

NORWICH

# CITIZEN

SPRING 2015

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City Council

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Gold award for Council of the Year



Most improved Council of the Year

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**ONLINE** You can access a range of council services including online payments

**EMAIL** You can email your enquiry to Norwich City Council by sending it to [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

**POST** Norwich City Council, City Hall,  
Norwich NR2 1NH.

**IN PERSON** The customer centre at City Hall,  
via the Bethel Street entrance, is open 8.45am to 5pm,  
Monday to Friday, and 1pm to 5pm on Wednesdays.

**PHONE** 0344 980 3333.

Lines open 8am to 5pm, Monday to Friday.

Telephone payment hotline (24 hour): 01603 212282.

Antisocial behaviour: 0344 980 3333, press 2.

Out of hours emergencies: 01603 412180.

Minicom users only: 01603 212587.

Lines open 8am to 5pm, Monday to Friday.

**TOURIST INFORMATION CENTRE** The Forum,  
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**Lines open:** all year – Monday to Saturday, 9.30am to 5.30pm  
Mid July to mid September – also open Sundays 10am to 3pm.



# CITIZEN



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**“This issue of *Citizen* reflects the diversity of all things Norwich.”**



## Message from the leader, Brenda Arthur

 ur spring issue of *Citizen* is simply bursting with good news stories.

For many readers, the biggest and most exciting news was announced earlier this year when it emerged that Norwich will be hosting Radio 1's Big Weekend on Saturday 23 and Sunday 24 May.

As the largest free ticketed event in Europe, not only will it bring world class performers to the city and give local people the chance to see live acts that they might not otherwise be able to afford, it will also boost Norwich's economy.

This is a real coup for the city and I want to thank our events team who will be working with the BBC, the UEA and other partners to make it a weekend to go down in history.

Meanwhile, there's also good news for Norwich Car Club. Its recent successful grant application means it can continue to grow and offer a real alternative for people who need a car from time to time, but not necessarily all year round.

Sport-minded youngsters will be pleased to learn that the success of Parkrun at Eaton Park has led to the introduction of Junior Parkrun. Turn to page 16 to find out more.

In the pages that follow you can read all about a new HandyVan scheme that's available to help people over 65 with various small everyday DIY jobs in their home.

There's also a wonderful new scheme available to help people with dementia to stay in their homes for longer. It works by offering grants for home improvements that help people with the challenges of living with the condition.

Besides this, on page 11, you'll see we've set out guidance on our revised on-street parking permit scheme following the public consultation, and ahead of the changes coming into effect.

This issue of *Citizen* reflects the diversity of all things Norwich and is testimony to the wording of our historic signs that grace its gateways: Welcome to Norwich, a fine city.

Follow us



@NorwichCC  
@EventsNorwich  
@TourismNorwich



Norwich City Council events

## NEWS | in brief

### Exploring Norwich

Walking tours for tourists, visitors and locals alike will start in April. They cover Norwich's history, literary heritage, pubs and its cathedral quarter among many other offerings. For more information pick up a leaflet from the Tourist Information Centre (TIC) at The Forum or visit [www.norwich.gov.uk/TIC](http://www.norwich.gov.uk/TIC)

### Three Score update

Following approval by our cabinet in January, a planning application has been submitted for the first homes to be built at Three Score in Bowthorpe. Work on the 172-unit development is due to start this autumn, with an expected build time of two to three years.

### Parking plans approved

Plans to build a new multi-storey car park on Mountergate near Rose Lane have been given the green light by the city council's planning committee. The new development will bring 595 car parking spaces to the city centre and is due to be open early in 2016.



### Elections date for your diary

City council residents will be asked to go to the polls on 7 May to vote in the general election and the city council's local elections.

On polling day, one-third of the city council's seats will be up for election. On the same day, residents will also be asked to vote for their preferred candidate to stand as their MP in the House of Commons.

The deadline to register to vote is 20 April. If you're already registered but would like to vote by post you'll need to apply by 5pm on 21 April. If you're not sure if you are registered, contact the council's elections team on 0344 980 3333 or at [elections@norwich.gov.uk](mailto:elections@norwich.gov.uk)

### Change of bank provider

Last December the council switched its bank provider from the Co-op to Barclays. This came about after the council's previous provider, the Co-op, announced it would no longer be providing its services to local authorities.

To make the transition as seamless as possible for residents, all references to the Co-op have been amended to reflect the details of the new provider, Barclays.

### Switch with us to save

If you've signed up to Norwich's Big Switch and Save, the last day to formally switch energy providers and scoop some much-needed savings is Monday 16 March.

If you missed out this time, log on to [www.norwich.gov.uk](http://www.norwich.gov.uk) and look out for the next scheme later in the year. With an average saving of £221 a year, it's well worth it.

# Radio 1's Big Weekend comes to Norwich

# ★ FREE ★

It's official – the UK's biggest free ticketed music festival is coming to Norwich in May!

