

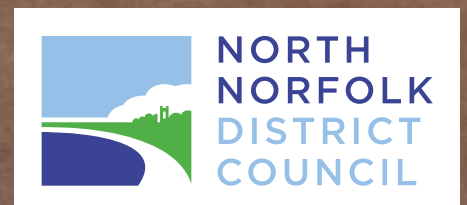
# Outlook

**Fakenham gets £11m leisure boost**  
See exciting plans for new centre inside

**Working with our coastal communities**

**Easter bin collection changes**

SPRING 2024



# Putting our customers first

In 2023, our Customer Services team answered over 75,000 telephone calls from our residents. Notably, our busiest months were March and April.

As we approach this busy time of the year again, we encourage you to explore our online services. Many of your requests for information and services are accessible via our website. Accessing our services this way not only streamlines your experience, but also helps us to alleviate wait times on our phone lines, ensuring customers receive the support they need as swiftly as possible.

Popular requests such as renewing your Car Parking permit or making a change to your Council Tax account can be done online so why not give it a try?

For those who may be less confident navigating online platforms, our friendly chat bot, Nelly, is here to assist you. Nelly is designed to provide quick and easy answers to your queries, offering a convenient alternative to traditional customer service channels.



## On the move? Make sure you let us know!

Moving house? You can let us know online. You can use the online form to tell us about changes of address, whether you are moving into or out of North Norfolk, or moving between properties within the district. You can tell us about your change of address by visiting [www.north-norfolk.gov.uk/movinghome](http://www.north-norfolk.gov.uk/movinghome)

## Car park season ticket: Save time and money

Season tickets save you time and money. We offer two NNDC car park season tickets: Short stay 3-hour and long stay 24-hour. You can buy, renew, amend or re-issue a ticket online. Purchase your season ticket online by visiting [www.north-norfolk.gov.uk/seasontickets](http://www.north-norfolk.gov.uk/seasontickets). Hourly and weekly tickets can be purchased via the ParkingOps smartphone app.

## Useful phone numbers

**North Norfolk District Council**  
01263 513811

**North Norfolk District Council**  
**24/7 payment line**  
0300 123 1109

**Norfolk County Council**  
(Highways, Education, Social Services,  
Bus Passes and Blue Badges enquiries)  
0344 800 8020

**Department for Work and Pensions**  
(Job Centre and  
Universal Credit enquiries)  
0800 328 5644

**Serco**  
(Household waste and  
recycling enquiries)  
0330 109 9220



# A message from the Leader

Welcome to this edition of the Outlook magazine. At the time of writing, your Council is working towards achieving a balanced budget for the financial year 2024-2025. It has been a year of unprecedented challenges for local councils across the country, particularly due to the increased pressures of homelessness and temporary accommodation need, this accounting for £1m of costs to us in 2023-2024.

The local government sector is continuing to lobby for longer-term solutions to the housing crisis, the greatest immediate challenge we face, including the recent cross-party summits called for by Eastbourne Council. Like households, the Council has also seen significant rises in general costs.

Work is now being undertaken to identify savings and additional revenue amounting to over £1m. Though necessary, this will sadly result in some reductions or changes to services across the District. The Council will also be undertaking a consultation on Council Tax for the financial year 2024-2025, with a potential rise of 3.03% to Council Tax, amounting to an increase below £4.95 for most households in North Norfolk. Of the total Council Tax bill paid by North Norfolk residents, the District Council receives only 8p in every pound - the remaining 92p goes to Norfolk County Council, Police and

Parish Councils. A full Council Tax increase will result in £205,000 for the Council, and therefore not enough on its own to cover the increased costs now faced.

I am pleased to be able to sign off with some much better news, in that we have received Government Levelling Up Grant funding totaling more than £9m to enable us to develop sports and leisure facilities at Trap Lane in Fakenham, including a swimming pool. We are now working with partners in the community, including the Town Council and MP, to provide this exciting facility.

**Cllr Tim Adams**  
**Leader of the Council**



## Featured in this magazine

**Pages 4 & 5** - Financial highlights & Peer Review    **Pages 6 & 7** - Leisure boost for Fakenham  
**Pages 8 & 9** - Elections    **Page 11** - Coastal protection    **Pages 12 & 13** - Coastwise



Scan this QR code to find cost of living advice and support or visit [www.north-norfolk.gov.uk/costofliving](http://www.north-norfolk.gov.uk/costofliving)

Outlook is produced by North Norfolk District Council. Words supplied and magazine designed by Council officers.

All content is accurate at the time of printing. Printed by Warners Midlands PLC on recycled, carbon-offset and FSC accredited paper. Distributed by The Letterbox Consultancy.

Outlook is recorded by Norwich CHATTERBOX and is available in audio format on CD. If you would like an audio CD sent to you, please email [communications@north-norfolk.gov.uk](mailto:communications@north-norfolk.gov.uk)

Follow us on Twitter, Facebook and LinkedIn @northnorfolkdcc

# Committed to delivering for North Norfolk residents and businesses

As North Norfolk District Council approaches its 50th anniversary, we are committed as always to delivering both major capital projects and vital core services to serve our residents, businesses and visitors to our beautiful district.

Nationally most councils are experiencing considerable financial challenges caused by higher inflation, rising energy costs and the generally difficult economic climate facing the UK.

Here in North Norfolk, your Council is facing up to a financial shortfall of £1.5m, caused by these national realities and coupled with a substantially rising bill for the provision of temporary accommodation here in our district to those in urgent need of our support.

The Council has 24 temporary accommodation

units to help people urgently needing somewhere to live – but as of February 2024 was funding nightly accommodation solutions for 57 households. The financial impact of this increasingly acute demand has seen the Council's costs rise from £713,000 in 2022/23 to approximately £1m in 2023/24.

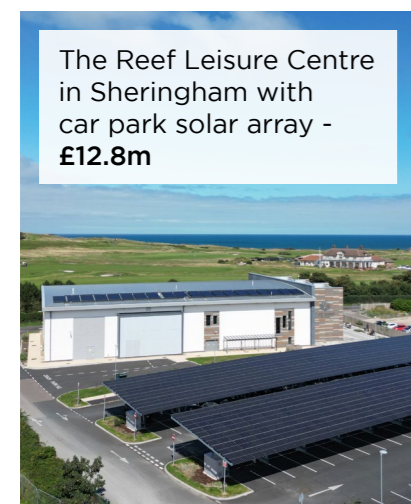
A budget was put forward in the early part of this year aimed at helping to reduce our financial shortfall, including nearly £1m of savings identified by the Council through cost-cutting proposals and ideas for increased revenue generation.

Throughout this important and thorough internal cost-saving project, the Council has worked hard to protect core vital services and projects it is determined to deliver to the highest possible standards for its tax-paying residents and businesses.

