



# Castle Acre Parish Council

Clerk: Mrs Libby Firth, 7 Sandles Court, Back Lane, Castle Acre, Norfolk PE32 2XF  
Telephone: 07825 229345 Email: [libbyofirth@gmail.com](mailto:libbyofirth@gmail.com)

## NEWSLETTER TO ALL CASTLE ACRE RESIDENTS – Edition 5

29 April 2020

Dear Residents

This is the fifth edition of the online newsletter. With the lockdown set to 7 May and probably longer, the Parish Council (PC) will continue to post updates of this newsletter to keep residents informed. If you know of anyone in the village unable to view the updates electronically, please either print off a copy yourself or call our Parish Clerk, Libby, who will print and arrange for one of the village volunteers to deliver it. Libby's contact details are shown in the title heading. Please tell Libby if you need help with shopping, prescription collections, dog walking etc. and she will allocate one of our 12 volunteers to assist you.

This edition contains further updates from both the County and Borough Councils, a new source of takeaway cooked meals, advice from utility companies and an update from the Parish Council (PC). Some generic advice is repeated from earlier newsletters and any changes there are highlighted **New!**

### **Hand sanitiser**

From her own supplies, Cllr Sheila Moister has kindly offered to send out free of charge individual hand sanitizers to vulnerable people or key workers. The hand sanitizer meets government health standards and contains a moisturiser. E-mail Sheila at [s.moister@btinternet.com](mailto:s.moister@btinternet.com)

### **Post office at Spar shop**

The Post Office has launched services to support those who are self-isolating, including:

- Payout Now – vouchers which self-isolating people can share with a trusted individual to withdraw cash on their behalf.
- Fast PACE – a service for trusted individuals to exchange cheques from self-isolating people and exchange it for cash for them.

Contact the Spar shop for more details. Remember the village post office is now closed on Tuesdays and Thursdays and only open up to 4.00pm during the lockdown.

Borough Council invoices which were sent out with a formatting error will not scan at the Post Office. The Council asks people to use one of the other forms of payment shown on reverse of the invoice. If people can only pay at the Post Office, they should call the Council on 01553 616200 who will ensure they are not pursued for the money and that their service won't be affected. The Council will issue a new invoice once this crisis is over and it is safe to go to the Post Office again.

## **Help from utility companies**

(pasted from a circular)

Utility Companies providing gas, electricity and water all keep Priority Services Registers. This is a free service provided by suppliers and network operators and each maintain their own register. These registers are lists of their most vulnerable customers, so that in an emergency affecting their service, they can provide them with additional support. With the virus outbreak in the UK, it is essential that they know where their customers are who may be more vulnerable due to the virus, for example people over 70, anyone that is chronically sick or families with young children, in case they need additional support.

If people have already registered for the Priority Services Register with the companies which serve them that is fine - they need do no more. If they have not registered however, they should be encouraged to now register for these free Priority Services schemes so that companies can tailor their services support them when they may need it most. It is for individual households to register themselves but if you are aware of someone that may benefit from the scheme, please do encourage them to register for Priority Services Register via the companies they use for their power, gas and water. In that way there could be the offer of extra help and support when they need it.

## **Information about Coronavirus**

[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) and [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) are trusted sources of information.

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>

Listen to Radio Norfolk for local news and updates. Check out Borough Council services at [www.west-norfolk.gov.uk/coronavirus](http://www.west-norfolk.gov.uk/coronavirus)

## **Norfolk County Council (NCC) advice to residents:**

- Only accept help from someone you know and trust.
- Never give anyone your cash card or credit card and PIN – always give cash and ask for a receipt.
- If someone is doing shopping for you, provide them with a list and budget, based on what you can afford.
- It is your home and you do not have to agree to anything a visitor may ask.
- Never deal with unknown cold caller.
- If you are in doubt, or feel pressurised or threatened close the door, call a friendly neighbour or in an emergency ring 999

## **NCC updates (from 28 April)**

### Funding sources

Norfolk County Council has issued a comprehensive list of funding sources. It covers:

- Mental Health Response Fund.
- Fund for Innovative and Research Intensive Businesses Impacted by COVID-19.

- Care Workers individual grants.
- Resilience and Recovery Fund for charities and social enterprises.
- Authors Emergency Fund for professional authors.
- Funding Enlightened Agriculture – LEAP: Small emergency loan programme.
- COVID-19 Relief Cash Grants for England's fishing and aquaculture businesses.

Note: If you would like more details of any of these funds, please e-mail Libby who can forward the PDF to you.

