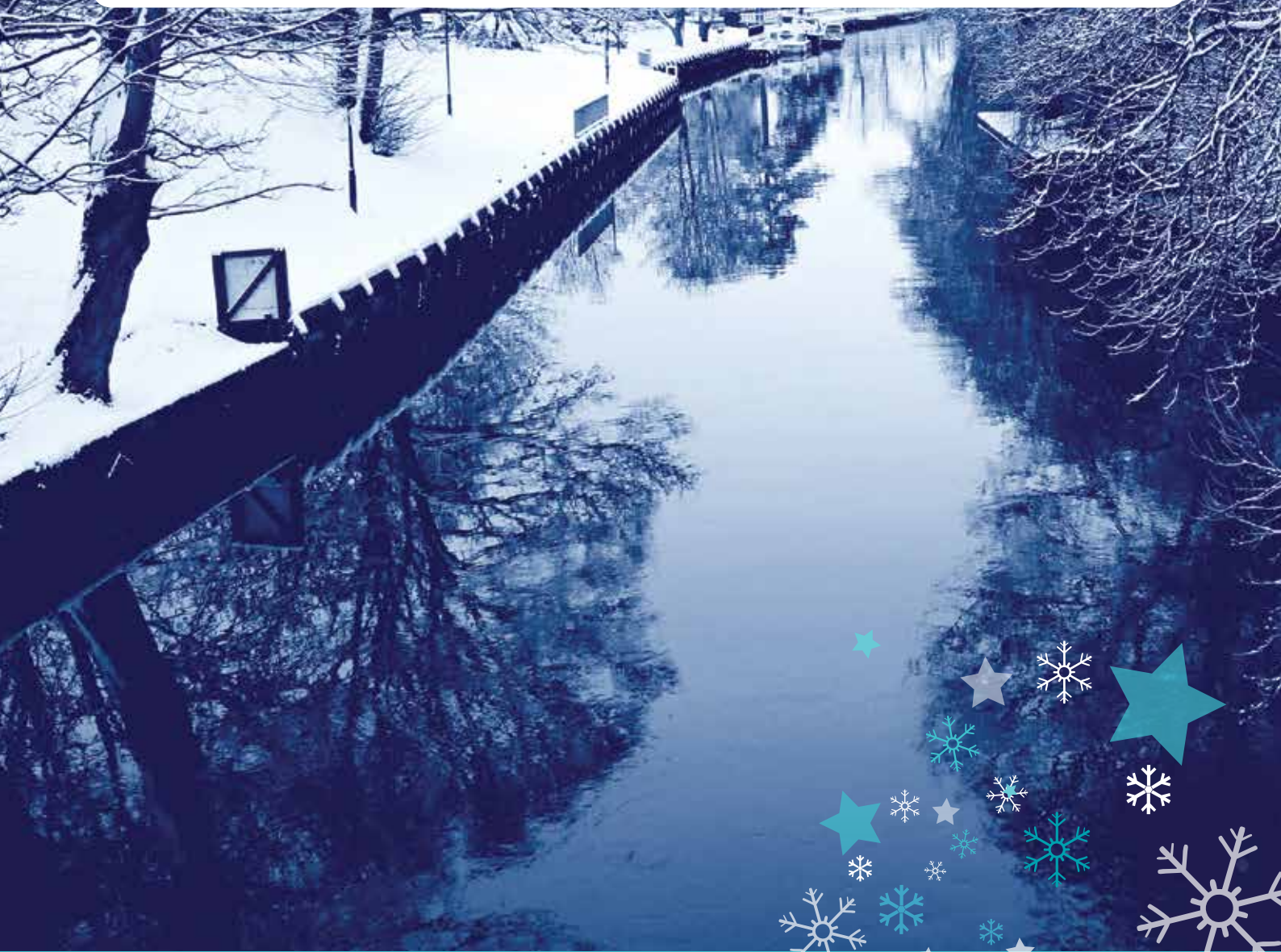


NORWICH

CITIZEN

WINTER 2015

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Feedback on
Norwich Market



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Future ideas for
historic river



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Celebrity Christmas
lights switch-on



NORWICH
City Council

ACHIEVEMENT
AWARDS 2015
FINALIST **IMJ**

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**do it
online** www.norwich.gov.uk

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

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 (for people who are hearing impaired):
18001 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.



CITIZEN

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Healthy Norwich

“We want as many of you as possible to give us your views before we set the 2016/17 budget in February”



Message from the leader, Alan Waters

The weeks leading up to Christmas are always busy. A landmark date in the political calendar is 25 November when Chancellor George Osborne, announces the government’s spending plans for the next four years – taking us up to the end of this Parliament.

We are holding a public consultation about our budget priorities and we want as many of you as possible to give us your views before we set the 2016/17 budget next February. You can complete the questionnaire online or get a paper copy from the customer centre in City Hall.

While on the subject of consultation, this *Citizen* reports on results from the River Wensum project and there is a two-page feature on Norwich Market, including the feedback we have received about how we can improve it over the next decade.

