

NORWICH

CITIZEN

AUTUMN 2015

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Exciting plans for the River Wensum



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Norwich NR2 1NH.

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“A healthy democracy is built on regular consultation and people getting involved in their communities.”



Message from the leader, Alan Waters

Welcome to this issue of *Citizen*.

In the pages that follow we have all manner of things to tell you, including details of upcoming events at The Halls, learning more about Universal Credit, and how businesses can benefit from the superfast broadband vouchers scheme.

Other articles show how people in Norwich exercised their right to vote at the recent elections for the Norwich North and Norwich South parliamentary seats, as well as seats on the city council. We also look at details of how to contact your MP and important information on registering to vote. The latter clearly sets out why it's vital that everyone in Norwich who is eligible to vote is on the electoral register.

But democracy isn't just about voting in elections – a healthy democracy is built on regular consultation and people taking part in their communities. With this in mind, the council would like your views on

Norwich Market and what improvements could be made.

On other pages, there are details about our neighbourhoods' 'Get involved' week, a celebration of Mousehold Heath volunteers and the activities of this year's civic charity, Sistema in Norwich.

Being able to participate fully in the life of the city and what it has to offer is only possible if people have sufficient income. This being the case, the council as a Living Wage employer, along with Living Wage Norwich, will be promoting a wide range of events for Living Wage Week in November.

You can also read about plans for the River Wensum, the latest developments with our Push the Pedalways scheme and the success of our HandyVan service.

Besides all this, there's plenty for families to enjoy in the form of Spooky City and our free fireworks display, Big Boom.

I think you'll find there's something for everyone in the following pages.

Follow us



@NorwichCC
@EventsNorwich
@MoreNorwich



Norwich City Council events



NEWS | in brief

Heritage tours

Great opportunities to visit historic and heritage buildings across Norwich and Norfolk are planned for this autumn.

'Mayors, radicals and chains' guided tours of the Art Deco City Hall and historic Guildhall are being run by Norwich Tourist Information Centre on Friday afternoons throughout September and October.

To find out more visit www.norwich.gov.uk/tic or call 01603 213999.

Dozens of other buildings and venues will be opening their doors across the city and county between Thursday 10 and Sunday 13 September as part of this year's Heritage Open Days run by Norwich Heritage, Economic & Regeneration Trust (HEART).

For the full programme visit www.heritagecity.org.

Front cover picture

Young Canaries fans shared a slice of the club's history when they were photographed with the play-off trophy, temporarily on display in City Hall, following promotion to the Premier League. Photo courtesy of EDP/Archant.

Switch to save on energy bills

Householders and businesses are once again getting the chance to save money on their energy bills this winter with the city council's sixth tranche of Norwich Big Switch and Save.



Last time, householders saved an average of £221 on their yearly bills.

You can register for free and without obligation until Monday 12 October. To find out more visit www.norwich.gov.uk/bigswitchandsave.

Crime writing festival is back!

Lee Child, bestselling author and creator of the popular Jack Reacher character, leads the line-up of crime thriller authors at the 'Noirwich' Crime Writing Festival.

After the success of the first ever Noirwich last year, created by the University of East Anglia and Writers' Centre Norwich, the festival returns to the historic city from 17-20 September with Dead Good Books joining the partnership.

Household names on the bill include Andy McNab and Ann Cleeves. Events will take place across the city at venues including Jarrold, UEA and Dragon Hall.

For tickets visit noirwich.co.uk.

Changes to Citizen distribution

A small number of properties that are not within the city council's boundary will receive copies of *Citizen* magazine from now on due to changes with distribution methods.

How to contact your MP



May's general election saw the appointment of Labour candidate Clive Lewis to the seat of Norwich South and the re-election of Conservative Chloe Smith to her Norwich North seat.

Contact Clive Lewis

Clive hosts regular surgeries for his constituency where you can meet him to discuss any issues you may have.

To find out when Clive's next surgery is, please call 01603 510755 to book a 10-minute appointment.

You can also contact Clive directly by email at casework@clivewis.org, or by letter to Clive Lewis C/O, 38-40 Bethel Street, Norwich NR2 1NR.

 @LabourLewis
 Clive Lewis MP

Contact Chloe Smith

Chloe hosts regular surgeries for her constituency where you can meet her to discuss any issues you may have.

To find details about the next surgery and for more information, visit www.chloesmith.org.uk or call 01603 414756.

You can also write to Chloe at Chloe Smith MP, Office 4GF Diamond House, Vulcan Road, Norwich NR6 6AQ.

 @NorwichChloe
 Chloe for Norwich North

Register to vote

Don't forget to return your household enquiry form to make sure you're eligible to vote at the next election.

These forms have been sent to every home in Norwich as part of our annual canvas, which is a legal requirement. If your household's details haven't changed, you can let us know by returning your form by post or by informing us online, by text or by telephone.

If you have new residents to add or you need to remove anyone, you will need to tell us by returning your form by post or informing us online.