BBC RADIO 1  
**BBC RADIO 1'S  
BIG WEEKEND**

**T**he exciting news was announced a few weeks ago on BBC Radio 1's Breakfast Show by Nick Grimshaw, when listeners were told that the Big Weekend would be coming to Norwich's Earlham Park on Saturday 23 and Sunday 24 May.



As part of the announcement, one of the headline acts was confirmed as seven-time Grammy award winner, Taylor Swift.

Local Norfolk act 'Context' was also confirmed as part of the line-up. In the lead up to Big Weekend, Radio 1 and BBC Learning will embark on a special week of local engagement and face-to-face activity in the area – opening the doors to Radio 1's Academy. The station will hope to inspire local 16 to 19-year-olds by inviting them to attend a series of radio shows, masterclasses and Q&A sessions.

Brenda Arthur, leader of the council, said: "This is great news for Norwich and will give us the chance to show off this amazing city at its best.

"We're very proud to be hosting this prestigious national event and the Radio 1 Academy. The Academy will work with local young people in the run up to the festival to give them an experience of a lifetime. We very much look forward to working with the BBC, the UEA, and other partners in the coming months."

Talking about the UK crowd, Taylor Swift said: "They are rowdy, insane, in the best way – there seems to be a lot of jumping, which I love.

"When I think of a UK crowd I think of a sea of people that is moving like an ocean – it's the most beautiful sight you could possibly witness and I can't wait to come back ... everyone talks about the festivals in England

Glasgow's Big Weekend crowd captured in raptures last year (Photo courtesy of BBC Radio 1).

being the best ones you can go to. I feel like I've been missing out – I'm really excited."

Further details about the event, including ticketing information and the line-up will be revealed on Radio 1 over the coming weeks.

Radio 1's Nick Grimshaw said: "I can't wait to start the festival season with Radio 1's Big Weekend...there's always a dream line-up and I can't wait to see Swifty in Norwich!"

For more information visit [www.norwich.gov.uk/bigweekend](http://www.norwich.gov.uk/bigweekend)

**Follow us on twitter and see what's happening using the hashtag #BigWeekend**

# Success of new recycling scheme

**A** big thank you is being issued to householders across Norwich for joining our recycling revolution with such enthusiasm and helping to make it a great success.

The first six months of the new scheme have seen recycling amounts increase with the majority of homes embracing the changes to the service.

The recycling revolution, which has taken place in Norwich and throughout Norfolk, has seen thousands of householders being able to put glass, plastic food pots, tubs and trays, aluminium foil and cartons in their mixed recycling bins for the first time.

In the first three months of the new service, residents recycled 170 tonnes more than the previous three months under the old scheme.

We're now looking to build on this success by responding to some of your requests for more information about what can go in your bins.

It's vital that as many people as possible recycle, but it's also

★ JOIN THE ★

## RECYCLING REVOLUTION

important to place the right items in the correct bins.

If the wrong items are put in your mixed recycling bins, it's classed as 'contamination' and may affect whether the contents of your bin can be recycled at all.

So, this is what you can recycle:

### Aluminium foil

Clean aluminium foil and foil trays (eg trays for ready meals and take-aways), but not aluminium foil laminate pouches (eg cat and dog food).

### Cartons

Clean waxed food and drink cartons, including Tetra Pak cartons for milk, juices, smoothies and soups. Lids cannot be recycled and must be removed.

### Glass

Clean bottles and jar-shaped glass food and drink containers. Lids can be left on.

### Plastic food tubs, pots and trays

Clean rigid plastic food containers including yogurt pots, margarine tubs, ice cream tubs, fruit punnets, plastic trays for fruit and vegetables, raw and cooked meat and fish, pots for custards, creams, fresh sauces and gravies and ready meal plastic containers. Rigid plastic lids can be left on but cellophane lids and cling film cannot be recycled and must be removed.

### Aerosols

Empty aerosols including personal and beauty products, cleaning products and domestic insecticides (eg empty fly-spray aerosols). Lids cannot be recycled and must be removed.

### Cans and tins

Clean steel and aluminium food and drink cans, tins and pet food cans.

### Cardboard

Egg boxes, tubes (eg kitchen and toilet roll tubes), food packaging card (including the type with plastic windows), cardboard packaging and carrier trays (eg trays for fruit vegetables).

### REMEMBER...

Recycling that can't fit in your blue bin can be placed in a clear bag or cardboard box and left out beside your bin on collection day. Glass must not be presented as side waste, but must be put into the blue bin.

Rinse out all food and drinks containers before you put them in your blue bin – this is important as it helps to keep your recycling bin clean and improves the quality of the recycling we collect.



## Paper

Newspapers, magazines, white and coloured paper, greetings cards, envelopes (including window type, excluding bubble wrap), clean paper bags, telephone directories, yellow pages, store directories, catalogues, junk mail, clean wrapping paper and shredded paper (loose not bagged).

