

NORWICH

CITIZEN

SUMMER 2014

www.norwich.gov.uk

6-7



Get sporty and active this summer

10-11



Free summer events for all the family

18



Helping you get on the housing ladder



NORWICH
City Council

Fun family outings
Hunger for history
Savour the menu
Chat over coffee
Wander quiet cloisters
Walk tranquil grounds
Festivals and concerts
View sacred treasures
Enjoy the silence
Take a pew
at Norwich Cathedral

Plan your visit:
www.cathedral.org.uk

Share your visit:
#MyCathedralVisit

Shakespeare Festival

at Norwich Cathedral



Enjoy open air Shakespeare in the beauty of Norwich Cathedral Cloister.

Wednesday 16 - Saturday 19 July 2014

Featuring *Romeo & Juliet* performed by The Lord Chamberlain's Men and *Much Ado About Nothing* performed by Shakespeare's Globe.

Tickets

Adults £19, concession £16 (over 60, student, under 16).

How to book

www.cathedral.org.uk/shakespeare, call 01603 630000 or visit the Cathedral Shop or Theatre Royal Norwich.

Contacting Norwich City Council

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.
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.

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The next issue of *Citizen* will be delivered by 6 September 2014.

CONTENTS

PAGE 5 How we're cleaning up our neighbourhoods

PAGE 8 Helping to make living at home easier

PAGE 13 Make the most of our glorious parks

PAGES 16-17 Even more ways to recycle your waste



Front cover picture courtesy of Archant.

“We’ve been working to help first-time buyers make that crucial step onto the housing ladder.”



Message from the leader, Brenda Arthur

A great deal has happened since the last *Citizen* landed on your doormat and the council and city have had lots to celebrate.

We know how difficult it is for many people to buy a property and you can read in this issue about how we've been working to help first-time buyers make that crucial step onto the housing ladder. By working with Lloyd's Bank, we've helped introduce a scheme through which people can secure a mortgage with just a five per cent deposit. Our financial backing of the scheme means interest rates on the repayments will be significantly reduced.

We're improving our recycling initiatives, so you can find out about new ways to get rid of unwanted electrical items and even cooking oil. There is also a feature showing how our home improvement team is helping people to live independently, an update on our Push the Pedalways cycling network, and a chance to meet the incoming Lord Mayor and Sheriff for the new civic year.

My favourite article, however, is the one about the national awards won by the city council. It is wonderful that we've been recognised like this for all our hard work and the improvements we've made. You can read all about it on page nine.

This is something for the whole of Norwich to celebrate as it recognises the work we have done in partnership with local communities, tenants, businesses, voluntary organisations and other key partners. It supports my assertion that the council is an amazing organisation in a fantastic city.

Finally, I hope you enjoy reading our regular feature on the Norwich parks and also finding out more about the summer events we've organised; the biggest of which is, of course, our Lord Mayor's Celebration in early July. This is always a great four days with lots of free events for everyone to join in with. So here's wishing you a happy summer.

Follow us



@NorwichCC
@EventsNorwich
@TourismNorwich



Norwich City Council events

Time for better mental health support



Norwich has a higher number of people diagnosed with severe mental illness than many other parts of the country, so it's vital we are committed to dealing with the issue.

As a statement of intent, we've signed up to be part of the Local Authority Mental Health Challenge campaign, with our council leader Brenda Arthur as champion.

The Mental Health Challenge is all about supporting and encouraging local authorities to take a proactive approach to mental health issues. Brenda's role as champion will include raising awareness of mental health in the development of council policies and in public forums, as well as influencing partners to reduce inequalities.

We've also committed to other actions designed to ensure mental health is a priority across council services, such as signing up to Time to Change – England's biggest campaign to end the stigma around mental health.

As part of Time to Change, we'll be having an organisational 'health check' to see if there are ways in which we can do better as an employer.

We'll also be running a Human Library event on 4 July to promote social contact and

give people the chance to find out more about the diverse communities in the city.

Our commitment to good mental health is ongoing, so keep an eye on our website and twitter feed for more news, as well as for community activities like the Norwich Mind festival of cultures, and the Mensheds project.

Find out more:

www.mentalhealthchallenge.org.uk

www.time-to-change.org.uk

www.menscraft.org.uk

www.norwichmind.org.uk



Working with neighbourhoods

We have four neighbourhood teams who tackle issues that matter most at a community level. Here, we look at a current project from each area and how we're working with residents.

North

Catton Grove is one of two areas in Norwich piloting a neighbourhood agreement.

It was put together by residents and community representatives, including Catton Grove Primary School, Norwich City Council and Norfolk Constabulary.

It covers six topics, with the aim of making the neighbourhood an even better place to live. These include addressing dog fouling, fly tipping, litter and rubbish, antisocial behaviour, community safety, speeding vehicles and parking issues.



South

Action against fly tipping has become an important cause to tackle for people living in the south of the city.

Neighbourhood officers are working alongside Tuckswood Primary School and the local Co-op to launch a campaign aimed at resolving issues such as this, while also generating more local pride in the area.

Children from the school have designed a logo for the campaign, as well as signs for the area, and we're working with the school and the Co-op to raise awareness of how people can report issues to the council.

