

Coronavirus Latest Information, Advice and Useful Links (Updated 14 April 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 information below is intended as a resource to keep you up to date with the latest information and advice.

The Norfolk Resilience Forum continues to drive our local response through multi-agency strategic and tactical cells.

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.

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](#).

Latest national announcements

- The latest information on the **government response** can be found [here](#).
- The Chancellor has announced [a £750m package for the charity sector](#) across the UK. £370m of which will support small, local charities working with vulnerable people. In England, this support will be provided for organisations through the [National Lottery communities fund](#).
- The Government has announced [a package of support to help schools](#) deal with the challenges posed by coronavirus, including additional funding and high-quality resources. Extra funding is to be made available for schools to cover the unique challenges and financial costs of the coronavirus outbreak.

Public information – Key messages for residents

- **Stop the Spread** - The government has published a [leaflet on what to do to help stop the spread of coronavirus](#), including information on symptoms and government support. This was part of the national door drop campaign and accompanied the Prime Minister's letter to households.
- **Social distancing in green spaces** - The Department for the Environment, Food and Rural Affairs (DEFRA) are encouraging people to follow social distancing guidelines and access green spaces safely to reduce the spread of the coronavirus.

The advice for the public is clear: only go out once a day for exercise, medical reasons, or for essential food shopping. Stay as local as possible, avoid gathering in groups and keep at least two metres apart from others. Only use your local park once a day to walk, run or cycle.

Guidance on using green spaces can be found [here](#).

DEFRA have produced content which you can use to emphasise the message locally, including a 'Keep your distance' video on their Twitter and Facebook accounts and a number of examples of positive use of public spaces which we expect to see more of over the weekend:

- <https://twitter.com/DefraGovUK>
- <https://www.facebook.com/DefraGovUK/>

Previous DEFRA social media campaigns are also available here:

- Stay local video: <https://twitter.com/DefraGovUK/status/1246120276640714752?s=20>
- Follow the countryside code video: <https://twitter.com/NaturalEngland/status/1246360609484083200>

- **The Healthwatch Norfolk 'COVID-19 Resource Pack'** – The [Resource Pack](#) collates a range of useful information in to one accessible document. The pack contains advice from Healthwatch Norfolk, and signposts

readers to credible organisations, both nationally and locally, that can provide support to anyone that needs help in these difficult times.

Vulnerable people and Adult Social Services

- **Carers** - The government has published [information for people who are caring, unpaid, for friends or family](#) during the coronavirus outbreak. Carers are advised to create an emergency plan with the person they care for, to use in circumstances where help from other people to deliver care may be needed. If carers cannot organise alternative care, they are advised to contact their local authority or health care provider.
- **Personal Protective Equipment** – Offers to make visors or other protection from many local academic institutions or businesses are being co-ordinated by the Norfolk Resilience Forum. The NRF and Local Enterprise Partnership have been working ‘behind the scenes’ to source as much PPE as possible from local supplies.

An [appeal has been launched](#) to urge businesses and communities across Norfolk to help secure supplies of Personal Protective Equipment for workers in vital services. With many small businesses currently closed, any PPE equipment such as masks, disposable gloves, aprons, eye goggles, overshoes and hand sanitising gel can be used for the front line staff who are caring for our most vulnerable residents and keeping our vital services operating. Over 50 local businesses have already come forward to offer PPE stock, or to use their facilities and staff to produce the items which are required. As well as attracting additional stocks of PPE, this work will also coordinate the logistics for distributing it.

Anything members can do to magnify this campaign would be welcome.

Community support

- **Changes in how to register a death** - Norfolk residents are being encouraged to contact registrars and arrange funerals as swiftly as possible in the event of the death of a loved one during the current Coronavirus emergency. The plea comes as public services across the county make temporary changes to the way they work to ensure the processes and procedures around registering deaths are as easy as possible for bereaved families ahead of the predicted peak of the virus later this month. Bereaved families must register the death of a loved one within five days and **should ideally** nominate a funeral director within the same time period. Further information can be found [here](#).
- **Temporary mortuary** – this week, work will begin to set up a temporary mortuary at Scottow Enterprise Park. This mortuary will be a short-term centre and will support the whole county. Mortuary capacity at the county’s acute hospitals has also been extended. Residents living in Badersfield and businesses on site will receive a letter today to let them know about the plans. The centre will be staffed during normal working hours, with security in place at all times when it is closed. As the centre will be in one of the former hangars it will be positioned discreetly, away from public view. This is not something that we ever wanted to have to do but is an essential part of our work in restricting its spread, and mirrors what has been done elsewhere in the country.
- **Feed the Nation campaign** - New Anglia LEP is backing [the Feed The Nation campaign](#), which aims to help keep the country fed during the COVID-19 pandemic. The Feed the Nation initiative is calling on students and job seekers to consider taking vacant roles in the food supply chain, to help ensure the amazing produce grown across the region can be enjoyed by consumers across the UK.

Education, Schools and Settings

- **Educational resources** - The Government has published a list of [high-quality resources](#) that parents and schools can consider to support education at home.
- **Free School Meals** – a reminder the national scheme was launched. Schools have their accounts and have ordered vouchers or gift cards for the children eligible and in receipt of Free School Meals. The process is open to any families to check eligibility and then to be quickly confirmed entitled to be in receipt of. **The scheme continues to provide children with free school meals over the Easter holidays, and appropriate information has been shared with schools and eligible families.**

Children and Young People

- **Support for children and young people's mental health and emotional wellbeing - can you help us?** We want to let as many parents, carers, children and young people know about this new web: www.justonenorfolk.nhs.uk/mentalhealth.

