



Spring 2021

LINK

www.south-norfolk.gov.uk



**COVID Support
Advisors** *page 10*

South Norfolk
COUNCIL



Ready, steady, census

The decennial census is almost upon us.

Households across South Norfolk will soon be asked to take part in the nationwide survey of housing and the population. It has been carried out every decade since 1801, with the exception of 1941.

Information from the digital-first census will help decide how services are planned and funded in your local area. This could mean things like doctors' surgeries, housing or new bus routes.

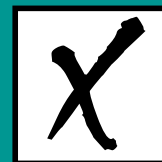
Households will receive a letter with a unique access code in the post, allowing them to complete their questionnaire online. Paper questionnaires will be available on request. Census day is Sunday 21 March.

It's time
to complete
your **census**
questionnaire

Person 1 - continued

For more information, visit census.gov.uk

Elections in 2021



On Thursday 6 May residents in South Norfolk will go to the polls to have their say on who represents them at Norfolk County Council and as the Norfolk Police and Crime Commissioner. There are a number of ways for you to cast your vote and have your say in May. You can vote in a polling station, you can appoint someone you trust to vote on your behalf, this is known as a proxy vote or you can cast your vote by post.

Due to the current circumstances we understand that some people may be concerned about visiting a polling station, but we can assure you that we are taking additional measures to make voting as safe as possible.

Our polling stations will have two-metre floor markings and signage to encourage social distancing and the wearing of face coverings. Where possible, a one-way system will be in place with hand sanitiser available when you enter and leave.

Screens will be in place, for the safety of our staff and voters and the polling stations will be cleaned on a regular basis.

We would also ask you to bring your own pen or pencil to use when voting.

More information about postal and proxy voting can be found by visiting www.south-norfolk.gov.uk/elections

Contact us

24 hours a day, 7 days a week
access our services online.
Visit: www.south-norfolk.gov.uk

Email: council@s-norfolk.gov.uk



www.facebook.com/southnorfolkouncil



www.twitter.com/SNorfolkCouncil

Main Number: **0808 168 2000**

Write to: **South Norfolk Council, Cygnet Court, Long Stratton, Norwich, NR15 2XE**

If you need COVID-19 related help,
please contact **01508 533933**



101 is the number to call when you want to contact your local police - when it's less urgent than a 999 call. 101 is available 24 hours a day, 7 days a week.

South Norfolk Freephone Numbers

Automated Touchtone Payments	0808 178 7146
Benefits and Council Tax	0808 178 7141
Business Rates	0808 178 7142
Car Park Enquiries	0808 178 7145
Housing Advice	0808 168 2222
Planning	0808 168 3000
Waste and Recycling	0808 168 3333
Flytipping	0808 168 2999
Norfolk County Council	0344 800 8020

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Winners of the Local Business Awards

All information correct at time of printing and events were held to social distancing regulations.

MESSAGE FROM THE LEADER,

A handwritten signature in black ink that reads "John Fuller".

leader@s-norfolk.gov.uk

The mark of a Council is not what it does when times are good and the sun is shining. The mark of a Council is how it responds to unexpected events and how it steps up when the chips are down.

When COVID-19 arrived we were best prepared, to provide the help and support to tens of thousands of residents and businesses that was desperately needed.

Over the last 12 months more than £63 million has been distributed locally to help the most vulnerable with hardship and isolation payments, council tax support and help for the homeless. We have also provided targeted grants to businesses to protect livelihoods and save jobs.

And that's in addition to the national Government's furlough schemes, business rate rebates and increases in Universal Credit.

It isn't just the work your local Council has been doing with central Government that's made a difference. Our Help Hub has opened for extended hours and

operated 7 days a week, working with local community groups and Parish Councils to ensure every fridge has been filled and every vulnerable person's needs met. Tens of thousands of residents who would not normally reach out to their Council have been helped in one way or another.

Over £1 million per week has been channelled to businesses in direct grants during the lockdowns to help them survive until the day they can start fully trading again in the spring. This money has been a lifeline for employers including shops, pubs and other businesses who have been forced to close. I am proud of our dedicated staff that dropped everything to distribute funds quickly and without delay with the fastest and most generous schemes in Norfolk.

