

WINTER 2021

# LINK



**Community stars shine  
in South Norfolk**

[southnorfolkandbroadland.gov.uk](https://southnorfolkandbroadland.gov.uk)

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[southnorfolkandbroadland.gov.uk](https://southnorfolkandbroadland.gov.uk)



**South Norfolk**  
COUNCIL

## Apply for it!



You can apply for lots of things via our website at [www.southnorfolkandbroadland.gov.uk/apply](http://www.southnorfolkandbroadland.gov.uk/apply) Direct links to our popular pages are below:

### Housing and council tax benefits

Apply, manage or pay for benefits. [www.southnorfolkandbroadland.gov.uk/benefits](http://www.southnorfolkandbroadland.gov.uk/benefits)

### Leisure centres

Apply for membership, and book classes. [www.southnorfolkandbroadland.gov.uk/leisure](http://www.southnorfolkandbroadland.gov.uk/leisure)

### Building control inspection

Request a site inspection. [www.cncbuildingcontrol.gov.uk](http://www.cncbuildingcontrol.gov.uk)

### Bus pass

Available to residents who meet the age or disability requirements. [www.norfolk.gov.uk/buspass](http://www.norfolk.gov.uk/buspass)

### Garden waste collection

Create or renew a subscription. [www.southnorfolkandbroadland.gov.uk/brownbin](http://www.southnorfolkandbroadland.gov.uk/brownbin)

### Library service

[www.norfolk.gov.uk/libraries-local-history-and-archives](http://www.norfolk.gov.uk/libraries-local-history-and-archives)

### Register for Council Tax e-billing

Register to receive your bills online and view your account. [www.southnorfolkandbroadland.gov.uk/ebilling](http://www.southnorfolkandbroadland.gov.uk/ebilling)

### Postal vote request

Apply for a postal vote. [www.gov.uk/government/publications/apply-for-a-postal-vote](http://www.gov.uk/government/publications/apply-for-a-postal-vote)

### Register to vote

Sign up to the electoral register. [www.southnorfolkandbroadland.gov.uk/registervote](http://www.southnorfolkandbroadland.gov.uk/registervote)

## Report it!



Come across an issue? Make us aware by reporting it. [www.southnorfolkandbroadland.gov.uk/report](http://www.southnorfolkandbroadland.gov.uk/report)

### Abandoned vehicle

[www.southnorfolkandbroadland.gov.uk/abandonedvehicle](http://www.southnorfolkandbroadland.gov.uk/abandonedvehicle)

### Anti-social behaviour

[www.southnorfolkandbroadland.gov.uk/neighbourhood-issues](http://www.southnorfolkandbroadland.gov.uk/neighbourhood-issues)

### Suspected benefit fraud

Are you suspecting a resident of benefit or Council Tax fraud? [www.gov.uk/report-benefit-fraud](http://www.gov.uk/report-benefit-fraud)

### Change of address

[www.southnorfolkandbroadland.gov.uk/southnorfolkaddress](http://www.southnorfolkandbroadland.gov.uk/southnorfolkaddress)

### Change of circumstances

Had a child? Got married? Has your partner moved in? Pension changed? Tell us. [www.southnorfolkandbroadland.gov.uk/changeofcircumstances](http://www.southnorfolkandbroadland.gov.uk/changeofcircumstances)

### Compliments, suggestions, and complaints

Tell us if we're doing well, or how we can improve. [www.southnorfolkandbroadland.gov.uk/feedback](http://www.southnorfolkandbroadland.gov.uk/feedback)

### Dog fouling

[www.southnorfolkandbroadland.gov.uk/dogfouling](http://www.southnorfolkandbroadland.gov.uk/dogfouling)

### Lost or stray dog

[www.southnorfolkandbroadland.gov.uk/lostdog](http://www.southnorfolkandbroadland.gov.uk/lostdog)