## Plastic bottles

Clean and empty plastic food and drink bottles, personal care

products, household cleaning products, household cooking and food oil bottles, trigger and pump spray bottles, roller-ball bottles and empty medication/pill bottles. Lids can be left on but trigger and spray bottle tops must be removed.



## ★ Easter bin collections

### Normal collection

Friday 3 April  
Monday 6 April  
Tuesday 7 April  
Wednesday 8 April  
Thursday 9 April  
Friday 10 April

Normal collections start again from Monday 13 April.

### Easter collection

Saturday 4 April  
Tuesday 7 April  
Wednesday 8 April  
Thursday 9 April  
Friday 10 April  
Saturday 11 April

## ★ May bank holiday collections

### Normal collection

Monday 4 May  
Tuesday 5 May  
Wednesday 6 May  
Thursday 7 May  
Friday 8 May

Normal collections start again from Monday 11 May.

Monday 25 May  
Tuesday 26 May  
Wednesday 27 May  
Thursday 28 May  
Friday 29 May

Normal collections start again from Monday 1 June.

### Holiday collection

Tuesday 5 May  
Wednesday 6 May  
Thursday 7 May  
Friday 8 May  
Saturday 9 May

Tuesday 26 May  
Wednesday 27 May  
Thursday 28 May  
Friday 29 May  
Saturday 30 May

If you have a brown garden waste bin, your collection will be a day later.





An artist's impression of what The Avenues scheme could look like.

## Building the pedalways

**T**he next few months will see Push the Pedalways delivering several of its projects to improve the pink pedalway.

Cyclists will soon be enjoying a better cycling experience along the eight-mile route with flagship projects on The Avenues and in Tombland, as well as smaller scale work to join up and improve existing infrastructure.

From April, construction work on The Avenues will see continuous one-way cycle tracks on both sides between Bluebell Road and Colman Road put in place, as well as new measures such as priority at traffic signals and new crossing tables.

On the other side of the city in Tombland, a dedicated two-way cycle track will be built between Princes Street and St Martin at Palace Plain, along with the addition of widened footpaths and enhanced landscaping near the Erpingham Gate and Edith Cavell memorial.

You can find out about these and the other pedalways projects in the programme by visiting [www.norwich.gov.uk/pedalways](http://www.norwich.gov.uk/pedalways)

Plans to improve the pink pedalway began with a successful Cycle City Ambition bid to the Department for Transport (DfT) in 2013, which awarded the city council £3.7m of funding. This was boosted by an additional £2m contribution from a range of local partners and formed the current programme, due for completion this autumn.

### Funding the future

Creating positive change needs sustained investment and with this in mind, the Department for Transport (DfT) has announced a further £114m of funding, which will be made available to the eight Cycle Ambition cities.

At the end of January, Norwich submitted its bid for a new grant of around £8.4m to pay for further improvements to the quality of cycling infrastructure on the Greater Norwich cycle network, working towards its aim



of doubling levels of cycling in the city within the next ten years.

Improving pedalways is not just about building better space for cycling, it includes a range of things that improves streets and open spaces – for example tree planting, widening pavements, reducing street clutter and better integration with public transport. The new bid looks to bring all these elements together and identifies the next priority areas for investment across the seven-route Norwich cycle network.

The announcement as to whether or not the bid has been successful is due during March. Stay up to date with the latest on this and other pedalways news by visiting the web page provided above.





# Join the club!

If you need a car but don't want all the running costs, then joining Norwich Car Club could give you the best of both worlds.

The car club costs just £25 to join and has a network of pay-as-you-go cars in dedicated on-street bays across Norwich – all of which are available for residents and businesses to use.

It also has plans for expansion following a national award and £100,000 of funding to be the Department for Transport's 'national demonstration project for expansion of an existing car club'.

Not only do car club members save money compared with owning their own cars, there is also a choice of vehicles available to hire. Its aim is to be the first city-wide,

not-for-profit car club in the UK and plans to grow from the current 17 locations in the city to over 80 in the next five years.

Car club member, Dr Lewis Spurgin, from the University of East Anglia said: "I've used the car club for several years and found it to be an excellent service. It's now an invaluable part of my everyday life.

"It's convenient and great value for money, the cars are always clean and run smoothly, and the staff are friendly and helpful."

The car club is part of the Co-wheels national car club network so, in addition to those in Norwich, members can also use hundreds of cars across the UK.



Norwich residents can get **£25 free driving** by joining online at [www.norwichcarclub.com](http://www.norwichcarclub.com) using the promotional code **Citizen25**.

And if you like the car club's facebook page [www.facebook.com/norfolkcarclub](http://www.facebook.com/norfolkcarclub) you'll be entered into prize draws for free driving.

## It's as easy as 1,2,3...

**1** Join the car club online at [www.norwichcarclub.com](http://www.norwichcarclub.com) You'll be sent your own personal smartcard to access the cars.

**2** Book cars online or over the phone for as little as half-an-hour at a time, or as long as you need them. It takes just 15 seconds for your booking to be received.

