

Outlook

50 years of delivering
for North Norfolk



NORTH
NORFOLK
DISTRICT
COUNCIL

AUTUMN 2024

We're listening to our customers

It's been another busy summer, with our Customer Services Team assisting with over 35,000 enquiries since our last issue.

This has been a great opportunity to capture more feedback from our customers through our satisfaction survey, the feedback from which is essential to ensuring we keep delivering high quality services and improvements to the customer experience.

We are pleased to say that over 88% were happy with the advice provided in the last quarter, and over 91% of customers were satisfied with helpfulness of the advisor during the same period.

Many of our services can be accessed online and we are exploring more ways to increase

this provision. We recognise that many of our customers are busy juggling the day-to-day, therefore the ability to self-serve, at a time that is convenient to them, is invaluable.

We also offer 24/7 support through our helpful chatbot, Nelly, who is always on hand to point customers in the right direction.

By empowering people to self-serve, it can reduce wait times on our telephone lines and free up face to face appointments for our most vulnerable residents, who need that extra support.

Key tasks such as renewing car park permits, or updating an address, can all be done online at the customer's convenience.

Did you know you can view and make changes to your Council Tax and Benefits accounts online?

Scan the QR code or visit billsandbenefits.north-norfolk.gov.uk



How do I purchase a car park season ticket?

Scan the QR code or visit www.north-norfolk.gov.uk/season-ticket



Do I need planning permission?

Scan the QR code or visit www.north-norfolk.gov.uk/planning-permission



Payment Options

You can pay online for many of our services including:

- Council Tax
- Business Rates
- Housing Benefit Overpayments
- An NNDC invoice

Scan this QR code to make your payment or visit forms.north-norfolk.gov.uk/outreach/pay.ofml



**NORTH
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A better place

A message from the Leader

In the previous edition, we covered the £25m Cromer and Mundesley coastal protection schemes, which were at that time just starting.

Now these complex projects have really taken shape with substantial delivery already in Cromer, with the other element continuing through to the spring in Mundesley. We know residents and visitors have enjoyed watching the works, with some even asking if they can come back for another year! This is testament to Balfour Beatty who are undertaking the works and the way they have been managed.

Obviously, we do not receive funding for such projects very frequently, but in this case, it will provide years of protection to homes and businesses, and we are grateful for the support received from many of you. Of course, this is not the only work we are undertaking on the coast with the Government funded Coastwise initiative focusing on embracing the challenge of transition where communities are most acutely affected by coastal erosion.

We have the fastest changing coastline in western Europe here, and our engagement through the Coastwise Cafés, along with work with Parish Councils, homeowners and business is continuing to find innovative solutions to these long-term challenges.

The most significant challenge we face in North Norfolk currently is still housing and homelessness, and it will be for some years to come. We are likely to see costs of £1.3m this year housing North Norfolk families in hotels temporarily following situations such as evictions or family breakdowns.

We have a statutory responsibility to address homelessness and must meet this demand. Alongside inflation and interest rates being much higher than in the years previously, homelessness is making up most of our



additional cost pressures and is now impacting on the amount of money we have to spend on other services.

It is therefore always good to see rural exception schemes that deliver affordable housing continue to emerge in locations like Northrepps and Hindringham as detailed in this edition.

Progress also continues towards the vital Fakenham Urban Extension, with work now beginning on the new Fakenham Roundabout at the time of writing. Achievements like this are being recognised, and we are delighted our Planning Team were recently awarded Platinum Status for its delivery of the service by industry experts at Planning Resource.

Congratulations also to our Revenues Team, who recently won prestigious national recognition as Revenues and/or Local Taxation Team of the Year (District) from the Institute of Revenues, Rating and Valuation (IRRV).

Cllr Tim Adams
Leader of the Council

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Can't get online? Call us on 01263 513811

New low-carbon affordable homes

As a rural district, the Council is keen to see small, well-designed developments of affordable homes built in our villages – these are called Rural Exception Sites.

Through use of our Local Plan planning policy called “Affordable Housing in the Countryside”, we work with local Housing Associations to help them build new affordable homes specifically for those with a local connection to the area.

During the spring and summer, two new developments of affordable homes, built on Rural Exception Sites, have been completed in Hindringham and Northrepps.

Built by Broadland Housing Association, these 17 affordable homes have seen households with a local connection move into Broadland’s first operational net zero carbon homes. The homes are designed to be energy-efficient with solar panels and are expected to generate enough electricity to cover the average annual use of each home.

More rural exception sites are planned throughout North Norfolk; Broadland Housing Association has already started building new affordable homes in the villages of Salhouse and West Beckham, to bring new homes for our local communities.

Anna Clarke, Community Housing Enabler, said:



“These Rural Exception Sites are delivering much needed, high-quality housing for North Norfolk, which is affordable and prioritised for local people.”

“We’re working hard to deliver more of these developments across North Norfolk to help our local communities with more affordable housing, which is high-quality, energy-efficient and attractive.”

CALLING LANDOWNERS AND LANDLORDS:

The Council is always very keen to hear from private landowners who may be able to help communities by bringing forward land for local homes – or private landlords to come forward to provide homes for local people in housing need.

Any landowners who are interested in helping should contact Anna Clarke by emailing anna.clarke@north-norfolk.gov.uk

Meanwhile landlords who may be able to help can contact our Housing Team by emailing housing@north-norfolk.gov.uk

Scan the QR code for more information about Rural Exception Sites or visit www.north-norfolk.gov.uk/rural-exception-housing-schemes



Rural Exception Site at Hindringham

Delivering solar power

The Council is continuing to introduce renewable energy generation across its leisure estate as it moves to a net zero future.

Solar PV installation will soon begin at Victory Leisure Centre, which will help the Council to generate over 225,000kWh of power, and save over 50,000kg of CO2 emissions each year.

