

Outlook

North Walsham revitalisation

Supporting Ukrainian refugees

Save energy and save money



JUNE 2022



**NORTH
NORFOLK
DISTRICT
COUNCIL**

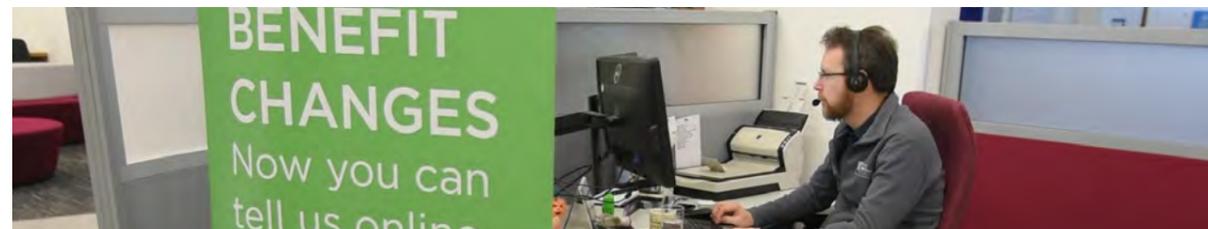
Putting our customers first

In October 2021, NNDC delivered a new Customer Service Strategy including a new customer charter and standards, designed to shape interaction with customers across all of the Council's services.

It provides a framework for the development of a council-wide customer service improvement programme - building on the Council's existing commitment to the highest standards for all our residents, businesses and visitors.

The strategy was influenced and informed by experiences and learning gained during the Council's changed service delivery model developed as a part of the response to the COVID-19 pandemic.

Some initiatives such as simplifying the telephony options menu when you call us, the ability for customers to always leave a voicemail if they do not wish to queue and the introduction of video call appointments have already been delivered.



Contact us online

We have developed many services so that our most popular customer transactions are now available for completion online such as:

- Report a missed bin collection
- Tell us you are moving address
- Sign up to the garden bin service
- Buy a car park season ticket
- Apply for pre-planning advice

Many of our services are available online however if you cannot find the service you are looking for you can discuss your enquiry with us via web chat or via our Contact Us form through our website - www.north-norfolk.gov.uk

Face-to-face appointments

During the period of lockdown, we introduced a customer appointment system for face-to-face customer enquiries. This enabled us to continue delivering our services while adhering to Government guidelines.

We identified many benefits to both the customer and the organisation of using a face-to-face customer appointment system. Benefits include no wait times, a better level of service and an increase in productivity. We continue to operate face-to-face enquiries on an appointment basis.

If you wish to see a Customer Services Advisor in person, we recommend making an appointment to avoid possible long wait times. To book an appointment use our online booking form or call 01263 513811.

Useful 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



Welcome back to Outlook!

We are relaunching this magazine after several years to communicate with residents across the District and to share information about the services and help available to you.

It is now over two years since the beginning of the Council's response to COVID-19, and that response has dictated a lot of the Council's work in that time. We thank residents, community groups, and businesses who rallied with us during that most challenging period of time, resulting in our district recording some of the least damaging COVID-19 impacts across the Country. The Council was also recognised nationally for our support to businesses, with some of the most successful delivery of relief grants, and we are very proud of our staff for this achievement.

Clearly, the Council has needed to be very adaptable to many challenges, and our recent focus has been on issues such as the rising cost of living, the help and support we are providing to Ukrainian refugees, and the impact new Natural England guidance around nutrient neutrality is having on delivering affordable homes in North Norfolk.

Currently, work is on-going with our partners Historic England and the New Anglia Local Enterprise Partnership to deliver more than £3million of investment in North Walsham's Town Centre as part of the exciting Heritage Action Zone project, delivering numerous public realm and building improvement projects.

In this edition, you will also be able to read more about the Council's ambition to become carbon neutral, the success of the newly-constructed Reef Swimming Pool and Leisure Centre in Sheringham, and much more about our current work and our ambitions for the future.

We're always very keen to keep you informed and to hear what you think, so please do follow the Council's official social media channels on Twitter, Facebook and Instagram (@northnorfolkdc) and regularly check our website www.north-norfolk.gov.uk for all your news, views and information about North Norfolk District Council.

Cllr Tim Adams
Leader of North Norfolk District Council



Leader of the Council, Tim Adams, sounding the starting horn at the recent Mammoth Marathon

Featured in this magazine

Page 6 - The Reef Leisure Centre Page 12 - Revitalising North Walsham's historic town centre
Page 9 - Mammoth Marathon Page 14 - Motion for the Ocean Page 20 - Supporting Ukraine



Scan the QR to see your Council's Corporate Plan objectives or visit www.north-norfolk.gov.uk/corporate-plan

Outlook is produced by North Norfolk District Council. Words by Anny Wooldridge, Catherine Wedge-Clarke, Felix Brueggemann and Joe Ferrari. Magazine design by Rosie Blyth.

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

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

Working with our communities to protect our environment

Council launches plans to go Net Zero by 2030

North Norfolk District Council intends to play a leading role in increasing both its and the wider district's ability to decarbonise towards a Net Zero future, recognising the impact the changing climate has on our region. We have launched our Net Zero Strategy and Action Plan, and will go Net Zero across all of our operations by 2030. Taking residents with us on the Net Zero journey is essential and we want to help residents and businesses to make changes, big and small, in achieving a greener future too.



Watch our video for a Net Zero future in North Norfolk!

Find out more at www.north-norfolk.gov.uk/netzero

Successful Greenbuild event returns to North Norfolk

North Norfolk District Council's environmental festival, Greenbuild, will return with a physical, live event for the first time since 2019. This year, Greenbuild will be hosted as a free hybrid event on Saturday, September 10, featuring virtual talks, an in-person event held in Fakenham town centre, with support from Fakenham Town Council, and satellite events happening around the district.

At the live event, you can attend talks from our speakers, take part in activities, learn new sustainable skills, with pop-up stalls from local businesses. Headlining the virtual talks will be returning keynote speaker, wildlife and environmental expert Chris Packham, with journalist Patrick Barkham compèring the event in Fakenham.



Rob Young, Assistant Director for Sustainable Growth said: "We are delighted that Greenbuild will once again be held in person. Following the outstanding success of last year's virtual event, we can attract an even bigger audience with a hybrid event this year. Join us in Fakenham town centre and online for an amazing, environmentally focused event in North Norfolk"

Find out more at www.north-norfolk.gov.uk/greenbuild

Electric vehicle charging

The switch from petrol and diesel to hybrid or electric cars continues to rise as residents make changes in their lives towards a greener future. The Council, with funding from the Office of Zero Emission Vehicles, has been introducing more Electric Vehicle Charge Points (EVCPs) across the district. There are currently 40 Council owned EVCPs, located in Cromer, Fakenham, Holt, North Walsham, Sheringham and Wells-next-the-Sea.