**3** Open the car with your smartcard and use the car like it's your own. Return the car to its dedicated bay at the end of your booking and lock it with your smartcard.

# Join the growing community

**T**o those in the 'growing know', there is nothing that quite compares to tucking into a soup made from leeks and potatoes you've grown yourself or giving someone a jar of jam bursting with the fruit you have planted, nurtured and picked.

Norwich has more than 1,800 allotment plots on 18 sites across the city. An average plot costs just £36 a year, with a 50 per cent discount for those eligible under the council's Go 4less scheme.

Martin Ruddock, chairman of Cottage Farm and leisure gardens association explains that he and his wife took on an allotment when they retired, describing it as "one of the best decisions we have made."

He said: "The need to work the allotment has given us plenty of fresh air and exercise, and there is great satisfaction in growing your own produce, secure in the knowledge that it's largely organic, being assured of excellent flavour and very few food miles!"

And the benefits of having an allotment go further than just the produce you grow. Martin added: "New acquaintances, all very willing to advise if asked and from different walks of life, have given us new insights into people and we have made new friends."

## An improved service and shorter waiting lists

A number of improvements have been made to the allotments service, so there's never been a better time to get a plot. With waiting lists at their lowest for many years, you could put your name down and just a few weeks later be tending your own crops.

## Apply online

Applicants visiting [www.norwich.gov.uk/allotments](http://www.norwich.gov.uk/allotments) can now see where the sites are, check what facilities are available and get 'live' information on waiting lists; as well as apply for a plot online.

While starting out on an allotment is very rewarding, it can also be hard work, especially in the first year, so more support is provided throughout this time. When new allotment holders are offered a plot many are invited to 'Get growing' events. These sessions are attended by association members or the council's allotment officer in order that they can show people around, explain how the association works and offer all sorts of helpful growing advice.

Bob Cornish, a site representative from Mousehold south took part in a recent clear-up event to help get empty plots back into shape ahead of new tenants taking them over. When asked why he was prepared to give up some of his free time he answered: "The site is nice and friendly and I don't mind lending a hand to others."

"I feel people deserve a clean start on a new plot and it's a great chance to give the site a good clear-up, which is encouraging for others. I'd like to see all the plots on the site worked, so if my time can help achieve this, I'm in."

Volunteers from the Cottage Farm allotments and leisure gardens association taking part in a clean-up event in January.



# Your guide to parking permits

Over the last two years, we've been revising our on-street parking permit scheme and looking at how to address some of the issues residents have reported under the current system.

Following public consultations on the different elements, we're now putting the changes in place. These are designed to minimise misuse of permits, which can mean a lack of valuable spaces in certain areas, and make sure parking is available for those who need it.

The new system will be rolled out over the next few months but will only come into effect for existing permit holders at the point of renewal. Once it kicks in, full details will be provided on new application and renewal forms.

**For more information on permits, log on to [www.norwich.gov.uk/permits](http://www.norwich.gov.uk/permits)**

## What the changes look like

### Residents' permits

For permit parking schemes in residential streets (but not housing-owned, off-street car parks):

- In the outer areas, a maximum of two permits only will be allowed per household for residents' own vehicles (city centre zones remain entitled to one permit).

The conditions and prices of the permits themselves will remain the same.

### Visitors' permits

The existing scheme will be replaced with:

- A new short-stay visitor permit offering four hours of parking for visitors (operated by a 'clock'). Cost is £19 for 12 months, but will be free to households on certain means-tested benefits.
- Up to 60 pay-as-you-go day-permit scratch cards, per household, per year. £1 a day (city centre zones) 50p a day (outer area zones).

### Business permits

The current statutory 'Q', 'community care Q' and business permits will be withdrawn and replaced with four new types of permit:

#### Outer area zones

- Up to two long-stay zone and vehicle-specific business permits (up to two vehicle registrations per permit).
- One short-stay zone-specific business permit for visitors/customers (two hour maximum stay).

#### All businesses and other non-residential organisations

Short-stay permits:

- Two hour maximum stay, zone-specific (outer areas only)
- or
- multi-zone, dependent on a proven operational need.

Special arrangements can be made in situations such as those needing long-term care.

To discuss, please call 0344 980 3333 or email [transport@norwich.gov.uk](mailto:transport@norwich.gov.uk)



# Managing our natural heritage

From providing new paths and digging drainage dykes to thinning out trees and creating an outdoor classroom – Norwich Fringe Project does all sorts to give wildlife a helping hand that everyone can benefit from.

**N**orwich Fringe Project is a countryside management partnership, which for the last 25 years, has worked to maintain and improve our local woodlands, heaths, marshes, meadows and river valleys. With only one full-time and one part-time employee, the project is able to achieve much – but only through the support of a team of skilled and dedicated volunteers and helpers.

## Doing their bit at Danby Wood

Before taking part in recent work at Danby Wood with other volunteers, Chris Stebbing, vice-chair of the Eaton Village Residents' Association said: "Each time I walk through the wood I think about how it would benefit

from thinning and clearance to open it up and improve the overall environment."

