



NORWICH
City Council



Environmental statement

2012-13

Introduction

- Welcome to our fourth environmental statement that covers the period from 1 April 2012 to March 2013. Our environmental statement provides an insight into the breadth and depth of what we do as an organisation and charts the progress we are making in reducing the environmental impacts of our city and the services we provide.
- We realise how important it is that the council leads by example and we continue to strive to make changes to our procedures and across our estate in order to reduce our own carbon footprint. The first phase of the Council's Carbon Management Plan is now complete and we are pleased to have achieved a total reduction of 29% in our carbon dioxide emissions for this phase. We are currently in the process of progressing the next Carbon Management Plan. Our energy continues to be sourced via a renewable energy tariff.
- As landlords we continue to upgrade our housing stock, implementing a range of energy saving measures across thousands of city homes. We are currently working on taking forward the Green Deal arrangements.
- Across the city we continue to work hard to manage new developments, maintain a free flow of traffic and deliver services such as recycling and waste collection in a way that balances the needs of those living, working and shopping in the city with the need to preserve its historic character.
- The council continues to face significant financial challenges. Making sure we use natural resources wisely, emitting less CO₂ and recycling as much as possible, all present us with fantastic opportunities to make financial savings as well as protect our environment. We have to exploit these efficiencies to their full potential.
- The city does not stand still, and nor do we. This document also details some of the exciting plans we have for reducing environmental impact and increasing our environmental performance across our services in the future.
- I hope that this statement acts as tangible proof that in providing services in a way that lessens our impact on the environment, we don't have to compromise on quality. As we continue to improve our environmental performance we can become a more resilient city that is prepared for the challenges of decreased budgets, changing demographics, the effects of climate change and increased fuel costs.

Michael Stonard.



Councillor Stonard
Cabinet Member for
Environment, Development
and Transport

Priority 1a) Energy Consumption – council owned buildings

Why is this important?

Reducing environmental and financial costs to the authority is important to provide resource efficient and effective services. The authority has therefore taken significant steps to reduce emissions from its facilities and services. In order to achieve this the authority enlisted the support of the Carbon Trust, SALIX and the Energy Saving Trust. Work is well underway to review services, buildings and our actions to ensure that energy and resources are being used efficiently.

Action

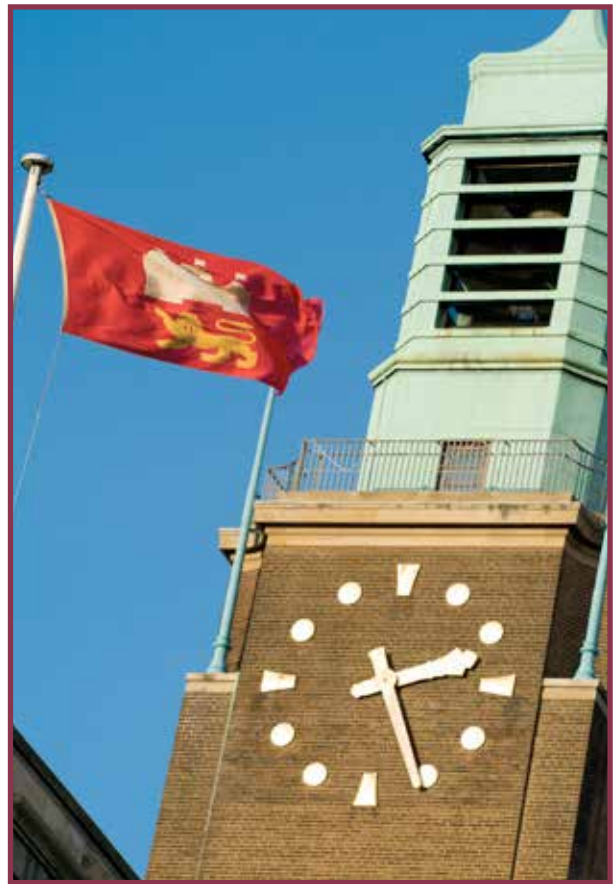
Take practical steps to improve the energy efficiency of the administrative buildings and other large buildings owned and leased by the council.