Our 'Duel Socket Fast Chargers' offer a single user an output of 22kW, or 2 users an output of 7-11kW each. The cost of charging your electric vehicle is a 50p connection fee plus 30p per kW of charge, plus the standard parking fee.

Find an NNDC charge point at www.north-norfolk.gov.uk/electric-vehicle-charging



110,000 Trees Project passes 72,000 planted

The Council's 110,000 Trees project has had an incredible planting season, with nearly 52,000 trees planted this year, bringing the running total to nearly 72,000.

Thirty-seven different species have been planted across 48 different projects, with a variety of community groups and schools getting involved to improve our local biodiversity and climate; we planted over 13,000 trees and hedge whips on our land, and created a further 6km of hedgerow.

We have supported 13 community groups and nine Parish and Town Councils, helping to continue the amazing work happening in the district.

Nigel Stannett, Climate Change Project Officer said: "It's been an exceptional year for the project and we have enjoyed working so closely with the community to improve biodiversity across the district. Helping groups add native trees and hedging to their towns and villages brings a whole host of benefits, not only for wildlife, but also can reduce flooding, improve air quality and make North Norfolk an even better place to live."

Find out more at www.north-norfolk.gov.uk/trees



Innovative mini-forests introduced to our towns

In February, we teamed up with Norfolk County Council, DEFRA, Natural England and the Tree Council to bring an innovative Japanese method of tree planting to North Norfolk. The Miyawaki Method, named after Dr. Akira Miyawaki, was developed in Japan as a rapid biodiversity response to habitat loss following flooding.

It involves careful soil preparation and densely planting a range of native woodland plants that are beneficial to wildlife on an area usually around the size of a tennis court. Trees in a Miyawaki forest grow up to ten times faster and can absorb more carbon and are an effective localised solution to fighting climate change.

The mini-forests were planted at Cooper Road in Sheringham, Acorn Road in North Walsham and Warren Avenue in Fakenham.

Find out more about the innovative project at www.north-norfolk.gov.uk/miyawaki



Scan the QR code to watch our documentary all about the project and the science behind it!

The Reef Leisure Centre celebrates successful opening months

North Norfolk District Council's £12.7m leisure centre, The Reef, has had over 78,083 visits since opening in November 2021.

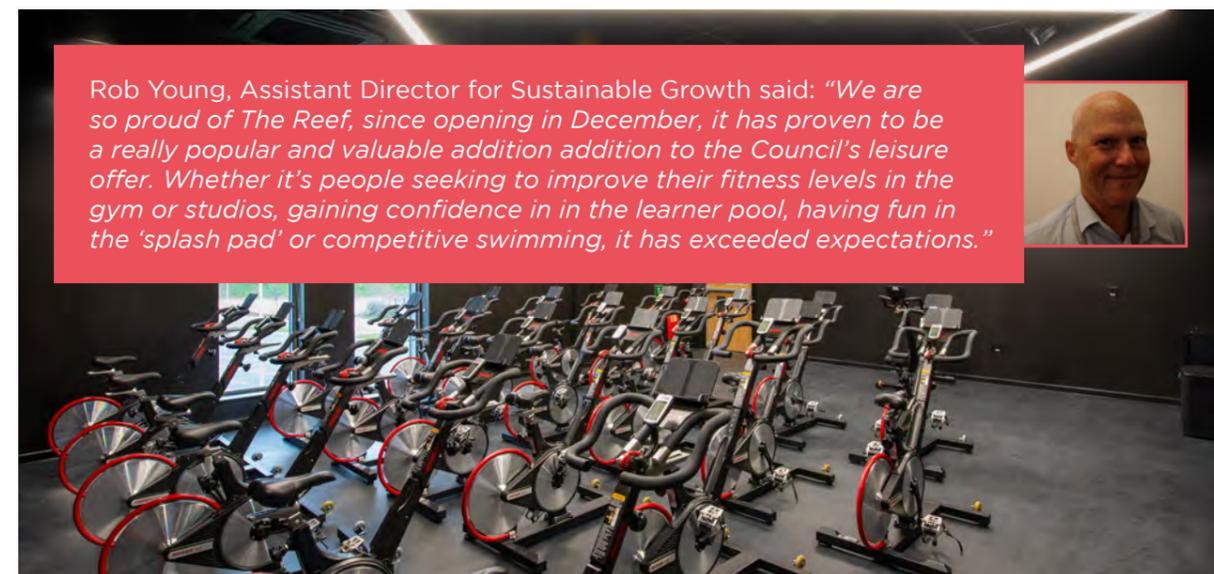
The facility, which is run by Everyone Active, has seen 1,473 amount of people sign up to use the pool, gym and studio, which is the largest leisure offering in North Norfolk.

Poolside, there is a six-lane, 25m main pool which supports a range of aquatic activities from competitive swimming events to inflatable play sessions for children, a splash-pad for water play and a 13m learner pool with an adjustable floor, allowing for activities such as swimming lessons, water confidence and toddler sessions or aqua-fit exercise classes.

Upstairs, the gym has a 60-station health and fitness suite, including a range of exercise machines and free weights and the 200sq m dance and activities studio hosts group exercise classes and studio sessions. There is also a virtual cycling studio, where users will be able to take part in sessions around the world, with a virtual instructor leading the classes.

The Reef is accessible, with PoolPod access into the main pool, a poolside wheelchair and wheelchair storage and a Changing Places facility.