What happens next?

When we receive your form, any previously unregistered members of your household will be invited to register to vote.

Our canvassers will be visiting properties where we have not received responses, so you may see them out and about in your area in the coming weeks.

Calling all 16 to 17-year-olds!

This may be your first opportunity to register so make sure your name is added to your household's enquiry form.

Did you know?

You need to be on the electoral register not only to vote but to be able to apply for credit such as mobile phone contracts and mortgages.



Events highlights for 2015

From Big Weekend to the Lord Mayor's Celebration, Norwich has hosted some show-stopping events this year... and there's more to come!

The year 2015 has proved to be a real gem, with thousands of people pouring into Earlham Park in May to be part of Europe's biggest free ticketed music festival to see headline acts such as Taylor Swift, Foo Fighters, George Ezra and Florence and the Machine.

And after a short skip and a hop from Big Weekend, the city council's events team was busy gearing up for the jam-packed Lord Mayor's Celebration in July.

With the familiar procession and breathtaking fireworks display, there was a brand new attraction at this year's event – a giant waterslide, which raised valuable money for charity.

Alan Waters, leader of the council, said: "In many ways, 2015 saw Norwich at its best when it came to the events we hosted. It shows what a diverse city Norwich is when it can attract artists of the calibre we saw at Big Weekend.

"Then, just a few weeks later, it was on with the Lord Mayor's Celebration which showed the city off like no other annual event of the year can. And let's not forget, in between these two huge events, we were able to let Canaries fans enjoy a slice of history by being photographed with the play-off trophy that was temporarily on display in City Hall following the club's promotion to the Premier League."

The tweets say it all!

Here is a selection of some of the best tweets about Lord Mayor's Celebration...

“Fabulous Lord Mayor's Procession and celebrations – best year yet. Great food, great music, great entertainment.”

“Fantastic firework display @NorwichCC! Far exceeded my expectations. Norwich at its best!”

“What a great day spent at the Lord Mayor's Parade finishing with brilliant fireworks. Excellent disabled viewing areas. Thank you.”

“Thank you from @Norwich PoliceUK to @NorwichCC and all of you who have attended #LMP for a fantastic day.”



Wowing the crowds at Lord Mayor's Celebration.



Events on the horizon...

Spooky City

We've got lots of spooktastic surprises in store for you at this year's Spooky City.

Monday 26 October to Saturday 31 October

Norwich Castle
Spine-chilling dungeon tours and amazing magic lantern shows. For more info visit www.museums.norfolk.gov.uk.

For more information on these and all our annual events, please visit www.norwich.gov.uk/events.

From 5pm on 31 October

Chapelfield Gardens
Get dressed up in your finest frightening costumes and join the Spooky City parade. Starts at 6pm, leaving from Chapelfield Gardens, going to Theatre Street, Gentlemans Walk and arriving at St Peters Street, where it ends with spooky performances at City Hall.

Big Boom!

Friday 6 November, 7.30pm

Norwich Castle
Join us in the city for a spectacular free firework show. Seating for disabled people will be at the Gaol Hill end of St Peters Street.

Public transport

Bus: five-minute walk from Norwich Bus Station.

Train: 15-minute walk from Norwich Railway Station.

Park and Ride: Thickthorn and Airport Park and Ride is open until 9pm.





Soul band The Stylistics – part of The Halls line-up.

A medieval jewel at the heart of our city

The Halls in Norwich was sold to the city in 1538 following a successful petition sent to Henry VIII, granted on the understanding that it would be used for the good of its citizens for fairs and feasting – a pledge still in evidence today.

Whether it's the annual beer festival, vintage clothes or record fairs, or an orchestral performance, many of us have had the chance to visit The Halls to enjoy one of the various events it now plays host to. With so much going on inside, it can be easy to overlook the historical significance of this beautiful building.

The Halls makes up the most complete surviving medieval friary complex in the country and is a Grade I listed Scheduled Monument due to its national importance.

St Andrews Hall is perhaps the best known of the collection, with its hammer-beamed roof, splendid arched columns and

stunning stained glass windows. The hall has traditionally been used for a multitude of functions from royal banquets to international table tennis.

The Norwich Triennial Festival, now the ever popular Norfolk and Norwich Festival, began at the Halls in 1824.

The complex is also home to the country's largest collection of civic portraits, with 127 late-16th to 19th century paintings of Norwich mayors, sheriffs and other dignitaries, including a large portrait of Admiral Lord Nelson, which is on display in Blackfriars Hall.

The Halls consists of five unique spaces (listed below) and The Garth, a medieval courtyard, each with its own quirks and charms.

St Andrews Hall | **The Cloisters**
Blackfriars Hall | **The Crypt**
Becket's Chapel

A taste of what's coming up at The Halls...