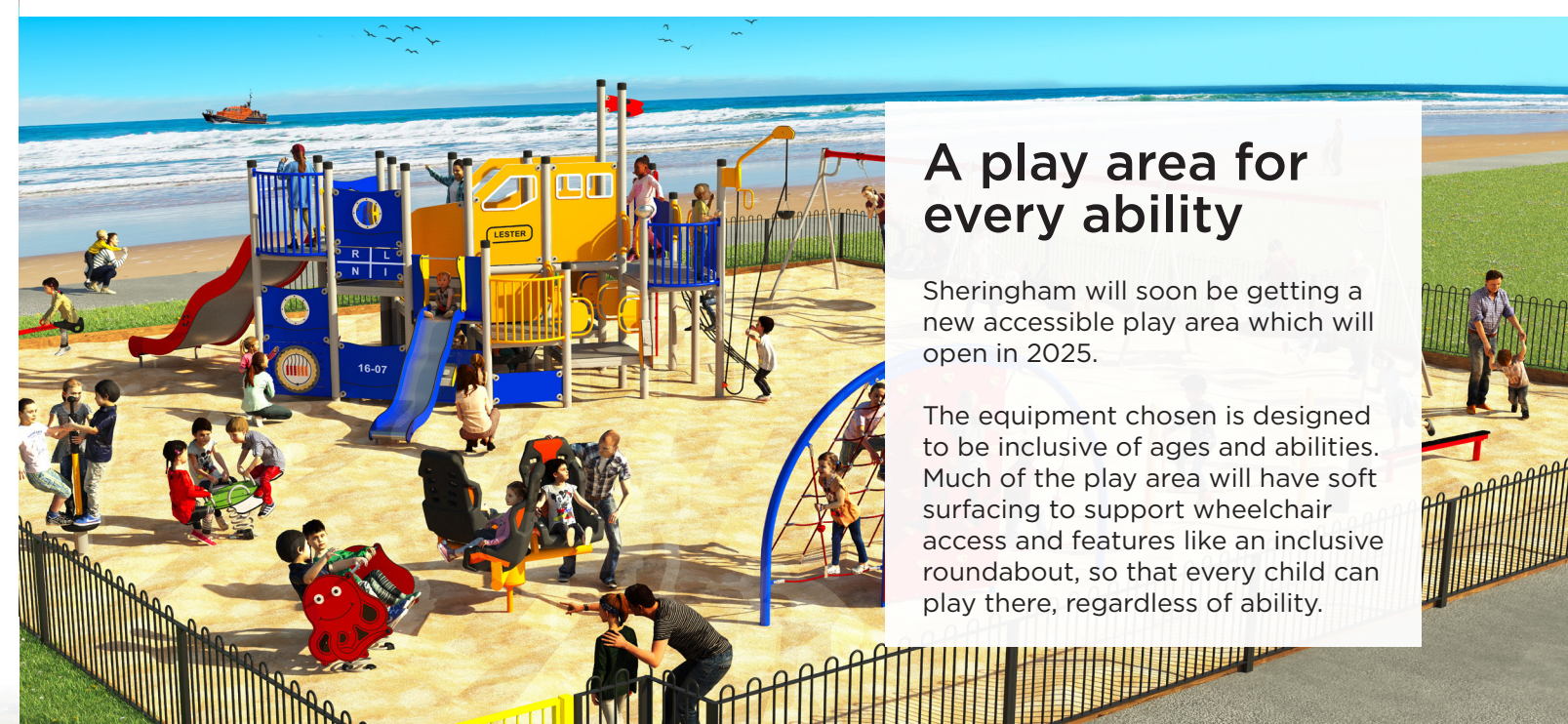
This is being funded by the Swimming Pool Support Fund.



A play area for every ability

Sheringham will soon be getting a new accessible play area which will open in 2025.

The equipment chosen is designed to be inclusive of ages and abilities. Much of the play area will have soft surfacing to support wheelchair access and features like an inclusive roundabout, so that every child can play there, regardless of ability.



Accessible toilets to re-open by end of the year

Following structural repairs to the bridge at The Leas, the delivery programme has continued to introduce a new Changing Places facility to Sheringham.

Alongside Albert Street in Holt, these toilets are the final locations for the Council’s Changing Places programme making our principal towns accessible for residents and visitors with complex health conditions.



COASTWISE

Working with our communities to meet the challenges presented by coastal erosion

The Coastwise initiative brings together the Council, individuals, communities, businesses, infrastructure owners, government and others to explore and demonstrate how coastal places can plan and take actions to prepare and transition from coastal erosion risk.

The Coastwise project is a nationally-funded scheme, through the Coastal Transition Accelerator Programme, funded by DEFRA and the Environment Agency running until 2027. The project involves working together in North Norfolk to develop nationally useful practical actions, policy and finance options to help prepare for coastal erosion.

Current projects and activities

Coastwise has been working with local communities on various projects, including:

- Assisting with the relocation of the Happisburgh Car Park
- Supporting the formation of the Trimingham Subcommittee and progressing jointly with a groundwater investigation
- Helping to establish the Happisburgh Coastwise Liaison and Research Group who will work with Coastwise on local priorities
- Commissioning work such as UEA's School of Environmental Sciences DiSTANS (Distributed Strain, Temperature and Acoustic Sensing Suite) project

The team is continuing to work with individuals at immediate risk of erosion such as assisting a property owner through the demolition of a house in Trimingham.



Coastwise Creative Competition launched

Coastwise has launched the Coastwise Creative Competition, a design and arts competition that supports and seeks new ways of communicating impacts and preparing for coastal erosion in North Norfolk.

The competition is open to everyone, and entries will be displayed at an exhibition in Cley in the spring of 2025. You can find out more and how to enter here - www.north-norfolk.gov.uk/coastwise-creative-competition

Be part of the conversation about our coastline

The Coastwise team has hosted 11 Coastwise Cafés this year. These face-to-face community drop-in events have taken place in various coastal communities around the District, with over 315 attendees.