### Library service

The amount of e-media being borrowed from the Library Service has increased significantly and staff purchasing 100s of new titles. The Service's work has been recognised by the Arts Council who awarded the library service £1k to enhance the e-book collection. This week the Service launched its e-book group for children and we are coming to the end of April's children's reading challenge. A new one starts in May. Online activity offers can be found here: <https://www.norfolk.gov.uk/libraries-local-history-and-archives/libraries/whats-on>

### Education

Early Years Provision: at the start of the Easter Term, approximately 350 early years providers are open, with approx. 1,000 children of key workers and 140 vulnerable children in attendance. The Council is seeing increasing financial anxiety from early years providers, largely due to the loss in private income. This has been compounded by the updated government advice that providers cannot claim furlough payments for staff funded through DSG payments. The Council is currently analysing the potential risks to childcare providers and childcare sufficiency and how best to support providers to remain operational both now and in the longer term.

Learning at home together this summer term: the task of keeping children and young people happy, healthy and learning at home during lockdown is no small challenge. With the start of the new summer term, Norfolk County Council has some top tips and guidance to help parents and carers. Go to [www.norfolk.gov.uk](http://www.norfolk.gov.uk) and search for 'Learning at home together this summer term'.

Adult Learning : as a result of transformational change in the way Adult Learning delivers its courses, and following the closure of all classroom delivery on Tuesday 17<sup>th</sup> March, 1,157 adult learners in Norfolk are continuing to gain new skills and knowledge and complete their qualifications online. Adult Learning is leading the way nationally with the development and delivery of online teaching and learning. In less than one month, 180 new summer online courses have been developed which aim to support Norfolk residents through this period of social isolation, many of them free of charge

### 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.

**New!** Care through direct payments - the government has issued advice for people who buy care and support through a direct payment. This includes a Q&A, aimed at direct payment holders, that responds to questions and concerns previously raised by direct payment holders, personal assistants, and charities and organisations that support them. Go to [www.gov.uk/government/publications](http://www.gov.uk/government/publications) and search for 'buying care and support through direct payment'.

## **Community coronavirus testing in Norfolk and Waveney**

The NHS in Norfolk and Waveney is offering local coronavirus tests to key workers such as teachers or food industry staff, to help them remain in work and continue to support their communities. This also applies to members of their household who may have coronavirus symptoms causing the key worker to self-isolate.

Testing will take place at three locations in Norfolk and Waveney:

- The Centrum centre, close to the Norfolk and Norwich University Hospital (NNUH)
- The Queen Elizabeth Hospital, King's Lynn (QEHLK)
- The James Paget University Hospital (JPUH) in Gorleston.

To book using the Norfolk and Waveney service: People on the government key workers list who need to be tested should ask their employer or line manager to register their organisation by emailing [NorfolkRegistercovidtesting@nnuh.nhs.uk](mailto:NorfolkRegistercovidtesting@nnuh.nhs.uk) with their (employer) name, job title and contact number. The registration team at the Norfolk and Norwich University Hospital will then contact the employer to register their organisation so they their key workers can then book an appointment. The employer will be given a unique reference number and further instructions. All applications will be checked to make sure people are well enough to attend a testing centre and eligible for a test in line with Public Health England's guidance. People will receive their test results within 48 hours or less, either directly or via their employer's occupational health service, together with initial advice about what to do next.

Care Home covid-19 testing: a letter has gone out to all care homes, from the CCG, detailing testing for care home staff. Any self-isolating care workers who have symptoms of Covid-19 can access testing, as can symptomatic family members of self-isolating, non-symptomatic members of staff. Family members include children between the ages of five and 18. In West Norfolk, the testing will be carried out at the QE Hospital. Care workers can make a testing appointment here: <https://nnuhstaff.rainbird.ai/> If staff experience any issues in accessing the web link, they can email [covidtesting@nnuh.nhs.uk](mailto:covidtesting@nnuh.nhs.uk)

## **Updates from the Borough Council (from 10 April)**

The Borough Council of King's Lynn & West Norfolk can be found on the following social media channels:

Facebook: [facebook.com/BCKLWNnewsandevents/](https://www.facebook.com/BCKLWNnewsandevents/) Twitter: [twitter.com/WestNorfolkBC](https://twitter.com/WestNorfolkBC)

Instagram: [instagram.com/bcklwn/](https://www.instagram.com/bcklwn/)

### Bin collections

Due to the reduced number of waste teams, it won't be possible to collect your separate food waste. Please place this in your black bin. Equally, it will not be possible to collect side waste or garden waste that has been bagged. Please feed any excess garden waste into your brown bin over the next couple of collections. To keep up to date with any service changes, please visit [www.west-norfolk.gov.uk/yourbins](http://www.west-norfolk.gov.uk/yourbins) or follow Borough Council social media channels.