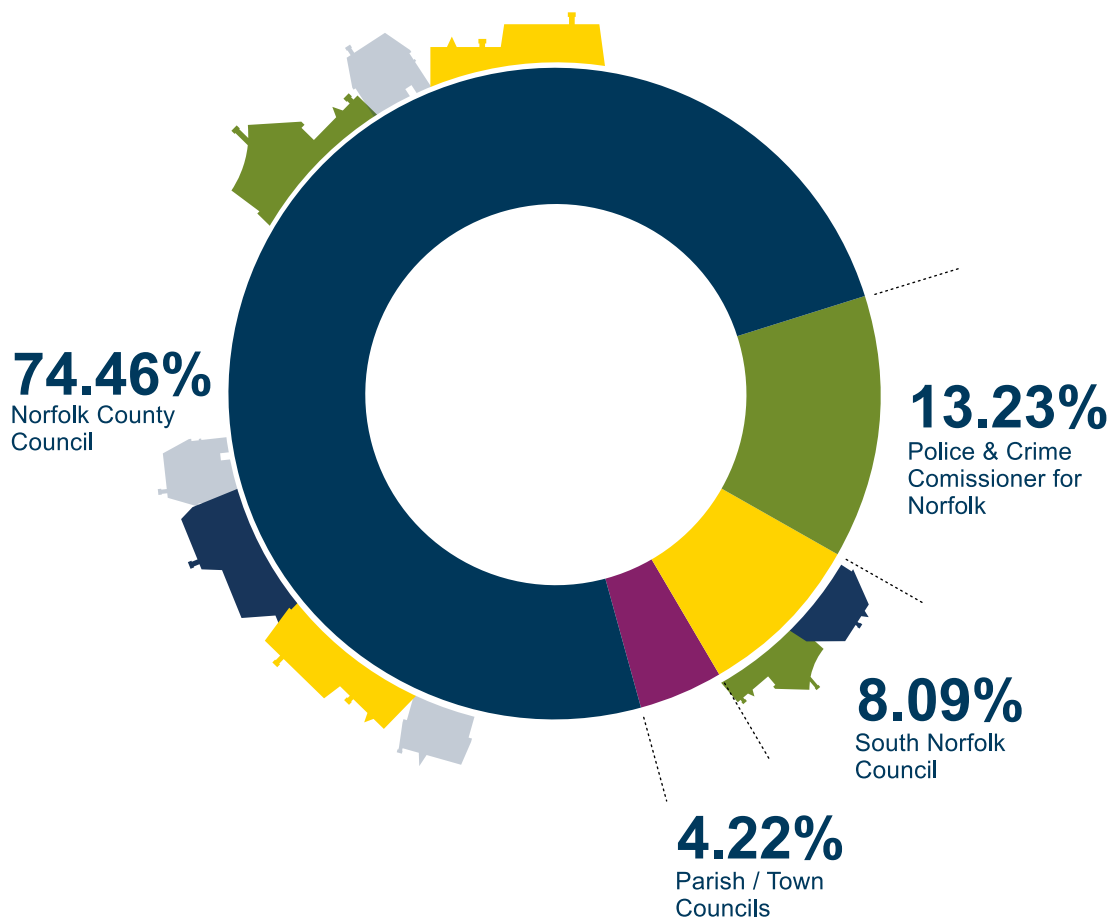
While our leisure centres have been closed our staff have been redeployed to coordinate vaccination, street marshalling and the test and trace programme. In addition, 25 staff have also volunteered to work on our Hospital wards and supported the NHS in other ways when the pressure was greatest.

You may not have seen any of this work while you and your family members have been forced to stay at home. But be assured that your Council staff have never worked as hard or as flexibly. They have kept essential services running in the most difficult of circumstances to keep you safe and secure and nurture an economy that can bounce back when lockdown is over.

Our Council budget responds to the need to protect our local environment, the need to get everyone to the vaccination centre, and the consequences of the wind-down of furlough and the end of the eviction restrictions on homelessness. Some of our greatest challenges are ahead but be assured that everyone associated with our Council will keep our promise to create better lives and a stronger economy to benefit every resident and business in our district.



Where does my Council Tax go?



Keeping services running

Following a consultation with residents at the start of the year, we have now set how much of your Council Tax for 2021/22 will be paid to us.