From these café events, local groups in Trimingham and Happisburgh were formed to discuss coastal erosion matters. Feedback from the cafés has generated ideas around different ways to communicate, helped

identify key community concerns and taken place-based actions towards preparing for coastal change and provided a focus for future Coastwise activities.

The team is going to be hosting more Coastwise Café events in November, to provide updates on progress and each café will have a housing focus with its own unique location-based topics.

UPCOMING CAFÉ DROP-IN EVENTS

Tuesday 19 November
Overstrand Parish Hall
9:30am-12:30pm

Saturday 23 November
Happisburgh Wenn Evans Centre
9am-1pm

Thursday 21 November
Trimingham Hall
2:30pm-5:30pm

Tuesday 26 November
West Runton Scout Hall
9:30am-12:30pm

Everyone is welcome and refreshments will be provided as well as interactive activities for children so the whole family can attend!

Find out more about Coastwise by scanning the QR code or by visiting www.north-norfolk.gov.uk/coastwise, by emailing coastwise@north-norfolk.gov.uk or by calling 01263 513811



Working with Norfolk and Waveney MIND to support coastal communities



Coastwise has been working closely with the charity MIND on a new project called sUstain Coastal. This pilot project offers bespoke support for Happisburgh and Trimingham residents as they navigate the emotional impacts of climate change and coastal erosion.

If you wish to discuss the future of Happisburgh or Trimingham or the impacts of coastal erosion or climate change on your home or community, you can join MIND for a friendly and informal gathering to share your

thoughts and feelings. Tea and cake will be available so please come along.

Further details about these events can be found at - www.norfolkandwaveneymind.org.uk/sustain-project

Through this partnership MIND is also delivering one-to-one, short-term therapy sessions by phone or on line for residents in the coastal risk zone at immediate threat of losing their home or business.



Helping households who are considered to be at immediate risk from erosion

Officers have been in contact with households who are at an immediate risk to talk through next steps and the options that are available to them. If you'd like to get in contact with the team for a one-to-one chat, please email coastwise@north-norfolk.gov.uk The team will be pleased to hear from you.

Going electric!

The Council's pilot scheme to move from petrol and diesel mileage to electric vehicles has already reduced its impact on the environment.

The two electric pool cars have travelled over 5,700 miles on Council business and 1.5 tonnes of carbon (tCO₂e) in just four months.

At the end of the pilot scheme, the Council will explore options to further reduce reliance on petrol and diesel.



Home upgrades help residents

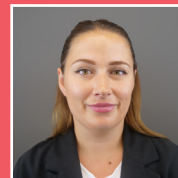
Residents in North Norfolk will be warmer at home this winter following a programme to improve energy efficiency in eligible properties.

Over 100 properties have received grants through the Norfolk Warm Homes partnership, which allows for the installation of low carbon measures such as solar panels, wall and roof insulation and air source heat pumps.

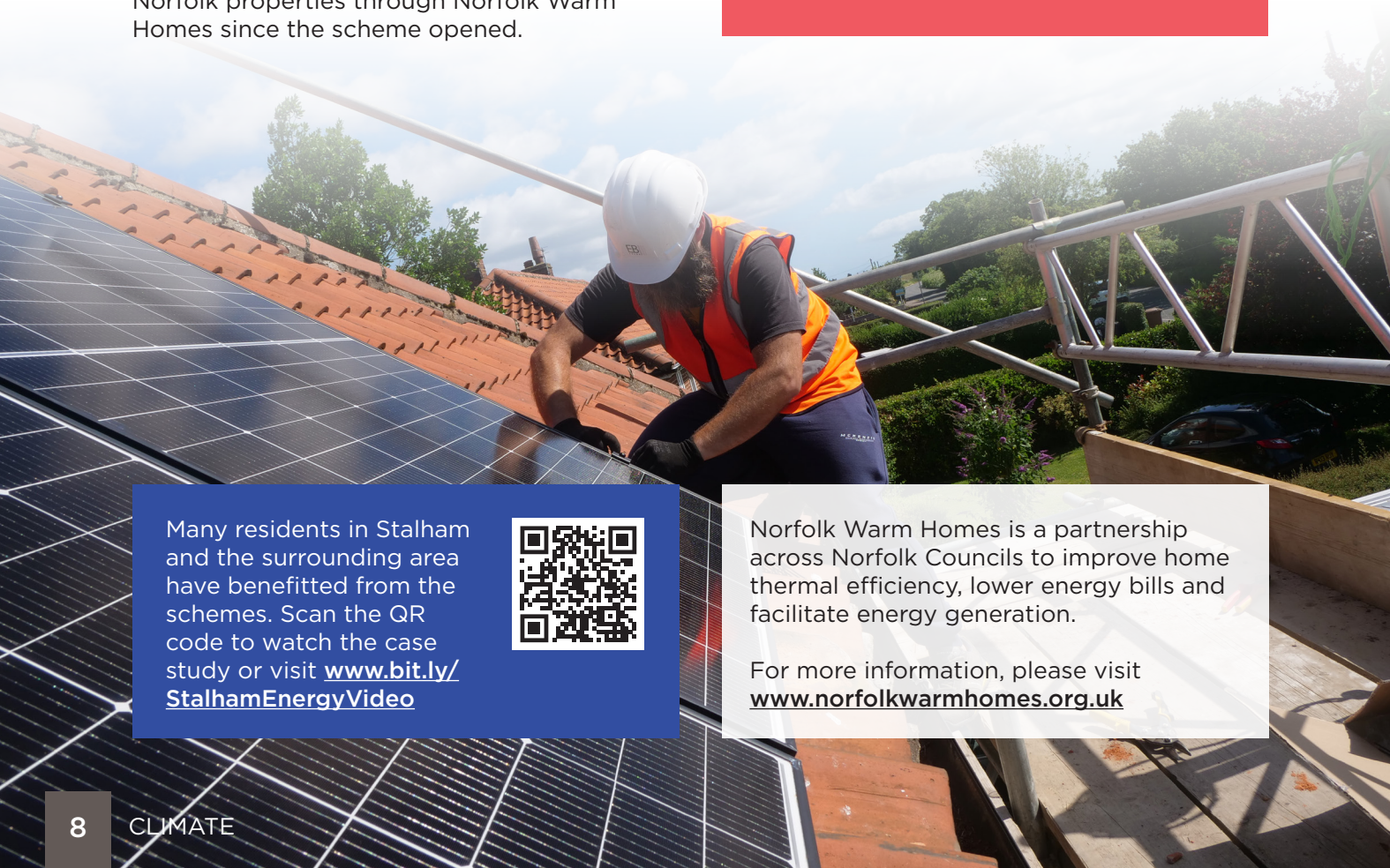
These are funded through Government grants, such as the Home Upgrade Grant and over £1.3m has been allocated to upgrade North Norfolk properties through Norfolk Warm Homes since the scheme opened.