There is also information about Christmas events and celebrations. On page 21 you can find out which celebrities will be switching our

Christmas lights on and how you can support good causes.

Christmas is a time when we are tempted to consume more, so there are handy tips to cut down on food waste, what to do with leftover wrapping paper and used cards and how to recycle your Christmas tree. With the arrival of cold weather, there is advice about wrapping up warm, being safe on the roads and footpaths, and saving energy costs through our very successful Big Switch and Save scheme.

Whatever the time of year, there is always a lot of community activity and work for good causes going on. This issue features campaigns to encourage us to live and consume more sustainably; challenge domestic violence and promote a healthy city. You can also read about some of the 75 activities that took place during Get involved week.

Last but not least, I’d like to wish everyone an enjoyable festive season and give my best wishes for the New Year.

Follow us



@NorwichCC
@EventsNorwich
@MoreNorwich



Norwich City Council events

NEWS | in brief

Talk to the TIC

Whether you want to find out what's going on in the city over the Christmas season or you're planning a festive trip outside the county, Norwich Tourist Information Centre (TIC) can help.

The TIC has information about attractions and events in Norwich and Norfolk and can assist with travel and accommodation bookings for further afield.

It has its own guidebook with handy information about all the city's buildings, museums, galleries and more, on sale for just £1.95. The TIC also stocks a great selection of 'I Love Norwich' merchandise, including biscuits, fudge, and T-shirts.

Located in The Forum, the TIC is open Monday to Saturday. Follow it on  @moreNorwich, visit www.norwich.gov.uk/tic or call **01603 213999**.

To find out more about events taking place at Christmas and the city's amazing shopping offers, go to the Visit Norwich website.

Just click on www.visitnorwich.co.uk and use the menu at the top to navigate to the pages you want to explore.

Choose charity cards

Want to make sure some of your festive spending goes to charity?

Then head to The Forum in Norwich to get your Christmas cards, gifts, Advent calendars and wrapping paper.

Cards for Good Causes sell cards on behalf of more than 40 different charities, local and national, including Alzheimer's Society, Break, Cancer Research, EACH, East Anglian Air Ambulance, Marie Curie and the RNLI.

It's open until 18 December: Monday to Friday 10am-5pm (late night opening on Thursdays from mid-November) and Sundays 11am-4pm.

At least 70 per cent of proceeds are passed on to the charities, while the remainder goes towards running costs.

For more information about Cards for Good Causes, go to www.cardsforcharity.co.uk.



Christmas and New Year closures

Council offices and telephone lines will close at the end of the day on Thursday 24 December and will re-open on Monday 4 January 2016.

In the event of an emergency, please call our out-of-hours number **01603 412180**.

Help us shape our future finances

Do you have some ideas about how the council can generate income in the future? And do you think we should increase council tax to help reduce the need for savings and to fund our services?

These are the kind of questions we are asking people in Norwich in a 12-week consultation ahead of setting our 2016/17 budget. City councillors will meet in February to agree the budget for the next financial year.

We will be asking about a possible rise in council tax as well as

proposed changes to the council tax reduction scheme, which we introduced in April 2013.

The council has already delivered £28m recurring savings in the past six years at the same time as improving services and resident satisfaction.

However, our current medium-term financial strategy shows we need to find revenue savings of around £2.3 million per year, due to anticipated cuts in funding from central government, inflation and other budgetary pressures.

Leader of the council, Councillor Alan Waters, said: "The council is absolutely vital to the running of the city, but these are changing times and we want people to tell us what role they would like us to perform in the future."

You can have your say by completing the online questionnaire via the consultations section of www.norwich.gov.uk. Or you can fill in one of the paper copies which are available from the customer centre at City Hall. The consultation will close in mid-January.

Improving conditions for private renters



A new property registration scheme is being launched to help us improve the standard of private sector housing across the city.

The initiative is designed to reassure those in private rented accommodation and provide better regulation to the sector.

Our private sector housing team has been working with local residents, landlords, letting agents and other key stakeholders to develop PRS Norwich.

This is a property registration scheme that aims to provide better regulation to the sector, improve conditions for those living in private rented accommodation, and help prospective tenants make informed choices about where they choose to live.

The scheme will enable the large number of landlords who already provide accommodation of a good standard to set themselves apart, while helping us further focus our limited resources on taking action against those who operate outside the law.

Once it's up and running, prospective tenants will be able to check online whether the property they are looking to rent is registered – just as people check food hygiene ratings on our website before dining at local restaurants.

In the meantime, anyone looking to rent a property should look out for the PRS Norwich logo on letting agents' websites. If you are a landlord interested in signing up to the scheme, please email strategichousing@norwich.gov.uk.

In the market for Christmas



If you're looking to shop locally this Christmas and support some great businesses, then look no further than Norwich Market.

Beneath its famous striped canopies, there are 82 businesses offering a variety of products.

