

# Outlook



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# What's best for North Norfolk?

What do you think is best for North Norfolk – one councillor for every 2000 residents or one for every 9000? An accessible local council based within a reasonably sized area with 100,000 residents, or one with a base that could only be reached by personal transport at the centre of an area more than twice the size of Luxembourg with nearly 1 million people? Would you rather that your



council spent £65m on supporting and helping its residents at this time of economic recession or on scrapping a highly efficient and effective local government structure and replacing

it with a huge monolithic authority that even the government's own figures say is likely to be inefficient and wasteful? A bit of a 'no brainer' as they say!

The majority of local authorities in Norfolk are united in fighting these ridiculous proposals so that we can continue to do what's best for the people of Norfolk.

We think that the proposals are bad for democracy, bad for the economy and bad for council tax payers. The adjoining article tells you more about the campaign launched by five local councils at the beginning of November to Keep Norfolk Local. By the time of the next issue of *Outlook* we should know what the future holds. We hope that we will have good news for you!

**Philip Burton**  
Chief Executive

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# Councils unite to oppose Unitary proposals

North Norfolk is one of five District Councils in Norfolk who united in November to launch a campaign to stop plans for one or more unitary authorities in the county. The councils have also announced that their finance officers had refused to endorse the official figures on which proposals for local government reorganisation in Norfolk are based because, they say, the figures contain significant flaws.

North Norfolk District Council, Breckland Council, Broadland District Council, King's Lynn and West Norfolk Borough Council, and South Norfolk Council have all

combined to oppose draft proposals tabled by the Boundary Committee (the body charged with advising the government on the structure of local government in Norfolk) and to launch a campaign to KEEP NORFOLK LOCAL.

Cllr Virginia Gay, Leader of North Norfolk District Council said, "If these proposals succeed, one Norfolk person's vote will be worth about a third of what a Southend or Peterborough resident's is worth. We'll have almost no say at all in the things that mean so much to people who live in North Norfolk. We're already losing our coastline and post offices, local pubs and buses, and now we're going to lose our democratic voice as well. We must persuade the government to think again."

Both Liberal Democrat and Conservative Party members on North Norfolk District Council agree that the proposed changes are bad. Angie Tillett, Leader of the Conservative Group said, "Unitary councils would be bad for local representation because they would

reduce the number of directly elected councillors by nearly three-quarters and they would be bad for democracy because the people who will pay the cost of change have not been consulted on these proposals. Frankly, these proposals have been dreamed up by civil servants who simply don't understand Norfolk or its people."

At the launch it was pointed out that the proposals for change could not have come at a worse time. Norfolk – like the rest of Britain – is facing a severe recession and none of the financial assumptions



**At the launch of 'Keep Norfolk Local' are, from left: Simon Woodbridge, Broadland, John Fuller, South Norfolk, Nick Daubney, King's Lynn and West Norfolk, Eric Seward, North Norfolk, and William Smith, Breckland**

made by the Government's Boundary Committee when they embarked on their proposals for local government reorganisation take account of a severe economic downturn. Council Leaders added that the current figures simply don't add up, that the proposals for re-organisation could cost a minimum of £20m and probably as much as £65m or even more based on experience elsewhere around the UK and that they could involve well over 500 jobs being lost in rural Norfolk.

You can find out more about the campaign to KEEP NORFOLK LOCAL on [www.keepnorfolklocal.com](http://www.keepnorfolklocal.com)

You can also sign up to the Keep Norfolk Local Facebook group.

# Get registered to vote – at any time

The new register of electors has been published, but don't worry if you missed the chance to register to vote – the 'rolling' registration process means you can get registered and vote in elections coming in 2009.

The annual canvass took place this autumn, asking people to register if they are 18 or over, or are going to turn 18 in the next year. Most households will have received a registration form which you or someone else in your household should have completed and sent back to North Norfolk District Council. By 10 November, just over 95 per cent of forms had been returned.

If you are not sure if you are registered, you should call the Council's electoral services team on 01263 516317 or 516046 to check.

But you might have moved house recently, or your circumstances might have changed in other ways, and your details on the register might not be right. You can use the rolling registration process to make sure you don't lose your right to vote.

## Election date

European Parliament elections are due on 4 June, when there might also be council elections depending on the outcome of the ongoing process of local government review in Norfolk. So visit: [www.northnorfolk.org/democracy](http://www.northnorfolk.org/democracy) as soon as possible, and follows the links for 'elections' and 'electoral registration' to get instructions and download the rolling registration form.

You must register, by law. Also, if you are not registered, you could have difficulty getting credit, because credit agencies, banks and other lenders use the register of electors as proof of your address.

If you are an EU citizen but not from Britain or Ireland, you need to fill in an additional form to vote in the 2009 Euro-elections. Call the electoral services team on 01263 516317 or 516046 for information and to request the form.

## Christmas and New Year rubbish collections

### With Christmas comes the joy of family, gifts and great food – and a mountain of rubbish

Please recycle as much as you can. You can put clean wrapping paper and cards in the green bin for recycling but please do not put plastic, foil or fancy papers, or paper and card contaminated by adhesive tape or ribbons, into the green bin. Remember – if you have a brown garden waste bin, even your real Christmas tree can be recycled (as long as you chop it up, if necessary, to make sure it fits in the bin).

And please remember that we can't collect any non-recyclable rubbish that won't fit into your black bin through normal household collections – you can take it to your nearest Household Waste Recycling Centres. If you have extra recyclable waste, though, you can put it securely next to your green bin in a cardboard box or clear sack for collection.

Because of the holidays, collections of all waste and recyclables will happen at slightly different times. To avoid major delays, some collections will actually be brought forward.

### Week beginning 22 December: a collection that would normally be due on

Monday 22 December	will be on	Saturday 20 December	(2 days early)
Tuesday 23 December	will be on	Monday 22 December	(1 day early)
Wednesday 24 December	will be on	Tuesday 23 December	(1 day early)
Thursday 25 December	will be on	Wednesday 24 December	(1 day early)
Friday 26 December	will be on	Saturday 27 December	(1 day late)

### Week beginning 29 December: a collection that would normally be due on

Monday 29 December	will be on	Monday 29 December	(usual day)
Tuesday 30 December	will be on	Tuesday 30 December	(usual day)
Wednesday 31 December	will be on	Wednesday 31 December	(usual day)
Thursday 1 January	will be on	Friday 2 January	(1 day late)
Friday 2 January	will be on	Saturday 3 January	(1 day late)

More information on [www.northnorfolk.org/refuse/](http://www.northnorfolk.org/refuse/) or call 01263 516189 or 01263 516301

## Make the most of your Post Office

Despite the best efforts of North Norfolk District Council, local businesses and affected communities who all made strong objections to the closures, North Norfolk lost the services of eight post office facilities (three full-time, four part-time and one that had already closed) through the Post Office 'Network Change' process earlier this year.