September

10th: Heritage Open Day (9am-1pm)
 14th: Lunchtime organ recital
 17th: Leo Sayer
 23rd: Jobs fair
 25th: Britten Sinfonia

October

1st: Colin Fry
 3rd: Mozart Orchestra
 17th: Academy of St Thomas concert
 26th-31st: Norwich Beer Festival

November

7th: Norwich Philharmonic
 13th: UEA Symphony Orchestra
 15th: Baby & Toddler fair
 21st: Roy Wood & his band
 22nd: The Stylistics
 27th: Britten Sinfonia
 28th: VIP record fair

You can visit www.thehallsnorwich.com for the full events programme, booking information, virtual tours of the complex and details about how to hire such a unique space.

Today, The Halls hosts many fairs and events, as well as offering a unique setting for conferences, weddings, concerts and meetings, seating up to 1,200 people.

Tackling low salaries



A week of activities aimed at pushing for better salaries for Norwich's lowest paid workers is planned for November.

The activities are to coincide with Living Wage Week, which takes place across the country every year.

The UK Living Wage, as defined by Living Wage Foundation, is currently £7.85 per hour for those outside London and is the amount needed to maintain a 'normal' standard of living. This is higher than the current minimum wage. Events and activities to promote awareness of the Living Wage celebrate those employers already signed up to paying it and encourage those who aren't to do so.

Activities are due to be hosted by a number of organisations including Aviva, Future Projects, and various trade unions across the city throughout the week, with the main events taking place from Sunday 1 to Saturday 7 November.

Councillor Vaughan Thomas, cabinet member for fairness and equality, said: "The city council

believes everyone in Norwich deserves a decent standard of living, whereas, here, more than one in four employees earns less than £7 per hour.

"In-work poverty is a significant problem and the Living Wage directly addresses this. Insufficient income, which is the root cause of poverty and hardship, excludes people from fully participating in the life of our city and from achieving their full potential. I hope there will be something for everyone during our second Living Wage Week."

Tony Gammage, chairman of Living Wage Norwich, said: "We believe that paying a Living Wage makes good sense for employees, businesses and the whole local economy. It is about moving as many people as possible from the minimum wage and just surviving onto a wage on which they can plan and build a future.

"We are a charity with no political bias and we want to encourage employers to take part and become accredited."

The Living Wage is one which pays enough for workers to

have the opportunities and choices necessary to properly participate in society.

The benefits for businesses in becoming accredited include a reduction in staff turnover and sickness, an improvement in morale and productivity and beyond that, creating a 'virtuous circle' with higher pay spent locally, boosting the local economy.

Here, 28 per cent of families are classed as deprived and 31 per cent of children as living in poverty. Norwich employees are, on average, paid 13.5 per cent less than full-time employees in the UK, which means many thousands are paid well below the current Living Wage.

To access the full list of events being staged throughout Norwich's Living Wage Week visit www.norwich.gov.uk or www.livingwagenorwich.org.uk.

Go superfast with your business

There's still time for local businesses to boost their broadband connection through the government's Superfast Britain Broadband Connection Vouchers scheme.

If you're a business owner based in the Norwich City Council area and have fewer than 250 employees, you're likely to be eligible for a grant of between £100 and £3,000.

It can fund associated installation costs including infrastructure equipment, construction charges, engineering works and surveys.

The offer is also open to registered charities, social enterprises and sole traders, even if they're based at home.

Multiple organisations can also apply together and pool the funding, as long as the individual businesses meet the scheme's eligibility criteria. This can help where a whole office block wants to team up to get superfast broadband.

Benefits include improved customer experience, faster file sharing and reduced software and hardware costs.

To find out more and how to apply, visit www.norwich.gov.uk/gosuperfast.



The team at East Coast Air Conditioning.

As more businesses in the city get better connected through the scheme, we asked East Coast Air Conditioning, "What's life like since going superfast?"

Here's what its owner Martin Rand had to say:

What was the situation like before?

Shockingly bad. It took ages to send an email and the system could only cope with one attachment at a time, which was very frustrating. External emails would often get delayed for several hours and then come through all at once, which meant that urgent messages weren't getting picked up quickly enough.

Although the main problem was with emails, it did affect web access too and meant that some days staff could not log on to internet

banking accounts to carry out everyday financial admin. It really did have a negative impact on the general running of the business.

How's it been since the upgrade?

The internet connection speed has rocketed, going from about 0.8mb/sec to 57mb/sec.

Everything online is so much quicker and easier to access – emails can be sent and received without a delay and online banking accessed easily. It has really improved the day-to-day business.

Also, spare parts can now be ordered from suppliers through their websites, whereas before staff had to resort to doing this over the phone, which often meant waiting a long time in a call queue.

Call goes out to 'Get involved'

Ever fancied trying your hand at gardening or healthy cooking? Perhaps you'd jump at the chance to roll up your sleeves and join other volunteers in a litter pick of Twenty Acre Wood; or what about helping to put on a local community festival?

If you're really keen to volunteer in your local community but don't know how to get started, we're here to point you in the right direction.