Dulcie Walsh, Energy Officer, said:

"Working with Norfolk Warm Homes and our residents, we've been able to make a real difference to not only people's properties, but also their lives."



"These people now have a warm home and much lower energy bills, with many generating their own green electricity."



Many residents in Stalham and the surrounding area have benefitted from the schemes. Scan the QR code to watch the case study or visit www.bit.ly/StalhamEnergyVideo



Norfolk Warm Homes is a partnership across Norfolk Councils to improve home thermal efficiency, lower energy bills and facilitate energy generation.

For more information, please visit www.norfolkwarmhomes.org.uk

Planning progress recognised via national award

North Norfolk District Council's planning service has been identified as one of only 12 authorities rated as 'platinum' for their service delivery.

Planning Resource, an online publication and information resource for planners, rated North Norfolk with the highest award, based on their criteria for the speed and quality of decision-making around planning matters.

In September 2022, North Norfolk committed to an improvement in the performance of the planning service and subsequently developed a planning service improvement plan that focused on placing customers at the heart of decision-making. An Action Plan was developed to focus on three key areas - people, process and performance.

Cllr Andrew Brown, Portfolio Holder for Planning and Enforcement, said:

"This work is ongoing, and it is fantastic to see the efforts of the team recognised by our inclusion as a top performing local authority by experts. I am very proud of this fact, and of every member of the team, who do their best at all times. We are not resting on our laurels however and aim to improve further and offer the very best service possible to residents, businesses and visitors to our lovely district."



Positive independent report on Local Plan

As part of the development for the North Norfolk Local Plan, the Council received the initial findings from an independent inspector who assessed the plan in July.

With many positives to take from the initial report, and a few proposals to consider, the Council is optimistic that the Local Plan can proceed to successful adoption in early 2025.

Also in July, following the successful examination and referendum the Wells-Next-The-Sea neighbourhood plan was adopted by the council as part of the wider development plan for the parish of Wells.

The council is aiming to hold further public consultation in the coming months.

What is the Local Plan?

The Local Plan sets out the strategic planning framework for the district and includes policies which determine how land can be used, what can be built and where, from new homes to infrastructure. It ensures the area's employment, housing and other needs are met while protecting and enhancing our unique natural and built environment.

Building Control update

Under the new regulatory regime Building Control should expect duty holders to proactively demonstrate how their project will comply with building regulations. This should include an explanation of how their project meets the functional requirements of the building regulations from design into occupation. To assist the public in getting further information about the building regulations and requirements, a new website provided by LABC (www.labcfrontdoor.co.uk) is designed to provide free guidance and advice.

From this year it is now a legal requirement for all Building Control Surveyors to be assessed, validated and registered with the Building Safety Regulator (BSR). We are pleased to confirm that all the surveying team here at North Norfolk District Council have been accredited and registered with the BSR.

'Registered Building Inspector' is now a legally protected title, and it is an offence for anyone to call themselves this if they have not been through this process.

Delivering £2.6million to support North Norfolk

North Norfolk District Council is in the process of administering £2.6m in grant funding to businesses and organisations in the District.

Working with partners, NNDC developed several schemes and grants to support businesses and local community groups, helping them to invest in new buildings

and facilities, purchase new equipment, create jobs, provide better digital connectivity, train their workforce and become more sustainable.

The UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) programmes opened in 2022 and are due to finish in March 2025.

1,356

businesses supported through the Visitor Economy Support Programme

153

businesses supported through the Go Digital Scheme

88

businesses offered bespoke one to one business advice through the Growth Hub

65

houses supported with energy advice or retro-fitting as part of Cost of Living support through Norfolk Warm Homes

52

carbon reduction plans for North Norfolk businesses through the Decarbonisation and Growth Programme

388

people upskilled through the Future Skills Now programme

Case Study: North Walsham & Dilham Canal Trust

North Walsham & Dilham Canal Trust are one of the community groups to benefit from the Rural England Prosperity Fund, and were granted nearly £45,000 for the purchase of floating pontoons and equipment to help them continue in their Light Craft Navigation project.

The application to the Council was for modular pontoons, which have enabled them to restore the canal, and can be used as platforms or to help them move through the waterways.

The grant has enabled the Canal Trust to futureproof their operations and accelerate the activity they can undertake to achieve their hopes of opening the whole waterway, so that local residents, tourists and visitors can explore by boat, kayak or paddleboard – or simply swim.

Visit www.nwdct.org to find out more about North Walsham & Dilham Canal Trust.

For more information, including schemes still open, scan the QR code or visit www.north-norfolk.gov.uk/UKSPFandREPF



Major town regeneration project completed

The North Walsham High Street Heritage Action Zone (HSHAZ) project, a four-year programme of capital and community regeneration projects, has recently been completed.