In a rural area such as North Norfolk the Council recognises the vital importance of village services such as post offices and shops. They provide basic community services for local people, particularly the elderly and those without

personal transport, and they often provide a social centre for people to meet and discuss the important issues of the day. North Norfolk District Council will continue to fight for the retention of local services, but such services also need the support of the local community.

One way you can help the more than 50 local post offices that remain in business in the District is to use them this Christmas. So buy your stamps and post your parcels and cards locally this year. Increasing their business will help preserve them for the future – and using local services is also good for the environment!



## Odd jobs done at a discount

If you are aged 60 or over and receiving a means-tested benefit, are disabled, or suffering a long-term illness, you can get help with odd jobs around your home at a discounted rate, thanks to the Norfolk Handyperson Service – a collaboration between the Norfolk Home Improvement Agency and local councils.

The service covers work to do with home safety, security, minor electrical or plumbing jobs (like changing fuses or tap washers), energy efficiency and other minor repairs, improvements and adaptations like moving shelves or fixing curtain rails. It does not cover major electrical works, gardening, decorating, cleaning, works to do with the gas service, or external work above ground level.

A handyperson visit will cost £10 per hour, and visits will be for a maximum of two hours (though you can have as many jobs done as necessary in your one or two hours). Also, there is a limit of one visit per household per month and six per year. You will need to cover the cost of any materials.

Over-60s who are not receiving a means-tested benefit can still use the service, but at a rate of £20 per hour and a lower priority.

The service does not cover work which would be the legal responsibility of your landlord.

For more information, or to book the service, call 08081 682000.

## Good Behaviour Incentive Scheme

Young people are being rewarded for being good citizens with free swimming sessions, thanks to a partnership between North Norfolk District Council, the Police Safer Communities Team and DC Leisure (which manages some North Norfolk leisure facilities).

The scheme, which is being piloted in North Walsham, sees children who do good work in the community earning free swims at the Victory Swim and Fitness Centre.

"It's about celebrating when young people are doing well," said Karl Read Leisure and Cultural Services Manager for North Norfolk District Council. "Young people are often perceived as troublemakers, whereas this scheme aims to give recognition to those that do good work such as a simple thing like picking up litter."

NNDC young people's champion Councillor Pat Ford said: "If you ask children and young people what's important to them, they always say it's that there's not enough for them to do, and that they're fed up with being portrayed in a bad light. So this is to celebrate children being good citizens, and to break down barriers."

## COVER STORY

# Much-needed new homes



Eight new affordable homes have been built at Gresham in a £1 million development that mixes rented houses, flats and bungalows with shared-ownership houses.

Priority for these properties is being given to applicants with a local connection to Gresham and the adjoining parishes of East Beckham, West Beckham, Aylmerton, Sustead, Matlaske, Bodham and Baconsthorpe. Having a 'local connection' means:

- currently living in, working in, or having previously lived in a qualifying parish
- having a relative who currently lives in, or has previously lived in a qualifying parish.

The Housing Corporation contributed £312,000 towards the cost of the scheme, which was developed by Circle

Anglia for Wherry Housing Association as part of North Norfolk District Council's ongoing programme to increase the supply of affordable housing to meet local need.

North Norfolk District Council aims to provide 300 new affordable homes in the District between 2008 and 2011 to meet the ever-growing demand for low-cost housing.

Sandi Caine-Williams, Chairman of Gresham Parish Council said: "The community is looking forward to seeing the occupation of the new homes by applicants from within Gresham or adjoining parishes, and we wish to extend a warm welcome to our new neighbours."

For more information and advice about housing issues, call the Council's housing options team on 08000 855 889.

## Make a difference: become a School Governor

North Norfolk schools are appealing for volunteers from the local community to join their governing bodies, providing an excellent opportunity to make a difference in the community. A national charity called School Governors' One-Stop Shop is working with schools to help fill their vacancies.

School Governors form the largest volunteering force in the country and anyone over 18 can apply. Community Governors don't need to be parents or

have specific skills or qualifications to add value to a school. The most important requirement is to want to make a positive difference to the education of local children.

If you have six to eight hours a month to spare and would like to help North Norfolk schools continue to deliver the highest possible standards of education, contact the School Governors' One-Stop Shop on 020 7354 9805 or email: [info@sgoss.org.uk](mailto:info@sgoss.org.uk)

# Over-60s swim for free!



Over-60s will swim for free at North Norfolk District Council's pools for two years from April next year.

NNDC applied for a share of a £140 million pot of money allocated by the Government to councils across the country to help build a sporting legacy from the London 2012 Olympics.

However, the Council projected that if it had extended the scheme to under-16s as well, it would have been left with a six-figure shortfall – even with Government money. Also, there is no guarantee that Government funding will be available from 2011, so the Council decided to limit the free sessions to the older age group.

Karl Read, NNDC's Leisure and

Cultural Services Manager explained: "This is a wonderful opportunity for those people aged over 60 to begin a new regime of exercise. The recent Active People survey discovered that in North Norfolk, people aged 55 years or over did not participate in enough sport or physical activity compared to those in other parts of the country. This scheme will begin to address that shortfall."

The scheme will start in April 2009 for a period of two years only. It will allow all people aged over 60 years of age to swim at Victory Swim and Fitness Centre, North Walsham or Splash Leisure and Fitness Centre, Sheringham, for free. Contact Karl Read on 01263 516002 for further details.

## Travelling the Three Rivers Way

More than 1000 supporters have given their backing to the new shared-use route linking Hoveton, Horning, Ludham and Potter Heigham on the Broads, and a riverbank route along the Thurne, being championed by the Three Rivers Way Association.

Funded and supported by the Broads Authority Sustainable Development Fund and the Happing Partnership, the Association promoted the new routes – which will be suitable for cyclists and walkers as well as being accessible to people who rely on wheelchairs or mobility scooters – with a display stand at the National Parks Week events at How Hill and Riverside Park, Hoveton. The stand also hosted the 'Blendavenda', a



bicycle-powered smoothie maker that shows off the joys (and health benefits) of cycling!

Spurred by the Three Rivers Way developments, the University of East Anglia's Sainsbury Centre for the Visual Arts has been working on its 'Culture of the Countryside' project with Horning, Ludham and Neatishead Primary Schools.

Broadland High School students worked with the BBC Voices unit to film the primary school events. The association is now awaiting news of funding bids to the Lottery and sustainable transport charity Sustrans for the first phase of the route, from Hoveton to Horning.

For more information, visit [www.threeriversway.org.uk](http://www.threeriversway.org.uk)

## Don't be a victim of burglary!

Sheds are a prime target for thieves – there were more than 40 burglaries from sheds and outbuildings in North Norfolk between 8 September and 15 October.

You can take some simple measures to avoid being a victim of this kind of crime, according to North Norfolk Crime Reduction Officer PC Paul Willis. Much of this type of crime is opportunist and can often be easily deterred, PC Willis explained. Lock the shed or building, and make sure nothing valuable can be seen from outside. Mark your items to make them identifiable and traceable – and are much less attractive to thieves in the first place.

Good lighting is important, especially if it's triggered by a motion sensor and can't simply be switched off. Having fences and gates (and locking them if possible) also helps.

