotThis to connect with children aged eleven and up. We're asking young people to film themselves explaining how they look after their mental wellbeing and share it using the hashtag to promote conversations about mental health. Young people can follow the campaign on Instagram and tiktok by following @Thisishow_Norfolk.

Another way to engage with Children's Mental Health Week is by joining a free interactive webinar on emotional resilience. The webinar is being run by the county council and Just One Norfolk and is taking place on February 4 between 4-5pm. It is being held to provide advice and support to help children between the ages of five and 12 manage their emotions, with a focus on worry. It will include practical and fun activities for children to join in with. [Sign up for the webinar on the Eventbrite website](#).

Updates for members

- **Election** – On 1 February, the Government updated the [guidance on what you can and cannot during the national lockdown](#) to include information to clarify the guidance on campaigning for electoral events.

Covid-19

- **Technology to support the vaccination programme for Care staff** – NCC is proud that its Information Management Team is actively supporting the programme of vaccination for Care staff, by developing technological solutions to enable it. In thanking Matt Blanche, Simeon Tomlinson and Mark Carway, who worked tirelessly to implement a new system in extremely tight timescales, Councillor Tom FitzPatrick stated:

"I would like to take the opportunity to add my own thanks for all the excellent systems development work you carried out, and for achieving such a positive result, benefiting both care staff at the County Council and also others we are working with in the care system."

"I know from the weekly updates I was receiving just how much effort you put in, over and above your usual working week, to get a system in place to ensure that care staff could receive their vaccinations as quickly as possible. Getting this delivered is something that must be really helping to reduce the anxieties of a lot of people who are working at the front line. I am particularly glad to hear that our NHS colleagues have recognised this achievement and have been so positive in acknowledging your work."

"I believe that the staff in IMT have done a huge amount in ensuring that both the County Council and the wider community have been able to work effectively during the past months. However, I know the great effort that all of you have put in on this particular work. I am particularly pleased that what you done to provide this technology to support rolling out vaccinations for care staff has been recognised, both by your peers and further afield".

Social care

- **COVID vaccination support for Carers**- Caring Together are offering support for Carers in Norfolk to attend vaccine appointments. If you are supporting a Carer, or receive calls from Carers enquiring about support available; please direct them to this support. [Caring Together support for carers to attend COVID-19 vaccinations | Caring Together](#)
- **Food support for people who are Clinically Extremely Vulnerable (CEV)** - There is now additional support available for residents who are clinically extremely vulnerable (who have been advised to shield). Norfolk County Council can offer food and other support to people who are CEV, complementing the

existing services provided by food banks and other local support. The support can help anyone who is CEV to access food, including those who can afford to buy food but may have nobody to help with their shopping or can't access online delivery orders. The support offered is tailored to meet a person's individual circumstances and can range from help to book a delivery slot, finding a volunteer to do their shopping and delivery, or an emergency food box if necessary. If you are know someone who is CEV and in need of immediate food support, please signpost them to Norfolk County Council on 0344 800 8020.

Communities

- **Big Norfolk Feelgood Fun Pack and online activities** - We are all aware of the many challenges children are facing due to the pandemic so as part of Children's Mental Health Week (1 – 7 February) Norfolk County Council is distributing a Feel Good Fun Pack for children aged 6-11 in Norfolk and launching a range of online activities.

Our aim is to give children in this age group a range of tools to help support their mental health at this difficult time. We hope the pack will be of particular benefit to children who cannot easily access online activities and vulnerable families who may be struggling during the current pandemic.

The pack is themed around the evidence-based NHS Five Steps to mental well-being:

- **Connect** – connect with the people around you
- **Be active** – find an activity that you enjoy and make it a part of your life.
- **Keep learning** – learning new skills can give you a sense of achievement and a new confidence
- **Give to others** – even the smallest act can count, whether it's a smile, a thank you or a kind word.
- **Be mindful** – be more aware of the present moment, including your thoughts and feelings, your body and the world around you.

We've also put lots of activities online with links for parents and carers to access support.

www.norfolk.gov.uk/feelgood

If you would like any packs to distribute within your communities please contact
kevin.howard@norfolk.gov.uk



Education, schools and settings

- **New service from Norfolk Libraries helping families learn from home** - Families that are struggling with home learning have a new place to turn to for advice and support. Norfolk Libraries has set up a phone line which serves as a first stop for parents and carers in the county using new devices to teach their children.

The phone line aims to provide a friendly voice to families that aren't familiar with home learning technology, including those that have received a new laptop or tablet as a result of Norfolk County Council's 'Every Child Online' campaign. The campaign is being run by the county council, in partnership with Norfolk Community Foundation backed by the Eastern Daily Press newspaper.

It aims to ensure every child has a digital device and internet connection to learn remotely at home to make sure they are not left behind in their learning because of digital disadvantage.

When dialling the Norfolk Libraries phone line, parents and carers can expect some support with getting set up for home learning and advice as to where to get further help or help to improve their own skills. If a family has any questions relating to the curriculum, they can contact their school directly.

If anyone needs help using online services, they can speak to a member of library staff on 01603 774777 from 10am-6pm Monday to Friday and 10am-4pm on Saturdays.