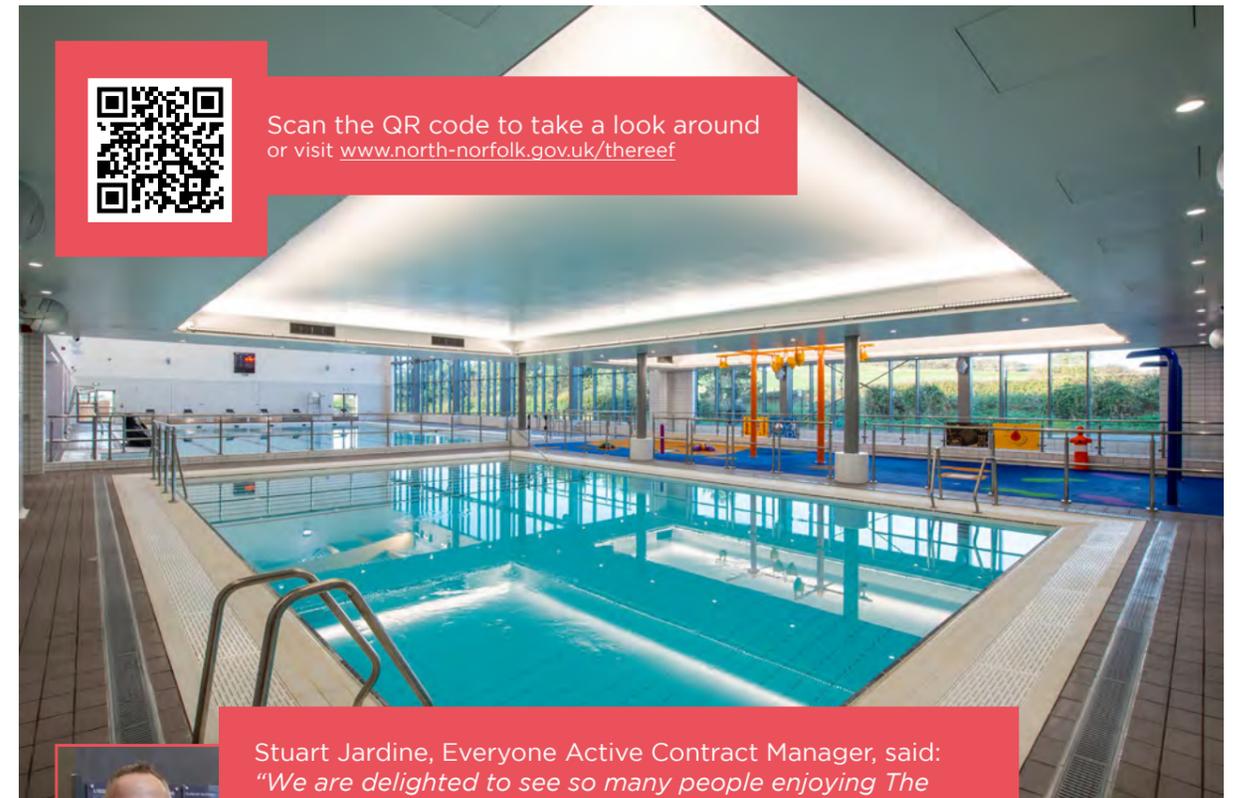
The pool is heated through renewable solar thermal energy and there are on-site electric vehicle charge points.



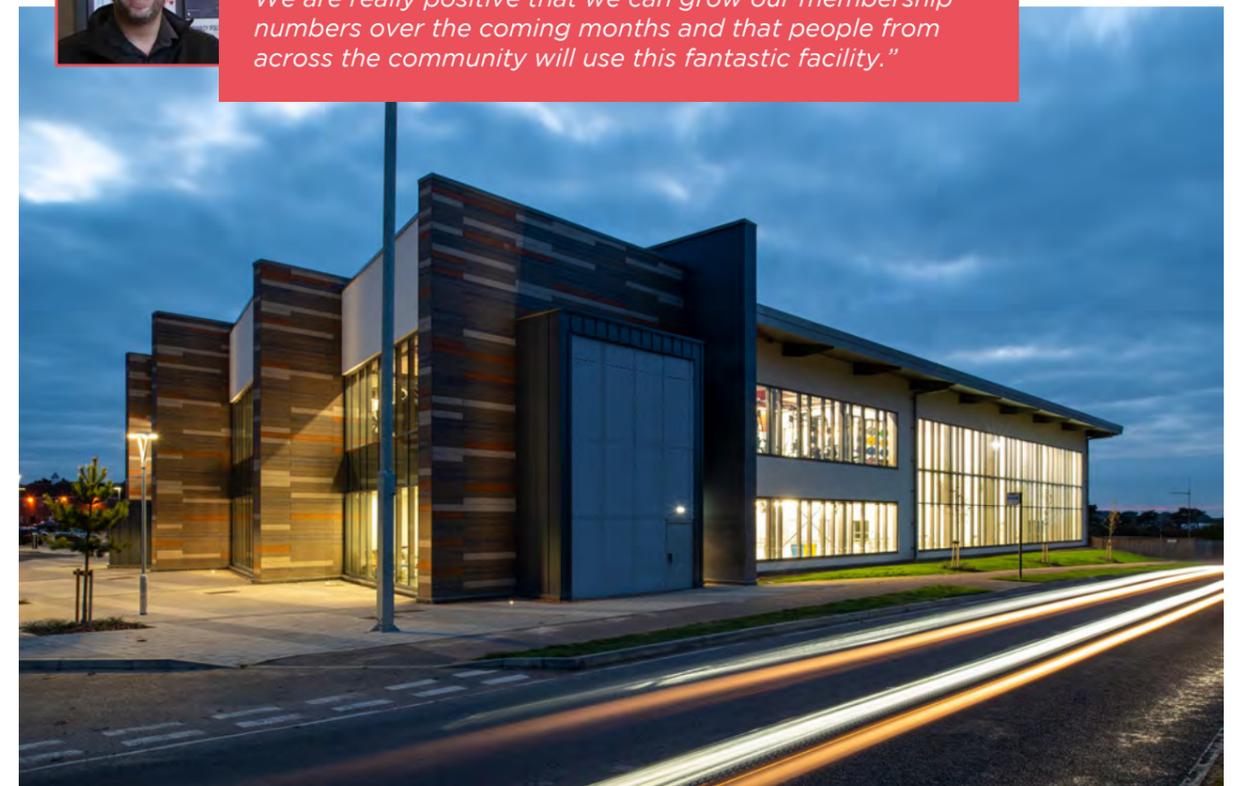
Rob Young, Assistant Director for Sustainable Growth said: "We are so proud of The Reef, since opening in December, it has proven to be a really popular and valuable addition addition to the Council's leisure offer. Whether it's people seeking to improve their fitness levels in the gym or studios, gaining confidence in in the learner pool, having fun in the 'splash pad' or competitive swimming, it has exceeded expectations."



Scan the QR code to take a look around or visit www.north-norfolk.gov.uk/thereef



Stuart Jardine, Everyone Active Contract Manager, said: "We are delighted to see so many people enjoying The Reef and experiencing the wide range of activities on offer. We are really positive that we can grow our membership numbers over the coming months and that people from across the community will use this fantastic facility."



Sign up for membership at The Reef at www.everyoneactive.com



COVID-19 support and recovery

The last two years have seen unprecedented times across the world as a result of the COVID-19 virus and we would like to thank all residents and businesses of North Norfolk for their strong support - and the precautions they have taken to help keep the district as safe as possible.

Though tragically some families lost loved ones in North Norfolk due to COVID-19, thanks to the diligence and resilience of residents and businesses in our community the official numbers of people to have contracted the virus here have been well below the national average.

As well as helping people to mitigate the substantial health risks, your council has also been pleased to help distribute millions of pounds of grants and financial support to

thousands of businesses and individuals in the area impacted by the pandemic.

Throughout the crisis the Council has been able to offer support to local communities through recruiting and deploying Covid Support Officers. We would like to thank these officers who played a vital role in re-opening the district after lockdowns by providing advice, guidance and reassurance to residents, visitors and businesses in North Norfolk.

We would also like to thank NNDC's award-winning Grants Team who have paid out over £122m with over 31,000 payments to businesses in North Norfolk. This team paid out the second-highest grant value and number of payments of all local authorities in the East of England.

