

Outlook

Our plans for North Norfolk
What our Corporate Plan means for you

Walking on sunshine at The Reef

Our website - your views



AUTUMN 2023





At your service! Use our online guide

Do you know what services North Norfolk District Council is responsible for? Or what Norfolk County Council and other local organisations are responsible for? We have created a useful online guide to help you understand what services NNDC, Norfolk County Council, Serco and other partners provide, to help you contact the right organisation for the services you need. In this guide you will find service areas and contact numbers or website links for the information and support you require. Use the link below to view the guide

www.north-norfolk.gov.uk/whodoeswhat



Stuart Harber, Customer Services Manager at NNDC, said: *"We are delighted to have the 'Who does what?' webpage to assist our residents. It details our frequently requested services, directing residents to contact information and support on specific services, enabling residents to access services quicker by directing them to the right place. I would encourage residents to access our services online."*

How to contact us about a missed bin collection

Did you know you can now report a missed bin collection at any time online? Access this service online 24/7 and avoid telephone queues. Missed household collections must be reported by noon on the second working day after the collection due date. You can report a missed bin collection here via this link - www.north-norfolk.gov.uk/missedbin

On the move? Make sure you let us know!

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

Save time and money with a car park season ticket

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



Useful phone numbers

<p>North Norfolk District Council 01263 513811</p> <p>North Norfolk District Council 24/7 payment line 0300 123 1109</p> <p>Norfolk County Council (Highways, Education, Social Services, Bus Passes and Blue Badges enquiries) 0344 800 8020</p>	<p>Department for Work and Pensions (Job Centre and Universal Credit enquiries) 0800 328 5644</p> <p>Serco (Household waste and recycling enquiries) 0330 109 9220</p>
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A message from the Deputy Leader

Here at North Norfolk District Council we are committed to putting our residents and the environment at the heart of everything we do.

In these really difficult times when many people are experiencing first hand the cost of living crisis, we have a page on our website where you can find advice. Please use the QR code at the bottom of this page to check it out. On our website you will also find the North Norfolk Help Hub, which is there for you to help with life's ups and downs.

Find out more about our outreach teams working within your community on pages 16 and 17 or search 'Community Connectors' on our website - www.north-norfolk.gov.uk. They can also help you find local groups and clubs to join which can combat loneliness and isolation.

We are always keen to hear of any new places or organisations which we can refer our residents to.

We are also actively seeking ways to reduce the Council's carbon footprint and aiming to reach Net Zero by 2030. A recently completed solar carport at The Reef is only one part of working towards our goal. For example, over 110,000 trees were planted in our District over the last four years. We aim to bring forward a carbon-busting project each year!



There is continued funding for community initiatives through the North Norfolk Sustainable Communities Fund and Arts and Culture Grant. Ask your District Councillors or give our Customer Services department a call.

North Norfolk is a wonderful place to live. However, sadly, we have seen an increase in domestic abuse in our district. If you need help or support around this issue please get in touch with the Norfolk Integrated Domestic Abuse Service on **0300 561 0555** or visit their website which is nidasnorfolk.co.uk

Please keep safe and well.

Cllr Wendy Fredericks
Deputy Leader of the Council

Featured in this magazine

Pages 4 & 5 - Coastal matters Page 10 - Grant support Page 11 - Invest North Norfolk
Pages 12 & 13 - Corporate Plan Pages 16, 17 & 18 - People Services Page 23 - Cromer Pier



Scan this QR code to find cost of living advice and support or visit www.north-norfolk.gov.uk/costofliving

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COASTWISE

Preparing for the challenges presented by coastal erosion

Coastwise is a new North Norfolk initiative that allows us to explore and try out different actions to help us be better prepared for coastal erosion.

Between now and 2027, North Norfolk District Council is delivering the Coastwise project, which is part of the 'Coastal Transition Accelerator Programme', working with DEFRA and the Environment Agency.

Coastwise aims to work with individuals, communities, businesses, infrastructure owners, the Government and others to explore and demonstrate how coastal places can plan and take actions to prepare and transition away from coastal erosion risk.

The Coastal Transition Accelerator Programme was announced in the spring of 2022; since then, we have been busy securing £15M of funding, formally approved this August.

A Coastwise team is being recruited who will work with coastal communities to explore the challenges around coastal erosion and co-create plans and practical actions that can help. We must all work together to discuss what options and solutions could be suitable or possible in locations where the coast will change.

In the autumn, we will be holding several events along the coast, where you can talk to Coastwise Team members and share your ideas.

We will feed back our learning (both positive and challenging) with other coastal Councils around and back to the Government. By the end of Coastwise, we aim to have plans, options and actions which individuals, communities, the Council, infrastructure providers and the Government can consider and take forward to help manage coastal erosion through transition and adaptation.

Find out more about Coastwise at www.north-norfolk.gov.uk/coastwise

Do you have a question like:

- Isn't building defences an obvious solution?
- What say will communities have on what is done in their area?
- Will Coastwise provide compensation for homes lost to erosion?
- Will Coastwise change the Shoreline Management Plan policy?

View the Frequently Asked Questions at www.north-norfolk.gov.uk/coastwise. If you have a query or want to contact the team, please email coastwise@north-norfolk.gov.uk



UEA project investigates North Norfolk coastal erosion

The DiSTANS (Distributed Strain, Temperature and Acoustic seNsing Suite) Project, led by UEA's School of Environmental Sciences, in collaboration with NNDC and the British Geological Survey, aims to map areas of the cliff that are weaker and more likely to fail in the future. The project uses a brand-new fibre optic technology to work out whether the ground is moving, changing temperature, or vibrating to answer a series of questions:

- Can this approach characterise erosion events and causes on the coast?
- How does the recession rate vary in the context of climate change and degrading defences?
- Can we monitor subsurface fluid and stresses?
- Which areas show more subsurface cracking?
- Ultimately, can we forecast cliff collapses?



Scan the QR to find out more about the project or visit: www.youtube.com/watch?v=HkSKiTYs1F8

Major schemes start this Autumn to protect Cromer and Mundesley

The Environment Agency is working with NNDC on two major sea defence projects to boost protection of vital coastal assets at Cromer and Mundesley, costing up to £25million, if all funding can be achieved. The scheme has progressed through a phase of extensive consultation with the public and, subject to planning approval, work is due to start on both sites in Autumn 2023 (subject to funding and consents) and last for approximately 64 weeks.

