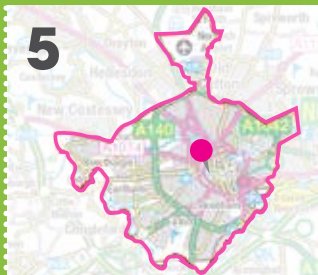


NORWICH

CITIZEN

SPRING 2014

www.norwich.gov.uk



5

Search for your local area online



7

Warm up your home with a Green Deal



12-13

Another packed year of amazing free events



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City Council

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12th & 13th July 2014

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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

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.
Report antisocial behaviour: 01603 212100 (24 hour).
Out of hours emergencies: 01603 412180.
Minicom users only: 01603 212587.
Lines open 8am to 5pm, Monday to Friday.

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

Lines open: April to October – Monday to Saturday, 9.30am to 5.30pm • Sunday, 10am to 3pm (mid July to mid September).
November to March – Monday to Saturday, 9.30am to 5.30pm.



CITIZEN



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Front cover image: Nigel Hales.

“I’d urge you all to check out mynorwich on our website and search for services in the area you live”



Message from the leader, Brenda Arthur

I believe the most important role of an authority like Norwich City Council is to do all it can to make the lives of local people better. Of course, we can’t always manage to do this, but this edition of *Citizen* highlights a number of ways in which we are trying to understand what people want and to deliver this.

One way we’re doing it is by improving our online services so you can do your council transactions when it’s convenient to you. For example, you can tell us about your change of address, apply for housing benefit, and report non-urgent housing repairs, fly-tipping, graffiti, potholes and faulty street lights.

I’d urge you all to check out mynorwich on our website and search for services in the area where you live – everything from allotments, parking permit zones and planning applications, to parks and schools. You can find out about all this and more from the comfort of your own home.

This issue also has information about our new Local Authority Mortgage Scheme, through which we can help people get on the property ladder. For those wanting to grow their own food, but who find the thought of a full-size allotment daunting, there is information about our smaller allotments. There are also features on how we are planning to improve community spaces and on guided walks around our fine city.

I know there is a lot of pressure on household budgets and after Christmas many people will have debts. So, on page four we offer advice about how to budget better and start putting some savings away to avoid facing the same problem next year.

I think it was on the Saturday after Christmas I saw the first chocolate Easter eggs on sale! So, of course, we have included news about the Easter Funfair and a number of free events that will be coming up in the next few months, which I hope you’ll put in your diaries and enjoy.



Councillor Brenda Arthur and Deputy Prime Minister Nick Clegg sign the City Deal.

City Deal has seal of approval

More than 13,000 jobs and 3,000 homes are expected to be brought to the city as a result of an ambitious growth project called City Deals.

Norwich is among 28 UK cities to have signed up to the deal in order to bring new investment and decision-making powers to the region.

The opportunity came about after the government described cities as 'engines of growth' and recognised that the way they perform is critical to the UK's economic recovery. Cities were then invited to come forward and negotiate an agreement to help them realise their own economic potential.

Our successful joint City Deals bid was the culmination of the partnership working between New Anglia Local Enterprise Partnership (LEP), Norfolk County Council, Norwich City

Council, South Norfolk Council and Broadland District Council to secure investment for growth from central government.

The Greater Norwich City Deal package amounts to almost £89m, which is broken down as follows:

- £3.9m of funding for the LEP-wide 'enterprise and innovation' element.
- £5m of funding for the LEP-wide 'skills for growth' aspect.
- Access to £80m from the Public Works Loan Board to develop and build local strategic infrastructure.

At the heart of the deal are three growth hubs: the airport, the city centre and the world-renowned Norwich Research Park (NRP).

What does this mean for the city?

Norwich's City Deal offers the chance for more spending control, which will bring 13,000 jobs and 3,000 homes to the area, plus 6,000 jobs in construction. It will let the city take charge of its own destiny – from spending on training and skills, to local investment funds to build roads and unlock developments.

What's in it for me?

It will create jobs and help meet increasing demand for homes, while also helping young people to gain the skills to benefit from new opportunities. Investment in the growth of the city is something that can benefit everyone.

The plan is to turn NRP into an international centre of excellence in life sciences, translate knowledge and skills into high-value jobs, and create new businesses in all three growth hubs.

Councillor Brenda Arthur, leader of the city council, says: "Greater Norwich has all the ingredients it needs to make a major contribution to the UK's growth over the coming years.

"I'm so proud that the partners' successful collaboration in securing this City Deal will help the area fulfil its potential and pave the way for a bright and prosperous future. We're committed to delivering these plans for the benefit of the area, its residents and businesses."

Norwich goes map-tastic!

Have you ever wanted to see what's on offer in your local area – at the click of a button?

Well, Norwich residents can now tap into a brand new, personalised and interactive mapping system which provides fantastic information about their neighbourhoods.

mynorwich can be accessed by visiting www.norwich.gov.uk, clicking on the graphic and entering your postcode. Once you've selected the relevant address, you'll immediately see a range of information about local services such as waste and recycling collection dates.