Norwich has a vast number of individuals and community groups who give up their time to a wide range of activities; all of which add up to making Norwich an even safer, cleaner, more enjoyable place to live, work and visit.

A good number of these have come together with

Norwich City Council to host **'Get involved'** week from **Monday 28 September to Sunday 4 October**.

Groups from across the city will host a range of taster activities that will be open to others. These will range from a coffee morning on Ipswich Road to a bicycle refurbishment workshop on King Street. You might want to go along to sessions aimed at brightening up local parks and open spaces off Grapes Hill, the centre of Bowthorpe, Eaton or Heigham Parks, or even Marston Marsh.

Alternatively, you could have a go at honing wood or metal work skills or take part in an art session at The Forum – just some of the things on offer.

The satisfaction you can get from working in your local

community can be priceless, and the activities on offer all week are designed to open up these opportunities to even more people who may want to 'Get involved'. It's anticipated that the activities will attract new members to existing groups, who often need some extra help from those who share an interest in playing an active role in their neighbourhood.

So, whatever part of the city you live in, there should be something nearby that you can try as a one-off or discover more about.

The city is very grateful to the many people who already volunteer in their community, so why not go and join them?

To find out more and learn how you can 'Get involved', visit www.norwich.gov.uk/getinvolved.



Waste and recycling news

Waste less, recycle more

Top tips on how to keep your recycling in tip-top condition and handy hints on how to waste less are being offered by experts at Norwich City Council as part of a drive to reduce, reuse and recycle.

Councillor Keith Driver, cabinet member for recycling, said: "Since we launched the Recycling Revolution last October, people in the city have been brilliant.

"They're clearly recycling more and making the effort to put all the new materials they can recycle into their blue bins and sacks.

"Now we are keen to give some hints and tips to improve things even further and help us make sure that the recycling being sent to the Costessey plant is clean and correct. But we are also looking more and more at trying to help people to produce less waste in the first place."

Top tips for recycling:

- Check your bin collection calendar or visit www.norwich.gov.uk/wasteandrecycling to make sure you know what can and cannot be recycled in your blue bin or sack.

- Please make sure you rinse your recycling to remove any food or liquid residue. You only need to quickly rinse items with water but you can also wash them up or put items like glass jars in your dishwasher if you want to.
- If you collect recycling in a carrier or plastic bag, please make sure you empty the bag into your bin. Please don't put carrier bags full of recycling in your bin, recycling must be loose so it can be easily sorted.
- You can take items that are not accepted in your recycling bin to the Swanton Road Household Recycling Centre for free, or you can pay a small charge to have bulky waste like mattresses and fridges collected from your home.
- Use your food waste caddy to recycle leftovers and spoiled food into soil enhancer.
- Consider composting your vegetable peelings and egg shells to produce your own fertiliser.

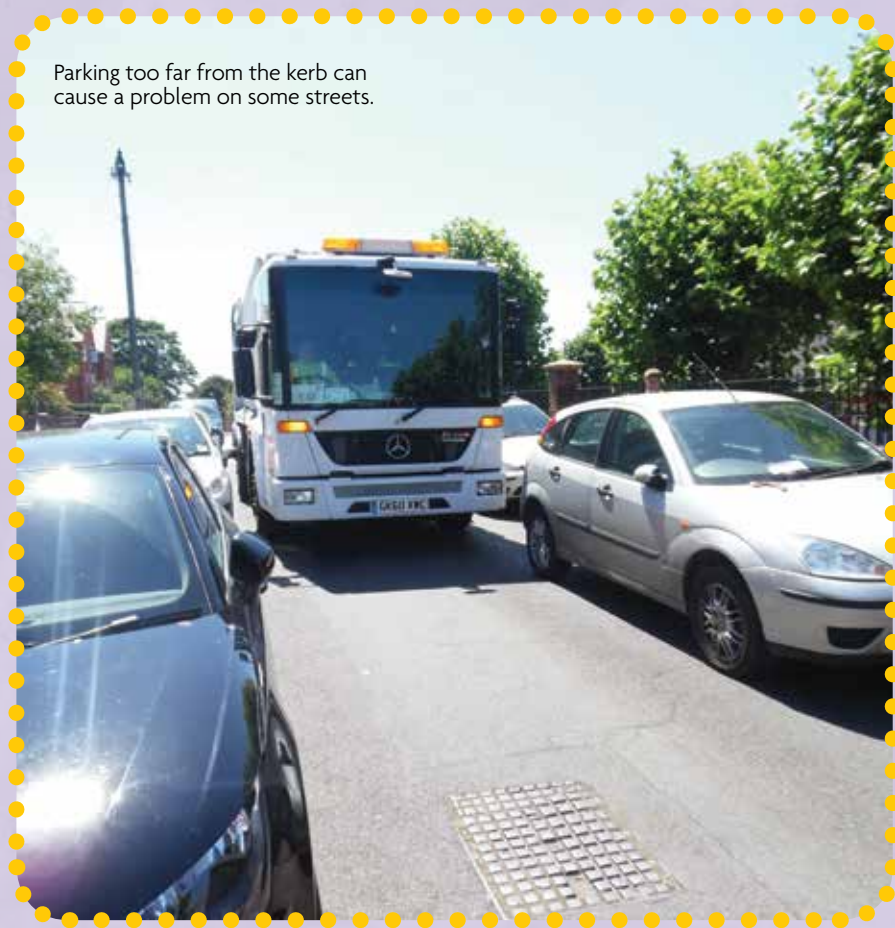
Good ways to produce less waste:

- Where you can, plan meals and shopping so you don't buy too much food which then ends up going off and being thrown away.
- Do regular fridge checks to spot foods coming up to their use-by date so you can plan to eat them before they spoil.
- Use your freezer wisely. Freeze suitable foods (bread, raw meats) to keep them for another time, or freeze meal leftovers where possible.
- Stop junk mail and switch to paperless billing.
- Try to fill up re-useable bags when you go shopping, rather than using disposable carrier bags.
- Consider selling unwanted items or donating them to charity shops rather than throwing them away.
- Donate unwanted small electricals at one of our regular local events.



A busy city mum and son team recycling.

Parking too far from the kerb can cause a problem on some streets.



A parking plea

A plea is being made to car drivers to park carefully in Norwich's narrow residential streets so access is not restricted for larger vehicles.

There have been almost daily instances where waste and recycling trucks, which are about 2.5m wide and 11m long, have been unable to access streets because of cars parked too far from the kerb.

This can mean that a round cannot be completed or is delayed significantly while the truck reverses and takes another route. In the picture above, bin collections from this particular street were

delayed by three days because of this issue.

Councillor Keith Driver, cabinet member for recycling, said: "We know that the vast majority of car drivers park well but we just want to give a little nudge to those who don't take enough care.

"Large vehicles like bin trucks and delivery lorries need to access roads every week to provide vital services and, in emergencies, large vehicles like fire engines need to be able to get down a road."

Please park close and parallel to the kerb and try to avoid leaving your vehicle with the wheel turning into the street.

Recycling success

A huge thanks is being issued to everyone who made our latest electricals recycling event the biggest success yet.

It was held on Saturday 27 June at City Academy in Earlham Road.

Cllr Driver continued: "It was the most successful event we've ever held. There was a constant stream of cars all morning and, in total, four vans were filled from floor to ceiling with various electricals – almost double that of previous events."

Three vans were filled with more than 300 re-sale items at a value of £4,293 for Norwich's local British Heart Foundation shop. The remaining van was packed with more than 500 items (for recycling), weighing in at more than 2,000kg.

Follow us on twitter @NorwichCC or visit www.norwich.gov.uk/wasteandrecycling for our next event.

New calendars

Look out for your colourful new bin collection calendar. It will be attached to your bin in the next few weeks.

It contains everything you need to know about what you can recycle, how to contact us if you have any issues or missed collections and much more.

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9am-7pm, 7 days a week
01603 677500
 Estimated waiting time - 28 minutes

Please use NHS services wisely

Helping hand for older residents

The HandyVan scheme has been helping older residents across the city stay safe in their homes since it was launched in January.

In the space of just a few months it has already helped lots of people over the age of 65 with everyday small repairs and jobs around the home, such as building furniture and putting up shelves.

The service is totally free for eligible residents in receipt of council tax reduction and older people who do not qualify for free can still use the service via a nominal £15 labour charge.

HandyVan happy customer

Mary Phillips is 84 and lives on her own. She said: "I can look after myself but I can't reach to change lightbulbs and I'm no good at fixing things. I don't have any family or friends locally who can help me either.

"I first used the HandyVan service to get my phone line extended. I used to miss a lot of calls as the phone would stop ringing before I could get to it and I found it difficult to use the answerphone. Now I can use my phone while sitting on the sofa.



"I was also worried about tripping over in my flat, as my carpet was starting to come away from the fixings. I called HandyVan and the man came and stuck it down.

"I'd been finding it harder to get in and out of my flat and he was also able to put grab rails near my front door to help me get in and out more easily.

"I have trouble picking things off the floor and my friend had very kindly bought me a postbox to go inside my front door, but I wasn't able to fit it. The HandyVan man fixed it to the door so now I can get my post without struggling to bend down.

"These small things have made a big difference to my day-to-day living and helped me feel safer and more independent

in my home. I wouldn't have been able to afford to pay someone to do these things for me, so this service is a real blessing."

If you would like to use the HandyVan service, call Cotman Housing (delivering the service on our behalf) direct on 01603 731696.

We also have a range of financial assistance to help people stay safe in their homes, including funding for those affected by Alzheimer's and other forms of dementia. Please complete the home improvement team's online referral form which is available on the private sector housing page of www.norwich.gov.uk or call 0344 980 3333.