The signs will be put up near communal recycling bins in the area, encouraging people to dispose of their waste in the appropriate way.

East

Most dog owners in the city are responsible. However, a small minority are causing an issue by not clearing up after their pets.

Our east neighbourhood team has joined forces with Lionwood Infant and Nursery and Lionwood Junior School to try to make a difference with their 'Bag It, Bin It' campaign.

Younger children have been busy putting their artistic skills to use by designing posters, while junior

pupils are writing articles for their neighbourhood newsletter. At the end of April, the first fixed penalty notice for dog fouling was issued in the area. So the message is clear on taking action – with the voices of more than 400 children behind it!

West

Eco-award-winning West Earlham Junior School is passionate about its community and pupils take pride in the area where they live.

Working with our officers, the children have been finding ways to tackle litter and in particular fly tipping.

These include special lamppost signs designed by the children and regular litter picks in the surrounding area. There will be also a new leaflet for local people telling them how they can report specific instances of things like graffiti and fly tipping to the council.

This work with the junior school is part of a wider project providing services to improve West Earlham Woods – an important natural asset in the community.

To find out more about what's going on in your neighbourhood, visit www.norwich.gov.uk/neighbourhoods or call **0344 980 3333**.



A smörgåsbord of sport!

We have so many exciting sports-led projects bubbling away at the moment that we've brought a few of them together for you in a two-page summer special.

If you have a passion for cycling, walking or tennis, or would like to get involved in one of these for the first time, read on, as we have all bases covered for you.

Cycling

Norwich is a fantastic city in which to cycle and there's no better way to do this than through our Sky Ride Local initiative. That's why we've teamed up with British Cycling to organise a packed programme of guided rides to help you explore our wonderful city by bike.

Friendly, qualified ride leaders will show you the best routes and some cracking places to visit. With a variety of ride levels, everyone is welcome, whether you're building your confidence or looking to stretch your legs on a cycling challenge.

Sky Ride Local rides get underway in Norwich on Sunday 29 June. To find out how you, your family and friends can get involved, visit www.goskyride.com/norwich.



Tennis

Norwich has some fantastic tennis facilities and this summer there are plenty of opportunities to take to the courts.

In partnership with the Lawn Tennis Association, a series of Great British Tennis Weekends will see park courts hosting completely free, organised opportunities to play the game in the build-up to Wimbledon.

And thanks to funding from Active Norfolk and Sport England, these festivals of tennis will be followed by a programme of fun, low-cost coaching sessions on park courts across the city.

Great British Tennis weekends

21 June
22 June
28 June

To find out more visit www.greatbritishtennisweekend.com

As well as this, there will be tennis express and cardio tennis events to enjoy. At the time of going to print, the locations and times of the various tennis activities had not been confirmed. But keep an eye on www.norwich.gov.uk/tennis to find out more.



CITY GOES CYCLE-TASTIC

Our Push the Pedalways programme to improve a major cycle route across the city is stepping up a gear.

This month, the attention is on pedalway sections at The Avenues, Magdalen Street and between Park Lane and Vauxhall Street.

It's important to us we get your feedback on our plans, whether you're a nearby resident, a cyclist, or another road user. To see the proposals, find out about local consultation events and to have your say, please visit www.norwich.gov.uk/pedalways, which includes information about the wider project.

You can get in touch with the team by emailing pedalways@norwich.gov.uk or by calling **0344 980 3333**.

➔ Get involved

One of the main aims of the project is to get more people to choose cycling as a means of transport. So we're running a survey to build a picture of cycling habits across the city.

We need as many people as possible to get involved. Whether or not you cycle, we'd really appreciate it if you could spend five minutes to answer a few questions at www.norwich.gov.uk/cyclingsurvey.



Make sure you're not missing out on our city's walking revolution! Here's how you can get involved...

- **City Health Walks** – friendly groups walking friendly distances (many under one mile) inviting you to sample some of Norwich's most beautiful parks and public spaces.
- **Beat the Street** – help Norwich walk around the world! We're turning Sprowston, Heartsease and Thorpe St Andrew into a giant community game to get people walking to win points and prizes for their teams. Get a game card and be involved at www.norwich.beatthestreet.me.
- **City Walking Champions** – could you champion walking in your neighbourhood, workplace or school? We're recruiting champions to play an important role in getting communities walking and ensure Norwich's streets are safe and enjoyable places to be.
- **Walk To School Week** – a great way to get your weekly activity levels up. We've got some fantastic incentives for schools that want to get walking.

These initiatives are available thanks to our partnership working with colleagues from Norfolk County Council, Public Health, NHS Norwich Clinical Commissioning Group and Active Norfolk, helping us towards our Healthy Norwich ambitions.

For more information visit www.norwich.gov.uk/walknorwich or email dan.harris@livingstreets.org.uk.

Follow the programme on social media www.twitter.com/walknorwich and www.facebook.com/iwalknorwich.

Councillor Brenda Arthur, leader of the council and sports champion, says: "Norwich is practically bursting at the seams right now when it comes to sporting opportunities.

"We very much want people of all ages and abilities to get active, stay active, and enjoy all the benefits that come as a result.

"So, there's no time like the present to pick up a racket, put on your running shoes or jump on a bike and get pedalling."