PC Willis stressed: "Norfolk has the second lowest crime rate of any county and North Norfolk has almost the lowest rate in our county. We're not saying people have to turn their homes into fortresses. But you can do a lot to deter thieves and deny them opportunities to move around your property, whether by installing sophisticated burglar alarms or even just planting new hedges."

For more information about reducing your likelihood of being a victim of crime, call 0845 456 4567 and ask for your local Safer Neighbourhood Team or the Crime Reduction Officer.

## Improving our service to customers

Improving customer services is one of the key themes of the Council's Corporate Plan, and as part of that commitment to continuous improvement a new Customer Complaints, Compliments and Suggestions process has been introduced.

This is aimed at helping the Council to identify clearly where it can improve in the delivery of its services to the community and to highlight those services that can be used as examples of best practice for others to learn from.

We have introduced a new set of minimum service standards and will be measuring our performance in dealing with complaints against these targets. It's too early to say how we are doing at the moment, but we will have an analysis available next year. In the meantime, please continue to let us know how well you think we are doing – if we don't know, we won't be able to do anything about it.

To read more about the Complaints, Compliments and Suggestions process, visit: [www.northnorfolk.org/council/5499\\_5.asp](http://www.northnorfolk.org/council/5499_5.asp)

## Win garden recycling goodies!

Take part in our prize draw and you could win a free composter or a year's garden waste collections!

We have 10 prizes to give away, so you can get rid of garden waste without having to take it to a Recycling Centre.

North Norfolk District Council collected 5895 tonnes of garden waste last year (2007/08) and sent it for composting through its brown bin scheme. Using your brown bin helps towards our current recycling rate of 46 per cent, but even at that rate, sending North Norfolk's household waste to landfill cost the taxpayer £1.5 million in 2007/08, and we can all recycle more.

The garden waste service, which costs £31.98 a year for 26 fortnightly collections, can be used to dispose of grass cuttings, twigs and clippings, leaves, weeds and other garden waste that's either unsuitable or too bulky for home composting. You can even put your real Christmas tree in the brown bin (though you might have to cut it up first!).

You can use a home composter to collect smaller amounts of garden and kitchen waste (including eggshells, eggboxes and other cardboard, fruit and vegetable peelings, and so on – but not meat or fish). You can even put shredded paper



in your compost. A good mix of different compostable material will give you great food for your garden. Buying a 220-litre home composter from [www.recyclenow.com](http://www.recyclenow.com) costs £17 in North Norfolk, less than half the recommended price.

For information about rubbish and recycling services, visit [www.northnorfolk.org/refuse](http://www.northnorfolk.org/refuse) or [www.recyclefornorfolk.org.uk](http://www.recyclefornorfolk.org.uk)

**To win one of the 10 prizes of a 330-litre home composter or a year's free garden waste collections, simply answer this question:**

**How many tonnes of garden waste did North Norfolk District Council collect in 2007/08?**

Email your answer to:

[competition@north-norfolk.gov.uk](mailto:competition@north-norfolk.gov.uk) or put your answer on a postcard and send it, along with your name, address and phone number, to:

**Garden Waste Competition, Environmental Services, North Norfolk District Council, Holt Road, Cromer, Norfolk, NR27 9EN**

All entries must reach us by 16 January, 2009. The winners will be announced in the next *Outlook*.

One entry per household. Your details will only be used for the purpose of entering this competition. For full competition terms and conditions and our Data Protection Policy, visit [www.northnorfolk.org](http://www.northnorfolk.org)

## The return of cut-price pest control



**The Pest Partnership. Front: Pest Express Area Manager Ben Wright (left) and NNDC Cabinet Member for the Environment, Councillor Brian Hannah.**

**Middle, left to right: Pest Express technician Steven King, NNDC Animal Control Working Group member Councillor Philip High, NNDC Environmental Protection Team Leader Mark Whitmore, NNDC Animal Control Working Group Chairman Councillor John Wyatt. Back: Pest Express technician Richard Waters**

A new pest control service has launched in North Norfolk, thanks to a new arrangement between North Norfolk District Council and Pest Express.

NNDC is bringing back pest control, three years after it withdrew its subsidised service because it became uneconomic to run effectively and competitively. The council did away with its free service in 2002.

Pest Express will carry out pest control treatments on behalf of NNDC at a

discounted rate of £36 for dealing with rats and mice for household customers (£40 for wasps and other insects). The new contract is at no cost to the council — Pest Express are able to offer a discount based on the volume of work they expect in North Norfolk.

Full details of the service will be available at [www.northnorfolk.org/environmentalhealth](http://www.northnorfolk.org/environmentalhealth)

If you need a pest control visit, call free on 0800 542 6727. Pest Express aims to visit within 48 hours of your call.

## Hygiene scores to go online!

North Norfolk District Council is about to start a consultation to see if local businesses and residents are happy to have hygiene ratings of catering premises made easily available on its website. The plan is to consult over the proposals over the next three months

and go live with the information next summer. You will be able to comment on the proposals via the website [www.northnorfolk.org](http://www.northnorfolk.org) from the end of this month so keep an eye open for further news!

Contact Alan Dixon 01263 516292

## Pitching for zero waste

Some 550 people in Norfolk signed up to take part in waste-free week this autumn, seeing if they could go for a whole week without throwing anything away. Find out how three participants got on by reading their online journals. Alex reduced her waste from 700 grams to only 50 grams and Kate reduced her waste from 900 grams to just 200.

<http://wastefreealex.blogspot.com>  
<http://wastefreemartin.blogspot.com>  
<http://wastefreekate.blogspot.com>



North Norfolk District Council has two Benefit Help and Advice Team members. Their job is to ensure that local people know about and are able to claim all the benefits they are entitled to. They are mainly involved with Housing and Council Tax benefit, but also help with other issues such as Pension Credit, Attendance Allowance and Disability Living Allowance. Many councils do not provide a visiting service such as this, but the team has been operating in North Norfolk for six years, and its work has been greatly appreciated by residents. One of the team members is Alison Morrey and this is one of her days.

**8am.** I usually arrive at the office about this time after dropping my son off at school. They start early at Cromer High! Now's the time to catch up on paperwork from yesterday's visits and plan for the day ahead. Just to be sure we always complete our on-line diaries and highlight call-in times, so the team leaders know when to expect to hear from us – if they don't, they'll come looking!

**9.30am.** My colleague Suzanne and I cover the whole of the North Norfolk District, so we try to book visits in clusters to avoid too much driving time and to keep down fuel consumption. But even so, in our rural area places can be quite far apart and hard to find. Today my first visit is to an elderly lady who is recently widowed; she needs to make a new claim for benefits. Visits like this can be distressing for the customer and I need to be sensitive to her feelings. She tells me that her husband always did the paperwork and is grateful for my help. Next today is a newly-divorced lady who is unsure about how to sort out her benefit entitlements. With two small children it's difficult for her to visit the office in Cromer so I am able to help her contact the relevant agencies by phone and complete forms for her.