Our main sources of income are central government funding, Council Tax, business rates and the income we get from chargeable services. With funding from central government being reduced year on year, we have calculated that we will need to find significant additional income or savings by 2022/23 to enable us to deliver a balanced budget.

Overall, our budget, which covers 86 different services including Housing, Benefits, Homelessness Prevention, Early Help, Leisure, Planning and many more, is £54.4 million. Although we are making further efficiencies, having looked at the numbers this year, we have had to take the difficult decision that to protect the services that make a real difference to our residents' lives, our part of your Council Tax will increase by £5 for the average Band D house. Less than 10p per week.

This means that our part of the bill only equates to 8% of your overall Council Tax.



Getting help to businesses *fast*

During this pandemic we have worked to support our local businesses, getting help to them as soon as it has become available. In November, we were the first Council in the county to distribute £1 million worth of grants to support local businesses that had been forced to close.

Our officers worked round the clock contacting businesses and answering calls to ensure that Local Restrictions Support Grants of up to £3,000 reached businesses as soon as possible.

Cabinet Member Lisa Neal said:

"We knew this money was a lifeline for many businesses and we did all we could to get it to those that needed it as quickly as possible. Since the first lockdown we have distributed more than £40 million. That's £1 million for every week that we have been locked down."

Louise Ball has been running Hair 4U in Loddon for over 14 years and has three staff who are currently being furloughed. She said: "I never thought anything like this could happen. It's been tough for all of us, we miss our regular customers and all the social interaction at the salon.

"Without this grant we really would have struggled, it was a much-needed lifeline."

Businesses that had to close by law during the national lockdowns and local restrictions are still able to apply for a Local Restrictions Support Grant.

There is also an Additional Restrictions Grant, which has been designed to help hundreds of local businesses in South Norfolk, who were previously unable to access COVID-19 financial support.

The Additional Restrictions Grant is also being used to top up the Local Restrictions Support Grant for businesses with 10 or more full-time equivalent employees.

Councillor Lisa Neal, said: "We are aiming to distribute more than £3 million of funds from our Additional Restrictions Grant by the end of April 2021 to local businesses and I'd urge any business that needs support to get in touch and find out what funding is available."

More than half the grants being distributed are for £2,000 but in some exceptional cases grants may be as high as £20,000.

We are also making one-off Closed Business Lockdown Payments to retail, hospitality and leisure businesses that have been forced to close, up to the value of £9,000.

To find out more and apply for a business grant visit www.south-norfolk.gov.uk/business-support

Have your say on new development

Due to their rural locations and sense of community the villages and market towns of South Norfolk have always been desirable places to live. To ensure the ongoing vitality of the district it is important that appropriate opportunities for development continue to be made. This will help young people seeking their first home in a rural location as well as helping provide growing families or older people with opportunities to upsize or downsize. In this way appropriate growth supports social sustainability, supports rural life and helps maintain local services and facilities.

People's recent experience of the COVID-19 lockdown has also driven an increased interest in homes in rural locations, with easy access to the countryside. Changing patterns of work, including an increased desire for home working, enabled by improved communications, mean that this demand for more rural locations could continue well into the future.

The provision of appropriate smaller sites for housing development in rural villages will also help to improve the supply of development land for small and medium-sized housebuilders and those wanting to build their own homes. Increasing the capability of smaller or individual builders to deliver homes, alongside ensuring an appropriate supply of larger sites to support regional and national housebuilders, is a key intervention that will help tackle current supply problems and ensure enough homes are delivered to meet identified needs and demands.

In recognitions of these factors, we are planning a public consultation on our draft Village Clusters Housing Allocations Plan this spring and summer. This will be a new Local Plan document, allocating sites for housing growth in smaller settlements across South Norfolk between now and 2038.

South Norfolk parishes have been divided into 48 different clusters, based on primary school catchment areas. The Village Clusters Plan will identify sites for a minimum of 1,200 new homes. Factors, including access to local services and facilities, the impact on local roads and flood risk, will play a key part in determining how the development will be spread between the cluster areas.

Due to the rural characteristics of South Norfolk's villages, in most cases, sites allocated through the plan are expected to be smaller in size, capable of accommodating between 12 to 25 homes and distributed across as many of the clusters as possible.