Let our team help you to live at home

It's vitally important people can remain safe and healthy in their own homes and live independently, which is why last year we set up a Norwich Home Improvement Team.

The service is accessible to all home owners, private renters, and housing association tenants. And the team may be able to offer financial help with the fitting of level access showers, stair lifts, entrance ramps and door widening to enable wheelchair access via Disabled Facilities Grants (DFGs), or other discretionary grants.

The team is made up of technical officers, caseworkers, administrative support, and occupational therapy staff, who have been brought together into one team to provide a more efficient service and a one-stop shop for home adaptations.

Not all clients are eligible for grants, but everyone receives free advice and is signposted to other services where appropriate.

Since July 2013, the new team has:

- handled 450 referrals (30 per cent of which have been eligible for funding)

- completed work on 134 cases (a 17 per cent increase on the same period last year)
- reduced the average time taken for work to be completed from 102 days to 83
- reduced the average cost of work through procuring a selection of pre-approved suppliers
- delivered all of the above with fewer staff.

Recently the team was recognised for 'Making a Difference' in the council's annual staff awards. It is now working with GPs to identify patients whose health may be at risk as a result of their housing conditions, so support can be offered as soon as possible, before problems escalate.

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Further information can be found in the private sector housing section of our website (where you can now make online referrals). Alternatively email privatesectorhousing@norwich.gov.uk or call us on 0344 980 3333.



Hailing Norwich's eco heroes

A bicycle recycling project and a community food growing scheme were among those named as winners in our annual Eco Awards.

Local schools, community groups, businesses and organisations gathered at City Hall in March for a buzzing awards ceremony with tea and cakes, as well as inspirational speeches from past winners.

The judges were particularly impressed by the diversity of projects this year, all showing such dedication to making Norwich a more environmentally friendly and healthier place to live.



This year's winners are:

Eco small/medium business – Bicycle Links

Eco primary school – West Earlham Junior School

Eco secondary school – Open Academy

Eco community group – The Fifth Quarter

Eco hero – Friends of Norwich in Bloom



The winners of this year's Eco Awards.

An award-winning council

It's been an amazing year for Norwich City Council, winning two gold awards.

First we were named 'Council of the Year' at the iESE (Improvement and Efficiency Social Enterprise) Awards and then 'Most Improved Council' at the Local Government Chronicle Awards.

The gold iESE award was bestowed on us for our overall transformation and improvement journey and we also took silver for our

'Raspberry Pi' project within the Transformation in Waste and Environment category.

This is a wonderful acknowledgement of the improvement journey we have undertaken and the work we have done in collaboration with members of all parties, partners, neighbouring councils and other organisations.



Councillor Brenda Arthur, city council leader, said: "I'm always ready to praise the hard work and dedication of members and officers at the city council and the way we have developed strong partnerships with other sectors who work with us."



Thursday 3 to Sunday 6 July

THE LORD MAYOR'S CELEBRATION

Norwich City Council @EventsNorwich

July sees one of the biggest events in the city's calendar; with truly something for everyone from fireworks to funfairs, music to markets, performers to the procession and so much more.

For more details about what is happening and where, to make sure you don't miss a thing, see the events guide 2014 delivered to Norwich homes in May or go to the 'events' page on our website www.norwich.gov.uk.

FAMILY FUN Funfair

CHAPELFIELD GARDENS
Saturday 5 July, 11am-10pm
Sunday 6 July, 12noon-7pm

Playtime
CHAPELFIELD GARDENS
Saturday 5 July, 11am-5pm
Sunday 6 July, 12noon-5pm

The Lord Mayor's 5km Road Race
STARTS ON AGRICULTURAL HALL PLAIN
Saturday 5 July, 4.50pm

The Lord Mayor's Street Procession
STARTS AT ST STEPHENS ROAD
Saturday 5 July, from 5pm

Fireworks
NORWICH CASTLE
Saturday 5 July, 10.30pm

The Great Norwich Duck Race
FROM LADY JULIAN BRIDGE RIVERSIDE
Sunday 6 July, 12noon

FEAST AND FAYRE
The World Bazaar
CHANNY CAR PARK, THEATRE STREET
Friday 4 July, 9am-8pm,
Saturday 5 July, 9am-11pm
Sunday 6 July, 10am-5pm

The White Rabbit Bar
CHAPELFIELD GARDENS
Saturday 5 July, 11am-10pm
Sunday 6 July, 12noon-7pm

Bishop of Norwich Open Gardens
ACCESS VIA BISHOPGATE
Sunday 6 July, 1pm-4.30pm

The Norwich Lanes Summer Fayre
Sunday 6 July, 11am-6pm
(and later in participating venues)

Picnic and Play
ST GEORGES GREEN
Sunday 6 July, 12noon-4pm

STAGES
Bo Nanafana Social Club Stage
BRIGG STREET
Saturday 5 July, 12noon-10.15pm

BBC Voices
CHAPELFIELD GARDENS
Saturday 5 July, 3pm-10pm
Sunday 6 July, 12noon-7pm

Disco Shed DJs and guests
CHAPELFIELD GARDENS
Saturday 5 July, 11am-10pm
Sunday 6 July, 12noon-7pm