Cromer

The Cromer Phase 1 Scheme was completed in 2015. The scheme consisted of major seawall refurbishment, which included the 2013 storm damage repairs as well as repair works to a number of the groynes.

The Cromer Phase 2 Scheme will provide a further 50 years' design life to the existing defences as well as installing new defences. The scheme aims to protect 748 properties at risk of coastal erosion.

The works will involve constructing a rock revetment along the western section of beach, to reduce the amount of overtopping the West Prom receives. This overtopping happens at nearly every high tide with a small swell behind it - with large swells, we experience rock being deposited on the promenade.

The rock revetment will reduce this significantly as well as providing protection to the existing sea wall.

There will also be remedial works to the existing six groynes, scour protection on a section of slope and installation of an apron on the far eastern extent to ensure when beach levels lower that section of seawall does not become undermined.

The scheme will seek to protect the key seafront land, enabling and securing these essential investments that will protect and unlock jobs and local economic growth. Continued vitality of Cromer is important to maintain tourism income which is key to supporting the local economy and providing employment opportunities.



Scan this QR code to find out more about the protection schemes or visit www.north-norfolk.gov.uk/cromerandmundesley

Mundesley

In 2016 an outline business case was presented to the local community regarding the Mundesley Coastal Management Scheme.

The Mundesley Coastal Management Scheme will provide a further 50 years' design life to the existing defences as well as installing new defences. The scheme aims to protect 629 properties at risk of coastal erosion.

The scheme will involve rock placement on the west beach in particular near properties on top of the cliff to aid in further protection against coastal erosion. This rock will be placed in front of an existing steel-framed structure to future-proof for when this structure meets the end of its design life, as well as a rock stockpile in front of the existing timber revetment. This is subject to ongoing funding discussions.

There will also be remedial works to the existing 11 groynes, scour protection on a section of slope and repair works to the seawalls and apron. There will also be works to widen an already existing apron/ramp to allow plant vehicles to access Mundesley Beach in the future.



Giant solar carport switched on at The Reef

The Council has built a solar carport at The Reef Leisure Centre in Sheringham, which will further improve the sustainability of the £12.7m facility.

Covering two-thirds of the car park, the carport consists of over 600 PV solar panels that turn energy from the sun into electricity to be used by the electrical equipment at the leisure centre. It is estimated that 57,000kgs of CO2 emissions will be avoided annually by using electricity generated by the carport.

Built by Norfolk-based green energy contractors Ren Energy, the carport has an estimated annual output of 276,000 kWh and it is expected to provide 34% of The Reef's annual electricity requirement. Any excess generated at times of low demand will go back into the grid to provide green electricity for other users.



Kate Rawlings, Climate & Environmental Policy Manager, said:

"With the addition of the solar carport, we're now producing large amounts of green energy for The Reef. This is a great start for the Council as we look towards deploying similar technology elsewhere and transitioning closer to Net Zero."

Net Zero progress



We've already planted over 110,000 trees, but there's more on the way! Over the next planting season, we will be busy planting some community orchards and working with Norfolk County Council to plant more Miyawaki forests. For more information, visit www.north-norfolk.gov.uk/trees

Did you know? Re-routing our bin collection routes has saved 469 tonnes of carbon!



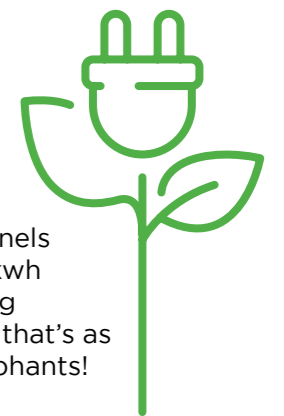
That's the weight of two hundred rhinos, each year!



Our LED lighting at our Cromer Office will save us over 4000kg of CO2 over the next year - that's one hippopotamus, each year!



In 2022-23, our Electric Vehicle Charge Points have supplied 152,000kWh of green electricity for electric and hybrid cars or 43,500 low emission miles!



Our office solar panels produced 90,000kWh of electricity, saving 18,000kg of CO2 - that's as heavy as three elephants!

Cornish Way Updates

As part of NNDC's transition to Net Zero, the Council has continued improvement works across its estate, with refurbishment works to industrial units at Cornish Way in North Walsham. The works follow the success of improvements at Sheringham Little Theatre.

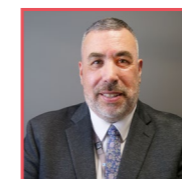
The works have upgraded the units from an energy efficiency rating of F/E to a D/C rating, also making them even more cost-effective for the tenants.

The improved units have had uPVC windows and doors installed, ensuring better thermal insulation and external roller shutter doors, providing further security and safety for the tenants.



Alongside the thermal efficiency, LED lighting has been installed throughout the units, which are at least 90% more efficient than the halogen and fluorescent lighting fitted previously.

The works are part of a programme of improvements across our industrial units. The site at Catfield will be the next phase of the programme, which is due to be completed by the end of the year.



Martyn Fulcher, Director for Place & Climate Change, commented:

"This is a really positive step for the Council in its mission to achieve Net Zero across all of its assets. The works are a sound financial investment and also improve building efficiency, while reducing inconvenience to our tenants. We aim to progress similar improvement schemes elsewhere in the District."

Country Parks fly Green Flags for the 19th consecutive year

North Norfolk District Council is proud to receive the Green Flag Award for Holt Country Park, Pretty Corner Woods and Sadler's Wood. The Countryside team have continued to work hard to keep our woodlands well-maintained for everyone to enjoy.

Pleasingly, 2023 marks the 19th year Holt Country Park has received the prestigious Green Flag Award. The environmental charity Keep Britain Tidy manages the Green Flag Award scheme.

Our Countryside team holds regular events for residents and visitors. Find out more about our Countryside service at www.north-norfolk.gov.uk/countryside



Athletes shine in the first of two triathlon events this year

In June, around 50 participants competed in North Norfolk District Council and Everyone Active's triathlon event at the Victory Swim and Fitness Centre in North Walsham.

The entry level 'super sprint' event involved a 300m swim in the 25m pool, a 17km cycle and a 3km run around different areas of North Walsham and surrounding countryside areas and attracted many first time tri-athletes.

The Victory Triathlon is likely to return next year, meanwhile there is a healthy field for The Reef's second-ever triathlon on Sunday, October 8. These events are perfect for beginners and anyone who has always thought about giving a triathlon a go, for more information contact our leisure team at leisureandlocality@north-norfolk.gov.uk

You can sign up for membership at The Reef, Victory or any of our other leisure centres at www.everyoneactive.com

Council launches Wonky Wheels Project for Ukrainian families

In partnership with Active Norfolk and Wonky Wheels, North Norfolk District Council has launched a project to provide Ukrainians residing in North Norfolk with bicycles. This project is funded through the Sport England Together Fund and is part of the Council's joint locality work with Active Norfolk.