### Faulty streetlight

[www.norfolk.gov.uk/roads-and-transport/roads/road-maintenance/street-lighting](http://www.norfolk.gov.uk/roads-and-transport/roads/road-maintenance/street-lighting)

## Pay for it!



Our website allows you to pay invoices, Council Tax, business rates or benefits overpayments online, as well as setting up a Direct Debit to pay your Council Tax on a date that suits you each month. [www.southnorfolkandbroadland.gov.uk/pay](http://www.southnorfolkandbroadland.gov.uk/pay)

## Fly-tipping and littering

[www.southnorfolkandbroadland.gov.uk/fly-tipping](http://www.southnorfolkandbroadland.gov.uk/fly-tipping)

## Full public litter bin

[www.southnorfolkandbroadland.gov.uk/litterbins](http://www.southnorfolkandbroadland.gov.uk/litterbins)

## Highway problem

Report issues with roads, cycle paths, pavements, and Public Rights of Way. [apps.norfolk.gov.uk/highwaysdefect](http://apps.norfolk.gov.uk/highwaysdefect)

## Lost, stolen or damaged bins

[www.southnorfolkandbroadland.gov.uk/lostbin](http://www.southnorfolkandbroadland.gov.uk/lostbin)

## Noise or nuisance

Loud music? Barking dogs? Industrial noise? A consistent bad smell? Nuisance artificial light? Smoke and bonfires? Report it. [www.southnorfolkandbroadland.gov.uk/noiseissues](http://www.southnorfolkandbroadland.gov.uk/noiseissues)

## Damaged or missing street name-plate

[www.southnorfolkandbroadland.gov.uk/streetnaming](http://www.southnorfolkandbroadland.gov.uk/streetnaming)

## General enquiries:

[www.southnorfolkandbroadland.gov.uk/contact-us](http://www.southnorfolkandbroadland.gov.uk/contact-us)

**f** @southnorfolkouncil

**t** @SNorfolkCouncil

**in** South Norfolk Council

**@** @southnorfolkandbroadlandc

## Post:

South Norfolk Council, South Norfolk House, Cygnet Court Long Stratton, Norwich NR15 2XE

## Website:

[www.southnorfolkandbroadland.gov.uk](http://www.southnorfolkandbroadland.gov.uk)

## South Norfolk Help Hub

Need some extra support? Call 01508 533933, email [helphub@southnorfolkandbroadland.gov.uk](mailto:helphub@southnorfolkandbroadland.gov.uk) [www.southnorfolkandbroadland.gov.uk/help-hub-1](http://www.southnorfolkandbroadland.gov.uk/help-hub-1)

# A message from the leader

While there were a small number of quite high localised spikes of covid infection in South Norfolk in October, the critical figure of hospital admissions has remained low, thanks to the high rates of covid vaccination in the district.

For those still to be jabbed, it's not too late. That also goes for youngsters of school age who have become eligible for the first time and older and more vulnerable residents who were vaccinated in January and for whom the beneficial effects will fade without a booster.

The jobs are an important reason why we're on the road to getting back to normal once more. I was proud of how our local Council looked after the most vulnerable in the midst of lockdowns, and how we sustained jobs and livelihoods with targeted support of local businesses that amounted to over £1m per week for every week of lockdown.

That's now in the past. We must look forward. And I am pleased that we're helping some of the smaller shops, pubs, restaurants and cafe's to get back on their feet with a shop-front refurbishment scheme. We're helping small businesses get trading online. And we have an exciting infrastructure investment in Harleston to improve the street scene with wider pavements while maintaining the number of on-street car park spaces.

As we look further ahead, we have plans to invest in more electric charging points in public areas and are also seeing how we can play our part in decarbonising the Broads to support the economy and enhance the environment of this internationally important wetland environment.

And all the time, we have a dedicated team empowered to



be flexible to support those for whom Covid has dealt a rotten hand. We are there to give practical and financial support to you or those you know who are at risk of rent-default, homelessness, personal debts or even to tide over whilst isolating at home.