Norwich Market

Tell us what you think

Members of the public far and wide are being asked to give their views on the much-loved Norwich Market.

Our special 25-question survey aims to gather information about what people think of the market, how they shop, and what improvements they consider should be made to assure its future.

Council officers are also keen to assess how recent new street signs and web pages have been received and to gather data about the customer profile of people who visit the historic shopping area.

Councillor Paul Kendrick, cabinet member for Norwich Market, said: "This survey is an important piece of work which we hope will return some extremely useful information. Norwich Market is very close to the heart of many people and is an absolutely key part of our

city so we hope lots of people will respond and get involved."

The council is keen to hear from regular market visitors, as well as businesses and people who don't routinely use the market but have a view on its future.

Among the topics covered in the survey are whether people feel the market is an important part of the city, whether they regularly browse there and, if not, reasons why they stay away.

It explores how much people spend on an average visit and the types of things they shop for, and also asks what, if anything, is missing from the current market offering.

The information gathered from the responses will be used to help shape a new 10-year market strategy, currently under development.

The survey is available online at www.norwich.gov.uk/norwichmarket and under the current consultations section.

Paper copies are also available from market stalls or at City Hall.

People can drop completed surveys into one of the special boxes held on the following stalls: Mike, Debs, and Sons Fruit and Veg, Harvey's Cards and Taxi Vintage Clothing.

Alternatively, completed surveys can be handed in at City Hall's main reception.

The survey is open until Wednesday 30 September.





Music matters

Every year the newly appointed Lord Mayor and Sheriff of Norwich choose a civic charity to help raise money for and support.

Last year, Cruse Bereavement Care was selected and received a cheque for £27,245. This year it is the turn of Sistema in Norwich, a charity that helps children learn to play musical instruments in an

orchestra, especially those who may not otherwise have such opportunities. But more than just the musical accomplishment, children find that the confidence, skills and experience gained help them in all aspects of their lives.

Marcus Patteson, director of the charity said: “We are honoured to be this year’s

civic charity. The challenges for young people are greater than ever, so the more we can do to help them succeed and grow in confidence the better, not only for those children but for Norwich as a whole. Our young people are thrilled to represent their city over the coming year and we hope that people will support us.”

Can you help?

In addition to people donating money, the charity can also benefit from receiving working instruments, in particular, classical instruments; although others, such as guitars and drums, are also of use. Please contact Sistema on 01603 760529 or email sistema@norcaarts.co.uk.

Donated instruments can also be dropped off at Norwich City Council’s reception at City Hall, St Peters Street.

Mousehold Heath heroes

Mousehold Heath is a truly special place: a wildlife haven, teeming with lizards, butterflies, dragonflies, woodpeckers, even the occasional sparrowhawk or kestrel. It’s a favourite walking spot for many dog owners, host to football matches, pitch and putt games, guided walks, concerts and more.

The city council’s responsibility for the day-to-day management of the heath is overseen by Mousehold Heath Conservators

– made up of councillors, representatives of professional bodies and members of the public. There is also an independent voluntary action group called The Mousehold Heath Defenders, established in 1972 to protect it.

There are many other volunteers who work alongside the conservators and council to maintain and improve the heath. In the last seven years there have been more than 24,000 hours – some 4,300 of these in 2015 so far – of volunteer work put into

the heath, with a lot of time dedicated to clearing scrub, picking up litter and repairing paths.

In addition to making the heath a better place for its wildlife and visitors, volunteers find they get a good deal of satisfaction, a vigorous workout and a new set of friends when they pitch in at the heath.

For more information on volunteer opportunities, visit: www.tcv.org.uk
www.norwichcommunitygreengym.blogspot.com
www.mouseholdheathdefenders.webeden.co.uk

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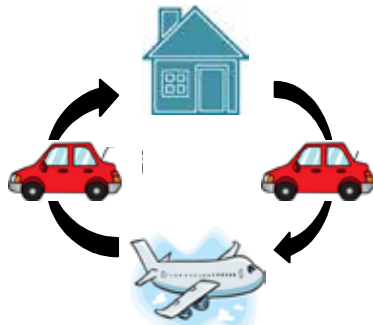
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Footgolf kicks off in Norwich

Described by some as the fastest growing sport in the UK, footgolf – a hybrid sport combining football and golf – has recently seen its Norwich debut in Eaton Park.

The new course, set alongside the pitch and putt course (at the Bluebell Road end of the park) was opened in August and is already proving popular. The object of the game is to get the football in the hole, using only your feet, in the fewest number of shots possible.

Perhaps you're not sure you have what it takes to play golf, or are looking for the perfect team bonding activity for your work or sport colleagues... if you can kick a ball, why not give footgolf a go?

Rather than replacing the pitch and putt facility, the footgolf feature is meant to complement it. Pitch and putt will be available to play at certain times and footgolf at others.