Larger sites may be proposed where they offer the opportunity to achieve particular benefits that could not be achieved through a smaller site or where a site needs to provide significant infrastructure improvements.

Approximately 450 sites located within the village clusters are being assessed to see which may or may not be suitable for future housing development. This includes sites that were originally submitted for consideration as part of work to produce the Greater Norwich Local Plan, and previous consultation comments relating to those sites have also been included in the assessment. Our aim is to publish a document containing the results of those site assessments for public consultation by May.

Those taking part in the consultation will be able to comment on the sites that have been assessed. It remains possible for anyone wishing to promote a potential development site for consideration to do so through this public consultation.

The consultation will be hosted on our website where you will be able to view an interactive map showing the proposals and leave your comments online. There will be plenty of publicity once the consultation goes live, including articles in the local press, posters in and around South Norfolk's communities, and features on the Council's social media channels.

Following this consultation, it is anticipated that the final Plan will be submitted to the Planning Inspectorate in early 2022, after which it will be subject to independent examination. It is expected that the document will be adopted by the Council in early 2023.

For further details, please contact the Place Shaping Team at lp@s-norfolk.gov.uk



New site opens in Cringleford

Big Sky Living is celebrating the opening of the sales suite for its new site, St Giles Park in Cringleford.

The sales suite is now open showcasing a mix of bungalows, apartments and houses; ranging from one to five bedrooms.

Big Sky Living, a company owned by South Norfolk Council, has already delivered sites in Poringland and Long Stratton and has a track record of building quality houses that people want to own. Homes built by Big Sky Living offer more space, more choice and specifications that meet customers' expectations.



St Giles Park, on the south side of the A11, will have 350 homes including 116 affordable houses. The site will also offer retail and parkland areas including sports pitches and space for families to relax, play and spend quality time together.

Managing Director, Trevor Holden said:

"This is an exciting time for Big Sky Living. This is a beautiful part of the country and understandably people want to buy a home here. Big Sky Living is providing our customers with homes that not only meet their needs but exceed their expectations."

Council Leader, John Fuller said: "Big Sky Living is investing in the future of South Norfolk by building new homes and supporting local infrastructure. We are investing in the local economy by providing new office and retail space, encouraging businesses and employment into the area. We are also supporting the smaller, local building companies that contribute to our local economy and we're making it easier for those who want to build their own homes by providing serviced plots."

Big Sky Living is proudly different from other property developers because of its integrated relationship with the communities of South Norfolk. The company builds for the needs of the locations and the communities and focuses on developing sites that offer higher quality, attractive homes at competitive mid-market price points and creating vibrant communities.



To find out more about Big Sky Living and St Giles Park in Cringleford visit www.bigsky-living.com

Local businesses shine at awards

BROADLAND & SOUTH NORFOLK
Business Awards 2020

Nine local companies have been recognised for their excellence, innovation and best practice at the inaugural Broadland and South Norfolk Councils' Business Awards – with two local businesses celebrating double wins.

All 12,500 businesses with an operating base in Broadland and South Norfolk were able to enter 10 of the 11 categories, with nominees for one category submitted by the public.

This is the first time that the councils have held a joint Business Awards and, as the planned ceremony was cancelled due to the pandemic, winners were announced on our social media channels.

South Norfolk Council Chairman Graham Minshull said: *"This year has been incredibly difficult for our local businesses, and I am proud of the way we have worked together to support them. It was amazing to see so many examples of innovative thinking and a real determination to succeed."*

Congratulations to all the winners:

SNAP won **Excellence in Digital Creative and ICT**, sponsored by InTouch Systems. With its cashless payment system, SNAP is revolutionising the haulage sector and modernising industry procedures in the UK and the rest of Europe using its in-house designed technology.

"Technology and ICT have played a huge role in our ongoing mission to digitalise the haulage industry," said Managing Director Mark Garner, who described SNAP as "a proud local business."

SNAP also won the **Business Growth** award, sponsored by Big Sky Living, as it demonstrated strong performance in turnover, profit, customer base, market share, territory and new products.

myDNAhealth won **Excellence in Life Sciences**, sponsored by Norwich Research Park. Founded in 2014, myDNAhealth provides in-depth testing

results designed to help people make tailored lifestyle changes to improve health and wellbeing.