Wonky Wheels is always on the lookout for quality bicycles to be donated. If you have a bike which is no longer in use and you would like to donate it, you can find out more at www.wonkywheels.org/donateabike/



Website Survey: Tell us what you think!

Do you use the Council's website? We're interested in learning what you think of it.

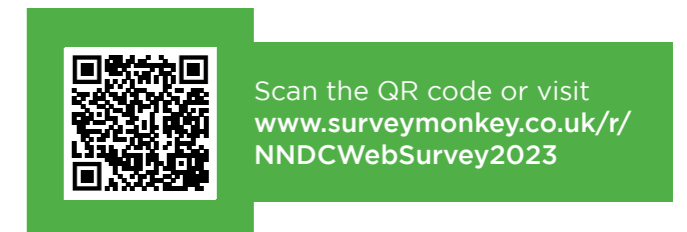
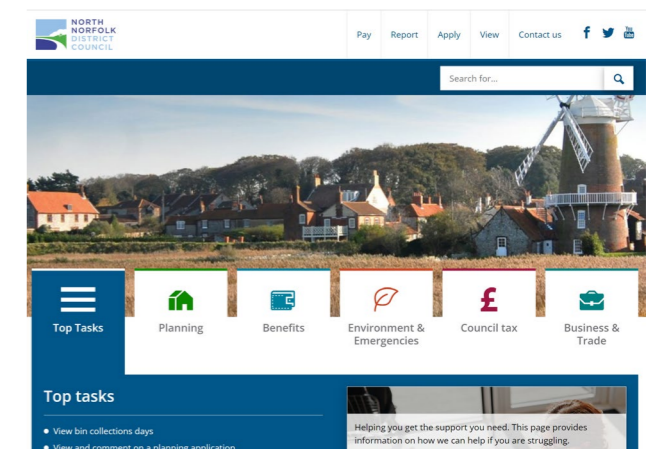
Is it easy to use? Can you find what you need? How often do you use it? What else should be on the site that isn't now?

We'd really appreciate your thoughts!

Please take a few minutes to fill in a short survey to help us improve our site. Scan the QR code or follow the link.

Did you know?

Our website is visited by 60,057 users monthly, accessing our services, support, news and advice. We have over 2,000 pages where you can view your bin collections, order new bins, pay your council tax, apply for planning permission, view election information, and more. We even have a business information hub to assist and support local businesses.



Some handy tips to help our residents 'recycle right'

Calling all North Norfolk residents, recycling can sometimes be confusing so we're here to help you 'recycle right' when it comes to plastic packaging.

Tubs, pots, trays and bottles can all be recycled at home, but please make sure they are free of food and drink first!

That means rinsing out the leftover coleslaw and throwing away the last slice of ham before the packaging goes in the recycling bin.

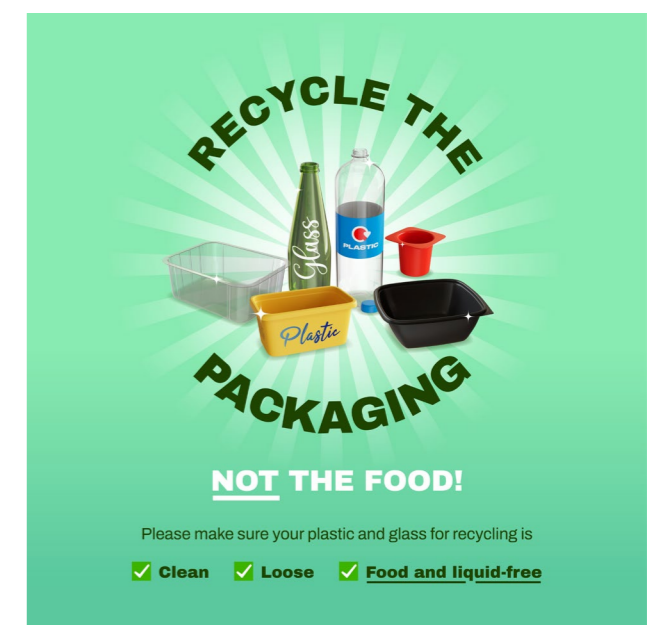
Research has found that tubs, pots and trays cause confusion when it comes to which bin they go in and therefore often are incorrectly put in with the rubbish.

But in Norfolk, plastic food pots, tubs such as those used for butter and trays, like those from microwavable meals, can all be recycled at home. And yes you can include black trays in your recycling!

Make sure you remove film lids and scrape off leftover food, then rinse. You can put plastic lids back on pots to be recycled together. Food and liquid left in packaging, when placed in recycling can damage all the other materials in the recycling bin. Our recycling is sorted by hand, this is difficult when items

become stuck together from food waste. Or card and paper is soaked from leftover drinks, damaging it so it can't be recycled. Recycling can really make a difference, as the materials we recycle are made into new products and this process saves energy! In fact, RecycleNow found that in the UK, recycling saves a whopping 18 million tonnes of CO₂ a year.

To find out all you can recycle from home visit www.norfolkrecycles.com



Council's wide range of support for businesses

The Economic Growth team has been working on several projects and programmes to support the Council's Corporate Plan commitment to 'Investing in our Local Economy and Infrastructure'. To help deliver this work, £2.6million has been secured from the UK Shared Prosperity Fund (UKSPF) and the Rural England Prosperity Fund (REPF).

Our programme is intended to support both businesses and community organisations. The types of assistance available include: Grants to help farming estates to diversify; funding for energy efficiency upgrades to homes to help residents with meeting the cost of living; guidance for businesses to improve their sustainability and reduce their carbon footprint and advice to help businesses to increase their digital capabilities.

Visit Invest North Norfolk at invest.north-norfolk.gov.uk for more information.

Go Digital for North Norfolk

Many small businesses have struggled to cope with the increased need to use technology to run a successful business - whether that's moving towards taking online payments, creating a website or using social media. The Go Digital programme offers tailored advice and guidance from industry professionals and includes a £500 grant to help you take those first steps or improve on your current digital presence. So, if you're interested in how to take advantage of this support visit www.norfolk.gov.uk/godigital and follow the instructions to apply.