My message is that we're planning positively for a post-carbon future but don't suffer in silence whilst we get there. Our help hub stands by on 01508 533633 to help you deal with hardship and life's headwinds so that everyone can play their part in the recovery.

A handwritten signature in black ink, appearing to read 'John Fuller'.

Councillor John Fuller,  
Leader of South Norfolk Council

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## Lady Dannatt impressed by staff

In August, Lady Dannatt and the Chairmen of both Broadland District Council and South Norfolk Council met with staff who were redeployed during the lockdown to help with the fight against COVID-19.

Lady Dannatt shared her visit with her Twitter followers, and said the staff who swapped roles were “hugely impressive” and she “felt very proud and humbled by their achievements”.



## Supporting EACH

We recently funded several new benches at The Jetty Courtyard at The Nook, East Anglia's Children's Hospice in Poringland. The benches have been enjoyed by many families using services at The Nook.

Trusts and Foundations Fundraiser Emily Rose said: “Thank you so much for your generous donations towards the benches, and for all your support of EACH over the years.”

## Booster jab advice

If you have received a letter advising you that you're eligible for a booster jab against COVID-19, our Help Hub can offer support and advice on how to arrange this, and how the system works including guiding you through the online booking form. Please call us on 01603 430431 or email [helphub@southnorfolkandbroadland.gov.uk](mailto:helphub@southnorfolkandbroadland.gov.uk).

## Chairman's reception raises money for charity



In August Chairman Florence Ellis hosted a Civic Reception to mark the start of her term in office and to raise money for her two chosen charities.

The event was held at Hill House in Saxlingham Nethergate, a 16th century manor house that celebrates technology, design and art in the heart of South Norfolk.

Guests included the Lord Lieutenant of Norfolk, Lady Dannatt and her consort, Lord Dannatt, Mayors and Chairmen from Norfolk Councils, local Parish and Town Council Chairmen, members from the local business community and individuals from South Norfolk who play a big role in their community.



The event helped to raise funds for the Chairman's two chosen charities; Norfolk Blood Bikes – A charity run by volunteers across Norfolk, transporting not only blood but samples, vaccines, breast milk and other life-saving medical items to hospitals; and also Swardeston Day Centre – a South Norfolk charity that provides a welcome and sociable environment for older people to meet, involve themselves in activities and provides an opportunity for carers to have a break.

## Leisure centre achieves top rating in COVID-secure quest

Our Leisure centre in Long Stratton has achieved a rating of 'excellent' from Quest – the industry's go-to scheme for quality assurance.

The assessment focussed on the leisure centre's recovery from the pandemic and its ongoing COVID-19 security measures. A range of areas were put under the spotlight including cleanliness and hygiene, how effectively the centre was managed, the customer experience and community engagement.

Councillor Alison Thomas, our Cabinet member for Better Lives, said:

"The team at the centre have worked extremely hard to keep our customers safe during this pandemic and its fantastic they have received this top accreditation as recognition.



"It's also an assurance to all our customers that they can continue to keep fit and healthy in a COVID-19 secure environment."

Quest is managed by Right Directions (Management) Ltd in partnership with Leisure-net Solutions Ltd and under contract with Sport England.

For more information about Long Stratton Leisure Centre, please visit [southnorfolkandbroadland.gov.uk/leisure/long-stratton-leisure-centre](https://southnorfolkandbroadland.gov.uk/leisure/long-stratton-leisure-centre)



## A flavour of success

In September, we met up with some of the area's top food producers at our Local Flavours event, held at the Norfolk Showground. It was a fantastic opportunity for local producers to showcase their products to buyers and other industry experts. Our economic development team were also on-hand to highlight the range of services that we offer local businesses.