### **New! Bin Calendars**

While the crisis is ongoing, we are not sending out bin calendars. To find out details of collections, go to: [https://www.west-norfolk.gov.uk/info/20174/bins\\_and\\_recycling\\_collection\\_dates](https://www.west-norfolk.gov.uk/info/20174/bins_and_recycling_collection_dates)

For anyone who isn't able to access the calendar online, you can access the information on their behalf by typing their postcode into the search box or ask them to call the Council on 01553 616200 and we will post a copy of the calendar to them.

### Domestic Abuse

The Borough Council supports the national campaign around domestic violence, encouraging people to seek help if they need it. Full details, including a comprehensive list of helplines and support, can be found on the Government's website: <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help> Anyone in immediate danger should call 999. If you can't speak safely, then press 55 and the police will respond.

### Food Bank

The Borough Council is working closely with the food banks to ensure they have enough supplies and also to help people who would not normally access the food banks to access its services. Anyone who needs their services can contact the helpline number 0344 800 8020. Their request will then be forwarded to the Council who will arrange a food parcel or food bank vouchers. Please do encourage anyone who may be struggling in this way to call the helpline.

### Small Business Grant Fund and the Retail, Hospitality and Leisure Grant Fund,

These are administered by the Borough Council who would like to process all the claims by 30 April. Please do also encourage any businesses who haven't already done so to check their eligibility and put in their claim for a grant. The form to verify details for the Small Business Grant or the Retail, Hospitality and Leisure Grant is available at: <https://www.west-norfolk.gov.uk/businessrateshelp> Anyone with any questions can contact the Council on 01553 616200.

### Virtual VE Day

While all national VE Day celebrations are delayed until VJ day in August, the Council is putting plans in place to help people to celebrate 'Virtual VE Day' safely at home on 8 May. A programme of activities will be published in the press, on social media and on the Stories of Lynn website on Friday, 1st May, signalling an 8-day countdown of activities. Some of the home-based activities already being lined up to mark the occasion are:

- 1940's dance classes for adults and children;
- An ARP Warden plane spotting quiz;
- Making table decorations from recycled materials in a make-do-and-mend way;
- Creating bunting and paper hats ready for house or garden parties;
- Hearing the experiences from someone who remembers the day;
- A gallery of archive photos and a talk from True's Yard;
- People will be encouraged to join the national 3pm toast and the whole day will finish with an online disco, leading up to the nation singing 'We'll meet again' at 9pm along with the BBC Broadcast.

Next week, a ration book will be included in Your Local Paper and the Lynn News along with templates to copy or colour in to put Union Jack flags in windows across the borough and bunting in living rooms. The ration book contains a series of challenges in addition to the 8-day countdown of activities. People will be invited to send in photos and the Mayor will pick one entry to be invited to the Mayor's Parlour for tea and a tour of the Town Hall, when it is safe to do so.

And, in the run up to the day, there are two other great ways people can get involved:

- Invite the Mayor to attend your celebration. People can fill in the online form to request a visit, and he will join you virtually via Facetime or WhatsApp Video. He is hoping to fit in around 20 visits, time allowing, including visiting staff and patients at the QE Hospital at 3pm when the whole country will be toasting our heroes past and present. To book the Mayor for a party, people can simply go to [west-norfolk.gov.uk](http://west-norfolk.gov.uk), search 'Invite the Mayor', then complete the online form.
- Vote for one of four 1940's recipes. Food historian Kathy Hipperson will then bake the winning recipe. A video of the winning choice being made will be posted on the Stories of Lynn website along with the recipe and other 1940's recipes so that people can try to replicate a 1940's tea party if they want to. To vote for the favourite recipe, people should visit [www.storiesoflynn.co.uk/VEDay75](http://www.storiesoflynn.co.uk/VEDay75) and make their vote by noon on 1 May 2020.

### Borough Council service impacts

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. All of our service impacts can be found here: [www.west-norfolk.gov.uk/coronavirus](http://www.west-norfolk.gov.uk/coronavirus)

### **Other help for businesses**

Business Support The Government's next phase of the business support will encourage businesses to visit a new Business Hub rather than the [businesssupport.gov.uk](http://businesssupport.gov.uk) website used in the first phase of the campaign. Visit: <https://www.gov.uk/coronavirus/business-support>

New Anglia Local Enterprise Partnership, continues to offer free advice and guidance to local businesses. E-mail [growthhub@newanglia.co.uk](mailto:growthhub@newanglia.co.uk) or telephone [0300 333 6536](tel:03003336536) (Mon- Fri 9am-5pm). Follow @newanglialep and @angliahub for tweets with links to the latest Government guidance and updates

### Basic information about the process of furloughing staff and for self-employed

For more updated information (for employers and the self-employed) refer to the Government website: <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses#support-for-businesses-through-deferring-vat-and-income-tax-payments>.

