

Councillor and Parish Council Update – 22 January 2021

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>

The figures yesterday were:

- For the time period 11/01/2020 to 17/01/2021 the Norfolk seven-day incidence per 100,000 is 434.0, East of England is 501.1 and England is 472.9
- RED incidences are for Breckland with an incidence rate per 100,000 of 478.7, Broadland 435.8, Great Yarmouth 527.5, King's Lynn and West Norfolk 404.9, North Norfolk 283.3, Norwich 537.1 and South Norfolk 362.7

The figures last week were:

- For the time period 04/01/2020 to 10/01/2021 the Norfolk seven-day incidence per 100,000 is 486.3, East of England is 665.3 and England is 622.3
- RED incidences are for Breckland with an incidence rate per 100,000 of 532.3, Broadland 552.1, Great Yarmouth 551.7, King's Lynn and West Norfolk 432.7, North Norfolk 352.9, Norwich 631.7 and South Norfolk 345.

Here are some additional government links you may find useful:

[Cases | Coronavirus in the UK \(data.gov.uk\)](#) - This site can be filtered to show information for each district

[Interactive Map | Coronavirus in the UK \(data.gov.uk\)](#) - Can focus in on the map to district level and ultimately ward/street view

National Lockdown – Stay at Home

We remain in lockdown. The government guidance for the national lockdown is available on their website <https://www.gov.uk/guidance/national-lockdown-stay-at-home>

Lateral Flow testing (testing of asymptomatic or pre-symptomatic people)

We have been supporting Public Health Norfolk with a trial of lateral flow testing in West Norfolk to help inform the development of a plan for rolling it out Norfolk-wide. Our own staff and those of Kier (refuse contractors) Freebridge, DWP, West Norfolk Health and the local police have all offered to be tested so that we could trial the systems and procedures in place and gather together the learning to feedback to the public health team.

Testing among our teams will continue this week as more staff are trained for the roll out and as we trial a booking in system.

Businesses that are interested in providing testing to their staff should contact Stuart Catchpole at the New Anglia LEP, who is collating this information and offering advice dependant on size of business. Email stuart.catchpole@newanglia.co.uk.



T/Supt Lou Provert, Kings Lynn District Policing Commander taking his test

We have had a good response to this asymptomatic testing, which bodes well for its roll out into the community in the forthcoming weeks. We will keep you informed of this public health programme.

Vaccinations

The latest information about the government's vaccination programme, which is being led in this area by the Norfolk and Waveney CCG is available on their website

<https://www.norfolkandwaveneyccg.nhs.uk/>.

Latest vaccination information for Norfolk, from NHS Norfolk and Waveney CCG

Please feel free to share these messages:

- We would like to thank everyone who has offered sites for the vaccination programme. The NHS has now identified all sites we need and we are not looking for any additional venues.
- All 21 PCN sites are now live across Norfolk and Waveney.

- The first large vaccination centre in Norfolk and Waveney went live on 18/01/21 at Castle Quarter in Norwich.
- We are awaiting confirmation of when the other 12 large centres we've had approved will open, but we still expect they will go live from February in a phased approach.
- Hayden Chemists on Bridge Road in Lowestoft is the first high street pharmacy in Norfolk and Waveney to be offering the vaccination (live from 21/01/21) and the CCG is working with NHSE/I and local pharmacies to increase the number of pharmacies offering the vaccine.
- This week the Government announced that people aged 70 and over and the Clinically Extremely Vulnerable (CEV) will begin to be vaccinated, and some local people in these groups are now being invited to have their vaccination; to be clear, we are continuing to prioritise those in priority groups 1 and 2, which is those people aged over 80, health and social care staff and older adult care home staff and residents.
- By Sunday, 24 January we will have offered the vaccine to all care home residents and staff living and working in homes for the over 65s. The only exceptions will be care homes that have or have recently had an outbreak of COVID-19 which has prevented this. New guidance published this week says that vaccinations can continue in homes with outbreaks if a risk assessment is undertaken, which we are doing.
- By the end of January, we will have offered the vaccine to all over 80s. The vast majority will be done this week, particularly those able to travel to a site or who live in a care home. It may take us a little longer to get to all those who are housebound across Norfolk and Waveney as this is more complicated, but they should still all be offered a vaccine by the end of January
- If patients have any difficulties in getting to their appointment, or require further assistance or support, they should discuss this with their GP practice or hospital when they are contacted.
- All GP practices have information about their local community transport schemes who can help patients to get to their vaccination appointments.
- Norfolk County Council has some information here: <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/vaccinations>
- Transport Plus is the last resort service in Norfolk, more details can be found here: <https://www.norfolk.gov.uk/roads-and-transport/public-transport/transport-plus>
- Caring Together is offering support to carers in Cambridgeshire, Peterborough and Norfolk, to enable them to access the COVID-19 vaccine. More information is available here: <https://www.caringtogether.org/coronavirus-covid-19/support-for-carers-to-attend-covid-19-vaccinations>
- Please do not contact your GP practice or hospital to request a COVID-19 vaccine. You will be contacted when it's your turn to be vaccinated.
- You can find out more information about the COVID-19 vaccination programme on the NHS Norfolk and Waveney CCG website: www.norfolkandwaveneyccg.nhs.uk/covid-19-vaccination-programme.