Support for our tourism businesses

North Norfolk has a strong and diverse tourist economy, with a rich and varied range of businesses. Whether you are a small B&B, a boutique hotel or a visitor attraction, support is available through our partner, Visit North Norfolk (VNN). They have a vibrant website, full of information, video content, and are a

one-stop-shop for people looking to visit the area. Statistics show 90% of people book accommodation online and 74% use a VISIT website for trusted holiday inspiration.

VNN enjoys 4m page views, over 1.4m users a year, and has direct links to businesses' booking systems to further assist customers.

Members can take advantage of their promotional marketing and benefit from access to a free digital asset library to support or enhance their own marketing.

To become a member and enjoy additional advertising and reach new customers, visit their website www.visitnorthnorfolk.com



One-to-one business advice programme with qualified advisors

Our business support and advice programme, delivered in partnership with the New Anglia Growth Hub, provides one-to-one business advice delivered by qualified and trained advisers. The programme is aimed at supporting small and medium-sized businesses and can assist with supporting business growth, helping to identify suitable funding and providing business coaching to sharpen leadership and management skills. To find out more and apply visit www.newangliagrowthhub.co.uk/business-support/

Invest North Norfolk launched

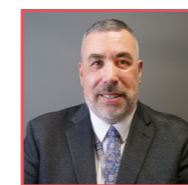
Invest North Norfolk is a portal for businesses of all sizes and stages. Whether you're starting a new business, or an established business looking to grow, diversify or expand; it provides up-to-date information on what grants may be available, a range of advice across all business sectors and information on relevant business support events across Norfolk.

The portal provides advice, information and signposting around five main areas:

- Business planning, business support and access to funding
- Skills, employment and training
- Land, premises and planning
- Green 4 Business - supporting businesses on their journey to Net Zero
- Key sectors - support for specific sectors that are important to the district



Portal offers clear and concise support



"This presents a strong opportunity for businesses, with up-to-date advice and guidance on the latest financial support available. I would encourage all businesses to actively engage with this new portal - Invest North Norfolk. No matter the size or stage of development - clear and concise support will be available and easy to find."

Martyn Fulcher, Director for Place and Climate Change

Stay updated

Invest North Norfolk is continually evolving and you will soon be able to register your details to receive up-to-date business news, latest grants and funding opportunities as well as relevant business events.

Visit the Invest North Norfolk website (invest.north-norfolk.gov.uk) to find out more

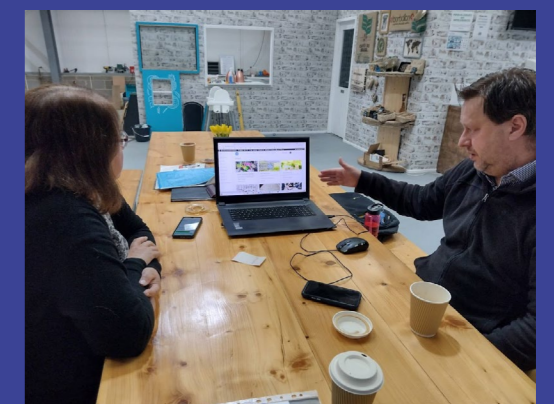
Starting a new business?

If you're considering starting a business, buying into a business opportunity or becoming self-employed, our Economic Growth team can help. What you need to do to set up depends on your type of business, where you work and whether you want to employ staff.

We work closely with support organisations across the district and the county that offer training, advice and funding. We can support you directly or act as a facilitator for business enquiries across the Council.

For example, we can:

- provide advice on starting up a new business venture
- give support and advice on finding business premises
- facilitate your enquiry with other Council areas such as business rates, licensing, planning etc
- help with business planning, networking and connections with like-minded businesses



We would love to hear from you!

If you're starting a new business, we would love to hear from you. Please contact the Economic Growth team on economic.growth@north-norfolk.gov.uk where our Business Development Officer would be happy to hear about your plans and help you turn your ideas into reality.

Our Corporate Plan for you

Putting North Norfolk and its Communities First

Following the Full Council elections in May your new Council has agreed its 2023-2027 corporate plan. The full plan is available on our website (see QR code and link below). Here Leader of the Council Tim Adams shares his view on the plan, shaping your Council's activities for the next four years.



A Council placing the environment and our communities at the heart of everything we do, particularly our rural villages, businesses, those affected by the housing crisis and the challenges facing our unique environment.

"North Norfolk is an incredibly special place but with this comes many challenges. This Corporate Plan sets out our priorities and ambitions of what we want to achieve for the residents, communities and businesses of North Norfolk between 2023 to 2027.

With more than 45 miles of some of the mostly rapidly changing coastline in Western Europe and significant stretches of the Norfolk Broads including internationally recognised chalk streams, we are at the frontline of climate change and the human impact on the natural environment. Our continued priority to achieve Net Zero by 2030 will result in changes to how we provide services and investment in our assets and property. We aim to play a prominent role in guiding the development of hydrogen production or carbon capture and storage at Bacton Gas Terminals.

Building on the community action that developed during the Covid-19 pandemic and has continued into the cost of living crisis, we want to ensure our communities are well engaged with us, resilient and inclusive and that challenges of health, well-being and independence facing our residents are adequately met.

We face significant pressures on our housing stock due to the popularity of our District as a tourist destination and we will prioritise meeting our housing need to address the increasing number of those facing challenges around housing, exacerbated by pressures of the cost of living crisis.

Being a rural District with significant numbers of businesses supporting the vibrant tourism economy presents significant challenges, which is why we will prioritise creating

a business environment which enables businesses to thrive and prosper - including a focus on job skills and the infrastructure to promote that growth.

Sustaining Council services in these changing times, and maintaining Council property including play areas, leisure centres, sea defences and infrastructure contributing to our tourism industry, will be both a key challenge and an opportunity in the years to come. We firmly believe we have the opportunity to improve our current offer and realise further investment to uplift our communities. In addressing these challenges, the residents we serve, the businesses in the District, and our numerous visitors from near and afar will be at the heart of everything we do.

Every year we will produce an annual action plan, setting out in more detail the actions we will take to meet our priorities and ambitions. This will allow us to adapt to external challenges and be responsive to the needs of our communities."

Cllr Tim Adams
Leader of the Council



To view the full Corporate Plan, please scan the QR code or visit www.north-norfolk.gov.uk/corporateplan

Our priorities for 2023-2027



Our greener future

We will continue our work to create a cleaner, green and zero-carbon future for North Norfolk.



Developing our communities

We will develop our work to support confident, engaged, resilient and inclusive communities.



