

Update from the Borough Council – 15th May 2020

Stay Alert, Control the Virus, Save Lives

On Sunday 10th May, the Prime Minister announced the next phase of the UK's response to the coronavirus with an emphasis on the need to 'stay alert, control the virus, save lives'.

The key points of the next phase are to **Stay Alert to Stay Safe**:

- stay at home as much as possible;
- work from home if you can;
- limit contact with other people;
- keep your distance if you go out (2 metres apart wherever possible);
- wash your hands regularly;
- self-isolate if you or anyone in your household has symptoms.

With the changing guidance our focus is on putting measures in place to help the community to stay safe in west Norfolk. The Borough Council is responsibly supporting the Government's Covid-19 Recovery Strategy.

Our Campaign

With our partners in the Norfolk Resilience Forum, and in line with the changing government messaging and guidance we have developed some key messages and communications materials for west Norfolk.

The strapline of our communications campaign is **Protect Ourselves, Protect Others** and we will also be communicating some key messages that are important in this next phase, namely:

1. Keep staying at home as much as possible
2. Keep working from home if we can
3. Keep our distance if we go out (2m where possible)
4. Keep washing our hands with soap and water
5. Keep self-isolating if we or anyone in our household has symptoms
6. Keep travelling by bike or walking or car when needed
7. Keep staying safe at work
8. Keeping shielding ourselves if we are vulnerable.

We will be sharing our campaign messages and visuals (on page 2) across our social media channels and in the media to reinforce and build on our communications with people to date. Please do share our visuals as appropriate:



Latest updates

Here are this week's latest updates:

Car Parking

Car parks have remained open throughout the duration of the Covid-19 crisis with the exception of the Cliff Top car park in Hunstanton. In response to the changing guidance, this has now reopened (please see section on 'coastal guidance.'). Our measures and guidance around car park use are:

- All car parks, where possible, have social distancing markings in place around the pay and display machines.
- While a regular cleaning regime is in place, the council is encouraging people to download the parking app in advance of their journey to avoid contact with the machine. This can be downloaded here:
<https://secure.mipermit.com/parkingoperations/Register/PayAndStayRegister.aspx>
- If people do choose to pay at the machine, they are advised to cover their fingers or to use a blunt object such as a pen to press buttons.

As more workers return to the workplace over the coming weeks, the priority car parking for key town centre workers is being phased out. Signage offering the free parking on the Austin Fields East, and upper deck Vancouver Quarter (Sainsburys), in King's Lynn and Central Car Park in Hunstanton will be removed on Sunday, with charges coming back in with immediate effect on Monday 18 May. A phased approach to enforcement will take place in these car parks to ensure that those workers who have been parking for free have a chance to get their permits renewed or to see the message that charges now apply.

We want to thank all those key workers for the amazing work they have done to keep people in West Norfolk served over the crucial first few weeks of this pandemic.

Anyone who wishes to extend or query their parking permit should contact: parkingpermits@west-norfolk.gov.uk

The free parking permit that was announced by Government for NHS workers is still in operation. 477 such permits are in use across Norfolk (excluding Norwich). This scheme will remain in place until the Government revokes it.

As travel restrictions are being lifted, we would ask people to please be reminded that parking restrictions do remain in place.

Coastal Guidance

With the changes to the government guidance, our priority is supporting people to act sensibly and responsibly whilst following the guidance. This includes helping people to stay safe whilst accessing the coast, which they are now able to do.

We have brought in the following measures and guidance:

- The Cliff Top car park in Hunstanton has now reopened to allow those who are making use of the coast to park safely. More information about how we are making our car parks safe to use can be found in the 'car parking' section of this update.
- Signage will be in place around the resort reminding visitors to follow social distancing guidance, keeping 2 metres apart where possible, and also to only meet with one person who is not a member of their household.
- Regular hand washing/sanitising is being recommended, along with the wearing of face coverings where appropriate.
- Public toilets are open, but people are advised that maintaining social distancing in public toilets is virtually impossible. People may wish to take this risk into account when making their decision to travel.
- Members of the food team were out visiting premises along the coast on Friday, in advance of the weekend, to engage, explain and encourage businesses to comply with legislation and government guidelines. Businesses were provided with some handouts to help them comply and there will be subsequent visits over the weekend to check for compliance.
- The Government has issued guidance on safe travel, which includes a checklist of planning a journey and what to take. The council is encouraging visitors to follow this advice

With the wide open spaces at the coast, we are confident that people will be able to social distance and enjoy their use of the outside.

Council Meetings

Councils meetings begin again next week virtually. Meetings will take place on Zoom and will be live streamed via YouTube to enable the public to watch.

The first meeting will be the council's Cabinet Meeting on 20 May 2020 at 3pm. This will be followed by the Planning Committee which will also meet virtually on Monday 1 June 2020 and which will be broadcast to the public via the council's You Tube channel. To view the meeting visit <https://democracy.west-norfolk.gov.uk/mgLocationDetails.aspx?RID=19> or simply go to You Tube and view live stream <https://www.youtube.com/user/WestNorfolkBC>.

