

## Coronavirus Latest Advice and Useful Links (Updated 24 March 2020)

The Norfolk Resilience Forum continues to drive our local response through multi-agency strategic and tactical cells. The information below is intended as a resource to keep you up to date with the latest advice.

We have dedicated page to coronavirus updates in relation to Norfolk, and [impacts on Norfolk County Council services](#).

### Trusted Sources of Information

- 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.
- Everyone has a key role in promoting [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) and [www.gov.uk/coronavirus](http://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.
- The latest information on the **government response** can be found [here](#).
- The most recent **verified data on cases in the UK and Norfolk** is available from Public Health England [here](#).
- PHE is addressing **common questions** on its [Public Health Matters blog](#).

### Stay at Home

- **There are now 29 diagnosed cases of coronavirus in Norfolk, with 3 deaths reported as at close of play on 24 March 2020.** This is against a national backdrop of **422 deaths and 8,077 cases diagnosed with the virus** (source: [www.gov.uk](http://www.gov.uk) as at close of play on 24 March 2020)
- **Everyone must now stay at home to help stop the spread of coronavirus.** This includes people of all ages – even if people do not have any symptoms or other health conditions. People can only leave their homes:
  - to shop for basic essentials – only when they really need to
  - to do one form of exercise a day – such as a run, walk or cycle, alone or with other people they live with
  - for any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
  - to travel to and from work – but only where this is absolutely necessary
- Children of people who work in a critical sector, or any child identified as vulnerable, can continue to take attend school. Where parents do not live in the same household, children under 18 can be moved between their parents' homes.
- **There is ongoing confusion around the definition of Construction workers as “key workers”.** Urgent clarification is being sought as many workers have been told not to attend work.
- **All gatherings of more than two people must stop.** There are only two exceptions to this rule:
  - where the gathering is of a group of people who live together - this means that a parent can, for example, take their children to the shops if there is no option to leave them at home.
  - where the gathering is essential for work purposes - but workers should be trying to minimise all meetings and other gatherings in the workplace.
  - In addition, the Government is stopping social events, including weddings, baptisms and other religious ceremonies. This will exclude funerals, which can be attended by immediate family.
  - [Guidance on staying at home and away from others](#)
- Public Health and Communications are working **on revised messaging and a campaign** around social distancing, as part of continued efforts to further raise awareness and understanding.

### Using NHS services

The latest advice on [what to do if you have coronavirus symptoms](#).

**Contacting 111** - Everyone should use the [online 111 coronavirus service](#) if they can – people should only call 111 if they cannot get help online. People should use the NHS 111 online coronavirus service if:

- they feel they cannot cope with their symptoms at home
- their condition gets worse
- their symptoms do not get better after 7 days

**Isolation (sick) notes** - [Get an isolation note to give to your employer](#) to send to your employer as proof you need to stay off work. You do not need to get a note from a GP.

