

NORWICH

CITIZEN

WINTER 2014

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NORWICH
City Council



4-5

Changes to our
waste and recycling



10-11

New homes in our
fine city



19

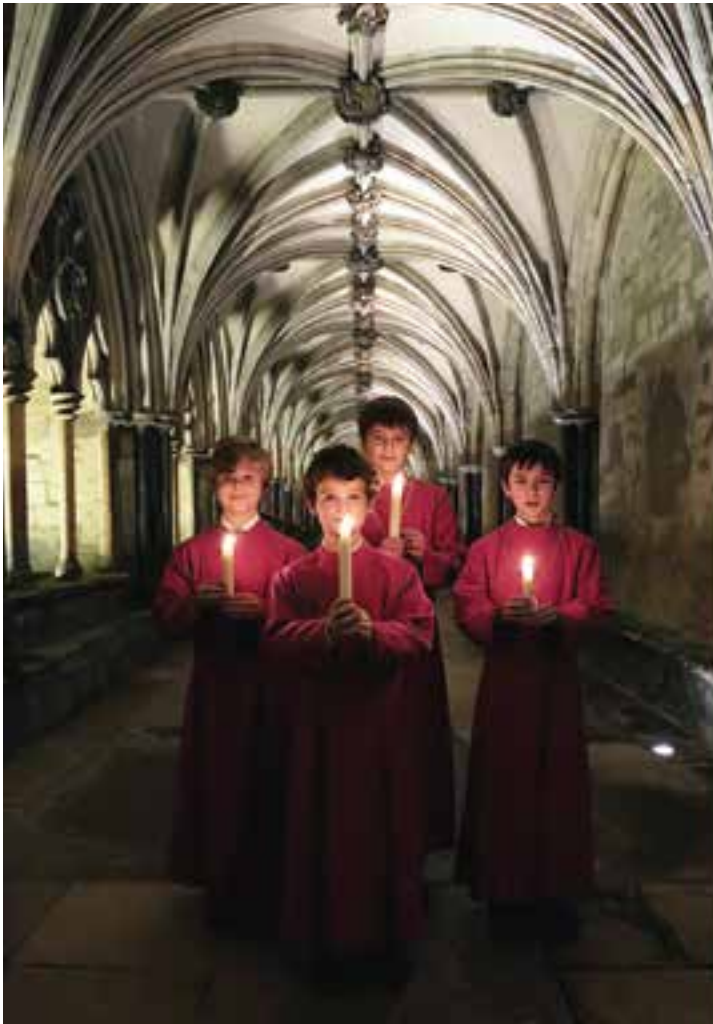
Staying warm and
well this winter



Gold award for
Council of the Year



Most improved
Council of the Year



Christmas *at Norwich Cathedral*

Experience the Christmas story
at Norwich Cathedral.

Enjoy a festive service or concert, attend one of our many events or exhibitions, or, perhaps, simply join us for a spot of lunch and some Christmas gift shopping.

The Cathedral will welcome tens of thousands of visitors throughout the festive season and we invite you to join us to celebrate the Christmas story.

Experience the Christmas story:
www.cathedral.org.uk/christmas

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Out of hours emergencies: 01603 412180.
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Mid July to mid September – also open Sundays 10am to 3pm.

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 **recycle**

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“I’m delighted that you can read about the new council houses that tenants have recently made their homes.”



Message from the leader, Brenda Arthur

Lots of people from all walks of life have told me over recent months how much they enjoy reading *Citizen*. I hope this issue is met with equal enthusiasm as it's packed with fantastic information.

Here at the city council we have two key priorities – creating more homes and generating more jobs.

So I'm delighted that in the following pages you can read about the new council houses that tenants have recently made their homes, as well as the latest news on the development of Three Score and Goldsmith's Street. These will bring tangible benefits, including new jobs.

Sticking to the theme of employment opportunities, we'll be holding another jobs fair in January. Our last event helped lots of people back into work and I'm sure this one will be just as successful.

I was recently asked to join local boxing hero, Jon Thaxton, to open the newly refurbished Xtra Mile Gym at the Norman Centre. It now

boasts up-to-date equipment at affordable prices and offers bespoke training for people with disabilities, beginners and those already committed to spending time in the gym.

This issue's parks feature showcases Chapelfield Gardens – a well-loved park right in the heart of the city where you might like to stop for a few quiet minutes to take a break from your shopping.

With winter on its way, we're mindful of the financial pressures on individuals, families and older people when it comes to heating homes. So we've got some useful tips on affordable ways to stay well and warm.

Looking ahead to next year's budget, there's a chance for you to have your say on how we're doing and what we should be focusing on. Please take the time to give us your views.

My final thoughts for this issue naturally turn to Christmas and we hope you enjoy seeing the city aglow after the wonderful Christmas switch-on.

CHRISTMAS CLOSURE

The council's main offices will be closed from 4pm on Christmas Eve and will re-open on Monday 5 January.