Bernie Williams, Co-founder and CEO of myDNAhealth, said: "We are very happy and honoured to win this award, which is a testimony to the myDNAhealth scientific and technology teams who are committed to developing evidenced-based products and technologies aimed at promoting wellness and optimising healthy ageing."

Ansible Motion won **Excellence in Advanced Manufacturing**, sponsored by Mirus Aircraft Seating. Based at Hethel Innovation Centre, Ansible Motion creates Driver-in-the-Loop simulators for vehicle engineering and its immersion technology places drivers and engineers into compelling virtual worlds.

"Ansible Motion chose Norfolk as the preferred place to produce its



advanced driving simulators because the manufacturing, engineering and contract manufacturing infrastructure and expertise was all available within a 30-mile range of Hethel," said Gavin Farmer, Ansible Motions' Commercial Manager.

Ansible Motion is another of our double award winners, also taking home the **International Business Growth** award, sponsored by Hethel International. This award recognised its investment in securing a pipeline of international orders resulted in a doubling of its exports in 2019.

Sponsors of Broadland & South Norfolk Business Awards 2020

FOSTERS
SOLICITORS LLP

GR GREATEST
HITS
RADIO
NORFOLK &
NORTH SUFFOLK

H Hethel
International

CNC
BUILDING CONTROL

BIG SKY
LIVING

Pasta
FOODS
ESTABLISHED 1957

Credo Asset Finance won **Excellence in Financial Services and Insurance**, sponsored by Jarrold Training. Established in 2005, Credo Asset Finance has brokered over £400m to more than 8,000 local businesses in Norfolk and Suffolk.

Fran Brown, Marketing Manager of Credo Asset Finance, said: "Credo Asset Finance is thrilled to win this award and we dedicate it to our Founder Simon Gray, who passed away in September 2020. For Simon, looking after the customer was everything, and he would have been delighted for us to be recognised in this way."



Flint Vineyard

Flint Vineyard won **Innovation in Agriculture, Food and Drink**, sponsored by Pasta Foods. In an idyllic Waveney Valley, Flint Vineyard's state-of-the-art fermentation equipment and techniques perfectly blend with age-old tradition and a passion for making English wine.

"After the year we've all had, it's lovely to have something to celebrate! We are really proud of our Charmat Rosé and it's great to be recognised for pioneering this style of English sparkling wine here in Norfolk," said Vineyard owner Hannah Witchell, who owns the business with her husband, Ben.

The Norfolk Mead in Coltishall won in the **Visitor Economy Experience** category, sponsored by Adnams. As a luxury destination in Norfolk, it provides excellence in hospitality across its bedrooms, restaurant, spa treatment rooms, and event venue.

Owner James Holliday told us: "Our ethos has always been to continually evolve, adapt and expand our luxury offer. This resolve has helped us through this challenging year for hospitality where the resilience of our staff and our new services including takeaway afternoon tea, have helped us to continue to weather the storm."



Simon's Table Ltd

Simon's Table Ltd was the **New Business** award winner, sponsored by CNC Building Control. Husband-and-wife team Simon and Nicola Rawcliffe produce a range of tasty products, initially inspired by a 30-year-old marmalade recipe. All products, such as shortbread and a gin liqueur, can be found in stockists nationwide.

Simon said: "Nicola and I would like to thank our customers and suppliers in helping us to build our business. We hope that, along with other local businesses, this win will help to highlight the Diss area and what South Norfolk has to offer."



Emmaus Norfolk & Waveney



Our Slice of Country Life

Emmaus Norfolk & Waveney won the **Environmental Impact** award, sponsored by the UEA's Low Carbon Innovation Fund. The charity provides a home, meaningful work, and a sense of belonging to formerly homeless people.

Chief Executive Cecile Roberts said: "Recycling and reusing is a core part of the work of our social enterprises, and reducing our environmental footprint shapes everything we do as a charity. From diverting items away from landfill, selling them in our shops instead, or recycling metal items in our new forge at our Ditchingham community, we are always looking at new ways to continue to reduce the mark we leave on the environment."

Our Slice of Country Life was awarded **Retailer of the Year**, sponsored by Fosters Solicitors LLP. This arts and crafts gift shop in Diss is a successful hybrid of high street and online, mixed with a strong community focus and partnerships with other local businesses. "My customers are really fabulous, and I am so truly grateful to each and every one of them for nominating the shop and for supporting myself and my son, and all the wonderfully talented artists that stock my shop," said owner Helen Beeching.