Led by NNDC and with funding from Historic England and the Government's 'Build Back Better' fund, the aim of the HSHAZ programme was to celebrate and enhance North Walsham's unique historic character and rich heritage, making it a more attractive and vibrant place for people to live, work and enjoy, and contributing to the town's long-term economic, social and environmental viability.

The key elements of the scheme included:

a) Improvements to important areas of the public realm – including the Market Place, the Church Approach, Black Swan Loke amenity garden and Bank Loke. These works were further complemented by a new Travel Hub

on New Road (including refurbished toilets), modern replacement toilet facilities on Vicarage Street Car Park, and the installation of signage and interpretation boards.

b) The refurbishment of the Cedars. Located at a principal gateway to the town centre, this Grade II historic building now provides valuable office space and an attractive venue.

c) A Building Improvement Grant scheme to support the repair and restoration of heritage buildings and architectural assets.

d) A Cultural Programme which delivered cultural activities and events to complement the programme and enhance the vibrancy of the town centre. Events supported included orchestral concerts, children's photographic workshops, craft workshops, pantomimes, plays, an upcycling project and fashion show, pop up events, street performance, a spring festival, pop-up shops and other cultural events.

An action plan for Stalham High Street

Stalham residents, businesses and community groups came together in September to participate in a 'Placemaking' workshop, to discuss realistic and actionable ideas that the town could put in place to attract more visitors and shoppers to the town.

The workshop generated ideas by looking at what other towns across England are doing. It also encouraged the participants to identify what is stopping them from realising those ideas and how those barriers could be overcome.

Placemaking is the process of creating quality places that people want to live, work, and play in.

The workshop was delivered by the High Streets Task Force which was commissioned

by the government in 2019 as part of its plan to support communities and local government in transforming high streets across England.

An action plan of ideas generated from the workshop will be taken further by a 'Stalham Town Team' consisting of representatives from local businesses, community groups and Stalham Town Council, supported by the NNDC Economic Growth Team.

Stalham Town Team meet on a monthly basis and they would love to hear from any local businesses, community groups and residents who want to actively help to improve the prosperity of Stalham's Town Centre.

To get involved, please email your details to: economic.development@north-norfolk.gov.uk

Stewart Damonsing, Business Development Officer said:

"The collaborative input from the workshop attendees saw some fantastic and realistic ideas put forward. These ideas have been prioritised by the Stalham Town Team and they are already working hard to make sure the ideas are transformed into visible results that would benefit the town and attract more visitors and shoppers to the high street."



Protecting two of our resorts

Throughout the spring and summer this year, major civil engineering works progressed to reinforce the sea defences in Cromer and Mundesley. These are intended to extend protection to over 600 homes and properties from coastal erosion.

Including Phase 1 of the Cromer works (completed 2015), the two schemes will have received approximately £25m of funding from the Environment Agency, with North Norfolk District Council and Mundesley Parish Council also contributing towards the Mundesley Scheme.

Cromer Coastal Management Scheme Phase 2

In Cromer, work started on the scheme in April. Concreting and sheet piling were used to create an apron to reinforce and future-proof the seawall. Work has also been undertaken to improve beach accesses.

Throughout the summer, Cromer received 35,000 tonnes of rock from the west coast of Scotland, which was offloaded onto the beach via a barge.

The scheme is dependent on the tide, with rock offloaded onto the beach during high tide. Excavators and dumpers worked on the beach to recover and place the rock during low tide.

Rock has been placed in front of the sea wall to form a revetment covering the area from

the west of the Pier so it is in line with the Melbourne Slope. This will reduce wave energy and, therefore, the impact on the sea wall, protecting the slope and properties above, which will also reduce the overtopping onto the promenade.

The works in Cromer will be finished by the end of 2024. After this, only a small section of the works compound will remain in the Runton Road car park, which will continue to be used by contractor, Balfour Beatty for the continuing works at Mundesley.

Find out more about the Cromer Coastal Management Scheme here - www.north-norfolk.gov.uk/cromer-scheme



Mundesley Coastal Management Scheme

In Mundesley, work started in March with the reinforcement of the existing seawall. Concrete encasement is a method of future-proofing the existing wall foundation, covering the sections of concrete in front of the seawall to add a layer of protection for when the beach levels lower.

Throughout the summer, 21,000 tonnes of rock were offloaded via a barge onto the beach during high tide. It was then stockpiled to minimise disturbance of the main beaches during the peak summer season.

The rock was placed on the west beach in front of the steel-framed structure and in front of the Mundesley lifeboat station and the Anglian Water pumping station.

The rock revetment is designed to absorb the energy of the waves, which helps to extend the life of the seawall to protect Mundesley seafront properties and assets. Concreting works and rock placement will be ongoing throughout the winter, expected to be completed by spring 2025.

Find out more about the Mundesley Coastal Management Scheme here - www.north-norfolk.gov.uk/mundesley-scheme

The Council is enormously grateful to residents, businesses, visitors and beach users who were inconvenienced during these works, as their patience helped us to allow the project to proceed on schedule throughout the busy summer period.



Community Connectors are here to help



Have you spotted the Community Connectors in your town or village? Hello again if we've already met! And if we haven't, we hope to make your acquaintance very soon.

PositiviTea events are all about finding out what support is available for you. We'd encourage everyone to come along, chat and connect. Even if you don't need that help just yet, being forewarned is forearmed.

Between June and September we've organised 11 PositiviTea events at different locations across North Norfolk. Everyone receives a warm welcome at PositiviTea and it provides a relaxed environment. There's free tea, coffee, cake and fruit and activities.

Each PositiviTea has a theme and relevant groups attending, for example, Healthwatch Norfolk, Alzheimer's Society, Active NoW, Vision Norfolk, Parkinson's UK, Diabetes UK, Big C, Stroke Association, Working Well Norfolk, The Fig Branch, Norfolk County Council's Communities, Everyone Active, Housing Adaptations and Financial Inclusion teams at NNDC joined one of our Living Well with Long Term Health Conditions PositiviTeas.