The Walk Stage
GENTLEMAN'S WALK
Saturday 5 July, 12noon-10.15pm
Sunday 6 July, 12noon-5pm

Forum Stage
MILLENNIUM PLAIN
Saturday 5 July, 12noon-4.30pm
and 6pm-10.15pm

ON THE STREETS
Saturday 5 July, 1pm-4pm and
6pm-10pm

Abigail Collins – Une Femme Exposée
Bongo Bolero – The Dick Danger Show
Dream Engine – Heliosphere
Garlic Theatre – Can Fish Drink Tea

Play People – The Troll
Pif-Paf – Something to Hold
The Honk Project – Rag & Bone
The 'Oss and The Ox'
The Potted Plants
The Workmen – The Small Job
Look Up digital arts trail
CITY CENTRE
From Thursday 3 July to Sunday 6 July

PRESENTING
Norwich School Charity Fashion Show
OPEN
Thursday 3 July, 7pm

somewhereto
CASTLE GARDENS
Friday 4 July, 7.30pm-9pm

Crude Apache presents Gammer
Gurton's Needle
HEIGHAM PARK
Friday 4 July, 7.30pm-9pm
CASTLE GARDENS
Sunday 6 July, 3pm-4.30pm

The Forum Open-Air Screen
OUTSIDE THE FORUM

Norwich City Concert Band & Pavilion Brass Quintet
HAY HILL
Sunday 6 July, 12noon-4pm

A Firm of Poets
ST GREGORY'S GREEN
Sunday 6 July, 2pm

Norwich Accordion Band
WENSUM PARK BANDSTAND
Sunday 6 July, 3pm



play days

Ham till 2pm

Roll up! Play days are coming to your neighbourhoods this summer. Punch & Judy; hunting for treasure; giant games; sports day races; face painting; flag-making and circus skills.

Monday 28 July

Mousehold Heath – Fountain Ground

Tuesday 29 July

Frere Road Community Centre

Wednesday 30 July

Three Score Play Area

Thursday 31 July

Harford Community Centre

Monday 4 August

St Clements Park

Tuesday 5 August

Mile Cross Gardens

Wednesday 6 August

Chapel Break Village Green

Thursday 7 August

Ives Road Play Area

Monday 11 August

Pilling Park

Tuesday 12 August

Jenny Lind

Wednesday 13 August

Borrowdale Drive Play Area

Thursday 14 August

Peterson Road

Monday 18 August

Sewell Park

Tuesday 19 August

Ketts Cave

Wednesday 20 August

Jubilee Park

Thursday 21 August

Henderson Community Park

Monday 25 August

Pointers Field

Tuesday 26 August

Clover Hill Village Green

Wednesday 27 August

Heigham Park

Thursday 28 August

Wensum Park

Free fun for children during the summer holidays in Norwich's green spaces

SCHOOL'S OUT

Free outdoor theatre for children this summer

CHILD PLAY

PENDLE PRODUCTIONS - ALICE IN WONDERLAND

FRIDAY 1 AUGUST, 3PM, WATERLOO PARK

Join Alice at the Mad Hatter's tea party and find out the real reason why nobody does the washing-up!

MAGIC CARPET THEATRE - MR ALBERT'S BIG FINISH

FRIDAY 8 AUGUST, 3PM, WATERLOO PARK

Charlie the Caretaker wants to save Mr Albert's Theatre by putting on a variety show with the fastest magic tricks in the world.

DIZZY O DARE - THE WONDERFUL WORLD OF MR E

FRIDAY 15 AUGUST, 3PM, WATERLOO PARK

Mr E and his two assistants will take the entire audience on an adventure into imagination itself!

INSPIRATIONAL SCIENCE THEATRE COMPANY - CIRCUS SCIENCE SHOW

FRIDAY 22 AUGUST, 3PM, WATERLOO PARK

Explore the science behind the thrills and spills of circus. Why do jugglers love gravity and why must unicyclists keep moving to stay balanced?

BZENTS - RICHARD III

FRIDAY 29 AUGUST, 3PM, WATERLOO PARK

Dastardly Dick or Righteous Richard – was he a goodie or a baddie? Full of epic battles, brilliant costumes and audience participation.

STORIES FOR SUMMER - THE YARNSMITH OF NORWICH & TILLY THE TALESPIINNER

3, 10, 17, 24 AND 31 AUGUST, 11 AM, HEIGHAM PARK

Duration: about one hour. Relax and feast your ears on silly stories and riddles from long, long ago.



Information about burials

The council manages two cemeteries – one on Earlham Road and the other on Rosary Road. Both have space for burials. Earlham has separate areas for people of varying religious beliefs and traditional, lawn or conservation locations. Choice and space is more limited at the Rosary.

Last year we added a new service to our existing burial provision at Earlham Cemetery known as ‘natural’ or ‘woodland’ burials. This involves burial in an area which creates a habitat for wildlife or preserves existing habitats. For more information about city council-managed cemeteries, visit www.norwich.gov.uk or call **0344 980 3333**.

More burial spaces found

Thousands of previously undiscovered burial spaces have been identified following painstaking work by council officers at the city’s main cemetery.

