

Two Councils - One Team

December 2020

Members' Bulletin for South Norfolk Council

January meetings 2021

Date	Time	Meeting	Location
5 January	10am	Regulation and Planning Policy Committee	Via Zoom
6 January	10am	Licensing Committee (<i>Sub Committee members only</i>)	Via Zoom
11 January	9am	Cabinet	Via Zoom
13 January	10am	Development Management Committee	Via Zoom
20 January	2pm	Commercial, Trading and Customer Focus Policy Committee	Via Zoom
27 January	9.30am	Scrutiny Committee	Via Zoom
28 January	10am	Development Management Committee	Via Zoom

Note that all meetings may be subject to change at short notice.

You can check the current programme of meetings and published agendas on our website at <https://www.south-norfolk.gov.uk/about-us/councillors-and-committees/committee-meeting-dates>

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Message from the Managing Director



So once again, as I write my message for the Members' Bulletin, the only certainty, is uncertainty, with significant, but necessary changes made nationally over the last weekend. As we enter Christmas week, our numbers across the eastern region do not look good and we collectively need to do all we can to limit the spread of the virus, really encouraging people to observe the Hand – Face – Space message and whatever the prevailing rules may be. It's been a tough year and I would like to start by, thanking all Members for the help you have given our One Team, both on the ground helping with the response and more widely, in making sure that our staff have the resources they need to continue to look after our residents and local businesses.

Work has now been completed at the House and at Thorpe Lodge to provide dedicated places for our teams to work from, when the time is right for them to return to the offices, which I fear may be sometime yet. This has been a major piece of work and I would like to thank the team members who did the planning and also the IT team and the caretakers who had to move all the desks.

It was fantastic, that both Councils have been awarded the Silver status for our work to support veterans and those on active service. Our next goal is to achieve the Gold Award, which we already fully deserve. As some of us will be aware the transition from a service career to civilian life can be a significant challenge, I am really proud that we employ so many ex-service personnel and that we take active steps to support others.

I would like to congratulate everyone involved in our first combined Business Awards. The coverage on our social media channels was really excellent and highlighted the hard work and determination of our local businesses to succeed against all odds. It's been a challenging year and will continue to be again next year, whereas councils we will continue to be on the frontline supporting our residents and businesses. For now, on behalf of the officers of the One Team, can I wish you all a safe and Happy Christmas.

I have added a couple of videos via the attached links, please do take time to watch them, hopefully they will make you smile!

A Christmas message from Trevor: <https://youtu.be/KewOOFsy1bo>

A bit of fun from MD/Directors: <https://www.elfyourself.com/?mId=21246>

Changes within the Governance and Democratic Services Teams

During the past few months, we have made some staffing changes within the Governance and Democratic Services Teams, so you may well have seen some new faces at meetings.

The new teams are as follows:

Emma Hodds (Assistant Director of Governance & Business Support / Monitoring Officer)
ehodds@s-norfolk.gov.uk

Linda Mockford (Governance Manager / Deputy Monitoring Officer)
lmockford@s-norfolk.gov.uk

Governance Team:

Emma Goddard (Senior Governance Officer / Deputy Monitoring Officer)
egoddard@s-norfolk.gov.uk

Sue White (previously Sue Elliott) (Senior Governance Officer / Deputy Monitoring Officer)
swhite@s-norfolk.gov.uk

For questions relating to declarations of interests and other such matters, please contact Emma Goddard or Sue White in the first instance.

Democratic Services Team:

Claire White (Democratic Services Manager) cwhite@s-norfolk.gov.uk

Dawn Matthews (Democratic Services Officer) dawn.matthews@broadland.gov.uk

James Overy (Democratic Services Officer) james.overy@broadland.gov.uk

Leah Arthurton (Democratic Services Officer) larthurton@s-norfolk.gov.uk

Jess Hammond (Democratic Services Officer) jhammond@s-norfolk.gov.uk

For questions relating to committee meetings and other such matters please email democracy@s-norfolk.gov.uk in the first instance.