You can find out more about when and where our next PositiviTeas will be via our webpage: www.north-norfolk.gov.uk/communityconnectors

You can also call **01263 513811** and ask to speak to the Community Connectors

Age Friendly initiative



North Norfolk is part of the national Age Friendly Communities initiative, which is a priority of the North Norfolk Health and Wellbeing Partnership, supported by Age UK Norfolk.

Age Friendly North Norfolk is about making where we live more inclusive for older people, listening to them and turning their ideas into actions. It is about developing an ethos of healthy ageing for everyone.

North Norfolk has the highest demographic of older people in the UK, with 33% of residents aged 65 or over - 15% above the national average. These figures show why it's so important that older people feel supported, valued and respected across our district.

Sheringham is the pilot area for the initiative and older residents were asked to tell us what's good about where they live and what could be better. The feedback received was shared with businesses and community groups to understand what's valued and what adjustments could be considered.

Businesses are also being encouraged to join the Sit You Down campaign, to provide seating for people to sit and have a little rest with no obligation to buy or utilise a service.

To raise awareness of Age Friendly North Norfolk, the Community Connectors handed out information leaflets at Sheringham Carnival parade and attended the Business Networking Event at Sheringham Golf Club in September.

To find out more about Age Friendly North Norfolk, please visit: www.north-norfolk.gov.uk/agefriendly

Scan the QR code to hear from Watsons Property as to why they thought signing up was important or visit www.bit.ly/WatsonsAgeFriendly



Early Intervention - Housing Options Team

Our Early Intervention Team are working to help residents across the District who may be at risk of homelessness. They are part of the Council's Housing Options Team and work closely with other services to identify those in need and provide support and advice.

It is never too early to get help and the Early Intervention Team provides support for individuals and families across North Norfolk with housing-related issues and will work to address the problem.

The advantage of doing this at an early stage is to avoid the household getting into crisis.

If you or someone you may know is at risk of homelessness, the Early Intervention Team could assist by:

- Trying to help keep someone in their current home where possible (this could be with ensuring the household's income is maximised, liaising with landlords to see what could be done to prevent an eviction, family mediation, and much more)
- Talking through full housing options
- Working with someone to secure alternative accommodation if the above options are not successful

To find out what support we can give you, please contact the Early Intervention Team on **01263 513811** or email early.intervention@north-norfolk.gov.uk as soon as possible.

Sanctuary Scheme for victims of domestic abuse

The Sanctuary Scheme is a victim-centred programme that can prevent homelessness by allowing victim-survivors of domestic abuse to remain safely in their home where it is their choice and safe to do so.

If you are victim-survivor of domestic abuse and want to stay living in your own home, please contact the Housing Options Team on **01263 513811** to discuss the Sanctuary Scheme or visit www.north-norfolk.gov.uk/sanctuaryscheme

Since the scheme has been in operation it has

supported seven Households across North Norfolk to remain in their own home.

The scheme has:

- Helped to prevent homelessness
- Reduced the need for temporary accommodation
- Reduced the need/demand for safe accommodation
- Reduced callouts from emergency services
- Helped to prevent domestic abuse/violence
- Potentially prevented a Domestic Homicide Review
- Provided 'peace of mind' for victim-survivors and their children



New software increases benefit take-up

Ongoing investment in technology and redirecting of resources has enabled the Council's Benefits and Financial Inclusion teams to support residents to claim welfare benefits they are entitled to and to access other discretionary payments and grants.

The Low Income Family Tracker (LIFT) software uses data to identify households who may be missing out on accessing benefits to which they might be entitled and the Council's Benefits Staff use this data to contact households and support them to claim. The teams have increased the money available to residents by more than £1.8m and £1.3m of this has gone to households including someone with a disability or someone with a caring responsibility.

We have delivered targeted campaigns to promote Pension Credit to our pensioner households directly and to their family and friends who might support them to claim. The impending change in the eligibility for Winter Fuel Payments has given greater impetus to this work and so far this year the teams have supported 109 pensioner households to claim an additional £449k of benefits improving their lives and putting more money in to the local economy.

The team has also supported more than 270 working age households to claim Council Tax Support and Universal Credit. It is estimated that there might be a further £4million of unclaimed benefits available for North Norfolk residents and so this important work will continue to be a priority for us.

If you would like to see your eligibility to welfare benefits, please use our Better Off calculator www.north-norfolk.gov.uk/financialsupport



North Norfolk Community Hub making a real difference

Kerri Sharples, Early Help & Prevention Team Leader, discusses the success of the North Norfolk Help Hub and the creation of the new "North Norfolk Community Hub", giving a brand new platform to promote the fantastic organisations and services offered across the District:

"Our Early Help multi-agency Hub has been bringing together agencies from across the District for more than eight years, working together collaboratively to provide holistic support to residents."

"Meanwhile, there was a desire to allow our local support agencies and organisations to have their own platform to enable them to create valuable networking relationships - and a smoother route for organisations to gain targeted support from NNDC's People Services departments. The North Norfolk Community Hub was established in May 2024 and continues to grow from strength to strength."

"The Community Hub meets every six weeks face-to-face with over 100 partner organisations already involved across North Norfolk."

If your organisation would like to join the North Norfolk Community Hub please email community.hub@north.norfolk.gov.uk



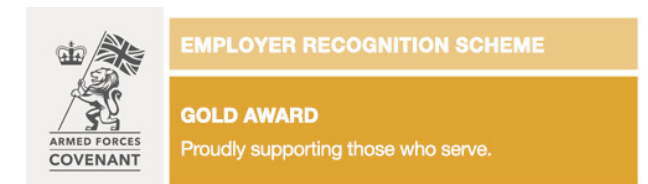
Defence Employer Gold Award for Council

NNDC has been awarded the Gold Award from the Defence Employer Recognition Scheme (ERS) in recognition of our commitment to the Armed Forces.