The important and illuminating data concerning Earlham Cemetery, established in 1855, has recently emerged as part of the authority’s memorial testing programme.

It means that assuming current death rates and burial trends, families in Norwich can be safe in the knowledge there is space for loved ones who wish to be buried, for decades to come.

To meet our obligations as a burial authority, council officers developed a programme to check our memorials are safe and to assess future burial space.

The work, which started in July 2012 and is due for completion in 2015, involves inspecting

about 40,000 memorials throughout Earlham Cemetery, Rosary Cemetery and 35 closed churchyards, covering some 100 acres of land.

With the bulk of the project focusing on Earlham Cemetery, 16,000 headstones have already been inspected within its older sections, with less than 500 identified as unsafe. We’ve now carried out the necessary work to make these memorials safe.

Attention has now moved to checking headstones in the newer section of Earlham.

Councillor Paul Kendrick, cabinet member with responsibility for cemeteries, says: “Council officers have worked hard to adopt a professional yet sensitive

approach due to the nature of the work involved. As the project progresses, that hard work is really paying off and the latest figures show we have enough space for generations of Norwich residents who would like their final resting place to be Earlham Cemetery.”

By combining new burial plots that have been identified with the remaining spaces in common graves, it indicates there should be enough space for several decades.

Love your parks!

The sunny season is upon us, so why not turn to the great outdoors for a host of fun activities for people of all ages.

Norwich City Council manages 23 parks, 95 open spaces and 59 natural areas and these are home to a range of sporting and leisure facilities.

From speedy cycling to nature walks, there's something for everyone. And best of all, many of the activities are free.

Cycling and skating

BMX-ers, skaters and skateboarders of all abilities can be found practising their skills at **Eaton Park's** national-standard, 1000m² skate park. It's free and open all-year-round, with floodlighting until 10pm. Other parks across the city are also home to skating areas; see online for more information.

Both **Harford Park** and **Eaton Park** have cycle speedway tracks. Cycle speedway is recognised as one of the six British cycling disciplines. If you become an enthusiast, there's even a club to join!



Sporting fun

All sporting tastes are catered for with our range of pitches, courts and greens. You can book a session of tennis for free, get together five-a-side football teams or take to the wicket for a game of cricket.

There's family fun to be had too, with the new crazy golf course at **Eaton Park** or pitch and putt, both of which have family and Go 4less discounts. If you still want more, there's also bowling, croquet and basketball to try, plus new table tennis tables provided by the Friends of Eaton Park.

Workout

Woodrow Pilling Park in the east of the city is now home to a six-piece outdoor gym, which includes a bike, chest press and skier. Just turn up and enjoy a workout in the open air!

Events

Throughout the summer you can choose from a fantastic variety of free events at our parks, including outdoor theatre for children, play days for creative kids and our popular series of bandstand concerts – all of which run until the end of August.

Turn to page 22 to read about another hidden treasure at Eaton Park...

Playtime!

There are 80 play areas across the city, so you can take your pick on an afternoon out with the little ones. When the sun gets really scorching hot, don't forget the splash pad at **Waterloo Park**, which is switched on from now until the end of the school summer holidays.

Park life

We welcome responsible owners and their dogs in almost all our parks. A particular favourite is **Earlham Park**, with its popular café serving coffee and snacks and a sausage for your pooch!

For nature-lovers there's our series of guided walks at **Mousehold Heath**, covering topics such as bats, moths and fungi. It's free to go along, you just need to book in advance. Check out the Friends of Eaton Park website (see below) for its summer events programme.



For full details on all our park facilities, including booking, events and hire costs, please visit www.norwich.gov.uk/parks or call **0344 980 3333**. For more about what's on offer at Eaton Park go to www.friendsofeatonpark.co.uk, and for crazy golf information, visit www.eatonparkcrazygolf.co.uk.

Explore the Amazona in Cromer

it'sss Brazilian!



NEW 2014
Indoor
soft play

NEW 2014
30ft YURT



AMAZONA ZOO

South American Animal Adventure

Our closest railway stations are
Roughton Road and Cromer.