Output

Annual measurable decrease in carbon emissions from the council's buildings.

Results

- Continued annual reporting on CO₂ emissions
- 29% reduction of energy consumption at the end of the first 5 year phase of the carbon management plan (CMP)
- Server virtualisation at City Hall
- Boiler valve insulation at City Hall and St Andrew's Hall
- Installation of a 36kw photo voltaic array on the roof of City Hall
- Improved energy display certificate ratings
- Successful 'One Small Steps' staff behaviour change campaign
- Production of phase 2 of the carbon management plan



What are we going to do next?

- Implement year one of the CMP, phase 2. This plan aims to achieve a 2.2% carbon emissions reduction every year for 5 years.
- Replacement of the Riverside leisure centre poolside lights with LED lighting.
- Trial of LED lighting on surface car parks.
- Phase 2 of the ICT server virtualisation of City Hall server room.
- More efficient modulating air conditioning to the ICT server room.
- Improve City Hall's display energy certificate ratings from D to C.

Priority 1b) Energy Consumption – housing and other buildings in the city

Why is this important?

Norwich City Council recognises that we should show leadership in regard to our own estate and encourage others to follow our example.

Action

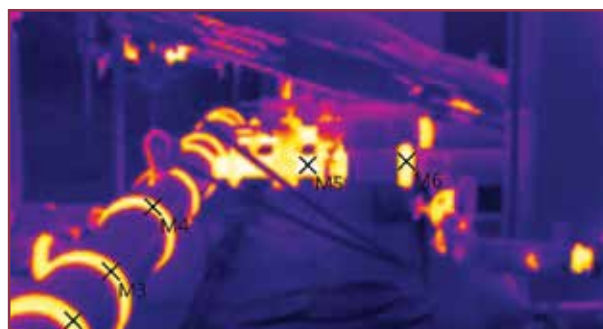
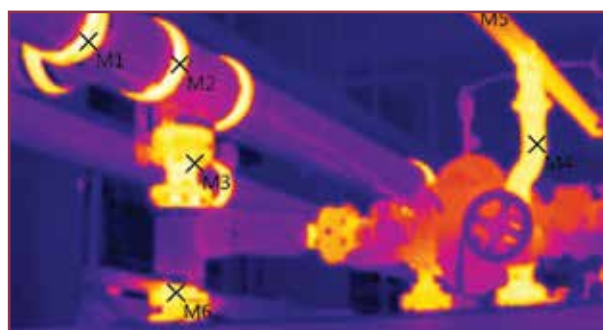
Devise and implement a programme to deliver energy efficiency measures in housing and business.

Results

- Installation of one solar-thermal system (Blomefield Road) and two solar-thermal dynamic hot water systems (Blomefield Road and Suckling Avenue) (providing free hot water every day of the year). Monitoring of both technologies is ongoing.
- Trial carried out of internal wall insulation (IWI) at Suffolk Square with very positive results, including one tenant benefitting from a 50% reduction in their energy bill.
- Developed an Energy Company Obligation (ECO) programme of works. 56 properties will benefit from external wall insulation (EWI) this financial year through the ECO funding scheme.
- One trial of gas boiler with flue heat recovery (Goodhale Road), monitoring is on-going.
- Last year's target achieved to ensure that the council's housing stock remains on target to have uPVC windows by 2014/15.
- One trial of Ventive, a whole house ventilation system (Motum Road), plus on-going monitoring.
- Success in the renewable heat premium payment (RHPP) competition run by DECC. 10 solar-thermal systems are being installed in 2014.
- Carried out a trial of domestic voltage reduction in our housing stock.

What are we going to do next?