Steve Blatch, Chief Executive of North Norfolk District Council said:
"Thank you to all the businesses and people of North Norfolk for their continued support over the past years during these unprecedented and challenging times, as we've fought against COVID-19 together."



North Norfolk Dis... @NorthN... • Just now
 VACCINES: 📣 Children aged 5 to 11 are now eligible for the #COVID19 vaccine. Parents and carers can book online via the NHS website, with appointments available at sites across Norfolk and Waveney.

To read more information and book a slot please visit:
[ow.ly/ik9m50lzoQ](https://www.nhs.uk/conditions/covid-19/vaccines/children)



Mammoth Marathon hailed a tremendous success

North Norfolk District Council, supported by the North Norfolk Beach Runners, hosted the first Mammoth Marathon on Sunday, May 15.

Around 500 runners from all around the country took part in either the full or half-marathon along North Norfolk's Deep History Coast. Runners tackled a diverse and varied road marathon, including the gruelling 'Mammoth Mile' at Common Lane in Sheringham, just two miles before the finish line. The full marathon started in Sea Palling and the half started in Mundesley, both finishing at Sheringham High School.

Supporters took to the streets, with friends and family stopping at car parks along the route, residents, schools and local communities cheering on the runners as they went past. This event, the first marathon in North Norfolk for 32 years, was initially scheduled to take place in 2020 but was postponed due to COVID-19.

Our thanks go to all organisations and volunteers who supported the Mammoth Marathon and our charity sponsors Break, Norfolk's Big C, East of England Air Ambulance and The Benjamin Foundation.



Scan the QR code to watch the video!

Welcome to our new Council Chair

At North Norfolk District Council's Annual General Meeting on Wednesday, May 18, Cllr Jeremy Punchard stepped down as Chairman of the Council and Cllr Pauline Grove-Jones was appointed as the new Chair.



Cllr Punchard was appointed Chairman in May 2021, since then he has conducted many community engagements and supported his chosen charities. Cllr Punchard's chosen charities were Norfolk and Waveney Mind and The Firefighters Charity. Both charities were presented with a fund-raising cheque for £681.45 (pictured below).

We want to thank Cllr Punchard for his service and the contributions to his chosen charities. We would also like to welcome Cllr Pauline Grove-Jones as the new Chair of the Council for 2022-23. The Chair's two chosen charities for her municipal year are Mancroft Advice Project and Priscilla Bacon Hospice. Cllr Sarah Bütikofer was appointed as the Vice-Chair.

Stefan Rider, Station Manager, The Firefighters Charity, thanked Cllr Punchard for his support, saying: *"It is really important to us, and I am proud to manage all the fire resources across North Norfolk, who you are now all supporting to go out and help your communities. Thank you from The Firefighters Charity and all of the firefighters in North Norfolk."*



Pay for parking online

You can take care of your parking through the ParkingOps app. Available in all NNDC car parks, using the app you can pay for your parking without using cash or needing to display a physical ticket on your vehicle. You can also top up your parking without needing to return to the machine.

Available on Android and iOS, download the ParkingOps app for paperless parking!

Seasonal parking permits

Planning a busy summer in North Norfolk? Work in the district and use our car parks?

Save money and time on parking with our three-hour or 24-hour season tickets, available for a period of 12 months, six months, three months or one week.

Purchase yours today at www.north-norfolk.gov.uk/season-tickets

Working together to meet nutrient neutrality challenge

In March this year, Natural England issued advice to all councils in Norfolk about the impact of nitrates and phosphates on water quality within the wider catchment of the River Wensum and The Broads. This advice impacts a large area of Norfolk and a substantial part of North Norfolk, including the towns of Fakenham and North Walsham.

Unless it can be demonstrated that certain development proposals will not add to the nitrate and phosphate issue, planning permission for a range of development types, including for additional overnight

accommodation, should not be granted according to Natural England. This undoubtedly affects many existing planning proposals already submitted and impacts on future plans or projects.

The Norfolk authorities are working together to identify a range of solutions for the short, medium, and long-term. This may eventually result in a tariff payment scheme per new dwelling unit but only once an understanding of the specific mitigation measures required to address the impact from nitrates and phosphates has been identified and secured.



To find out more about planning, please visit: www.north-norfolk.gov.uk/planning



Find out more about the Local Plan

The Local Plan is the key planning document for North Norfolk which sets out strategic planning policies and decides how local land is used, what can be built and where. This document had a final consultation period which allowed local communities to influence change and get involved in local planning. The period of public consultation closed in March 2022 and we'd like to thank everybody who shared their views with us.

The public consultation process was a second consultation for plan-making. It is necessary to test whether the Local Plan had been prepared in a robust way. Those comments will allow consideration as to whether the Plan meets specific tests and allowed opportunities to comment on how it may be changed.

These are being collated and considered by the planning team, they will then be reported to councillors at our Planning Policy and Built Heritage Working Party before the responses are submitted for examination by an independent Inspector. Once this is completed a Planning Inspector will carry out an Examination in Public, where public consultation responses will be taken into consideration. The document is scheduled to be submitted in 2022, that timetable may change as a result of Natural England's guidance on Nutrient Neutrality.

Please check the Local Plan section of the website for an up-to-date timeline on the progression of the Local Plan - www.north-norfolk.gov.uk/localplan



Revitalising North Walsham's historic town centre

The North Walsham High Street Heritage Action Zone is a once-in-a-lifetime £3.6m project funded by Historic England, The LEP (Local Enterprise Partnership) and NNDC (North Norfolk District Council).

But, it is more than a historic regeneration project. It is a wide-reaching programme of enhancements to public spaces and improvements to historic buildings alongside a vibrant cultural programme.

The project aim is to encourage residents, traders and visitors to re-engage with the market town. Through cultural activities and events such as new street food festivals, a sustainable fashion show, an outdoor children's art exhibition, orchestral concerts and more, residents will be able to experience these in a revitalised town centre space.

Planned improvements at key areas throughout the town, specifically at all the main gateways into the town such as Church Approach, The Cedars, and via the revamped Lokes, will lead visitors into the re-imagined marketplace.

The Building Improvement Grant, which is a key element of the scheme, will at the same time allow building owners and traders to apply for funding to support regeneration of their business by renovating the front; the addition of a canopy perhaps or even help them develop empty spaces and bring them back into use.

All of these strands coming together simultaneously can create a really exciting and transformational difference to one of our historic local towns and create a legacy for years to come.