We have also been informed that the QEH have been working with Swaffham and Downham PCN as well as coastal PCNs. Vaccine sites are working as hard as they can towards completing all of their over 80s patients by the end of this week, which they are on target to do. If a person is housebound then it may take a little longer to get to them, but please reassure them and advise them to await contact.

All future queries from Members can be directed to the communications team at NHS Norfolk and Waveney CCG: nwccg.communications@nhs.net

QEH patient helpline

We have today received details of the new **QEH COVID Patient Helpline**.

The number is **01553 214540**.

It will be staffed: Monday to Friday: 8am-5pm
 Sat and Sunday: 9am-4pm

There will be an answerphone facility outside of these hours with a call back the next day.

The number will be operational with effect from **Monday 25 January** and can be used for any relatives who have questions or would like an update on their loved ones' condition. Relatives can also send messages via this number or via pals@qehkl.nhs.uk to be shared/passed on to their loved ones.

Please do share this contact information in your communities.

Senior colleagues from the QEH kindly gave their valuable time on Wednesday to give Councillors a briefing and answer questions re the current Covid-19 situation there. The slides of this are attached for information. It is clear everyone is working exceptionally hard in very challenging circumstances.

Mass vaccination centres

As a council, we have been working behind the scenes to support the NHS and CCG with the delivery of mass vaccination centres and have provided offers of venues and support staff. We are confident that all of West Norfolk will now be well catered for and we are hoping to hear that the first of these sites will be in operation soon. As soon as we have confirmation, we will let you know.

Enhanced contact tracing

Enhanced contact tracing continues and we are achieving a high percentage of visits (see table below). We are grateful to all the teams who have been redeployed to this work across the council, whether that's making phone calls, organising the house visits or actually doing the visits.

Date	Rows of data (individuals)	Number of households on spreadsheet	Successful calls to households	Percentage of successful calls made	Household visit referrals	Percentage of households referred for a visit	Number of households called or visited from spreadsheet	Percentage of households called or visited from spreadsheet
Sat 09/01	107	50	37	74%	13	26%	50	100%
Sun 10/01	138	60	28	47%	8	13%	36	60%
Mon 11/01	127	64	44	69%	5	8%	49	77%
Tues 12/01	106	54	44	81%	9	17%	53	98%
Wed 13/01	99	51	37	73%	14	27%	51	100%
Thur 14/01	152	73	58	79%	15	21%	73	100%
Fri 15/01	109	62	53	85%	9	14%	62	100%
Sat 16/01	81	43	29	67%	10	23%	39	91%
Sun 17/01	144	74	48	65%	9	12%	57	77%
Mon 18/01	97	40	31	78%	9	22%	40	100%
Tues 19/01	91	42	39	93%	3	7%	42	100%
Wed 20/01	123	66	51	77%	10	15%	61	92%
Thur 21/01	114	55	52	95%	3	5%	55	100%

Whilst redeployment of staff may impact on the delivery of some council services this is a critical tool in helping to stop the spread.

Grants for businesses

Now the software issue has been resolved, we are pleased to report that as of Thursday, 21 January, we had this week paid 767 grants worth a total of £573,522. That's a total of 2110 grants paid totalling £2,443,719.