Shopping for Christmas dinner couldn't be easier, with three quality butchers, a specialist cheese stall, three fruit and vegetable stalls and three fresh fish stalls.

The butchers specialise in homemade sausages, many of

them low-salt and gluten-free, and orders can be taken for game and poultry with deliveries by arrangement. Meanwhile, the fruit and vegetable stalls offer organic and locally-grown produce and the fish and cheese stalls boast huge ranges of specialist products and friendly advice on how best to enjoy them.

If you need accompaniments, there are 10 other fresh and pre-packed food stalls offering everything from herbs and spices, olive oils, ice cream, coffee beans, bread, cakes, gluten-free foods and specialist Hungarian and Asian ingredients.

The market has two card and stationery stalls selling a choice of wrapping paper and Christmas cards and all the seasonal supplies you'll need to make sure your gifts look special.

And when it comes to gifts, there are 11 clothing, footwear and accessory stalls offering a range of vintage clothing, jeans, footwear, hats, belts and scarves... and more.

There are two stalls selling a vast array of bags and purses and two selling music, DVDs, CDs and vinyl, as well as a toy stall.

You can also pick up lovely homewares including ceramics, wicker-ware, handmade Indian goods and leather-ware from the six household stalls. Four stalls offer haberdashery, fabric and crafts and another four stock jewellery and watches.

The two flower stalls and three hair and beauty stalls can give you a well-earned pick-me-up.

Christmas Hamper

Look out for our fantastic prize draw to win a top quality festive hamper packed full of products from Norwich Market.

Follow @NorwichCC on Twitter to find out more.



Survey gives food for thought

Almost 1,000 people took part in our recent survey to tell us what they think of Norwich Market.

Dozens of people completed paper copies on the market itself and hundreds more filled it in online.

Councillor Paul Kendrick, cabinet member for Norwich Market, said: "We are really pleased so many people responded and are confident we have gathered some extremely useful opinions and information which will shape the market's future.

"A full analysis of the survey results is currently underway, but the early highlights show an interesting picture and a deep affection for our market."

Some 93 per cent of respondents said they thought the market was an important part of the city; 91 per cent said they browsed or shopped on the market.

It is clear people don't want to lose the market and some described it as 'unique', 'historically important', 'an asset to the city' and 'integral to the city's character'.

Dozens said they wanted to see a wider variety of food stalls, many said they would be keen to see more arts and crafts and books, and the majority said they would welcome more seating areas.

Among the ideas put forward to improve Norwich Market were later opening hours, more

stalls opening on a Sunday, a piazza or square in the centre and events and entertainment.

Many said the market needed cleaning, especially the roofs, and wanted more action taken against pigeons. They also called for the toilets to be refurbished, and changes to be made to make the aisles more open and inviting.

However, fears were voiced by some that the market would lose its unique character if too many wide-ranging changes were made.

All findings will be part of an ongoing consultation on the future of the market and will inform a new 10-year forward strategy due to be considered by the council's cabinet next year.

If you're exhausted after all that shopping, then stop for a cup of tea and a bite to eat at one of the 14 hot food and drinks stalls – maybe a jacket potato or some of the best fish and chips in the city?

And if you're not sure what you can find on Norwich Market or when it's open, help is at hand. A new leaflet lists all the stalls in colour-coded categories and features a map to help you find your way. You can pick one up on the market, at City Hall or from the Tourist Information Centre at The Forum.

You can also visit www.norwich.gov.uk/norwichmarket for a full stall list with a description of what each one sells or the services it offers, its location, when it's open, online links, and whether or not it accepts debit and credit cards.





New website will click with customers

With more and more people choosing to do their council business online, we're on the brink of introducing a modern and user-friendly website with a different look and feel.

The main benefit will be the advanced technology that sits behind it, allowing it to be fully interactive across a wide range of devices from desktop computers to mobile phones and tablets – all of which will benefit from easy reading and navigation.

When the new site goes live, planned for early 2016, our web users will be able to access content with the minimum of resizing, panning and scrolling when searching for what's needed.

This is an important step forward for the council for two key reasons:

- Responsive web design is becoming increasingly important due to the upward spiral of mobile traffic across the internet as a whole.
- Having a website with content that's easy to read and delivers what visitors need quickly and efficiently has an important link with our work and support around digital inclusion (see the opposite page for more about this).

Councillor Mike Stonard, cabinet member for resources and income generation, said: "With council budgets increasingly under pressure, having a fully responsive website means that, in a cost-effective way, we can help to deliver what more and more of our customers want – round-the-clock and easy access to the council services they want, and on any device."

mynorwich = your Norwich!

You can find out about the services available where you live via the mynorwich section of our website.

Simply key in your postcode and you'll get specific information about your nearest community centres, parks and planning applications, as well as details about parking permits, waste and recycling collections and council tax bands.

As part of the change, we are reviewing and streamlining our web content. So when the new-look site goes live you will not see all of the information currently available.

However, we will be continuing to work behind-the-scenes to add further content – please be patient with us in the meantime.