'It's going to be great for the town' - residents and traders have their say

"We moved from Cromer to North Walsham six years ago, we love the town. The town will only benefit from this project as far as I can see."
Nicholas Bunting

"I've said it so many times, the town centre has gotten to where it is because it's resisted change for so long. I think the plans are good for the majority."
Sally Anne Stapleton

"There is much evidence from numerous studies that if you remove cars from town centres it can result in more footfall and more trade for local businesses."
John Morris

"I think it's going to be great for the town."
Hanna Bouwer, owner of No 26 Clothing

"We want the church to be a place where people can come together. That's where this project can help. I see the project as a way to make things better rather than a wholesale departure from what's been there before. Anything that can be done to open up the town is a very good thing."
David Warner, Vicar of North Walsham

"Together with the transformation going on at the Hop and Shambles....I for one am pleased....and POSITIVE... about the future of our town."
Deborah Rawson

"Change is definitely needed and can't come soon enough in my opinion."
Chris Pettican

"The project will create spaces where people will be more likely to relax and to sit."
Ms Lysaght, owner of the Shambles Café - one of the oldest buildings in the town

"I think the plans are good and look forward to seeing them come to fruition."
Teresa Butler

"It's going to be a change for the good. No plan will please everyone but money is being spent on the town and things can only get better."
Annabel Crook

"The problem with this town is all the downers that don't like change! You never know it might just improve it by being pedestrian-friendly!"
Debbie Reynolds



Your guide to six of the key projects the scheme will deliver

1. Church Approach/Shambles Slope

A new and exciting public space with terraced gardens, new seating and planting - creating an inviting place to sit and relax. The new low level walls give a nod to the historic buildings which once stood there.

2. Marketplace

Revitalising the marketplace by widening the existing pavements and the introduction of benches and planters as places for people to sit and relax. Improving the infrastructure to create electric points for the market traders.

3. Bank Loke

Improvement of the town lokes with the addition of new signage, paving and lighting. This allows clearer gateways into the marketplace and better access to shops and cafes.

4. Black Swan Loke Gardens

By creating a bespoke walled garden with planting and seating and by opening up the space it will allow public access to a new area and access to the nearby car park and electric vehicle charging points.

5. The Cedars

The revitalisation and restoration of this Historic Grade II listed building at the gateway to the town. Soon to be available for private rent and community use.

6. Bus Interchange

A Norfolk County Council (Highways) project running simultaneously alongside the HAZ project, providing better public transport links, refurbished toilets and improving traffic flow in the town centre.

For more information about the HAZ project, please visit www.haznorthwalsham.com

Supporting Motion For The Ocean

North Norfolk District Council was the first local authority in the East of England to declare an urgent need for ocean recovery. In February 2022, the Council pledged their support for the 'Motion For The Ocean' model and committed to consider ocean recovery in its decision and policy-making.

Motion For The Ocean is a model developed by the Local Government Association Coastal Specialist Interest Group in conjunction with marine experts, to help local authorities play their part in communicating the importance of a clean, healthy and productive ocean. This has direct economic, health and well-being benefits. This work has been embodied by NNDC's continued efforts to protect our coastal areas and ocean, as well as its inclusion in our climate change plans.

Cllr Angie Fitch-Tillet, portfolio holder for Coast, said: *"Our coast and marine environment are one of the most important responsibilities we have in North Norfolk. It is a key economic driver and with this comes the responsibility for its care. I was only too happy to gain support from my fellow Councillors for us being the first authority to action cleaner seas in the East of England. Can I call on residents and visitors to help us keep our coast and sea clean and healthy."*



Motion for the Ocean is supported in the district by:

Beach clean-up groups

Around the district there are beach clean-up groups which undertake regular beach cleans. These volunteer groups spend time walking along the coastline picking up any litter they find.

Two-minute Beach Clean boards

We have two-minute Beach Clean boards along the coastline, where visitors can do a quick beach clean. You can find your closest board by visiting www.beachclean.net

Fishing gear collection points

In both Cromer and East Runton there are bins which are only accessible to the fishing community, where they can put damaged fishing equipment or litter found in the ocean.

Dog beach bans during the summer

Between May 1 and September 30 there are Public Spaces Protection Orders (PSPOs) in place on certain beaches in North Norfolk. You can find out which beaches are affected by visiting www.north-norfolk.gov.uk/dogsonbeaches

Specialist litter bins

Throughout the district there are specialist litter bins available to the public for disposable BBQ bins. For more information please visit www.north-norfolk.gov.uk/bbqbins

Work with the Marine Conservation Society and their project, Agents of Change

Agents of Change has been working to create a balance between policy-makers, the residents and the fishing community. For more information please visit www.mcsuk.org



Investment boost from Coastal Transition Accelerator Programme

As part of the Government's Coastal Transition Accelerator Programme (CTAP), NNDC is set to receive part of a £36m investment into innovative approaches to adapting to coastal erosion. Such investments could be adapting or replacing at-risk community infrastructure and community owned buildings, or the repurposing of land in coastal erosion zones and restoring habitats in green buffer zones.

The Council will work with the finance and property sectors to explore innovative funding mechanisms to help move communities in the highest-risk areas, that incentivise the relocation of at-risk infrastructure for businesses and homes, as well as developing the local planning systems to support the managed transitions.

Coastal erosion and extreme weathers are a very real risk affecting North Norfolk communities, who the Council will work with pro-actively to support as the coastline adapts. More details about the CTAP will be announced as the scheme develops.

Blue Flag Beaches - six of the best!

Once again North Norfolk District Council has been awarded the prestigious Blue Flag award by the environmental charity Keep Britain Tidy, for six of its beaches in 2022.

The six beaches along our coastline that have retained their Blue Flag status are Cromer, East Runton, Mundesley, Sea Palling, Sheringham and West Runton.

To qualify a beach must meet certain criteria, including excellent water quality, well-managed beaches, litter and waste management, safety and services (including lifeguards and first aid) and environmental education programmes.

Book a beach front hut or chalet overlooking the sea at Cromer, Sheringham or Mundesley.

Perfect for relaxing, family or dog-friendly days!



For more information, please visit www.north-norfolk.gov.uk/beachhuts

Beach safety

If you're heading to the beach this summer, make sure you check the tide times and stay safe while you're there. The RNLI and Coastguard help to keep North Norfolk beaches safe - if you see someone in trouble, dial 999 and ask for the Coastguard.

Safer Seals

If you're heading to the coast, please be mindful of any seals resting on the beach and do not disturb them. If you see one in distress, you can contact a number of seal rescue organisations, including Friends of Horsey Seals.

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



Land needed for affordable housing

Many families in the North Norfolk district cannot afford to buy or rent a home, and rely on affordable housing provided by housing associations. The Council does not own 'Council Housing' so works in partnership with housing associations to let existing affordable homes and provide new affordable homes, which are of good quality, energy-efficient and let at less than 80% of market rent.

There is a desperate need in the district for more affordable homes, with over 2,500 single people and families still on the Council's waiting list. Our Local Plan requires private developers to provide affordable housing on sites for new housing. The Council also supports the development of affordable housing on Rural Exception Sites on the edge of towns or villages, which provides households with a local connection to the host town or village.

We urgently require more suitable land for affordable housing development; if you have land you think might be suitable, contact Anna Clarke, Community Housing Enabler via email at anna.clarke@north-norfolk.gov.uk



The way forward: Homes provided by Broadland Housing Association at Fulmodeston

Working to support those with acute housing needs

For those in the most acute housing need and facing homelessness, the Council provides emergency accommodation while a longer-term solution is sought.