Visit www.norwich.gov.uk/footgolf to see opening times and prices.



2015 Norwich Sports Awards

Local sports stars and volunteers were honoured on Wednesday 3 June at the 2015 Norwich Sports Awards.

Winners were as follows:

YOUNG ACHIEVER

- Katie Clark – City of Norwich Athletic Club (CONAC)

ADULT ACHIEVER

- Joe Skipper – Tri-Anglia Triathlon Club

VOLUNTEER OF THE YEAR

- Warwick Thompson – Norwich Swan Swimming Club

SPORTS SCHOOL OF THE YEAR

- Norwich High School for Girls

CLUB OF THE YEAR

- Norwich Dragons Hockey Club

TEAM OF THE YEAR

- National Junior League Team – UEA City of Norwich Swimming Club

COACH OF THE YEAR

- Cat Chapman and Scott Atkins – The Garage

CONTRIBUTION TO DISABILITY SPORT

- The Assist Trust – The Garage

THE NORMAN CENTRE AWARD

- Norwich Jujitsu Club WJFF UK

SERVICE TO SPORT AWARD

- Dennis Calver – Table Tennis
- Everson Lovett – Norman Wanderers Football Club

ACTIVE FOR HEALTH AWARD

- Arnolds Keys

CHAMPIONING ACTIVE TRAVEL

- Karen Bocking – Health Walks

Black History Month

More than 100 events are planned at venues across Norwich and Norfolk this October as part of the county's award-winning Black History Month.

Encompassing sports, social history, the arts, music, dance, literature, theatre and politics, Black History Month (BHM) hopes to offer something of interest to everyone.

A mark of its success was made last year as the BHM committee received the Norfolk Arts Award 2014 for contributions to the enhancement of the cultural life of the eastern region.

Events start from Friday 25 September. For more information visit www.blackhistorymonth.org.uk.

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www.break-charity.org

Break is dedicated to changing young lives, and you could help us.

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EDITH CAVELL

A NURSE + HER LEGACY


5-30 OCT 2015
The Forum Norwich

A month-long programme of film, talks, performances, displays and exhibitions exploring Edith Cavell's life, her legacy and how nursing has developed over the past 100 years.

Edith Cavell was a nurse from Norfolk who sacrificed her life to save soldiers during WWI.

To commemorate the 100 year anniversary of her execution, The Forum and partners tell her story and its impact on nursing over the last century.

PLUS... 5-17 OCT
Visit the Cavell Van

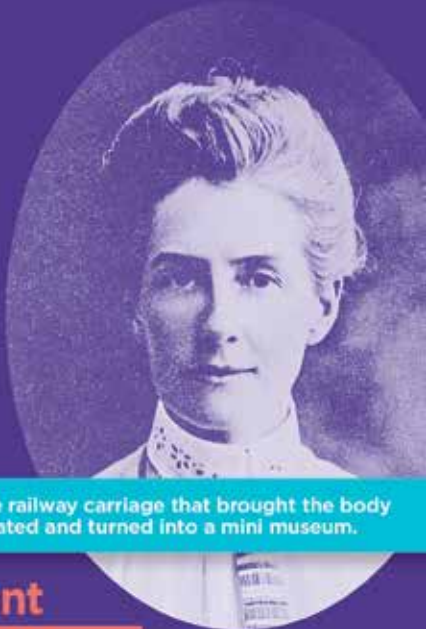
 Step inside the **CAVELL VAN**, the railway carriage that brought the body of Edith Cavell home, now renovated and turned into a mini museum.

WWI Field Treatment

 Find out how soldiers were treated in a WWI **FIELD HOSPITAL**, with the Cavell Nurses' Trust.

theforumnorwich.co.uk

the forum



Get ready for Universal Credit

The new monthly payment that will go on to replace six key working-age benefits will start to arrive in Norwich this December.

Which benefits will Universal Credit replace?

- Jobseeker's Allowance
- Employment and Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

If you are currently claiming any of these benefits, you won't be affected until you are contacted about transferring to Universal Credit.

The Money Advice Service has put together an online guide with detailed information about the different aspects of Universal Credit, as well as practical advice on how to prepare and claim it. Visit www.moneyadvice.org to find out more.

Latest news and information about Universal Credit's arrival in Norwich and what local support is available can be found at www.norwich.gov.uk/universalcredit.

New claimants of Jobseeker's Allowance will be the first affected by Universal Credit, which will eventually include all working-age benefit claimants.

The practical requirements of Universal Credit are skills that all of us need to keep on top of to make sure we can access essential services and manage our finances.

Tips for a smooth Universal Credit journey

Get online... applications for Universal Credit will be made on the internet. This means you will need to have your own email address and have access to your online Universal Credit account.

If you are not able to get online, there is lots of local support available to help you. Speak to your local library or the job centre to find out more.

Don't forget – Barclays Digital Eagles are on hand at The Forum in Norwich every second Tuesday of the month for any digital enquiries.