You can search for your nearest allotment or park and find out which councillors represent your area if you have an issue to raise with them. Or you can look for planning applications that have been submitted, find your nearest schools and see which parking permit zone applies where you live.

Councillor Mike Sands, the council's cabinet member with responsibility for customer access, says: "mynorwich is such a helpful tool for people to use

in order to access all sorts of local information that's relevant to them. And as it's so easy to use, people with varying degrees of IT knowledge will be able to use the mapping system without any difficulty."

The introduction of mynorwich is part of the council's ongoing move towards helping customers carry out their council business in ways that are convenient for them and that fit with their busy lifestyles. A range of tasks can now be completed online, giving you 24/7 access

to the services you need, rather than waiting to see, or speak to, a customer advisor during office hours.

We'll be adding even more information to mynorwich over the coming months, so keep looking out for developments!

Tell us what you'd like to see included in mynorwich by visiting www.norwich.gov.uk and then clicking on 'Tell us about it', then 'More', then 'Website Feedback' under the 'Feedback' sub-heading.

What can I find on mynorwich?

- waste and recycling collection times
- allotments
- park & ride sites
- grit bins
- permit parking zones
- my local councillors
- schools
- parks
- planning applications
- tree preservation orders



Get into the savings habit

Starting a personal budget is a great way of avoiding debt and keeping track of your finances. And sticking to it can give you lots of satisfaction, as well as some handy savings.



Start by keeping a diary of what you spend each week, as this will help you to identify possible savings and make preparing your budget easier. The purpose of a personal budget isn't to highlight every purchase before you make it, but to present a clear picture of what's coming in and what's going out.

Set a savings goal and have a separate account to put this money into. Try to spread the cost of annual events by saving regularly. Saving for Christmas can be made easier by opening an account with West Norwich Credit Union, in which your money is locked away until the end of October. You'll find this little pot builds up more quickly than you thought it would.

Money problems arise for all sorts of reasons – relationship breakdown, changes in family commitments, illness, redundancy, a change in benefits or business problems. Whatever the cause, Norwich Money Advice and Budgeting Service (Norwich MABS) provides a free, independent and confidential service to help people cope.

“It can be very stressful when letters arrive or companies continually phone up or knock on the door to collect payments. If the problem is ignored the debt will often get worse,” says the MABS Manager Freda Sheehy MBE.

You can call Norwich MABS on 01603 506501 or email info@wncu.net. Or to find out more, visit www.wncu.net.

Case Study: Miss C Jones, aged 31

Her problems began in 2003 when she changed from part-time to full-time employment and had to adjust to being paid monthly rather than weekly. She took out a small loan to cover the month in hand and applied for a credit card, which she used to fund nights out and new clothes. She got a loan to clear her debts, but continued to use her cards.

After eight years Miss Jones found herself with £15,000 of debt. After seeking debt advice, she produced a personal budget and was able to get her finances under control and clear her debts. She also opened a credit union account for savings and affordable loans in the future.





Cosier homes for Norwich

Do you qualify for a free boiler replacement or loft insulation? Find out through our new Cosy City project.

Norwich City Council's scheme, also known as the Green Deal, is all about helping people heat their homes for less, as well as caring for the environment.

When the weather gets colder we crank up our central heating systems. But if your house isn't properly insulated, the heat goes straight out of the windows, walls and roof, which is a waste of money and contributes to global warming.

Cosy City can help you reduce your energy bills by making energy-efficient improvements to your home, such as loft and cavity wall insulation, boiler replacement and repairs.

You may find out you qualify for a free grant to pay or part-pay for the work. If not, the cost of any improvements work is guaranteed to be paid back through the savings made on your energy bills.

Case study

The Green Deal scheme in Bicester, Oxfordshire is showing some positive results for their residents.

For example, it has cut the fuel bills and given tenant Judith Shipperley more room in her 1980s built ground-floor flat by installing a highly



Open to tenants and landlords as well as homeowners, all you need to do is sign up, get assessed and find out what measures could be taken to cut your energy bills and make your house cosier!

efficient new gas boiler. She was pleased about how quick the upgrade was.

"After a cold winter I needed a warmer and cheaper heating system," says Judith. "Now I'm looking forward to lower bills and not having to worry about keeping warm when it's cold outside."

**For more information
visit www.cosycity.co.uk.**



One of our volunteers helping out at the Belvedere Centre.

Getting involved

If you'd like to make a difference by volunteering at your local community centre, register your interest by emailing community@norwich.gov.uk.

To see a list of our community centres across the city and to read more about what they have to offer, visit the 'community centres' page at www.norwich.gov.uk.

The centre of the community

Community centres play an important role in many people's lives, so our neighbourhood teams have launched a project to help us make the most of these spaces.

The council is directly responsible for 15 community centres across the city. But at the heart of all of these venues is a passionate and dedicated group of volunteers.

Our staff got things off to a positive start with a celebratory event before Christmas that recognised the hard work of all of the people involved.

They are now collaborating with the volunteers on a plan of action to make improvements on everything from building repairs and

insulation to day-to-day procedures, and help managing finances.

