

Outlook



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Working in Partnership

These days North Norfolk District Council, like most other local government authorities in the country, is increasingly working in partnership with other organisations and community groups, often on a very local level, to make sure that the community as a whole is able to influence decisions that affect their area and meet their concerns. This will be at the heart of our considerations when making our contribution to the discussions regarding the future of local government in Norfolk. You can read more about the Local



Government Review in the following article.

Recently, in association with the North Norfolk Community Partnership, we have been involved in

helping to create a number of Local Area Partnerships across the District, one for each of the seven market towns and their surrounding parishes. Have a look at the centre pages for more information about these.

Working in partnership is one way of ensuring that the Council provides ever improving and ever more relevant services for the benefit of everyone who lives in or visits North Norfolk.

The recently published Sunday Times 100 Top Places to Stay included four North Norfolk establishments. This is just one indication of what a wonderful place this is to live, but by working together, we can make it even better for us all.

If you have any comments on these or any other items contained in this issue of *Outlook*, please contact the editor on 01263 516344 or email: peter.battrick@north-norfolk.gov.uk
Philip Burton
Chief Executive

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Outlook Council

The future of your councils



it felt there was a strong case for a unitary 'greater Norwich', a proposal that the city council is now working on.

The Boundary Committee of the Boundary Commission has met all Norfolk's councils and explained how it is tasked with seeing how to make the whole county work on unitary lines — and will draw up its own plans if councils do not do so themselves. The detail has yet to be worked out, and no firm boundaries are yet proposed, but North Norfolk District Council is now liaising with

other districts and boroughs to see what is appropriate and feasible.

The Council is considering a number of models around the idea of three or four unitary councils for Norfolk. The Full Council will approve an initial concept to be submitted to the Boundary Committee, then detailed proposals will be drawn up by March next year. Other councils will likely come up with their own ideas. The Boundary Committee will then consider all the proposals, choose the ones it thinks will best serve local people, and consult on them in the summer. It aims to have the new structure in place by April 2010.

BY APRIL 2010, the make-up of Norfolk's local government will almost certainly be very different, with entirely new councils serving Norfolk people.

The Government wants some kind of 'unitary' structure, doing away with the current two tiers of local government — Norfolk County Council and district or borough councils providing different services — and having just one council serving a given area. It would be responsible for things like social services, education and transportation as well as the services currently provided at district level, like planning, environmental health, leisure and waste collection.

Norwich City Council bid for unitary status this year and, though it was unsuccessful, the Government indicated

FRONT COVER

NNDCC Arts Officer Brenda Seymour and daughter Libby help put some colour into The Big Draw - full story page 14

Christmas and New Year waste and recycling collections

Your waste and recyclables will be collected at different times over the Christmas and New Year period, because of Bank Holidays and the closure of landfill sites.

Unusually, some collections will begin before Christmas this year. So if your collections are due on Christmas Eve or Christmas Day you will need to put your bins out a day or two early. This will allow us to minimise the disruption to the service in the New Year.

The full schedule is as follows (the table shows your normal collection day, and the date your bins will actually be emptied).

| | |
|------------------------------|--|
| Monday 24 December | will be collected on Saturday 22 December |
| Tuesday 25 December | will be collected on Monday 24 December |
| Wednesday 26 December | will be collected on Thursday 27 December |
| Thursday 27 December | will be collected on Friday 28 December |
| Friday 28 December | will be collected on Saturday 29 December |
| <hr/> | |
| Monday 31 December | will be collected on Monday 31 December |
| Tuesday 1 January | will be collected on Wednesday 2 January |
| Wednesday 2 January | will be collected on Thursday 3 January |
| Thursday 3 January | will be collected on Friday 4 January |
| Friday 4 January | will be collected on Saturday 5 January |

REGISTER OF ELECTORS

Getting your vote

The revised Register of Electors is published on 30 November, following a three-month canvass of electors across North Norfolk this autumn.

By law, North Norfolk District Council must make an edited version of this register — one that people can have their details removed from — available for sale (for example to marketing companies). However, a full, unedited version of the register can be viewed at North Norfolk District Council's Cromer office.

If you have just moved into the District, or missed out for any reason on taking part in the canvass using the forms that were delivered to every

household in the North Norfolk, you can register at any time using the 'rolling' registration process. Remember that, by law, you **must** register if you are over 18. You face a fine of up to £1000 if you don't.

Rolling registration takes at least three weeks to come into effect. The deadlines to apply using this process are 11 December (to be registered with effect from 2 January), 10 January (for registration on 1 February), and 8 February (for 3 March).

Contact the Elections Team on 01263 516317 or 516046, or visit: www.northnorfolk.org/democracy to find out how to register.

Holiday closures

North Norfolk District Council's offices in Cromer and Fakenham will be closed for business from 3pm on Christmas Eve, 24 December, through to 8.30am on Wednesday, 2 January 2008.

Over the holidays, the hotline telephone number for emergencies like homelessness, flooding or environmental health problems will run as normal: 01223 257482.

For housing repairs, call the North Norfolk Housing Trust hotline on 0800 371860.

Have a happy and peaceful Christmas!

Don't make it easy for thieves!

New sat nav for Christmas? Or the latest phone or other gadget? Don't leave it on display in your car — you'll make yourself a target for thieves.

The North Norfolk Safer Communities Partnership and Norfolk police are teaming up to raise awareness of opportunist thefts from cars before Christmas, when families do their shopping for presents, and afterwards, when people are proud owners of new gear.

- Lock all items in the boot of the car
- Remove chargers for sat navs from view
- Close all windows and lock the doors — even if you are leaving the car just to buy a ticket or pay for petrol.

Remember, thieves love Christmas too!

Getting hold of Blue Badges

If you have a disability, or care for someone who is disabled, you may qualify for a Blue Badge to display in your car, allowing you to park for free in convenient locations in UK streets — and across the European Union.

Blue Badges are issued by Norfolk County Council's Social Services department. To apply, call 0844 800 8015 or visit www.norfolk.gov.uk

Application forms can also be obtained from Fakenham Connect, at Oak Street, where you can also get help with filling in the forms.

No changes to polling districts or stations

Following consultation during the autumn, North Norfolk District Council has completed a review of polling districts and places, to make sure that voting is convenient for people and polling stations are up to the required standards.

The review looked at populations and facilities to see what improvements could be made. There were no recommendations to alter polling districts from their current boundaries, which were last fixed in 2003, and it was concluded that the current polling stations represent the most suitable locations available to serve the electors of the polling districts. For those few polling stations not wholly accessible to voters with disabilities, efforts will be made to encourage and support improvements to access or continue to search for more suitable accommodation.



NNDC Deputy Leader Virginia Gay with compost from the Worm Hotel

Turning your dream green home into a reality

Thousands of people visited the Green Build event at Felbrigg Hall, near Cromer, in September, discovering techniques for sustainable building and tips for a greener lifestyle.

More than 40 exhibitors, along with speakers and demonstrators, attended the event – designers, builders, experts, suppliers and craftspeople involved in the construction or renovation of homes and other buildings. Their specialisms included rainwater harvesting, energy-efficient heating and lighting, insulation, composting, reedcutting and thatching, eco-friendly design, solar water heating, and using environmentally-sensitive and reclaimed materials.

There were also family entertainments, and North Norfolk District Council's own building control, environmental protection and waste and recycling teams were there, showing how the Council is working to ensure high standards in building projects, protect our District from environmental problems, and help people dispose of their waste.

Next year's event will again be held at Felbrigg Hall, on 13 and 14 September.