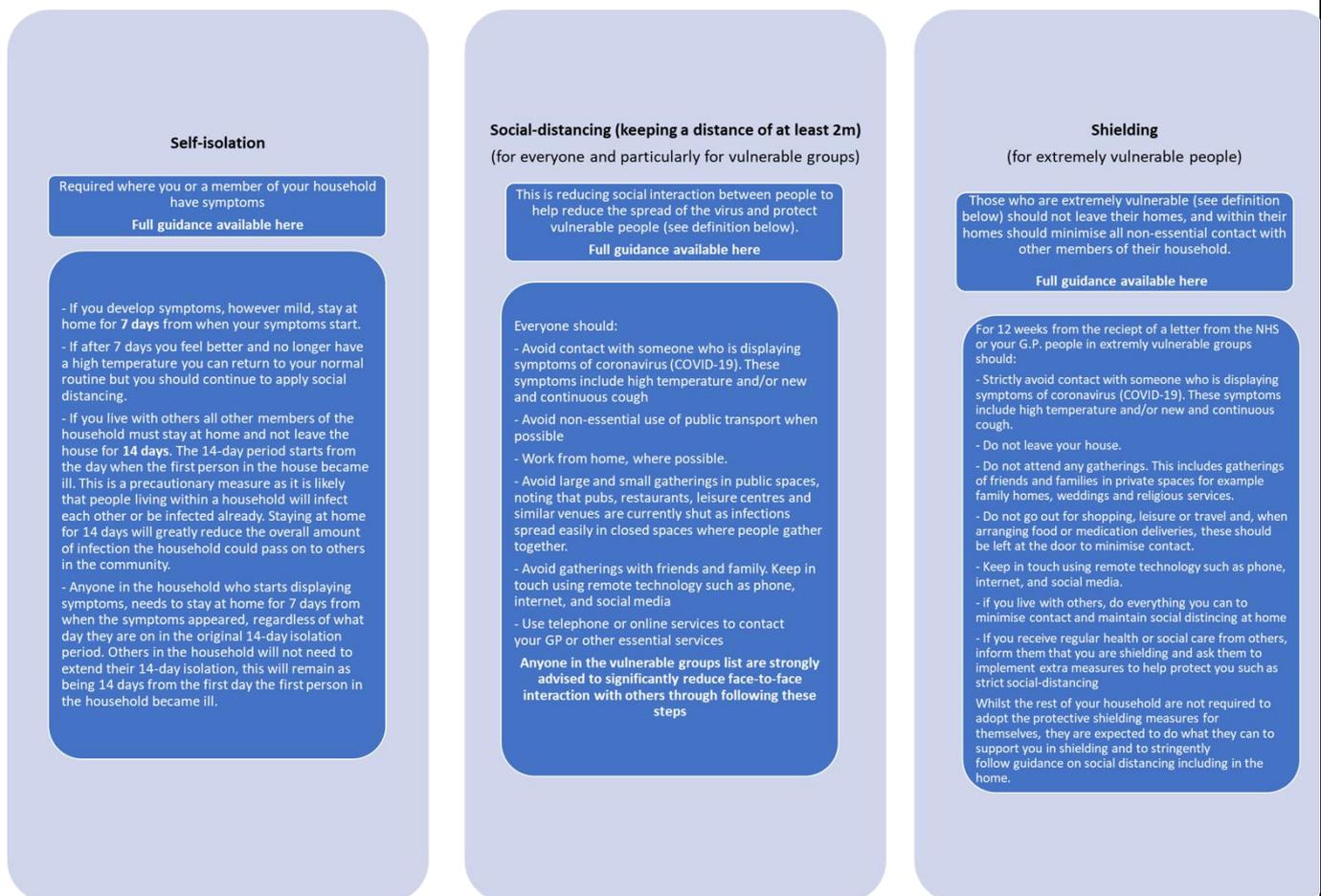
## Understanding the Three Ss: Social Distancing, Self-Isolation and Shielding

**What is social distancing?** Everyone should currently be exercising [social distancing](#). If you are social distancing you should stay at home as much as possible. If you leave your home you should stay more than two metres (about three steps) away from others.

**What is self-isolation?** [Self-isolation](#) should be undertaken by anyone who has symptoms of coronavirus and anybody else who lives with them.

**What is shielding?** [Shielding](#) involves the people most at risk from coronavirus complications staying at home for a minimum of 12 weeks. The NHS will contact those that fall into this category to advise them of what is required.

The diagram below shows the “3 Ss” in more detail.



## School closures

- Schools, special schools and early years education settings are now closed for all other children until further notice.
- Children of key workers have started to attend school during this period. Uptake of school places for children of key workers has been lower than anticipated, therefore schools are adopting a “hub approach”, pooling resources in different locations and redirecting parents accordingly.
- Details of school closures can be found [on our website](#).

Details can be found in our [guidance for key workers and parents of vulnerable children](#).

## Services update

- As of 24 March 2020, **all recycling centres in Norfolk have closed**. This follows closures in Suffolk, Essex and Cambridgeshire. Information on this can be found [here](#). The Norfolk Waste Partnership are in daily contact and updates will appear on the Norfolk County Council website.

- As of 24 March 2020 **all Park and Ride transport has been suspended.**
- **Libraries and Museums remain closed.**
- Work is ongoing to enable more NCC employees to work remotely during the lock-down period. **The vast majority of staff have vacated County Hall**, and the roll-out of telephony and IT equipment has been accelerated.