Training packages, forums and workshops to encourage centre committees to learn from each other are also being considered. Our community engagement officers will also be attending regular committee meetings to give centres the individual help they need.

The initiative will also take a look at the services already on offer near the community centres to avoid duplication. Recommendations will then

be made for partnership working with other agencies, or for new services that will meet specific local demand.

Councillor Paul Kendrick, cabinet member for neighbourhoods and community safety, says: "Each of our community centres has different strengths and areas for improvement.

"This is a great opportunity to optimise what they bring to local areas, not only making them financially sustainable, but also providing activities and resources that match people's needs."

Love your parks!

There's more to Norwich than its beautiful city centre. In the series celebrating our wonderful parks and open spaces, we take a look at Mousehold Heath.

With stunning views of the city and Norwich Cathedral and a haven for wildlife, Mousehold Heath is one of our best-loved open spaces.

A unique 184-acre area made up of heathland, woodland and recreational space situated in the north of the city, it's the largest local nature reserve managed by the council. It's hugely popular with dog walkers and people wanting a leisurely stroll or a game of pitch-and-putt.

Mousehold is used for a variety of events such as concerts,

guided walks, conservation initiatives, football matches and fundraising events.

You can also take the Mousehold Heath Earth Heritage Trail – available online – and discover the geological history of this wonderful heathland and its diverse range of wildlife. Birds, lizards, butterflies, dragonflies and small mammals all inhabit the heath.

It's thanks to the Mousehold Heath Conservators and other hard-working volunteers that the heath remains such a

thriving place for wildlife and is an idyllic spot to visit.

To find out more about Mousehold Heath, visit www.norwich.gov.uk and click on the link on the homepage under 'parks and open spaces'. You can also download a copy of the 2012-13 annual report, which gives an overview of site management and work by volunteers, as well as events, walks and survey results. The publication also features some stunning wildlife and landscape photography of the area.

Have your say on pedalways

We are consulting residents living near two open spaces in the east of the city about plans to improve sections of the Pink Pedalway – an eight-mile cycle route which will pass through them on the way to the city centre.

People living near **Mousehold Heath** are being asked to choose from two pairs of options on how the route should travel

through the Heathgate area and across Mousehold.

Residents in the Heartsease area are meanwhile invited to have their say about the introduction of a 20 mph area across the estate and a new tree-lined avenue with separate cycling and pedestrian paths that is planned for the playing fields between Sale Road and the towers.



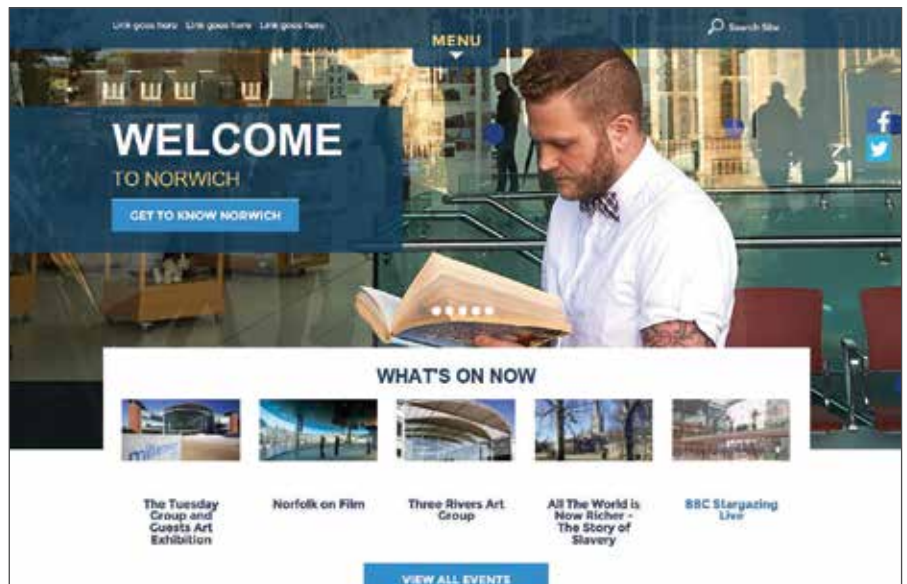
All options and plans can be viewed at www.norwich.gov.uk/pedalways. If you'd like to comment, you can email us at pedalways@norwich.gov.uk or write to: The Pedalways Team, Room 420-426, City Hall, St Peters Street, Norwich NR2 1NH.

New website to showcase Norwich

A brand new website lets the rest of the world know what a brilliant place our city is!

Tourism is vital to our city's economy and the newly-developed website www.visitnorwich.co.uk should attract even more visitors by promoting it as a hassle-free, independent place.

Fresh and contemporary in style, the site offers nuggets of information and tempting ideas



of where to stay, visit, eat, shop and what to discover. Local people will love the site too. Upcoming events are highlighted on the homepage, so when you're planning a day or night out, or want things to do in the school holidays, there's plenty of choice!

This fantastic new resource is the result of a public and private

sector partnership, including VisitNorwich, Norwich City Council, South Norfolk Council and the Norwich Business Improvement District. The site has been developed by Norwich creative agency Balloon Dog.

www.visitnorwich.co.uk will be launched during English Tourism Week, 29 March-4 April.