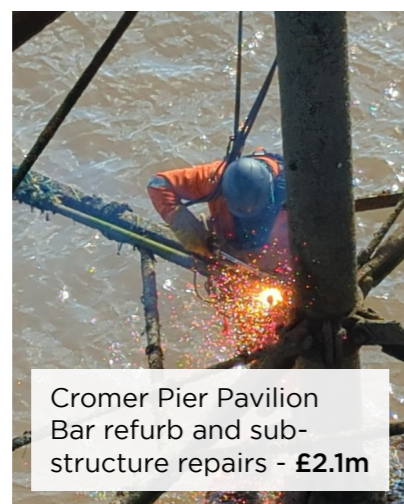
## Some examples of areas where the Council has been able to look to make savings, or increase income without having any impact on front line services, are:

- Seeking to extend the parking area at the Meadow Car Park in Cromer to generate additional income each year and provide more parking spaces in the town.
- Promoting the Garden Waste Collection Service to encourage more take up and generate additional income each year.
- Making improvements to the Planning Pre-application service so that it will better meet the needs of customers and will generate additional income each year.
- Not holding the "Greenbuild" events anymore, which will save money.
- Reducing marketing costs for some services e.g. the Deep History Coast, Chalets and Beach Huts and Fakenham Connect.

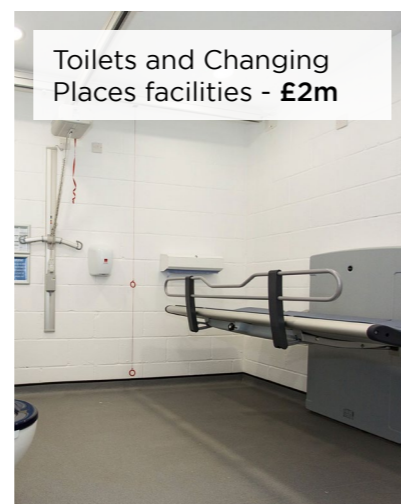
## Some of the major projects NNDC has delivered



The Reef Leisure Centre in Sheringham with car park solar array - **£12.8m**



Cromer Pier Pavilion Bar refurb and sub-structure repairs - **£2.1m**

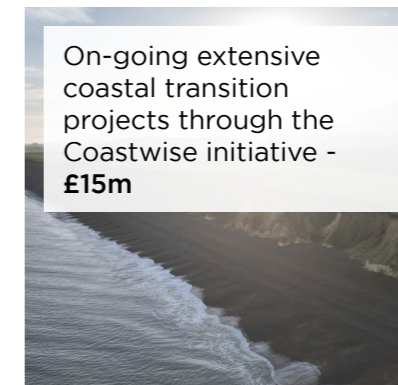


Toilets and Changing Places facilities - **£2m**

## Important capital projects underway in 2024



Major coastal erosion mitigation projects at Cromer and Mundesley - **£23m**



On-going extensive coastal transition projects through the Coastwise initiative - **£15m**



A new swimming pool and multi-sport leisure facility at Fakenham - **£11m**

## Council pleased with the positive findings of the LGA Peer Review

In September North Norfolk District Council welcomed delegates from the Local Government Association for an extensive Corporate Peer Review, the results of which were very positive.

A small team of elected members and senior officers from other local authorities were invited to conduct interviews, focus groups and sit in on Council committees, working with NNDC members, officers, stakeholders and partners to review how well the Council performs.

The review concluded the Council performs well, with a very clear understanding of the needs of its residents and is passionate about delivering for its communities. It is ambitious with a new Corporate Plan, has a strong record of partnership working and is investing in local facilities.

Corporate Peer Reviews are a sector-led improvement initiative, led by the Local Government Association and endorsed by the Government. They allow sharing of experience and best practice from across the sector, highlighting areas of strength and what the Council does well - and areas of potential improvement and corporate learning. The review made four recommendations for the Council's

future consideration and an action plan has been developed and agreed to respond to the recommendations over the next 18-24 months, with progress to be reported through the Overview and Scrutiny Committee.

### The recommendations were:

- Stronger focus on strategic financial issues
- Aligning resources with the ambitions of the new Corporate Plan
- Developing a new Organisational Development Plan to support workforce planning and development
- Distributive leadership to increase operational capacity



Leader of the Council Tim Adams (left) and Chief Executive Steve Blatch (right) with the Peer Review team



Steve Blatch, Chief Executive at NNDC, said: "We're pleased that the Council's strengths in providing services to and advocating for residents and communities across North Norfolk were recognised by the Peer Review team. We are grateful for the team's insight and comments about how we can improve further as we look to achieve even more for North Norfolk in the future."

# A fantastic facility for Fakenham

## New leisure offering for Trap Lane leisure centre

Following a successful Levelling Up bid, Fakenham Sports and Fitness Centre at Trap Lane will undergo an £11m transformation, developing the existing leisure centre by adding a 25-metre public swimming pool, extended gym offering and improved outdoor sports facilities.

The facility, owned by NNDC and operated by leisure partners Everyone Active, currently includes a sports hall, fitness suite, multi-use area, dance studio, changing rooms and reception area.

As part of the development the Council will put in a full-size 3G all-weather pitch for competitive sports on the Trap Lane ground, the land for which is owned by Fakenham Town Council. Since the closure of Fakenham Academy's pool in 2014, many residents have campaigned for a new pool facility.

Saunders Boston Architects have created initial designs for the new leisure centre, which will be sympathetic to the design of The Reef Leisure Centre in Sheringham.

In 2022, The Council submitted a Levelling Up bid to build new facilities at the Fakenham Sports Centre, which included a 25-metre public swimming pool and improved outdoor sports facilities.

The bid proposal was overwhelmingly supported in extensive public consultation and supported by Fakenham Town Council and MPs for the Broadland and North Norfolk constituencies.

In November 2023, the Council was successful in receiving almost £9.9m to develop the leisure centre at Trap Lane in Fakenham and Full Council approved a total project cost of £11m, including £408,000 from North Norfolk District Council and a land donation from Fakenham Town Council.

