

NORWICH

# CITIZEN

SUMMER 2015

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Norwich Market improvements



**NORWICH**  
City Council

ACHIEVEMENT  
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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.

Text Relay users only: 01603 212587.

8am to 5pm, Monday to Friday.

**TOURIST INFORMATION CENTRE** The Forum,  
Millennium Plain, Norwich NR2 1TF • t: 01603 213999.

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



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## Dragons at The Forum

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2015 trail to The Forum  
this summer.

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A Wild in Art Project brought  
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**“This issue is packed full of fun things to do – a highlight of which is the Lord Mayor’s Celebration.”**



## Message from the leader, Alan Waters

**W**hile the general election has dominated the news recently, this issue of *Citizen* is a reminder that there's a lot happening locally.

On the political front, we've had local elections with one-third of the council's seats decided. Although there was no change in political control at the city council, we now have six new councillors getting familiar with their responsibilities and learning the ropes at City Hall.

This *Citizen* not only puts the spotlight on the 15 city councillors elected in May, it also ushers in two new civic appointments in the form of our Lord Mayor and Sheriff for the forthcoming year (turn to page 19 to find out more).

The council is always looking for ways to make it easier to access its services so we now have a new interactive local plan available online. Continuing on an IT theme, this issue also features the opportunity for businesses in Norwich to benefit

from joining the broadband connection scheme.

Within the pages that follow you can find out about how we'll be marking the 10th anniversary of our hugely successful food safety scheme, as well as the great work our neighbourhood teams do to tackle ongoing issues such as flytipping and dog mess.

Turning to the subject of the environment – this is something that requires all of us to play our part, so our eco awards recognise the individual contributions to this. Congratulations to all the winners.

We also have features on the next phase of the 'Rinse and Recycle' campaign and energy efficient housing in the city.

As summer fast approaches, this issue of *Citizen* is packed full of fun things to do – a highlight of which is the Lord Mayor's Celebration. I hope everyone has the chance to enjoy some of the great events and activities taking place in the city over the coming months.

Follow us



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@EventsNorwich  
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Norwich City Council events

## NEWS / in brief

### Interactive local plan

A new interactive version of the Norwich local plan is now available on the council's website.

Instead of using a lengthy document or examining detailed maps, the policy information is now in one place and easy to navigate.

It uses the same software as the successful 'MyNorwich' search tool and includes a policies map that can be zoomed to different scales, searched by address and postcode, or by dragging a pin onto the map.

Take a look by following the local plan link at [www.norwich.gov.uk/planning](http://www.norwich.gov.uk/planning)

### Reporting housing fraud

All reports of housing benefit fraud should now be made directly to the Department for Work and Pensions (DWP):

[www.gov.uk/report-benefit-fraud](http://www.gov.uk/report-benefit-fraud)  
**0800 854 440** (Monday to Friday 8am to 6pm).

All other fraud allegations, including the council tax reduction scheme, council tax and business rates, housing tenancy, procurement and grants can be reported to the council: [www.norwich.gov.uk](http://www.norwich.gov.uk) **0344 980 3333** (8.45am to 5pm).

### Solar panel powered

Norwich City Council is leading on a ground-breaking new scheme offering guaranteed and competitively-priced solar panels. The first scheme of its kind in the UK, Solar Together Norfolk takes all the complexity and uncertainty out of shopping for solar panels yourself.

It offers the chance to save on your energy bills and earn from the sustainable power you generate. Using the power of collective purchasing, it works to get the best deal for the best solar product and installation.

To find out more, visit [www.solartogether.co.uk](http://www.solartogether.co.uk) or call **0800 0868960**.

### The city's new priorities

A new five-year plan which sets out what Norwich City Council seeks to achieve between now and 2020 was launched this spring. The Corporate Plan 2015-20 lays out the council's vision to ensure Norwich is a fine city for all and its mission to always put the city and its people first.

The five key priorities are to make Norwich:

- safe, clean and low carbon
- prosperous and vibrant
- fair
- healthy with good housing
- a city delivering value for money services.

To read more about the corporate plan, visit [www.norwich.gov.uk/corporateplan](http://www.norwich.gov.uk/corporateplan)

### Minicom system changes

The Minicom telephone system for customers with hearing difficulties has been replaced by the Next Generation Text (NGT) Service. NGT provides a relay assistant who acts as an intermediary to convert speech to text, and vice versa, for the two people in conversation. For more information, visit [www.ngts.org.uk](http://www.ngts.org.uk)



# Your city council



**F**ollowing the local elections in May, Labour remains the party in power, having a majority of the council's 39 seats. The political structure at City Hall is now as follows: Labour 22 seats, Green 14, Liberal Democrat 3. Councillors make up the city council's decision-making body, advocating the interests of the local community and representing the people of Norwich.

There are 13 electoral wards within Norwich, each with three councillors – giving a total of 39.

## Political make-up of council

	2015
Labour	22
Green	14
Liberal Democrat	3
<b>Total</b>	<b>39</b>

At the city council, local elections are held in three out of every four years, with elected councillors standing for a four year term. In May, 15 councillors were elected to serve across each of the 13 wards (two of the wards had two vacancies, and this is why there were 15 councillors elected this year, rather than 13).

To see all 39 serving councillors and find out how to contact them, visit [www.norwich.gov.uk](http://www.norwich.gov.uk) and click on 'councillors' within the A-Z of services.