Facebook.com/AmazonaZoo



@AmazonaZoo



Hall Road, Cromer NR27 9JG Tel. 01263 510741



amazonazoo.co.uk

Forestry
Commission
forestive

at **High Lodge, Thetford Forest**
NR BRANDON, SUFFOLK

Thursday 12 June

**REBECCA
FERGUSON**

+ GUEST PHILIPPA HANNA

Saturday 14 June

**THE
POGUES**

+ GUESTS

Saturday 12 July

**KATHERINE
JENKINS**

+ GUESTS



Friday 13 June

SUEDE

+ SPECIAL GUEST
ED HARCOURT

Friday 11 July

BOYZONE

+ VERY SPECIAL GUEST
KIAN EGAN

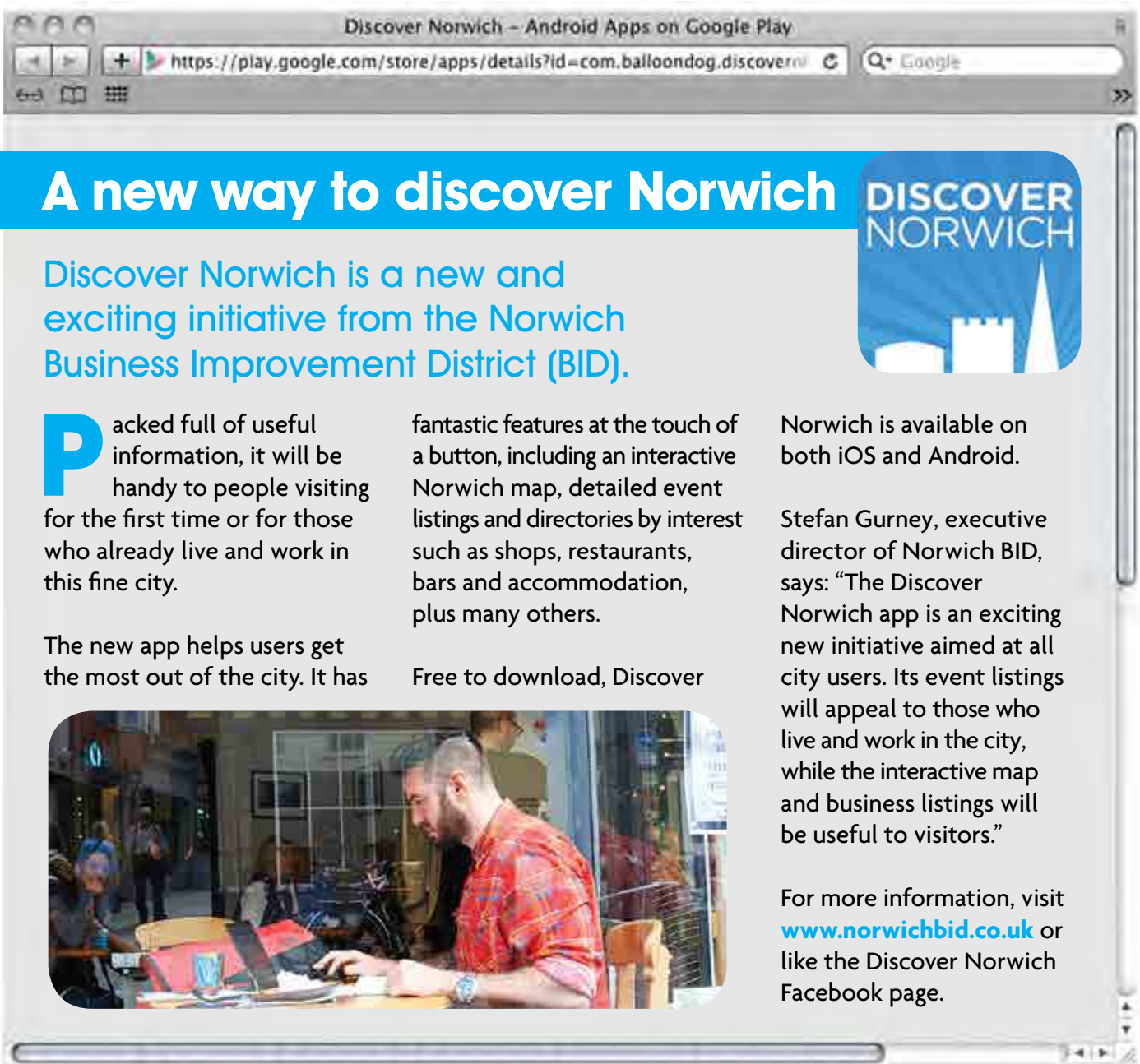
Sunday 13 July

DEACON BLUE

+ GUEST RODDY HART AND
THE LONESOME FIRE AND
SUPPORT NELL HUDSON

Tickets: 03000 680400

Buy online/info: forestry.gov.uk/music



A new way to discover Norwich



Discover Norwich is a new and exciting initiative from the Norwich Business Improvement District (BID).

Packed full of useful information, it will be handy to people visiting for the first time or for those who already live and work in this fine city.

The new app helps users get the most out of the city. It has

fantastic features at the touch of a button, including an interactive Norwich map, detailed event listings and directories by interest such as shops, restaurants, bars and accommodation, plus many others.

Free to download, Discover

Norwich is available on both iOS and Android.

Stefan Gurney, executive director of Norwich BID, says: "The Discover Norwich app is an exciting new initiative aimed at all city users. Its event listings will appeal to those who live and work in the city, while the interactive map and business listings will be useful to visitors."

For more information, visit www.norwichbid.co.uk or like the Discover Norwich Facebook page.



About Norwich BID

Established in November 2012, the Norwich Business Improvement District (BID) is run for local businesses by local businesses.

It is a simple, tried and tested way of increasing economic



prosperity for companies of all sizes through collaboration. The BID covers a defined area of Norwich where businesses plan how to improve their trading environment, identifying additional projects and services that develop the city centre and trade.

Investment in the BID area aims to enhance and promote the local environment for businesses, employees and customers. Norwich BID is instrumental in

developing innovative destination marketing campaigns and ideas that put Norwich at the front-of-mind for visitors, tourists and businesses across the UK and abroad.

Its campaigns look to reach potential visitors using a range of media. This includes considering the use of social media, web-based and mobile technologies to allow interactive dialogue between organisations, communities and individuals.