**11.30am.** Now I'm off to see a gentleman who's recently had a stroke and needs help to complete an Attendance Allowance form – he was referred

**Most of Alison's time is spent outside the office making visits across the District**



# A Day in the Life

## Alison Morrey, Benefits Advisor

**Alison in the office with Help and Advice team member, Suzanne West**

to us by his daughter. This is quite a long visit as I need to be sure that we have a complete picture of his needs. As well as our form I put him in touch with Social Services for an Occupational Therapy assessment and Warm Front for a grant towards loft and cavity wall insulation, and complete a Blue Badge form so his daughter can take him out in her car. A lot of people simply aren't aware of the help that's available despite everything we do to try to tell them. At the moment we're running the 'Take Up' campaign, with posters and leaflets to raise people's understanding of what they are entitled to and let them know we are here to help with this.

**1.30pm.** Time to grab a sandwich and some fruit for lunch, which is often taken in a supermarket car park because there are always public facilities nearby!

**2pm.** I normally make between four and seven visits every day, but this afternoon I'm meeting with local wardens at Victory Housing in Fakenham. It's a chance to highlight the Benefit Help and Advice Team's role and make sure that all residents in supported accommodation are aware of the service we offer. Several of the wardens routinely refer new residents to us for a benefit health check. Suzanne and I often give talks to local groups and clubs, to tell them about our service.

**3.30pm.** Time to call back into the office to check emails and listen to phone messages. I do wish everyone would leave a full message, not just give their first name and sign off with a cheery 'you've got my number'!

**4pm.** An early finish today so I can head off to the gym. I'm a keen runner; it keeps me fit and a good run helps to clear my mind after a day at work. Running round North Norfolk's quiet lanes is a great way to de-stress and to enjoy the wonderful countryside. I completed the London Marathon earlier this year, raising funds for the Holt Youth Project in the process. The Youth Project does some really good work for the young people of Holt and the surrounding area and I was very pleased to be able to support it. It's the Norwich half-marathon next. Wish me luck!

You can contact the North Norfolk District Council Benefits Help and Advice team on 01263 516245.

**Alison after completing the London Marathon earlier this year. Her efforts raised more than £800 for the Holt Youth Project**



## Car park season tickets now available at Fakenham Connect

You can now get car park season tickets by dropping in to Fakenham Connect and paying with a debit or credit card (not cash), as well as North Norfolk District Council's office in Cromer.

If you use car parks regularly, season tickets are a great way to cut the cost of parking and avoiding the hassle of buying tickets.

Parking normally costs £1 an hour in long-stay car parks, or 60p an hour short stay (where the maximum stay is three hours). But you can get a six-month short stay season ticket for £22, or a year



for £40. Or you could buy a long-stay season ticket for £25 for a week, £55 for three months, £100 for six months, or £165 for a whole year.

You can also get season tickets over the phone with a credit or debit card by calling 01263 516072 or 516294 Monday to Friday, 9am to 4pm.

Weekly long-stay tickets can be bought from the new North Norfolk Information Centre in Cromer (and other tourist information centres in the summer).



## Debt problems? Help is at hand

Says the Council of Mortgage Lenders

According to the Council of Mortgage Lenders, 1.4 million households are coming off fixed-rate mortgages in 2008. But the state of global finance means they, and others in debt, could find that new loans are either much more expensive, or not available at all.

There is help available. The Council of Mortgage Lenders has teamed up with housing and homelessness charity Shelter and the Citizens' Advice Bureau to offer these 10 tips for struggling households.

1. **Get talking** – to your lender, your partner, and/or a free, independent debt adviser. The earlier you tell your lender, the more options there are to solve the problem, like extending the term of the mortgage, changing the type of mortgage, or deferring interest payments for a short period.
2. **Get advice** – Free and independent debt advisers from Citizens Advice, Shelter, National Debtline, and the Consumer Credit Counselling Service, among many others, can help you find a way forward.

3. **Plan ahead** – If you are coming to the end of a fixed-rate mortgage, prepare for higher repayments and start researching the best deals in the market.
4. **Don't bury your head in the sand** – Ignoring your debt problems will only make them worse. Positive action will help you find ways to solve them.
5. **Pay your priority debts first** – A mortgage is a priority debt as if you don't pay this you could lose your home. Debt advisers can help you prioritise.
6. **Pay what you can each month** – If you can't afford your full mortgage repayments, you should talk to your lender and still pay what you can afford.
7. **Open all your post** – Don't ignore letters or telephone calls from your lender; if you are not sure what they mean ask your lender or a debt adviser to explain. Open all mail that is addressed 'to the occupiers'; it could be the mortgage lender contacting you if your landlord has a payment problem.

8. **Facing possession proceedings?**  
**Don't panic** – Always attend the court hearings. Court proceedings do not mean that you will automatically lose your home. The court process acts as a final check to make sure repossession is the last resort. Some courts have advice desks which can provide last-minute assistance.
9. **Don't abandon your property** – If you are struggling with repayments, you may be tempted to abandon your property. Don't do this without advice. You could still be responsible for the debt and may be pursued for it years later.
10. **Take care with 'mortgage rescue' schemes** – Selling your home and renting it back might seem like a quick fix to your debt problems. But, many of these schemes offer very little security. They are also not regulated so you will not have access to the same protections as a mortgage holder.

To find out more, call NNDC Strategic Housing, freephone 08000 855889 or visit [www.cml.org.uk/cml/media/press/1841](http://www.cml.org.uk/cml/media/press/1841).

# Cutting the cost of energy

By making the most of the energy you use, you could save hundreds of pounds a year on your bills.

To get a better idea of how much energy you use and where the energy in your home is being wasted, complete an on line energy check at either of these websites:

- ▶ <http://actonco2.direct.gov.uk/index.html>
- ▶ [www.energysavingtrust.org.uk/check](http://www.energysavingtrust.org.uk/check)

You could also buy an energy smart meter to provide you with real-time information about your home's energy use.

There are things you can do to reduce your energy use that cost nothing, like switching off lights in unoccupied rooms, turning off appliances completely (rather than leaving them on standby), turning your heating down by 1C (this alone could save you £40 a year), setting your hot water tank (if you have one) to 60C, drying your clothes on a line instead of in a tumble drier, taking showers instead of baths, not leaving taps running, and only boiling as much water as you need in pots and kettles.

For just a small outlay, you can draught-proof your letterbox, keyholes, doors, windows and unused chimneys, replace regular light bulbs with energy saving bulbs, insulate hot water tanks and

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pipes, fit heat reflecting foils behind radiators and insulate any gaps in your floor or skirting boards.

There are some more expensive options, like cavity wall insulation, loft insulation of at least 270mm, replacing your old boiler with a more efficient one and buying energy-efficient appliances when your old ones need replacing. These will all save you money in the long run.

Everyone in North Norfolk is entitled to grants to help with the cost of insulation and those in receipt of certain benefits are also eligible for grants for heating systems. For more information on the level of grant available to you and for recommended

local installers call the Energy Saving Trust's 'Act on CO2' helpline on 0800 512 012.