The total number of homeless households in North Norfolk needing emergency accommodation rose to 115 in 2020-21.

In instances of emergency, sometimes the only option is expensive bed and breakfast accommodation, often outside of the district, and unsuitable for families requiring accessible living spaces or needing access to schools or support networks. The Council decided the only option was direct intervention by providing self-contained emergency accommodation itself.

Since 2019, we have increased our temporary accommodation stock from one to 16 quality self-contained homes, with plans to buy at least one a year for the next four years.

One family offered access to one of these homes said: *"We cannot believe that we have been offered temporary accommodation of this standard and space, we can now maintain a good standard of living and not all of us - a family of five - having to move into one room in a bed and breakfast."*

Through Compulsory Purchase Orders, NNDC has obtained two unfinished new-build homes and completed works to bring them into use - and purchased a family bungalow, which has been made wheelchair accessible. We have also utilised under-used spaces, including completion of an innovative conversion of storage space above public conveniences, in a town with acute housing pressures.

If you own a property that could provide a vital lifeline to help homeless households, please email: housing@north-norfolk.gov.uk

Save energy and save money

Due to the number of older homes in the district and the increased cost of living many residents are living in fuel poverty.

We are working with Norfolk Warm Homes to reach out to low-income residents living in homes with low energy efficiency. Grants are available to improve the EPC of a property, if it is rated as E, F or G. 100% grants are available if you are a home owner with a gross

household income of £30,000pa or less; if you are a landlord, we are offering a grant to cover 85% of the cost if your tenant has a gross household income of £30,000pa or less.

Find out more information at www.norfolkwarmhomes.org.uk

There may also be many other ways you can save energy around your home...

Top tips from our Energy Officer, Dulcie Walsh:



Energy saving light bulbs - They last up to 10 times longer than traditional bulbs and use around 80% less energy. This reduces energy costs and saves you up to £60 over the lifetime of the light bulb.

Draught-proof your windows and doors. Unless your home is very new, you will lose some heat through draughts around doors and windows, gaps around the floor, or through the chimney.

Only run your dishwasher when it is full to reduce the amount of water you use. Reducing your dishwasher use by one run per week for a year could save you £14.

Effective insulation of your hot water cylinder is important; even if you have thin spray foam or a loose 25mm jacket, you can benefit from increasing the insulation to a British Standard Jacket 80mm thick, saving £35 a year in the process.

Kettles are one of the most used appliances in the kitchen. Avoid overfilling the kettle and save yourself £11 a year on your electricity bill.

Keeping your shower time to just 4 minutes could save a typical household £70 a year, and swapping one long bath a week with a 4-minute shower can save you an extra £12 a year on your energy bills.

Turn your lights off when you're not using them or when you leave a room. This will save you around £20 a year on your annual energy bills.

Turning your appliances off standby mode is also a good idea and can save you around £55 a year.

You can save around £28 a year from your energy bill just by using your washing machine more carefully: Use your washing machine on a 30-degree cycle instead of higher temperatures and reduce use by one run per week for a year.

Major bids for Fakenham and Cromer

North Norfolk District Council and local partners are set to bid for Government cash to fund two exciting projects in the district – including a new swimming pool and multi-sports area in Fakenham and a major revamp of the cliff top gardens and North Lodge Park in Cromer.

In the Levelling Up Fund Round 2 Prospectus published by the Government in March, North Norfolk was identified as a Priority 1 area for support - meaning the Government was keen to see applications for projects to be submitted under the programme from the district and has provided £125,000 of funding to support the development of good quality proposals.

After carefully considering the programme criteria and reviewing the list of 105 successful bids under round one of the programme in 2021, the Council's Cabinet agreed the District Council will lead on the development and submission of two applications, as follows:

Broadland Constituency Area - swimming pool/improved sports facilities at Fakenham Sports Centre, Trap Lane

Proposals to provide a 25m public swimming pool and improved outdoor sports facilities (full size 2G surface for competitive hockey and tennis), with pavilion to provide outdoor sports changing facilities, on land owned by the Town Council at Trap Lane, Fakenham.

There is significant community support for the provision of a 25m public swimming pool and improved sports facilities in Fakenham following the loss of dated facilities in recent years on the former Fakenham College site. Initial discussions with representatives of the Town Council indicated strong support for a proposed Levelling Up project to provide a swimming pool and new sports facilities in the town.

Fakenham Mayor Gilly Foortse commented:

"We are pleased that NNDC are revisiting and supporting Fakenham Town Council's

proposals for the provision of sports facilities at Trap Lane.

"This formed part of our previous submission to the Community Renewal Fund bid.

"We have long deplored the loss of sports facilities when the grammar school was closed and have been keen to replace them. We are therefore delighted that in addition, NNDC is looking to address the provision of a public swimming pool in our town. There is a huge groundswell of support for such a facility in Fakenham, which is a significant local hub serving a very large area of north-west Norfolk. The benefits of re-creating lost facilities are inestimable, not least that our young will be able to experience a wide range of sports and compete in them.

"We look forward to working with the District Council in developing and submitting this Levelling Up bid for Fakenham."



North Norfolk Constituency Area - investment in regenerating cliff top gardens and open space in Cromer (North Lodge Park, Runton Road sunken gardens and Happy Valley) to include:

- Delivery of a comprehensive regeneration programme of North Lodge Park to include provision of new toilets, redevelopment of concession space in the former Seaview Pre-School Building; refurbished shelters, new structural planting schemes which strengthen and regenerate the park, refurbishment of the Collectors Cabin and securing new uses for the former hard-surfaced (tennis court) area in conjunction with the Friends of North Lodge Park and Cromer Town Council
- Regeneration of the Runton Road sunken gardens to provide new planting with water tolerant plants, new street furniture, lighting, benches, shelters, litter bins and signage
- Resurfacing of the clifftop path along Runton Road
- Refurbishment of shelters on the West Cliff/Runton Road gardens
- Provision of new surfaced disabled and coach parking at Runton Road car park, plus upgraded public toilets and provision of a Changing Places facility
- Replacement of the Marrams Bowling Club Pavilion
- Renewed public paths, steps and railings to beach from East Cliff
- New planting / management regimes in Warren Woods, Links Wood and Happy Valley, and new play equipment at Happy Valley
- Potential provision of surfaced path for cycles, mobility scooters and walkers from Cromer East Cliff through Happy Valley and Links Woods to Overstrand Road

'This will benefit entire community' - Cromer Mayor Pat West

Initial discussions have been held with representatives of Cromer Town Council and the Friends of North Lodge Park, who have indicated their strong support for the proposals.

Cromer Mayor Pat West commented: "It is very exciting for Cromer Town Council to be involved in this Levelling Up proposal for Cromer. It will allow for further growth of our community, through this investment.