The wood, an excellent place to spot a woodpecker or a warbler, was once a chalk pit and one of Norwich's eight local nature reserves. Some of the trees had reached a height where they were vulnerable to being blown over in a gale, so they needed attention. Some trees were thinned out to help the diversity of the woodland – this in turn increased light to the floor, allowed new saplings to grow, and provided more space for other trees to grow and mature.

Chris added: "I am a regular conservation volunteer with the

fringe project and have learned much about woodland and conservation management, as well as seen the benefits it can deliver."

## Willow work in Marston Marshes

Seasonal home to woodpeckers and dragonflies, kestrels and even the relatively rare water vole, Marston Marshes also boasts an impressive range of willow trees.

Vital pollarding work was recently carried out to some of the willows to prolong their lives and stop them splitting apart or even collapsing under their own weight.

Pollarding also helps wildlife by encouraging trees to produce the type of growth that is ideal for insects and nesting birds. Old pollarded willows with their rot holes, cracks and



Norwich Fringe Project officer, Matthew Davies (above), and project volunteers.



**“There is so much in Norwich that would not get done without the hard work of volunteers, so I would like to say a big ‘thank you,’ on behalf of the city, to all who give up their spare time to help out.”**

Councillor Keith Driver, cabinet member for neighbourhoods and community safety.

crevices provide excellent habitats for roosting bats and other small animals.

These are just two of many recent pieces of work the project and its volunteers have been involved with delivering.

### **Want to nurture nature?**

The Fringe is calling people with a passion for the great outdoors to be natural heritage champions.

If you like the sound of being involved, you could find yourself coppicing or planting trees, building wildlife habitats and even benches. Whether it's because you have a passion for plant life, want to do your bit in the local community, or see an opportunity to join a 'green gym' – rigorous exercise activities without the usual gym membership price tag – all are welcome.



### **New year, new look**

For those readers who are already familiar with Norwich Fringe Project, you may have noticed the group's new look – including logo and website. This is thanks to a grant from Heritage lottery fund and the expertise of advisory, development and fundraising support consultancy eg: consulting.



Why not visit [www.norwichfringeproject.co.uk](http://www.norwichfringeproject.co.uk) to find out more about the project or see some of its recent work.

To get involved in the natural heritage champions volunteer programme email [matthewdavies@norwichfringeproject.co.uk](mailto:matthewdavies@norwichfringeproject.co.uk) or call **01603 423303**.



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**28th & 29th March 2015**

# Big boost in the fight against homelessness

A city council backed project aimed at preventing the cycle of homelessness has received national recognition in the form of a major funding boost.

The Learning, Employment and Accommodation Project (LEAP) has been awarded £387,710 from the Big Lottery Fund which will enable the continued support of those most at risk of homelessness in our region.

The grant award provides a further three years funding for the project, which was set up in 2009 in partnership with St Martins Housing Trust to help homeless people in Norwich by providing them with employment, education and training opportunities in conjunction with secure housing.

In awarding the grant, the Big Lottery Fund recognised the fantastic outcomes that have been achieved since the project's inception and the desire for LEAP to build sustainability through the development of 'The Feed', a newly created social enterprise, focused on events catering (featured in last year's autumn edition of *Citizen*).

Over the last three years, 73 LEAP clients have moved into their own independent accommodation, with nearly all (97 per cent) sustaining their tenancy.



HEAD OFFICE LEAP 7 UPPER GOAT LANE NORWICH NR2 1EW  
T: 01603 627841 E: INFO@NORWICHLEAP.CO.UK

Some 81 people have found employment and a further 242 clients have gained access to work-focused opportunities and placements through the project.

Councillor Bert Bremner, cabinet member for housing, said: "LEAP plays a key role in homelessness prevention in the city.

"The results they have achieved, working with a socially marginalised client group in tough economic times, are not to be underestimated, and they really are transforming people's lives".

The new grant has already enabled the recruitment of an employment and enterprise co-ordinator, tasked with building links with employers and managing the growing demand for The Feed's catering services. This approach aims to generate more work experience opportunities for LEAP clients.

Through the new funding model, LEAP's learning and employment services are now available to disadvantaged adults from

south Norfolk and Broadland, with St Martins acting as the lead body for the partnership going forward.

The city council continues to provide support funding and direct access to the council's private sector leasing scheme, LetNCC, which provides vital access to housing for many people otherwise excluded from the private rented sector.



LOTTERY FUNDED

**If you can offer employment opportunities to LEAP clients or would like to use The Feed to cater for an event, please contact them on the details given above.**

**If you have a property you are interested in leasing, please contact the LetNCC team on 01603 212841 or email [pslt@norwich.gov.uk](mailto:pslt@norwich.gov.uk)**

# Get active in 2015

**T**here are lots of ways to get fit and healthy in Norwich this spring, whatever your age or ability. Here are a few of the highlights coming up.