Making the most of the net

Shopping, budgeting and booking a restaurant table are at the forefront of many of our minds at this time of year and these can all be done easily online.

However, if you're not familiar with the internet and find it hard to use, help is at hand.

A new monthly service at the Mile Cross library has just been set up, continuing the massive success of drop-in support sessions held by one of our digital inclusion partners, Barclays Digital Eagles, at The Forum in Norwich.

Support is flexible and tailored to the individual, meaning you can bring in your own device or

receive support on the library's desktop computers. Sessions are run by friendly helpers and have already assisted people in a range of areas, including internet safety, CV writing and comparing insurance prices.

One lady went along for help with online shopping, but ended up being able to Skype her daughter and granddaughter, who had recently moved away from the area. She says the Eagles have changed her life.

With new digital access points and support groups popping up across the city all the time, you can visit the mynorwich section of the council's website to find out what's available in your area.



Barclays Digital Eagles in action at The Forum.



Did you know? All libraries in Norwich offer use of computers and free Wi-Fi access, as well as help and support to use this technology.

Did you know? Self-service internet kiosks will soon be available at the new NHS walk-in centre on Rouen Road.



For a range of free online courses for beginners, designed to develop digital skills to make the most of the online world, visit www.learnmyway.com.

Universal Credit, the single monthly payment replacing key benefits such as housing benefit and job seeker's allowance, arrives in Norwich this December. This change will initially affect new jobseekers, but will eventually apply to most working age benefit claimants. This benefit is claimed for online, so people applying will need online access and their own email address. Visit www.norwich.gov.uk/universalcredit for more information.



Reasons for roadworks

Roadworks are never a welcome sight for motorists, but there are a number of reasons why traffic lights and closures have to be used.

Sometimes it's about the city and county councils carrying out essential maintenance or delivering planned improvements to transport infrastructure. At other times, utilities companies need scheduled access to supplies or they have to do emergency repair work at short notice.

Whatever the reason, the city council collates all of the requests and manages a citywide schedule that aims to keep traffic flowing as well as possible while work takes place.

Getting information

If you'd like to keep up to date on what's happening on the city's roads and get help planning your journeys, there are a couple of useful sites to do just that.

For an overview of all the locations affected by work at any one time, log on to www.roadworks.org and search 'Norwich'.

Once you've searched by location, you can zoom in on a map to get details of work in any given area, including whether road closures are in

place, traffic lights, who's responsible and how long the work is set to last.

Different symbols are used to pinpoint areas on the street map so it also provides an overall snapshot of all work taking place at a given time.

This tool accesses a wide range of data from the national street works register, meaning it's always based on the latest information available and can be used when planning a trip anywhere in the UK.

Norfolk County Council is the overall highways authority for the area and keeps live information on scheduled roadworks on its website. Take a look by logging on to www.norfolk.gov.uk/roadworks where you can also report a problem if you come across one.

More about transport

The county council works in partnership with the city council through the Norwich area joint highways agreement, and decisions about our roads are made at public meetings of the Norwich Highways Area Committee (NHAC).

If you'd like to read more about the Transport for Norwich strategy and future plans, there's detailed information through links on the following pages:

- www.norwich.gov.uk/transport
- www.norfolk.gov.uk/transport.

Anyone who doesn't have access to the internet can get in touch to find out more by calling **0344 980 3333**.

River ideas flood in



New Mills Yard and sluices, 1972.

Regattas, punting and public art are just some of the suggestions made in a consultation that asked people how to make the most of the River Wensum.

More than 160 residents and groups got involved in the River Wensum strategy partnership's survey over the summer, which helped identify issues and opportunities surrounding this natural asset at the heart of the city.

A total of 818 comments were made in relation to areas such as the environment, leisure, and business and these have now been put together in a detailed report.

This document is the starting point for the partnership to draft a strategy and action plan which will aim to manage the river and surrounding area for the benefit of Norwich and its residents. The

area covered will be within the city, plus the section including Whitlingham Broad.

Once complete, the strategy will be subject to a further public consultation to help fine tune the specific topics it will address.

The final version will then provide a basis for delivery and will be able to support funding applications for

specific improvement projects.

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

To find out more and read the consultation report, please visit www.norwich.gov.uk/riverwensum.



Cow Tower on the River Wensum.

As part of the project, we asked people to share their memories of the river. Here's an excerpt from what 75-year-old Mike Hurren had to say.

"I used to have a part-time job working at a number of pubs along the river, including the Kingsway pub (now demolished) on the corner of Carrow Bridge and King Street.

"After that came Read's Flour Mill, then the moorings for the two tugboats run by the Yarmouth Steam Company, called The Opal and, I think, The Birch. They used to haul the lighters, or what you call barges, up from Yarmouth. Then further along was Moy's Coal yard, which became a scrapyards and, after that, the Turning Circle.

"At Foundry Bridge there was the Great Eastern Hotel, where the Nelson is now, and on the other side of the road, the Blue Rooms, which later became the Bamboo Rooms (now the Complete Angler).