### Weekly updates on all aspects of household finances

Martin Lewis's excellent weekly e-mail circular contains a wealth of useful information. Go to [www.moneysavingexpert.com](http://www.moneysavingexpert.com) and sign up to receive the circulars.

### **Donate**

Anyone looking to donate money to help those in need should contact either:

- 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. Further information can be found at: [www.norfolkfoundation.com/giving-philanthropy/](http://www.norfolkfoundation.com/giving-philanthropy/).
- 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. Further information can be found at <https://donate.redcross.org.uk/appeal/national-emergencies-trust-coronavirus-appeal>
  - **New!** Virgin Money Giving have waived their platform fee until the end of lockdown. This applies to all donations made from 18th April.

### **Guidance for charities during the Coronavirus lockdown**

The Government has updated and revised their guidance to the charity sector which includes:

- Government financial support for charities
- Using reserves and restricted funds
- AGMs and other meetings: postponing or cancelling meetings
- Holding meetings online or by telephone
- Reporting serious incidents to the Charity Commission
- Keeping people safe
- Working with a company or business to help with coronavirus
- Charity SORP guidance
- Information from other organisations
- Charity objects: understand if you can help with coronavirus efforts

For more information, go to:

<https://www.gov.uk/guidance/coronavirus-covid-19-guidance-for-the-charity-sector>

### **Benefits**

If you need advice on claiming benefits, go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) and click on Benefits. There is a wealth of information there to assist you, including how to apply for Universal Credit. This website has a comprehensive guide to how to cope with issues thrown up by the Coronavirus, including detailed help about avoiding scams. Norfolk Citizens Advice is aiming to offer advice through Adviceline, email and webchat. See the website on how access these. The website has been updated to reflect new protections for those renting and others struggling to pay bills. Go to <https://www.citizensadvice.org.uk/debt-and-money/if-you-can't-pay-your-bills-because-of-coronavirus/> A new section has also been added for people worried about having to go to work which is titled 'Coronavirus - what it means for you' Click on <https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

### **New! Cooked meal deliveries**

The Rose & Crown in Harpley has set up a unit in front of the pub called the Hungry Fox Country Takeout. This is to serve restaurant quality food for collection or delivery. Open each week between Wednesday and Saturdays, 4.00pm to 9.00pm and Sundays 12.00 to 3.00pm. Payment by card or cash. Call to order: 01485 521807

## **Community meals scheme**

The White Hart in Swaffham is co-ordinating a community meals scheme, with the Market Cross supporting, by cooking meals throughout the week. There are meals available to pre-order and also a food bank and goods can be collected or they will distribute to the elderly and vulnerable residents. Call the White Hart on 01760 724295

## **Parish Council news (updates at 28 April)**

By circular e-mails, Cllrs agreed to support a new planning application ref: 20/00501/F - proposed single storey, flat roofed, garden room rear elevation extension at Willow Cottage, Stocks Green.

A minuted record of Parish Council business conducted by circular e-mail during April 2020, plus updates on matters outstanding, is posted at [https://www.castleacre.info/images/downloads/minutes\\_apr20.pdf](https://www.castleacre.info/images/downloads/minutes_apr20.pdf) (from Friday) and a printed version will be placed on the PC noticeboard outside the Spar shop.

The May PC meeting was scheduled for Thursday 14 May. In anticipation of the perhaps unlikely easing of lockdown restrictions, the meeting has been pushed back one week to Thursday 21 May at 07.30pm. An agenda will be posted by Sunday 17 May unless the meeting has to be cancelled and key decisions moved to the scheduled June meeting on the 11th. These decisions are 1. Election of Chairman and Vice-Chairman for the next 12 months. 2. Voting on co-opting a new Cllr.

May is the traditional month for the Annual Parish Meeting where residents are encouraged to question PC Cllrs about the past parish year. In the current circumstances, it is planned to post the usual annual activity report from the Chairman (see previous year's at <https://www.castleacre.info/images/downloads/Chairman's%20Annual%20Report%20May19.pdf>) to which residents are invited to pose questions by e-mail to the Clerk or attend the June meeting (social distancing notwithstanding!)

For contact details of all your Parish Councillors, go to [https://www.castleacre.info/parish\\_news.htm](https://www.castleacre.info/parish_news.htm) or call Libby.

Please respect social-distancing and stay safe.

**Martin Hickey, Chairman, Castle Acre Parish Council**

martin.hickey3@btinternet.com