This is now the single place to find out how to access mental health advice and support for 0 -25's in Norfolk & Waveney. You don't need a referral, you can get in touch straight away for advice and support. If you need more specialist help, we will make sure you get to the right person.
- **Campaign to protect children during coronavirus lockdown - [See Something, Hear Something, Say Something campaign](#)** has been launched to keep children safe, as families face pressure of staying home. The county-wide campaign encourages neighbours, extended family, those working to provide essential services and volunteers to look out for the county's children, as the coronavirus lockdown continues. **The campaign, backed by the Norfolk Safeguarding Children Partnership, is asking for everyone that might still be seeing or hearing children to look out for them.** If something doesn't seem right and if you feel a child or young person may need help you can contact the council on 0344 800 80 20.
- [Young Minds](#) has expert advice on how to talk to children and young people who may be anxious about coronavirus.

NHS

- **NHS launches mental health hotline for staff tackling coronavirus** - The NHS has launched a mental health hotline as part of a package of measures to support the NHS' 1.4 million staff as they help people deal with the coronavirus. NHS staff will be able to call or text a free number staffed by thousands of specially trained volunteers, to receive support and advice for the pressures they face every day during the global health emergency. To contact the NHS helpline, NHS staff can phone 0300 131 7000, or text FRONTLINE to 85258. The phone line will be open between 7am and 11pm every day, while the text service will be 24/7.
- **Primary care 'Hot sites' for patients with coronavirus (or coronavirus symptoms)** - New arrangements are being put in place for people with coronavirus (or coronavirus symptoms) who need to see a GP or practice nurse face-to-face. **Most people with coronavirus do not need to see a doctor.** They should follow NHS advice to self-isolate and treat symptoms with rest and sleep, drinking plenty of water and taking paracetamol to lower their temperature.

Some people will need to see someone face-to-face though, but they won't be so unwell they need to go to hospital. So **'hot sites' are being introduced where people who need an appointment with a GP or practice nurse can go, if invited for a face-to-face appointment.** There will be some 'hot site' surgeries where only people with coronavirus will go. In larger GP surgeries they will have 'zoned' areas to separate those with and without coronavirus. By designating some surgeries as 'hot sites', it will mean that some patients will need to go to other surgeries in order to see a doctor and possibly have to travel further. We are grateful to patients for their understanding in these unusual times.

If people are advised by their doctor or nurse to come in for a face-to-face appointment, they will be told exactly what to do and where to go for their appointment. Upon arrival, a member of staff will invite them in for their consultation or will see them in special drive-through arrangements, which may include a drive through blood test. The instructions will depend on their medical need and what local arrangements have been put in place.

- **GP Digital triage** - General practices across Norfolk and Waveney have undergone a revolution in the last few weeks, shifting to a total triage model to protect their staff and patients. Nationally, **the latest guidance is that all practices should move to total digital triage.** The average digital triage practice resolves 40% of requests with an online message and without needing to call the patient. Locally, the CCG team are working with practices to do this and practices can now be set-up in just five days.
- **Surge capacity** - A second Emergency Department has opened at the NNUH last week. **The Arthur South Day Procedure Unit has been turned into an extra emergency department to treat patients** with confirmed or suspected COVID-19. The existing emergency department will be for non-COVID-19 related illnesses and injuries.

Business and Self-Employment Support

- **Staffing** - New Anglia LEP is working with partners to support businesses during COVID-19 and to help them find the staff they need to continue to operate at this challenging time. Information for businesses seeking staff, and available jobs, is on their [website](#).
- **The Insolvency Service** has published a page outlining [the support and advice available for businesses](#) that are in difficulty.
- **Fire safety reminder for businesses during Covid-19 pandemic** - Business owners are being reminded to continue to ensure the safety of their buildings and any staff on site during the Covid-19 outbreak. Norfolk Fire & Rescue Service advises [steps that businesses should take to reduce risk of fire](#).
- **Business support campaign** - The Department for Business, Energy & Industrial Strategy's next phase of the business support the campaign will encourage businesses to visit a new Business Hub, rather than the businesssupport.gov.uk website used in the first phase of the campaign. BEIS has asked that any councils currently directing to the businesssupport.gov.uk website now direct to <https://www.gov.uk/coronavirus/business-support> . The Business Support site will remain in place and host complementary content to that on the gov.uk business hub. **Universal Credit** - People making new claims for Universal Credit will no longer need to call the Department for Work and Pensions (DWP) as part of the process. Instead, a frontline team will proactively call claimants if they need to check any of the information provided as part of the claim, as well as messaging them on their online journal to confirm details.
- **Social distancing at work** - Advice on how [social distancing and other measures might be implemented by employers](#) to help protect their workforce and customers from coronavirus while continuing to trade has been published. Amongst other sectors, illustrative examples are available for tradespeople working in people's homes, construction and waste management businesses.
- **INFORMATION ON BUSINESS SUPPORT CAN BE FOUND [HERE](#).**

Service updates

- **Museums** - Our Museums have introduced a digital offer to help explore their amazing collections from our own homes. [Museum of Norwich](#) and [Lynn Museum](#) now feature on the Google Arts and Culture platform, while [Time & Tide Museum](#) has just launched a new blog to help uncover fascinating stories about the history of life in Great Yarmouth.
- **INFORMATION ON ALL SERVICE DISRUPTIONS AND CLOSURES CAN BE FOUND [HERE](#)**