Walking through history

Ever fancied delving into the city's history? If so, why not book one of these walking tours from the Tourist Information Centre.

Norwich – city of centuries

An ideal introduction to the city of Norwich. Explore more than 1,000 years of history, from the ancient Saxon settlement of Northwic to Viking pillaging, Norman invasion, rebellion and plague.

City of literature

Norwich is a UNESCO City of Literature. Discover more

about the authors who have contributed to its rich literary history over the centuries.

Cathedral quarter

Possibly the loveliest part of Norwich, its medieval buildings include the stunningly picturesque Cathedral Close and Elm Hill.

Tales of the riverside

Follow the meandering

Tours start in April. For time and dates, pick up a leaflet from the Tourist Information Centre, or download from the website: www.norwich.gov.uk/TIC.

River Wensum past old warehouses and docks of a bygone era, taking in some of the most beautiful and tranquil scenery in Norwich.

A pub for every day

Norwich was once home to more than 700 pubs. This tour takes you round some of them, exploring their names and origins and the things that went on in them.



Stepping into action

Schoolchildren, work colleagues and local people are being urged to choose the healthy option of walking over the next 18 months with the help of a series of innovative projects.

Thanks to a government grant of £228,500 awarded to the city council, we will be able to encourage more people to make local journeys on foot. Through a varied programme, our sports development team hopes its Walk To project will engage more than 30,000 people.

Funding for the programme was earmarked to increase the number of people who walk. The aims include improved health and mental wellbeing, alongside reductions in carbon emissions, traffic noise and congestion within the city.

We worked closely with colleagues from both public health and NHS Norwich Clinical Commissioning Group to identify suitable partners to achieve the desired outcomes. This will also help towards our Healthy Norwich ambitions.

National walking charity Living Streets will oversee the project and ensure Norwich benefits from its

expertise, in addition to attracting national initiatives to the city.

Active Norfolk, a countywide sports partnership, will lead a series of inclusive health walks for people in Norwich to enjoy their local surroundings and open spaces. Meanwhile, Norwich-based social enterprise Liftshare will work with businesses to encourage employees to consider sustainable transport options such as walking and cycling.

Health IT company, Intelligent Health, has been commissioned to add a positive air of competition by engaging up to 15,000 people in its Beat the Street initiative.

Aimed primarily at schoolchildren in the Heartsease area, the scheme will reward schools whose pupils choose to walk. Local journeys will be logged on an online leader board with the aim of trying to change attitudes to travel among young people and their families.

Councillor Mike Stonard, cabinet member for environment,



development and transport, says: "One of the key aims of the 'Walk To' project is to help reduce health inequalities by promoting physical activity and healthy lifestyles, and walking is a simple activity that most of us can incorporate into our daily lives.

"With the £3.7m of funding for Cycle City Ambition, and the completion of our fantastic all-weather floodlit tennis courts at Eaton Park in the summer of 2012, this continues to put Norwich on the map when it comes to encouraging people to be active and enjoy healthy lifestyle choices."

You can find out more about this exciting project by emailing our sports development team at sport@norwich.gov.uk or calling 0344 980 3333.

Put our events in your diary

SUMMER

Bandstand concerts

Various parks, Sundays
from June to August

Local bands will be performing in the city's park bandstands. All concerts begin at 3pm.

Lord Mayor's Celebration

Norwich city centre,
Thursday 3 to Sunday 6 July

Four days of celebrations, including the Lord Mayor's Street Procession, entertainers, fireworks, outdoor stages with music, dance and theatre, funfair, craft and food market, art trails, cycle, road and duck races – and lots more. The city's biggest community celebration set in the heart of Norwich.

Children's summer holiday activities

Various open spaces, Monday
28 July to Sunday 31 August

Free activities for children in the parks and open spaces to keep them amused for hours! Visit one of our open spaces any day with all they have to offer or attend one of the free events organised for children.

Art on the railings

St Peter Mancroft Church,
last weekend of every month
from March to December

Norwich City Council and St Peter Mancroft Church offer local artists the opportunity to display and sell their artwork on the church railings in the heart of the city, 10 months of each year.



AUTUMN

Big Boom! – free fireworks from Norwich Castle

Norwich Castle,
Friday 7 November 7.30pm

The biggest fireworks display for miles around.

Spooky City

Friday 31 October

Halloween events at Norwich Castle and The Forum, including pumpkin carvings and spooky bat parade through the city.

Christmas lights switch-on

Norwich city centre,
Thursday 20 November

Candle-lit procession with Father Christmas and friends turning on the city's festive lights.



For more information go to www.norwich.gov.uk/events.

 Norwich City Council events

 @EventsNorwich

IN SUPPORT OF
SPORT RELIEF

SPORT
RELIEF
2014

Go the extra mile for charity

This is the final call for people who would like to take part in this year's Sport Relief event in Norwich.

Whether you're a mum with a pushchair, a keen runner, a wheelchair user, or simply want to walk the course and take in the city's sights, Sport Relief welcomes people of all ages and abilities.