### Parliamentary election, Norwich South constituency

The new MP for Norwich South is Clive Lewis, Labour, who won with 19,033 votes. Lisa Townsend, Conservative – 11,379; Lesley Grahame, Green – 6,749; Simon Wright, Liberal Democrat – 6,607; Steve Emmens, UKIP – 4,539; David Peel, Class War – 96; Cengiz Ceker, Independent – 60.

### Parliamentary election, Norwich North constituency

The new MP for Norwich North is Chloe Smith, Conservative, who won with 19,052 votes. Jess Asato, Labour – 14,589; Glenn Tingle, UKIP – 5,986; Adrian Holmes, Green Party – 1,939; James Wright, Liberal Democrats – 1,894; Mick Hardy, Independent – 132.

#### Bowthorpe



Mike Sands  
19C The Swale,  
Norwich, NR5 9HE

#### Catton Grove



Paul Kendrick  
33 Boundary Road,  
Norwich, NR6 5JF

#### Crome



Alan Waters  
64 Heartsease Lane,  
Norwich, NR7 9NS

#### Eaton



Caroline Ackroyd  
30 Greenways,  
Norwich, NR4 6PE

#### Lakenham



Keith Driver  
29 Mansfield Lane,  
Norwich, NR1 2JT

#### Mancroft



Martin Schmierer  
9 West Parade,  
Norwich, NR2 3DN

#### Mile Cross



Vivien Thomas  
6 Northumberland  
Street, Norwich,  
NR2 4EZ

#### Mile Cross



Vaughan Thomas  
6 Northumberland  
Street, Norwich,  
NR2 4EZ

#### Nelson



Denise Carlo  
213 College Road,  
Norwich, NR2 3JD

#### Sewell



Julie Brocieck-Coulton  
159 Angel Road,  
Norwich, NR3 3HX

#### Sewell



Ed Coleshill  
134 Drayton Road,  
Norwich, NR3 2DX

#### Thorpe Hamlet



Jo Henderson  
72 St James Close,  
Norwich, NR3 1NT

#### Town Close



David Raby  
44 Bishop Bridge  
Road, Norwich,  
NR1 4ET

#### University



Roger Ryan  
13 Claremont Road,  
Norwich, NR4 6SH

#### Wensum



Martin Peek  
57 Woodhill Rise,  
Norwich, NR5 0DW



Images courtesy of Archant and Sara Davey.

## Lord Mayor's Celebration Friday 3 to Sunday 5 July

**M**ake sure you don't miss out on our biggest party of the year. From the Lord Mayor's Procession and duck race to street theatre galore and the big fireworks finale, our programme for the 2015 Lord Mayor's Celebration has it all!



Below is an at-a-glance listing of what's on offer this year. So, come along, join the crowds and soak up that carnival atmosphere...

### FRIDAY 3 JULY

**Gas Hill Gasp** 7.15-9.15pm  
**somewhereto\_** 7.30-9pm

### SATURDAY 4 JULY

**Art on the Railings**  
10am-4pm  
**Feast on the Street**  
10.30am-11pm  
**Children's corner**  
11am-5pm



**Funfair** 11am-10pm  
**Disco Shed** 11am-10pm  
**Flintstone's Bar** 11am-10pm  
**Graffiti Jam** 12-5pm  
**London Street stage** 12-10pm  
**Chantry stage** 12-10.15pm  
**The Forum stage** 12-10.15pm  
**Street theatre** 1-4pm and 6-10pm  
**BBC Voices** 3-10pm  
**The Lord Mayor's 5K Road Race** 4.50-5pm  
**The Lord Mayor's Street Procession** 5pm  
**Fireworks** 10.30pm





**If you want to take part in the Lord Mayor's Procession, there's still time to get involved.**

Every year, thousands of people line the route for the annual parade – giving schools, charities, sports clubs, businesses and other local organisations the chance to create a carnival float.

Floats range from people dressed up in costumes, to



bands, dancers and acrobats. Whether it's walking in the procession or riding on a trailer, the only requirement is that it's full of carnival spirit.

You can download an application form at [www.norwich.gov.uk/events](http://www.norwich.gov.uk/events) or get in touch by emailing [events@norwich.gov.uk](mailto:events@norwich.gov.uk) or calling 01603 212138. The closing date for entries is Tuesday 16 June.



## SUNDAY 5 JULY

- Art on the Railings 10am-4pm
- The Norwich Lanes Summer Fayre 11am-5pm
- Children's corner 12-5pm
- Disco Shed 12-7pm
- Flintstone's Bar 12-7pm
- Funfair 12-7pm
- Bishop of Norwich Open Garden 1-5pm

**Bandstand Concert 3pm**  
**The Great Norwich Duck Race 4pm**

**For a full listing of all that's happening during this year's Lord Mayor's Celebration visit [www.norwich.gov.uk/events](http://www.norwich.gov.uk/events)**






 Department  
for Culture  
Media & Sport

**SUPERFAST  
BRITAIN**

## Business grants for better broadband

**G**rants of up to £3,000 are now available for businesses in Norwich to boost their broadband connection.

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 funding through the government's Superfast Britain Broadband Connection Vouchers scheme.

Multiple organisations can jointly apply and pool the funding, providing the individual businesses meet the scheme's eligibility criteria. This can help where businesses in a whole office block or street want superfast broadband.