Meeting our housing need

We will seek to meet the challenges of local housing need.



Investing in our local economy & infrastructure

We will create an environment where businesses thrive and prosper, supporting jobs and economic opportunity for all.



A strong, responsible & accountable Council

We will ensure the Council maintains a financially sound position, seeking to make best use of its assets and staff resources, effective partnership working and maximising the opportunities of external funding and income.

Some North Norfolk facts and figures

We have 45 miles of the Norfolk coast in our District, which is an Area of Outstanding Natural Beauty



There are a total of 56,037 homes in the District, with 12.5% of those being second or holiday homes



We have 40 electric vehicle charging points across the District



We receive only £0.08 in every £1 of Council Tax to spend on District Council services



We own Cromer Pier and The Pavilion Theatre - showing the only remaining traditional end of the pier variety show in the UK!



We have 3 Green Flag award parks, 3 Blue Flag and 3 Seaside Award beaches

We have 39 public conveniences across the District, 5 of which have Changing Places facilities



North Walsham HAZ update

The Cedars

One of North Walsham's most significant historic buildings is soon to open with new tenants. The Cedars building has undergone substantial conservation and renovation as part of the government-funded High Streets Heritage Action Zone (HAZ) scheme. It has been remodelled for modern office uses while retaining its historic character.



The Cedars building is believed to date back to the late 18th century, with extensive remodelling in the Victorian era. It was a family home until the late 1940s, when it was converted to offices for the then-named North Walsham Urban District Council. The building remained in use as the Town Council office until it closed in 2016 due to its deteriorating condition.



The work on The Cedars was jointly funded by North Norfolk District Council and a grant from Historic England. Malcolm Abbs Building Contractor completed the final building works under the management of the Council's Property Services team; the original design work was carried out by Kings & Dunne Architects.

Cultural Programme enlivens spaces in and around the Town Centre

The town has benefited from a range of cultural events and workshops which continue to happen as an integral part of the HAZ scheme. These events, include performance, workshops and exhibitions in the revitalised Market Place, the newly developed Church Approach and the HAZ pop-up space.

The events and workshops have included:

- Men's shed workshops
- Mosaic workshops - the design and creation of a mosaic for the town by the community
- A visit from the Foolhardy Circus with community led workshops and street theatre performances
- A giant art cube
- Heritage craft workshops with silversmithing, needlefleting, candle making, scrapbooking and cyanotype

Activites will continue for the coming months with more activities and events.



Grants have delivered BIG improvements for town's buildings

The Building Improvement Grants (BIG) are one of the elements of the North Walsham High Street Heritage Action Zone project. The grants are designed to support owners of historic buildings to carry out repairs and restoration and help bring unused floor space back to use.

Several businesses in the town centre have benefitted from the Building Improvement Grants with renovations such as shop fronts, signs, basic renovations, brickwork repairs, repairs to façade, rainwater goods, roof repairs, conversion to accommodation, converting vacant floorspace into office use, general building repairs and support with feasibility studies and surveys. Since the grants were launched, six properties have benefited from this grant funding, with several more still to be completed before the grant fund closes.

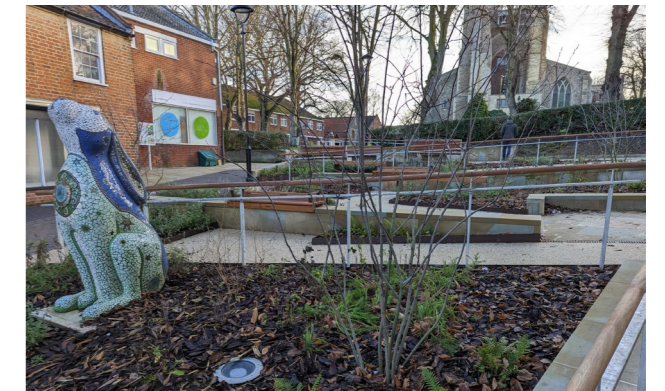
Projects completed so far

The North Walsham High Street Heritage Action Zone project is nearing completion. The ground-breaking project is moving towards its final phase. Throughout the HAZ project, there have been many upgrades and improvements to different areas of the town. Some of these works are a part of the HAZ scheme which is funded by North Norfolk District Council, New Anglia Local Enterprise Partnership and Historic England. A wider programme of improvement works has been carried out by North Norfolk District Council.



Here's a reminder of some of the work that has taken place:

- The Market Place works have provided an improved balance between pedestrians and vehicles to help create a safer environment for all.
- The Church Approach area has provided the town with a new meeting place with benches, plants and trees. The area has improved through access and was accompanied by remedial works to the buildings around the slope.
- The Travel Hub was part of a wider investment in North Walsham with an enhanced passenger experience, new facilities and better bus information. The Travel Hub has also helped reduce Market Place and Yarmouth Road congestion.
- The works have also provided a new toilet block on Vicarage Street Car Park and upgraded toilet facilities in New Road to support the Travel Hub.
- Completion of works to The Cedars building, including substantial conservation and renovation.



Upcoming projects

The last phase of the North Walsham HAZ project will be to progress the development of land between Black Swan Loke and Bank Loke Car Park; this area of land will be developed into a small garden area in consultation with community stakeholders. Currently, designs are being reviewed ahead of work in the Autumn/Winter.

Other projects include the development of a programme of decoration and information to illustrate the history of the Lokes and the Shambles slope.

Services to help you and your family

Over the next three pages we bring you details of some of the many services available to help you if you need support. Links to the relevant websites are in the stories and on page 18 we also have a list of QR codes that you can scan to help you find more information.



Do you have a property to rent and want to help?

As residents struggle with cost of living pressures we are seeing an increase in homelessness. The lack of availability in the social rented sector and pressures in the wider housing market mean that a placement in temporary accommodation will be the likely outcome for those who the Council has a duty to accommodate.

If you have a property to rent and would like to help a family who would otherwise have to go into temporary accommodation please contact the Housing Options team on **01263 513811** or email housing@north-norfolk.gov.uk for a chat about how you might be able to help.

Homes for Ukraine scheme update

Due to the generosity of North Norfolk residents, there were 159 Ukrainian guests being accommodated in hosted accommodation as of the end of July 2023, under the Homes for Ukraine scheme. Ukrainians fleeing to the UK under the scheme are issued with a three-year visa and so we expect that there will be an ongoing need for hosts to support Ukrainians for some time yet. If you are able to provide accommodation and are interested in becoming a host or are able to offer accommodation on a respite basis, please contact us on **H4U@north-norfolk.gov.uk**

Your Choice Your Home Allocations Review – seeking your feedback

Your Choice Your Home is the scheme through which social housing in the North Norfolk District Council area is allocated.