If you're a local business and would like to be involved in next year's event, please contact organisers The Lively Crew at [info@thelivelycrew.co.uk](mailto:info@thelivelycrew.co.uk). For more information about what we can do for your business, please visit [southnorfolkandbroadland.gov.uk/business](https://southnorfolkandbroadland.gov.uk/business)

## Have your say for a chance to win

We need your views on exercise, active commuting and how people's routines have changed during the COVID-19 pandemic to help shape a new sports and physical activity strategy.

Complete our survey and you could win one of three Amazon vouchers worth £100, £75 and £50.

We are working with our partners under the umbrella of the Greater Norwich Growth Board, which identifies and secures funding for a range of projects to benefit those living and working in the Greater Norwich area.

The development of the strategy, which has been match funded by Sport England, will pave the way for the delivery of new facilities to support healthier lifestyles.

The survey will run until 5pm on 10 December. Complete it by visiting [southnorfolkandbroadland.gov.uk/communities/physical-activity-survey](https://southnorfolkandbroadland.gov.uk/communities/physical-activity-survey)



# Long Stratton Bypass backed by government

**The Long Stratton Bypass has moved a significant step closer after the government confirmed vital funding for the project.**

The Department for Transport has given a funding commitment of £26.2 million towards the cost of building the new road, which will cut congestion and support the local economy for many years to come.

“ Having campaigned for a bypass for Long Stratton since 1997 I am delighted that funding has been agreed. ”

Cllr Alison Thomas

Councillor for Long Stratton, Alison Thomas said: “We have lobbied hard and the government has listened.

“Our role now will be to ensure the project is delivered within budget and timescales to improve

the safety and well-being of all those living, working or travelling through Long Stratton. This is great news for the town’s residents.”

The A140 through Long Stratton is a pinch point that affects thousands of road users, and the people who live and work in Long Stratton, on a daily basis.

The bypass will cut congestion, help the local economy and vastly improve this regionally important route that links Norwich and Ipswich. The bypass is set to create hundreds of new jobs and homes, open up improvements for cycling and walking, and solve traffic and transport issues local people have been facing for more than a generation.

The proposed new A140 bypass will be a single carriageway that will provide a new junction

at Church Lane to the north, extending from this junction on the east side of Long Stratton going south for approximately 3.9km, where it will re-join the existing A140 near Oakside Farm.

The estimated overall cost of the bypass is £37.44m, with the remaining funding primarily sourced from local developer contributions and Community Infrastructure Levy (CIL).

Subject to receiving all of the necessary statutory approvals, including planning permission, the target date for work to start on construction is mid-2023, with the road open to traffic before the end of 2024.

**For more information visit [southnorfolkandbroadland.gov.uk](https://southnorfolkandbroadland.gov.uk)**



# Nominate now for this year's Awards

**On 18 October we launched our Business Awards to recognise and celebrate the amazing array of successful businesses in South Norfolk and Broadland.**

Despite the challenges of the past 18 months, many businesses have survived and even thrived, not just financially, but by being adaptable, innovative and excelling at supporting the very communities that have supported them.

To recognise this, we have added five new categories to the Awards: Outstanding Employer, Business in the Community, Working Together, Business Resilience and Business Innovation.

Businesses are invited to nominate themselves for an award in any of the 10 categories and our residents can support their favourite business by nominating them as 'Retailer of the Year' with the chance to win £100 of shopping vouchers.

many successful businesses, from multi-national organisations, cutting edge tech and bio science companies to a wide range of independent shops and traders. The pandemic has caused our business community so many difficulties, from forced closures to problems with supply chains, but they are bouncing back. I am so impressed with how they have overcome the recent challenges and am delighted we can support and promote their hard work and dedication through our Awards."

"If you're a business owner, put your company forward for the recognition both you and your staff deserve and if you're a customer make sure you nominate your favourite business as our Retailer of the Year."