**INFORMATION ON ALL SERVICE DISRUPTIONS AND CLOSURES CAN BE FOUND [HERE](#)**

### Supporting vulnerable people

- The NCC website has further information about supporting vulnerable people [here](#).
- The NHS has started to issue daily text messages to extremely vulnerable people most at risk from COVID-19. This is part of a package of measures and provides information to support them to stay at home. More information can read in this [blog](#).
- The NHS will be directly contacting around 1.5m vulnerable people and advising them to self-isolate for a minimum period of 12 weeks.
- Adult Social Services are currently in the process of identifying those vulnerable older people who use their services, that are known to them. Appropriate information will be shared as soon as possible.
- Letters and FAQs on changes to service provision and advice are to be issued today **to all adult social care clients receiving Direct Payments**. The information pack also includes employment information **for those clients who employ their own Personal Assistant**, as well as information on the definition of key worker.

### Supporting communities

- **Supporting partners and professionals** – Norfolk County Council have created a section on our website with information, support and toolkits for professionals and partners. Full information can be found at [www.norfolk.gov.uk/coronavirustoolkit](http://www.norfolk.gov.uk/coronavirustoolkit)
- **Helping neighbours** - The most immediate form of help that residents can provide to their community during this time is to look out for vulnerable neighbours. Join the 'Here to Help' campaign by supporting a neighbour who is self-isolating. Residents can download our [two-sided](#) or [one-sided postcard](#) to tell them that they are available. They can also [download our community action poster](#) to display. It lists six steps that can make a positive difference in your community.
- **Making a donation** - [Norfolk Community Foundation](#), working alongside partners, has established the Covid-19 Community Response Fund to support our local charities working hard on the ground to keep vulnerable people safe and well. The [National Emergencies Trust](#) (NET), in partnership with the British Red Cross, has launched a fundraising appeal, to raise and distribute funds to support communities made most vulnerable by the coronavirus outbreak.
- **Giving time** - Voluntary Norfolk is using their [volunteering portal](#) to gather the various roles that are needed in the sector. More options will be added as more gaps arise. This is a great option for those wanting a more structured way to help or to do roles which require safeguarding and training.
- **Supporting community groups** - If you speak to people running an existing community group or trying to set one up a new one who are looking for guidance and support or are facing issues, Community Action Norfolk are supporting in this way. Their website has a number of resources for the VCSE sector: [www.communityactionnorfolk.org.uk](http://www.communityactionnorfolk.org.uk) and enquires can be emailed to [covid@communityactionnorfolk.org.uk](mailto:covid@communityactionnorfolk.org.uk).

### Advice to local businesses

- Norfolk County Council is working hard to support Norfolk businesses and we are working closely with the New Anglia Local Enterprise Partnership, the Norfolk Chamber of Commerce, Federation for Small Businesses, DWP and district authorities, to provide guidance and support to all of our businesses. A working group has been established with our partner organisations, titled 'Norfolk Economy'. Meetings are held between all partners every other day.
- New Anglia Local Enterprise Partnership via the New Anglia Growth Hub is offering free advice and guidance to local businesses, whether they are experiencing supply chain issues, order or booking cancellations, a reduction in sales, or any other challenge, they contact the Growth Hub to speak to one of their qualified business advisers. They are also offering free support and advice to help businesses to access the support measures put in place by Government, and will be issuing FAQs to support advice to businesses. Email: [growthhub@newanglia.co.uk](mailto:growthhub@newanglia.co.uk) or telephone 0300 333 6536 (Mon- Fri 9am-5pm).
- Information about the [measures put in place by the Government to support businesses](#)

## Democratic processes

- New legislation being passed by Government (Coronavirus Bills) will allow Council meetings to be held online and remotely on a temporary basis until May 2021. This is a change to previous legislation which required a number of members to be physically present in order for a meeting to be quorate.
- NCC are looking at how this could work in practice, potentially for the AGM currently scheduled for 4 May 2020, and will advise further in due course