You could also investigate renewable energy – harnessing naturally replenishable sources, like the sun and wind.

The initial outlay for renewable energy technology is fairly high, but the energy itself is free. Again for more information, contact the Energy Saving Trust on the above number or visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

Grants are available to help with the cost of certain renewable technology from the Low Carbon Buildings Programme: [www.lowcarbonbuildings.org.uk](http://www.lowcarbonbuildings.org.uk)

## Are you struggling to pay your fuel bills?

The Council wants to help households on low incomes to improve the energy efficiency of their homes and reduce their fuel bills.

If you are on an income related benefit and would like help, complete the coupon opposite, put it in an envelope and return it to the following address freepost – there is no need to use a stamp.

Send to:

**Strategic Housing  
North Norfolk District Council  
Freepost NC22398  
P O Box 2  
Cromer NR27 9BR**

Title (Mr, Mrs etc)      Name

\_\_\_\_\_

Address

\_\_\_\_\_

Daytime contact number

\_\_\_\_\_

Email address

\_\_\_\_\_

Which income related benefit are you in receipt of?

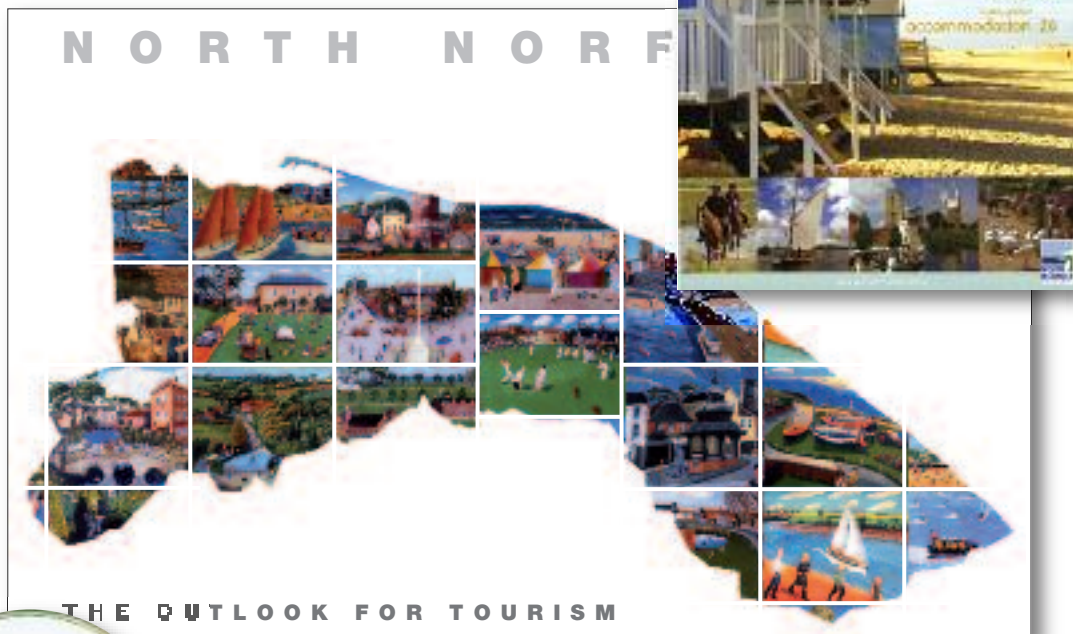
- Council Tax Benefit     Housing Benefit     Income Support  
 Employment and Support Allowance (income related)  
 Guaranteed Pension Credit     Tax Credits (with income below £15,050)

## More help for North Norfolk tourism businesses

Tourism makes the biggest individual contribution to the economy of North Norfolk and is the District's largest employer. In addition to the support it gives to business in all sectors across the District, North Norfolk District Council has recently increased its support for tourism with two specific projects.

In association with the hugely popular 'North Norfolk Visitor and Accommodation Guide for the Coast, Countryside and Broads' brochure (90,000 copies are requested by potential visitors each year), the Council runs the website (see below) designed and maintained by New Vision Group. The site was re-launched in August, coinciding with the opening of the new North Norfolk Information Centre in Cromer.

The new site contains easily accessible information on quality-graded accommodation, attractions and events. As well as much improved page design and navigation to help readers quickly find what they want on the site, it includes



new features such as Google maps for easy location of places, easy download facilities and useful general information all about North Norfolk. The newly revamped site aims to encourage not just visitors to explore and enjoy all the great events and attractions that North Norfolk has to offer, but local residents as well. Why not take a look for yourself?

The Council has also just produced a new DVD all about the outlook for tourism in North Norfolk. This promotional tool will be distributed to travel agencies, group

travel and coach operators right across the country as well as to other public and private organisations responsible for promoting destinations, such as Norfolk Tourism, East of England Tourism and VisitBritain. "As well as promoting North Norfolk as a tourist destination, the DVD will encourage inward investment into the area. We also intend to upload it to YouTube and similar video sharing websites so that it will reach the widest possible audience," said Robin Smith, North Norfolk District Council's Economic and Tourism Development Manager.

[www.visitnorthnorfolk.com](http://www.visitnorthnorfolk.com)

## Hi-tech support for new business start-ups

Nearly 40 new entrepreneurs have benefited from the Virtual Business Support (VBS) programme over the last year, getting help with the hi-tech equipment modern businesses need.

The one-year, £170,000 pilot developed by the Council's Economic Development Unit and funded by the EU Objective 2 development fund, the North Norfolk Community Partnership and North Norfolk District Council, has seen laptops loaned to new business start-ups for up to six months with free

broadband connections (along with training in how to use them), and training in how to get the most out of internet, video conferencing and other information and communication technology.

More than 40 people from eligible areas (those covered by the Objective 2 fund) attended workshops to hear the first-hand experiences of a local businessperson and get advice from a Business Link East advisor, and most were then enrolled in the VBS scheme.

Another 45 or so tourism businesses were given training in online room-booking through the scheme.

The pilot finishes at the end of December, but NNDC will keep the scheme running until the end of March. A £120,000 bid for further EU funding has been made, with a view to keeping the project running across the whole District from April 2009 until March 2011.

For more information, contact Jose Socao on 01263 516303.

North Norfolk's businesses are facing hard times and uncertainty, but the District's economy is well-placed to weather the global economic downturn – and help is at hand for those who need.

Because 99.3 per cent of North Norfolk's businesses are 'micro' (having 49 employees or fewer), we don't rely on one or two big companies for our livelihoods, explained North Norfolk District Council Economic and Tourism Development Manager Robin Smith. Our strength, he said, was in the diversity and sheer number of businesses operating in the District. Micro businesses are also better able to adapt to changing circumstances, while big companies can struggle to change course quickly if they are under threat.

The tourism industry in particular could actually benefit from the economic crisis, in some ways. It has been competing with foreign destinations in recent years, with cut-price holidays abroad undermining the domestic trade. But with tour operators feeling the pinch, increasing fuel prices and a low-value pound, many people are likely to re-think their holiday arrangements and stay in the UK. Mr Smith said: "North Norfolk's offer is as strong as, if not stronger than it has been in the past."