- Continue to improve and deliver an ECO funded retrofit programme of works across the housing stock.
- Continue to be involved in promoting home energy awareness and other campaigns for residents in Norwich.
- Investigate opportunities in our Sheltered Housing stock for energy efficiency.
- Work with our Green Deal provider to promote a Green Deal vision for the city through the Cosy City project.
- Work with Anglian Water to identify and promote the use of water meters within the housing stock where appropriate.
- Continue to investigate new and innovative technologies suitable for our housing stock including
 - Photovoltaic thermal (PVT)
 - Rainwater harvesting
 - Biomass boilers
 - Thermal dynamic hot water systems.



Priority 1c) Energy consumption – transport

Why is this important?

Vehicles are a very significant contributor to the national carbon footprint. Therefore our transport plans set out to cater for all the transport needs of a vibrant and growing regional centre. They include all modes of transport, and aim to tackle existing problems and prevent new ones.

Actions

- Maximise the performance of the city's highway network to support the city's economy and further growth and the delivery of additional homes and jobs.
- Provide high quality routes for cyclists and improved facilities for pedestrians.
- Improve the performance of bus services in the city through the delivery of the bus rapid transport (BTR) network.
- Maintain traffic flow on the highway network.
- Manage air quality and reduce carbon emissions associated with transport.

Results

- Successful bid for Department of Transport funding and began implementation of the first main element of the Greater Norwich Pedalway network to link the Norwich Research Park with Heartsease and eventually to Rackheath via the city centre.
- Planning of a major new bus and cycle priority infrastructure, forming part of the Dereham Road bus rapid transit (BTR) corridor along Grapes Hill and Chapelfield North with an intention to implement in 2014/15.
- Implementation of new pedestrian crossings.
- Improved bus stop facilities as part of the Better Bus Area programme.
- Successfully bid for Department of Health funding to support walking.



- Introduction of telemetry to all pool cars in order to better track fuel consumption.
- Introduction of pool bikes for staff meetings.
- Introduction of a salary sacrifice 'cycle to work' scheme for staff, enabling them to more economically purchase bicycles for travel to and from work, via a government tax break.

What are we going to do next?

The Norwich Area Transportation Strategy (NATS) has been successful so far in reducing traffic flows crossing the city. However, congestion is an increasing problem, creating longer journey times, leading to 'rat running' through residential areas, and causing delays to buses. Improving transport systems in an historic city like Norwich is not easy and we need to look at a comprehensive range of measures, both within the city and on the important link roads, to enable people to access work, shops and leisure activities; and in a way that successfully delivers low-carbon sustainable economic growth.

Our plans

Provide high-quality alternative to the car including public transport, cycling and walking and to reduce carbon emissions and the impact of transport on the environment and our communities. For more information visit www.norwich.gov.uk/transportfor Norwich.

Priority 2) Making Procurement greener

Why is this important?

Procurement has been highlighted as an important factor in delivering Norwich City Council's priorities of 'value for money services' and 'prosperous city'. Effective procurement will lead to buying goods, works and services in an ethical and sustainable way, therefore optimising our use of resources, providing value for money and contributing to the provision of good quality services for the citizens of Norwich.

Action

To ensure that the goods, works and services we procure balance quality, value for money and environmental considerations.

Results

- 100 per cent of the authority's electricity is sourced via a renewable energy tariff.
- The sustainability pre-tender checklist has been expanded in the pre-qualification questionnaire (PQQ) and the business quality questionnaire (BQQ) to include a greater number of social, economic and environmental factors.
- The Business relationship and contract management strategy and toolkit has been implemented for high value and critical contracts and includes the requirement to monitor contractor's environmental management system (EMS) and carbon emissions.
- Water for council committee rooms continued to be locally sourced.

What are we going to do next?

- Continue to implement the Business relationship and contract management strategy and toolkit to high value/low criticality and core contracts to ensure that all contractor's environmental management systems and carbon emissions are monitored appropriately.