The offer is also open to registered charities, social enterprises and sole traders.

Norwich is one of 28 new cities benefiting from the £40m scheme, which is specifically designed to help small to medium enterprises.

More than 12,000 vouchers have already been issued to businesses in other cities around

the UK, delivering benefits including improved customer experience, faster file sharing and reduced software and hardware costs.

Eligible businesses can get a voucher of between £100 and £3,000 towards the charge of installing superfast broadband. This is usually enough to cover the costs involved.

If your business is based at home, the connection voucher can also be used to get superfast broadband there.

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

Ellen Tilney, the council's economic development manager, said: "I'm delighted that we're able to provide this support in setting up faster broadband and I'd recommend any local business that's eligible to take advantage of the vouchers scheme.

"Improving connectivity could provide the missing link many

companies need to reach their potential, making it beneficial to individuals as well as the local economy as a whole."

### How to apply

You can claim your broadband connection voucher in three simple steps:

- **Check your business is eligible using the scheme's online postcode checker.**
- **Get a quote from a registered supplier on a package to meet your specific needs.**
- **Fill in an application form and attach your quote to complete your voucher request. We'll do the rest!**

You can also go for an off-the-shelf deal directly through the connection vouchers site. Your chosen supplier will then complete the administration for you.

To find out more and get started, visit [www.norwich.gov.uk/gosuperfast](http://www.norwich.gov.uk/gosuperfast)



# Sports update

Norwich couldn't look brighter for sports lovers this summer, with a whole range of activities available. Here are just a few of the highlights.

## Norwich Parks Tennis

If you're one of the thousands of tennis fans about to be inspired by the Wimbledon fortnight, you can come along to Eaton Park and give it a go. Tennis is great fun for all ages, and families can take advantage of annual household passes for just £30. Full details about Norfolk's fastest growing tennis club and how to book a court can be found at [www.norwichparkstennis.co.uk](http://www.norwichparkstennis.co.uk)



NORWICH PARKS TENNIS

EATON PARK

## SkyRide Local

Getting everyone in the mood for the Tour of Britain passing through the city in September, cyclists of all abilities are invited to join a qualified British Cycling ride leader for this summer's programme of cycle routes.

This year sees the addition of Breeze Rides, exclusively for women, and Ride Social, an online platform to organise group rides. Check out the new routes and book a place at [www.goskyride.com/norwich](http://www.goskyride.com/norwich)

For more cycling news, check out the latest on Push the Pedal on page 10.

## Run Norwich

Local runners are getting set for the first Norwich Run on Sunday 30 August. This eagerly anticipated event will see up to 4,500 participants take to the city centre streets for a 10k route passing some of Norwich's most loved landmarks.

Residents and visitors are encouraged to come along to soak up the atmosphere and support those taking part in what promises to be a brilliant day for all involved. To find out more, visit [www.runnorwich.org](http://www.runnorwich.org)

Community Sports  
Foundation



*Achieving your goals*

## Great facilities – whatever the weather

It's been a great year for Riverside Leisure Centre, which has seen a 25 per cent increase in visits to its gym, pool and fitness class facilities.

A brand new, state-of-the-art indoor cycling room has just

opened at the centre meaning even more of its most popular classes can be offered each week.

If you'd rather make use of the centre's 25m pool, swim-only memberships are now

available at a new price of £17.99 per month (terms and conditions apply).

Better still, junior Go4less card holders can use the pool for just £1 a session.

To find out more, simply pop into the centre or visit [www.placesforpeopleleisure.org/centres/riverside-leisure-centre](http://www.placesforpeopleleisure.org/centres/riverside-leisure-centre)



places  
for  
people

# Pedalways: the next generation

It's nearly two years since work on the eight-mile pink pedalway began but, as it nears completion, new funding means the beginning of more cycle route improvements for the city.

In March, the Department for Transport announced that the council had won its £8.4m bid to pay for further improvements to cycling infrastructure on the Greater Norwich cycle network.

This is being combined with nearly £7m of local and other funding, meaning an investment

of more than £10 per person, per year, in the network.

It is estimated that this is the level of long-term funding needed to transform conditions for cycling in a city and will help in our work towards doubling cycling between now and 2023.

Two cycle routes that cross the city centre on the seven-route network will benefit during the four-year programme – the yellow pedalway between Norwich International Airport and Lakenham and the blue pedalway from Sprowston to Wymondham.

Design work on both will be starting soon and proposals will be subject to public consultation. Work is due to start on the yellow pedalway projects after Christmas 2015.

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



## PUSH THE PEDALWAYS



### Cycling revolution

We've been trying to find the best way to improve the pink pedalway and, in many cases, this has led to new and innovative solutions.

### Junctions and crossings

On Magdalen Street and Chapel Field Road, signals have been put in place with underground sensors. Traffic lights have a standard phasing pattern but if a metal bike stops on the cycle-sensor logo, it 'calls' the traffic light signals to prioritise the cyclist.

Signals on The Avenues will allow a 'head start' for cyclists, while on Magdalen Street some directions are only available to

cyclists. Chapel Field North also sees a zebra crossing with separate sections for pedestrians and cyclists.