"Then they built the yacht station opposite and in the 60s and 70s The Broads cruisers started crowding up."

Mr Hurren spoke to partnership board member, Alec Hartley, from the Wensum River Parkway Partnership.

Reduce, re-use and recycle this Christmas

Christmas is a time of excess and we are often left with piles of packaging, leftover food and wrapping paper. Here we look at how you can reduce the waste you create, re-use what you can, and recycle what's left.

Reduce

As far as you can, try and plan your food shopping carefully and only buy what you need, so you're likely to waste less.

Plan meals you can make from leftovers so you don't end up throwing food away.

Keep on top of 'use by' dates in your fridge. With a fridge packed full of festive goodies, it's easy to forget what you've got in there and end up with lots of waste.

Use your freezer wisely. This can really help reduce the amount you throw away: you can freeze leftovers from meals for another time and many raw meats and fish, fruits and vegetables can be frozen to use at your convenience.

Do you have enough room for a composter in your yard or garden? You could cut your waste by around a third by using one for your raw vegetables, fruits and eggshells and then use the compost for growing.

When you go shopping, try and remember to take your 'bags for life' rather than accumulating lots of new carrier bags which you may need to dispose of.

Think carefully about your Christmas gift shopping. If you can, avoid buying lots of easily disposable presents you suspect will be quickly discarded and invest in items which will last and can be re-used.

For more information visit www.norwich.gov.uk/wasteandrecycling.

Re-use

Get into the habit of packing away your Christmas decorations carefully and re-using them each year.

If you buy a real tree, look for places where it can be recycled, or buy a potted Christmas tree and keep it in your garden for the following year (transfer to a larger plant pot with compost and water regularly). Alternatively, an artificial Christmas tree can be re-used for years to come.

If you receive unwanted gifts, think about donating them to charity shops or holding a swapping event at your school or workplace in the New Year.

Cut the pictures from the front of your cards and use them as gift tags for next year's presents.

Think about using gift bags for the presents you give rather than wrapping them – bags can be re-used several times over.

Brown garden waste bin collections

There will be no collections for this service from Monday 21 December.

Normal service will resume from Monday 4 January 2016.





Recycle

Where you have waste, please recycle as much as possible.

Use your food waste caddy for leftovers: raw fruit and veg, meat and bones, including your turkey carcass, teabags, coffee grounds, bread, pastries, fish and bones, cooking oil and fats, dairy products, eggs and shells and pet food. Empty it regularly into your outdoor food waste bin to avoid it smelling indoors.

If possible, keep two bins in your kitchen – one for general waste and one for recycling.

You can put more than ever before into your mixed recycling bin: Tetra Pak cartons, empty aerosols, steel and aluminum cans, aluminum foil and foil trays, glass bottles and jars, paper and cardboard (break boxes down to make more room in your bin), plastic bottles, plastic food pots, tubs and trays.

Please take the time to rinse out your recycling and make sure it is loose in your outdoor bin, not bagged (this helps when it is sorted at the recycling centre).

Don't forget to recycle wrapping paper and Christmas cards.

We will collect excess recycling if it doesn't fit in your bin – just put it in a cardboard box or clear bag and leave it out next to your wheelie bin on collection day.

Christmas and New Year collections

Normal collection day

Monday 21 December
Tuesday 22 December
Wednesday 23 December
Thursday 24 December
Friday 25 December

Monday 28 December
Tuesday 29 December
Wednesday 30 December
Thursday 31 December
Friday 1 January

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

Monday 11 January
Tuesday 12 January
Wednesday 13 January
Thursday 14 January
Friday 15 January

Christmas/New Year collection day

No change
No change
No change
No change
Tuesday 29 December

Wednesday 30 December
Thursday 31 December
Saturday 2 January
Monday 4 January
Tuesday 5 January

Wednesday 6 January
Thursday 7 January
Friday 8 January
Saturday 9 January
Monday 11 January

Tuesday 12 January
Wednesday 13 January
Thursday 14 January
Friday 15 January
Saturday 16 January

Collections will return to normal from Monday 18 January 2016.

Have you still not had your flu jab?



Flu can be more dangerous if you are over 65, have an existing health problem or are pregnant.

Don't put it off. Get your flu vaccination straight away. Ask at your GP Practice.



nhs.uk/staywell



#ForumChristmas

theforumnorwich.co.uk

Get into Christmas at The Forum 2015

Oh yes we are!

We're telling the Story of Panto!

19 Nov-9 Jan

Exhibition, films, memorabilia and your chance to dress up!

Supported by



Photo: Sheringham Little Theatre



Swing into Christmas

Sun 20 Dec

Jonathan Wyatt and his Big Band play a sell out concert at The Forum every year with their roof-raising programme of Christmas classics.

TICKETS £12.50
Theatre Royal Box Office 01603 630000

Allocated seating this year!



