

NORWICH

CITIZEN

SPRING 2018

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Norwich Market

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in Norwich

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Customer centre
revamp



NORWICH
City Council

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PHONE 0344 980 3333.

Lines open 8am to 5pm, Monday to Friday.

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Lines open: all year – Monday to Saturday, 9.30am to 5.30pm.

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Passionate about our trees

“City Hall’s bronze plaques remind us that, however permanent things seem, we must always be ready for change”



Message from the leader, Alan Waters

Eighty years ago City Hall was officially opened by King George VI. The reason for its creation – built because of the growing responsibilities of local government – is well known. However, this fine building has more than one tale to tell.

The plaques on the bronze doors tell their own story. Some describe historical events while others are about the industries that, as the souvenir booklet issued for the official opening of City Hall notes, “contributed to the welfare of its citizens through the centuries.”

These include aeroplane building, chocolate making, silk weaving, the mustard industry, wine bottling, and brewing. Sadly, some of these have been lost.

Of course, new businesses have emerged since 1938 – City Hall’s bronze plaques remind us that, however permanent things seem, we must always be ready for change. This is one of the big issues covered by work on the ‘2040 Norwich City Vision’

(see pages 12 and 13 for an update on this).

My second story comes from an earlier invitation to attend a ‘Festival of Cultures’ event at The Forum. It was a celebration of the food, music, crafts, culture and history of some of the communities that live in Norwich. In this context I talked about City Hall.

Many of the fixtures and fittings are inspired by French Art Deco designs. Besides English stone, the building makes use of Italian marble, Honduran mahogany, Moroccan leather and Canadian maple. Swedish influences can be seen in the clock tower and classical front of the building while the design of the iconic lions is influenced by sculptures from ancient Assyria.

Architects C H James & Rowland Pierce drew their inspiration from across the globe and by doing so made City Hall ‘the foremost English public building between the wars’ according to the architectural historian, Pevsner.

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NEWS | in brief

Makers' Month at The Forum

Makers' Month is a 27-day celebration of Norfolk's making skills and making heritage.

Meet enthusiasts from across the county, eager to show you how to knit, sew, crochet, spin, weave, print, embroider, quilt, draw, paint, sculpt, carve and even whittle. In addition, there will be a programme of bookable workshops, fascinating talks and inspiring exhibitions.

The event runs from Monday 12 March to Saturday 7 April, 10am to 4pm every day.

Everyone is welcome and entry is free.

The programme changes every few days, so check The Forum's website to plan your visits.

For more information visit www.theforumnorwich.co.uk/makersmonth

City council elections

Local elections will take place on Thursday 3 May. Make sure you're registered to vote at your current address. Register at www.gov.uk/registertovote

You only need to register once – you don't need to register separately for every election.

For more information, including details about your polling station visit www.norwich.gov.uk/elections

How to switch and save

The Norwich Big Switch and Save is now in its fifth year and can help you make big savings on your energy bills.

Our free, council-run service gives you a personalised, no-obligation offer which could save you over £200 on your gas and electricity!

Visit www.bigswitchandsave.co.uk

Eat for a treat

Planning a surprise lunch for a Mother's Day treat on Sunday 11 March or thinking of getting the family together over the Easter weekend (30 March to 2 April)?

Then take a few minutes to check out the food hygiene ratings of the many pubs, restaurants and different types of eatery you can choose from by visiting www.norwich.gov.uk/foodratings

Put a spring in your step

Evidence shows that being active can boost your mood and self-esteem. If you're looking for new ways to keep fit and take care of yourself this year, see what's on offer in Norwich.



Ever popular Riverside Leisure Centre is opening its doors to new health ventures this year. As well as taking exercise referrals for medical professionals, it also hosts organisations providing specialist health advice.

Alzheimer's UK Dementia Café offers information, refreshments and friendly chat to people with dementia and their carers.

The Dementia Café takes place from 10.45am to 12.30pm on the first Tuesday of every month.

Rehabilitation for those recovering from pulmonary and heart conditions are also available at the centre. These sessions are delivered by Norfolk Community Health and Care NHS Trust. They're designed to improve physical fitness, quality of life and confidence for anyone living with long-term lung disease. Email mandy.beresford@nchc.nhs.uk or call 01263 710585 to find out more.

Home to a state-of-the-art gym, 25 metre swimming pool and aerobic and cycling studio, the centre offers pay-as-you-use and membership from £19.99 a month.

To find out more call 01603 671390 or visit www.placesforpeopleleisure.org



Why not make cycling part of your daily routine? Bike sharing scheme, ofo, has already proved a hit since its launch last year. Simply download the app and you can hire one of the 500 bright yellow bikes dotted around the city for as little as 50p. Find out more and sign up at www.ofo.com

For a full guide of sports, activities and clubs in the city, visit our new online directory www.norwich.gov.uk/sportsdirectory



This August will see thousands of runners and their supporters fill the city centre to take part in Run Norwich, when the 10k road race comes back for its third year. Set yourself a challenge and join the fun – there's plenty of time to prepare and all you need is a pair of trainers to get started!