- Arranging for disposal of 9.7 tonnes of redundant ICT equipment through the iESE/ICTR social enterprise ICT refurbishment programme. This will ensure that the majority of the equipment is refurbished, sold and used again to perform ICT and the remainder is recycled. Any proceeds will be used to support a 'Raspberry Pi' ICT project in Norwich schools.

Priority 3) Reduce and recycle

Why is this important?

Everyone produces waste, and while it cannot be eliminated, we can reduce its environmental impact by following the mantra – reduce, reuse, recycle. The council has a duty to collect waste from its citizens and ensure that every property has the opportunity to access appropriate recycling services.

Actions

- To deliver a recyclables and residual waste collection service for Norwich that is high performing and recognised by the residents of and visitors to the city as both efficient and effective.
- To tackle the amount of household waste produced, breaking the link between economic growth and increased waste.

Results

- Continually achieving a good recycling performance – the best-performing authority in Norfolk for mixed dry recycling.
- Continually achieving a good performance on waste minimisation – the best performing authority in Norfolk for the amount of waste produced per household.
- Expanding the weekly food waste collection service to include collections from communal food waste facilities in many hard to reach areas.
- Providing food waste recycling to 19 schools.

- Expansion of mixed dry recycling services to the majority of the council's own housing stock – including tower blocks.
- The introduction of an energy efficient waste fleet operating on energy efficient zonal collection rounds.
- Using Geographic Information Systems (GIS) and In-Cab monitoring to be able to map the most efficient and economical route.
- Continued media campaigns on waste reduction and recycling.

What are we going to do next?

- It is a corporate objective to achieve a recycling rate of 43% for 2014/15.
- Implement the objectives in the waste management action plan 2013/2020.
- Expand individual and communal food waste collection services to every possible location.
- Ensure every property has access to mixed dry recycling collections or else is signposted to their nearest mixed dry recycling bring bank.
- Roll-out new mixed recycling services in line with the new Materials Recycling Facility contract.
- Implement recycling of WEEE, bulky items and used cooking oil.
- Prioritise the promotion of waste reduction initiatives.
- Continue to provide doorstep waste and recycling support to residents.
- Continue to develop student-specific waste and recycling campaigns.



Priority 4) Built environment and planning

Why is this important?

The way in which developments are regulated, planned and built, and the way in which resources are used will have a significant impact on their sustainability. By planning how we build things we can save emissions, reduce waste and use resources more efficiently and effectively. By planning where we building things we can ensure that housing, employment and services are located to minimise the need to travel and to promote public transport use.

Planning also ensures that we build for the future whilst preserving the heritage of our beautiful city.

The Joint Core Strategy for Broadland, Norwich and South Norfolk (JCS) was adopted on 24 March 2011 and is the strategic planning framework within which the area will develop over the next 15 years.

Action

To deliver sustainable communities and shape the places that are used by Norwich's current and future residents, workers and visitors.

Results

- Good progress has been made on the Joint Core Strategy for the North East Growth Triangle which was adopted in January 2014.
- Developing detailed local plan environmental policies, including policies to protect and enhance biodiversity and green infrastructure. The Norwich Development Management Policies document is being examined by a government inspector and is scheduled for adoption in September 2014.
- Working on plans to identify sites for 3,000 additional homes in sustainable locations with easy access to jobs, services and facilities. The Norwich Site Allocations document is also being examined by a government inspector, with adoption scheduled for September 2014.

- We have worked with Norfolk County Council and other partners to produce a Surface Water Management Plan for the Norwich urban area – identifying areas at risk of flooding from heavy rainfall and potential mitigation measures. This has informed the identification of critical drainage areas in the Local Plan.
- Continued promotion of brownfield locations for building development.
- Continued improvement of procedures for managing funding from development for infrastructure improvements. A Community Infrastructure Levy was introduced in July 2013.
- Taking forward the Making room project to promote walking, cycling and public transport in the city centre. Permission was granted in 2013 for the scheme, and implementation is due to proceed shortly.
- The success of the Cycle City Ambition Grant bid to secure funding for an ambitious programme of cycle enhancements in the city.