@TheForumNorwich



The Forum, Norwich

Millennium Plain
Norwich NR2 1TF

CHRISTMAS MARKETS | GIFTS | FOOD | LIVE MUSIC & MUCH MORE

the
forum

Keeping warm this winter

With winter upon us, it's important to keep warm and well.

And a whole range of help and advice is available, particularly for elderly and vulnerable people.

You can find tips for easy ways to keep warm and well and preparing for winter weather, on the council's affordable warmth website pages at www.norwich.gov.uk/affordablewarmth.

Also available are links to grants and payments which may be

available for qualifying residents and a Big Switch and Save sign-up page.

The Big Switch and Save is a great scheme which can help you keep warm by saving you money on your energy bills.

All you need to do is register online or in person from Tuesday 1 December. You'll need details from your energy bill, but the application is free and easy to complete. There is no obligation but, if you do decide to continue, the scheme handles all the complex details of switching for you.



Norwich's Big Switch and Save has been run six times in the city already and has saved thousands of people money – the average saving is about £220 a year.

It will be open until Monday 1 February 2016.

For more information visit www.norwich.gov.uk.



Guide to gritting

When snow and icy conditions prevail, Norwich City Council and Norfolk County Council work together to help keep our city pavements and roads as safe as possible.

Gritting roads in Norwich and throughout the county is the responsibility of Norfolk County Council, while we look after and refill the grit bins in the city.

There are more than 320 grit bins which contain a mixture of salt and sand and are usually located at the bottom of slopes. Currently these are filled at the beginning of December and February, though you can report empty bins by visiting www.norwich.gov.uk/gritting or calling 0344 980 3333.

A map of the city's grit bins, as well as advice on how they

should be used, can also be found on the website. To find your nearest bin, click on MyNorwich from the homepage at www.norwich.gov.uk and type in your postcode.

You can get the latest updates on road gritting during bad weather by following Norfolk County Council on twitter @NorfolkCC.

So many reasons to 'Get involved'



Norwich's volunteers are active in every neighbourhood. Providing support for people with dementia or learning difficulties, gardening, planting and tidying up local parks and community gardens, organising fun family events – the list of their activities seems endless. Here's what happened when they came together to put on a special week of taster sessions.

This autumn, 42 community groups and voluntary organisations hosted 85 events across the city, providing people with an opportunity to take part in an activity, perhaps for the first time.

With sessions ranging from helping out at a community café and supporting people with mobility difficulties on a shopping trip, to fixing up old bicycles and litter-picking – there was something to appeal to anyone interested in working in their neighbourhood.

One family who had recently moved into the area got a real introduction to Norwich's community spirit, as it took part in a scrub clearance session on Marston Marsh.

Mile Cross Intergenerational Garden Project saw pupils from Catton Grove Primary School keen to show their green-fingered skills. The project is very popular with children who don't have contact with grandparents and even children who are the quietest at school, are happy to work with, and chat to, a volunteer.

The campaign Best for Pets was launched by local dog rescue group All About Rescue. Michele Neave of the group said: "Get involved week has been an amazing experience both personally and for our group, and has been key to moving us forward. Being involved with the wonderful team at Harford Community Centre has been a real eye-opener."

A volunteer on Household Heath explained how they got into volunteering as a way to help cope with depression.



“I will never stop being impressed by just how many people there are in Norwich prepared to do so much in, and for, their community. Thank you to everyone who put on this fantastic programme of activities and for inspiring even more people to ‘Get involved’.”

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



One young couple, looking to volunteer with young people, joined in with one of the children’s activities. Afterwards they said: “We enjoyed volunteering, meeting the team at the centre and helping the children. We had no idea how much goes on at the centre and we’re really impressed by the work that they do.”

Chloe Swinton, from the charity The Missing Kind (www.missingkind.org), said: “We had a fantastic workshop, creating kindness messages. Get involved week was ideal to help us recruit new volunteers and promote our amazing new venue on Castle Meadow which inspires people to spread kindness.”

More information

Visit www.norwich.gov.uk/getinvolved to see more about the activities, what groups are doing around the city, and how you can ‘Get involved’.

Voluntary Norfolk can help you to find volunteering opportunities that match your interests. www.voluntarynorfolk.org.uk/opportunities.



TUESDAY 15 DEC 2015 - SUNDAY 17 JAN 2016

SNOW WHITE

TRADITIONAL FAMILY PANTOMIME

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AS NURSE

BRUCE GRAHAM
AS IGOR

JENNIFER ELLISON (Brookside)
as Queen Evilynne

AMIE HOWES
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4th & 5th June

3rd & 4th September

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Championing responsible local businesses

When it comes to eating out and visiting local businesses, lots of companies in Norwich are committed to the health and wellbeing of the city.



The **pledge for health**, in association with the Department of Health, recognises those businesses that are committed to the council's health and wellbeing agenda.

Through their workplace, commercial operations and community activities, businesses can commit to things such as:

- making catering practices healthier
- improving the health and wellbeing of their employees
- promoting physical activity
- tackling issues like the misuse of alcohol and drugs
- being greener.