### M-shaped cycle stands

A new shape of cycle stand can now be found in various locations in the city. The 'M-shaped' stands are more flexible than the traditional style and make it easier to lock bikes securely. The lower piece means it's suitable for a wider range of bike types, such as those for children and women's bikes without a crossbar.

### Lighting

On the cycle path at Valley Drive on Mousehold Heath, motion-sensitive lighting is being installed. The route will be illuminated by lights, which will remain at a low level until a cyclist or pedestrian goes past.



# Pride in your neighbourhood



**T**eamwork is the name of the game when it comes to the work involved in keeping our city safe, clean and tidy.

Lots of the little things that add up to Norwich being such a great place to live can be attributed to the time and energy that volunteers have put into activities like litter picks and bulb planting. Schools are also often keen to play an active role in campaigns to tackle issues such as dog fouling.

Of course, not everyone can be involved in organised clean-ups but there are things we can all do to make a real difference. When we speak to local people about the issues they feel are having a negative impact on their quality of life, there tends to be some common themes.

We're repeatedly told that the careless placement of bins on streets forces parents and guardians with pushchairs onto the road and that they act as trip hazards for less mobile people or

those with visual impairments. And another neighbourhood hazard – dogs' mess – which is left on streets is not only unsightly but can be unsafe for other animals and even small children. This is to mention just two of the issues that commonly arise in the neighbourhoods across the city.

Often people don't realise that a tiny bit of thoughtlessness can inconvenience others and even the smallest of actions can make a big difference.

## Top tips for keeping our neighbourhoods safe, clean and tidy



- Keeping bins off streets – please make sure bins are out no earlier than 6pm the day before collection and are back off the street by 9am the day after your scheduled collection.
- Disposing of unwanted items – it almost goes without saying that we shouldn't litter but some people are unaware that leaving things like furniture and mattresses, even if it's next to a bin store, can attract pests and is considered flytipping. This can lead to a fine, prosecution and a criminal record, so please dispose of rubbish correctly.
- Bagging and binning your dog's mess – everyone knows they should clear up after

their dog but perhaps forget it can be harmful.

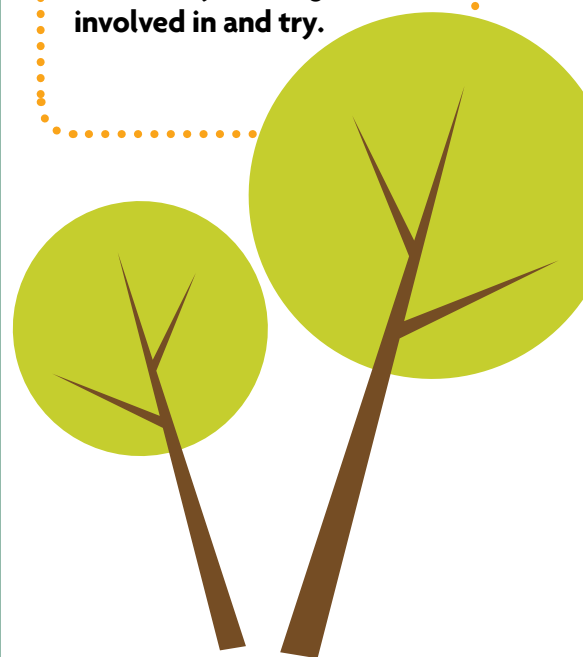
- Parking considerately – inconsiderate parking can cause a hazard, creating blind spots – this can be a particular issue around schools. It can also compromise the access and safety of others who can't pass by – such as other road users, including emergency vehicles, or people walking on the pavement.

### Report it!

Remember to tell us about any of these issues, or others, that are spoiling your neighbourhood by visiting [www.norwich.gov.uk](http://www.norwich.gov.uk) or, for those without internet access, you can call 0344 980 3333.

## Watch this space...

In the next issue of this magazine and on our website, we will tell you more about a 'taster' week (starting Monday 28 September) where there will be a host of community activities you can get involved in and try.



# Waste and recycling

## Rinse and recycle

Rinsing your recycling and not putting carrier bags in household or communal bins is the aim of a follow-up campaign to last year's successful Recycling Revolution.

The original 'revolution' meant lots of new items could be recycled for the first time in Norwich, including plastic food pots, tubs and trays, cartons, aluminium foil and envelopes and shredded paper.

The second part of the campaign seeks to remind householders to take just a couple of minutes to make sure their recycling is rinsed clean of food and liquid residue and not contained in bags or wrapping of any kind.

People collecting recycling in bags or using bags to carry it outside, are reminded to empty the recycling out loosely and dispose of the carrier bag separately.

Colourful new posters for rinse and recycle are on show around the county and a new three-minute video produced at the Costessey recycling plant shows how waste is sorted at the site.

To find out more about rinse and recycle and to view the video, visit [www.recyclefornorfolk.org.uk](http://www.recyclefornorfolk.org.uk) or search #rinseandrecycle on Twitter.

## Focus on flytipping action

Twelve recycling banks across the city have been a focus for flytipping action by officers from Norwich City Council in recent months.

Flytipping is unsightly, prevents local people from using an area, attracts vermin, costs thousands of pounds of taxpayers' money to clear, and can be a fire hazard.

It's become a particular problem at several of the sites where glass, mixed recycling, cooking oil and textiles banks are located.

In some cases, large waste items, including mattresses and fridges, have been dumped, but often substantial quantities of cardboard are left, which could legitimately be disposed of if broken down properly and put inside the banks.