All the information about the grants available and how to access them is available here:

https://www.west-norfolk.gov.uk/info/20148/business_rates_and_bid/819/business_help_due_to_coronavirus_covid-19

Business impact survey

All districts in Norfolk are working together to run a "coronavirus business impact survey" to help inform our respective economic response and recovery work with a range of partners.

There's no "official" end date on the survey and we will be encouraging businesses to respond more than once as circumstances may change, as this provides greater insight.

The survey should take more than 15 minutes to complete and is available online:

<https://www.smartsurvey.co.uk/s/2021CouncilSurvey> Please encourage businesses in your area of the borough to complete the survey.

Survey response data is non-business-specific and will directly inform both our conversations and our economic response and recovery work with partners from Government, New Anglia LEP, other local authorities and local business groups.

Communications

The focus on communications this week has been about not giving coronavirus any more chances to spread. Please do share on your social media channels. The assets can be picked up from our channels.

Facebook @BCKLWNnewsandevents, Twitter @WestNorfolkBC

Self-isolation – what it means

If you have been told to self-isolate, or have symptoms, you must go home immediately. This is important because Covid spreads easily. Self-isolating is an effective way of stopping it from spreading further. You should not stop to pick up supplies from the shops, finish your working day or pop in to see your support bubble. You must stay at home, except to get a test, for the full 10-day isolation period. You can stop isolating after ten days if either 1) your symptoms have gone or 2) you just have a cough or change to sense of taste or smell. These symptoms can continue long after the infection has gone.

If you have been told to self-isolate because you are a contact of a case, and you go on to develop symptoms, then you will need to restart the 10-day self-isolation period from the day following the start of your symptoms. You will also need to book a test.

Visit NHS.uk for full guidance on self-isolation.

Self-isolation support payments

If you have tested positive for Covid-19 or have been told to self-isolate, you may be entitled to a support payment. There is an NHS Test and Trace Payment and a Local Council Discretionary Payment, each of £500. If you can't work from home and would lose income due to self-isolation, these payments are intended to help you stay at home by reducing your money worries.

For more information on Test and Trace Support Payments visit the Norfolk County Council website: www.norfolk.gov.uk/supportpayment.

For local council discretionary payment information, please contact visit <https://www.west-norfolk.gov.uk/testandtrace>

There is additional support available through the Norfolk Winter Covid Support scheme, including access to free school meal vouchers, for families in need. To find out more visit <https://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/winter-covid-support-scheme>

If you don't have access to the internet, please call 0344 800 8020.

Don't drop your guard advice from Norfolk Public Health (see [press release](#))

Norfolk Public Health this week issued a press release reminding people how to isolate and social distance at home, amid concerns that 35 per cent of cases were now linked to where people lived – whether in their own homes or care homes.

Government guidelines include:

- Spending as little time as possible in shared spaces within the home, when the infected person is present
- Ensuring the infected person can eat meals in their own room
- Double-bagging any rubbish such as tissues used by the infected person
- Using separate towels and ensuring the bathroom is cleaned after the infected person has used it

The full guidelines are available at: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection> .

Suspension of council meetings (see [press release](#))

The Chief Executive, Lorraine Gore, has agreed with group leaders at the council, that certain meetings will be cancelled during February, and potentially March as well, due to the impact of the council's response to covid on its resources. For full details of which meetings will take place and which will be suspended, please view the press release through the link above.

Reporting issues

Since 5 January we have been in National Lockdown: Stay at Home. The rules are very clear but if you are concerned about businesses or individuals not complying you can report them as follows:

To report of business visit west-norfolk.gov.uk/reportabusiness

To report individuals who are not complying with the rules and are putting others at risk you should call the police 101 number. They will of course prioritise the most serious issues first with the resources they have.

Lily

Please promote the asklily.org.uk website to anyone within your community who may need help with getting supplies or deliveries through the Lockdown period as well as highlighting support and activities that may reduce social isolation.

Borough Council service impacts

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

Over the next few weeks, we will need to continue to thin out our staff in our main offices as we allocate them to other duties including the preventative enhanced contact tracing and other Covid related work, including community testing, and support with vaccination centres. This may mean that there is an increase in the number of service impacts. We will inform you about these, as and when arrangements are agreed. Our core duty must be to do whatever we can to support the response to Covid and to reduce the spread of this virus.

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