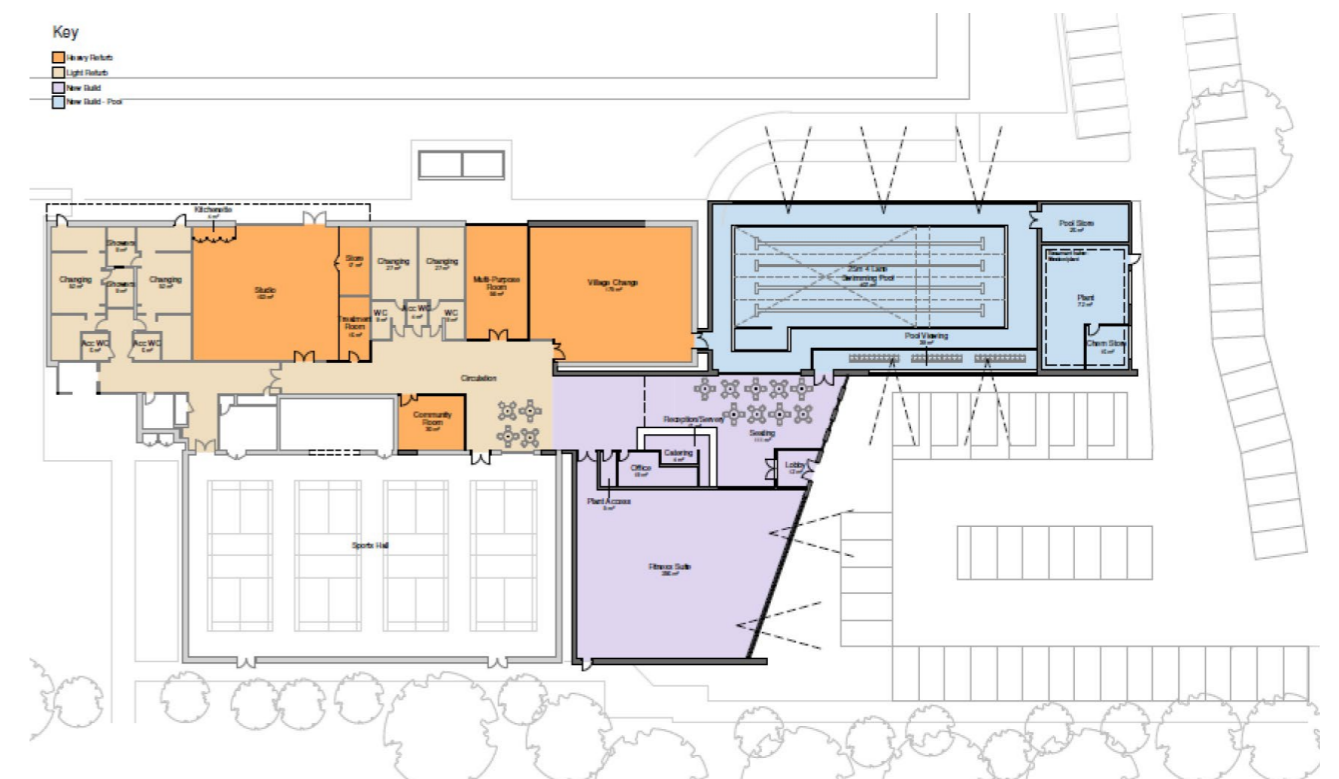
The Council is establishing a timeline for the delivery of the Leisure Centre, but provisionally expects work to commence in late 2024 with an anticipated 18-month programme.

## An early glimpse at exciting plans for the centre



Emily Capps, Assistant Director for Environment and Leisure at NNDC, said: *"The Council was pleased to have received the news that Levelling Up funding would be granted for the project following our bid two years ago. In providing an extensive leisure offering for Fakenham, we also provide so much more for residents in the west of the district, something which we know residents have been campaigning for. Expanding the leisure offering provides better opportunities to improve health and wellbeing, teach new generations to swim and develop new levels of fitness and sports skills."*

## Current site set for development



Please note, the images here and on the front page of this magazine are early proposed draft images/designs - all architectural plans and artists' impressions of the facility are subject to change as the scheme develops.

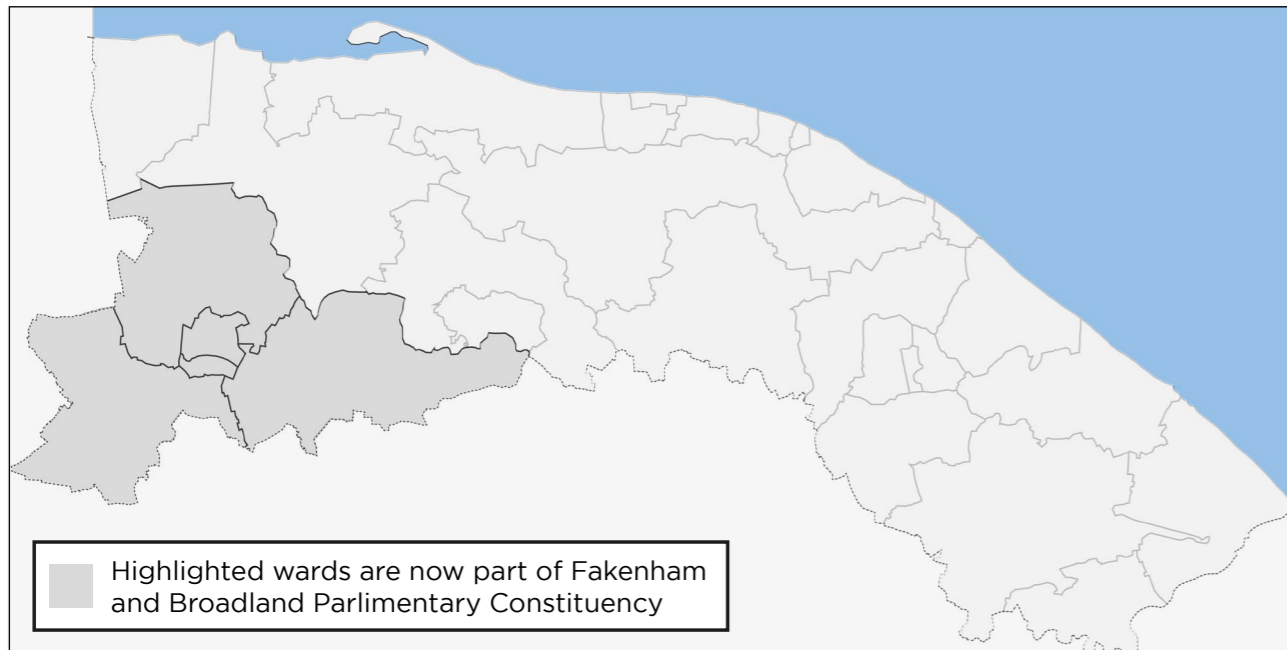
# Parliamentary boundaries change for local constituencies

The Fixed-term Parliaments Act 2011 sets five-year periods between General Elections - the next General Election must be held no later than January 28, 2025, dissolving Parliament no later than December 7, 2024, so an election will therefore be held in either in 2024 or early 2025.

Since the last General Election, in their 2023 Review, the Boundary Commission have re-drawn Parliamentary boundaries in North Norfolk, divided into the North Norfolk Parliamentary Constituency and the Broadland and Fakenham Parliamentary Constituency.

Residents who vote in the District Wards of Stibbard, Lancaster North, Lancaster South, Walsingham and The Raynhams, will now vote in the Broadland and Fakenham Parliamentary Constituency. This boundary change does not affect voting in local district and parish elections, like those held in 2023. Further information will be provided when a notice of election has been called.

**The 2024 Annual Canvass will commence in July to keep the register of electors up to date. You can respond online or via post - further details will be available when the Annual Canvass is announced.**



## Voter ID - important!

The Elections Act 2022 introduced requirements for voters to show a valid photo ID when voting at their polling station. There are many accepted forms of Voter ID, including expired documents, where the photograph is still an accurate likeness.