However, the downturn will undoubtedly be tough for many local businesses, Mr Smith warned. Small businesses and the District's 7500 self-employed people may have trouble with cash flow, so will benefit hugely from things like prompt payment of invoices. Companies that have been able to borrow

money to see them through the lean, off-peak months may find the financial sector is now unwilling to lend.

Mr Smith urged businesses to seek advice from the many expert agencies who can offer support and guidance over problems with financing and debt, business strategy, training and staff development, and fostering innovation.

"The North Norfolk economy has withstood a number of economic shocks in the past, like the recession of the late 1980s and early 1990s, the foot-and-mouth outbreak, and so on," said Mr Smith. "We have recovered because of the versatility and flexibility of our micro businesses."

For business advice, contact:

**Business Link**

[www.businesslink.gov.uk/east](http://www.businesslink.gov.uk/east)

**North Norfolk Business Forum**

[www.nnbf.org](http://www.nnbf.org)

**Federation of Small Businesses**

[www.fsb.org.uk](http://www.fsb.org.uk)

**Norfolk and Waveney Enterprise Services**

[www.nwes.org.uk/](http://www.nwes.org.uk/)

**Norfolk Enterprise Agency Trust**

(advice for business start-ups)

01603 677510

**Women's Employment Enterprise and Training Unit (WEETU)**

[www.weetu.org](http://www.weetu.org)



**Robin Smith, economic development manager for North Norfolk District Council**

## BE PREPARED!

Emergency planning officers from North Norfolk District Council will be helping churchgoers learn how to make their homes, their communities and themselves more resilient to crisis situations at a special event in February.

The Broadland Churches Together group has invited NNDC and other agencies to give presentations to their invited guests, gathered from among their congregations in the Broads area, about how emergency planning systems work in the event of a major incident. The workshop, to be held at Acle, is designed to explore the short-term implications of climate change, like coastal flooding.

In the wake of flooding along the North Norfolk coast last autumn, the emergency planning team has made a priority of reaching out to the community this year to find ways to explain what it does, and the way decisions are made among all the organisations that would respond to a major incident — councils, emergency services, voluntary services and other agencies. A survey of coastal communities earlier this year showed there was little understanding of these things among the public at large.

Team members have made presentations to groups including the Norfolk Association of Town and Parish Councils and Holt Rotary Club in recent weeks, looking at how NNDC can help community groups, and how those groups can themselves be of help in emergencies. If you belong to a community group that would like to hear more about emergency planning, and how your group, your community, local businesses and residents can be better prepared for a crisis, contact Dave McQuirk, Emergency Planning Officer, on 01263 516074.

## How we cope with a crisis

If you want to know more about how your public services respond to crisis situations, and what you can do to help keep you and your family safe, come along to the Norfolk Emergency Planning Roadshow at the Forum in Norwich on Friday, 30 January.

North Norfolk District Council officers will be there, along with representatives from the police, fire and health services, government agencies, councils and major companies (who work together as the Norfolk Resilience Forum) to explain the plans they have for handling major incidents – and how they would liaise with local residents in the event of an emergency.

The roadshow will run from 10am to 4.30pm.

## Releasing Entrepreneurial Spirit Using Local Talent – RESULT!

The RESULT project gives free business coaching and mentoring to people within the Griffin Partnership area of 26 parishes in and around North Walsham who are looking to start a business, develop an existing one or overcome a current business issue.

The RESULT project aims to help rural businesses prepare for change. It is funded by Norfolk's Investors in Community (IiC) programme and Norfolk

County Council and is delivered by Norfolk Rural Business Advice Service (NRBAS).

There is also a free monthly Business Club for RESULT members, providing the opportunity to network and gain business skills through topical group sessions.

To find out how the RESULT project could support you, please contact Debi Hanley on 01692 538204 or email [debi.hanley@googlemail.com](mailto:debi.hanley@googlemail.com)

## Planning applications: what we need to know

If you're making a planning application, there may be information that North Norfolk District Council needs to consider along with your application form — things like a flood risk assessment, a tree survey, a biodiversity report, a structural survey, an energy consumption statement or a land contamination assessment.

It depends upon what you are applying for, and where. To check what local requirements might apply to you, visit [www.northnorfolk.org/planning](http://www.northnorfolk.org/planning) and click the link for Application Forms, Fees and Guidance Notes.

This 'local list of requirements', which came into effect in October, is specific to North Norfolk but works alongside the new standard planning application forms introduced this year by the Government. If you don't supply all the information NNDC needs to go with your planning application, the Council cannot consider your application and make a decision upon it.

Please help us deal with planning applications promptly by making sure you give all the information we need.

## Home improvements may not need planning permission

Changes to planning rules may mean you don't need planning permission for an extension or addition to your home.

If you want to carry out home improvement work, you could benefit from new regulations which came into effect in October. While some kinds of extensions and outbuildings are already 'permitted development', meaning they don't need planning permission, the rules have now been relaxed to make even more kinds of development 'permitted' if they meet a set of fairly strict conditions (mainly to do with their height, area and style).

You should always check whether you need planning permission before you start work. Call North Norfolk District Council's planning department on 01263 516150, email [planning@north-norfolk.gov.uk](mailto:planning@north-norfolk.gov.uk) or visit [www.planningportal.gov.uk](http://www.planningportal.gov.uk)

# Time to get Fit as a fiddle!

A new fitness project is helping North Norfolk people do physical activities — especially those aged 50 or over.

Age Concern's 'Fit as a Fiddle' programme and the Big Lottery are funding gym sessions led by North Norfolk District Council during the week at five venues across the District.

The Time of Your Life project, which incorporates the Council's famous mobile gym, helps people to do safe physical activity sessions designed to meet their personal needs, and provides a fun social environment.

The Council has two fully-qualified instructors at all gym sessions who will ensure people's sessions are safe and



effective, and who can provide a personalised programme for each user. A simple medical questionnaire needs to be completed before you start your exercise programme.

The project also includes a buddy system for those who want it, so you can exercise with a friend to give yourself a bit

more confidence and motivation.

Sessions are run in village halls and on the mobile gym. The cost is £1.50 for one session, £1 concessions, or £2.50 for Tai Chi and gym if done together.

For more information please contact Wyn Nurse on 01263 516305 or 07795 265671.

## New gym venues in the New Year are:

MONDAY	Stalham Methodist Church	10am-2.45pm
TUESDAY	Holt Day Centre	1-7pm Tai Chi 10.15-11am
WEDNESDAY	Southrepps Village Hall	1-7pm
THURSDAY	Erpingham Village Hall	Gym 10-11.30am Tai Chi 11.45am-12.20pm
FRIDAY	Copeman Centre Briston	10am-2.45pm

## Volunteering with Age Concern Norfolk

If you are looking for a flexible volunteering role with a local charity and you enjoy chatting on the phone, then Age Concern Norfolk's Teleclub could be for you.