Neighbourhood wardens have been paying careful attention to many of the sites and gathering evidence for potential prosecutions. CCTV cameras and new signage to explain how the areas should be used have been installed.

One of the areas that has seen particular problems is the Enfield Road recycling bring bank site.

Six fixed penalty notices have been issued for littering in just three months, resulting in £80 instant fines.

City council enforcement officer, Emily Capps, said: "It's right next door to a children's playground and is affected by flytipping almost every week. We're just asking people to spend a little bit of extra time to take their waste to the right place and dispose of it properly.

"But we also want to encourage local people to report flytipping and take details down, if they can, when they witness it happening."

She added: "Our message is that we are investigating and taking as many proactive steps as possible. We've dealt with a lot of cases by way of instant fines but we can ultimately take people to court and then the financial penalties can be much higher."

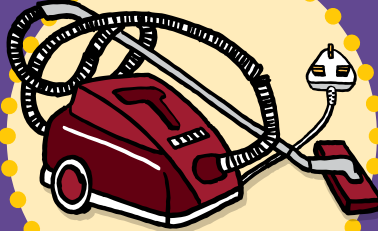
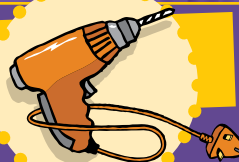
Norwich City Council provides an inexpensive bulky waste service. A wide range of items can be disposed of for free at the Swanton Road Household Recycling Centre.

For more information about all these topics, visit [www.norwich.gov.uk/wasteandrecycling](http://www.norwich.gov.uk/wasteandrecycling)





## Don't bin it, bring it!



Unwanted hairdryers, toasters, kettles, blenders, vacuum cleaners and other small and medium electricals can once again be recycled to raise money for charity at our latest Don't bin it, bring it! event.

This is to be the fourth in our series of Norwich City Council-run free recycling events – with the previous three proving to be a great success.

More than £10,000 has been raised for Norwich's local British Heart Foundation store in Castle Meadow and six tonnes of electricals have been saved from landfill.

Electricals in both working and non-working order can be brought along.

Working items are donated to the charity store for re-sale and the cash raised is used nationally to fund its life-saving work.

The non-working electricals are recycled, generating recycling credits for the city council's waste and recycling services.

So don't bin those unwanted goods, save them and bring them along to the City Academy in Earlham Road on Saturday 27 June. The event is free and open from 8am to 1pm. Access is from Bluebell Road.

For full details, visit [www.norwich.gov.uk/wasteandrecycling](http://www.norwich.gov.uk/wasteandrecycling)

## ★ Summer bank holiday collections

### Normal collection

Monday 31 August  
Tuesday 1 September  
Wednesday 2 September  
Thursday 3 September  
Friday 4 September

### Holiday collection

Tuesday 1 September  
Wednesday 2 September  
Thursday 3 September  
Friday 4 September  
Saturday 5 September

Normal collections start again from Monday 7 September.

## ANALEM Chauffeured Travel

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# 13th & 14th June 2015





## Boosting the profile of Norwich Market

**N**ew signs on the street and a new presence online are set to boost the profile of Norwich Market this summer.

Norwich City Council's two projects aim to improve awareness of the wide range of goods and services available and draw more shoppers into the market's stalls.

The first project will see the market's web pages on the city council's website given a complete revamp, with far more detailed information available.

Stalls are to be divided into colour-coded categories according to what they trade and these colours will be reflected on a new market map.

This means website users will easily be able to locate where food stalls are, which businesses sell flowers and where they might find vintage clothing or interesting fabrics, all at a glance.

The new interactive fusion map will mean online visitors can hover

a cursor over a stall and find out what it sells, when it's open, what it looks like and how to find it, as well as being able to search for a business by its trading name.

The second project involves two bronze plinths located on Gentleman's Walk which have been professionally cleaned and will now have bright, newly-designed signs installed with a full list of stalls and a new colour-coded map.

The aim is to entice passers-by inside and to help shoppers find what they're looking for more easily.

The council's markets manager, Ian Patterson, said: "Our aim is to help increase the number of people using the market by providing better information about what's on offer.

"The market is a well-loved city institution with a proud history and we really hope these two new projects will give it a boost and be well-received by the traders and customers alike.

"People are really missing out if they don't visit the market, as there are so many interesting stalls selling lovely local produce and offering great service and real character."

A new online survey will gather information about who uses the market, how often, and their overall view of it. Norwich City Council's markets team is keen for as many people as possible to give their views by completing it. You can find it online at [www.norwich.gov.uk/norwichmarket](http://www.norwich.gov.uk/norwichmarket)





# Building a greener future for Norwich

**A**s our plans for new housing across the city move a step closer, we're showing our commitment to leading the way in building to the highest possible environmental standards.

The first of these homes to be given the green light at the council's planning committee is the initial phase of housing at Three Score in Bowthorpe – part of the council's partnership with the Homes and Communities Agency (HCA).

All of the 172-unit development has been designed to the highest levels of energy efficiency, including 112 to Passivhaus standards and the remaining to Code for Sustainable Homes level 4. Affordable housing will account for 57 of the homes.

It will consist of 36 one-bedroom flats, 14 two-bedroom flats, 46 two-bedroom houses, 39 three-bedroom houses, 32 four-bedroom houses and five five-bedroom houses.