If you do not have any of the accepted forms of ID, you can apply for a Voter Authority Certificate via the government website, or via a paper application form, which can be requested by emailing [electoralservices@north-norfolk.gov.uk](mailto:electoralservices@north-norfolk.gov.uk) or calling **01263 513811**. The deadline to apply is 5pm on Wednesday 25 April.



# Upcoming election information

On Thursday May 2, 2024 an election will be held to elect the Police and Crime Commissioner for Norfolk.

You can vote in the Police and Crime Commissioner elections in your local polling station, via Postal Vote or via Proxy Vote.

## What is the Police and Crime Commissioner?

The Police and Crime Commissioner (PCC) sets countywide strategy for reducing crime and disorder and improving community safety, working alongside Norfolk Police to deliver police services in the county.

The position is supported by the Office of the Police and Crime Commissioner for Norfolk (OPCCN), who work alongside the PCC to deliver the County's Police, Crime and Community Safety Plan.

Find out more at [www.norfolk-pcc.gov.uk](http://www.norfolk-pcc.gov.uk)



## Useful links

Register to vote  
[gov.uk/register-to-vote](http://gov.uk/register-to-vote)

Apply for a postal vote  
[gov.uk/apply-postal-vote](http://gov.uk/apply-postal-vote)

Apply for a proxy vote  
[gov.uk/apply-proxy-vote](http://gov.uk/apply-proxy-vote)

Voter ID  
[www.gov.uk/apply-for-photo-id-voter-authority-certificate](http://www.gov.uk/apply-for-photo-id-voter-authority-certificate)

North Norfolk Elections  
[www.north-norfolk.gov.uk/elections](http://www.north-norfolk.gov.uk/elections)



## Apply for a Postal or Proxy Vote

Postal votes let you cast your vote without needing to attend your local polling station. You can now apply for a Postal Vote online via the gov.uk portal or via a paper application form, which can be requested by emailing [electoralservices@north-norfolk.gov.uk](mailto:electoralservices@north-norfolk.gov.uk) or calling **01263 513811**.

Similarly, you can designate somebody to vote at your local polling station on your behalf as your Proxy Voter, or Postal Vote on your behalf as a Proxy Postal Vote.

The deadline to apply for a Postal or Proxy Postal Vote is **5pm on Wednesday, April 17** and the deadline to apply for new Proxy applications is **5pm Wednesday, April 24**.

### CROMER Pier SHOW

Get 15% off tickets to The Cromer Pier Show 2024, use code **outlook2024**  
Excludes front two rows. Expires 14th April 2024.

**29TH JUNE TO 28TH SEPTEMBER**

**BOOK ONLINE** [cromerpier.co.uk](http://cromerpier.co.uk) **PHONE US** 01263 512495

[@](#) [f](#) [x](#)

*Award-winning live variety*

# Out and about in North Norfolk

## Get your boots muddy!

Come rain or shine, our Muddy Boots volunteers help our Countryside Rangers maintain our award-winning parks and woodlands, helping with maintenance, habitat management and site improvements.

In 2023, 389 volunteer visits helped our Rangers maintain Holt Country Park, spending a collective 779 hours over 43 sessions.



Sessions run every Wednesday in Holt Country Park, every Thursday in Pretty Corner Woods, Sheringham, every other Wednesday at Warren Woods, Cromer and every other Wednesday in Sadlers Wood, North Walsham.

We're always keen to welcome volunteers to our Muddy Boots sessions in our three Green Flag sites - you can get in touch at [countryside@north-norfolk.gov.uk](mailto:countryside@north-norfolk.gov.uk)

## Super sprint triathlons return for 2024

Our super sprint triathlons at both Victory and The Reef Leisure Centres are a great first event for any prospective triathlete, with a 300m swim, 17km cycle and a 3km run to the finish.

Nearly 50% of our triathletes in 2023 had never taken part in one before, with participants of all abilities spanning across age groups.

Look out for these events at Victory on Sunday, June 30 and The Reef on Sunday, October 6!



## Market matters

We're expanding our regular Sheringham Saturday markets with some additional event-themed dates throughout 2024, where our market traders will be joined by additional food stalls, some makers markets and much more!

Find out more, including how to become a market trader at [www.north-norfolk.gov.uk/markets](http://www.north-norfolk.gov.uk/markets)



## All To Play For

All To Play For is an initiative from Active Norfolk - a weekly socially inclusive drop-in football programme for men aged 18+ struggling with their mental health. It's open to anyone and completely free! Sessions are all over Norfolk, including one in Sheringham. Check it out at [www.activenorfolk.org/alltoplayfor](http://www.activenorfolk.org/alltoplayfor)



# Cromer and Mundesley coastal protection schemes underway

We are very excited to announce work started on the Mundesley and Cromer Coastal Management Schemes this February. This is a significant step in protecting residents' homes and businesses in the two communities.

We have created an interactive map on our website, which includes video highlights explaining the works in each location. You can explore the maps and learn more about what will be happening at each location by visiting:

[www.north-norfolk.gov.uk/cromer-scheme](http://www.north-norfolk.gov.uk/cromer-scheme)

[www.north-norfolk.gov.uk/mundesley-scheme](http://www.north-norfolk.gov.uk/mundesley-scheme)

The Council are delivering both schemes, with approximately £25m of funding coming from the Environment Agency, North Norfolk District Council, Anglian Water and Mundesley

Parish Council. Balfour Beatty will undertake the construction works.

The Cromer Coastal Management Scheme will include approximately 300m of rock revetment west of the pier and repair works to groynes, navigation aids and additional sea wall protection.

The Mundesley Coastal Management Scheme will seek to reduce the rate of erosion. The scheme will cover 2km in total, with approximately 900m of rock to the west. It is estimated work on the two schemes will take approximately 12-18 months to complete.

Consultation with the local communities about the projects has been carried out and will continue once work gets underway.



For more details and information about the Cromer Coastal Management Scheme, scan the QR code or visit [www.north-norfolk.gov.uk/cromer-map](http://www.north-norfolk.gov.uk/cromer-map)



For more details and information about the Mundesley Coastal Management Scheme, scan the QR code or visit [www.north-norfolk.gov.uk/mundesley-map](http://www.north-norfolk.gov.uk/mundesley-map)

# COASTWISE

## Working with you to meet the challenges ahead

Historically, many parts of the North Norfolk Coast have eroded and will continue to do so, particularly as the sea levels rise and weather patterns shift due to climate change. Coastwise is a new North Norfolk initiative to transition and prepare coastal communities where the coast is eroding and traditional risk management structures are not a feasible option. The Coastwise project runs until 2027 and will involve working together in North Norfolk to develop nationally useful practical actions, policy and finance options.