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Norwich City Council events

A household revolution

One of our residents, Vicky Boorman, tells *Citizen* readers about the positive impact the new waste and recycling scheme has had on her and her young family.

Vicky's story...

Filling up the earth with rubbish isn't good for anyone, so I was delighted when I found out we can now recycle most of the packaging that I'd previously chucked in the bin, thanks to the 'recycling revolution' in Norwich.

As a family with young children, we produce quite a lot of waste, so I've started using two bins in the kitchen; one for general waste and one for stuff that can be recycled. When it's our day for recycling I can just tip it all into the outside blue bin – including the glass, which makes life easier.

The kids are slowly getting the hang of the new system – they no longer put their yogurt pots and smoothie cartons in the rubbish bin and instead put them in the sink ready to be rinsed out.

We also use our food waste caddy a lot so when the kids leave food on their plates it

makes me feel better to know it's going to be used as fertiliser, rather than rotting in landfill.

I'd love to be a family that produces no waste at all, but living in a city where we can now recycle so much is definitely the next best thing!

Recycle and treecycle

Don't bin your unwanted small and medium-sized electrical items, or your Christmas trees! Bring them along to our special New Year recycling event.

Electricals can be in working or non-working order.



Vicky Boorman with her son, Leo, taking part in the recycling revolution.





They're either re-sold or recycled on your behalf with all proceeds going to the British Heart Foundation. So getting involved will help a good cause too.

All trees must be real, stripped of decorations and lights, and must not be more than 8ft tall. There will be a limit of two trees per vehicle. After being treecycled, they'll be used as a soil improver.

You can also bring any unwanted green boxes formerly used for glass recycling.

The event is due to be held between 8am and 1pm at the Open Academy in Salhouse Road on Saturday 17 January.

Festive recycling

Norwich's recycling revolution comes into its own this Christmas as far more packaging and other waste generated by the season of excess can now be recycled.

If you plan to have a traditional turkey dinner with sausages wrapped in bacon, vegetables and all the trimmings, you'll find you can recycle the plastic trays that items such as these are typically packaged in.

The plastic containers for the ready-made Christmas nibbles and canapés you might serve at festive parties can also now be put in your blue bin or recycling sack.

And if you are buying ready-made custard, gravy and cream to

accompany your seasonal fayre, you can now also recycle the plastic pots for these items too.

Cartons like the waxed Tetra Paks for juices and those lovely fresh winter soups are part of the list as well.

And it's not just food containers. Christmas cards, including envelopes and wrapping paper, can make their way to the recycle bin, along with all the aluminium foil you're likely to use covering cold meats and special festive foods in your fridge.

Don't forget, you can still recycle all the same items as before, such

as cardboard, plastic bottles, food and drink cans and tins, aerosols and paper.

When it comes to your leftovers, you can use your food waste caddy for vegetable peelings, egg shells and much more.

If you save up all the cardboard boxes usually in abundance over Christmas, you can use them for any extra recycling if your blue wheelie bin becomes full.

Our bin collection crews will take away extra side waste in boxes or clear bags so you don't have to wait for your next collection.



Christmas and New Year collections

Normal collection day

Monday 22 December
Tuesday 23 December
Wednesday 24 December
Thursday 25 December
Friday 26 December

Monday 29 December
Tuesday 30 December
Wednesday 31 December
Thursday 1 January
Friday 2 January

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

Christmas/New Year collection day

No change
No change
No change
Saturday 27 December
Monday 29 December

Tuesday 30 December
Wednesday 31 December
Friday 2 January
Saturday 3 January
Monday 5 January

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



Collections will return to normal from Monday 12 January 2015.

If you have a brown garden waste bin, there will be no collections from Monday 22 December.

Normal service will resume from Monday 5 January 2015.



Love your parks!

As part of our parks series, we look at Chapelfield Gardens, a firm favourite of many residents, right in the very heart of the city.

Although not the largest of our parks, there is no shortage of things to do in this leafy oasis. From summer bandstand concerts and funfairs, to traditional Punch & Judy shows – the park is home to a whole host of events, offering something for everyone.

This is in addition to the all-year-round fun the children's playground and teen area offer, along with the seasonal pétanque terrain and giant chess.

In the warmer months, it's also a natural choice for people to escape to with a sandwich on their lunch break.

While the park is rich in heritage and history, it remains vibrant with new activities and facilities added or improved.

The present gardens opened to the public in 1880 and, at this time, were home to a grand 40 foot high pagoda (see picture top right). Designed by local architect Thomas Jeckyall and built by local company Barnard, Bishop and Barnard in 1876, it married together Victorian and Japanese styles. Sadly, it was damaged by air-raids in the Second World War and was demolished in 1949.

While the pagoda no longer remains, homage has been paid to this masterpiece in the form of sunflower motifs featured in the gates at the park's entrances.