The headline sponsor of the awards was **Fosters Solicitors** and the media partner was **Greatest Hits Radio Norfolk and North Suffolk**. For more information on our winners visit www.south-norfolk.gov.uk/businessawards



Keeping residents safe

We have recently appointed 20 new members of staff to help in the fight against COVID-19.

Our team of COVID Support Advisors hit the districts' streets at the end of last year and have been working closely with the community and local businesses to help keep residents and visitors safe.

Cabinet Member Yvonne Bendle said: *"We want to reduce the numbers of COVID-19 cases in the area and keep our residents safe. This team is offering practical help and is on-hand to support businesses, offer advice to residents and answer any questions about the latest government's guidelines."*



The team is working with businesses to ensure they follow the latest government advice and remain compliant. They have also been in areas with high footfall such as market towns, shopping centres and schools to provide residents with advice, answer questions, offer support and listen to any concerns.

The COVID Support Advisors will also be focussing on areas where there is a spike in cases and they will be reminding people how to stay safe.

Councillor Bendle added: *"If there is a big spike in cases, we are ready to bring in extra resources to help drive numbers down and keep them down. We appreciate that the COVID guidelines may be daunting to some people and businesses, but our advisors are there to help."*

Another important role of the team is to support the government's Test & Trace programme, if the government has been unable to contact the resident by phone, the team will visit them at their home and advise them on a course of action.

They will also be the first point of contact for anyone who needs support to get them through the pandemic and will help people access the councils' Help Hub Services.

For more information, help and advice, please visit south-norfolk.gov.uk.

Staff redeployed to help NHS

Staff from our leisure team have been volunteering at the Norfolk and Norwich University Hospital and are already having a huge impact.

Eight of our staff are working on the wards and are helping with the lateral flow tests, while twelve are working in the vaccination centre and also helping on the wards.

For the past three weeks, Deputy Manager of Diss Leisure Centre Luke Howes has been handing out lateral flow tests to staff, so they can self-test for COVID-19.

Luke said: "I am really enjoying having the opportunity to help, even if it is just in a small way."



The hospital staff are incredibly busy, so by performing the more practical tasks, Luke and his colleagues are freeing up NHS staff to help with the more hands-on work, assisting those most in need.

He said: "The staff have been so friendly and welcoming and are so grateful for our help."

Norfolk and Norwich University Hospitals Trust Chief Nurse, Professor Nancy Fontaine said: "I'd sincerely like to thank my colleagues from South Norfolk Leisure Centre for responding to the call to arms. This recognises that everyone in the community has a talent that they can offer us in this fight against COVID-19."

Leisure staff are also helping across the Council, ensuring vital services continue to be delivered, despite the lockdown restrictions, including helping to empty the bins.

Workout from home



Workout from home with your favourite instructor, with our brand-new leisure membership.

'Your Home Workout' gives members access to more than 30 live streamed classes and more than 60 on demand classes.

By signing up to Your Home Workout, members can try a range of professional classes, from energetic Dance Fit, Body Pump and High Intensity Interval Training, to Yoga and Pilates, for just £10 a month.

Councillor Alison Thomas, is responsible for Leisure Centres. She said: *"Our leisure centres may be closed but you don't have to miss out on keeping fit and healthy. By signing up to Your Home Workout, you can join in with our workouts at home either live or at a time that suits you."*

Existing leisure members paying by Direct Debit and annual fitness members will get access to Your Home



Workout free of charge. This will mean they can workout at either the gym, when it is open, or at home.

New members can become a Your Home Workout member only and can join for just £10 per month. There will also be a casual member option to pay as you go.

Full details of how to access Your Home Workout are available on South Norfolk Council's website www.south-norfolk.gov.uk/leisure.



Helping people live with dementia

Our Forget Me Not Grants are small grants that are making a big difference to the lives of people living with dementia and their carers.

The grants of up to £500 are for home adaptations which are helping people to live independently for longer and to continue to do the things they enjoy.

Ken and Jeannette from Stoke Holy Cross applied to us after Ken was no longer able to safely get into the garden and spend time sitting by his beloved fishpond.