Eroding cliffs at Trimingham



The impact of erosion at Happisburgh

## Here to help - meet the Coastwise team



Coastwise has now been funded and with the foundations in place, we have assembled a new team so that we can move forward. The team brings together a range of skills and experiences to work with communities, businesses, asset owners, policy makers and a whole host of people with an interest in the future of North Norfolk's eroding coast.

## The Coastwise Survey - be in it to win it!

For a chance to win some great prizes including meals out and days out in North Norfolk, dive in and complete the Coastwise survey.

We are interested in hearing from everyone, so the survey is open to all. Whether you live or work on the coast, enjoy visiting the seaside with friends and family, we want to hear from you!

The purpose of this survey is to help improve our understanding of people's relationship with the North Norfolk coast between Weybourne and Happisburgh.

The data collected will help Coastwise properly understand coastal places and people's perspectives so that we don't make assumptions. It will also help to make sure we work as well as possible with those who would like to be involved.

The survey is anonymous and should take about 10 minutes to complete.

Scan the QR code to complete the survey or visit [www.north-norfolk.gov.uk/coastwisesurvey](http://www.north-norfolk.gov.uk/coastwisesurvey)



## Find out more and get involved

Coastwise is an opportunity for us to work together to prepare, plan and take action for where the coast is going to erode. It will take everyone, from national government, local government, infrastructure providers, businesses, communities and individuals to all take part. The first Coastwise Cafés (pictured) held at the beginning of the year introduced Coastwise and began a conversation that we would like to develop.



To find out more, please scan the QR code or visit [www.north-norfolk.gov.uk/coastwise](http://www.north-norfolk.gov.uk/coastwise)



## In need of immediate erosion assistance?

Coastwise has created an initial package to support individuals, businesses and community groups who have identified an immediate short-term need to transition from coastal erosion. If you are in need of immediate erosion assistance and would like to find out more, please contact [coastwise@north-norfolk.gov.uk](mailto:coastwise@north-norfolk.gov.uk)



# Supporting North Norfolk's economy

## Economic Strategy and Action Plan

Businesses are central to everything we do as individuals and as a community. Ensuring our local economy is buoyant relies upon business activity and investment. The Council has many roles to play in helping to establish the environment in which businesses can flourish, whether that's supporting indigenous businesses, encouraging inward investment or nurturing new business start-ups.

The Council has set out in its Corporate Plan how it will create an environment where businesses thrive and prosper, supporting jobs and economic opportunities, which will be followed by the publication of an Economic Strategy and Action Plan in the spring.

NNDC plays a key role in bringing investment to the District, which can be used to assist with regenerating our town centres (e.g. North Walsham High Street Heritage Action Zone), developing new infrastructure and community facilities (e.g. the proposed Fakenham Sports Hub), or supporting business growth and investment (through the UK Shared Prosperity Fund and Rural England Prosperity Fund).

Further information about how the Council can help support businesses in North Norfolk can be found at [invest.north-norfolk.gov.uk](https://invest.north-norfolk.gov.uk)



## North Walsham High Street Heritage Action Zone

The North Walsham High Street Heritage Action Zone, funded with the help of key partners Historic England and the New Anglia Local Enterprise Partnership has included works to improve buildings and public spaces in the town centre and also a varied programme of community cultural events. All grant-funded works are due to complete by the end of March 2024.

The transformation of North Walsham Market Place is now complete and the final part of the scheme involves enhancing the links between the marketplace and the main car park. The finishing touches involve interpretation displays that help bring the town's fascinating history to life.



NNDC is grateful for the external funding and support from Historic England, New Anglia LEP and other local organisations that has helped make these investments a success. Readers are encouraged to visit the town and the local businesses that make North Walsham such a vibrant and interesting market town. The scheme has helped make the marketplace more accessible and has in many ways helped shine a light on the amazing historic assets of the town and the vibrancy of its community. An evaluation of the project will be undertaken so as to ensure any lessons can be applied in developing similar schemes in the future.

## UK Shared Prosperity Fund and Rural England Prosperity Fund

The UK Shared Prosperity Fund (UKSPF) is a central pillar of the UK Government's levelling-up agenda. The Council was awarded £1.2m to deliver a 3-year programme through to March 2025. Following engagement with businesses and community groups, NNDC has worked closely with partners to support or develop several schemes to help address a number of local issues.



Projects to date have included:

- Business Support Programme - delivering a comprehensive package of support for local businesses, including one-to-one support, advice and guidance.
- Business Digitalisation Programme - the 'Go Digital' scheme helps to develop business resilience, efficiency and growth through digital advice and funding.
- Tourism Marketing and Business Support - collaborating with Visit North Norfolk and partners to deliver marketing campaigns and support local businesses.
- Sustainable Communities Fund - to help communities to develop new and innovative projects which will improve their environment as well as their health and social well-being.

The Rural England Prosperity Fund (REPF) is a top-up to the UKSPF budget. Its focus is on addressing the challenges rural areas such as North Norfolk face. The Council was awarded £1.4m to deliver a 2-year programme through to March 2025. A grant scheme has been established to help fund capital projects for small to medium businesses and community infrastructure projects. It is hoped this will support a range of innovative projects that ultimately lead to tangible improvements to the places in North Norfolk where people work and live.



For more information about UKSPF and REPF please visit [www.north-norfolk.gov.uk/UKSPFandREPF](https://www.north-norfolk.gov.uk/UKSPFandREPF)

## Businesses attend our engagement event

Thank you to all of the North Norfolk businesses who attended our business event to hear from representatives of NNDC, Norfolk County Council, New Anglia Growth Hub and other key partners, representing business and local skills.

The busy and well-attended event was an opportunity to hear about Norfolk County Council's Economic Growth Strategy, NNDC's approach to supporting local businesses and for us to consult directly with business rate payers and hear their feedback on the Council's 2024/2025 budget proposals.





# Working together on development

North Norfolk District Council, along with Breckland, Broadland, and South Norfolk Councils, have formed a new partnership to address the current impediment to house building caused by Nutrient Neutrality restrictions introduced in March 2022 - by establishing a not-for-profit joint venture company called Norfolk Environmental Credits (NEC). The company has been working closely with Natural England, Anglian Water and other partners across the affected river catchments to bring forward much needed solutions to nutrient neutrality.

The schemes will ensure new housing development in affected areas have no adverse impact on the water quality of Special Areas of Conservation such as designated sites in the Norfolk Broadland and River Wensum. NEC provides a trading platform for nutrient offsetting and its first scheme will be selling nutrient credits to support housing development in the Yare catchment.

The issue of Nutrient Neutrality has had a profound impact on many parts of the country, resulting in the stalling of many planning applications for new homes across the District. Across Norfolk this has led to a backlog of approximately 16,000 new homes being unable to come forward.

NEC is designed to secure large-scale nutrient mitigation from projects such as changes in use of agricultural land, septic tank conversion and water infrastructure enhancements. These credits are then to be parcelled up by the company and sold to developers to offset the equivalent amount of nutrients arising from their new development. These actions are intended to allow planning applications to then be progressed to determination.