What are we going to do next?

- Adopt the part JCS to complete the strategic planning framework for the area.
- Take the emerging sites and development management policy plans through public hearing sessions in February and March 2014.
- Participate fully in the Greater Norwich Growth Board to ensure the sustainable delivery of the agreed growth strategy set out in the JCS.
- Lead on the delivery of the City Cycle Ambition Grant funded work programme to see improvements to cycling infrastructure delivered in 2014/15 and 15/16.
- Participate fully in joint working with our neighbouring authorities and other bodies to ensure that our plans continue to meet the objectively identified needs of the area.
- Work with the County Council as lead flood authority to ensure the successful implementation of new arrangements for sustainable urban drainage systems due to commence in April 2014.

Priority 5) Natural environment

Why is this important?

The city of Norwich has a high proportion of green space, much of which is important for wildlife as well as offering places where people can relax and unwind. The city council either directly manages, or influences policy for these areas. Good management of the natural environment enables Norwich to remain rich in biodiversity, while providing our citizens with quality spaces for recreational enjoyment.

Actions

- To maintain and enhance the environment of Norwich, promoting its community, recreational, health and wellbeing and ecological benefits.
- Maintain and enhance green spaces for people and wildlife.

Results

Volunteers

- Volunteers contributed a recorded 11,214 hours to environmental projects and conservation work in the city's natural areas, parks, open spaces and allotments during 2013.
- A new friends group was set up for Woodlands Park, a County Wildlife Site woodland on Dereham road.

Biodiversity – general

- Along with Norfolk Wildlife Trust, Norwich City Council helped the Hawk and Owl Trust to launch the 'Baling for Biodiversity' project. This project aims to bring neglected and overgrown areas back into good management, and to offer a more cost-effective way of managing grasslands and marshes for wildlife. 'Baling for Biodiversity' was highly commended at the 2013 Community Biodiversity Awards.
- A programme to remove invasive Japanese knotweed began on the Marriott's Way with the support of the Norfolk Non-native Species Initiative. Control measures for Japanese knotweed and other invasive weed were undertaken at additional sites in the city.

- Work at the Heronry and Violet Grove Local Nature Reserve brought 91 per cent of the County Wildlife Sites (CWS) owned by Norwich City Council, into positive conservation management (pcm).
- Ten natural areas were entered into Higher Level Stewardship. This is a government-funded scheme that provides capital grants and annual payments for land managed in ways that benefit its biodiversity. The funding, which lasts for ten years, will pay for work to maintain and improve the value of the sites for wildlife.



Bowthorpe Southern Park

- Almost 2000 trees and shrubs were planted here, in addition to other biodiversity enhancements that included control of invasive Japanese knotweed and ragwort.

Marston Marshes and Eaton Common

- The detailed botanical surveys undertaken at these two Local Nature Reserves revealed that the habitats at both sites are in a positive and improving condition. This is due in part to the managed cattle grazing undertaken at these sites every summer and early autumn. At Eaton Common, the number of orchids recorded increased from 2 in 2006 (1 species) to over 330 in 2013 (3 species).

Mousehold Heath

- Further former heathland areas were brought back into positive management under the Higher Level Stewardship agreement. This has brought about an increase in insects that depend on this habitat, such as the Green Hairstreak butterfly and the Green Tiger beetle.
- The Connect 2 cycleway project and associated works have enhanced access to Mousehold Heath and Valley Drive and improved safety for pedestrians and cyclists crossing Gurney Road.
- A new wildlife pond was constructed.

Trees

- The capture of the trees in our database and mapping system has recorded 354 different species of trees growing in Norwich making our tree stock one of the most diverse in the UK.