Sunflowers appeared in the railings that surrounded the



Pagoda built in 1876.

original structure, and so it seemed fitting to artist and blacksmith Nigel Barnett, of Fransham Forge, Norfolk, to include these when commissioned to create new panels for the park.

In recent years, through consultation with local people, the toddler and junior play area was refurbished with bright new equipment installed, along with a boardwalk to improve access for people with pushchairs and wheelchairs. A new adventure area was also created, especially to give older children and teens an extra place to meet up and chat with friends.

Improved pedestrian and cycle paths have been added along with additional lighting in order that people have a greater sense of security.



People enjoying the Christmas Switch-on, 2012.



Christmas switch-on

As many of you are receiving your copy of this magazine, (distributed the week of 17 November) you'll be looking forward to one of the city's favourite events for the family – our Christmas switch-on – which happens this week.

On Thursday 20 November, the festivities start from 6pm outside City Hall and The Forum, with tasty treats, Christmas music and plenty more to keep the whole family entertained.



Why not join in with the magical parade as it winds its way from Norwich Cathedral to The Forum, lighting up the streets as it goes?

The big switch-on itself takes place at 7pm. Then watch the city sparkle and glow as the event rounds off with a magical burst of fireworks.

Seating for disabled people will be on Gaol Hill.



FOR MORE FESTIVE EVENTS, SEE PAGES 16 AND 17 OF THIS MAGAZINE.

Opening up the world of democracy

Difficult choices and important decisions are often at the very heart of the democratic process, so in October the city council did its bit to explain how the system works and encourage more people to get involved.

To coincide with this year's 'Local Democracy Week' the council staged a range of activities and events to mark the week, which ran from 13 to 19 October.

The city council's website has all sorts of useful information available about democracy. This includes an explanation about how the council works; the decision making process; how to become a councillor; the

current political make-up of the council and much more.

We also organised an open day at City Hall to encourage members of the public to look around the Council Chamber, committee rooms and the Lord Mayor's Parlour. This gave visitors a chance to ask questions about the work of both council officers and elected members and to see some of the rooms where

important decisions are regularly made as part of the democratic process.

Brenda Arthur, leader of the council, said: "As leader of the council, this is obviously something I feel passionately about. If our activities go on to inspire just one person to become positively involved in democracy then that's something we can be proud of achieving."

Paving the way for savings

Being forced to make savings is never easy so we'd like your help with some clear guidance on how we can bridge the £1.6m funding gap for 2015-16.

Our general approach has been to make as many savings as possible that won't directly impact on the key services you rely on us to deliver.

Brenda Arthur, leader of the council, said: "We're being forced to make more savings as the ongoing government cuts bite.

"We have a number of choices to make in our 2015-16 budget so this is your opportunity to tell us what you think."

Areas we'd like your views on include ranking the council's priorities in order of importance. This will help us to make the best use of our resources. The priorities cover making Norwich:

- a safe, clean and low carbon city
- a prosperous and vibrant city
- a fair city
- a healthy city with good housing

your services
your say

- a place with value for money services.

We also want to know what you think about increasing council tax. If the council's share was increased by 2 per cent – equivalent to a rise of about 7p per week for the average band B home in Norwich – it could generate about £150,000 of the money needed.

Other areas we want to ask you about include introducing more 20mph zones in the city and your preferred ways of contacting the council.

Visit the 'consultations' section of www.norwich.gov.uk to get involved in the 'Council priorities and budget consultation questionnaire'. Closing date: Tuesday 6 January.

Centre stage for one of the city's gems

It has acted as a seat of power in Norwich for centuries. And now the city's Guildhall is to be thrust further into the limelight once again thanks to ambitious new plans for the building.

The exciting developments for the treasured landmark came with the announcement that Norwich's Heritage Economic and Regeneration Trust (HEART) has taken on a 25-year lease from the council.

Brenda Arthur, leader of the council, said: "The Guildhall is one of Norwich's prize assets in terms of its heritage, but while many of us regularly walk past, few of

us will have looked inside.

"HEART has a wonderful track record in raising the profile of the city's heritage and this is an exciting opportunity for The Guildhall to get the attention it deserves."

The Guildhall is one of England's largest and most elaborate medieval city halls outside London and was central to civic and judicial life for more than 600 years.

It also features the Sheriff of Norwich's parlour, former



The Guildhall – glorious testimony to centuries of a rich and varied past.

courtrooms, cells, a 14th century undercroft and Caley's Cocoa Café.

To book a tour of The Guildhall contact the Tourist Information Centre. Call **01603 213999** or email tourism@norwich.gov.uk

HEART is running seasonal events at The Guildhall throughout November and December and will offer improved public access from January 2015. Find out more at www.heritagecity.org

Rooting for our city's trees!

From a majestic oak, to a cherry tree bursting with fruit and a wistful willow – it seems almost everyone in the city has a favourite tree.

As well as adding beauty to the landscape and providing a variety of habitats for a wide range of wildlife, they are often a hot topic of conversation, with people feeling very passionate on the subject of their local trees.