The Council provides updates on the nutrient neutrality position on its website: [www.north-norfolk.gov.uk/nutrientneutrality](http://www.north-norfolk.gov.uk/nutrientneutrality)

You can also find more information about NEC at its own website: [www.norfolkenvironmentalcredits.co.uk](http://www.norfolkenvironmentalcredits.co.uk)



# New toilets for North Walsham

In October, we opened our new public toilets in Vicarage Street Car Park in North Walsham, providing our most advanced facilities in the District.

Within the facilities, there are male and female rooms, a family room, a 24-hour gender-neutral room, an accessible room and Changing Places facilities. All toilets feature Cistermiser water-saving technology, which can save up to 146,000 litres of water per unit.

The building is energy efficient, with 6kW solar panelling installed on the roof to generate power for water heating and lighting, stored in a 3kW battery. The design is sympathetic to the area and was built to maximize natural lighting. A soakaway underneath captures surface water run-off and discharges the water into the ground, watering the garden area adjacent. Citritek remote monitoring provides live data of water temperatures and legionella risk.



## Flushed with success

Our toilets in Fakenham and Wells were recognised at the 2024 Loo of the Year Awards, receiving 'Platinum' recognition and a Premier League Local Authority Award, ranking them among the best in the country. Toilets are independently assessed on judging criteria, including quality, signage, cleanliness, and accessibility in providing exemplary public facilities.

The facilities at Queens Road and Stearman's Road Car Parks, which were built by Aspect Group Services, were built with water and energy efficiency in mind and were opened in 2023.

## New facilities on way

The Leas in Sheringham have undergone their first phase of works, with a refurbishment to the toilets. A second phase of works will begin in the first half of 2024 to bring a Changing Places facility to the promenade!

The public toilets in Albert Street, Holt, will undergo a transformational programme to return toilet facilities to the car park. Currently serviced by a temporary solution following damage to the building, plans for facilities like Vicarage Street in North Walsham will also bring Changing Places and accessible toilets to the popular market town.

## Did you know North Norfolk has...



84

Conservation Areas



18

Historic Parks and Gardens



83

Ancient Monuments



2,332

Listed Buildings



94

of those Listed Buildings are Grade 1 listed (the highest national category) - and over two thirds of those are Church's



Russell Tanner, Asset & Property Programme Manager at NNDC, said: "It's been a great year for North Norfolk, with the level of toilet provision the Council now offers - these award-winning toilets across the district cover both our market towns and coastal resorts."

The ongoing programme demonstrates the Council's commitment in providing advanced public facilities, which are not only energy and water-efficient, but also cater to every need with accessible and family rooms and with Changing Places facilities."

The Council regards the provision of high-quality public conveniences as a key service underpinning the District's tourism offering as well as town centre economies.

# Support there for those who need it

## Working to provide more affordable homes

North Norfolk has an acute shortage of affordable homes which is affecting many local households and increasing housing pressures, including the threat of homelessness, or a longer Housing Register.

Currently, there are approximately 2,500 households on the Housing Register and around 600 at any one time in the highest need - homelessness, living in unsanitary, overcrowded, or unsuitable housing or needing a new home due to medical conditions or welfare concerns.

With our housing partners, we are working to increase the number of affordable homes built in our district. Many are built in our main towns and larger villages as part of market-led developments, but as a rural district we aim to increase the numbers through building new affordable homes in our smaller villages where local people tell us they want to live. These developments are called Exception Housing Sites, where we work with local communities and landowners to secure suitable land for these smaller developments, and they are specifically let to those with a local connection to the immediate area.

We are working with our Town and Parish Councils to identify land or property which could be suitable and increase affordable housing provision in North Norfolk, but we still need to increase the number of new affordable homes to meet the housing demand in our area.

If you or your community are interested in a community-led project to help local people in housing need, or have land that would be suitable, we would like to hear from you.

Find out more at [www.north-norfolk.gov.uk/communityledhousing](http://www.north-norfolk.gov.uk/communityledhousing)



## Make sure you're not missing out on benefits

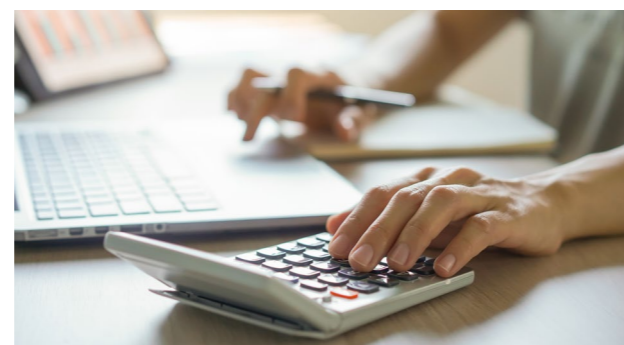
If you're struggling financially, it's important to make sure you're getting all the income you're entitled to.

It can be complicated to work out what you are entitled to. Our free online benefits calculator can quickly and easily identify any benefits you can claim to help increase your income and improve your situation.

Claiming the benefits you are entitled to can lead to additional support, such as free NHS dental treatment and eye tests, and cost of living support e.g. winter fuel payments.

Make sure you check what you're entitled to by using our free calculator.

Please scan the QR code or visit [www.north-norfolk.gov.uk/financialsupport](http://www.north-norfolk.gov.uk/financialsupport)



## Thank you for your responses

Thank you to residents who provided feedback for the Your Choice Your Home survey. Your views will help us and housing partners to improve this vital service.

# Struggling with housing issues or homelessness?

## Acting early gives us more time to help you

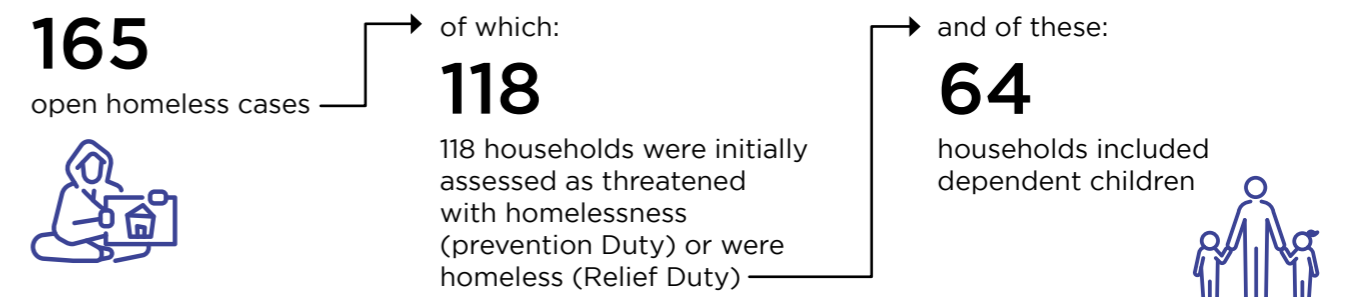
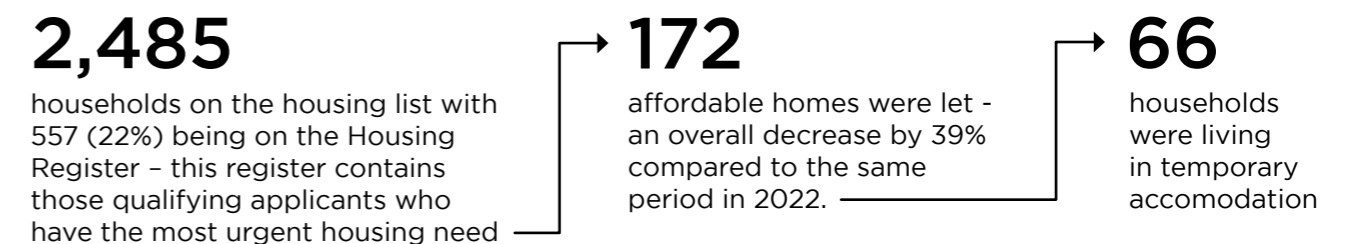
It's always important to know your rights and responsibilities when it comes to housing, as issues can arise at any time. Whether you're threatened with eviction by your landlord, struggling with rent or going through a relationship breakdown, getting the right advice at the right time is vital.