To achieve gold recognition, the Council provided evidence demonstrating how as an employer, it supports employees and their families who currently serve or who have previously served in the Armed Forces.

The Council proactively promoted and encouraged Parish Councils and Voluntary Organisations in North Norfolk to adopt and sign their own Armed Forces Covenant Pledge and apply for the Defence Employer Recognition Scheme Bronze award.

As well as working with employers, the Armed Forces Covenant also provides support to



the armed forces community, providing assistance towards:

- Education and family well-being
- Housing
- Starting a new career
- Access to healthcare
- Financial assistance
- Discounted services

Find out more about the Armed Forces Covenant by visiting www.north-norfolk.gov.uk/armedforces

Supporting households with the cost of living

The Household Support Fund was introduced by Government in 2021 to support households through the cost of living crisis and is to continue over the coming winter months and into 2025. The Government provides guidance on who the support should be directed to, but the funds are transferred to the County Council who forwards some of these on to district councils and voluntary sector and charitable organisations, who are able to direct them to those most in need.

The Benefits and Financial Inclusion Team have used the LIFT data alongside other data to target the money to households with a low

income and who have a disability or caring responsibilities, pension age households and those with poorly insulated homes.

Since April 2023, we have supported over 2,200 households with the cost of essentials items, and with energy, water, and food bills, distributing over £220k.

Please see our website for further details on eligibility for the Fund which is generally updated once the detail of further funds is received from the County Council www.north-norfolk.gov.uk/householdsupportfund

Housing benefit and council tax support changes

Housing Benefit* and Council Tax Support can help towards rent and council tax liabilities if you are unemployed, on a low income, or claiming benefits. There are currently over 7,000 households across North Norfolk receiving support.

Since April 2024, the Benefits and Financial Inclusion Teams have received more than 870 new claims for support with rent and/or council tax payments.

**Housing Benefit is being phased out for most working age claimants and these claimants will over the next few months be migrated to*

Universal Credit, which includes an amount to cover housing costs. This will affect over 1,000 households in the district and since April over 300 of these have already migrated. Those affected will receive a 'migration notice' from the Department for Working and Pensions inviting them to make an application for Universal Credit. Pensioner households will still be able to apply for Housing Benefit to help with their rent as will those in eligible supported housing and temporary housing.

For further information please visit our website www.north-norfolk.gov.uk/ucmigration

Council fetch two gold awards for dog services

The RSPCA has awarded NNDC the Gold PawPrint award for a second year in a row for its stray dog services. The Council works with Animal Warden Services to provide these services to help reunite owners and their lost dogs, or to rehome stray dogs.

The scheme celebrates local authorities that go above-and-beyond to deliver the highest quality animal welfare services.

This year, North Norfolk was one of 13 authorities to be awarded the new gold award for Kennelling services too, providing the highest levels of care to temporarily housed animals.

Mike Gardiner, Dog Warden at Animal Warden Services said:

"We are totally thrilled by these awards and very proud of the whole team! We remain committed to enhancing the welfare of all animals.

We look forward to continuing our work in collaboration with North Norfolk District Council, this award reinforces our commitment to maintaining the highest standards of care for all stray dogs and encourages us to keep striving for excellence."



Animal-friendly North Norfolk businesses get the Seal of Approval!

Businesses in North Norfolk are encouraged to join an initiative to stop selling flying rings in the district.

The Seal of Approval campaign follows NNDC's Safer Seals campaign to reduce the number of flying rings sold in the district and reduce the number that enter the water.


Flying rings can catch the wind and be cast far out at sea, making it impossible to retrieve - seals are naturally curious creatures and may find themselves with these rings stuck around their necks, resulting in injury and death.

Sheringham was a pilot location for the campaign, and 12 businesses have now stopped stocking flying rings in their shops. Shops who sign up are given a certificate and a sticker to put in their window to show that they are seal friendly.



Find out more by visiting www.north-norfolk.gov.uk/seals

If your business would like to join the Seal of Approval, let us know by scanning the QR code or visiting www.north-norfolk.gov.uk/contact-us



Protecting you from flooding

Did you know that over 120 people volunteer as flood wardens to protect their communities against flooding in North Norfolk?

There are 18 locations with flood warden teams, 15 on the coast and three on the Broads rivers.

Twenty-four Senior Flood Wardens support their communities and work with the Council, emergency services and the Environment Agency to keep people safe and informed.

As well as advising residents and businesses on flood resilience, when very high tides and storm surges are forecast the teams are ready to knock on doors and tell people to evacuate, what to do and where to go.

Register with the Environment Agency for flood warnings by visiting www.gov.uk/sign-up-for-flood-warnings



Maintaining rental property standards

Each year, our Environmental Protection Team help residents in North Norfolk with housing condition concerns, to ensure that residents have safe homes and that landlords are providing housing that meets the requirement of housing legislation, and their tenancy agreements.

Over the last five years, the team has assisted around 500 households with housing condition concerns and visited around 250 properties to make sure our residents are safe at home.

Officers recently helped a resident in the district whose rented accommodation was severely impacted/affected by excess cold and condensation.

The work of our Environmental Health Officers ensured improvements were made to the heating and insulation and mechanical extraction was provided to the kitchen and bathroom. As we approach the winter months the resident now has a home which is safe to live in and the impacts of poor housing conditions on their health have been significantly reduced.

The team visit properties to ensure that residents have safe habitation and that landlords are meeting the statutory requirements and obligations of their tenancy agreements. Landlords that don't meet these obligations could be fined up to £30,000.

Cllr Callum Ringer, Portfolio Holder for IT, Environmental & Waste Services, said:

"The Council takes the living conditions of North Norfolk residents in privately rented properties very seriously - landlords have an obligation to their tenants to provide a healthy and safe environment which they can call home."