Caterers who provide healthier options on their menus or prepare food in healthier ways are recognised by the Healthier Options Norfolk Award (**HONOR**) award. This can be offering lighter alternative meals or by reducing salt and fat in their recipes.

Our business merit scheme recognises any Norwich business, not just those serving food but for the work they do to support the health and wellbeing of their customers, employees, the communities they serve and the environment.



Best Bar None is a national award scheme supported by the Home Office and aimed at promoting responsible operation of alcohol licensed premises.



Breastfeeding friendly businesses adopt a policy of welcoming breastfeeding mothers so that they can feel comfortable if they wish to feed their child while visiting the premises.



Food accounts for nearly 30 per cent of goods transported on our roads. Caterers can reduce the environmental impact of their business by sourcing food locally. The **We buy local** status is awarded to companies that source at least five products from within East Anglia.

To check which businesses cater to your needs or share your values, visit www.norwich.gov.uk/businessmerits where you can also filter your search by each individual merit.

Get involved:

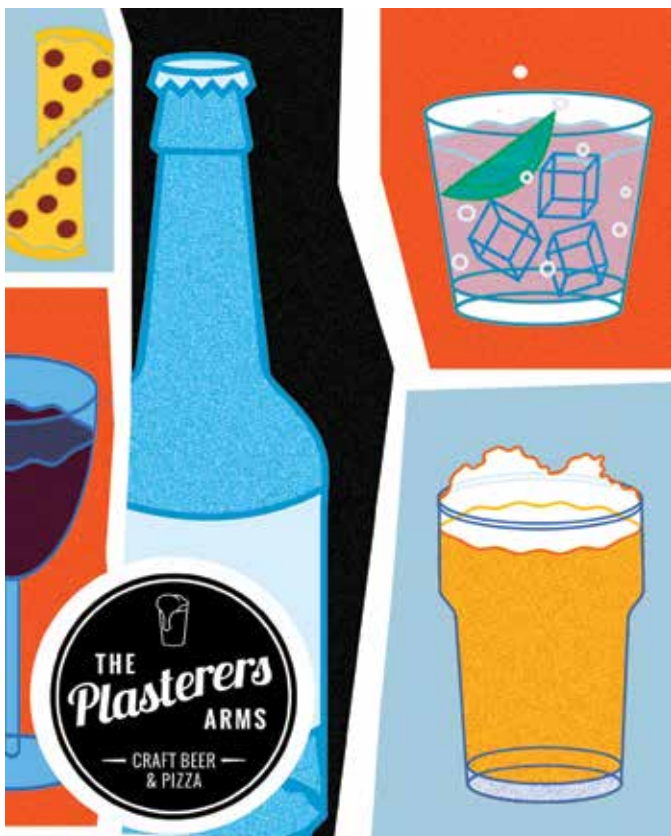
- make your own personal pledge for health – be part of Healthy Norwich
- look up what your favourite business is doing to increase the health of Norwich citizens
- change your shopping habits – make a conscious decision to support those businesses that contribute to the health and wellbeing of the city.



Knowing that a business is equipped with **disabled access and toilets** is an important part of giving customers confidence and choice. These businesses will also demonstrate an understanding of the needs of disabled people and those who are visually impaired or hard of hearing.



As a **Department of Health Responsibility Deal** partner, we also recognise any business that provides an environment that empowers people to make informed, balanced choices that will help them lead healthier lives.



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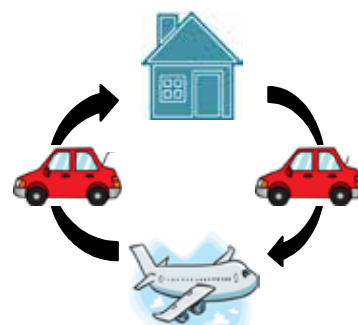
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- Dr Lewis Spurgin, University of East Anglia ”

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Christmas Switch-on Thursday 19 November



Tanya Burr and Jim Chapman



There's Nothing Like a Dame



Lantern parade

Celebrity YouTubers Tanya Burr and Jim Chapman will be switching on the lights at the Norwich Christmas Switch-on this week.

Recently married, Tanya and Jim are popular with young audiences across the country and have strong local links.

They will be the stars at what promises to be a spectacular event right in the heart of the city and will include an explosive fireworks finale.

Tanya, who grew up in Norwich and is now one of London's It girls, is a prolific YouTuber and has taken the channel by storm with her make-up and style tutorials. She has featured on the pages of *Stylist* and *Elle* magazines and been seen on the front row with

celebrities at the Fashion Week shows of Mulberry, Topshop and Burberry.

Presenter and YouTuber, Jim, studied psychology at the UEA and is a fashion aficionado. He was recently named *GQ* magazine's Best Dressed Man of the Year and is also a regular front row fixture at fashion shows.