There are an estimated 750,000 trees in Norwich – approximately six for every resident – and it is the responsibility of a small team at the council to look after about 300,000 of them (those on council owned or managed land).

The value that our trees bring to the city cannot be underestimated. They play a role in combatting pollution as well as reducing temperature extremes and flash flooding.

Specialist officers inspect each tree, primarily to make sure they remain safe and do not pose any risk to people, their homes or other property. Any safety issues found must be remedied,

including removing diseased, dying or dead trees.

Managing trees within very tight budgets is challenging. With, potentially, hundreds of trees needing removing and an annual planting budget of just £35,000, demand is greater than funds allow. This means being innovative about how planting is financed. It includes taking advantage of potential funding opportunities such as the national 'Trees for Cities' scheme, which we have won money from to plant 11 trees in Clarkson Road, west of the city.

It also means working with volunteers to plant new trees and listening to what local people tell us; and it's your feedback that has led to the introduction of two schemes.

Tree prioritisation

The council has a legal obligation to replace trees in conservation areas, which is where planting was focused. However, after some

residents got in touch to explain how important they felt replacement trees were to their local neighbourhood, this position has been revised. We welcome residents' requests for replacement trees – even if they are not for a conservation area. These will be collated and scored against a number of criteria, including the proportion of trees lost and pollution levels in the area. Trees will then be planted as the budget allows.

Tree sponsorship

Following requests from people asking if they could pay for a tree to be planted, the council introduced its sponsorship scheme – 'Trees for Norwich'. Anyone, including groups or companies, can become a sponsor. The sponsorship package costs £250.

For more information about either scheme, including where we will be planting trees, visit www.norwich.gov.uk/treesfornorwich

Homes for Norwich

A growing city like Norwich has a growing need for homes. To help meet this demand, the council has a number of development projects well on the way to boosting private and social housing supply, while helping the local economy, too.

Work starts at Three Score

Plans for the 32-hectare site in Bowthorpe are already taking shape as the foundations are laid for NorseCare's dementia care village. Norwich City Council donated the land needed to provide the facility, which will bring high quality housing with care and specialist dementia care to the area.

The next phase of development is about delivering the first of 1,000 new homes on the rest of the site. Earlier in the year, the

council's cabinet agreed the £13.2m budget needed to design and build an initial housing scheme and in September went on to agree the concept designs. Analysis showed a strong demand for flats and a need for larger homes.

Proposals are for 174 units comprising: 26 one-bedroom flats, 16 two-bedroom flats, 58 two-bedroom houses, 47 three-bedroom houses, 21 four-bedroom houses and six five-bedroom houses. In line with council policies, 33 per

cent of the development will be affordable or social housing.

It is intended to be an exemplary scheme with high quality design and high environmental standards, making utility bills for residents as low as possible. Detailed design work on property types has now taken place by our architects from the NPS Group. They have carried out a public consultation, in particular seeking views of local residents, ahead of submitting a planning application.

If approved, work is likely to start next summer and the homes would take around two years to build.

At the same time, work is also underway on the spine road and infrastructure that will serve the care village and housing development as a whole.

The site is one of the projects supported by the city council's partnership with the Homes and Communities Agency.



Three Score: view towards care village (above).

Three Score: typical housing designs (below).



In line with the agreement, proceeds from development of the site will be reinvested in Norwich.

For the latest on the development work in Bowthorpe, visit www.norwich.gov.uk/threescore

Housing turned into homes

Residents are settling in at Pointers Field in New Catton, having moved into the first council-owned homes to be built in the city for more than two decades.

These homes are the first of many and are part of our commitment to build 250 homes for social rent across Norwich by 2018.

Our other developments at Goldsmith Street and Three Score will take us a significant way to meeting this target and more homes are already planned at Hansard Close, Brazengate and Riley Close, with a number of other potential sites in the pipeline.

Council leader, Brenda Arthur, said: "I'm extremely proud of the work being done and delighted to see the first residents moving into their new homes.

"With growing waiting lists for council homes and so many people priced out of the market, new homes are vital for the city. These not only put a roof over people's heads, they also create and safeguard local jobs and strengthen the local economy."

Goldsmith Street plans unveiled

Plans were unveiled for the redevelopment of Goldsmith Street as part of a public consultation held in September.

Our vision for this major development of 109 new homes seeks to recreate the terraced streets of Norwich and provide a broad mix of one and two-bedroom properties, as well as a number of larger, family homes.

The proposed development will feature a variety of open spaces and includes plans for a new 'pocket park' to the south of the site.

The scheme will use Passivhaus principles meaning, as at Three Score, the finished homes will meet the highest possible standard of energy efficiency. A minimum of 60 per cent of the development will be for social rent and let through the Norwich Home Options scheme – going to those with the greatest housing need.

Local residents have shown broad support for the development, but concerns about traffic and parking have been highlighted. We will reflect on the comments received and consider any changes before the final designs are submitted to the planning committee.