"Cromer is a beautiful town, and this will ensure it remains that way for generations to come. We look forward to the sunken gardens being restored to their former glory. It will be amazing to see North Lodge Park becoming, once again, a much-loved and enjoyed area of Cromer. This will benefit the entire community, residents, visitors and businesses. Cromer Town Council fully supports this proposal."

North Norfolk supporting Ukraine

In response to the worsening situation in Ukraine, North Norfolk District Council has committed to supporting the people of the war-torn country. Hundreds of Ukrainian refugees have arrived in Norfolk through the Government's Homes for Ukraine scheme. Some of these Ukrainian families have arrived in North Norfolk thanks to residents welcoming them into their homes.

The Council has employed a Ukrainian Community Support Officer, Oksana Croom, who is working to support Ukrainians arriving in the district. Drop-in sessions for Ukrainian refugees and host families are held at the Council offices in Cromer on Tuesdays and Thursdays between 2pm and 4pm, which offer support and guidance for Ukrainian guests and their host families. Unvaccinated Ukrainian guests can get a COVID-19 vaccination or booster, should they require one. These sessions will be held every other Thursday at the welcome sessions.

Q&A: Ukrainian Community Support Officer Oksana Croom

Born: Dnipro Region, Ukraine

Education: University in Kyiv

Moved to the UK: 2004

Previous employment: Accountant for 10 years in Ukraine, freelance and agency interpreter, interpreter and translator at the London Borough of Redbridge Council in Children Services.

What interested you in the role at NNDC?

After the start of the worsening situation in Ukraine I was desperate to find ways to help the Ukrainian people. At first, I met some lovely Polish girls, who were collecting clothing to send to Ukraine. After that, my husband and I placed an advert in our local village shop, asking people to help and it was shared on Facebook by many people around Wroxham and Salhouse. We were absolutely overwhelmed with support from local people. We also helped with collecting humanitarian aid. My husband told me about the new role at NNDC.

What were some of the early challenges in your role?

Learning new tasks, trying to absorb as much information as possible to be able to perform my duties in the most efficient way. But it is great to be part of a great team, my colleagues are very supportive.

What have been your highlights of the job so far?

Seeing Ukrainian people's faces when I greet them in Ukrainian, seeing them so grateful to their hosts for offering help. Most of them did not expect to receive so much support.

What does your day-to-day role look like?

My job includes answering emails, checking for new requests for welfare checks, undertaking welfare checks, writing reports, answering questions, investigating cases, liaising with hosts and Ukrainian guests and taking part in welcome meetings.

How can someone who wants to help Ukrainian families find out more information?

There is a lot of information on the NNDC website (www.north-norfolk.gov.uk/ukraine) For anyone looking to host a family you can come along to one of the Welcome Meetings and talk to us.

What can the public do to help?

Most Ukrainians are willing to work and to find jobs as quickly as possible. The public and local businesses can help them by offering local jobs, even if it's temporary or seasonal. Also, by organising collection places for children's items, such as items for babies (pushchairs, prams, toys) as well as donating summer clothing for young children.

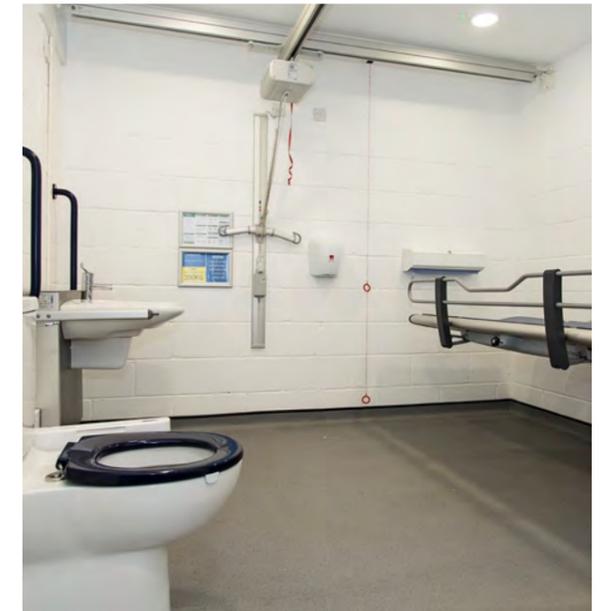


More Changing Places facilities in our district

The Council has renewed its commitment to inclusivity and accessibility, successfully securing £300,000 for additional Changing Places facilities in the district.

There are currently two facilities in North Norfolk - at the Visitor Centre in Cromer, and The Reef Leisure Centre in Sheringham, with more under construction at Stearman's Yard in Wells, and Queens Road, Fakenham. More Changing Places facilities will be constructed over the coming months, with plans for Sheringham and North Walsham and proposals for other North Norfolk towns.

A full list of public toilets is available at www.north-norfolk.gov.uk/toilets



Steve Blatch, Chief Executive of North Norfolk District Council said: "Inclusive toilets like the wonderful Changing Places facilities are an essential public service. They allow those with accessibility requirements to enjoy destinations and days out without worry."



Beach Wheelchairs

Our beach wheelchairs are available to hire for free throughout summer, located in Cromer or Sheringham.

The wheelchairs are specially designed and fitted with large pneumatic wheels to make sure that everyone has the same opportunities to enjoy the beach and the sea.

Book yours at www.north-norfolk.gov.uk/beach-wheelchair

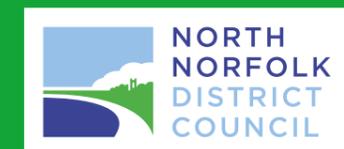


The Sustainable Communities Fund

The Sustainable Communities Fund helps to build strong and sustainable communities and ensure the long term future and well-being of our residents. The Fund has paid over £135,000 to 25 local organisations and initiatives.

To find out more, please visit www.north-norfolk.gov.uk/scf

Supported By The



Sustainable Communities Fund



LGA Apprentice of the Year 2022 - Chantelle Holt!

On May 25-26 apprentices in councils across England competed to become the Local Government Apprentice of the Year 2022. NNDC's Chantelle Holt was the event's shining star and overall winner. The virtual event run by the East of England Local Government Association was open to all councils. It involved networking, showcasing skills learned within apprenticeship schemes, virtual team working, challenges, and delivering successful local government services in a developmental environment.

Chantelle works as a Revenues Officer at NNDC and has previously completed a Level 3 Apprenticeship in Business Administration. We would like to offer congratulations to Chantelle for her incredible achievement in winning this prestigious award.

Chantelle said: *"I'm still in shock - I genuinely didn't see it coming. Wish I put money on it! I was very hesitant in applying for this as it was an apprenticeship but I'm so glad that I took the role and that I did apply."*



My apprenticeship has taught me so much - skills for my job in a job role that I've never even considered before, as well as my business administration skills that I can really take anywhere I wanted to go."