Building to Passivhaus standards will see the finished homes built to a high standard of energy efficiency, delivering significant low-cost fuel benefits for residents as well as reducing environmental impact.

Passivhaus is a concept developed in Germany which takes a fabric-first approach to building by using extra thick insulation and triple glazed windows and doors. This then allows heat for the homes to be provided through a mechanical vent heat recovery system.

The same standards are also being applied to the council's plans for other proposed housing developments at Hansard Close in Mile Cross and at Goldsmith Street.

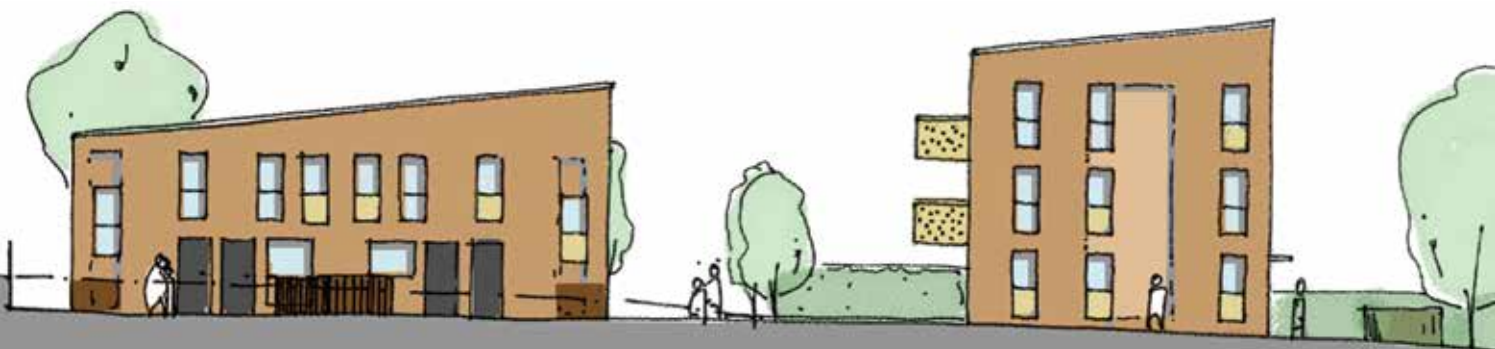
Andy Watt, the council's head of city development services, said: "The project at Three Score has really benefited from our research of Passivhaus principles as well as working with Barron & Smith Architects to design to these standards.

"Both Hansard Close and Goldsmith Street will also benefit from this work as we prepare final proposals to go to planning committee. With three significant schemes in the pipeline, our desire to build future homes to the highest environmental standards is clear to see.

"By adopting Passivhaus principles we're exceeding the targets set in our current environmental strategy and ensuring we build these vitally needed homes as sustainably as possible.

"Delivering these sites will also take us well on our way to fulfilling our commitment to build 250 new council-owned homes by 2017."

Appointment of a suitable contractor to build homes to these standards will take place over the next few months, with work due to start at Three Score this autumn.



Proposals for our eco homes at Hansard Close, designed by Barron & Smith Architects on behalf of NPS Norwich Ltd.



# City eco champions



**T**he excellent environmental efforts of dozens of Norwich schools, businesses and community groups were celebrated at our seventh annual Norwich Eco Awards on 21 April.

The awards champion the work of individuals and organisations working hard to protect and enhance our local environment.

Winners were each given a certificate and trophy as well as being granted permission to use bespoke eco awards branding on websites, letters and marketing materials for a year.

Next year, the eco awards will be held as part of a two-day Sustainable Living Festival at The Forum, organised by Norwich City Council's One Planet Norwich project.

## **Eco primary school winner: Heather Avenue Infant School, Hellesdon**

The school won after showing that eco issues were at the heart of its ethos and culture. Despite 90 per cent of its outside areas being concrete, each class has its own garden area. A sensory garden has been created for the whole school,

along with a wildlife area, willow tunnels, a hedgehog hotel and bug, bird and bat houses. Every class recycles paper, composts fruit waste and monitors electricity and water use.

## **Eco secondary school winner: Parkside School's African keyhole gardens project**

Children with special needs who attend the school in College Road designed and created two innovative keyhole shaped gardens with active compost piles in the middle which spread moisture and nutrients to the beds around them. The project helped the children understand the responsibilities of being global citizens and the youngsters benefited from being involved in a therapeutic horticultural project.

## **Eco small and medium-sized business award: EKS Living Clean**

The company, which is based in Vulcan Road North and has already won a string of environmental awards, demonstrated its eco credentials by showing how it uses its own environmentally-friendly cleaning products based on natural citrus solutions and essential oils, rather than chemicals.

## **Eco community group award and eco hero of the year: Norwich Farmshare**

Founded in 2011, the community-owned farm based at Postwick started out with 35 members and now has almost 100 people involved. They all share the responsibilities, risks and rewards of farming and then every week share in the fresh local produce. It's the largest Community Supported Agriculture (CSA) scheme in Norfolk.

## **Highly commended**

The Lord Mayor of Norwich gave highly commended accolades to seven primary schools, two secondary school projects, four community groups and three small and medium-sized businesses.



Eco primary school



Eco business



Eco secondary school



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## The city welcomes a new Sheriff and Lord Mayor

**A**s well as new councillors and an MP for Norwich South (see page 5), May also marked the swearing in of the city's civic heads.