For more information please visit www.runnorwich.co.uk

A limited number of free charity places are available to those running for Community Sports Foundation.

Free spaces are also available to members of Pace of Mind, a running group set up for Lakenham and Tuckswold residents aimed at improving mental health. Organised by Norwich Mind with support from Active Norfolk and Community Action Norfolk, Pace of Mind is for anyone experiencing issues such as loneliness and depression.

Over 16 weeks, experienced running coaches will help you improve your fitness, meet others and progress towards your first 5km challenge or even compete in Run Norwich! For more information email paceofmind@norwichmind.org.uk

Tower block review findings

Following the fire at Grenfell Tower in London the city council commissioned a flat-by-flat fire safety review across all its tower blocks.

It was carried out by surveyors from NPS Norwich Ltd, with the support of Norfolk Fire and Rescue Service.

The work involved inspecting 454 flats in the council's eight tower blocks – Normandie, Winchester, Ashbourne, Burleigh, Compass, Aylmer, Seaman and Markham.

While none of the tower blocks have been fitted with cladding, the authority wanted reassurance that historic repairs and resident adaptations had not affected the compartmentalised fire safety of individual flats, and as a consequence, the building as a whole.

Overall, it was found that the tower blocks are well maintained. The compartmentalisation of each flat remains intact and the individual risk assessments and evacuation policy are robust and fit for purpose.

However, during the review, a number of repairs and upgrades have been identified to help mitigate any possible issues in the future. In total these



Ashbourne tower block

Normandie tower block

improvements will cost about £2 million which will be met from budgets set aside for ongoing repairs to the tower blocks.

Councillor Gail Harris, deputy leader of the council, said: "After the Grenfell Tower fire, as a responsible landlord, we wanted to make sure our tower blocks remain safe for residents.

"We were very pleased that the fire service said they had no serious concerns following our in-depth review. But we decided to make a significant investment and accelerate some of the work which was already underway to maintain and improve the fire safety of the tower blocks and all those who live in them."

The design and construction for fire safety in the tower blocks is based around the individual flats being compartmentalised which means residents can remain in their home in the event of a fire, where it is reasonably appropriate to

do so. Individual flats should provide an effective place of refuge for at least 30 minutes.

The review identified how this compartmentalisation can be enhanced. The main elements include replacing 718 existing front doors and store doors with new fire doors; various bathroom improvements; replacing lounge/hall vision panels with safety glass and replacing battery operated smoke alarms with hardwired units.

The work began in January and should be complete within 12 months.

Building and fire regulations are being reviewed post Grenfell. This may mean that further work will be needed to the council's tower blocks.

The full report, which was presented to the council's cabinet on 17 January, can be viewed by visiting www.norwich.gov.uk/towerblocks

Healthy Norwich

One of the council's key priorities is making Norwich a healthy place to live, which we achieve through initiatives such as our Healthy Norwich programme.

Here are some ways to get involved:

The Daily Mile – a popular, simple and free initiative that encourages children to be active by running, walking or jogging for 15 minutes every day in their primary and nursery schools. For more information visit www.thedailymile.co.uk

Sugar Smart – Healthy Norwich is offering secondary schools

the opportunity to increase pupil awareness of hidden sugar in snacks and drinks.

Anglian Water has funded a great film to explain all about it as part of the campaign. To see the film log on to www.bit.ly/sugarsmartnorwich

Smoke Free Sidelines – a project aimed to encourage adults from smoking in front of impressionable young people. Do you know of a Norwich youth football club that might be interested in promoting non-smoking on the pitch side lines? If so, Healthy Norwich can help.

Grants for health – small grants from

Healthy Norwich have recently supported numerous brilliant city-based projects including the award winning mental health project, the 12th Man barber shop, and Good Gym Norwich. The next grants round is planned for spring 2018 and will be managed by Norfolk Community Foundation.

For more information visit www.norwichccg.nhs.uk/healthy-norwich



Free guided walks

Walking tours are a fantastic way to explore Norwich, for both visitors and locals. As part of English Tourism Week this spring, the Tourist Information Centre (TIC) will be offering free tours of Norwich during March.

The TIC also run a variety of different tours throughout the year with expert guides helping you discover the rich history of this ancient city, delving into the stories of past and present.

Free tour dates

- Saturday 17 March, 11am
- Sunday 18 March, 2pm
- Wednesday 21 March, 2pm
- Friday 23 March, 11am
- Saturday 24 March, 11am

Booking information

Free tours as part of English Tourism Week must be booked over the phone or in the TIC office in The Forum: **01603 213999**.

For information on individual tours and to book, visit www.thenorwichshop.co.uk



POP UP_s

prove popular!

The first year of pop-up stalls on Norwich Market has been a resounding success with over 30 different stalls making guest appearances. From gorgeous hand-made crafts and artisan cakes to Christmas decorations and Norwich-inspired art, pop-ups have added a real sense of dynamism to our much-loved market.