James Claxton, North Norfolk District Council HR Manager, said: *"We are very proud of Chantelle and all of our apprentices within the Council. Apprenticeships are fantastic for anybody looking to enter new professions or begin a new career. They provide amazing on-the-job learning, with support and opportunity to develop as a professional and a person."*



You can find out more about apprenticeships at North Norfolk District Council at www.north-norfolk.gov.uk/apprenticeships

Council develops Quality of Life Strategy

North Norfolk District Council is pleased to have developed a Quality of Life Strategy, a key objective of its Corporate Plan. This is the result of hard work, thought and research that seeks to define quality of life.

The strategy focuses on:

- Sustainability (and energy use)
- Education and learning
- People, communities and participation
- Transportation
- Mental health and isolation
- Housing
- COVID-19 response and recovery
- Cost of living
- Levelling Up
- Ukrainian families' resettlement
- Working in partnership



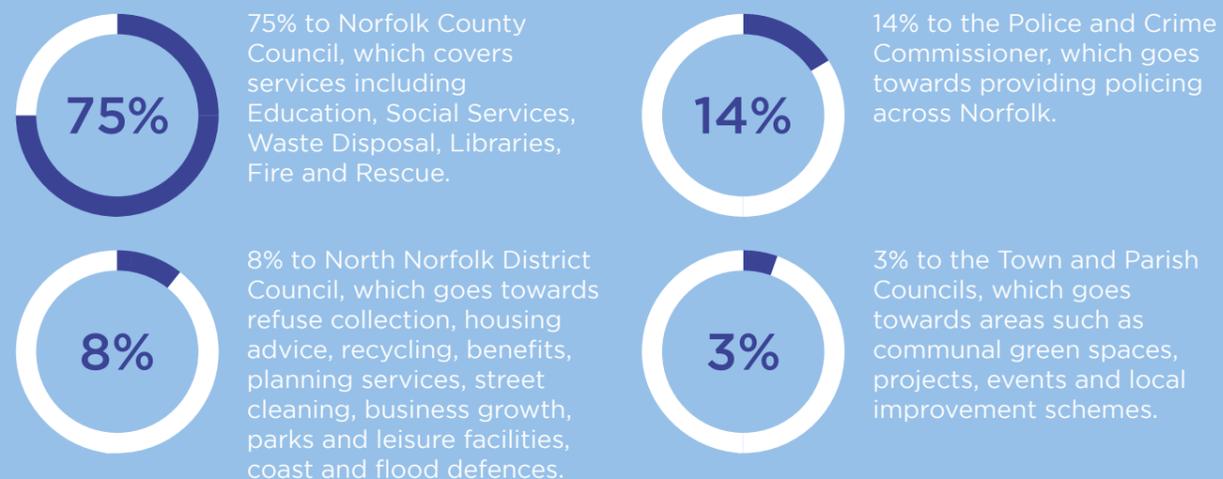
With analysis and research, it examines various tables of comparison to measure accomplishments in this area. The strategy gives a profile of North Norfolk and identifies where greater efforts should be made and what future actions should be taken. These are set out in an accompanying Action Plan, which includes objectives and measures.

The Council is uniquely well-placed to affect many of the factors which make life better for our residents, including but not limited to: Housing, woodlands, beaches, air quality, leisure centres, community grants and economic growth. These things and many more determine the quality of lives in North Norfolk. This is a live document and will be altered as situations change and further accomplishments are made; it is a foundation for future work rather than a blueprint.

Steve Hems, North Norfolk District Council Director for Communities said: *"I would like to thank the officers and groups which have supported the development of our quality of life strategy. There's hardly an area of North Norfolk District Council's work which does not touch upon the quality of life of those who live, work or visit here. The strategy sets out our approach for the next two years with an ambitious action plan of delivery against which we can measure our progress and outcomes."*

Where does my Council Tax go?

North Norfolk District Council's 2022-23 budget was approved by councillors at a Full Council meeting in February 2022, where the council tax rates were set for the year. Around 8% of the council tax we collect from our residents goes to NNDC, with the lion's share going to Norfolk County Council and the Police. A full breakdown is as follows:



Energy Bills Rebate

The Government announced a one-off payment of £150 for properties in Council Tax bands A to D, to offset rising energy bills. If you pay your council tax via direct debit the payment will go straight into your bank account. If you don't pay via direct debit, you will receive a letter.

For more information, please visit www.north-norfolk.gov.uk/energyrebate



Regularly check our website and follow us on social media - we want to hear your views!

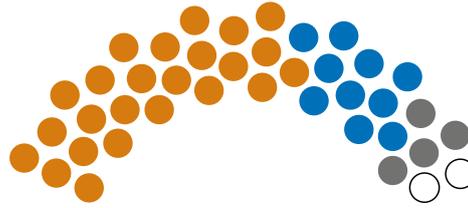
North Norfolk District Council is committed to consulting with residents. Please keep an eye out for an upcoming survey, details to follow.

Meanwhile keep up to date with all news and information from NNDC by checking the website, www.north-norfolk.gov.uk or by following us on our social media channels - Facebook, Twitter and Instagram @northnorfolkd

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 - 24
Con - 10
Ind - 4
Non-aligned Ind - 2



Clive Stockton
Bacton



Sarah Bütikofer
Beeston Regis & Runtons



Jolanda Stenton
Briston



Victoria Holliday
Coastal



Tim Adams
Cromer Town



Andreas Yiasimi
Cromer Town



John Toye
Erpingham



Pierre Bütikofer
Gresham



Lucy Shires
Happisburgh



Harry Blathwayt
Hickling



Georgie Perry-Warner
Holt



Eric Vardy
Holt



Nigel Dixon
Hoveton & Tunstead



Gerard Mancini-Boyle
Hoveton & Tunstead



Christopher Cushing
Lancaster North



Jeremy Punchard
Lancaster South



John Rest
Lancaster South



Wendy Fredericks
Mundesley



Eric Seward
North Walsham East



Paul Heinrich
North Walsham East



Virginia Gay
North Walsham Market Cross



Don Birch
North Walsham West



Nigel Lloyd
North Walsham West



Angie Fitch-Tillett
Poppyland



Richard Kershaw
Priory



Nigel Pearce
Roughton



Liz Withington
Sheringham North



Colin Heinink
Sheringham South



Penny Bevan Jones
Sheringham South



Adam Varley
St Benet



Pauline Grove-Jones
Stalham



Matthew Taylor
Stalham



Vincent FitzPatrick
Stibbard



Andrew Brown
Stody



Emma Spagnola
Suffield Park



Nigel Housden
The Raynham



Greg Hayman
Trunch



Tom FitzPatrick
Walsingham



Peter Fisher
Wells with Holkham



Saul Penfold
Worstead

2022 Annual Canvass

We are preparing for the 2022 Annual Canvass which checks and updates electoral details for our residents. Letters are expected to be despatched in August. The letter will clearly state if a response is mandatory or not and indicate the ways in which this can be done - thank you for your help.