## The great outdoors

Why not take in some nature and explore our fine city on foot? From March, The **Walk Norwich** programme will continue to promote the health benefits of making local journeys on foot with its spring series of free Health Walks. Details can be found at [www.norwich.gov.uk/walknorwich](http://www.norwich.gov.uk/walknorwich)

Get set for **Junior Parkrun** at Eaton Park from Sunday 15 March. This is a 2km run for children aged 4 to 14, building on the roaring success of the adults' 5km Parkrun. Head to [www.parkrun.org.uk/events/juniorevents](http://www.parkrun.org.uk/events/juniorevents) for more information.

British Cycling are back with Sky Ride Local's series of free guided bike rides across the Norwich area this spring. For details of

their spring programme please visit [www.goskyride.com/norwich](http://www.goskyride.com/norwich) The women's only Breeze Rides programme will also be launched in the city, with all details available at [www.goskyride.com/Breeze/Index](http://www.goskyride.com/Breeze/Index)

Look out for the launch of **Last Man Stands** cricket, a short, fast format of the game, coming to Eaton Park this May. Register your team at [www.lastmanstands.com/aboutlastmanstands](http://www.lastmanstands.com/aboutlastmanstands)

## Work up a sweat

Refurbishment work on the **Norman Centre's Activity Hub** (formerly Miller Hall) is now complete, thanks to funding from Sport England's Inspired Facilities. With new state-of-the-art facilities, Activity Hub is already attracting more people to try sports such as table tennis and circuit training.

British's Cycling's Mat Cork presents Leader of the Council Brenda Arthur with a signed jersey in recognition of the partnership between the organisations.

## Sports awards nominations

The city council needs your nominations for local individuals, clubs and schools whose great sporting achievements or contributions deserve to be celebrated at this year's sports awards.

A full list of award categories and how to nominate can be found by visiting [www.norwich.gov.uk/sportsawards](http://www.norwich.gov.uk/sportsawards)

You can also enjoy refreshments at The Meeting Place Café – a welcome pitsop which has recently been re-opened by the Assist Trust, a local charity helping people with learning difficulties to develop their confidence in the workplace. **Opening hours: Monday to Friday, 10.30am to 2pm.**

**For more information, contact the Norman Centre: t: 01603 408140 e: [normancentre@norwich.gov.uk](mailto:normancentre@norwich.gov.uk)**

The community focused **Riverside Leisure Centre** has a fantastic March promotion – join for only £85 for three months (this includes use of all its fantastic facilities). The centre also launched a new running club in 2015. Visit [www.placesforpeopleleisure.org/centres/riverside-leisure-centre](http://www.placesforpeopleleisure.org/centres/riverside-leisure-centre) or follow on **twitter @theriversidelc**



places  
to people





## Helping you stay safe in your home

Our home improvement team has a range of fantastic initiatives to help people continue to live independently and stay safe in their own homes. Here are some of the latest additions...

### Helping hand for older residents

The HandyVan service offers help with everyday small repairs and jobs around the home, such as building furniture and putting up shelves for anyone over the age of 65 who needs assistance.

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

**THERE ARE MANY OTHER SCHEMES AVAILABLE TOO, SO GET IN TOUCH TO SEE IF WE CAN HELP!**



### Dementia grants

Anyone diagnosed with dementia can access grants of up to £2,500 for home improvements that help them to manage their environments and make it easier to cope with some of the challenges of living with the condition.

These dementia specific grants are in addition to funding currently available via Disabled Facilities Grants (DFGs) and are focused on future proofing the home to enable the person to continue living independently for as long as possible.

This could include alterations such as changing floor coverings, worktops, installing toilet door signs, or fitting cupboards with windows to provide a visual reminder of food supplies.

### Financial assistance for home owners and landlords

Funding is available to help owner-occupiers deal with hazards in their homes that they can't afford to repair and which could result in injury or health problems.

This scheme is means-tested and can be funded through grants and/or affordable interest-free loans, depending on your circumstances.

Landlords can also access loans for essential repairs they can't afford, which keep tenants safe, prevent them becoming homeless in the future, or bring empty homes back into use.

Assistance is not available for cosmetic works or on-going repairs or maintenance and with both schemes you may be expected to contribute to the costs, depending on your circumstances.



**For HandyVan enquiries call Cotman Housing** (delivering the service on our behalf) direct on **01603 731696**.

**For all grants and financial assistance** please complete the home improvement team's online referral form via the private sector housing page of **www.norwich.gov.uk** or **call us on 0344 980 3333**.

## Calling eco enthusiasts

Individuals and organisations engaged in environmental projects in Norwich over the last 12 months are being called to get involved in the city's very own Eco Awards.

The annual awards aim is to give local businesses, community groups and schools the opportunity to showcase the good work they've done to put ecological issues at the centre of their work in any kind of environmentally-friendly project or scheme.

Previous winning entries include bicycle recycling, community food growing, organic waste recycling, and composting. It's well worth entering as winners will be presented with a trophy and certificate to display, as well as high quality Eco Awards artwork to use on letter headings, websites and for general marketing purposes to show their credentials as eco high-achievers.