Jeannette said: *“The steps leading up to the garden and our patio area had become uneven and it was too difficult for Ken to walk over without risk of a fall. It was upsetting as Ken loves being outside watching his fish and keeping them safe from herons.”*

We used the grant to provide handrails and level out some of the patio slabs for the couple.

Jeannette said: “Ken has been able to see his fish again, which is fantastic, it’s also meant he can have a walk around the garden and I’ve been able to get up to the washing line much more easily too.

“We are very pleased with all the works and thankful to all those who have been involved in this process. It was easy to apply for and it’s made a huge difference to us both.”

Forget Me Not grants can be used on anything from changes to lighting, flooring, decoration or bathroom and kitchen facilities to installation of equipment and assistive technology and signage.

Cabinet Member for Better Lives, Yvonne Bendle, said: “Making small changes to a home can hugely improve the health and quality of life of people living with dementia and their carers and can reduce or delay the need for residential care or hospital admissions.

“Applying is easy, so if you think we could help you, please contact us.”

Forget Me Not Grants are run in partnership with Norfolk County Council’s Adult Social Care and South Norfolk Clinical Commissioning Group. For more information and to apply call us on 0808 168 5227.

Art and nature to boost wellbeing

We recently supported Norfolk Threads, a Community Interest Company, that aims to improve people's wellbeing through art and engagement with the local environment and creative technology.

In February, Shelly O'Brien and Matt Magnus launched a brand-new community art project that is free to take part in and open to everyone. The Leaf Project encourages people to engage with nature and get creative with photography, drawing and textiles.

The couple received support from our Help Hub to get established and Councillor Martin Wilby gave £300 towards the project from his ward funding.

He said: *"Re-connecting to nature through art is great for our mental health and has been proven to help alleviate anxiety, depression and stress. Get involved, be inspired and make some wonderful artwork with the help of this imaginative couple and their creative technology."*

Matt and Shelly told us: "The leaf project aims to bring people together through art. We've come through isolation, spring is on its way and there are things to look forward to.

The leaf project showcases what Norfolk Threads is really about; we mix art, creative technology and the natural



environment to make us feel better! And we want to share it with our community. The final piece will have everyone's leaves embroidered onto one banner.

We get so much benefit from nature and being creative, we wanted to make something for everyone, that everyone can get involved with."

Find out all about the project on the Norfolk Threads Facebook page: @norfolkthreads, or watch the video on YouTube: www.youtube.com/watch?v=kgYDcCnDks&t=6s

Access Superfast Broadband

In South Norfolk around 12,000 properties that could access superfast Broadband haven't done so.

South Norfolk Council was successful in our ambition to be the first rural district in East Anglia to offer every home and business access to broadband download speeds of at least 10Mbps and currently, across the district, 19 out of every 20 households and businesses have access to speeds of at least 24Mbps.

Working with InTouch Systems we are providing access to wireless internet for homes and businesses who have not been able to benefit from the work done by Better Broadband for Norfolk. However, not everyone has taken advantage of these superfast broadband services.

Councillor Alison Thomas said. *"A decent broadband service is essential in nearly every aspect*

of our modern lives – working from home, shopping, video streaming, social networks and so much more. We have made it available, but internet service providers don't automatically move people to superfast broadband, you have to ask to be connected."

If you feel you could benefit and want to check to see what is available contact your current Internet service provider, or check to see if other providers can offer a faster service.

Ofcom.org.uk provides information on choosing a service provider, available speeds and likely costs and ways to improve your broadband speed.



Key to helping families beat homelessness

COVID-19 has left many people struggling financially, but by working with Broadland and Norwich City Council we are well prepared to support our residents in need.

Together and with the help of 25 other organisations we have developed a new Greater Norwich Homelessness Strategy to beat homelessness in the area for good.

The strategy determines the key drivers for homelessness over the next five years and ensures resources are put in place to help meet the demand.

Cabinet Member for Better Lives, Yvonne Bendle said:

“During the lockdowns we have already housed more than 78 people, but the effects of this pandemic have not yet been fully realised. When the eviction restrictions are lifted, we will be fully prepared to help and support those in need.”

At the end of June, 98,300 households were living in temporary accommodation in England, an increase of 14% from the previous year. One such household that found themselves in need during the first lockdown, where the Keen family from Diss.