Visitors to Green Build were inspired by the likes of Sun, Wind and Rain (top), the Theatre of Adventure (middle) and the Energy Saving Trust.

Signs of the crimes

Vandalism of North Norfolk's street signs, nameplates and litter bins is costing the taxpayer thousands of pounds a year.

A wave of damage across the District in recent months has seen metal street nameplates stolen, broken or spraypainted, whole sign assemblies torn out of the ground, signs switched to cause confusion, and fires lit in litter and dog bins.

This vandalism is happening across the District, in rural and built-up areas, and in both well-lit and isolated places. A street nameplate costs £100 or more to replace.

North Norfolk District Council is combating the problem by working with manufacturers to design signage that is harder to damage, by putting signs in harder-to-reach sites, and through crime reduction measures like studying CCTV footage and working with police and neighbourhood watch teams.

Anyone who witnesses criminal damage of this sort is asked to call the police, or report it to North Norfolk District Council's environmental health team on 01263 516189 as soon as possible, so we can respond quickly to the problem.

Plastics: sorted

The Norfolk Environmental Waste Services (NEWS) recycling centre at Costessey now has a new plastic bottle sorting line, which will further improve recycling in the county.

The introduction of the new sorting line will not have any effect on how you use your green bin, but your bottles will now be sorted more efficiently, meaning the end product is purer and can command a higher price when it is sold on to be turned into new products such as garden furniture and clothing. NEWS expects that savings can then be passed back to Norfolk's councils and taxpayers.

NEWS processes recyclable waste collected by all Norfolk's district councils, as well as from commercial companies. Its Costessey plant is one of the most advanced facilities in Europe.

Gypsy and Traveller site consultation

Gypsies and Travellers are part of North Norfolk life and always have been. Historically they have visited the District for work, recreation and pilgrimage.

North Norfolk District Council believes that in order to promote good community relations and to meet recent Government guidance, it needs to provide short stay stopping places for Gypsies and Travellers in the District. By providing such sites the Council would be able to minimise the number of unauthorised encampments. The Norwich and Norfolk Racial Equality Council has also been involved in the discussions and has endorsed both the principle proposed and the extensive consultation process undertaken by the Council to canvas people's views.

A Gypsy and Traveller Consultation Forum, consisting of local councillors, businesses and the police, was set up in 2006 to promote a greater understanding of the issues involved,

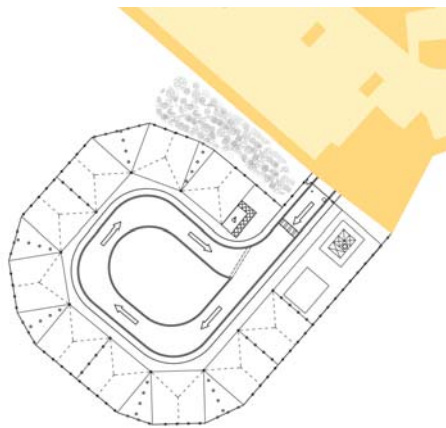
particularly in those parts of the District with a history of unauthorised encampments (Sheringham/Cromer and Fakenham/Walsingham).

The Forum considered a number of potential site options for these two areas and concluded that the provision of short-stay stopping places should be progressed on two sites, one next to the District Council's Cromer office and the other on land to the south of the A148, north-east of Fakenham.

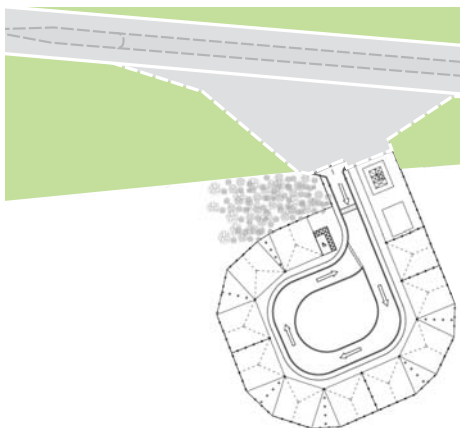
Leaflets explaining the proposals, along with a questionnaire asking for comments and views, were distributed to residents in the Cromer and Fakenham areas at the end of October and public meetings have also taken place. Once all comments have been assessed the Council will consider applying for formal planning permission for the two sites.

Contact Steve Blatch on 01263 516068.

The proposal for Cromer



The proposal for Fakenham



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UPDATE

Local Development Framework

Many thanks to all those who submitted comments on the Local Development Framework's Core Strategy consultation held during the early summer. We received over 800 comments, and these can be seen online at www.northnorfolk.org/ldf

The Core Strategy now enters the 'examination phase' when all of the comments will be considered by Philip Goodman, the independent inspector appointed by the Planning Inspectorate. Mr Goodman will review the Core Strategy, consider the comments made and background evidence, and decide whether he believes the document to be sound, and, if appropriate, what changes are necessary.

All of the documents used by the Planning Policy Team to develop the Core Strategy, including representations made at the final consultation phase, are available in the examination library for public viewing, during office hours, at the Council Office at Cromer. It would be helpful if you could telephone the Programme Officer in advance if you wish to view these documents.

The Inspector has identified the key issues and arranged a programme of public 'hearings' where the issues will be discussed. These meetings are organised to allow objectors (who have made objections at this latest stage) to voice their concerns, and specialists (where appropriate) to give advice to help the inspector gain a greater understanding of North Norfolk's particular needs and issues.

The hearings will take place during 4 – 13 December and 9 – 18 January.

The scope and details of this examination were agreed at a public pre-examination meeting held at the Council Office on 9 October. Further details are available on the LDF website, in the Council's Cromer office foyer, or can be obtained by contacting the Programme Officer, Beverly Hart, on 01263 516355.

A Day in the Life

Ian Hogg, Environmental Health Officer

Outlook
Environment

MOST PEOPLE will have heard of Environmental Health Officers and many will have some idea of what they do. Fewer will be aware that they are employed by the District Council. North Norfolk District Council has a team of nine Environmental Health Officers and Technical Officers in the Commercial Team of Environmental Health. As a team they undertake a wide range of functions to help to ensure the safety of all the food sold within the District and the health and safety at work of people employed in the commercial sector and the customers who visit these premises. They also monitor the condition of animal boarding and breeding establishments, check that tattooists are not going to give customers something they haven't paid for, and are responsible for enforcing the new anti-smoking laws.

Ian Hogg is one of the District Council's EHOs. He has worked for the Council for five years and this is one of his days.

6:45am Dragged into this world by the usual screech of the alarm clock. Feed the cats or they will not allow me to do anything!

8am Set-off to work, but on the way taking my daughter to school as she is carrying her tenor saxophone, which is far too big to get caught up in the scrum of the school bus, or so she tells me. Driving from school to the office I wonder what today will hold; just routine, or will something exciting happen?

8:20am Arrive at the office and start on my paperwork from previous inspections. I work mainly with food premises so this includes updating the computer and writing letters to business owners to inform them of what they need to do to comply with the law and points of good practice. Then I deal with my emails, and while I am doing all this I answer enquiries over the telephone and in person regarding the whole range of our work. Paperwork over, I select which premises to



inspect today, plus a few reserves, collect all the appropriate files and check the computer records.

11:30am Leave the office fully armed with files, clip board, inspection forms (all three types), torch, digital camera, white coats, hats, thermometers and information for

owners, including the large but very useful 'Safer Food, Better Business' packs.