Teleclub volunteers make weekly calls from home to members of a telephone-based social club (the cost of your calls is reimbursed). Age Concern Norfolk is looking for sociable, reliable people who can spare some time each week. Call Marilyn on 01603 785261 to find out more.

Age Concern volunteers also help older people in a variety of situations.

Money Matters volunteers help to sort out financial muddles, like debt solutions and financial plans. Advocacy volunteers can guide people through dealing with local public services, authorities and other agencies. Active Together volunteers can help with physical tasks around the home. And Benefit Outreach volunteers help people with complicated forms and paperwork to make sure they are claiming all the money they are entitled to.

Call Age Concern Norfolk on 01603 787111 if you can offer your time and expertise to help in situations like these.

## GreenPrints grants

Grants of up to £10,000 are available for projects enabling groups of volunteers aged 16 to 25 to improve green spaces in the communities in which they live, thanks to the SITA Trust, v (the youth volunteering charity), BTCV, the Wildlife Trusts and

the BBC's Breathing Places campaign.

The partners will offer mentor support and practical expertise as well as funding. Visit the GreenPrints pages at: [www.sitatrust.org.uk/apply/greenprints](http://www.sitatrust.org.uk/apply/greenprints) to find out more. Applications can be made at any time.

# Progressing the Kelling to Lowestoft Shoreline Management Plan

There are currently three versions of the Kelling to Lowestoft Shoreline Management Plan (SMP). The original document was published in 2006 and adopted by Waveney District Council. North Norfolk District Council rejected it on the grounds that it did not consider the impact on the individuals and communities affected, and so published a revised version in 2007 that includes the social implications of the proposals. A separate, similarly revised version was adopted by Great Yarmouth Borough Council.

While there was once no requirement for Government approval of SMPs and they were 'owned' by the authorities that had commissioned them, the Government has stipulated that all SMPs must now receive approval from the Environment Agency (EA) and the EA has said that there must be only one version of each plan.

NNDC will now be working closely with Great Yarmouth Borough and

Waveney District Councils and the EA to commission consultants to prepare a single version. At the same time the consultants will also be asked to undertake some additional work to take account of some recent changes in legislation, most of which involves the impact on wildlife habitats, particularly

'North Norfolk District Council is playing a leading role nationally in pressing for social justice for those affected by a change in (central government) coastal policy.'

North Norfolk News, 30 October 2008

internationally designated sites. The cost of preparing the single version of the plan and the additional work will be paid for by the Environment Agency.

It is important that the authorities involved are able to present a single version of the SMP for approval, as without EA approval coastal protection schemes and future studies will be unlikely to receive central government funding. Following the appointment of consultants and approval of their proposals by the councils involved, the intention is to present a single version of the Kelling to Lowestoft Shoreline Management Plan to the EA by March 2010.



**PROTECTION FOR CROMER.** A long-running bid to shore up Cromer's sea defences has taken a step forward. Plans for an £8m scheme to revamp the sea walls and groynes have been beset with funding problems outside the District Council's control, but hopes that the work will now be able to go ahead have risen, with the Council having won a £250,000 government grant to review the strategy behind the scheme. However, the actual project could have to wait until 2011 and in the meantime the Council recognises that it might have to undertake emergency remedial work in places and then seek to reclaim the costs later.



## Heritage award honours eye-catching conversion in Sheringham



A new community facility in Sheringham has won this year's Graham Allen Award for Conservation and Design.

Oddfellows Hall, which was built to house the town's first lifeboat in 1867, has been converted to provide two floors of accommodation for meetings and functions.

The owners, Sheringham Plus Community Partnership, who commissioned the project, have completely refurbished the building and added a new two-storey, timber-framed extension. Designed by architects Chaplin Farrant, this contemporary addition reflects the building's maritime past and creates an attractive new focal point within the town centre.

The award is given annually by North Norfolk District Council to recognise projects which contribute to North Norfolk's distinctive built environment.

The residential conversion of Snoring Barn in Hindringham was highly commended, while the new North Norfolk Information Centre on the Meadow Car Park in Cromer received a commendation.

For more information, call Chris Young on 01263 516138.

## Father Christmas at Holt Country Park and Bacton Wood

Monday 22 December (Holt Country Park)  
Tuesday 23 December (Bacton Wood)

Join the special Christmas family trail events at Holt Country Park and Bacton Wood during the holidays!

On Monday, 22 December, Holt Country Park is the venue for a Father Christmas Trail – a 45-minute walk (at most) that ends in a visit to Father Christmas! The trail starts at about

10.30am at the Visitor Centre. Each child will get a present. Please bring push chairs, pencils and warm/wet weather gear. £1.20 per child, under-3s go free.

Father Christmas comes to Bacton Wood the following day, Tuesday 23 December, and can also be found at the end of a 45-minute walk through the

woods. The trail starts in the car park, and other details are the same as above. Booking is not essential.

Call the event ranger on 01263 516298 or 079205 76634 for more information, or email [anne-marie.katnoria@north-norfolk.gov.uk](mailto:anne-marie.katnoria@north-norfolk.gov.uk)



## Woodland sculpture borne by the wind

A fallen sweet chestnut tree has risen again at Bacton Wood, in a resurrection story with a twist.

The tree, which was blown down during storms earlier in the year, was turned into a sculpture – called Bacton Twist – by the chainsaw, gouge and mallet of artist Richard Bray. It sits next to the car park.

The sculpture took two weeks to make, but only once students from

North Walsham High School had visited the wood near North Walsham to see the tree, help come up with the concept, and have a go at carvings of their own.

Bacton Twist is one of three sculptures commissioned by the Griffon Area Partnership and funded by Big Lottery Awards for All. The other sculptures are at Mundesley Gold Park and Millfield in North Walsham.



### Sharing traditions

People of all ages took part in Back History Month events around North Norfolk in October, like learning capoeira, a Brazilian slavery-era martial art/dance form (right) at Sheringham Library and Kwanzaa, a celebration of African culture, at Holt Country Park (below).

Black History Month was marked in Norfolk as an exploration and reminder of how black culture is relevant to us, in the things we do in our spare time, the food we eat, the music we listen to, and in the ways Norfolk's estates and enterprises have developed since the dawn of international trade.



# Peter Pan takes to the air!

This year's panto at Sheringham Little Theatre will be a thrilling stage performance – unlike anything ever seen at the theatre before.

Peter Pan will be one of the most ambitious performances ever shown at the theatre. There will



be flying, a revolving stage, a roller skating fairy as well as the traditional pirates, mermaids and Indians; all of this on one of the smallest stages in the country!

With a cast of over 100 people and a dog it is going to be a total riot! Amongst the actors are 93 local children who play the dancers, lost boys and the lead roles of Wendy, John and Michael. The five teams of Lost Boys and two teams of

dancers will do alternate shows. The rest of the cast includes Paul Sandys as Peter Pan, Napoleon Ryan as Smee 'The Mate', 'Zac' Holton as Captain Hook, Amanda Black as Tiger Lily and Chania Belle as Tinker Belle.