It is hoped that work will start by late spring with the first residents moving in towards the end of 2017.



Goldsmith Street: north terrace.

Goldsmith Street: middle terrace.

Go ^{the} Xtra mile at The Norman Centre

Former boxing champion Jon Thaxton was among the special guests to officially open The Norman Centre's newly refurbished gym in September.

Following the £85,000 makeover, the new equipment now features 40 stations – all of which were selected due to their inclusive nature for users, regardless of ability or physical impairment.

Leader of the city council, Brenda Arthur, joined the Norfolk boxing hero at the special event.

The new kit includes treadmills, cross trainers, a sci-fit 'arm bike', vibro gym and other cardio vascular kit. All major muscle groups are covered with the unilateral resistance machines, free weights and cables.

In addition to the fantastic makeover, the facility also boasts a new name: The Xtra Mile Gym. It was chosen after a competition was held for centre users to come up with what they felt was the best name.

Cllr Arthur said: "The newly refurbished gym looks fantastic. I've no doubt that it will be a source of pride and enjoyment to those who use it.

"But the Norman Centre is much more than just a gym – it's a diverse sports, leisure and educational facility that offers so much to its local community."

Gym users can use the facility on a pay-per-session basis, from £2.75, or a monthly pass for £19.99.

Great news for Go 4less cardholders!

Special offer up to Easter 2015: all Go 4less cardholders are now entitled to use the Sportspark at reduced rates during off-peak times (before 4pm Monday to Friday and all weekend). Activities available: swimming, badminton, climbing

and group-exercise classes. You can drop in and 'pay and play', book ahead online or call 01603 592398. Please visit www.sportspark.co.uk and click the '2014 Pricing' image.

Let's get walking!

Thousands have been inspired to take part in all sorts of walking adventures through our 'Walk Norwich' programme. And now a small grants scheme has been made available to support communities, local groups and organisations with projects that encourage people in Norwich to use their public space differently by getting out and about on foot.

We're looking for innovative projects to fund, such as establishing play streets and open space events, or interesting walking group ideas. This is open to projects to be delivered in Norwich, with priority given to the following wards – Heartsease, Mile Cross, Thorpe Hamlet, Lakenham, Mancroft, Wensum, Bowthorpe and Costessey. Discover more at www.norwich.gov.uk/walknorwich



Brenda Arthur pictured with Jon Thaxton (left) and centre manager Lee Wright (right) and his staff.

WALK
norwich

Navigating the pedalways



As part of our work to improve the city's cycle routes through our Push the Pedalways programme, we're also re-designing how we signpost the whole of the Norwich cycle network.

The new signs will make navigating the seven colour-coded routes a more user-friendly experience and will have more of a community

focus by including local amenities such as shops and allotments, where appropriate.

Heading towards the city centre, landmarks will be flagged up and cyclists will be directed towards the main cycling hub, which is at St Andrews Plain.

Each of the signs will also feature a colour patch to mark the relevant colour-coded route or 'pedalway'.

The overall design is of particular significance since it's a bespoke scheme for Norwich, which has now received the Department for Transport's seal of approval.

This means other cities wanting to follow suit can do so by using our approach, pedalway terminology and sign templates as a starting point.

The first route to be signed is the blue pedalway, which runs from Cringleford to the city centre, down Newmarket Road and on to Sprowston via Colegate.

Delivery of the project will also include a 'de-cluttering' exercise by finding areas where the amount of signage can be reduced.



www.norwich.gov.uk/pedalways

Be safe, be seen

Whether you're a seasoned cyclist or new to travelling by bike, it's important to know where personal safety choices end and legal requirements begin.

In dark or murky conditions, it's obviously worth making sure you're as visible as possible to other road users. The legal requirement, however, is that you use both a front and rear light and that a rear reflector is fitted to your bike – failure to do so can result in a fine. Front, wheel and pedal reflectors are also recommended, though not a requirement.

Flashing lights are now legal too, as long as they meet the relevant standards. You can read more about what to look

out for when buying your lights by visiting 'lighting regulations' on The National Cycling Charity's 'cyclepedia' at www.ctc.org.uk

If you would like any further advice, please get in touch with Norfolk County Council's road safety team by emailing them at roadsafety@norfolk.gov.uk or calling 0344 800 8020.



→ Route planning

The county council also offers free cycle route planning sessions to workplaces in the area. Search 'keep your mind' at www.norfolk.gov.uk or call the team on the number in the panel on the left.



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theforumnorwich.co.uk

 The Forum, Norwich  @TheForumNorwich



the forum

Swing into Christmas

Sun 21 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.