Cabinet Member Cllr Lisa Neal said: "The district is home to so

**For more information and to nominate your business, or your favourite retailer, please visit [southnorfolkandbroadland.gov.uk/businessawards](https://southnorfolkandbroadland.gov.uk/businessawards)**



**BROADLAND & SOUTH NORFOLK  
Business Awards 2022**

This year's categories are:

- Business Growth
- Business Innovation
- Business in the Community
- Business Resilience
- Environmental Impact
- International Business Growth
- New Business
- Outstanding Employer
- Visitor Experience
- Working Together
- Retailer of the Year – open for public nomination only

**Nominations close on Monday 13 December and winners will be announced on 23 March 2022 at an awards event at Norwich City Football Club.**



# Big cash boost for market town

**We understand the vital importance of promoting and investing in our market towns and helping to support our vibrant local economy.**

To continue our ongoing investment, residents of Harleston have been asked to give their views on a project to future proof their town centre. The £750,000 scheme focuses on reducing through-traffic, creating a better environment for shopping and providing places for residents and visitors to meet and enjoy their leisure time.

The scheme will be funded by South Norfolk Council, Norfolk County Council and the Town Council. Our Council Leader, Cllr John Fuller said: "South Norfolk has received its share of the extra business rates paid by expanding businesses across the whole of Norfolk. In the past we have invested in Diss's heritage triangle and in Wymondham and Long Stratton with town centre improvements and sporting facilities.

"Now it's Harleston's turn, and we are proposing to invest all that extra business rates income together with some of the extra

council tax paid by the occupiers of new homes - the best part of three quarters of a million pounds - in helping Harleston move with the times and be best placed to respond to the changes the pandemic has accelerated."

The project stems from the need, identified during the COVID-19 pandemic, to create a reduction in through-traffic in the town centre. A multi stakeholder project board has produced a plan for a more permanent series of improvements.

Suggested changes to the Market Place, Exchange Street, the Thoroughfare and Broad Street will see some relocation of parking places, giving more direct access to the busy retail areas. Reduced carriageways will slow traffic and make the town centre safer for pedestrians, while wider pavements and the introduction of planters and benches will all add to the improved streetscape and make the town centre a better place to live, work and spend time.



# Customers at heart of new charter



**We recently released our new customer charter, which firmly puts the needs of residents first.**

Our customer charter sets out the service that residents can expect to receive and outlines our dedication to delivering exceptional customer service.

Cabinet Member for Better Lives, Cllr Alison Thomas said:

“We want to provide our residents with the best possible customer experience. We have listened to their feedback and based our charter around the things that matter most to them.

“It’s important to us that residents can access services in the right way and at the right time and to

achieve this we need to engage with them, so we can fully understand their needs.”

“Putting our customers at the heart of everything we do is key, and our new customer charter underpins that commitment.”

## **Have your say**

We are keen to know how well we are delivering against our commitments, what we are doing well, and where we can improve.

If you have any feedback about the service you have received, please complete the customer satisfaction survey at

[southnorfolkandbroadland.gov.uk/customerurvey](https://southnorfolkandbroadland.gov.uk/customerurvey), or call us on 01508 533633

## **Customer panel**

We are looking for people to join our customer panel to help us improve the service we provide to you.

If you would be interested in being part of this, please complete the survey above indicating you are willing to join the panel and we will contact you.

**To read the charter, please visit:**  
[southnorfolkandbroadland.gov.uk/customercharter](https://southnorfolkandbroadland.gov.uk/customercharter)

## Rosebery Park means business



**We are continuing to support our thriving local economy by providing modern accommodation suitable for businesses of all sizes.**

Our new state of the art business centre at Poringland, Roxburgh House, has opened its doors. Through Big Sky Living, our wholly-owned property development company, we are investing in the future of our district by building new homes and investing in our local economy by building new commercial office space.

By constructing our business centres close to our housing developments we are enabling people to

work close to where they live, cutting down on commuting.