Daniel and Emma Keen and their two young children first found themselves in difficulty in January 2020 after Daniel lost his job.

“We were struggling to pay the bills and rent and we fell into arrears,” reveals Daniel. “Our landlord was also trying to sell the house.”


When the family was given notice by their landlord, they found themselves at risk of homelessness. The family contacted us and our team quickly found them temporary accommodation in Costessey.

Daniel said: “It was a really nice place and we were so grateful to have somewhere to stay.” However, the family all had to sleep in one room, which “wasn’t easy with a one and two-year-old.”

But we gave the family help and advice to manage their debts, and during the height of lockdown, secured them a new home through local housing association Saffron Housing. Three months later they had the keys to their dream property.

“We can’t believe how things have turned out. We couldn’t have picked a better house. We are forever indebted to the people at the Council who helped us so much. We talk about it every day. Without them who knows where we would be now, they changed our lives.” The family’s future now looks bright. Daniel has now found work and their eldest child will soon be starting at a local nursery.

“We faced some dark and difficult times, but now we love our new home and we couldn’t be happier”, says Daniel.



If you are homeless or worried about becoming homeless, you should contact us as soon as possible so we can advise you of your options.

You can complete our online enquiry form, call us on 01508 533751 or freephone 0808 168 2222.

Protect our countryside

South Norfolk is a beautiful place and the protection of our environment is a real priority for us. We work closely with our communities, especially through our Big Litter Pick scheme, to keep our district looking the best it can be. We also work very hard to reduce fly-tipping and an important part of that work is to make sure that residents are aware of what is required of them when it comes to the disposal of their waste.

We want to help you do the right thing and here are some simple steps to follow if you are arranging for anyone other than South Norfolk Council to collect any waste from your home:

- Ask to see their waste carrier licence issued by the Environment Agency. Anyone removing waste from your property must have a licence. To check you can contact the Environment Agency on 08708 506 506.
- Ask what is going to happen to your waste. You have a duty of care to take reasonable steps to prevent someone dumping your waste unlawfully. A legitimate, professional waste carrier who wants your business should not object to being asked reasonable questions.
- Record the vehicle registration numbers of any vehicle used by a private waste carrier to take your waste away.



If waste is found dumped illegally and traced back to you, investigators will have more information to find the culprits.

- Ask for a proper invoice and receipt and get more than one quote. An unusually low quote, or an offer to take rubbish away for free in order to profit from any scrap metal that may be among it, should be treated with suspicion. Residents have ended up paying again to have their fly-tipped waste removed and disposed of correctly.

Please help us to protect our local environment and keep South Norfolk looking tidy.

For more information on collections please call 0808 168 2999 or visit our website south-norfolk.gov.uk

Easter bin collections

Friday 2 April – catch up Saturday 3 April for refuse, recycling and garden waste

Garden waste

Monday 5 April	→	catch up Tuesday 6 April
Tuesday 6 April	→	catch up Wednesday 7 April
Wednesday 7 April	→	catch up Thursday 8 April
Thursday 8 April	→	catch up Friday 9 April
Friday 9 April	→	catch up Saturday 10 April
Monday 3 May	→	catch up Tuesday 4 May
Tuesday 4 May	→	catch up Wednesday 5 May
Wednesday 5 May	→	catch up Thursday 6 May
Thursday 6 May	→	catch up Friday 7 May
Friday 7 May	→	catch up Saturday 8 May
Monday 31 May	→	catch up Tuesday 1 June
Tuesday 1 June	→	catch up Wednesday 2 June
Wednesday 2 June	→	catch up Thursday 3 June
Thursday 3 June	→	catch up Friday 4 June
Friday 4 June	→	catch up Saturday 5 June





**If you need COVID-19
related help or support,
please contact
01508 533933.**

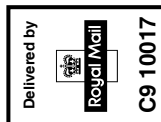
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If this item is undelivered or for postal address:
South Norfolk Council, Cygnet Court, Long Stratton, Norwich NR15 2XE



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you can help them begin a
new chapter.**

There are dozens of children and young people
of all ages and backgrounds in Norfolk who need
foster carers prepared to understand their story
and help them begin a new chapter.

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If we're on the same page, start here

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