The Lord Mayor of Norwich for 2015-16 is councillor Brenda Arthur – a well-known face in the city for a variety of roles including Leader of Norwich City Council from 2011 until this year and former chief executive of Age Concern Norwich (Now Age UK). Some may even remember her 2005-06 term as Sheriff.

Beryl Blower is Sheriff – she is someone who has made a

valuable contribution to the city through her community and charity work, as well as the many years she dedicated to teaching children to swim and serving on parent-teacher associations.

The new Sheriff and Lord Mayor of Norwich look forward to an exciting civic year ahead where they will attend and host many functions, the highlights of which include the Lord Mayor's Celebration (see pages 6 and 7 for more details about this event) and Remembrance Sunday, as well as scores of community events.



Sheriff, Beryl Blower (left) and Lord Mayor, Brenda Arthur

They will also champion their chosen civic charity, Sistema Norwich, which works to help children learn to play instruments in an orchestra. The charity has a particular focus on providing access to music for those who may otherwise not have such opportunities, especially for the confidence and sense of achievement it brings.

## Tee time for one and all

**P**itch and putt is an excellent way to learn or hone your existing golf skills, or as an alternative to getting a spot of play when you don't have the whole day to spare.

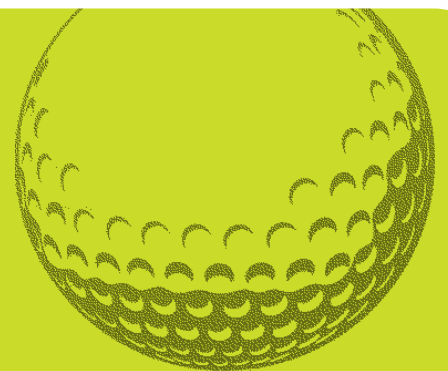
If you live in Norwich, did you know there are two pitch and putt courses right on your doorstep?

Eaton Park, to the west of the city centre, truly has something for everyone, from a boating pond to a well-equipped play

area and a skate park, along with an 18-hole pitch and putt course.

Located near the South Park Avenue entrance, the course is open all year round. During the spring and summer months, you can also tee off on our Mousehold Heath course in Heartsease Lane.

There's no need to book in advance, you can just turn up and play, with a charge made per round, per person. As we know there are many people who use these facilities regularly, this



summer we'll be launching a new special offer – get a 25 per cent discount if you buy 10 rounds, which you can use whenever you like on either course.

For more information on opening times, as well as current prices, visit the 'pitch and putt' pages of [www.norwich.gov.uk](http://www.norwich.gov.uk)

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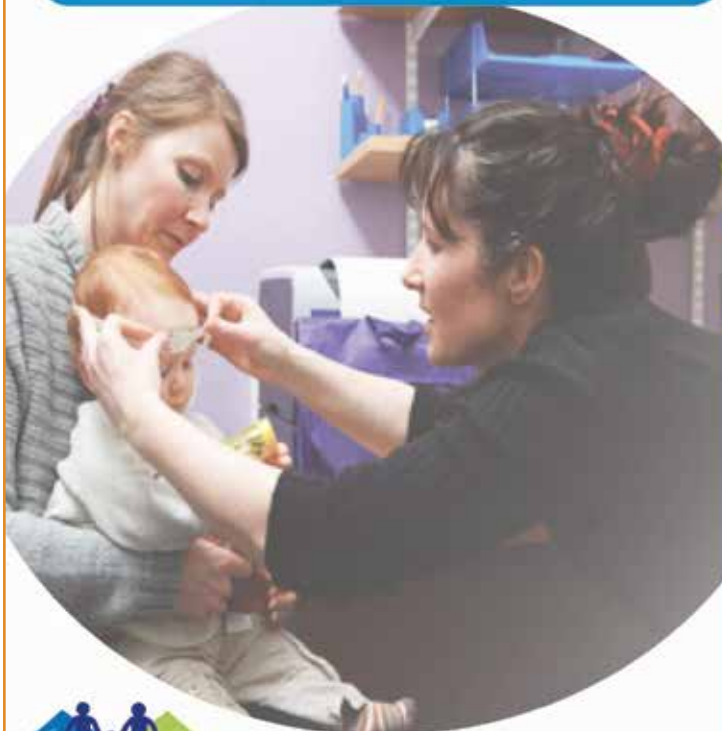
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# Businesses are keeping Norwich bloomin' beautiful



**M**any of Norwich's lovely lilies, pretty petunias and terrific tulips are in place thanks to funding from local businesses and community work.

The council's Norwich in Bloom scheme gives businesses the opportunity to advertise in highly visible places, like on roundabouts and at pedestrian crossings.

The volunteers, known as The Friends of Norwich in Bloom, through partnerships with the community, local businesses and organisations like City College Norwich, have notched up a string of bloom successes and accolades.

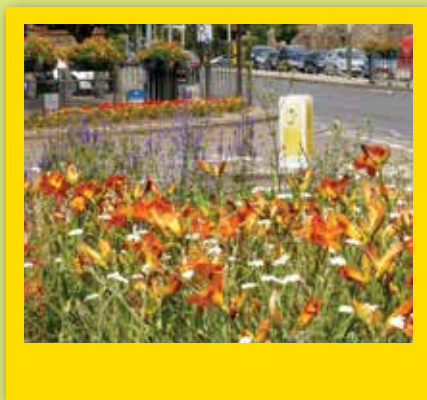
What better way to shout about your business while doing your bit to make the city an even more attractive place for residents, workers and visitors?