On arriving at my first inspection of the day I introduce myself and tell them why I'm here. Luckily most food businesses are used to being inspected and expect someone like me to turn up on a regular basis. Most inspections seem to follow a regular pattern: I'm offered a cup of tea or coffee, which is usually gratefully received, then the inspection begins with me talking to the person in



"This region has some wonderful natural produce, and the vast majority of people we see welcome our help in delivering safe and quality foods"



charge to find out as much as I can about the business; the name of the operator, the amount and type of food produced at the premises, the clientele, where this business gets its supplies from, who this business supplies, the number of food handlers and their level of training and most importantly what procedures are in place at the premises on a permanent basis to ensure that the food being produced there is safe. This is the most time consuming part. It is only after this that I put on my white coat and hat to actually look around. While I am going round I speak to staff and check that the operations being undertaken there comply with the law, and whether the procedures I was told about earlier are actually in place. If I spot anything that is not as it should be I will suggest ways of putting it right.

2pm This is a long 'tour of inspection' so no time for lunch today! Once the tour is over I sit down again with the food business operator and I talk through what we've seen, what needs to be done to make the premises comply with the law and if there is any good practice that could be followed to improve food safety. Then we agree a timescale for any works that are required. They are keen to improve their business, so I think they'll follow my advice here.

3pm Still got time for a follow-up visit to see if the work required following one of my previous inspections has been completed. When I arrive and introduce myself I don't know whether it is the look in her eye or the tone of her voice, but something's wrong. How right I am! I'm provided with a string of excuses why nothing's been done, so I look around the premises to establish precisely what points still fail to meet the regulations. I have to explain to the food business

operator that I will be serving hygiene improvement notices on her to rectify the faults that I have seen, but before I decide on the timescale I ask her how long she thinks it will take and consider this before I make my mind up. If things still aren't improved when I next visit, the premises could well be closed down as a danger to public health.

5.30pm Another day done and luckily it's still light, so I can go to the golf practice range for a hit. I'll get the paperwork done later!



Hope for the coast



Cromer 0730am Friday 9 November 2007. Photo courtesy www.northnorfolk.tv

NORTH NORFOLK District Council has won some key battles in the fight to help coastal communities survive against the endless onslaught of the North Sea, but the war is not over.

Meetings were held in the bigger coastal villages with key community representatives this autumn, as part of the ongoing Local Development Framework process — the setting of new planning policies that will guide development over the next 15 years.

The meetings also gave the Council a chance to discuss how it intends to manage the impact of coastal change, and how its lobbying of the Government, with the help of the locally-based Coastal Concern Action Group and local politicians, has started to bear fruit. More meetings are planned.

The Council has agreed that it cannot accept the controversial Shoreline Management Plan, devised in 2004 according to Government guidelines, unless some critical conditions are met. There must, the Council says, be a wider economic analysis of the effects of allowing the coast to realign itself naturally. There must also be an acceptable set of social mitigation measures, including financial help for people who lose property — tools that will allow the community to adjust to that coastal change, and which will allow the change to be truly 'managed'.

For its part, and arguably in response to the high-profile concerns of North Norfolk people, the Government is now putting together an 'adaptation toolkit' to be used nationwide. Peter Frew, NNDC's Head of Coastal Strategy, represents the Local Government Association on the high-level project board developing the toolkit.

At the suggestion of Defra, the Government department responsible for coastal management, NNDC will be working on a study to investigate things like the cost of rolling back areas of land in different types of land use, the cumulative effects on communities rather than just individual property losses, and solutions like 'lease-back' schemes (where a public authority buys a building at risk and leases it back to the resident for as long as it stays standing). The study, carried out in

conjunction with consultants Risk and Policy Analysts Limited, will inform the adaptation toolkit.

A string of recent visits to, and by, Government ministers has given heart to local politicians and community groups that the Government is now serious about helping communities adjust to coastal change. In October, the Government committed £10 million towards this 'adaptation'. NNDC has asked the Government to clarify how this money will be spent and has offered to trial any new mechanisms.

NNDC has agreed to commit a further £2 million from its reserves over the next 10 years, on top of its existing budget of £350,000 a year, to maintain sea defences and 'hold the line' as far as possible while a longer-term solution is devised.

By building coastal management into the planning process through the LDF, the Council is spelling out what should be built and where, given the risk of erosion. By working with communities — and there are more workshops planned in the smaller coastal villages, even though they are not required by the LDF — the Council aims to have a plan that reflects local people's vision for their coast in years to come.

In recognition of the Council's position at the forefront of innovative coastal management Councillor Clive Stockton, the Portfolio Holder for Coastal Management, has recently been elected as Vice-Chairman of the Local Government Association Coastal Special Interest Group.

The Community Risk Register is a document that outlines the risks of major incidents to local neighbourhoods, so North Norfolk District Council and other organisations can understand the dangers faced by communities, and take steps to make life safer. The biggest risks in North Norfolk are of severe weather and flooding. If you would like to see the register, visit www.norfolkprepared.gov.uk for advice on preparing for flooding, see www.environment-agency.gov.uk or call the Floodline on 0845 988 1188. You can register with them to receive flood warnings.

The highest water of a lifetime

THE BIGGEST SURGE of water since 1953 was experienced along the North Norfolk coast early on the morning of Friday 9 November. It's thanks to all the organisations and individuals involved in putting precautions in place, plus the fact that the wind was from the north west rather than due north, that there were no major injuries and not much more damage to homes.

The Council Environmental Health team was involved from early in the week, assessing weather patterns, making sure sandbags were ready for delivery and working with volunteer Flood Wardens, the police and partner bodies to ensure that the District was as prepared as it could be for when the combined high tide and water surge arrived along our coast.

During Thursday evening Evacuation Centres were opened in the areas deemed at greatest risk, Cley and Salthouse, sandbags were delivered and residents were warned that they might be called to evacuate if the situation deteriorated. The A149 was closed in the early hours to prevent drivers being caught unawares by rising floodwaters. By the early hours Evacuation Centres had also been opened at Walcott and Bacton and residents were warned that their properties were in danger and they should consider moving out.

In the end, sea defences dissipated the force of the water and the damage was much less overall than had been feared, although it was very close. However, homes were made uninhabitable in Walcott, significant damage was inflicted on seaside promenades and Cromer Pier, and many beach huts and chalets were knocked sideways or simply washed away, while Happisburgh and Trimmingham lost many more metres of fragile cliff.

"We can't beat the sea," says Steve Hems, Environmental Health Manager for NNDC, "but we do everything we can to take all the necessary precautions to ensure that people remain safe at times like this. The precautions worked in that there were no serious injuries and Seawitch, the emergency flood plan for the District, worked as smoothly as we could have hoped. A county-wide flood emergency exercise based around flood planning was held as recently as September this year and so everyone involved knew what to do and what to expect. I have to thank all the Council staff, the police and everyone else, especially the volunteer Flood Wardens, who were out during the night, monitoring the rise of the water and talking with local residents. They were all fantastic."

The work of assessing the damage and clearing up the debris started immediately after the waters receded. Discussions have already taken place, and more are planned, between the Council, partner organisations and local communities as to what lessons can be learned from this event, to make sure that we are even better prepared for the next time it happens.

Outlook Partnerships

Abbreviations exposed!

Knowing your LSPs from your LAPs

Abbreviations are great for shortening long winded phrases and sentences. Many of us use some form of shorthand whether it's in email or texting, but, of course, you have to know what the abbreviation stands for before you can use it properly. So it is with NNCP, LSP, and LAPs until now.

All is about to be revealed!