The Your Choice Your Home scheme has been in operation for a number of years now and we are starting a process to review its operation. We will soon be seeking feedback on the scheme and will be contacting applicants on the Housing Register and those who have recently been housed. Your feedback will help to ensure that the scheme adopted for the future meets the needs of those in North Norfolk seeking to access social housing so please give us your views. Contact the Housing Options team by emailing housing@north-norfolk.gov.uk

Domestic abuse support available

We have noticed an increase in the number of people approaching our Housing Options Service due to domestic abuse. If you are experiencing domestic abuse or have concerns for your safety please seek help by visiting www.north-norfolk.gov.uk/domesticabuse

If you are abusing your partner or are concerned about your behaviour and want to change, support is available www.north-norfolk.gov.uk/domesticabusebehaviour

Domestic Abuse Housing Accreditation

As part of our response to the Domestic Abuse Act 2021, the Council has employed a Domestic Abuse Project Officer, Cathryn Osborn-Vergerson, who is supporting our application for Domestic Abuse Housing Alliance (DAHA) Accreditation. DAHA Accreditation is the UK benchmark for how housing providers should respond to domestic abuse in the UK.

If you are currently resident in North Norfolk and are a victim-survivor of domestic abuse and would like to provide feedback to the Council on its Housing Service and how it could be improved please contact Cathryn on **01263 516418** or email at cathryn.osborn-vergerson@north-norfolk.gov.uk

Home security for those experiencing domestic abuse - Sanctuary Scheme

In further response to the Domestic Abuse Act 2021, the Council has set up the Sanctuary Scheme. This is a victim-centred programme designed to prevent homelessness by allowing victim-survivors of domestic abuse to remain safely in their home. This means that victim-survivors and family members can stay close to support networks avoiding the need to flee and disruption of their lives.

If you would like to discuss this option please contact a member of our Housing Options team on **01263 513811** or go to our website www.north-norfolk.gov.uk/sanctuariescheme for further information.

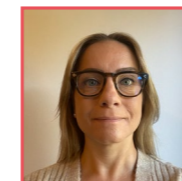
More support for disabled and frail elderly residents

To complement our existing statutory Disabled Facilities Grant, we have introduced a range of discretionary grants that can be accessed to make your home safer.

These include:

- Minor Adaptations Grant
- Home Repairs Grant
- End of Life (fast track) Grant

For more information on these grants and how to apply go to www.north-norfolk.gov.uk/disabledfacilitiesgrant



Trudi Grant, Benefits Manager, told Outlook: "Many people are missing out on money that they are entitled to through welfare benefits which go unclaimed and we are keen to address this. We will be using data insights to target households who are missing out and we will be contacting residents to help them claim. People can also check their eligibility using our online calculators at www.north-norfolk.gov.uk/financialsupport or they can contact our Financial Inclusion team on **01263 516221**."

For further advice and support around the cost of living please visit www.north-norfolk.gov.uk/costofliving

Keen to make our information accessible

As a Council we are keen to ensure that all of our residents are able to access the services we provide and to ensure that we provide these in a way that our residents can easily understand and engage with. If you have a need for a service to be delivered in a particular way or for information to be provided in a particular format (e.g. Easy Read, braille or translated) please let us know and we will do our best to meet your needs.

Job Fair – September 28 at Cromer Parish Hall

After a successful Job Fair at Cromer Parish Hall on March 2, we have teamed up with the Cromer Department for Work and Pensions (DWP) to host another Job Fair, at the Parish Hall, on the September 28, from 10am to noon. This is part of our annual programme of events to support those seeking employment, a change of direction or a new opportunity. The events are supported by a wide range of employers operating in the local area who showcase job opportunities available at the time, provide details on future recruitment campaigns and share handy tips on how to make your application stand out from the rest. We also have support available for those looking for volunteering opportunities.

Update from the Community Connectors

Often when we need help the most, finding it can seem utterly overwhelming. The Community Connectors can help! We can tell you about voluntary groups and statutory organisations that offer the support you're looking for.

Have a listen to our radio show:
www.poppylandradio.co.uk/shows/community-connectors

Each show is themed and once aired is uploaded as a podcast for listening on demand:
www.mixcloud.com/discover/community-connectors-poppyland/

So far we've covered topics such as support for bereavement, dementia, housing, transport, veterans, domestic abuse and much more.

We took community groups and statutory organisations out to each key market town in May – enabling residents to find out about support available to them over a cuppa and slice of cake:
www.north-norfolk.gov.uk/positivitea

Join us in Mundesley at the Coronation Hall on September 27 at 3:30pm for another PositiviTea.

Contact us via www.north-norfolk.gov.uk/communityconnectors or by calling 01263 513811 for more information.

Scan to find out more:



Domestic Abuse Information
www.north-norfolk.gov.uk/domesticabuse



Financial Support
www.north-norfolk.gov.uk/financialsupport

Domestic Abuse Behaviour Help
www.north-norfolk.gov.uk/domesticabusebehaviour



Cost of Living Support
www.north-norfolk.gov.uk/costofliving



Home security for those experiencing domestic abuse
www.north-norfolk.gov.uk/sanctuaryscheme



Community Connectors
www.north-norfolk.gov.uk/communityconnectors

Poppyland Radio

www.poppylandradio.co.uk/shows/community-connectors



Support for Disabled and Frail Elderly residents
www.north-norfolk.gov.uk/disabledfacilitiesgrant



PositiviTea Event
www.north-norfolk.gov.uk/positivitea



Helping to make plans for your neighbourhood

Neighbourhood planning provides the opportunity for communities to shape the future of their local area by having a direct role in the development of local planning policies.

Neighbourhood planning gives communities the power to:

- make a **Neighbourhood Development Plan**
- make a **Neighbourhood Development Order**
- make a **Community Right to Build Order**

Within North Norfolk Neighbourhood Planning can be undertaken by Parish & Town Councils. North Norfolk District Council will provide guidance, technical support and assistance, and will guide communities through key stages and decisions.

Gemma Harrison, Holt Town Clerk, reflects on her Town Council's successful interaction with NNDC about its own Neighbourhood Plan:

“Neighbourhood planning is not without its challenges. Creating a meaningful document which shapes the future of the town, while protecting and enhancing existing assets and creating new opportunities, can be tricky to navigate. Holt Town Council (HTC) appointed a consultant to help guide them through the process and undertake some of the more complex areas of work. Having a consultant on board enabled HTC to move at pace when needed and achieve tight deadlines.