Peter Pan is not only about the tradition of panto and the excitement that it brings to the Christmas season though; this year's panto is bang up to date with songs from High School Musical and other West End favourites featured in the show. Whatever your age you will find it a great spectacle – tickets are available now so book early and make sure you don't miss out! The Box Office number is 01263 822347.

## Celebrating our summer festivals

North Norfolk provides its residents and visitors with an incredible range of colourful Carnivals and Festivals, from the 'sublime' Exhibitions and Music in Salthouse Church to the 'ridiculous' Scarecrow Festival at Wighton, giving pleasure to many people of all ages.

Wells, Cromer and Sheringham all put on traditional Carnivals with days of family fun presided over by the Queens and their Attendants. And there is a lot more to their celebrations than just having fun. The Carnival Committees work all year round preparing their extensive programmes,



**Sheringham 2008 Carnival Queen and her attendants** Photo: christaylorphoto.co.uk

aiming to provide a much needed boost for local charities.

During the last week of June, Morris Men and Folk Dancers from near and far gather for the Sheringham Potty Festival and cavort through the streets all day, giving a welcome boost to the local pubs. And it's all free, apart from collections and the sale of badges.

It is quite impossible to mention all the other events and entertainments in our District. There are the church fetes and flower festivals and farmers markets and Christmas lights, jazz and of course the '40s weekends on the North Norfolk Railway, when the towns of Holt and Sheringham remember the days of Dad's Army.

After all these jollifications the Council workers have to clear away the debris so that the streets are restored to normal by the time the population awakes. A big thank you is due not only to the event organizers but also to these unsung heroes.

And it's not only us who live here who enjoy the events. These celebrations bring many people into North Norfolk who often arrange their breaks not only to sample our local food, or bird watch, or go to our theatres, but to enjoy and take part in our wonderful variety of free entertainment. So thanks to everyone who helped to make this year's events such a success and here's looking to another great year in 2009!

## Christmas Seaside Special 2008



Get ready to 'Laff' this Christmas with comedian Johnny Laff, star of Cromer Pier's Christmas Seaside Special. Johnny is joined by comedy magician Mark Worgan, and vocalists Joanna Kyprianou and Eddie Bushell, a special guest spot by Norfolk comedian Keith Loads, the Christmas Seaside Special Dancers and the Broadland Youth Choir. This is a fun-packed show full of comedy, music, song and dance all with a magical Christmas twist. Performances of the Christmas Seaside Special are from 5 to 27 December 2008, and all shows are booking now. Box office Telephone: 01263 512495.

## A-Z guide to service contacts

<b>A</b> rts	516053
<b>B</b> each Barbecues	516007
Beach Chalets	516054
Beach Safety	516002
Benefits:	513811
– Housing	513811
– Council Tax	513811
Bottle banks	516302
Building Control:	
– Building Regulation	516023
– Site Inspections	516023
Business Advice and Funding	516236
Bus Passes	516418
Business Rates	516110
Business Support	516303
<b>C</b> ar Parks Maintenance	731718
– Pay and Display	731718
Car Park Season Tickets (to buy)	516294
Cashiers	516294
Catering Services	516056
Coastal Planning	516162
Coastal Protection	516193
Committee information	516047
Communities	516346
– Anti-Social Behaviour	516139/516207
– Development	516234
– Health Improvement	516173
– Liaison	516052
– Partnerships	516248
– Safety/CCTV	516278
– Voluntary Service	516319
– Young People	516340
– Youth	516328
Conservation, Design and Landscape:	516165
– Conservation Areas	516165
– Listed Buildings and Grants	516165
– Landscaping and Trees	516323
Council Tax:	
– Registration	516071
– Recovery and Bailiffs	516230
Council Tax Benefits	513811
Countryside:	
– Woodland Service	516001
– Holt Country Park and Bacton Wood	516001
<b>D</b> angerous Structures	516085
Disabled Access	516132
Dog Control	516085

Unless otherwise indicated, all numbers are in the Cromer area, code 01263. For services not listed, call the main number: 01263 513811

<b>E</b> conomic Development	516086
– Tourism Development	516009
Electoral Registration and Elections	516317/516046
Emergency Planning	516074/516269
Environmental Health	516189
European Funding & Information	516236
<b>F</b> akenham Connect	01328 850100
Fly tipping	516189
Food Safety	516008
<b>G</b> rants:	
– Community Project Grants	516234
– Disabled Facilities	516169
– Home Improvement	516169
Grounds Maintenance	516001
<b>H</b> ealth and Safety at Work	516008
Highways including repairs and drainage	0844 800 8009
Homelessness/Housing	0800 855889
– Emergency out-of-hours	01223 257482
Housing Repairs (Victory Housing Trust)	0800 371860
<b>L</b> and Charges	516013
Landlord Complaints	516169
– Disrepair	516169
– Harassment	516169
– Safety	516169
Landscape Maintenance	731718
Leisure Services	516002
Licensing:	
– Alcohol and related entertainment	516189
– Animal-Related	516189
– Caravan sites	516189
– Gaming, Street Collections and Street Trading	516189
– Taxis	516166
Local Strategic Partnership	516248
<b>M</b> arkets	731718
Museums	513543
<b>N</b> ature Conservation	516142
<b>P</b> arish Clerk Information	516220
Parks and Gardens	516022
Payments and Suppliers' Accounts	516107
Personnel	516035
Photocopying	516015

For Education, Highways, Social Services and Trading Standards, call Norfolk County Council: 0844 8008020

Planning:	
– Advertisement Control	516150
– Affordable Housing	516300
– Enforcement	516156
– Planning Appeals	516143
– Planning Applications/Enquiries	516150
Planning Policy:	
– Statistics (population)	516190
– Local Development Framework	516318
Playground Maintenance	516001
Pollution Control	516085
Printing Services	516015
Property Maintenance (Excluding Housing)	513811
Public Relations	516059
Public Seats	516022
Public Conveniences:	
– Cleansing	516302
– Repairs and vandalism	516257
<b>R</b> ecycling Centre enquiries	0844 800 8004
Refuse Collection	
– Enquiries or missed collections	516189
– Commercial contract enquiries	516031
Rent Allowances and Rebates	513811
Rights of Way	0844 800 8020
Rural Development Programme	0844 800 8020
<b>S</b> ecurity of Premises	513811
Senior Railcards (to buy)	516294
Sports Development	516305
Street Cleaning	516189
Street Name Sign Maintenance	516189
Street Naming and Numbering	516048
Sustainability	516271
<b>T</b> heatres:	
– General Enquiries, see Arts	
– Pavilion Theatre Cromer	
– Box Office (Seasonal)	512495
Tourist Information Centres (Cromer, Holt, Sheringham, Wells – including brochure requests)	0871 200 3071
<b>V</b> aluations	01603 241000

If you have any comments about *Outlook*, or suggestions for stories you would like to see in future issues, call North Norfolk District Council's Communications team on 01263 516344 or 516059, email [media@north-norfolk.gov.uk](mailto:media@north-norfolk.gov.uk)