Here's the official bit. The Local Government Act 2000 required all local authorities to write a 'Community Strategy'. To create the strategy and bring together partners to deliver it, an independent Local Strategic Partnership (LSP) was set up for North Norfolk, and to reflect the sense of community it called itself the North Norfolk Community Partnership (NNCP).

NNCP brings together representatives of the District and County Councils, Town and Parish Councils, the police, health service, learning and skills services, businesses, community and voluntary groups, with the aim of working together for the benefit of everyone who lives in or visits North Norfolk. Headed by an independently appointed chairperson, the NNCP works District-wide and is funded through a proportion of the income generated by Council Tax on second homes and through contributions from partners, the objective being:

"To achieve a vision where residents and visitors can enjoy a high quality of life in an attractive natural environment that is sustained into the future, where people have jobs which value and offer a wide range of career and training opportunities, that invites a healthy lifestyle with access to a wide range of recreational activities and that meets the needs of everyone."

The Strategy, which is refreshed every three years, is shaped by consulting the very people who live in the District and reflects their concerns and priorities for action. Progress on the strategy and the achievements of the NNCP are regularly reported on the web site www.nncp.org.uk and an annual stakeholders meeting provides opportunities to meet Board

Members and Partners and hear about progress being made.

NNCP is currently involved in 27 projects in the District with initiatives such as supporting affordable housing schemes and establishing the North Norfolk Business Forum and the North Norfolk Learning & Skills Forum, which focus on employment opportunities. It has established a grant fund administered by the Norfolk Community Foundation:

<http://www.norfolkfoundation.com/> as well as helping to improve health and wellbeing through providing initial funding for the On the Road to Wellbeing mobile gym covering the District. Recent projects include £56,500 for Holt Youth project to provide young people with a safe place to socialise, learn vocational skills and enhance their opportunities in the workplace, £51,804 for 'It's Our Theatre', a three year arts project for 4 to 25 year olds in the seven North

Norfolk market towns, and £63,239 to encourage and provide support for the voluntary sector in the District.

The NNCP actively works towards achieving its objective by working through partnerships and by supporting seven Local Area Partnerships (LAP) based around the main towns in the District and its surrounding parishes.

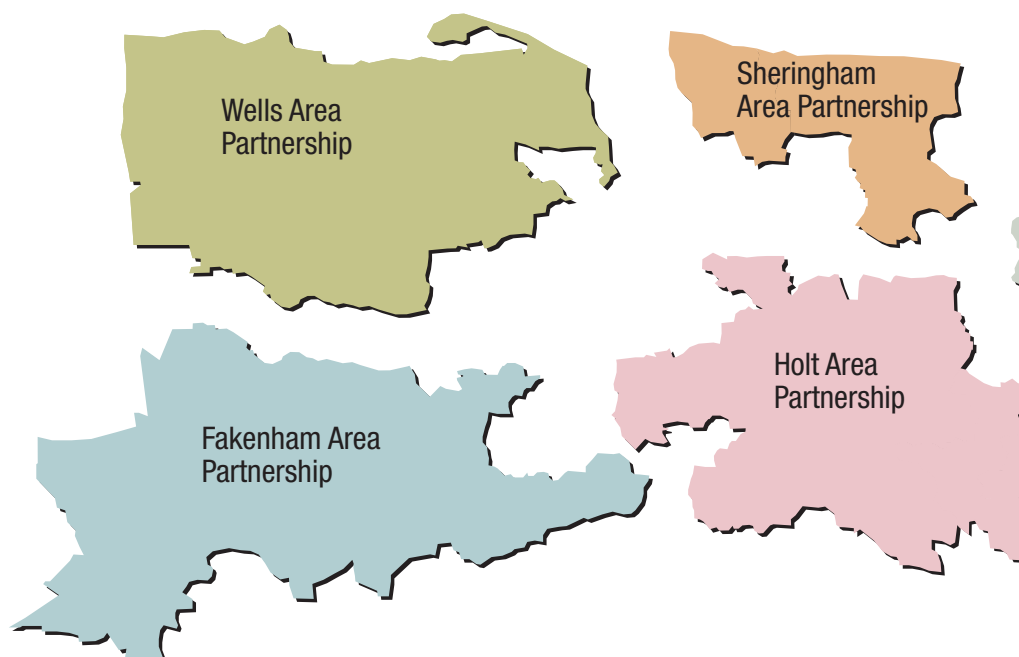
Each LAP is represented on the NNCP Board but is able to act locally to provide support and solutions appropriate for their own area. In every case they bring together people and organisations at a very local level to influence and contribute to improvements in that locality.

The NNCP is based in the North Norfolk District Council office in Cromer. You can find out more by visiting www.nncp.org.uk, by telephoning 01263 516248 or by emailing beatrix.ward@north-norfolk.gov.uk or sharon.garth@north-norfolk.gov.uk

Where are the Local Area Partnerships and what are they doing?

The following is just a quick look at what each LAP is currently up to. All the LAPs have co-ordinators, who can be contacted if you would like to get involved or find out more.

Fakenham Area Partnership is a Community Interest Company and a member of Action for Market Towns. Based in the Fakenham Connect building, behind the library, much of its first six months has been spent building local networks and getting to know how the community works, with an emphasis on improving contact with the Parishes and their Councils. With the help of the NNCP, Fakenham LAP has recently bought some



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open space land to be used in the future as an amenity for the community, and has also set up a Local Community Projects fund. You can find out more by visiting:

www.fakenhamareapartnership.co.uk or contacting Andy Turner on 01328 851555

Stalham with Happing Partnership is working to help regenerate the market town of Stalham and the surrounding Broadland and coastal villages. Current projects include a bid for funding for an Active Learning Centre at Stalham Sports Centre and for a community woodland, production and distribution of a Happing Directory, publication of 'Water to Land' walks books, development of Active Travel cycle/footpaths, helping to organise the Happing Festival and the introduction of CAB and Skills Advice sessions in the 'Happing Shop'.

Project Co-ordinator Michael Castle and a team of 11 volunteers man the 'Happing Shop' in High Street, Stalham, near the Post Office. The shop provides community information, bus and train timetables, tourist information, Stalham Big Screen cinema and Happing Festival event tickets and much more. Find out more on www.happing.co.uk or they can be contacted on 01692 580525, email happing@btconnect.com

Poppyland Area Partnership (Cromer), was formed in 2005 with the support of Cromer PPF Ltd. Membership includes representation from all 14 surrounding parishes as well as many community, statutory and business organisations. The partnership is based in the award-winning Merchants' Place, providing a range of community services including meeting facilities, an IT and skills development suite, information, advice, guidance and activities for learning, and 'hot desk' facilities for key

partners (see page 10). The partnership also has a small Community Chest fund

for local projects and is working with the police to set up a voluntary Speedwatch scheme to facilitate speed reduction through local villages.

To find out more or get involved, contact Catherine Plewman on 01263 514185, or visit Merchants' Place, 16 Church Street, Cromer.

Griffon Area Partnership (North Walsham) has, like the Poppyland partnership, already been winning awards. The 'Appleip Learning Project' was awarded the Social and Community prize in the 2007 England Market Towns Awards in competition with 23 other market towns and the new Griffon tourism project, 'Griffon Country Events', has just received £16,000 funding from the East of England Development Agency to promote events and encourage more tourism to the area. This is linked to the Griffon Creative Arts Forum that has also just been awarded £10,000 from the 'Arts for All' lottery fund. This is all money that is being invested for the benefit of the people of North Walsham and the surrounding parishes.