As leaves fall and hedges can be responsibly cut again, it is the perfect time to get a garden waste bin, which is the most cost-effective way to dispose of garden waste. If you sign up now, or request another bin, payments will be pro-rata until the end of March 2025 - subscribers automatically renew in April.

Scan the QR code or visit www.north-norfolk.gov.uk/ordergardenbin to order your garden waste bin.



Activities helping to keep kids healthy

The Council and Active Norfolk have been working to increase physical activity in the district, supporting local clubs and organisations across a range of targeted projects.

Nearly £200,000 has been secured to support children eligible for free school meals for the Big Norfolk Holiday Fun scheme. The scheme runs over holidays when the schools are closed - across these holiday periods in 2024, over 3,000 children attended the activity sessions, including 1,000 of the most vulnerable children in the District.

The Opening Schools Facilities Fund aims to support schools in opening their existing

sports facilities outside of traditional school hours to increase access to equipment and play. So far, Active Norfolk and our Leisure Team have helped over 800 people to be more active, by working with nine schools on this project. This represents a £54,200 investment into physical activity in the District.

One success has been the pilot Community Hire Hub at Bacton Primary School, which provides children, their families and the local community the opportunity to hire sports equipment for free, enabling them to be more active more often. Following this success, we are interested in extending this model across the District.

Sean Pasque, Locality Officer - North for Active Norfolk, said:

"It's been fantastic working on projects aimed at increasing physical activity across North Norfolk. This is vital as 32% of youngsters in the district are unhealthily overweight by the time they finish primary school.

Many children lack access to equipment for engaging in activities outside of school hours or term time. The Community Hire Hub has been essential in supporting both children and families to participate together."



If you represent a school, organisation or community group and are interested in finding out more - please contact sean.pasque@activenorfolk.org



Photo credit: Active Norfolk

Celebrating 50 years of public service

North Norfolk District Council celebrates over 50 years of serving the district this year, with the anniversary of the Local Government Act 1974.

At the Council Offices, a civic reception was held, inviting Councillors, Chairman and staff who have served the Council over the years and since retired.

Addressing the event, Chief Executive, Steve Blatch and Leader of the Council, Tim Adams thanked everybody for their service to the people of North Norfolk and reflected over half a century of history in North Norfolk.



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makes a real
change



This campaign is funded by UK Government

Make
a
difference

Work for your
local council

Improve your work/life balance and develop your career. Choose from a range of rewarding roles and help to make a positive impact in your area.

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www.north-norfolk.gov.uk/jobs



East Runton flying high with Blue Flag return

Six beaches in North Norfolk have been awarded either Blue Flag or Seaside Awards, and East Runton can once again fly the Blue Flag after briefly losing its status in 2022.

The Council is proactively working with the Environment Agency and Anglian Water to see the Blue Flags returned for Sea Palling and Mundesley. These coastal awards are presented to some of the best beaches in the UK that offer high water quality, safety, cleanliness and good local amenities.

Find out more by visiting www.north-norfolk.gov.uk/blueflagbeaches



Elections: Your votes matter

On Thursday 4th July, the General Election was held to elect Members of Parliament for the North Norfolk and Broadland & Fakenham Parliamentary Constituencies. It was supported by over 400 staff, employed across 123 polling stations, the count process and other roles that deliver the democratic process, which was mobilized over a six-week period.

Two by-elections for North Norfolk District Council have also been held recently for the North Walsham East Ward and Market Cross wards.

Elections for Norfolk County Council will be held on Thursday 1st May 2025.

Steve Blatch, Chief Executive and Acting Returning Officer said:



"I would like to express my thanks to everybody who participated in the democratic process by standing for office or voting for candidates and to also thank over 400 electoral staff who staffed polling stations, counted votes overnight or otherwise helped to deliver the electoral process across the district."



Celebrating 20 years of award-winning parks


This year, Holt Country Park has been awarded its 20th Green Flag award, marking two decades of consecutive awards for the woodland park. Also flying the Green Flag are Pretty Corner Woods in Sheringham and Sadler's Wood in North Walsham.

Green spaces must meet a set of criteria, to demonstrate continual improvement to the site and a range of amenities, site management and community involvement. The Council is very proud of its woodland spaces and the hard work of the Countryside Rangers.

Find out more about our country parks at www.north-norfolk.gov.uk/countryside

Annual Canvass

Thank you to everyone who has responded to the Annual Canvass so far. If you receive a reminder form, it means you have yet to respond. Please respond at your earliest opportunity, even if there is no change to your household.



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 modgov.north-norfolk.gov.uk

Public Meetings are live-streamed on our eDemocracy YouTube channel, visit www.youtube.com/@nndcedemocracy or scan the QR code!



Battle of the Beaches

We hosted our most successful "Battle of the Beaches" social media campaign to date this summer, with over 9,000 votes cast during the summer to crown West Runton as victorious for the second year running.

Commiserations to Wells-next-the-Sea who reached the final for the first time and came within a whisker of clinching the trophy.

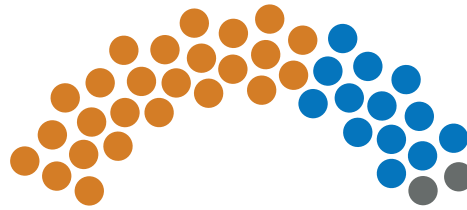
We had 15 rounds of voting across five social media channels, with some shock defeats and nail-biting close calls!



Your NNDC Councillors

Find out who your local Councillor is by visiting:
www.north-norfolk.gov.uk/councillors

Make-up of the authority



Lib Dem - 25

Conservative - 13

Independent - 2



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



Paul Heinrich
North Walsham East



Kate Leith
North Walsham East



Mal Gray
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 Raynams



Peter Neatherway
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