### This year's awards categories are:

- outstanding eco primary school
- outstanding eco secondary school
- outstanding eco community group
- outstanding eco small/medium business (less than 50 staff).

All entries will be put forward for the special eco hero title, which recognises the hard work of an exceptional individual or group.

Entrants will be invited to an official awards ceremony at City Hall on Tuesday 21 April and will be given recognition for their work with a certificate. The closing date is Friday 27 March.

**Please note** – the awards are only open to organisations based in Norwich.

To find out more visit [www.norwich.gov.uk/ecoawards](http://www.norwich.gov.uk/ecoawards) or contact environmental strategy officer, **Claire Tullett**:  
e: [clairetullett@norwich.gov.uk](mailto:clairetullett@norwich.gov.uk)  
t: 01603 212545

### Visit our festival

A fantastic free two-day sustainable living festival is being held at The Forum in Norwich on Saturday 7 and Sunday 8 March.

Called One Planet Norwich, it promises to be buzzing with fun activities for all the family and offers a whole wealth of information about how we can work together to live in a more sustainable way.

Research shows that, in Europe, we are, on average, consuming three planets' worth of natural resources within our lifetime, while in North America this figure is calculated as five planets. This rate of consumption cannot go on, so our festival aims to help people make informed and more sustainable living choices to protect our future and that of our children.

There will be stands with electric cars, a bio-gas bus, the

bike doctor, recycling and composting, information about green burials, cloth nappies, home energy efficiency and a number of environmental speakers, as well as junk band workshops, facepainting, yummy local food and free children's films in The Curve theatre. Plus a lot more!

The event runs from 10am to 4pm on both days.

**For more information visit** [www.norwich.gov.uk](http://www.norwich.gov.uk)



**ONE PLANET**  
**NORWICH**  
Sustainable Living Festival

# Ridding our river of rubbish

If you thought tackling litter in Norwich was just about walking our city's streets with a picker and a cart, we have some news for you...here in Norwich we have a small team which hops aboard river boats every month to keep the Wensum clean.

The two workers who carry out this essential job via council contractor, Norse, put their boat into the river at Andersons Meadow, then travel along to New Mills Yard and back again. Or, they go up to Hellesdon Mill where they collect all sorts of

rubbish ranging from plastic bottles to carrier bags.

Another river route includes entering the water at Friars Quay, moving up to New Mills Yard and back down via Cow Tower in order that rubbish is cleared from areas that most need attention.

On a recent trip six large refuse bags of litter were collected. In addition to being unsightly this litter can be hazardous to wildlife. As a result of the continued efforts to keep the river free from rubbish, it also

means people can fully enjoy it for activities such as kayaking.

Anyone caught littering could receive an on-the-spot fine of £80 or even face a criminal conviction and penalty of up to £2,500.



## Join the digital revolution

Whether it's keeping in touch with family on Skype, grocery shopping, or searching for jobs, the internet has become a huge part of our daily lives.

To recognise this, and help our customers as best we can, we've worked with our local partners to create an action plan detailing how we will support all residents to get online.

This plan includes using central government funding to deliver a Voluntary Norfolk training programme helping people in

Norwich to get to grips with using the web and all it has to offer.

We will also make further improvements to our website to make it even easier to access council services online on all devices, including smartphones and tablets.



### Barclays digital eagles and Norfolk libraries 'drop in' sessions

Drop in with your own device for free guidance on any web activity, from filling out online forms to tracing your family tree.

**Where?** The Forum

**When?** From 9.30am to 4pm on every second Tuesday of the month. The next session in March will therefore be on 10 March.

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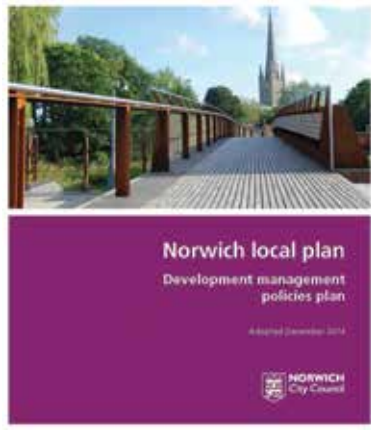
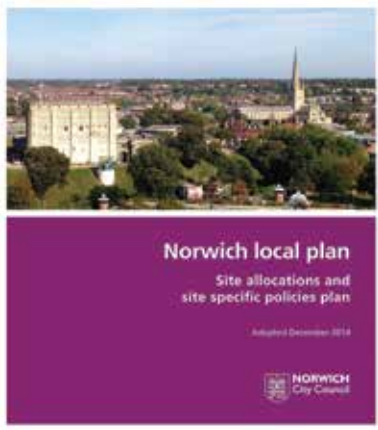
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These documents join the *Joint core strategy* and *Northern city centre area action plan* to complete Norwich's local plan. This will guide planning decision making in Norwich until 2026.