This year's Sainsbury's sponsored event, which is being held on Sunday 23 March, will be organised into three different distances – a one-mile, a three-mile and a six-mile route.

Each route begins at City Hall and will take in some of the city's best-known landmarks, including the Guildhall and iconic Norwich Castle, before finishing in the

council's very own picturesque Chapelfield Gardens.

There will be a number of staggered starts for the different distances, with start times between 9am and 10.30am and a warm-up beginning outside The Forum several minutes before each event gets underway.

The aim of Sport Relief is to bring the whole country together to get active, have fun and raise life-changing cash for people who desperately need it.

As well as organising the Sport Relief Mile, the council's events team has also been busy arranging other fun activities for people to enjoy on the day, including music and dance.

To sign up, you can log on to www.sportrelief.com and look for the Norwich event.

All the fun of the fair!

Everything from French cheeses and continental crafts to the thrills and spills of the fair is coming to Norwich over the Easter bank holiday weekend.

The traditional Easter funfair in Chapelfield Gardens will again be offering a dynamic mixture of stalls and rides, like the dodgems and waltzers, to name just two.

And the World Village Market in Gentlemans Walk will be offering an eclectic mix of continental street food, global gifts, crafts and clothing, along with a tempting array of deli-style meats, cheeses, breads and vegetables.

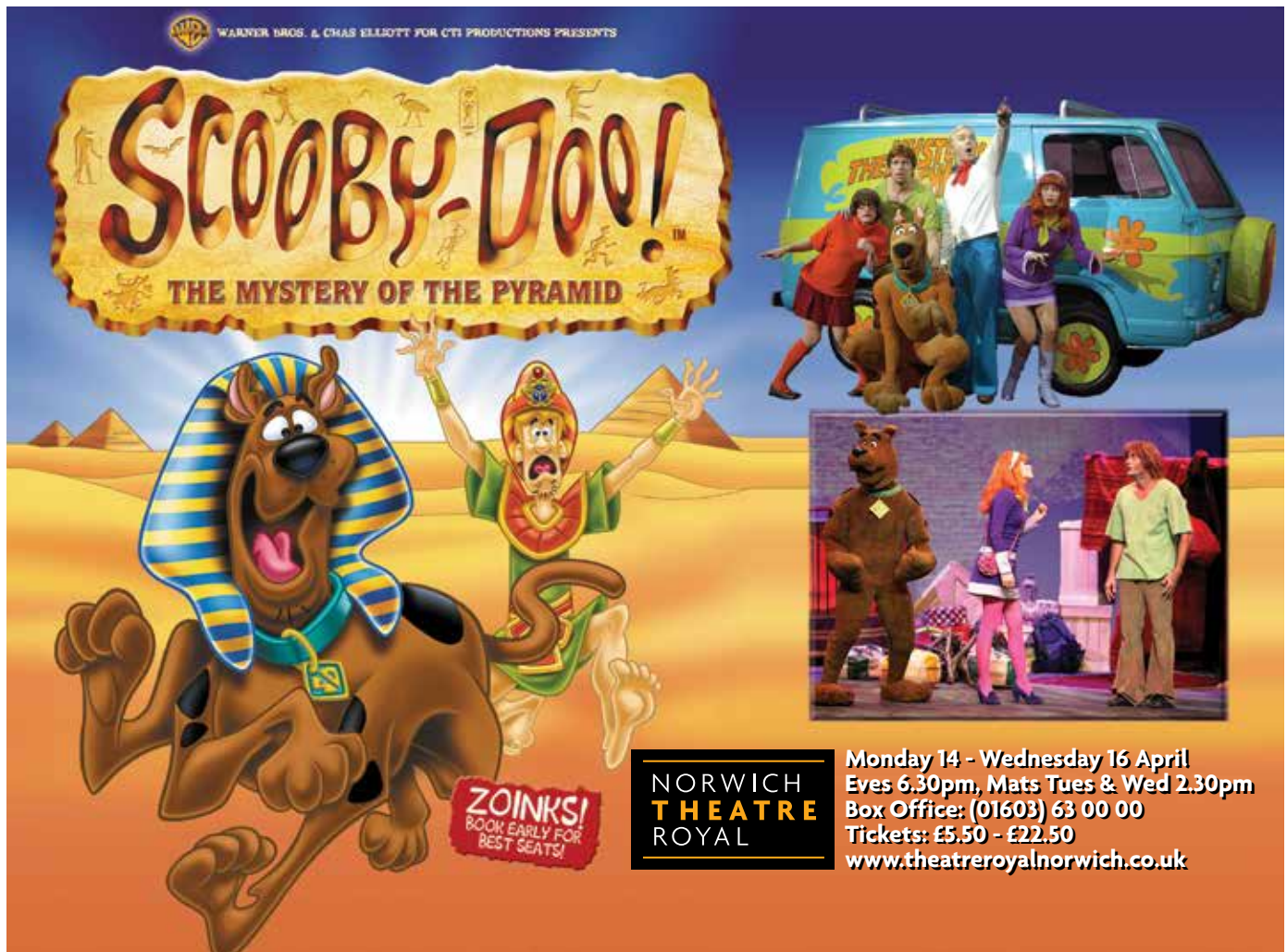
The market takes place from Thursday 17 April to Monday 21 April, while the funfair is open from Friday 18 April to Monday 21 April.



