

## Councillor and Parish Council Update – 3 December 2020

### Local Coronavirus figures

The current local Coronavirus figures can be found on the Government website:

<https://coronavirus.data.gov.uk/details/cases?areaType=ltla&areaName=King%27s%20Lynn%20and%20West%20Norfolk>

- For the time period 21/11/2020 to 27/11/2020 the Norfolk seven-day incidence per 100,000 is 94.2, East of England is 115.0 and England is 157.6
- RED incidences are for Breckland with an incidence rate per 100,000 of 62.2, Broadland 125.4, Great Yarmouth 73.5, King's Lynn and West Norfolk 85.9, North Norfolk 84.9, Norwich 122.4 and South Norfolk 99.4.

The figures as we went into lockdown were:

- For the time period 30/10/2020 to 05/11/2020 the Norfolk seven-day incidence per 100,000 was 101.24, East of England was 112.76 and England was 245.18.
- RED incidences are for Breckland with an incidence rate per 100,000 of 72.16, Broadland 106.28, Great Yarmouth 179.19, King's Lynn and West Norfolk 145.33, Norwich 81.10, South Norfolk 80.21 and North Norfolk 51.51.

As you can see the figures are down significantly following the lockdown. People have played their part in keeping these figures down, so it is crucial that we encourage everyone to continue following the rules and guidance so that we don't suddenly get a spike in our numbers.

### Tiering

On 2 December, the whole of Norfolk went into Tier 2 – High Alert. The restrictions that apply in Tier 2 are available on the [Government website](#).

A [poster with a handy guide](#) to what you can and can't do is also available for your reference.

The Government's [Winter Plan](#) in full is available on the Gov.uk website.

### Marshalls

Additional staff have been trained this week as Local Authority Liaison Officers (LALOs) to support the work of the marshalls. Their role is to educate and inform local businesses and members of the public about the Tier 2 restrictions. In addition to the existing students that have been trained to support the LALOs and marshalls, a further 10 CWA students have now also been trained and will be deployed shortly.

See below, a full breakdown of these resources and how they have been deployed:

#### Covid Marshall Information:

- Eight trained so far - All external SIA staff
- During November the council had two marshalls on during the day Mon-Sun with an additional two for the night-time on a Friday & Saturday
- For December this has been increased to four marshalls during the day Mon-Thurs, two Marshalls during the day Fri-Sun but with four Marshalls on duty Friday & Saturday evenings for

the anticipated increase in night-time economy

Alive West Norfolk staff:

- 15 Alive West Norfolk staff from the Corn Exchange have assisted over recent weeks as Local Authority Liaison Officers (LALOs) – acting as our Level 1 response in and around the town centre, escalating anything they see or hear that may need a visit from a Level 2 response (Covid Marshall) or Level 3 response (Environmental Health Officer or the Police)

CWA Students:

- 16 students from the College of West Anglia have assisted the Alive West Norfolk staff on their patrols of the town centre, engaging with businesses and members of the public who may have had any questions or queries about government guidelines during lockdown and as we move into Tier 2.

BCKLWN staff:

- A further 12 BCKLWN staff, nominated by Service Managers, were trained as LALO's on 2 December and will be assisting the Alive West Norfolk staff and marshalls with their work, supported by the CWA students.

Areas visited:

The marshalls have been tasked with a wide range of visits all across the borough – Emneth, Walsoken, Marham, Castle Rising, Terrington St Clement, Fincham, Nordelph, Heacham, Dersingham, Snettisham, Thornham, Brancaster, Methwold, Shouldham.

Workflow:

Service requests received (reports of non-compliance with guidance or legislation, general concerns and queries) are sent to the Commercial Services Operations Managers each morning. These are then triaged according to levels 1, 2 or 3 and allocated to the staff on duty that day.

Latest data on their workload:

<b>Summary of Engagement Activity – Requests for Advice</b>	<b>Number</b>
How many total requests from businesses or organisations for Covid-secure, or business closure, guidance or advice have you received?	32
How many complaints were received this week, from anyone, about non-Covid secure business settings or business closure requirements?	59
Most common covid-secure non-compliance complaints	
• Businesses that should be closed refusing or failing to do so	17
• Absence of PPE worn by staff where expected	14
• Not encouraging face coverings where required	8
• Poor hygiene and cleaning standards	2
• Absence of test and trace collection	1
• Other (outdoor seating, not socially distancing, cases not responding to deep clean)	22

## Enforcement:

- 50 instances of verbal advice given
- Four letters of advice
- One fixed penalty notice issued
- One prohibition notice issued

## Lily referrals

The Lily team continues to receive referrals via the Norfolk Vulnerability Hub (MVH) of covid-19 enquiries which have been referred from Norfolk County Council. Data on the number of referrals is below:

Date this form refers to	NVH Referrals - Individuals (number)	NVH Referrals - Actions (number)
16/11/2020	5	5
17/11/2020	2	2
18/11/2020	6	7
19/11/2020	7	7
20/11/2020	7	8
23/11/2020	6	6
24/11/2020	3	3
25/11/2020	5	5
26/11/2020	2	2
27/11/2020	2	2
30/11/2020	5	5

## Norfolk Assistance Scheme

This week saw the launch of the Norfolk Assistance Scheme, or Winter Covid Support scheme. The press release can be viewed on [our website](#). This is a Norfolk County Council led scheme, but in west Norfolk, Lily will circulate information to all their partners to ensure they are aware of the scheme and can refer people on for assistance. Lily will also make referrals direct to the scheme. A poster and social media will also be used to direct people to the helpline number to access the scheme direct. The helpline number is 0344 800 80 20, and although the scheme is particularly aimed at families with children, it is open to anyone. If you know of anyone who may need support, please let them know about this scheme.