## Next steps

A set of supplementary planning documents (SPDs) to assist the implementation of particular local plan policies is now being developed. So far the council has adopted the *Retail frontages SPD* and work on other SPDs and guidance is underway.

These include:

- **affordable housing**
- **trees and landscape**
- **open space and play**
- **heritage interpretation advice note.**

These documents will be consulted on over the next few months and will be available to view at [www.norwich.gov.uk/localplanupdate](http://www.norwich.gov.uk/localplanupdate)

## Stay informed

If you're interested in hearing about, or getting involved in, future planning policy consultations, email your details to [LDF@norwich.gov.uk](mailto:LDF@norwich.gov.uk) and we'll keep you informed.

# Planning for the future

**W**hen it comes to managing the city's growth, it's the council's role to put plans in place to make sure this happens in a strategic and sustainable way.

Together, these plans make up an overarching document called the *Norwich local plan*, which is now complete following formal adoption of two planning documents by the council.

Both the *Site allocations plan* and the *Development management policies plan* were subject to a full consultation process and approved by the Planning Inspectorate before being formally adopted at the end of last year.

The *Site allocations plan* identifies the sites to deliver around 3,000 new homes, making a major contribution to plans for over 8,000 much-needed homes in the city by 2026.

Sitting alongside this is the *Development management*

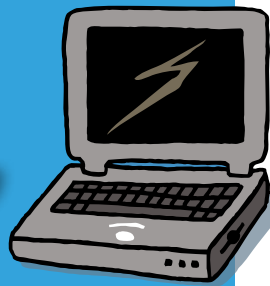
*policies plan*, which is a set of documents to ensure a consistent and responsible approach to development. It accounts for factors such as protection of landscape and heritage features, infrastructure, office provision, affordable housing and flood management.

In his report, the inspector praised the council's approach to consultation, which has been a cornerstone of developing all the local plan documents since work began on them in 2009.

Mike Stonard, the city council's cabinet member for environment, development and transport, said: "These documents mean we can provide certainty for site developers, which will in turn encourage delivery of homes and jobs for the city.

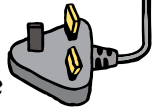
"Through positive engagement, we now have a local plan that provides the tools needed to grow Norwich in a responsible and sustainable way, while also preserving its unique character."

# Don't bin it, bring it!



Around a tonne of items which were no longer in working order were recycled – a move which will divert them from landfill and generate recycling credits for the city council's waste and recycling services.

In the last year, three electrical recycling events have raised more than £10,000 for the British Heart Foundation, with five tonnes of items recycled.



So, save up your unwanted electricals and bring them along to our next event, planned for later in the year – and help to be a life-saver.

**T**hose seemingly unremarkable and unwanted hairdryers, toasters, kettles, blenders and broken down vacuum cleaners that clutter up your cupboards and garages could help to save lives.

Amazing, but true! Here's how such electrical items become life-savers.

People brought along a whole



variety of items, both in working and non-working order, to a recent 'Don't bin it, bring it' event held by Norwich City Council and the British Heart Foundation at the Open Academy in Salhouse Road.

The working items, which were donated to the charity's Castle Meadow store, clocked up an impressive re-sale value of £3,375. The cash will be used nationally to fund the foundation's life-saving work.

## Working towards a hate-free Norfolk

**A**nyone experiencing hate, bullying or harassment will likely understand feelings of isolation and 'not being listened to.' For those people, the news that there is now additional support just a phone call or email away is sure to provide some comfort.

Our county now has three specialist hate crime advocates, part of the Hate Free Norfolk Network, hosted in local community organisations and independent from the police.

If anyone finds themselves experiencing hate incidents such as bullying or harassment they are urged to contact the police.

However, it's accepted that some people may not feel able or willing to go directly to the police – and this is where the hate crime advocates can step in and provide invaluable assistance.

In their role as specialist hate crime advocates, they can help people through the process of reporting hate-related incidents to the police; simply be there to provide a listening ear or even help those affected to cope and recover from experiencing a hate-related incident.

Anyone who is experiencing a hate-related incident whether at work, home, in

the street or elsewhere, can contact their advocate.

The advocate for Norwich, Broadland and South Norfolk is Peter de Oude. **Email** [peter@hatefreenorfolk.co.uk](mailto:peter@hatefreenorfolk.co.uk) **or call 07771 336667.**

For more information about the Hate Free Norfolk Network, visit [www.hatefreenorfolk.com](http://www.hatefreenorfolk.com)

**If you witness or experience a hate incident, always**

**CALL 999  
IN AN EMERGENCY OR 101  
IN A NON-EMERGENCY.**

## Be amazing and foster



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Contact Hilary, Jess, Malcolm or Lesley in the Fostering Team on **01603 670110/114** or [fostering@break-charity.org](mailto:fostering@break-charity.org)

See [www.break-charity.org](http://www.break-charity.org)  
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For more information please call the Zest team on **01603 254 292.**



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