Financial Support

We have now paid out over £35m in grants to more than 3,000 businesses.

This covers the two grant funding schemes, **the Small Business Grant Fund** and **the Retail, Hospitality and Leisure Grant Fund**, both of which are administered by the borough council.

A **discretionary fund** has been set up to accommodate certain small businesses previously outside the scope of the business grant funds scheme. Further guidance for local authorities will be sent out shortly and we will provide an update in due course.

Neighbours

Complaints about bonfires are more than double what they were at this time last year, and noise and loud music nuisance complaints are nearly three times as high as they were 12 months ago.

We are asking people to be considerate and respectful to their neighbours and think twice about the impact certain activities might have on others whilst we are all staying home more than usual.

Play Areas

Play areas and outdoor equipment (parkour & outdoor gyms) remain closed in line with the new government guidance. However, multi-use games areas are now open to use with members of the same household, or one other person while staying 2 metres apart.

Recycling Centres

Norfolk County Council opened eight recycling centres on Monday 11th May - including the King's Lynn recycling centre - with social distancing and restrictions in place. People are encouraged to only make a journey to the recycling centre if their waste or recycling cannot safely be stored at home. And, anyone with Covid-19 symptoms, or anyone who has been in contact with someone with symptoms, should not visit a recycling centre under any circumstances. Further details can be found here: <https://www.norfolk.gov.uk/rubbish-recycling-and-planning/rubbish-and-recycling/rubbish-and-recycling-coronavirus-update> The County Council has not opened other recycling centres apart from those named at present.



Second Homes and Tourism

The new guidance has reiterated that the use of second homes or staying overnight in accommodation that is not where you live is still not allowed.

Until further guidance is received, many retail and leisure premises will remain closed, including the chalets in Hunstanton. No entertainment has been booked for the Green in Hunstanton.

VE Day

We had a fantastic response to our 'virtual' VE Day celebrations.



People across west Norfolk shared pictures with us of their celebrations at home and the Mayor Councillor Geoff Hipperson was able to join in some of the celebrations virtually via What's App and Facetime. The Mayor joined the team at the Queen Elizabeth Hospital virtually for the nation's toast and thanked the staff for all their fantastic work. The video can be found [here](#). The day culminated in a virtual disco and singing of 'We'll Meet Again' at home.

Thank you to everyone who got involved, and especially we are grateful to the team at Stories of Lynn who we worked with us to put on a full programme of activities to do at home.

Borough Council service impacts

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

Please remember our council offices are no longer accepting visits from the public. People can contact us through Live Chat on our website, or by calling us on 01553 616200. Anyone needing to provide documents can post and drop these into the letterbox which is emptied daily.

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

Useful contacts and information

The New Guidance

- The government's Covid-19 Recovery Strategy can be found here: <https://www.gov.uk/government/publications/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy>
- Useful Frequently Asked Questions on the new guidance can be found here: https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do?fbclid=IwAR1wG6xaBd9AB8cxf8IYvL9DcUEQmTqdVZTdZ1rEvYrsC-x_qJv2-yLC3_c#public-spaces--outdoor-activities--exercise
- The Government's coronavirus information: https://www.gov.uk/coronavirus?fbclid=IwAR2-nPimzTLucjDngnYBMdZwiz1xLtW_kairezYMAZhnA2H-Jgk3TSv2AV4

Business Support

- The government advice for businesses is available here: <https://www.gov.uk/coronavirus/business-support>
- The Growth Hub from the New Anglia LEP offers free, expert advice for any business in Norfolk and Suffolk and the advisers are able to signpost employers and employees to details of the new Government support schemes. They're a valuable additional resource. Please call them on 0300 333 6536 or email growthhub@newanglia.co.uk

Education

Guidance on actions for education and childcare settings to prepare for wider openings from 1st June: https://www.gov.uk/government/publications/actions-for-educational-and-childcare-settings-to-prepare-for-wider-opening-from-1-june-2020/actions-for-education-and-childcare-settings-to-prepare-for-wider-opening-from-1-june-2020?fbclid=IwAR1v_1hiMDf_EBeufyZnKeiDiVsdNak3CERgGW-vtwU5DkBXVKukEVxXUa4

Health advice

The best places for health advice are:

- NHS - <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- Public Health England - <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

Norfolk County Council

Norfolk County Council has useful information: <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/community-support-for-people-at-home/help-if-you-are-self-isolating>

Risk Assessment

How to carry out a Covid-19 risk assessment: https://www.hse.gov.uk/simple-health-safety/risk/index.htm?fbclid=IwAR0g5D_LFXrLi2dzlzf2Z8GO5aQ_PdrF0qPQLU0aI0UxpV2XT6K9pFW_EKQ

Social Distancing

Guidance on staying alert and social distancing:

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>

Staying Safe Outside the Home

The Government has issued guidance about staying safe outside the home:

<https://www.gov.uk/government/publications/staying-safe-outside-your-home>

Travel

Guidance on safer travel: https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers?utm_source=76e96676-dd58-4538-ab23-551972a77e8d&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate

Working Safely

Guidance on working safely during coronavirus: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>