Age UK Norfolk is proud to be the selected charity for Swing into Christmas. Learn more about us at www.ageuknorfolk.org.uk



Tickets **£12.50**
 Theatre Royal Box Office 01603 630000
 More info theforumnorwich.co.uk



Traditional Family Pantomime

Peter Pan

18 DEC 2014 - 18 JAN 2015

KEVIN KENNEDY
(Captain Jack / Smee)

SID SIOANE
(Blue Bird)

RICHARD GAUNTLETT

RUTH BETTERIDGE

CHARLOTTE BAPTE

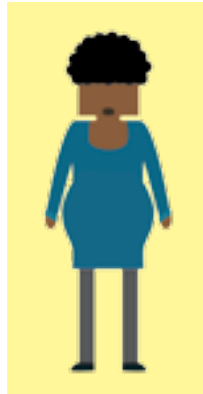
SINEAD KENNY

BEN LANGLEY

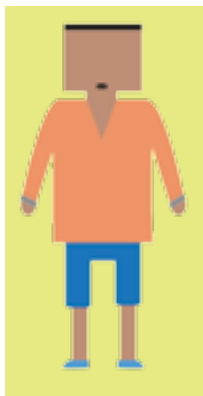
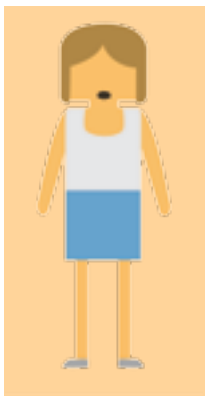
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BOX OFFICE: (01603) 63 00 00
 BOOK ONLINE: www.theatreroyalnorwich.co.uk

Anyone can suffer from domestic abuse



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SAYS NO**
TO DOMESTIC ABUSE
& SEXUAL VIOLENCE



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Domestic Abuse
& Refuge Helpline**

0808 2000 247

www.womansaid.org.uk

POLICE SERVICE

999 Emergency

101 Non-Emergency

www.norfolk.police.uk

**Sexual Assault
Referral Centre**

0845 456 4810

www.theharbourcentre.co.uk

Male Advice Line

0808 801 0327

www.menadvice.org.uk

Broken Rainbow

0800 999 5428

www.brokenrainbow.org.uk

Helping you to work it out

A free job fair to help people find work, access training, and get assistance with all sorts of work-related issues is being held this January.

Besides helping people to find work, the event also aims to get people into a strong position to take up employment.

Agencies due to attend include the Department for Work and Pensions, benefits and money advice experts, employers and trainers. Staff from Barclays will also be on hand as 'Digital Eagles' to help people apply for jobs and use computers at work.

It's the second time Norwich City Council has worked in partnership with Norwich Jobcentre Plus to stage such a fair in the city.

In March, our 'Ready for work?' event attracted more than 600 people in just four hours, with more than 95 per cent saying they wanted more events like it in the city.

The job fair will be held at The Halls, 10am to 2pm on Wednesday 14 January 2015.

For more information:
www.norwich.gov.uk
e: info@norwich.gov.uk
t: 0344 980 3333
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in Pottergate.**

Norfolk Says No 24th - 28th November 2014

#Norfolksaysno

Festive fun at a glance

We've got a fantastic hand-picked selection of festive listings for you in this issue. Read on – there's something for everyone!

The Forum

Norwich global market village

Friday 5 and Saturday 6 December

The market will be the place to buy all your presents, crafts and gifts, many made in Norwich and some fair trade goods; all with an international design and flavour.

Cards for good causes

Until Thursday 18 December

Charity Christmas card shop offering a wide choice of charity cards representing more than 40 national and local charities. You will also find advent calendars, napkins, Christmas wrapping paper, gift tags and much more.

Monday to Saturday, 10am to 5pm and Sunday 11am to 4pm.



Swing into Christmas

Sunday 21 December

Jonathan Wyatt and his big band raise the roof of The Forum with well-known jazz, Christmas favourites and dance hall classics. Show starts at 7.30pm.

For more information visit www.theforumnorwich.co.uk

Santa's Grotto for Dogs

Outside The Forum, Saturday 13 December, 10am to 3.30pm

A 'barking' event for all dog lovers! Make a donation to the Norwich and Mid-Norfolk RSPCA and take a picture of your pampered pooch with Santa.

t: 01603 727950

For more information visit www.theforumnorwich.co.uk

Other venues

Norwich Philharmonic Family Christmas Concert

Tuesday 16 December, 7.30pm, The Halls

For more information visit www.norwichphil.org.uk

The Assembly House Christmas Fair

Saturday 29 November, 10am to 5pm. Sunday 30 November 11am to 4pm. Free entry.

The Michael Bublé Christmas Songbook

Monday 8 December to Tuesday 9 December, 7.30pm, Norwich Playhouse

Swing into Christmas with the greatest hits of Michael Bublé performed by popular vocalist Joe Ringer and his orchestra. Tickets £17 full price, £14 for groups of 10 or more.