A round-up of recycling



2014 has got off to a great start with two new initiatives to help Norwich residents recycle more.

Don't bin it, bring it!

Our first electrical items recycling event with our partner the British Heart Foundation was a huge success. We collected items to the value of £4,000 – enough to pay for four defibrillators.

In addition, we collected and recycled two tonnes of

electrical items that were not suitable for reuse.

Thanks to your amazing response we'll be running further events, giving you a chance to get rid of your electrical clutter, as well as helping reduce impact on the environment.

Come along to our next electrical event

Where?

City of Norwich School (CNS), Eaton Road, Norwich NR4 6PP

When?

Saturday
28 June,
8am-1pm

What?

From toasters to TVs, power drills and kettles... bring your small and medium-sized working and non-working electrical items to be recycled or reused.

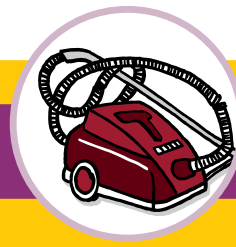
For further information on the event and what items are accepted, please refer to our website.

Electricals – THE FACTS

- Around one million tonnes of electrical and electronic waste are generated every year and only a fraction of this is recycled or reused.
- If electrical items end up in landfill, hazardous substances will leak out and cause soil and water contamination.
- Electrical items contain many different parts which, once recycled, can be used again in a variety of new applications. You can recycle electricals at waste and recycling points in Norfolk – see www.norwich.gov.uk/wasteandrecycling for more details.
- Items still in working order can be re-used. National charities such as British Heart Foundation accept donated electrical items and will collect larger electrical items for free, as do some of the smaller local charities.



Sheila Maskell donated her unwanted coffee maker to the BHF at the event. She's had heart problems since she was 11 years old, but two successful operations have kept her fit and well.



Bank your old cooking oil

Don't clog up your drains with fat, turn it into biofuel instead!

Cooking oil will soon be added to the long list of products you can recycle in Norwich, thanks to the addition of our new oil and fat recycling scheme. In the coming weeks, six brand new oil banks will be installed alongside existing bring bank sites at

Waitrose (Eaton Centre), Sainsburys (Queens road), Morrisons (Albion way), Tuckwood shops (Tuckwood centre), St Saviours car park (St Saviours Lane) and Enfield Road, near the shops.

We're working with Anglian Water to promote the scheme because oil, fats and grease

poured down the sink or loo can cause blockages.

The cooking oil will be collected regularly from the banks and turned into biodiesel which can be used as the renewable element contained in the fuel we buy at the pump.

Please check our website for the service start date: www.norwich.gov.uk/cookingoil.



1. Let the used cooking oil or grease cool to a safe handling temperature.



2. Pour the used cooking oil into a glass or plastic bottle with a lid.



3. Take the oil to your nearest used cooking oil recycling bin.



4. Place the container with the oil in it in the recycling bin.

How to use the oil banks

Vegetable and cooking oil, lard, roasting fats, BBQ fats, grill fats, margarine and butter can all be placed in the banks, which are very easy to use.

People are advised to wait until used cooking oil and other fats have cooled then pour into a glass or plastic bottle with a lid.

The entire bottle is then placed into the recycling banks – there is no need to empty the contents of the bottles.



A helping hand with your first mortgage

LLOYDS BANK



First-time house buyers are reaping the rewards of securing a mortgage with just a five per cent deposit, thanks to a Norwich City Council-backed initiative.

Courtesy of a partnership with Lloyds Bank, we've already helped at least 15 people to get on the property ladder for the first time through the Local Lend a Hand scheme.

And what's more, the money used to finance the scheme, which was launched in February, there's enough left to help some 25 additional buyers.

But with take-up in Norwich proving faster than in all the other local authorities that launched their own schemes in the early part of the year, potential applicants are advised to get in quick!

This exciting initiative not only enables first-time buyers to get a mortgage with a smaller deposit, but our financial backing of the scheme means interest rates on the repayments will be significantly reduced, making the dream of owning your own home all the more possible.

Councillor Alan Waters, deputy leader of the city council, says: "We're delighted we've been able to help 15 people take such a big step by securing their first home, as well as meeting one of

our important council priorities of providing different housing needs across the city.

"With the money we have left to fund the scheme, we're encouraging people to get in touch with Lloyds Bank to discuss their application, so that between us we can help even more people in Norwich to get on the property ladder."

Marc Page, mortgages director at Lloyds Bank, says: "Local Lend a Hand addresses some of the real problems that prospective buyers in Norwich might face. It's great to see our partnership with Norwich City Council working and having a really positive impact in the local community."



How the new scheme works

Subject to Lloyds Bank's usual lending criteria, applicants can select any existing property (except new-build) up to a maximum purchase price of £160,000, as long as the postcode falls entirely within the city council's boundary.

Borrowers put down a minimum five per cent of the property price and the council provides 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!

A new civic year is ushered in

Councillor Judith Lubbock is the new Lord Mayor of Norwich for 2014-15, and former Norfolk Coroner William Armstrong is this year's Sheriff.

Each year, a Lord Mayor is appointed from nominations received from city councillors, who also put forward upstanding members of the public for the position of Sheriff.