Get a bank account... with benefits being combined into one monthly payment, you will need to make sure you have a bank account that can receive automated payments.

The right bank account can make it easier to manage your finances as it will allow you to

receive payments and set up direct debits to pay bills.

Get budgeting... make sure your monthly payment covers all your outgoings by using a budget planner or seeking money advice.

Check your entitlement – even if you don't currently claim any of these benefits, it is always worth checking what you could be eligible for. Find out at www.entitledto.co.uk.

Any housing element that is paid as part of your Universal Credit to cover rent will be paid directly to you, and will be your responsibility to pay to your landlord.



**PUSH
THE PEDALWAYS**

Cycling for the future

As work to the eight-mile pink pedalway is approaching the final phase, the next set of projects is getting underway with plans to upgrade the blue and yellow pedalway routes.

But improving the pedalways is not just about building better space for cycling – it's about the wider benefits it will bring to the city.

Both of the cycle routes cross the city centre and will make connections out in to Greater Norwich – the yellow pedalway between Norwich International Airport and The University Technical College in Lakenham and the blue pedalway from Sprowston to Wymondham.

This ties it in with growth plans for the city over the next decade by connecting Norwich with nearby towns, employment centres, educational institutions and growth areas within commuting distance by bike.

There are nearly 77,000 existing and up to 13,000 planned jobs within this area so making them easy to reach is an essential part of fuelling economic growth. In terms of housing, currently 76,000 residents over the age of 12 live within 400m of the blue and yellow pedalways, with the figure likely to reach 94,000 by 2026.

The infrastructure to support communities as they grow is vital and, as part of this, the provision of good quality

cycle routes will help prevent this development from generating an excessive rise in cars on our roads.

Finally, bringing health benefits to the area through encouraging cycling is a major driving force for this work. Decreasing prevalence of obesity, increasing mobility and lowering the rates of cardio-vascular and other diseases are all benefits associated with cycling cities.

By providing high quality routes that will encourage residents to cycle in their day-to-day lives, we hope that Norwich will see all these benefits over the years to come.

For more information, visit www.norwich.gov.uk/pedalways.

National Fraud Initiative 2015-16

Norwich City Council has a duty to protect the public funds it administers and may use the information you provide for the prevention and detection of fraud.

It can also share this information with other bodies responsible for auditing or overseeing public funds for these purposes.

The Cabinet Office requires the council to take part in its anti-fraud initiative. It has asked for information about payroll, housing benefits, housing rents and right to buy, market rents, street traders, council tax, insurance claimants, taxi driver licences, personal licences to supply alcohol, residential parking permits, electoral register, and trade creditors.

Data is provided by way of the secure NFI web application – further details of the data asked for and security can be found at www.gov.uk/government/collections/national-fraud-initiative.

If you would like to report suspected fraud, you can do so at www.norwich.gov.uk.

Talking about our river

The River Wensum runs through the heart of Norwich but what was once the focus of city life has, for many people, faded into the background, despite its prominent location.

With this in mind, a new partnership has been set up to put the spotlight back on this wonderful natural asset by developing a strategy for the river within the city, plus the area including Whitlingham Broad.



Norwich City Council is leading on the project, working in partnership with the Broads Authority, Norfolk County Council, Environment Agency, as well as the Wensum River Parkway Partnership.

Work on the document has got off to a good start with more than 150 people taking part in a consultation that asked for views on the proposed strategy area and its objectives, on top of any issues it should address and opportunities it can explore.

Responses from the public and stakeholders have varied widely with suggestions for new business ideas, access points and leisure activities.

This, along with other evidence, will help the partnership to draft the strategy and action plan, which will then be consulted upon in the next few months.

Councillor Mike Stonard, chair of the River Wensum strategy partnership, said: "We've really enjoyed getting people talking about the river over the recent months.

"By asking the public and stakeholders their views and sharing expertise between partners, we are well placed to develop a strategy that will make the most of this beautiful natural asset over the coming years."

For more information and latest news on the project, visit www.norwich.gov.uk/riverwensum.

Great solar savings

Hundreds of homes across Norwich and Norfolk are due to have solar panels installed this autumn at a fraction of the market price, thanks to an innovative scheme led by Norwich City Council. Solar Together Norfolk was the first UK scheme of its kind and was run by Norwich City, Broadland District, South Norfolk and North Norfolk councils in partnership with specialist collective purchasing company iChoosr.

A total of 3,379 households and businesses across the county registered and were subsequently offered average savings of 16 per cent on solar panels for their homes and offices. This works out at a saving of about £1,100 off the market price.

The scheme gives homeowners the chance to make a good investment in their properties as well as benefiting from sustainable, clean and

environmentally-friendly energy – saving on energy bills, and earning from the power they generate.

The work comes with a guarantee and the panels are quality products fitted by a reputable installer.

Sign up to news alerts at www.norwich.gov.uk/news to find out about similar schemes coming up.



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