Santa's Grotto at Castle Mall

Saturday 13 to Wednesday 24 December

Visit Santa at his wonderful grotto in Castle Mall!
Tickets £4 per child
t: 01603 766430

The NORWICHRISTMAS real Christmas tree trail

Thursday 20 November to Monday 5 January

Discover narrow streets and winding paths, cobbled hills and medieval alleys as you search for the beautifully decorated trees adorning many of Norwich's iconic buildings and popular stores and businesses.
Trail maps will be available online at www.norwichchristmas.co.uk
e: info@norwichbid.co.uk

Dragon Hall's Medieval Christmas Market

Saturday 6 December and Sunday 7 December, 10am to 4pm

Adults £2.50; children under-16 £1, under-5s free.

Messiah by candlelight

Saturday 20 December, 7.30pm, Norwich Cathedral

Handel's Messiah will be performed in the glow of a candlelit cathedral.
Featuring Norwich Cathedral Consort and Norwich Baroque.
Tickets £12-£20, and £5 for under-18s.
To book, call 01603 630000 or visit the Cathedral Gift Shop, Theatre Royal Norwich or Prelude Records.

Christmas concerts

Norfolk's renowned Voice Project Choir will be performing three Christmas concerts at City Hall. 'Lost & Found' will unite over 100 voices for the concerts on **Saturday 6 December at 5pm, 7pm and 9pm**. For more information and tickets visit www.voiceproject.co.uk or email info@voiceproject.co.uk

Walk off your Christmas calories

Saturday 27, Sunday 28 and Monday 29 December, starting at 11am

The Tourist Information Centre has put together three historical and guided walks around the city which could help you to shift some of those extra pounds that come with the excesses of Christmas.
Tickets £4. Booking is recommended. Contact the TIC on 01603 213999 or visit the office in The Forum.



Homing in on your needs

Our home improvement team is key to helping residents across the city adapt their properties so they can continue to live independently in their own homes.

From health assessments and financing, to the work itself, your caseworker will take care of everything. Don't just take our word for it, read the cases studies below. You might be pleasantly surprised at what we can do for you!

Case study one

A couple in their late sixties, both with serious health problems, were finding it increasingly difficult to get in and out of their over-the-bath shower and weren't sure who to approach for help.

But after reading a previous article in *Citizen*, the couple contacted the team and had visits from a caseworker and occupational therapist. Within four months of the initial assessments their level access shower was installed, funded through a disabled facilities grant.

Our team dealt with all technical issues on-site and arranged for Norfolk County Council's Social Services equipment service to provide a shower seat.

The caseworker also carried out a benefit assessment and discovered they may both be entitled to attendance allowance. Following a referral to Norfolk HomeShield, they were awarded a high rate allowance, as well as pension

guarantee credit and council tax reduction. In total, we were able to increase their income by about £10,000 per year.

Case study two

A 77-year-old home-owner from West Earlham contacted our team as he was struggling to get up and down the stairs at his home.

Following an assessment, we recommended a stairlift be installed, along with grab rails near the front doorstep. With the help of a disabled facilities grant, the work was completed within three months.

We also arranged for Norfolk County Council's Social Services to install grab rails at the stepped doorway into the kitchen.

These improvements mean this particular resident now feels much safer in his home. He no longer worries about getting in and out of his property, accessing the kitchen or using the stairs.

For help and advice about staying independent in your own home, fill in our 'Home improvement and adaptations referral form' in the private sector housing section of www.norwich.gov.uk or call 0344 980 3333 for more information.



Weathering the winter months

With Jack Frost starting to nip at your toes, now is the time to make sure your property is as warm as possible.

Free or greatly-subsidised cavity wall insulation could be available to you right now, regardless of your income, through our Cosy City scheme.

Installing cavity wall insulation could save you around £135 a year.

To find out more about this and accessing funding for a range of energy efficient home improvements, please visit www.cosycity.co.uk Some terms and conditions will apply.

Sign up to Norwich's Big Switch and Save to find out whether or not you can save money on your energy bills. It's free and there's no obligation. The scheme is open from Tuesday 2 December to Monday 2 February 2015.

Find out more at www.norwich.gov.uk or for offline registrations call **0344 980 3333**.



Your guide to gritting

When the snow and ice hits, Norwich City Council and Norfolk County Council work together to help keep our city pavements and roads safe.

The county council is responsible for gritting roads in Norwich as well as major roads throughout the county, while the city council puts out the grit bins in Norwich. These will be refilled during December and when there's heavy snow and ice.

There are over 300 grit bins on the streets throughout Norwich, which contain a mixture of salt and sand and are usually at the bottom of slopes or on bends.

For a map of the city's grit bins along with advice on how they should be used, please visit www.norwich.gov.uk/gritting

You can get the latest updates on road gritting during bad weather by following Norfolk County Council on twitter [@NorfolkCC](https://twitter.com/NorfolkCC)

Prepare to be prepared

Gearing up to tackle the effects of winter is something we all need to do. Whether it's at home, in the community, or behind the wheel, we need to think about how families, businesses and communities could be affected and how we can be better prepared.