Members of the majority political group on the council then decide who will take on these civic roles.

Your new civic heads will take up their official duties following the annual Mayor-making ceremony being held in the Council Chamber at City Hall on Tuesday 10 June.

Cllr Lubbock has been representing Eaton Ward since 1995 and says she is "looking forward to trying

new things, discovering the people and places that make Norwich so special, and having some fun along the way".

Mr Armstrong says it is a great privilege to be asked to be the next Sheriff of Norwich and he and his wife Monica are looking forward to serving the people of the city.

The Lord Mayor and Sheriff attend hundreds of events throughout the year. If you would like them to visit your event or organisation, email civicooffice@norwich.gov.uk or call **01603 212081** for more information.

They will be raising funds throughout the year for their chosen civic charity, Cruse Bereavement Care.



William Armstrong and Councillor Judith Lubbock pictured at City Hall.

Do it online

You can now make claims for housing benefit and council tax reduction using our new online form.

This gives you the freedom to make your claim when and where you choose – whether from the comfort of your own home, while on the move or by using one of the terminals in City Hall's customer centre.

If you need to bring in any documents associated with your claim, you can go straight to a specialist customer adviser in City Hall at a dedicated benefit proofs desk.

Railcard change

Starting this month (June), senior railcards will be issued by the Association of Train Operating Companies (ATOC), instead of through the city council.

Norwich residents aged 60 and over are still entitled to buy the annual railcard at a discounted price of £24 – that's £6 cheaper than going directly to ATOC or the railway station.

All you have to do is apply in person to the Tourist Information Centre at The Forum, along with proof of eligibility, to get your unique discount code. You can then apply at www.senior-railcard.co.uk or call **08448 714036**.

Making community grants count



Each year the council funds voluntary and community groups wanting to create positive change in their neighbourhoods.

Grants of up to £5,000 are given for specific projects, whether it's buying equipment, paying for improvements to a community venue or bringing skills and knowledge to local residents.

Money well spent

Last year, around 20 community projects across the city benefited from a financial boost to make their plans a reality. Here are some examples of how the grants have been put to use:

- **Jubilee Community Centre** on Long John Hill was awarded a grant to improve the external look of the centre, making it a more inviting place for people in the area. It has also made an outdoor space into a safe haven where children can play. The aim is to bring more people in the community together through the venue.
- **Friends of Eaton Park** works tirelessly to champion this beautiful city space and has recently put in place table tennis tables with capital grant funding. This adds to a great range of existing

facilities. The group is now working with the council to achieve the coveted Green Flag status for the park.

- **Wensum View Park Community Garden** used its grant to make a raised bed planting area with old railway sleepers, as well as a border around its existing herb garden.

Who can apply?

Capital community grants are for 'capital' improvements which may include, for example, improvements to a local open space with the installation of seats or benches or works to improve access.

The grants may also be used by a group to buy equipment, as long as its use is not restricted to an individual or limited number of people.

Our community grant programme is open to communities within the Norwich City Council area that can show:

- residents or volunteers working together
- evidence of responding to issues in a neighbourhood,

across the city or for a community of interest

- clear, positive outcomes for the community
- activities that will be made possible through the funding.

Councillor Paul Kendrick, cabinet member for neighbourhoods and community safety, says: "Norwich is home to so many individuals and groups with amazing community spirit. These grants are there to help realise some of their ideas that will bring more and more people together."

If you have any enquiries about the capital community grants programme, please email community@norwich.gov.uk.

For more information and other terms and conditions please visit www.norwich.gov.uk/communitygrants.

The next closing date for applications is **Friday 24 October 2014**.

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AROUND THE CITY

Mini-railway returns for summer



Eaton Park's miniature railway is a hidden gem in one of Norwich's most popular spaces.

Trains run on Sunday afternoons until the end of September and carry hundreds of children and adults. The fare is just £1 and a proportion is donated to local causes.

So go along and enjoy the smell of real steam engines. And if you're at all railway minded, you can volunteer as the organisers always need operating and maintenance staff.

A mini-railway has operated in a corner of the park since the late 1950s, where local model engineers could operate their hand-built locomotives. This original track remains in regular use to this day.

In 2006, a new track was built out into the park and the first trains for the public ran later that year. The track is now almost a kilometre long.

You can find the railway near the rose garden and the new crazy golf course.

The Wonder of Birds

A major new exhibition at Norwich Castle Art Museum & Gallery explores birds and the impact they have on us all.



Provoking emotions ranging from awe to fear, from pleasure to cruelty, birds have always held a fascination. The exhibition at the Castle Museum, on view until 14 September, will span the centuries and include the arts, natural history, archaeology, fashion and social history, with loans from local and national collections.

Comprising six sections, each will focus on a different aspect of birds, their meanings and our relationships with them. Some 220 works by major artists and illustrators, historical and contemporary, will be on show and the exhibition will examine local, national and international issues.

For more information, visit www.museums.norfolk.gov.uk.

Craft in the gardens

A giant charity craft fair featuring more than 100 stalls is being held in Chapelfield Gardens in Norwich on Saturday 13 September.

Music, entertainment and refreshments will also be on offer at the event which is being organised by Norwich Marchesi Rotary Club and runs from 10am to 4pm.

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