## Communications over the next few weeks

A county-wide campaign will be launched next week, in three phases encouraging people to shop safely (and locally), socialise safely, and celebrate safely. The materials are set to be signed off this week and will be localised for West Norfolk. They should be available from Monday, 7 December. In addition, we have created a [poster for bus stops](#) and other key sites which sets out the relevant guidance information for Tier 2.

Floor vinyls, lamppost covers, and other signage reminding people about sanitising their hands, covering the face, and giving people space, have been put in place in King's Lynn, Downham Market and Hunstanton, again encouraging people to stay safe and to protect themselves, protect others and protect west Norfolk.



School banners are being displayed and have been well received, resulting in many schools asking for additional banners.



We are continuing our work with young people and had a successful meeting with the Youth Advisory Board who will be helping us to develop the national messaging to that it resonates with younger people. This will follow on from the success of the videos we did with players from King's Lynn Town Football Club

#### Additional Restrictions Grants Scheme

On 31 October 2020 the government announced it intended to support Local Authorities to administer the Additional Restrictions Grant (ARG). The ARG aims to:

- support businesses in their local economies
- provide additional support to grant funding under the Local Restrictions Support Grant

It allows local authorities to develop policies to pay discretionary grants to local businesses affected by Covid-19. These grants will be paid from the limited amount of funding made available by central government.

Local authorities can:

- use this funding for business support activities
- determine how much funding to provide to businesses from the ARG funding provided, and exactly which businesses to target

Details of the scheme, along with an eligibility tracker are available on [our website](#). Please do share details with any businesses you may be aware of who could benefit and encourage them to check their eligibility.

### Local Restrictions Grants Scheme

The application process for the Government's new Local Restrictions Support Grant scheme to support businesses, registered for business rates, that have been forced to close as a result of the second coronavirus lockdown is open.

Eligible businesses include those who were trading on 4 November 2020 and have been told they must shut by law under the national lockdown rules such as non-essential retail shops, cafes, restaurants and bars as well as hairdressers and beauty salons. Certain businesses remaining open for Click and Collect or Takeaway services may also be eligible if they have had to close their in-store services.

Businesses can apply online at [west-norfolk.gov.uk/businessrateshelp](http://west-norfolk.gov.uk/businessrateshelp) and will need their business rates account number and an up to date bank statement. Depending on whether a business meets the eligibility criteria set by the Government and their rateable value, grants range from £1,334 to £3,000 for the 28-day lockdown period.

We have shared this information with all our contacts, but if you know of any businesses that may be eligible please do share the information with them and encourage them to apply.

### LRSB and ARG grants paid:

As of 2/12/2020, the council has received 925 applications for the Local Restrictions Support Grant (LRSB) and 40 applications for the Additional Restrictions Grant (ARG). So far, we've made 528 payments totalling £788,928 under the LRSB. No payments have been made under the ARG as of end of day on 2 December 2020.

### Some reminders:

#### Report a business

If, when you are out and about, you think a business has gone out of its way to make people safe and feel safe, please report them to us as we are looking for positive case studies to share. If on the other hand you are concerned that a business isn't following the guidance, you can report them too – this will trigger a visit from a marshal, local authority liaison office or Environmental Health Officer. The link is [west-norfolk.gov.uk/reportabusiness](http://west-norfolk.gov.uk/reportabusiness)

### Christmas guidance from the Government

The Government announced that there would be special arrangements from 23 December until 27 December to allow people to see their family. However, there is still guidance on what is allowed at this time. Read the Government's guidance on [making Christmas bubbles with friends and family](#).

Lily

Lily is asking communities to let them know of any activities or services that would be available to vulnerable people over the Christmas period. They are putting together a special section on the [asklily.org.uk](http://asklily.org.uk) website, and once the directory is ready will be promoting these services and activities to clients who will benefit from them. Whether it's mince pie or Christmas dinner deliveries, or just a contact for someone who would be prepared to chat, we would like to know. You can upload your details to the [asklily.org.uk](http://asklily.org.uk) website yourself or contact the team and they will upload the information for you.

Heads up on Christmas waste collections

With Christmas Day falling on a Friday this year, there are some unavoidable delays for certain rounds. We are urging residents to try to plan ahead for how they will manage their waste and recycling over the holiday period.

Things to consider:

- Additional recycling can be placed in any clear bag and put out with your green recycling bin for collection. (As council offices have not yet re-opened to the public, unfortunately we cannot provide bags this year.)
- Additional black bin waste must be placed in a bin bag and secured with an official **red tag**. These can be purchased at [west-norfolk.gov.uk/redtag](http://west-norfolk.gov.uk/redtag) for £1.90 each plus £2.00 postage per order. Please allow enough time for delivery bearing in mind Christmas mail deadlines. Additional untagged waste will not be collected.
- Dispose of any excess waste before Christmas by taking it to household waste recycling centres – check [norfolk.gov.uk](http://norfolk.gov.uk) for opening times and locations.

The collection crews have done a great job throughout this difficult year, and they have really appreciated the support that residents have shown them. We want to maintain this, by not having lots of side waste being left out, that the crew will not be able to collect, so any help you can give in getting the above messages out will be appreciated. Calendars with this information on will go to all households week commencing 7 December.

Borough Council service impacts

**All of our service impacts can be found here: [www.west-norfolk.gov.uk/coronavirus](http://www.west-norfolk.gov.uk/coronavirus)**

Please remember our council offices are not currently 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](mailto:communications@west-norfolk.gov.uk)

**Norfolk-wide helpline - call 0344 800 8020**