Support Team:

Tracy Brady (Civic Officer) tbrady@s-norfolk.gov.uk

Sue Garrod (Governance Support Officer) susan.garrod@broadland.gov.uk

Suzanne Edwards (Governance Support Officer) suzanne.edwards@broadland.gov.uk

Census 2021 will provide a snapshot of modern society

Households across Norfolk will soon be asked to take part in the nationwide survey of housing and the population. It has been carried out every decade since 1801, with the exception of 1941.

It will be the first run predominantly online, with households receiving a letter with a unique access code, allowing them to complete the questionnaire on their computers, phones or tablets. Census day will be on March 21, but households across the country will receive letters with online codes allowing them to take part from early March.

Information from the digital-first census will help decide how services are planned and funded in local areas. This could mean things like doctors' surgeries, housing or new bus routes.

Support from local authorities is vital in making Census 2021 a success. All local authorities have been asked to appoint a Census Liaison Manager (CLM) and Assistant Census Liaison Manager (ACLM) to help co-ordinate census activity in their local area. A Census Engagement Manager (CEM) has been allocated to work with Broadland, South Norfolk, Norwich and Great Yarmouth throughout the census period. Their role is to build local trust and understanding of the census and help everyone join in, working with community leaders and charities – as well as local authorities – to achieve this.

Broadland and South Norfolk Councils have appointed Linda Mockford as their CLM and Anna Butler as their ACLM. The Office for National Statistics (ONS) has appointed Kerry Skelding as the area's CEM and she is currently producing an engagement plan for the areas.

Councillors are also vital in building support for the census and the ONS has created a Councillor Handbook especially for them. This guide details the ways in which you can help, it is available to download on your devices alongside this Bulletin and on Connect – Documents – Councillors, meetings and decision making – South Norfolk – Members' Bulletins.

For more information, visit www.census.gov.uk.

Linda Mockford, Governance Manager

email linda.mockford@broadland.gov.uk, tel 01603 430424

Financial Support for Residents

Covid 19 Hardship Fund

This fund was created to support residents who are experiencing severe hardship due to Coronavirus. The hardship fund is limited and is to support those who need it for a short period only, for example to help with food and daily essentials. If the customer has any savings, capital or investments it is unlikely they will qualify. The fund will generally not be able to cover bills such as phones, television subscriptions, Sky, Virgin, utility bills, credit cards, car loans etc. It is for essentials for daily living such as food.

<https://www.south-norfolk.gov.uk/coronavirus-information/support-residents>

Test and Trace Support Payment

This is a £500 payment which can be paid to people who have been told to self-isolate by the NHS Test and Trace System, including the NHS Covid-19 app. To be eligible the customer must:

- be employed or self-employed;
- be unable to work from home and will lose income as a result;
- be currently receiving Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseeker's Allowance, Income Support, Housing Benefit and / or Pension Credit.

They can claim the payment up to 14 days after the end of the self-isolation period.

If they are on a low income and unable to work from home, but do not receive one of the qualifying benefits, they may still be considered for a discretionary payment.

<https://www.south-norfolk.gov.uk/trackandtracepayment>

Discretionary Housing Payment (DHP)

DHP can be paid to anyone who is in receipt of Housing Benefit or Universal Credit Housing Costs, but it does not cover the rent in full. The customer would need to show they have special circumstances that mean they would need the extra money to cover this shortfall. For example, they have a baby due and need to cover the bedroom tax until it is born, or it would be unreasonable to expect them to move to a cheaper property due to health reasons.

Discretionary Hardship Fund

This fund is available to people who are struggling to pay their Council Tax bill due to financial hardship. The customer does not have to be in receipt of CTS to be able to apply for this, it is available to anyone who has a liability.