“Norwich market pop-up was an exciting opportunity for me – an affordable way to reach a wider audience and grow ideas” Rebecca Wreford /Nellybell.



Get involved

Do you dream of running your own business, or perhaps you just want a central location to try out an idea? If so, a Norwich Market pop-up stall could be for you. Simply visit www.norwich.gov.uk/popup to find out more and apply.

A De Piff selling homemade spices and the Global Market Collective have been some of our pop-ups guests

What's new on Norwich Market?



Norwich Market

Find us on Facebook

Love Norwich Market and want to keep up to date with the latest news and events?

We've got a brand new Facebook page where we'll be posting updates on new stalls, events, competitions and pop-ups as well as sharing your posts and photos.

-  Find us at [NorwichMarketOfficial](https://www.facebook.com/NorwichMarketOfficial)
-  You can also follow [@norwichcc](https://twitter.com/norwichcc) on Twitter [#norwichmarket](https://twitter.com/norwichcc)



Simply one of the best!

At the end of last year, Norwich Market made it into the finals of the Great British Market Awards, thanks to overwhelming support from you all. Being voted one of the top six most popular markets

in the country is pretty spectacular and reflects the affection that both residents and visitors have for our wonderful city market. Thanks to everyone who took the time to vote for us.

New faces

Last year we welcomed 19 new businesses to the market, many of them food focused such as sweet treat specialist, Cake by Figbar.

Team Rubio (pictured right) selling unique recycled wood and bamboo products was another new arrival.





Show homes launch in Norwich

One of the city's most exciting new housing developments sprung into life when the public were invited to a show home launch to see the unveiling of two contemporary properties at a site in Bowthorpe.

The Rayne Park development marks the first exciting flagship project to be delivered by Norwich Regeneration Company – wholly owned by the city council.

When complete, it will offer 172 properties, with 112 built to Passivhaus standard – an approach that produces ultra-low energy buildings which need very little fuel for heating or cooling.

The two properties unveiled at the show home launch on 27 and 28 January are both Passivhaus homes – one a three-bed, the other a four-bed property. Mike Stonard, chairman of Norwich Regeneration

Company, said: "It was terrific to see the high quality finish of the show homes and to understand how the overall contemporary design of the development fits seamlessly with Passivhaus technology.

"We're now at the exciting stage where potential home owners and renters can secure one of these fantastic new properties."

When work to the 172 homes is complete it will feature 56 properties for sale, 59 for private rent, 9 for shared equity and 48 for social housing.

Residential property group, Leaders, will market, sell and rent the private property portfolio on the company's behalf, with prices from £210,000. R G Carter are building the mix of properties offering a choice of contemporary styled flats to larger family style homes.

Alison Guyton, new homes director at Leaders, said: "Interest is already very high for this fantastic development.

"This is due, in part, to the fact that buyers can benefit from Help to Buy on the development as well as many of the future residents being able to realise ongoing savings of up to 70 per cent on their energy bills thanks to a number of the homes being Passivhaus."

For full details and a list of available plots call 01603 850598 or visit www.raynepark.co.uk

Construction of the site has been made possible following an investment partnership with the Homes and Communities Agency.

Hamson Barron Smith (part of the NPS Group) are working as project manager for Norwich Regeneration Company to help deliver the project.

Plans for our new customer centre

Residents were shown a glimpse of the future when plans for City Hall's customer centre were unveiled in February.

Reflecting the way customers interact with the council, the centre is set to become a modern, welcoming and flexible space, with refurbishment due to begin this May.

The ability to self-serve has reduced the demand for the traditional drop-in service, with many visits to City Hall now arranged by appointment.

Council services can be accessed on-the-go or from the comfort of your own home at a time that suits you, thanks to our responsive website.

Some 10,000 residents have customer accounts, meaning they can track issues and check balances whenever they log in.

You can also make payments, set up Direct Debits and update your details – all at the click of a button.

Visit the My Account section on the website to get started www.norwich.gov.uk

A 14-week closure of the centre is due to begin on Tuesday 8 May. When the new centre opens in the autumn, the current drop-in arrangement will be replaced by tools for self-service and an appointment system for necessary in-person transactions.

Adapting the centre to support self-service will provide an efficient service and also allow us to spend time with those who need face-to-face support.

Councillor Matthew Packer, Norwich City Council's cabinet member with responsibility for customer contact, said: "The customer centre is ready for a refurbishment and this is an important milestone in our work to achieve a digital-first customer approach.

"Thousands of customers are already choosing to use our website to access council services, and this new environment will enable more residents to self-serve and provide a welcoming space for anyone attending an appointment."

The revamp is being funded from money already allocated to refurbishment inside City Hall.

We can help you get online. Free digital support is available across the city. Visit www.norwich.gov.uk/digitalinclusion or call 0344 980 3333 to find out more.



An artist's impression of how the new customer centre could look