People can also register for [Learn My Way](#) and enter the name of their local library in the 'Centre' box for free online learning. For help downloading eBooks or using other library services online, email libraries.iconnect@norfolk.gov.uk.

Adult Learning also have a range of [free online courses](#) for people wanting to improve their digital skills.

- **Schools** - Information is being received regularly from almost all schools. The daily response rate from Norfolk schools varied between 86%-87%. Nationally, typically around 81-82% of schools submit their information. Almost all schools are fully open to vulnerable children. Two pairs of schools are working across their partnerships to provide places. Three schools closed due to Covid related reasons for at least one day last week. Attendance overall last week was 21% in primary schools, 5% in secondary schools and 31% in special schools.
 - **Free school meal vouchers** – the EdenRed portal has been up and running, and, to date, 120 schools have ordered FSM vouchers for the half term week - there is a process in place to chase up remaining schools and colleges. Eligible home education pupils are being emailed this week.
 - **Digital devices** – we continue to contribute to the Every Child Online campaign. 1405 digital devices have been issued via IMT as at the end of January 2021, and approx. 200 are ready for delivery via Norfolk Assistance Scheme. Further Education colleges have also started taking delivery of DfE devices.
 - **Post 16's** - There is a continuing small rise in young people not in employment, education or training (NEET), with 6 additional young people identified in the last week. We have reduced our Unknowns which now stands at 193 young people without a known status of education, employment or training. We have received confirmation from the ESFA of 50 additional in year NEET re-engagement places with Poultec based in North Norfolk.
- Meetings have been arranged with Hertfordshire and Calderdale Councils to explore their model of 5 day per week provision for high needs students to inform development of a feasibility study for Norfolk
- **Early Years** - Currently we have 658 settings open with 8,952 children in total attending. 3,599 are children of critical workers, of which 458 are vulnerable. There are no sufficiency issues. There have been 952 early years settings who have ordered free school meal vouchers via the EdenRed portal.

Business and economy

- **Rules of Origin** - Rules of Origin concerns where a product was manufactured and determines the 'economic nationality' of a good for international trade. Businesses need to know about them because the Trade and Cooperation Agreement means they can trade with the EU without paying tariffs – but only if their product meets the relevant Rules of Origin. To export tariff-free into the EU, traders **must check their goods meet the Rules of Origin requirements** set out in the Trade and Cooperation Agreement

and have the right documentation. To confirm the requirements for goods and to find out more about the support available, businesses can:

- Check for details on [how to claim preferential \(zero\) tariffs](#), and see the documentation traders need to complete.
- Read the full guidance on [meeting Rules of Origin when trading with the EU](#).
- Check the [TCA legal text](#) to see which rules apply to which goods (Chapter 2 as well as Annexes ORIG-1 to ORIG-4 will be most useful).
- Rules of Origin is one of the topics explained in the new [on demand videos](#) which focus on priority topics for businesses. Traders can also use the Brexit Checker tool on [gov.uk/transition](#), which will provide a personalised list of the most up to date actions that businesses needs to take.
- For any further queries or general business advice you can contact the appropriate dedicated [business support helplines](#). There is specific [guidance and training](#) on moving goods into, out of, or through Northern Ireland on gov.uk
- **Trade with Northern Ireland** - there are changes to the way goods move between Great Britain and Northern Ireland. Many businesses have adjusted quickly to these new requirements but some traders are still adapting. Two services have been set up by the Department of Business, Energy and Industrial Strategy:
 - [Trader Support Service](#) (TSS): This free UK Government-backed service will guide you through any changes you need to make, and can complete customs declarations on your behalf. The TSS also offers a comprehensive range of education materials including online training, webinars and "how to" guides.
 - [Movement Assistance Scheme](#) (MAS): Free support, including a dedicated helpline, is available for traders and businesses moving animals, plants and associated products from Great Britain to Northern Ireland. MAS also means that traders will not need to pay health certification costs, which will be met by the UK Government.
 - The most up-to-date guidance on the [Northern Ireland Protocol](#) is on GOV.UK, including information on moving goods into, out of, or through Northern Ireland.

General updates

- **Fire Service update:**
 - **NHS Support** - Norfolk Fire & Rescue Service continues to support the NHS, by offering staff to support with mask fitting, Covid-19 swab testing and vaccinations at Norfolk's three main hospitals. Firefighters are also helping with marshalling and admin duties at vaccination centres within medical centres. In the first two weeks of this agreement we completed 1,000 hours of work for the NHS. You can read more about our staff taking part in this EDP report: [Norfolk fire staff begin Covid mutual aid support at N&N | Eastern Daily Press \(edp24.co.uk\)](#)
We continue to carry out our usual fire and rescue service duties and also have staff working as drivers to support East of England Ambulance Service. Our pandemic response work was recently praised by our inspectorate, HMICFRS. You can read more about that here: [www.norfolk.gov.uk/news](#)
 - **Children's competition** - As we are not able to visit schools at present, we have launched a competition to invite children across Norfolk to ask our firefighters a question. We will be choosing some of the questions and recording a video to answer them, which will be sent to the schools and shared publicly. If you have links to a school or know a child that has a burning question, please share this. You can find out all the details here: [www.norfolk.gov.uk/fire](#). The competition closes on Friday, 12th February.