<https://www.south-norfolk.gov.uk/residents/benefits/discretionary-payments>

Warm Homes

If someone is struggling to pay their energy bills and their home is hard to keep warm in winter, they may be eligible to receive help through Norfolk's Warm Homes Fund Partnership. Grants are available for homeowners and landlords whose tenants are on a low income (under £30,000), or qualifying benefit, to help insulate and heat their homes.

The money will be used to provide insulation and first-time central heating such as mains gas, oil, or LPG. The aim is to increase comfort in fuel-poor households that do not have any central heating, as well as to provide energy advice and support. A person may also be able to get help from the Warm Homes Fund if they have underlying health issues, are caring for someone vulnerable and are worried about their home being cold or damp.

<https://norfolkwarmhomes.org.uk/> tel 01603 430103

Norfolk Assistance Scheme

This is a fund managed by Norfolk County Council, it is to help people who are unable to meet their immediate needs, ie food, bills, or everyday essentials. The scheme can also help people with household items like white goods or beds if they are having to move house if, for example, someone is fleeing domestic violence or moving out of care and into the community.

There is also extra money available this winter for those struggling due to coronavirus, eg those who are furloughed, on reduced hours or who have been made redundant. Initially the support is for two weeks but they will help access further support if needed.

<https://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme> tel 0344 800 8020

Staff changes

Vacancies that are for internal staff only are on [Connect](#). Vacancies that are open to internal staff and the general public are on norfolkjobsdirect.org.

Starters		Date
Gemma Spall	Community Support Apprentice	30/11/2020
Olivia Walker	Event and Communities Support Officer	30/11/2020
Kiery Barker	Covid Support Advisor	30/11/2020
Angela Belham	Covid Support Advisor	30/11/2020
Kerry Blackett	Covid Support Advisor	30/11/2020
Barrie Dunsdon	Covid Support Advisor	30/11/2020
James Martin	Covid Support Advisor	30/11/2020
Matthew Willingham	Housing Solution Officer	30/11/2020
Samanatha Jones	Senior Planning Policy Officer	30/11/2020
Isabelle Buddie	Covid Support Advisor	30/11/2020
Michael Di Salvo	Covid Support Team Leader	30/11/2020
Melanie Mitchell	Covid Support Advisor	30/11/2020
Allyson Phillips	Covid Support Advisor	30/11/2020
Abbi Drury	Council Tax Officer	30/11/2020
Steven Farebrother	Rough Sleeper Assessment and Resettlement Officer	2/12/2020
Sam Potkins	Waste Collection Operative	7/12/2020
Lucy Kirkum	Economic Growth Administrator	7/12/2020
Matthew Browne	Covid Support Advisor	8/12/2020
Jonathan Cox	Covid Support Advisor	8/12/2020
Hannah Crane	Covid Support Advisor	8/12/2020
Jessica Kovacs	Covid Support Advisor	8/12/2020
Natalie Purcell	Covid Support Team Leader	8/12/2020
Kerensa Rees	Covid Support Advisor	8/12/2020
Dominic Daniels	Covid Support Advisor	8/12/2020
Timothy Willoughby	Covid Support Team Leader	8/12/2020
Sarah Wilson	Covid Support Advisor	14/12/2020

Amy Harrold	Housing Solution Officer	14/12/2020
Donna Fryer	Covid Support Advisor	14/12/2020
Leavers		Date
Susanne Aldridge	Cleansing Operative Toilets	1/11/2020
Imogen White	L and D Apprentice	2/12/2020
Carl Holiday	Waste Collection Operative	3/12/2020
Ann Sommazzi	Infrastructure Delivery Officer	13/12/2020
Jason Old	Pest Control Officer	31/12/2020
Martin Thirkettle	Business Support and Training Officer	31/12/2020
Movers – transferring roles		Date
Julie Ringer	Regional Coordinator for East of England Thriving Communities Programme National Academy for Social Prescribing	1/11/2020
Kristian Cubitt	Senior Enforcement Officer	16/11/2020

Contact details for all staff can be found by searching their name on Connect