To find out more contact Mike Jones on 01692 407509 email mike@griffon.co.uk

Holt Area Partnership aims to deliver projects for the benefit of the 20 parishes and towns in the Holt area, based on need. So far this has involved the provision of mallets for the thriving Bodham Junior Croquet Club, improvements to the village green at Hunsworth, replacement of doors and windows for Holt Playing Field Clubhouse to comply with disabled access requirements and to improve energy efficiency, setting up a Friends of Open Green Spaces group, to encourage enjoyment and understanding and to support the Areas of Quiet Enjoyment in the area and the purchase of equipment to help with conservation work undertaken by the Holt Youth Project.

To find out more visit: www.holtareapartnership.org or contact holtareapartnership@tiscali.co.uk tel. 01263 713456

SheringhamPlus Area Partnership was formed just over a year ago and in that time has produced an action plan for its parishes and successfully launched the Community Wardrobe project, which hires costumes to the public, runs costume workshops and is developing other workshops and courses.

To find out more contact Laura White on 01263 825952 or email: laura@sheringhamplus.co.uk

Wells Area Partnership has created Homes for Wells, a community-led housing charity to buy and then let properties to people with a proven local connection, has enabled young people to become involved in the community through the Wells Youth Network involving young people from across the local parishes in activities ranging from work experience to graffiti art and has secured a £10,000 Community Chest fund to support 28 community groups.

To find out how the Wells Area Partnership can help in your area contact Fiona MacCallum on 01328 711378, email:

Fiona@wellsareapartnership.org.uk or visit: www.wellsareapartnership.org.uk

Age Concern has set up a team to help make life safer for older and disabled people

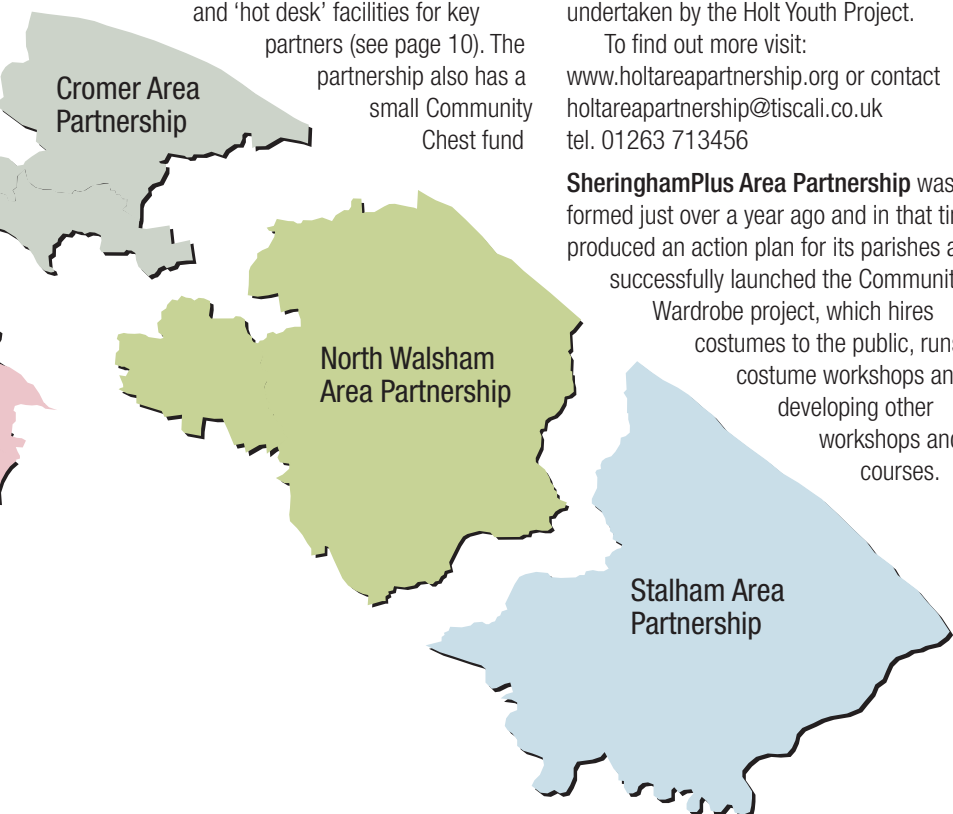
The North Norfolk Capacity and Access Team can make a single visit to your home, to advise on fire safety and fitting smoke detectors, assess and fit security measures, give support and advice to elderly people, and doing small jobs and repairs.

Age Concern North Norfolk has joined forces with the Fire Service, the police and Norfolk County Council's Adult Social Services' Assistive Technology team to offer the service to older and disabled people. The basic service is free, though costs might be charged for specific materials.

Call the Capacity and Access Team on 01263 822744 to find out what they can do for you.

At Holt, Age Concern North Norfolk has launched a befriending service called Keep In Touch (KIT), following the success of similar schemes at Cromer and Sheringham, offering visits in the Holt area to keep older people company and overcome loneliness. The service was launched with an open day at Holt Community Centre featuring relaxation activities and entertainment. Like the Sheringham and Cromer schemes, Holt Befrienders and their friends are keen to develop activities such as walking, bowling, outings, dancing and computer support - dependent on what their community wants.

If you would like a friendly visit, or can volunteer some of your time or skills to help older people, call Mary Granville-White on 01263 822744.



Merchant's Place, the community and learning centre in Cromer, has won a prestigious national award for the work it does to support the town.

The project was named the best scheme in the national finals of the Market Town Awards, run by pressure group Action for Market Towns, which recognise excellence in regenerating and sustaining small towns in innovative ways.

Merchant's Place had gone forward to the national finals with the Griffon Area Partnership, which works in and around North Walsham, for its Apple Pip scheme that offers low-level training across a wide range of skills. The two North Norfolk projects had won half of the four



Merchants placed top!

led Cromer regeneration scheme, Merchant's Place offers training and advice for people who want to improve their skills and job prospects, support for local businesses, and other community services like youth drop-in sessions, and hosting the Citizens' Advice Bureau and Cromer Carnival office.

For more information about Merchant's Place, call John Morgan on 07748 641718.

regional award categories from a field of entrants across six counties in the eastern region (the Griffon project did not win a national award).

Run by Cromer Past Present and Future, the regeneration company that grew out of the District Council-

Study of business needs

A study of 7000 businesses in North Norfolk is being carried out to give an in-depth picture of the District's economy and help determine what North Norfolk's economic development strategy should be.

The North Norfolk Business Forum and North Norfolk Skills Partnership are collaborating on a major phone, post and online survey, which is due to finish on 14 December, and their research will help them to shape their priorities and the services they offer, to help businesses grow and prosper in a rapidly-changing global economy.

Ian Doughty, chair of the Business Forum said: "This survey will guide the work and future direction of the Business Forum and assist in its development. We need confirmation of the state of business confidence so that we can build a strategy that will support existing businesses and encourage new ones to start

and succeed."

Don Venvell, chair of the Skills Partnership added: "The Skills Partnership is concentrating on identifying the skills needs of the District. This survey will give us the benchmark in terms of the needs of businesses, and we will then work with our training provider partners to meet those skills needs."

The independent Business Forum was set up three years ago and all businesses in North Norfolk are encouraged to join. The Skills Partnership has been developed over the last twelve months. It works closely with the Business Forum and is developing a number of initiatives to identify and address the skills needs of North Norfolk.

To take part in the survey, visit www.l4esp.org/nbbs2007.htm or contact Samir Jeraj on 01263 519454, email samir@cromercentre.co.uk

Housing Benefit Local Housing Allowance

A new type of housing allowance, the Local Housing Allowance (LHA), will come into effect from April 2008.