WARNER BROS. & CHAS ELLIOTT FOR CTI PRODUCTIONS PRESENTS

SCOOBY-DOO!

THE MYSTERY OF THE PYRAMID



ZOINKS!
BOOK EARLY FOR
BEST SEATS!

NORWICH THEATRE ROYAL

Monday 14 - Wednesday 16 April
Eves 6.30pm, Mats Tues & Wed 2.30pm
Box Office: (01603) 63 00 00
Tickets: £5.50 - £22.50
www.theatreroyalnorwich.co.uk

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09.30 - 16.00 Activity Day £35
(Minimum of 3 adventurous activities!)
16.00 - 17.30 Wind Down Club £5

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For more information contact Emma Davey
Phone: 01603 737215 Email: emma.davey@dioceseofnorwich.org
or visit our website: www.horsteadcentre.org.uk

Horstead Centre, Old Rectory, Rectory Road,
Horstead, Norwich NR12 7EP
Registered Charity Number: 303986

DALEGATE MARKET
BURNHAM DEEPPDALE
Shopping & Cafe

Deepdale Outdoor & Wildlife Festival



Weekend of all things **Outdoors & Wildlife** on the North Norfolk Coast
Walking - Cycling - Birding - Wildlife Watching - Kiting - Watersports
Meet the Wildlife - Climbing Wall - Guided Walks - Chainsaw Carving
Deepdale Dog Show on Sunday 11th May

Saturday & Sunday
10th & 11th May
10am to 4pm **FREE Entry**

2014

Dalegate Market, Burnham Deepdale, North Norfolk, PE31 8FB
www.DeepdaleOutdoorFestival.co.uk



Customising our services for you

We know there are lots of services you want to access and our customer services are changing to reflect this.

City Hall's customer centre has welcomed its latest third sector organisation – the charity Moneywise, Homesafe – as a way of offering people a broader range of local government services.

The organisation will have a regular presence in the centre every Thursday afternoon and will support new social housing tenants in becoming financially astute.

It will do this by helping people develop their negotiating, literacy and numeracy skills, thereby enabling them to better manage their household income and sustain their tenancies.

Councillor Mike Sands, cabinet member with responsibility for customer access, explains: "Our latest customer centre colleagues will join forces with two other

third sector organisations which already have a regular presence in City Hall.

"Each one is dedicated to supporting vulnerable customers and demonstrates how we can work together to provide better access to local government services."

The customer centre is already home to Stonham and Equal Lives. Stonham, available every Tuesday morning, provides housing and specialist support to local people who need help to keep their home, or who live in supported accommodation.

Equal Lives, a user-led organisation, formerly known as the Norfolk Coalition of Disabled People, unites people of all ages who struggle to get their voices heard and change things for the better. It offers drop-in sessions every Tuesday afternoon.



You can now access more council services online than ever before. Here's just a flavour of some of the things you can do:

Pay for it... council tax, business rates, housing rents, parking fines.

Tell us about it... change of address, fly-tipping, street lighting, housing repairs, potholes.

Apply for it... benefits, housing, council tax reduction, job vacancies, Go 4 less card (a free sport and leisure discount card for those who qualify, which allows up to 50 per cent discount at council facilities, as well as various sports and leisure attractions).

Most popular... car park locations in Norwich (including opening times and charges), information about any latest planning applications, and food hygiene scores for cafés and restaurants in the city.

This is just the tip of the iceberg! To find out more, visit www.norwich.gov.uk and let your fingers do the work.

We want your food waste!

Most Norwich residents have a weekly food waste collection service. Here we take a closer look at why you should recycle food waste.

Did you know the average family wastes nearly £60 each month by throwing away the equivalent of almost an entire meal each day? Not good for our bank accounts or the environment – just think of all that fuel, water and other energy that goes into the production and

distribution of your food, not to mention the harmful greenhouse gases released when in landfill.

The best way to save money and keep food out of landfill is to throw away less food. But if you do produce food waste (which most of us do)

putting it in your kitchen caddy is the next best option.

Recycling your food waste is good for farmers too. Norwich City Council collects your food waste and takes it to a local composting facility, where it is processed to become a soil improver for use on local farmland.

Collection changes over the Easter and May bank holidays

Easter holidays

Normal collection

Friday 18 April
Monday 21 April
Tuesday 22 April
Wednesday 23 April
Thursday 24 April
Friday 25 April

Easter collection

Saturday 19 April
Tuesday 22 April
Wednesday 23 April
Thursday 24 April
Friday 25 April
Saturday 26 April

Normal collections start again in the week commencing Monday 28 April.

May bank holidays

Normal collection

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

Holiday collection

Tuesday 6 May
Wednesday 7 May
Thursday 8 May
Friday 9 May
Saturday 10 May

Normal collections start again in the week commencing Monday 12 May.