The Housing Options team will explain and go through the options you are able to consider, enabling you to stay in your current home or guide you in finding a new home. This could be supporting you to speak to your landlord to see what could be done to prevent an eviction from happening, reviewing why you feel your current property is no longer suitable due to

affordability, supporting you to see how your property could be made more accessible through adaptations and guiding you on what to look for within the private rented market.

As you will have seen within the national news there is a housing crisis. For North Norfolk this means many customers registered with Your Choice Your Home could wait years for social housing and in some cases this might not happen. With this in mind, we encourage anyone on the scheme or looking to join Your Choice Your Home to actively look to other options and seek support earlier and not rely on Your Choice Your Home to resolve their current housing or future need.

## Key housing statistics as of December 2023



The three most common triggers of homelessness during the period were:

- The loss of a private tenancy
- Households no longer being able to stay with families and friends
- Domestic abuse



For full housing options advice, please contact the Housing Options Team:  
 Telephone: **01263 513811**  
 Email: [housing@north-norfolk.gov.uk](mailto:housing@north-norfolk.gov.uk)  
 Emergency out-of-hours: **01223 849782**

## North Norfolk Homes for Ukraine needs your help

Following the invasion of Ukraine in February 2022, the Government established the Homes for Ukraine (H4U) Scheme. To date over 100 households in North Norfolk have generously opened their homes as H4U hosts to over 262 Ukrainian guests fleeing the conflict.

Although the number of newly-arriving Ukrainians has significantly reduced, new hosts are still needed to offer a home to Ukrainian guests.

In North Norfolk, we are particularly looking for people who would be willing to host Ukrainian guests already living in North Norfolk, who due to their current host being unable to continue hosting require a rematch with another host.

If you have a spare room in your home or have a property that you could let to Ukrainian guests, please email [H4U@north-norfolk.gov.uk](mailto:H4U@north-norfolk.gov.uk) to register an expression of interest. We will then contact you to discuss how the scheme works, how to apply to be a host and the support you will be offered.

For further information about the Homes for Ukraine Scheme please visit [www.north-norfolk.gov.uk/homesforukraine](http://www.north-norfolk.gov.uk/homesforukraine)



A home from home - Mr and Mrs Ashmore have been hosting the Kostiuk family since July 2023.

## Help to maintain independence at home

People with physical or learning disabilities, long-term health issues or conditions related to age may benefit from adaptations to their property or the provision of equipment to help them live at home as independently as possible.

More information about how we may be able to help you or the person you care for is available from:

If you are waiting for orthopaedic surgery or are living with a long-term health condition, guidance on potential help and support is available from:



Disabled Living Equipment  
[www.north-norfolk.gov.uk/disabledlivingequipment](http://www.north-norfolk.gov.uk/disabledlivingequipment)



Waiting Well  
[www.north-norfolk.gov.uk/waitingwell](http://www.north-norfolk.gov.uk/waitingwell)

Disabled Facilities Grant  
[www.north-norfolk.gov.uk/disabledfacilitiesgrant](http://www.north-norfolk.gov.uk/disabledfacilitiesgrant)

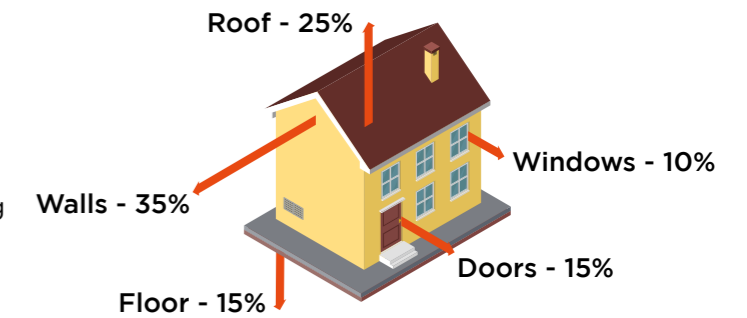


## Energy efficiency measures to reduce our carbon footprint

The Council has committed funds to decreasing the carbon footprint of buildings across its estate. These projects are designed to save energy, reducing our carbon emissions and the ongoing running costs of our buildings, helping us to deliver our services for less. Sorting out the infrastructure or fabric of your building will help you to use less energy and if you are looking to change your heating or decarbonise your energy supply you will have more options if you deal with the fabric first.

### Insulation

The Council offices in Cromer lose a lot of heat through the walls. We are currently fitting solid internal wall insulation around the building to reduce heat loss, thus reducing carbon emissions and saving on energy bills. You can see how buildings lose the most heat in the diagram to the right.



In your home, solid external and internal wall insulation can be a worthwhile alternative if you have no cavity wall to insulate. And don't forget your floor and roof may benefit from insulation too. Government insulation grants are now available for an even greater range of households.

Check to see if you meet the requirements via the website below:  
[www.gov.uk/apply-great-british-insulation-scheme](http://www.gov.uk/apply-great-british-insulation-scheme)

Additional home efficiency grants are available for those on low incomes

- Home Upgrade Grant via Norfolk Warm Homes - [www.norfolkwarmhomes.org.uk](http://www.norfolkwarmhomes.org.uk)
- Fully funded energy efficiency measures via Connected for Warmth - [www.connectedforwarmth.org.uk](http://www.connectedforwarmth.org.uk)

### Double Glazing

Single glazing allows heat to escape from buildings and the Council has recently installed double glazing at its buildings at the industrial estates in Catfield and North Walsham. Further double glazing is being installed at Sheringham Little Theatre, a building which the Council owns.