The fun will start at 6pm when Santa starts his journey at Norwich Cathedral. Families can follow the colourful parade, which will be accompanied by carol singers, as it wends its way through Tombland, Queen Street, London Street and Castle Street. His sleigh will then travel through Davey Place, Gentleman's Walk and Hay Hill to The Forum at Millennium Plain, where children will be able to hand over their Christmas letters.

Meanwhile, BBC Radio Norfolk's Chrissie Jackson will lead entertainment for all the family starting at 6pm outside the front of City Hall and at The Forum.

Entertainment on the City Hall stage will include: local soprano singer Emma Nuule, young singers and musicians from The Garage, traditional pantomime 'There's Nothing Like a Dame' from Creature Feature, acrobatics by Lost in Translation and music by the choir Gospel Touch.

Just before 7pm, The Revd Robert Avery, the new vicar of St Peter Mancroft Church, will be leading a prayer before the Christmas lights are switched on.

Seating for disabled people will be by the War Memorial.

Eco awards expand

More schools and organisations are being given the chance to showcase their environmental excellence in the new Norwich and Norfolk Eco Awards.

Norwich City Council, which introduced the successful Eco Awards, has joined with Norfolk County Council to open up the awards across the county.

And the four categories have been expanded to six to include outstanding eco food producer and outstanding eco home, with the awards becoming part of the fantastic One Planet Norwich two-day Sustainable Living Festival.

The aim is to celebrate projects and schemes with a strong ecological or environmentally-friendly ethos or groups and organisations which can show they adopt a sound eco approach to their business.

New categories will recognise food producers who can show their product has been made in Norfolk and can demonstrate great environmental credentials.

And the homes category will reward individual homeowners who have shown their eco commitment by taking action to make their homes as energy efficient as possible.

It's free to enter with an easy application process. Winners receive a trophy and certificate, as well as branding to use for marketing purposes.

The categories

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

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

Paris 2015

An important United Nations climate change conference is due to be held in France from Monday 30 November to Friday 11 December.

Known as 'Paris 2015', more than 190 world leaders will gather at the event to try and establish a new international agreement for all countries on how to keep global warming below 2°C.

Find out how you can add your voice by visiting www.climaterealityproject.org or www.theclimatecoalition.org.

The new Norwich and Norfolk Eco Awards are open for entries from Tuesday 1 December. The closing date is Friday 12 February. The official awards ceremony will be held at The Forum in Norwich on Saturday 12 March.

Please note the awards are only open to organisations based in Norfolk.

For further information and online and download applications visit www.norwich.gov.uk/ecoawards or contact environmental strategy officer Claire Tullett by email on clairetullett@norwich.gov.uk or by calling **01603 212545**.

Sustainable Living Festival

Look out for more information about our free, two-day One Planet Norwich festival at The Forum in Norwich on Saturday 12 and Sunday 13 March next year.

It promises to be buzzing with fun activities for all the family and will offer a whole wealth of information about how we can work together and make small changes to our everyday routines to live in a more sustainable way.



**ONE PLANET
NORWICH**
Sustainable Living Festival

Standing together against abuse

The local campaign against domestic abuse Norfolk Says No will this year run from Monday 23 to Friday 27 November.

During the week, there will be a range of activities and events on offer, around the city and in local neighbourhoods, all with the aim of raising awareness of the issues of domestic abuse.

The closing event is on Friday 27 November, at Norwich Arts Centre, St Benedicts Street, from 4-5pm, where a powerful

drama called 'No More!' will be performed by those who have suffered domestic abuse. Tickets are free but places are limited, so please email community@norwich.gov.uk to secure your place.

Anyone can suffer from domestic abuse, whatever their gender, background or age, but there is support at hand.

For more information about the activities happening during the campaign week, visit www.norwich.gov.uk/norfolksaysno.



Support for those experiencing abuse can be found at: Leeway 0300 561 0077; www.leewaysupport.org or National Domestic Violence Helpline: 0808 2000 247. To contact the police in an emergency, call 999 or 101 for non-emergencies.

Take seven steps out

A campaign over the festive season will be reminding people of the harm caused by second-hand smoke.

'Take Seven Steps Out' aims to encourage smokers who have no plans to quit to think about the impact their habit has on those around them – especially vulnerable groups like babies and children.

The public health initiative supported by the Healthy Norwich project urges people not just to stand outside the back door or open a window

to have a cigarette, but to move seven steps or more away from the house to spare non-smokers from the effects of second-hand smoke.

Smoke from one cigarette can linger in a room for around two-and-a-half-hours and most of the harmful chemicals are invisible. In enclosed spaces the toxins can cause serious harm to children's vulnerable lungs and bodies, increasing the risk of cot death, asthma, tonsillitis and glue ear.

So, parents, grandparents and responsible adults – remember

to make small changes this Christmas like taking seven steps out and not smoking in cars and enclosed spaces. It can make all the difference to those you love the most.

Healthy Norwich is run by Norwich City Council, NHS Norwich Clinical Commissioning Group (CCG) and Norfolk County Council's Public Health.



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