

CABINET MEMBERS REPORT TO COUNCIL

21 January 2021

**COUNCILLOR MRS EA NOCKOLDS
CABINET MEMBER FOR CULTURE, HERITAGE & HEALTH**

For the period from December 3rd 2020 to January 15th 2021

1 Progress on Portfolio Matters.

The Borough Council has continued working very closely with the QE Hospital. Our District Discharge team knowing the pressure that the hospital is under, are ensuring that they offer as much support as possible. As such they offered an on call emergency District Direct service over the Christmas and new year period. A number of calls were received during this time and assistance was given with getting patients home. The Council's Handyperson Service is also supporting the QE by delivering equipment to patient's homes as well as fitting grab rails etc in order to continue allowing people to be discharged from hospital.

A new 'Fall Prevention Initiative' plan has been organised with the CCG, QEH and ourselves. The initiative will allow us to work in partnership and offer low level preventative measures for those Orthopaedic cases who are awaiting hip/knee surgery and have been delayed due to Covid19 pressures. At the moment letters will be sent out to the over 70's to introduce the initiative which will be followed up with a phone call within 5-7 days of receiving the letter with the offer of the Handypersons service. Data of this initiative will be communicated to all partners. If successful the plan is to roll out the initiative to over 60's.

The staff working with AskLILY was also on call over the Christmas period, help and advice was passed on to our residents who made contact. Some Council staff have been redeployed to help in supporting clients who are struggling with shielding and being confined to their homes. LILY has had some good engagement with social media. For example on the LILY facebook page a LILY Home Working group has been formed to provide a place for people to talk to others who are working from home, also a LILY Social Facebook Group is a safe place to chat online to other lonely people. Another example is a monthly Lockdown Activities Calendar.

The West Norfolk Early Help Hub meets regularly. The aim is to bring forward residents complex situations which have been referred by professionals, who have gained individuals/families consent beforehand, and try to solve the issues and or offer support. Common referrers include schools, housing associations, social services, police and mental health services. Cases of common concern at the moment include, exacerbation in neighbourhood

nuisance/disputes, parents ability to cope with children's education and behaviour and families going through financial hardship/struggling with debt.

2 Forthcoming Activities and Developments.

Throughout the pandemic the Lynn Museum staff have developed a broad range of digital resources to support audiences of all ages. During the time the Museum was open to the public all visitors were pre-booked using the Art Tickets web-site. If there was capacity within the Museum 'walk-in' non-booked visits were facilitated. During the opening times visitors came from as far a field as Devon, Cornwall, Newcastle and Liverpool area as well as Essex, Derbyshire and Oxfordshire.

The Museum's partnership with Google Cultural Institute currently includes all exhibitions which allows people to visit the Lynn Museum from home, its similar to 'Street View'. For each month of the last 3 months over 700 viewers have viewed the Google site. The Museums YouTube channel now hosts 23 separate films, some of which have been created by staff. As well as focussing on digital delivery museum staff have maintained positive links with the local press with fortnightly, 'PictureThis' column with a focus on local drawings, engraving and paintings with an explanation.

The Tourism Department are continuing contacting Tourism businesses who have not advertised or communicated with us before. Recently 8 new accommodation providers agreed to advertise with our visitwestnorfolk web-site and phone app. The web-site is being changed into a modern version of our main web-site and will be more accessible for those visitors with impaired vision, hoping to launch in March. Recently the dept. have had some interest in our town's Maritime History, the most recent is the People Friend magazine. Background details of the Hanseatic connections and photographs of the Maritime Trail was sent to a journalist/writer. A slimmer version of the 'Where to Stay in west Norfolk' booklet is almost completed ready for print.

3 Meetings Attended and Meetings Scheduled

Virtual meetings via Microsoft Teams and Zoom.

Portfolio meetings with;

Lorraine Gore Chief Executive

Duncan Hall Assistant Director and HAZ Programme Manager

Martin Chisholm Assistant Director and all Grounds Maintenance Managers

John Greenhalgh Assistant Director and District Discharge & LILY staff

Cabinet

Visit Norfolk Board

HAZ Developing Cultural Programme meeting

HAZ Stakeholders meeting

Alive West Norfolk Board meeting

Collusion Art group

New Anglia LEP Tourism Sector workshop
Kings Lynn Internal Drainage Board
Trues Yard AGM