Roadside Nature Reserve

- The Ipswich Road hedge was designated a Roadside Nature Reserve by Norfolk County Council in May 2013. This is primarily down to the Eaton Rise community group's efforts to restore the plant life and natural habitat for the wildlife that inhabits it.

What are we going to do next?

- Implement capital and annual management works funded by the Higher Level Stewardship scheme to improve the biodiversity value of the sites concerned.
- Bring Marlpit Paddocks County Wildlife site into positive conservation management.
- Introduce conservation grazing to Whitlingham Marsh County Wildlife site.
- Explore potential management measures to encourage more bees and other pollinators in Norwich.
- Update biodiversity related information on Norwich City Council website.
- Review and improve control measures for invasive plants, especially Japanese knotweed, in Norwich.
- Investigate potential for a project to improve the management of Norwich City Council owned woodlands.
- Work with partner organisations, such as Norfolk County Council and the Friends of Train Wood, to improve management of the Marriott's Way and to identify new funding sources.
- Support existing friends groups, including the new Woodlands Park and Twenty Acre Wood groups, and encourage the formation of new ones.
- Complete the conservation management plan for Earlham Cemetery.
- Complete the Open Spaces Strategy.
- Complete the Tree Strategy review.
- Launch the tree sponsorship scheme.

Priority 6) Reduce pollution

Why is this important?

Pollution lowers environmental quality and affects our health and quality of life.

Action

To maintain the street scene and all public spaces so that danger, pollution and noise are minimised.

Results

- Reductions in pollution levels in parts of the air quality management area.
- Boundaries of air quality management areas redefined into one larger area, principally defined by the inner ring road, allowing a more holistic approach to action planning.
- Infrastructure changes to address traffic congestion areas.
- Achieving the remediation of many contaminated sites through the planning regime.

What are we going to do next?

- An air quality action plan is currently being drafted to set out measures to reduce nitrogen dioxide (NO₂) levels in the central air quality management area. The aim is to work towards achieving the air quality objectives by concentrating on traffic issues as well as promoting cycling, walking and bus use. Many of the proposed actions are to be addressed through infrastructure changes as part of the planning regime and the Local Transport Plan. The action plan is expected to be finalised in late spring 2014. A link to the full report can be found here: <http://www.norwich.gov.uk/Environment/Pollution/Pages/AirPollutionAndAirQuality.aspx>.
- Ensure that risks to the users of land from land contamination are minimised, together with those to controlled waters, property and ecological systems, and to ensure that development can be carried out safely without unacceptable risks to workers, neighbours and other offsite receptors.
- Continued development of policies, plans and procedures to identify and mitigate against issues of pollution.

Priority 7) Leadership

Why is this important?

The council can make a real difference through working on service promotion to business and the public or by the provision of information.

Action

- To both lead by example, and work in partnership, to lessen our carbon footprint and deliver services in a more sustainable way.
- To raise the profile of environmental issues and opportunities across the city and encourage residents and businesses to reduce their environmental impact.

Results

- Completion of phase one of the carbon management plan.
- Completion of the council's first Home Energy Conservation Act (HECA) report to central government.
- A number of environmental articles published.
- Updated website for home energy information, carbon footprint reporting

and general information on the environment and/or sustainable living.

- Eco awards for businesses, schools and community groups.
- Internal and external behaviour change campaign called One Small Step.
- Introduction of electric vehicles to our fleet.
- Affordable Warmth strategy launched.
- Signed up to the Climate Local Commitment.

What are we going to do next?

- Working with partners to deliver the ECO and Green Deal to residents to launch the council's Cosy City project.
- Begin delivery of phase 2 of the carbon management plan.
- Continue to communicate our progress annually.
- Continue to investigate funding opportunities to help residents to subsidise the cost of energy saving measures on their properties.
- Develop partnerships with other councils and environmental groups.
- Publish our Climate Local Commitments and monitor progress.





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