LHA is for private tenants (with tenancies after 1989) on a low income to help towards the cost of their rent. A 'private tenant' is someone who rents a property or room from a private landlord.

LHA will be applied to all new claims, to changes of circumstances (e.g. change of address), and breaks in claims, from April 2008.

How does it work?

The amount of LHA paid will depend on:

- number of rooms needed for size of family
- the area where people live
- any savings or money that may be coming in
- whether people have someone who is not a dependant living with them.

North Norfolk will be divided into two areas by an independent rent officer. The rent officer will decide what the LHA will be for the different areas based on the rents most people pay in those areas. The rents will be reviewed monthly, providing an accurate reflection of any market variation.

A flat rate of LHA will be paid according to the area where people live and household size. If the rent is less than the LHA people will be able to keep any extra money up to a maximum of £15, but if it is more people will normally have to make up the difference themselves.

LHA does not apply if:

- You rent your property from the North Norfolk Housing Trust
- Your landlord is a Housing Association
- Your rent has been registered as fair rent
- Your tenancy started before 1989
- You live somewhere where you are provided with care, bed & breakfast, support or supervision,
- You live in a caravan, mobile home or houseboat

The new allowance will be clearer for landlords and tenants as the rates will be published and people will know what they are likely to get. The allowance will normally be paid to the person claiming the LHA by BACS (payment direct into a bank account).

More details on LHA will be available on www.northnorfolk.org and information leaflets will be available from January 2008.

Contact benefits@north-norfolk.gov.uk or telephone 01263 516012.

Revenues team celebrates success

North Norfolk District Council's revenues team celebrated success at the recent Local Authority Direct Debit Challenge Awards, in recognition of a 5.3 per cent increase in the number of residents paying their council tax bill by Direct Debit - the highest increase nationally in the category. As well as an impressive trophy the team was awarded £500, which will be donated to the Council Chairman's nominated charity of the year, the Nancy Oldfield Trust.

Sean Knight, Revenue Services Manager at North Norfolk District Council, said: "We have always known that Direct Debit is an essential element in our drive to improve Council Tax collection rates and we are delighted to have won this award.

"Direct Debit is a highly convenient method

for many of our residents to pay their Council Tax bill and this is reflected in its popularity. Currently three out of four North Norfolk residents choose to pay by Direct Debit and this helps to keep our overall collection costs down."

The Council has made Direct Debit more accessible to local residents, offering three payment dates throughout each calendar month - the 1st, 10th and 20th. This gives residents increased flexibility and the chance to pick a billing date more closely aligned to their pay day. In addition, the Council has introduced the option for residents to pay their Council Tax over 12 months, instead of the normal ten.

If you would like to make the change and pay your Council Tax by Direct Debit, contact the Direct Debit Hotline on 01263 516230.

New Free Bus Pass will allow use throughout England from April 2008

From 1 April 2008 the new National Travel Scheme will entitle bus pass holders to free bus travel anywhere in England. The scheme will apply to all local bus services.

For the new scheme to operate and to enable bus operators throughout England to recognise valid pass holders, new passes need to be issued which conform to a standard design.

If you are a current pass holder you will receive a letter (along with an application

form and return envelope) detailing what you need to do to ensure you receive your new bus pass by April 2008.

If you have not received a letter by 7 December 2007 can you please complete the form below and send it along with your existing bus pass to:

Bus Passes
North Norfolk District Council
Holt Road, Cromer, Norfolk NR27 9EN

Upon receipt of this you will then be sent an application form to complete along with instructions.

Name

Address

Date of Birth

Current Pass Number

Do you already hold a pass on grounds of either **age** or **disability**
(Please tick as applicable)

Please return to North Norfolk District Council along with your existing pass. This will be processed on the working day it is received and returned by first class post.

Fakenham Connect

Residents in and around Fakenham can obtain access to many of the Council's services by visiting Fakenham Connect, the Council Information Centre behind the Library in Oak St.

It offers information, help and advice about Council and community services including Council Tax, Housing Benefit, Rubbish Collection and Recycling, Local Transport, Adult Education Classes, Building Control and Planning, Adult Social Services and Children's Services and more. Bus passes and Car Park Season Tickets can be obtained through the office. The centre also provides a Police Community Information Point and weekly 'surgeries' for Housing and Planning Advice and Connexions as well as a Freephone connection to the Council's Cromer office and a free public internet access point.

The Town Council and Register Office are also based here. The office is open Monday - Thursday, 8.30 - 5 and Friday 8.30 - 4.30.

Call Fakenham Connect: 01328 850100.

National Fraud Initiative

North Norfolk District Council is required by the Audit Commission Act 1998 to participate in the National Fraud Initiative (NFI) data matching exercise. As a result Council Tax payers are advised that data held by the Council will be used for cross-system and cross-authority comparison for preventing and detecting fraud. Housing, Benefits, Payroll and Creditors records held by the Council have already been included in the exercise but now, for the first time, Council Tax data will also be provided to the Audit Commission for NFI.

Contact Peter Gollop, Audit and Risk Manager, on 01263 516050 or email peter.gollop@north-norfolk.gov.uk

Whistleblowing

NNDC is determined that the culture and tone of the organisation is one of honesty, integrity and opposition to fraud and corruption. There is an expectation and requirement that Council Members and staff will lead by example in these matters and that all individuals and organisations associated with the Council will act with integrity.

Members and Officers are bound by protocols and codes of conduct that are designed to uphold standards of conduct and probity. These protocols cover a wide range of issues including personal conduct, gifts and hospitality and financial and other interests. These protocols are available on the Council website at www.northnorfolk.org.

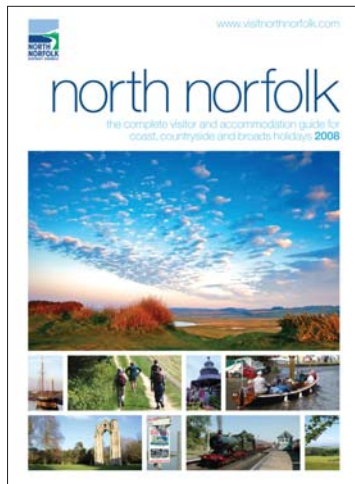
However, there will be occasions when these standards are not met. If you have a concern about improper conduct at the Council or by one of the Council's contractors you can report those concerns in confidence to the Monitoring Officer: emma.duncan@north-norfolk.gov.uk tel: 01263 516045, or Audit Manager: peter.gollop@north-norfolk.gov.uk tel: 01263 516050.

2008 Accommodation Guide

Did you know that tourism brings in nearly £400 million each year into our local economy, or that North Norfolk attracts around 1 million visitors who stay for four nights on average, plus a further 8.5 million day trips per year?

Tourism is a key element in the North Norfolk economy and it is an area that the District Council is

determined to continue to support as much as it can. One of the ways it does this is to publish and distribute the annual North Norfolk Coast,



Countryside and Broads Guide. The 2008 Guide will be launched at a gathering of the media and tourism operators at Wolterton Hall on 6 December.

90,000 copies of the Guide will be published and distributed right across the country and overseas, to provide prospective visitors with all the information they need about where to

go, what to see and do and where to stay in North Norfolk.

Contact Peter Battrick on 01263 516344.

Have a safe journey

Driving in winter can be dangerous. The sun is lower in the sky for more of the day, the weather can be spiteful and the road surface can be treacherous because of water, snow or ice.