With this in mind, 'Get Ready for Winter' is a partnership that has been established to join up messages from government, voluntary sector and local authorities, among others, to encourage people to think about all the things they can do to help stay warm, healthy and safe.

This includes advice about how to protect your home from the ravages of the cold weather if you're planning to be away on holiday and how to prepare for travelling in the winter months, whether it's by road, rail or air.

For more information visit www.metoffice.gov.uk and search 'Get Ready for Winter'.



Managing the city's night time economy

Catering for the diverse needs of a vibrant city like Norwich will always be a tall order when it comes to managing the night time economy.

Clubbers, pub-goers, businesses and residents all have different demands on well-known late night economy areas like Prince of Wales Road, but despite this, they need to successfully co-exist.

By working closely with the police, the council approved a 12-point action plan to help mitigate the effects of the night time economy on those affected by it.

As of September, three key elements of this plan came into effect, which included the introduction of an experimental road closure on Cathedral Street, St Faiths Lane and Recorder Road between 11pm and 6am on Fridays and Saturdays.

In addition, extra CCTV cameras were installed on Cathedral Street and Bank Plain and police resources have been increased within specific late night economy areas.

For more information about what the council is doing to help manage the city's

night time economy visit www.norwich.gov.uk/nighttimeeconomy

Thanks to an idea inspired by a local resident, these signs are on display in the Prince of Wales Road area, urging people to be mindful of noise levels when leaving pubs and clubs.



Your services, your way

Over the last few years we've been tailoring the services we provide to residents after listening to feedback about how you prefer to access them.

You said you wanted flexibility over when you needed to access our services – we've responded by creating a growing web-based approach, available 24/7.

'More services online' was another request, so we've steadily made more online forms available across a range of different services.

We've also recently installed four desktop based PCs in City Hall's customer centre so people can access more online services during a visit. Help will be on hand for those who need it.

Gail Harris, cabinet member with responsibility for customer services, said: "We're doing all we can to support people being able to access our services online, while at the same time accommodating those who need, or want, to speak to a customer centre advisor."

New to 'mynorwich'

Click the 'mynorwich' image on the

homepage of www.norwich.gov.uk and check out the food hygiene ratings of your favourite restaurant or other food outlet within your neighbourhood or anywhere in the city!

Some of the forms currently available online:

- **Report it/tell us about it**
 - fly-posting, fly-tipping, graffiti, missed bin collection, change of address, dog fouling, potholes, housing repairs (council tenants), abandoned vehicle, register to vote.
- **Apply for it**
 - housing benefit and council tax reduction, allotments and garages for rent.

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AROUND THE CITY

Welcome with open arms

Anyone who is homeless or alone on Christmas Day this year will be welcomed with open arms at a free event in the city.

Norwich Open Christmas offers companionship, a tasty festive lunch, plenty of tea and lively entertainment.

The event will be held at the Halls between 11am and 5pm,

with lunch served between 12.30pm and 2pm.

No booking is required and visitors are welcome to attend at any time and can come and go throughout the day.

If you would like to find out more about volunteering, booking transport or attending Open Christmas, visit www.openchristmas.org.uk

Carolling for charity

Norwich Cathedral is once again hosting two annual festive carol services to raise money for worthy local causes.

The charities are Kidney Patients' Association and Marie Curie Cancer Care. The service for the first charity will be held on Friday 5 December at 7pm and carols will be sung, along with a service of 'lights to remember', in aid of the second cause on Thursday 11 December at 7.30pm.

For more information visit www.cathedral.org.uk and click 'what's on' and then 'Christmas'.



Join a worthy cause

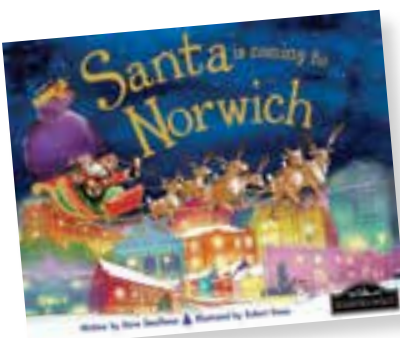
If you're keen to volunteer or make a difference to a charity over the festive season, why not join the Lord Mayor and Sheriff of Norwich in giving your support to Cruse Bereavement Care?

The chosen civic charity for 2014-15, Cruse, is the leading national charity for bereaved

people in England, Wales and Northern Ireland.

It offers confidential and free support to children, young people and adults when someone dies and works to enhance society's care of bereaved people.

For more information visit www.cruse.org.uk



Christmas competition

This charming new children's book tells the story of Santa getting his sleigh ready to deliver presents to Norwich's youngsters from Eaton to Lakenham and all the places in between. It could be yours if you can answer this question: **Which of Santa's reindeer has a red nose?**

Send your answer with your name and contact details by Friday 12 December to tourism@norwich.gov.uk or by post to Norwich Tourist Information Centre, The Forum, Millennium Plain, Norwich NR2 1TF.



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- Sign up with a local chemist for all your repeat prescriptions
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