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

Tuesday 27 May
Wednesday 28 May
Thursday 29 May
Friday 30 May
Saturday 31 May

Normal collections start again in the week commencing Monday 2 June.

We throw away seven million tonnes of food and drink from our homes every year in the UK.



Get familiar with your kitchen caddy!

You should have two food caddy bins, one for your kitchen and a larger one to be kept outside. Here's how to use them:

- Keep the smaller caddy bin in a convenient place in your kitchen.
- Line the caddy with a compostable liner available in rolls from most big supermarkets, or you can use newspaper, but NO plastic bags please. You can also buy compostable shopping bags from Co-op stores in Norwich for 6p each. These can be used for your shopping and then to line your food caddy.
- Get into the habit of putting any food waste straight into the food caddy – no packaging please.
- Once the kitchen caddy is full, tie up the bag and place it into your lockable larger food caddy which can be kept outside near the rest of your bins. It will be collected every week.

- Your food waste caddy isn't fussy about what you put in it! Uneaten food from your plate, raw and cooked fish and meat, including bones, vegetable peelings, egg shells, out of date food from the fridge and cupboards... just no packaging please.

Kitchen caddy myths **My food caddy will get dirty and smelly**

It shouldn't, providing you empty it regularly and keep it clean. Food waste can be put inside approved compostable liners or wrapped in newspaper or kitchen roll. Always keep the caddy lid closed when not in use. If your caddy gets dirty, swill it out with disinfectant or bicarbonate of soda after you've emptied it. If necessary, you could place a newspaper in the base of the caddy to soak up excess liquids.

I don't have room for the caddy

The caddy is quite small and takes up very little room. It is



designed to sit on the kitchen worktop or under the sink for ease of access.

I don't have time to recycle – why should I use this service?

We've designed this service so it's easy to use. All you need to do is put your food waste in the food waste bin instead of your usual rubbish bin. Once you become used to doing this, it'll soon be second nature.

Any home which doesn't have a food caddy – either because it's been lost, stolen or damaged should call the city council's customer contact team on 0344 980 3333 for a free replacement.



Love food, hate waste

In an ideal world we wouldn't produce any food waste. The brilliant website **www.lovefoodhatewaste.com** tells you how to do that with meal and portion planners, recipes for your leftovers, savvy storage ideas, a money-saving app and lots more.

LOVE
FOOD
hate waste

A helping hand for first-time buyers

LLOYDS BANK



We've recently launched a local mortgage scheme in partnership with Lloyds Bank to help first-time buyers in Norwich get a foot on the property ladder – with just a five per cent deposit.

Known as Local Lend a Hand, this exciting initiative enables people looking for their first property to secure a mortgage with a smaller deposit. And our financial backing of the scheme means the interest rates on the repayments will be significantly reduced, making the dream of owning your own home all the more affordable.

Councillor Brenda Arthur, leader of Norwich City Council, says: "First-time buyers often say that raising a deposit is the biggest challenge they face when looking to take their first step on to the property ladder.

"Many potential first-time buyers in Norwich, including those in social housing are

often unable to save a sufficient deposit, even though they could afford mortgage repayments on a typical first home. This initiative is designed to bridge that gap and is a wonderful opportunity for people seeking to buy their first home."

How the scheme works

Subject to Lloyds' usual lending criteria, borrowers can choose any existing open-market property (except new-build) within the city boundary – up to a maximum purchase price of £160,000. You put down a minimum five per cent of the property price and we provide a cash-backed indemnity of up to 20 per cent as additional security – which the council earns interest on.

You will own the property in its entirety and gain access to a mortgage with a lower rate of interest than would normally be available for this level of deposit (typically saving you around £100 per month compared to the majority of mortgages currently on the market through other lenders).

Please visit one of the city centre branches of Lloyds Bank to find out more!

Decent housing for all

Whether or not you own your own home or live in private rented accommodation, our commitment to providing 'decent housing for all' means that we are continually striving to improve energy efficiency and living conditions for all Norwich residents.

Our home improvement and private sector housing teams can provide:

- advice on making your home more energy efficient, and in some cases, grants and loans (see also page 7)
- aids and adaptations that enable you to continue living independently if you're having difficulties getting around your home
- essential repairs you are unable to carry out due to ill health.

We can also work with private landlords to make sure homes are safe to be let and take enforcement action where necessary.

Complete our new online referral form in the private sector housing section at www.norwich.gov.uk or call 0344 980 3333 for more information.

 do it
online



Could you help a young person in need?

Norfolk Nightstop Plus provides up to five nights' emergency accommodation for vulnerable young people aged 16-24 who find themselves with nowhere to live and little or no support.

The service relies on the kindness people like Sally and Charles have shown Steph (inset) and many others, through providing a welcoming, warm and safe environment for a few nights, for a homeless young person in need.

The service has been commissioned in a partnership between Norfolk Children's Services and local authorities across the region and there are processes in place to ensure the safety of both the young people and their hosts. All volunteers are given access to training and 24-hour support, as well as being paid expenses to cover their costs.