### Keeping Cool

Some of the space in the Council's Cromer office faces directly south and gets very warm in the summer. To reduce electricity from cooling fans, a vinyl film has been added to these windows to reduce the solar gain in the summer months. It has the additional benefit of helping to insulate the glass in the winter (by reflecting the heat inwards). Such an approach might work in your conservatory. During the summer heat, keeping windows and curtains closed and finding shade during very hot spells is a cost-free and zero-carbon alternative to fans and air conditioning.



Want some more energy saving tips? Scan the QR code or visit our new webpage [www.north-norfolk.gov.uk/energysavingtips](http://www.north-norfolk.gov.uk/energysavingtips)

## New roundabout on the A148 at Fakenham

Work is expected to begin during Autumn 2024 on the proposed roundabout at the A148 Fakenham Bypass. The Council is working with stakeholders towards the early delivery of this necessary highway infrastructure.

The new roundabout will provide access to the proposed Fakenham Urban Extension, which will represent a major expansion for the area. The first phase is expected to include up to 950 homes, including affordable homes, new employment land, a local retail centre and new schools.

Find out more at [www.north-norfolk.gov.uk/fakenhamurbanextension](http://www.north-norfolk.gov.uk/fakenhamurbanextension)



## Changes to bin collection days from April 8

Serco working with North Norfolk District Council have identified further changes to the existing collection routes are required. We are making these changes to ensure the waste and recycling collections are as efficient as possible and to minimise carbon emissions.

These changes, timed with the closure of the previous waste disposal site, where the district's households waste is taken before being transported to the processing facility, will improve efficiency of routes, reduce the distances bin trucks are travelling and therefore our carbon footprint across the district. These changes also accommodate new homes being built in the area.

Between Monday, March 4 and Thursday, March 28, Serco are sending leaflets to all

North Norfolk households regarding any changes to their recycling and waste collections.

Changes will also be made to garden and commercial waste collection services from Monday, April 8, due to increased demand for these services.

All residents who subscribe to garden waste or commercial waste services will receive a leaflet or letter from Serco explaining how these changes affect them between Monday, March 4 and Thursday, March 28. If you are subscribed to our assisted collection service our teams will continue to collect your bin from its normal storage point, take it to the bin lorry for emptying, and then return it back to its storage point.

## Don't forget - bank holiday collection details

### Normal collection

Friday, March 29  
Monday, April 1  
Tuesday, April 2  
Wednesday, April 3  
Thursday, April 4  
Friday, April 5

### Revised collection

Saturday, March 30  
Tuesday, April 2  
Wednesday, April 3  
Thursday, April 4  
Friday, April 5  
Saturday, April 6



## Youth Council in Parliament visit

In November, our Youth Council headed to the capital for a visit to the Houses of Parliament, with a full tour of the upper and lower chambers, before meeting with North Norfolk MP Duncan Baker for a question and answer session.

## Christmas toy run collection for NOTAS

Throughout December, the Youth Council assisted local motorcycle group NOTAS, joining their toy collection for children spending christmas at the Jenny Lind Ward at Norfolk & Norwich University Hospital. Collecting toys and donations at the District Council offices, Youth Councillors Tyler and William presented several boxes of toys to NOTAS, who delivered them as part of a motorcycle convoy on Sunday, December 17.



## Join the Youth Council

The Youth Council is always looking for new members! If you are aged between 11 and 19 and are interested in issues that affect young people in North Norfolk,

find out more about the Youth Council by visiting [www.north-norfolk.gov.uk/NNYC](http://www.north-norfolk.gov.uk/NNYC) or email [youthcouncil@north-norfolk.gov.uk](mailto:youthcouncil@north-norfolk.gov.uk)



## Keep up with Council business

Did you know you can watch all our public council meetings and committees online?

Details, agenda items and decisions about Council business can be found at [www.modgov.north-norfolk.gov.uk](http://www.modgov.north-norfolk.gov.uk)

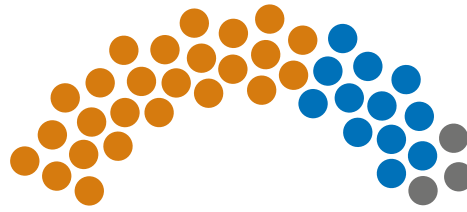
Public Meetings are live-streamed on our eDemocracy YouTube channel - visit [www.youtube.com/@nndcedemocracy](http://www.youtube.com/@nndcedemocracy) or scan the QR code!



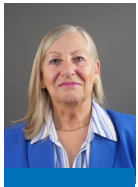
# Your NNDC Councillors

Find out who your local Councillor is by visiting:  
[www.north-norfolk.gov.uk/councillors](http://www.north-norfolk.gov.uk/councillors)

## Make-up of the authority



Lib Dem - 25
Conservative - 12
Independent - 3



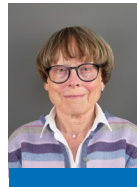
Pauline Porter  
Bacton



Kim Toye  
Beeston Regis & Runtons



Andrew Fletcher  
Briston



Victoria Holliday  
Coastal



Tim Adams  
Cromer Town



Jill Boyle  
Cromer Town



John Toye  
Erpingham



Callum Ringer  
Gresham



Luke Paterson  
Happisburgh



Harry Blathwayt  
Hickling



Martin Batey  
Holt



Eric Vardy  
Holt



Nigel Dixon  
Hoveton & Tunstead



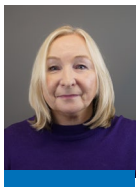
Gerard Mancini-Boyle  
Hoveton & Tunstead



Christopher Cushing  
Lancaster North



Jeremy Punchard  
Lancaster South



Liz Vickers  
Lancaster South



Wendy Fredericks  
Mundesley



Garry Bull  
North Walsham East



Paul Heinrich  
North Walsham East



Richard Sims  
North Walsham Market Cross



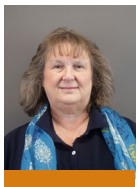
Don Birch  
North Walsham West



Lucy Shires  
North Walsham West



Angie Fitch-Tillett  
Poppyland



Sarah Bütikofer  
Priory



Roy Macdonald  
Roughton



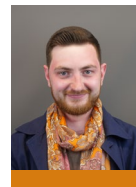
Liz Withington  
Sheringham North



Philip Bailey  
Sheringham South



Colin Heinink  
Sheringham South



Adam Varley  
St Benet



Kevin Bayes  
Stalham



Matthew Taylor  
Stalham



Mike Hankins  
Stibbard



Andrew Brown  
Stody



Emma Spagnola  
Suffield Park



Nigel Housden  
The Raynhams



Peter Natherway  
Trunch



Tom FitzPatrick  
Walsingham



Peter Fisher  
Wells with Holkham



Saul Penfold  
Worstead

## Thank you for reading this edition

Outlook magazine is produced by North Norfolk District Council staff for the benefit of every resident in our district. If you have any ideas for future content or general feedback please email the Council's Communications team via [communications@north-norfolk.gov.uk](mailto:communications@north-norfolk.gov.uk)