Norfolk Fire and Rescue Service has the following advice for winter driving:

- Always leave extra time for your journey
- Be extra-careful at designated high-risk accident sites
- Make sure everyone in your vehicle is wearing a correctly fitted seatbelt
- Keep your vehicle well-maintained and roadworthy
- Avoid things that can affect your driving, like alcohol or drugs, and don't drive if you're too tired
- Make sure you can stop in the distance you can see
- Avoid distractions in your car like mobile phones
- Only overtake if you can do so safely
- Stay at an appropriate speed for the conditions
- Look out for motorcyclists – they can be harder to see
- Take extra care in built-up areas, where pedestrians might not always be visible.

Find out more at North Walsham

North Walsham's library is taking part in a six-month pilot of a new way to help people get information about local services.

There are already 10 council information centres across Norfolk, but now a County Council-led partnership (including North Norfolk District Council) is looking at whether the library network can help people even further, by using web technology to access the whole range of council and community services available.

You don't need to know about who provides what services, and you don't have to know how to use a computer – staff will be able to help you find the information you need, or help you to use council websites for yourself. They'll also be able to put you in touch with the right person if they can't solve your problem themselves, and there will be a freephone service direct to Norfolk County Council customer service advisers if you prefer.

The pilot began in September.



Splashes of colour in a 'drab' space

A set of bright murals will adorn an underpass at Holt by the end of the year, thanks to the work of sixteen local artists and community groups. Pictured here is one painted by the WI, with the theme of local food. The scheme is funded by the Conservation Foundation (supported by O2), Holt Town Council, Structure-flex Ltd and the North Norfolk Active Communities Fund (administered by North Norfolk District Council). Holt town clerk Di Dann said: "We look forward to the underpass being filled with boards. It's certainly drab in there at the moment."



Parish council chairman David Russell (left) celebrates the award with NNDC leisure manager Karl Read and Ian Dickerson of Warburtons

However you slice it, Sea Palling's best!

Sea Palling beach was named East Anglia's best picnic spot in a competition run by bakery Warburtons this year.

It was pipped for the national title by Yorkshire's Cannon Hall, but Karl Read, North Norfolk District Council's Leisure and Cultural Services Manager, said: "There are so many beautiful picnic spots in East Anglia that we take it as a real compliment that we've done so well. Investing in North Norfolk's

beautiful beaches has really paid off, and already this award has encouraged more visitors." The £200 prize money was given to Sea Palling and Waxham Parish Council to spend on a local children's play area. Parish council Chairman David Russell said: "This award has come as a most pleasant surprise. It is particularly pleasing to know that Sea Palling is the most desirable picnic spot in East Anglia, and long may it continue to be so."

Jamie's back to help museums

A former Cromer museum volunteer has returned, a decade later, as the new Area Museums Officer for North Norfolk.

In his new role, Jamie Everitt will oversee Cromer Museum, where he will be based, and give curatorial support and advice to the District's many independent museums too.



Jamie was a volunteer at Cromer Museum from 1994 to 1998, and since then has worked in museums across the country, involved in project management, and developing exhibitions, heritage websites and funding applications.

To contact Jamie, call 01263 517964 or email jamie.everitt@norfolk.gov.uk



Snow White and the Seven Dwarfs

This year's pantomime at Sheringham Little Theatre

Stunning sets, spectacular costumes, and a professional cast feature in this year's Sheringham Little Theatre pantomime, Snow White and the Seven Dwarfs.

Presented by PDM Entertainments, the laugh-a-minute show stars Lorna Chappell as Snow White, Thom Price as the court jester, Claire Mullins as the Wicked Queen and, hot from Agatha Christie's Mousetrap in London's West End, Paul Tate as panto dame Nurse Nanny Annie Fanny.

With extensive pantomime experience, Paul has his own wardrobe of nearly 15 dame and ugly sister costumes, some of which - including a sea-themed number complete with octopus hat - will be making an appearance at Sheringham.

The show's writer and producer Bev Berridge said Snow White, which also features local youngsters as dancers, dwarfs and fairies, contained all the elements for a traditional, fun pantomime for all the family.

"After the success of our sell-out pantomime the Wizard of Oz last year, this year's production promises to be another spectacular family show, with a handsome hero, a beautiful heroine, and a wicked queen to give audiences someone to boo and hiss," he added.

Snow White and the Seven Dwarfs is at Sheringham Little Theatre from 11 December to 2 January. Tickets, priced £13 (£8.50 under 16s, £40 family ticket) are available from the box office on 01263 822347.

Outlook Community

Big Draw a great success

The national campaign to get people to dabble in drawing, the Big Draw, was certainly a big draw in North Norfolk in October and November. Over 500 people, guided and inspired by local professional artists Mike Toll, Alison Wagstaffe, Margie Britz and Mik Richardson, drew life size outlines of themselves on panels then filled the shapes with drawings and designs at separate events held in Wells, Fakenham, Holt, Sheringham, Stalham and North Walsham.

The panels were then taken to Cromer and assembled on the 130 metre-long hoarding around the construction site for the new North Norfolk Information Centre. Colours were added to the drawings to create a bright and vibrant piece of public art for everyone to enjoy.

Many thanks to everyone who took part and contributed to this imaginative and hugely enjoyable project.



New learning service in Fakenham

As part of its response to the closure of the College of West Anglia run Learning Centre, the North Norfolk Skills Partnership is sponsoring a new service in Fakenham. From July an Information Advice and Guidance service will be available at the Old Rectory, 21 Oak Street, working in partnership with Norfolk Adult Education Services. people can access information about training and work opportunities by talking to one of our qualified and experienced guidance workers. The service is free and available to anyone. Support provided can range from signposting to local courses through to help writing a CV.

"This new service is part of a strategic approach which will help us to identify the skills and training needs of the local community" said John Morgan, the Development Officer for the North Norfolk Skills Partnership. "This in turn will enable us to tell training providers what is actually required,

where and when, thus maximising the use of our limited training resources."

For more information or to make an appointment call 01328 851223 or 01263 519454.

■ Connexions, one of the key members of the North Norfolk Skills Partnership, is also extending its provision in Fakenham and Wells. The service supports young people (aged 13 to 19) make choices about their future. Connexions aims to smooth a young person's path through the challenges that face them, helping them to understand what is available to them as individuals. Appointments are available at Fakenham Connect, Oak Street, Fakenham on Wednesday mornings and every other Thursday and in Wells at the Sackhouse, Jicklings Yard on Monday afternoons. For more information contact the North Walsham office on 01692 408200.



Morston Hall, one of North Norfolk's finest places to stay and among the 100 best in England according to the Sunday Times Magazine

Four of the best

Four North Norfolk hotels and B&Bs are among the 100 best in England, according to the Sunday Times Travel Magazine.

The magazine's October issue rated the Crown Hotel and Machrimore bed and breakfast at Wells-next-the-Sea, Morston Hall and Wood Farm House at Helhoughton as being among the country's finest places to stay (along with Titchwell Manor in West Norfolk).

The Sunday Times Magazine's judgement is the latest success for North Norfolk tourism businesses, which regularly win national and regional awards for their quality, and confirms North Norfolk's appeal as a year-round holiday destination.

A bigger Victory

A £250,000 extension to the gym at the Victory Swim and Fitness Centre in North Walsham is due to open early next year.

The 100sq m extension, funded by the centre's owners, North Norfolk District Council, and management company DC Leisure, will expand the gym facilities in response to a massive demand since the centre opened in 2003. It will house an extra twelve cardiovascular and strength training machines as well as an improved stretching area. There will also be a new wireless cardio theatre, allowing users to listen to music or watch and listen to television while they exercise.