“The Town Council were grateful to be able to work closely with The Neighbourhood planning team at NNDC, their knowledge, advice and support made the process run a lot smoother. A huge amount of work goes on behind the scenes to ensure the Neighbourhood Plan is presented in the best possible way, the editing, proof-reading and attention to detail was second to none. Holt Town Council would like to extend its thanks to the officers in the Election team and volunteers on the day, who all put together an exceptional Referendum.”



Gemma Harrison, Holt Town Clerk, told Outlook: “The Town Council are very grateful to all the officers at NNDC who kept them on track and worked hard to help the Town Council create the adopted Holt Neighbourhood Plan. For those towns and parishes embarking on the Neighbourhood Plan journey, although a long process, it is a rewarding one, make the most of the huge skillset available to you from NNDC, as they are more than happy to help.”

North Norfolk Local Plan - progress update

NNDC is in the final stages of preparing a new Local Plan. The Plan will provide for future development needs between now and at least 2036 and ensure development is environmentally sustainable and in keeping with the character of North Norfolk. It includes proposals for around 480 new homes to be built each year, around 2,400 affordable homes and new policies to require energy efficient construction, bio-diversity net gains, and habitat protection. The Plan proposes most of the new growth will be located around the District's larger towns, particularly Fakenham and North Walsham which the Plan earmarks for larger-scale development.

In May the Plan was submitted for independent examination by a government appointed Inspector who will consider the Plan, the supporting evidence, and comments made during the previous public consultation. The role of the Inspector is to determine if the Plan meets various legal tests and if it is a ‘sound’ basis for planning future development in the District.

Inspector David Reed has been appointed by the Planning Inspectorate (PINS) to examine the Plan. You can keep up to date with the latest news on this ongoing progress at www.north-norfolk.gov.uk/localplanexamination

More information and guidance covering specific topics is available at www.north-norfolk.gov.uk/neighbourhoodplans

New advanced toilet facilities delivered across the District

The Council's programme of delivery of better toilet facilities continues, with the opening of new advanced toilets in Wells, Fakenham and North Walsham, and improvements in Holt, Sheringham and Cromer Pier.

The new toilet blocks in Stearman's Yard in Wells, Queens Road Car Park in Fakenham and Vicarage Street Car Park in North Walsham, include male and female facilities, a family room, a gender-neutral room, an accessible room and Changing Places facilities.

Work will start in the coming months and new year to provide the same facilities at the Albert Street Car Park and The Leas in Sheringham.

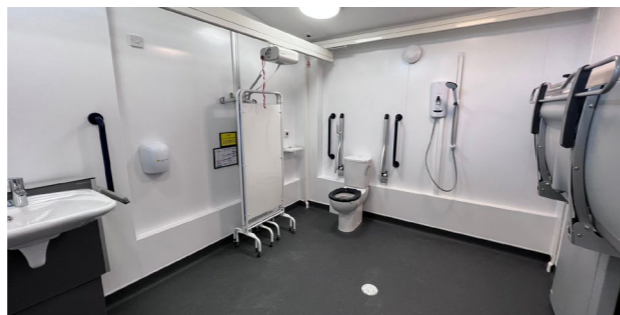
The new facilities are both water and energy efficient, with water-saving flushing and LED lighting – the facilities at Vicarage Street also have solar panels and rainwater irrigation for the garden area adjacent.

Accessibility

Cromer Pier's Pavilion Theatre has seen improvement works to improve the quality and efficiency of the toilets with a complete refit, with an improved accessible facility near the ramp access to the theatre auditorium.

The programme of works will enable the Council to have seven Changing Places facilities across the District, allowing residents and visitors with complex health and mobility issues to visit the seaside or towns without worrying about finding toilets able to meet their needs.

The Vicarage Street facilities will be open and operational in early Autumn. Materials from the toilet block demolitions will be recycled and re-used in car park repairs.



Tina Stankley, Director for Resources, said:

"The Council considers it important to invest in good quality public toilet facilities. Local authorities do not have to provide such facilities, but North Norfolk District Council sees them as key infrastructure and wants to provide more accessible and inclusive facilities for all. Residents and visitors will plan trips around the proximity to facilities like Changing Places and the refurbishment of public toilets ensure they remain a vital local asset."

Council achieves Defence Employer Recognition Scheme Silver Award



North Norfolk District Council has been awarded the Silver Award from the Defence Employer Recognition Scheme (ERS) in recognition for our commitment to the Armed Forces. As a Council, we have signed up to the Armed Forces Covenant and have pledged:

"To acknowledge and understand that those who serve and who have served in the armed forces and their families should be treated with fairness and respect in the communities, economy and society they serve with their lives."

The Council was awarded the Bronze Award in 2022 and has now been awarded the Silver Award. To achieve silver 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.

As well as working with employers, the Armed Forces Covenant also provides support to the armed forces community, through 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 here - www.north-norfolk.gov.uk/armedforces

Cllr. John Toye, Armed Forces Champion, said:

"We are very pleased to have achieved Silver Award status and would like to thank all our officers who made this possible. It is important that we look after members of the armed forces community and encourage opportunities or support for them where we can."

NNDC proud to receive Carer Friendly Tick Award



The Council has earned the Carer Friendly Tick Award - Employers (CFTA) for showing exemplary responsibility as employers towards staff who also act as carers.

The accreditation is awarded by charity Caring Together, and applications are assessed by unpaid carers who support them on a voluntary basis.

The criteria for the award includes demonstrating an extra degree of internal support, including raising awareness about carers' responsibilities, signposting staff to

information and advice and nominating a member of staff as a lead for carers. As part of the award, it is essential to foster a supportive culture in the workplace, promoting inclusivity among our caring colleagues and wider workforce, to develop a deeper understanding of their responsibilities.

The Council was delighted with feedback from the panel, one of whom described the application as: "Probably the best CFTA application I have assessed".

Find out more at www.caringtogether.org



Lucy Cubitt, NNDC's Carers Champion, said: "I'm incredibly proud that we have achieved the accreditation, and even prouder that recognition for the selfless work of unpaid carers is acknowledged here."

"Carers commit so much to our local residents and communities and it's important we recognise the value of that contribution, supporting them along that journey."

Thank you for supporting the local elections in May

On Thursday, May 4, North Norfolk District Council held local elections and 40 councillors were elected by North Norfolk voters to represent them over the next term of the Council.