If you think you could help make a difference to a young person's life or would like to find out more, please contact Tyna Sutcliffe, Norfolk Nightstop Plus Coordinator on 07436 107530 or email tynasutcliffe@ymca-norfolk.org.uk.



"I've become more confident and much happier in myself."

Steph's story

Steph, 17, was kicked out of the home she had lived in with her guardian and family for the last 14 years, after arguments and clashes became just too much.

"I sent a message to 20 of my friends asking if they could put me up for the night," says Steph. "One of them, who had previous experience of being in care, got back to me. I stayed with her family for two weeks then met Tyna and she got me into a Nightstop placement with Sally and Charles."

The few days with Sally and Charles were just what Steph needed to get her back on her feet. She has now moved on to live with YMCA Supported Lodgings hosts, where life is looking much rosier.

"Life is now so much easier than at home," said Steph. "I am back in contact with my guardian and her children, and I visit them occasionally and we can spend time together and not clash anymore. I've become more confident and much happier in myself."

Now a very busy young woman, Steph is at college two days a week, placement one day, and she attends climbing, singing and drama clubs at the Open venue. She is also studying for a health and social care level 3 BTEC diploma. She now has a clear idea of her future.

"I eventually want to become a social worker by going to university and working my way up through the ranks," explains Steph.

Call for budding allotment tenants!

Spring is nearly here, so there couldn't be a better time to hit the great outdoors and take on an allotment plot.

The allotments team has been working hard to let vacant plots and make sure the waiting lists are as short as possible. This means that if you put your name on a waiting list now, you may be offered a plot in time to grow crops this year.

Our lists are shortest at Valpy Avenue, Cottage Farm, Wall Road and Hill Farm and, if you get off to a good start, you can now apply to extend your plot and double your growing area after a full summer season of cultivation. The average 125 square metre plot costs £35 a

year, with a 50 per cent discount for Go 4less cardholders.

For all you need to know about applying for an allotment, along with a full list of our sites, visit www.norwich.gov.uk/allotments or call us on 0344 980 3333.

New allotment tenant at Elm Grove, Val Leggett, decided to take on a plot when she retired. She told *Citizen* about her experience:

How do you manage the allotment?

I manage it by myself and visit every other day – regular

maintenance makes things like weeds easy to tackle. I got help when I was putting up the shed, though.

What will you grow?

Salad vegetables, broad beans, flowers for cutting, fruit... I can't wait to take my friends baskets of fresh produce.

What's the best thing about having an allotment?

I love being outside and have made so many friends. It's a great way to meet new people and I've finally got to know lots of my neighbours, too! It's a really friendly community. People often give each other plants and there's shared equipment to borrow for free.

Was it easy to apply for?

Yes, the process was easy and the staff were friendly and helpful. I had the idea of getting an allotment in January 2013 and was delighted to be on site before the end of the year.

What's your advice for anyone starting out?

Take a deep breath and make an early start – you'll find the plot quickly comes together. The sooner the soil is forked over, the sooner you get to the gorgeous business of choosing what to grow!



Val at work on her plot.

What's going on today at The Forum?

the
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The Forum, Norwich



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AROUND THE CITY

Stub out your habit

Smokers in Norwich are being urged to try to give up cigarettes for good this No Smoking Day on Wednesday 12 March.

One in five adults in the UK smoke, with 28 per cent of adults in Norwich saying they smoke. But studies show around two-thirds would like to quit.

Reducing smoking is one of the aims of Healthy Norwich, the campaign launched last year by Norwich City Council, NHS Norwich Clinical Commissioning Group,

Norfolk County Council Public Health and other partners.

This year's No Smoking Day has a 'V for Victory' theme, aiming to inspire thousands of smokers across Norfolk to win the fight against cigarettes.

In that battle, they can get free NHS help to quit from GPs, local pharmacies or by contacting Smokefree Norfolk. If you're thinking about giving



up smoking, get in touch with your GP, pharmacy, or contact Smokefree Norfolk by:

- Calling **0800 0854 113**.
- Texting **bfree** and **your name** to **65000**.
- Logging on to **www.smokefreenorfolk.nhs.uk**.

Opening Doors to independent lives

Parents with learning difficulties can access valuable help and support from a city-based charity.

Opening Doors is a user-led organisation and its mission is for all adults with learning disabilities in Norfolk to be confident individuals, controlling their own lives and making their own decisions, with support from people they trust.

The parents' group has been running for three years and

meets once a month on a Thursday at the Cock Inn, Drayton. It has guest speakers from health visitors and nurses to police community support officers, and organises outings and children's activities.

Parents also attend other Opening Doors meetings and help train up professionals up like social workers, nurses

and students who want to be in the system, so they can understand their issues and needs.

The Norwich office is open Monday to Friday from 9am to 5pm and you can call on 01603 789889 or email **admin@openingdoors.org.uk**. For more information, log on to **www.openingdoors.org.uk**.



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Norfolk County Council NHS

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This spring the Elephant Parade national tour will visit intu Chapelfield. A festival of colour showcasing vibrant art creations on elephant statues – all to raise greater awareness of the plight of the Asian Elephant.

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