If you'd like to see the sites available and register your interest in becoming a sponsor, visit [www.norwich.gov.uk/norwichinbloom](http://www.norwich.gov.uk/norwichinbloom)



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## Taking a stand against abuse

**A** clear message is being sent out from Norwich and the whole of Norfolk: abuse in all its forms will not be tolerated.

Wednesday 25 November 2015 marks the annual International Day of the Elimination of Violence against Women – or 'white ribbon day', as it's become known. It also signals the start of the global campaign: 16 Days of Activism against Gender Violence.

The message behind the white ribbon campaign is there is never an excuse for a man to be violent to a woman. More than making a pledge not to actively abuse, supporters commit to never condoning or standing by when it's known to be happening.

While women and girls are predominantly the group most likely to be affected, it is widely appreciated that victims and perpetrators are both male and female, and so locally we also raise awareness of the wider issue through an annual Norfolk Says No campaign, which will also be held in November.

For more information, including how you can get involved in activities in your local community, visit [www.norwich.gov.uk/norfolksaysno](http://www.norwich.gov.uk/norfolksaysno)

# Celebrating a decade of food safety in the city

If you like to eat out in Norwich, order the occasional takeaway or grab a fresh sandwich on your lunch break, you'll probably be familiar with our Food Hygiene Rating Scheme.

It's been 10 years since Norwich City Council's food safety team launched what is now a nationally endorsed food safety rating system.

Before 2005, it wasn't commonplace to rate food businesses by using an easy to understand and standardised rating system, or to publish the reports that led to these ratings.

Our food hygiene team was the first of its kind to take this approach. Soon after we launched our scheme, numerous other local authorities quickly began to adopt a similar rating scheme, based on our system.

Our model was recognised by the Food Standards Agency (FSA), and in 2010 we became the first local authority to introduce the national version of the scheme we had pioneered five years earlier.

The council's environmental health manager, Chris Gooding, said: "We're extremely proud of the way our own food rating scheme has benefited not only the food businesses and customers of Norwich, but has gone on to be implemented as the national Food Hygiene Rating Scheme.

"Our food safety team works closely with local businesses to check and improve hygiene standards, and it's very important that this information is readily available to the public.

"This approach reflects the council's wider commitment to improving the health and wellbeing of local people."

A local celebration will be held later this year to commemorate the five year anniversary of the national scheme and to recognise some of the local food businesses that have thrived under its guidance.

Don't forget to check the food safety ratings the next time you eat out by visiting [www.norwich.gov.uk/myfoodhygienratings](http://www.norwich.gov.uk/myfoodhygienratings)

## How the Food Hygiene Rating Scheme works

After a premises has been inspected to make sure that all food is handled and prepared safely, an overall number rating, from zero (the worst) to five (the best) is awarded, based on standards found at the time of the inspection. Three areas are assessed with regard to compliance with food law:

- food hygiene
- structure and cleanliness
- confidence in management.

The rating does not reflect the quality of food or the standard of service provided to customers.

0 1 2 3 4 5

Urgent improvement necessary

0 1 2 3 4 5

Major improvement necessary

0 1 2 3 4 5

Improvement necessary

0 1 2 3 4 5

Generally satisfactory

0 1 2 3 4 5

Good

0 1 2 3 4 5

Very good





Visitors will also benefit from Norwich's inclusion in a new ground-breaking partnership between VisitEngland and Twitter.

The council's tourism development manager, Michelle Hurren, said: "We have a whole wealth of expertise here at the TIC and we want to make it as easily available to all the hundreds of thousands of people out there who may like to visit Norwich."

"The digital community of Twitter is the perfect way to do that. It's early days but we're working hard to raise our profile and make the best use of our membership for this project for the benefit of our fine city."

#realtimetravelguide has been created to help people easily plan and tailor-make breaks to destinations across England.

Norwich TIC tweets about exciting offers and attractions in this area – these are collated and can be accessed either on Twitter or via the project's new website.

The website prompts users to search for locations or activities and interests and they will then be able to see all the latest offers and information to help them plan their trip.

For more information, visit [www.realtimetravelguide.co.uk](http://www.realtimetravelguide.co.uk) or follow @moreNorwich on Twitter.

The new Norwich Guidebook is now on sale at the Tourist Information Centre at The Forum.

## Launch of two new tourist guides

Tourism in Norwich is being given a boost this summer with the launch of two fantastic new guides promoting the city.

Thanks to our Tourist Information Centre (TIC), a new Norwich Guidebook has been launched and the city is being further promoted as a key destination in an innovative Twitter-based online travel guide called #realtimetravelguide

The guidebook features beautiful new pictures of the city and has been compiled

with the benefit of all the local knowledge of staff at The Forum-based TIC.

It contains up-to-the-minute information about attractions, historic buildings and activities, as well as offering ideas for sightseeing, a detailed new map of the city centre and five lovely walks to help visitors discover all that Norwich has to offer.

At just £1.75 a copy, it's a great resource for residents and visitors alike, whether they're on a day-trip, a weekend break or staying in the area for longer.



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