The Council would like to thank the electorate that voted at the polling stations, via postal or proxy vote, for participating and exercising their democratic right. We would also like to thank the 320 Polling staff who administered the polls across 124 Polling stations across the district where they had to work within the new requirements of voter ID which was in place for the first time, those participating at the elections count until 06:30am on Friday, May 5, and to all those who helped to deliver local democracy in North Norfolk.

A total of 32,114 voters turned out to elect their representation at North Norfolk District Council – you can see the full composition of the Council on the back page of this magazine.

Since then, a new Cabinet has been formed, which has debuted some new areas of responsibility, (called portfolios).

The portfolios are:

- Housing & People Services
- Corporate Strategy, Performance & Legal Services
- Coast
- Climate Change & Net Zero
- Finance, Estates & Property Services
- Planning & Enforcement
- IT, Environmental & Waste Services
- Community, Leisure & Outreach

You can find out more about councillors, committees and meetings by visiting modgov.north-norfolk.gov.uk

North Norfolk Youth Council up and running

Nathan Birdsall and Tyler Wragg, North Norfolk Youth Councillors, write:

Since the formation of the Youth Council in late 2022, we have chosen Mental Health as our first campaign. As a result, the Chairman and Deputy visited the Aylsham Rest Hub and spoke to the professionals who run it. We learned about the impact mental health has on young people and what an invaluable service they provide by being a lifeline for those in need.

It was decided that the members of the Youth Council would all have training in order to best support our peers and recognise signs of mental health issues. Furthermore, the Chairman and another member visited The Reef Leisure Centre to overview the opening of the new solar car port, which can ensure renewable energy is being brought forward, which all young people can support.

Also the Youth Council has had many young people show interest, including from outside North Norfolk, which really shows the impact we are having in ensuring young people know they have a voice and can be vocal within North Norfolk.

Looking ahead, we want to incorporate mental health awareness within schools.

As well as this, we will be looking into issues that impact the local communities and young people together, such as education and the changing environment in North Norfolk.



Find out more about the Youth Council visit www.north-norfolk.gov.uk/nnyc or scan the QR code

Significant renovations for our District's iconic pier

Cromer Pier has gone through a significant programme of works over the last year, with a £300,000 investment into the ever-popular Pavilion Theatre bar and £1.2m investment for essential substructure works.

The front of house area saw a new bar, glass-washing area, beer cellar with new lines and LED lighting and improvements to the heating and insulation, improving the energy efficiency. Repair works to the flooring and repainting of the walls and supporting frames were also undertaken, as well as utilising space with the introduction of a new kiosk ice-cream concession area.

Openwide, the Council's partner and operator of the Pier, have provided new furniture with a rustic theme. The Council remodelled the toilet provision and relocated the accessible toilet close to the ramped access into the auditorium, increasing the accessibility of the theatre for people with limited mobility.

Underneath, contractors UK Industrial Services have replaced and reinforced the series of trusses, steel sections, deck bearers

and tie-bars, which support the Pier. A steel gantry was installed beneath the decking, making future inspections and maintenance more efficient and cost-effective, allowing repairs to be made by the Council's Property Services team and sub-contractors.

NNDC was also pleased to nominate marine structural engineers and pier experts HOP Consulting for the Peter Mason Award for Engineering Excellence, following their involvement with the substructure works.

Cromer Pier was also recognised at the National Pier Society awards, as the runner-up 'Pier of the Year' for 2023!



Marvellous shopping in our local markets

Shopping at your local market is a fantastic way to support local businesses and helps you shop sustainably - for every £1 spent with a small or medium-sized business 63p stays in the local economy!

Our local shopkeepers and traders are also experts, who can give you great advice on whatever you buy and offer quality products. North Norfolk District Council runs weekly markets in Cromer and Sheringham, and local town councils hold markets in Fakenham and North Walsham.

Over the coming months, the Council is exploring makers markets opportunities and themed market days which will showcase the vast local talent and produce across Norfolk.



Find our more about your local market day at www.north-norfolk.gov.uk/markets or scan the QR code

Christmas Cromer Pier SHOW
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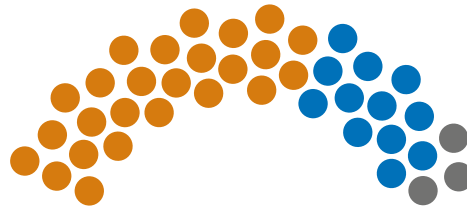
25th Nov until 30th Dec

CROMER PIER PAVILION THEATRE

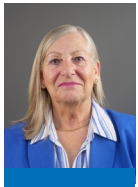
Your NNDC Councillors

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

Make-up of the authority



Lib Dem - 25
Conservative - 12
Independent - 3



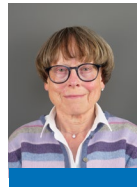
Pauline Porter
Bacton



Kim Toye
Beeston Regis & Runtons



Emma Coleman
Briston



Victoria Holliday
Coastal



Tim Adams
Cromer Town



Jill Boyle
Cromer Town



John Toye
Erpingham



Callum Ringer
Gresham



Luke Paterson
Happisburgh



Harry Blathwayt
Hickling



Martin Batey
Holt



Eric Vardy
Holt



Nigel Dixon
Hoveton & Tunstead



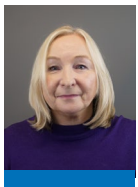
Gerard Mancini-Boyle
Hoveton & Tunstead



Christopher Cushing
Lancaster North



Jeremy Punchard
Lancaster South



Liz Vickers
Lancaster South



Wendy Fredericks
Mundesley



Garry Bull
North Walsham East



Paul Heinrich
North Walsham East



Richard Sims
North Walsham Market Cross



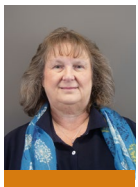
Don Birch
North Walsham West



Lucy Shires
North Walsham West



Angie Fitch-Tillett
Poppyland



Sarah Bütikofer
Priory



Roy Macdonald
Roughton



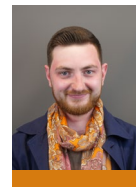
Liz Withington
Sheringham North



Philip Bailey
Sheringham South



Colin Heinink
Sheringham South



Adam Varley
St Benet



Kevin Bayes
Stalham



Matthew Taylor
Stalham



Mike Hankins
Stibbard



Andrew Brown
Stody



Emma Spagnola
Suffield Park



Nigel Housden
The Raynhams



Peter Netherway
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