Karl Read, Leisure and Cultural Services Manager at NNDC, said: "This project will enable us to further meet the needs of the local community and drive up participation in sport and active recreation."

North Norfolk was in the national news headlines recently for successfully applying for an Anti-Social Behaviour Order (Asbo) against 63-year-old Christopher Farrow as a result of his activities in relation to organising and performing at illegal raves in the area.

Currently there are three individuals in North Norfolk with Asbos - and whatever you might read in the papers, it's not just youngsters involved; two of the three are over the age of 60! But this is just one side of the whole issue of anti-social behaviour.

The aim of the Council's Anti-Social Behaviour team is to intervene in behaviour that might escalate into the need for an Asbo long before it comes to that. Once someone has been referred to the Team, who work with the North Norfolk Safer Communities Partnership, which includes North Norfolk District Council, Police, County Council, Primary Care Trust, Norfolk Probation and Norfolk Fire Service as well as many voluntary sector partners, there are a number of stages before the 'last resort' of asking a court to issue an Asbo.

There are just three individuals with ASBOs in North Norfolk, and two of them are aged over 60

These include sending a warning letter, a multi-agency visit to talk to the individual concerned and agreeing to an 'Acceptable Behaviour Contract', and this process is proving extremely successful, according to Jay Mitchell, Anti Social Behaviour Co-ordinator for North Norfolk. "80 per cent of anti-social behaviour stops at the first stage, with a letter or a short visit," she says. "90 stops after the agreement of an Acceptable Behaviour Contract and for the few who don't change their behaviour by the time they reach this level, we have so far had 100 per cent success rate on ASBOs, as none has yet been breached."

The Team also seeks to work on diversionary projects with individuals who have been identified as potentially being at risk of becoming involved in anti-social behaviour in the future. A current project, funded with a grant

from the North Norfolk Community Partnership, involves Open Road, a Norwich-based charity that provides courses and qualifications in vehicle care and maintenance, meeting the needs of young people.

Open Road's outreach project for schools is currently working with North Walsham and Sheringham High Schools. Ten students from each school are working on practical motorcycle maintenance and repair, using a mobile workshop staffed by fully qualified instructors from Open Road. The course is designed to meet the

Institute of the Motor Industry standards for NVQ Level 1 and the students all have to be prepared to work hard and get their hands dirty!

"This is a really exciting project," says Jay Mitchell. "If it goes as well as we hope, we will certainly want to try to set up similar courses in the future. We are determined to keep anti-social behaviour to an absolute minimum in North Norfolk, but wherever an individual is in the process, it's never too late for a fresh start."

Contact: Jay Mitchell 01263 516139
jay.mitchell@north-norfolk.gov.uk



New lease of life for Oddfellows Hall

Oddfellows Hall at Sheringham has a new lease of life as a community centre thanks to the SheringhamPlus community partnership.

The partnership won £250,000 from the European Objective 2 development fund for refurbishing the hall, which was the town's first lifeboat house in the late 19th Century and then became a meeting place for fishermen who were paid-up members of the international Oddfellows friendly society – a kind of predecessor of the National Health Service, that helped with costs for dental and opticians' fees.

The hall went into private ownership until it was bought by Sheringham Urban District Council in

the 1950s and passed into the ownership of North Norfolk District Council when it was established in 1974. It was used for various purposes, like acting as a craft centre or providing storage space, but has been unused for the last 12 years.

Oddfellows Hall reopened in September and is home to all kinds of community activities, like meetings, events, conferences, exhibitions, themed weekends and activities linked to other attractions in the town.

If you would like to use the hall, contact Laura or Jason at SheringhamPlus on 01263 822190 or email jason@sheringhamplus.co.uk

Outlook Last word

Mobile Gym timetable to 15 December

Mondays Bacton Village Hall Car Park 10am-12.30pm and 1-2.45pm gym

Tuesdays Charles Road Day Centre Holt 10.15-11am tai chi, 11am-12.30pm and 1-2.30pm gym (has changed from the community centre in Holt)

Wednesdays Blakeney Village Hall car park 10am-12.30pm and 1-2.45pm gym

Thursdays Erpingham Village Hall car park 10am-1pm gym, with tai chi 10-11am in village hall

Fridays Corpusty Village Hall car park 10am-2.45pm gym, 10-11am tai chi in the School Hall

Please note that we are closed for lunch between 12.30-1pm except on Thursdays and Fridays.

If you require further information regarding the gym or the tai chi sessions please contact Wyn on 01263 516305 or 07795 265671.

Good riddance to rodents

We all see rats from time to time, but we don't have to make them feel welcome. Here are some tips for keeping rats away.

- If you feed the birds, don't just leave food on the ground — use a bird feeder, and clear up any food you or the birds might spill from a bird table.
- Don't leave rubbish, especially food waste, out in your garden.
- Keep food for pets and poultry off the ground, and store it in sealed containers.
- Check for, and minimise, areas that rats might feel cosy in, like log piles, compost heaps or piles of garden waste like leaves. If you do compost — and we do encourage you to — then protect your compost pile by putting a wire mesh underneath it and wrapped up around the sides of the bin to stop rats digging their way in.
- Check and remove any standing water.

The Council does not offer a rodent control service, but we do investigate complaints of rat infestations. If you wish to report an infestation contact Environmental Health on 01263 516085.



Trans-network support

Trans-network is a social and support group for transgendered and transsexual people or those questioning their gender identity. It is a space where you will meet other people in a similar situation to yourself and you can share experiences and make new friends. Trans-network meets in a safe, discrete venue in Norwich and is staffed by Trans Group Workers.

The group runs for two hours the first Monday evening of every month. During this time we might talk about issues such as coming out, transitioning at work, self esteem, isolation and much, much more — with a plentiful supply of coffee, tea and biscuits. We can also offer an ever expanding library of books and publications that can be borrowed.

To get in touch email us at trans-network@hotmail.com

Winter woodland family events

Sunday, 9 December

1pm — Bacton Wood walk
Discover the origins of some of our Christmas traditions, from Christmas cards to Yule logs, the 'old man with the sack' to Christmas wreaths. Enjoy a cup of mulled wine or apple juice with a mince pie. Walk leaves main car park at 1pm. £1 per person.

Sunday, 16 December

1-3pm — Holt Country Park children's trail and crafts
Help Rudolph and friends find their red noses and save Christmas! Meet Father Christmas and take part in Christmas crafts to take home. £1 per child.

Sunday, 23 December

1pm — Holt Country Park walk
Discover the origins of some of our Christmas traditions, from Christmas cards to Yule logs, the 'old man with the sack' to Christmas wreaths. Enjoy a cup of mulled wine or apple juice with a mince pie. Walk leaves main car park at 1pm. £1 per person.

Contact Emma Bolger (Events Ranger)

07920 576634

Email emma.bolger@north-norfolk.gov.uk

In the last issue of *Outlook*, we wrongly said that Bacton Wood is owned by North Norfolk District Council and part of it is managed by the Forestry Commission. In fact, the Forestry Commission owns the wood and NNDC manages part of it as a leisure amenity.

A-Z guide to service contacts

Our usual back cover will return for the next issue of *Outlook*. In the meantime, full contact details can be found online at www.northnorfolk.org/contacts
It is also available in pdf form as a download.

NORTH NORFOLK DISTRICT COUNCIL
HOLT ROAD, CROMER, NORFOLK NR27 9EN

Telephone 01263 513811

Fax 01263 515042

www.northnorfolk.org