Cllr Lisa Neal said: “It’s vital that we continue to support our local businesses by ensuring they have state of the art facilities available to them. By providing commercial space we are also supporting job creation both now and in the future.”

**You can find out more by visiting Big Sky Living at [www.bigsky-living.com](https://www.bigsky-living.com) or calling 01508 533916.**



# Stars shine at awards

On 2 November we celebrated the stars of our community, at a special awards event held at Diss Corn Hall. Chairman Cllr Florence Ellis handed out the awards to the nine very deserving winners.

Councillor Ellis said:

"There are so many fantastic people out there, who don't realise just how wonderful they are and the difference they are making. These awards are our chance to give them the recognition they deserve and say thank you."

The winner in each category received £250 to give to their chosen community group or voluntary organisation.

Find out more about our winners on our website  
[www.southnorfolkandbroadland.gov.uk](http://www.southnorfolkandbroadland.gov.uk)

“ Our winners are selfless, kind and an inspiration to us all, and I am so pleased that I have been able to meet them and thank them for all the amazing work they do. ”  
 Cllr Florence Ellis



## Inspiration: John O'Leary

John has been a Councillor for 15 years also serving as Chairman. During lockdown he was the backbone of the Neighbourhood Scheme which took telephone orders for supplies and delivered to those who couldn't go out.



## Young Hero: Scarlett Mills

Scarlett's been a leading light for the Scole Nature Trails Trust for the past five years and has assisted in all manner of work such as planting wild-flower bulbs, hedge planting in the churchyard and general conservation work.



Collected on behalf of Carol Essex

## Helping Hand: Carol Essex

Carol was the first point of contact during the pandemic for the elderly and vulnerable needing transport for medical visits. She always went above and beyond, popping to the shops for isolated people or just ringing to check they were ok.



#### **Business: Jim's Mobile Grocery Store**

Craig and his team helped residents in the community who were self-isolating with the mobile shop. They even delivered groceries in heavy snow, and helped during the floods last Christmas.



**Green at Heart: Andrew Cox**  
Andy has brought people together by organising tree planting within Newton Flotman, he has also run a community allotment scheme. He is the tree warden and is supporting the parish council with wild meadowing.



#### **Special Recognition: Steve Maddams**

Steve was nominated after he saved a young boy's life. The child was choking on a sweet in a petrol station. Steve who volunteers for Norfolk Accident Rescue Service immediately knew what to do, a true hero.



#### **Community Group: Norfolk and Suffolk 4x4**

They help anyone and everyone, particularly the blue light services, they help local S.A.R, RNLI and the Coastguard. During the floods last Christmas, they took people home and evacuated others to safety.



**Volunteer: Victor Wright**  
Victor is a volunteer at Roots Community Café in Wymondham, which was set up to help combat loneliness. Vic's role is simply to be there to listen to those who visit. He is always smiling and welcoming and never too busy for anyone.



#### **Hero: Darren Reeve**

Darren, known as Captain Baldie, has created a paddle boarding group that has brought together over 700 people and helped ensure people are safer on the water.

# Christmas shopping all wrapped up!



**You don't have to go far to find special gifts for your loved ones this Christmas. Our market towns, villages and shops are packed full of wonderful, unique, locally-made Christmas gifts.**

When you support your local independent retailers, which give our towns and high streets valuable diversity, you improve the local economy and help to create more local jobs in your community.

Cabinet Member Councillor Lisa Neal said: "Choosing to spend your money locally is more important than ever this Christmas, given the challenging period most small businesses have faced during the coronavirus crisis. So, please do your bit to aid our national recovery across the country - while giving your friends and family more original presents with a Norfolk flavour!"

## WIN!

Keep an eye on our social media and website for local gift ideas and for a chance to win a hamper full of goodies from our district's independent shops.



## Get an extra hour free

To help you enjoy your Christmas shopping experience in our market towns even more, we are giving you an extra hour of free parking throughout December.

Leave your car in our car parks at Loddon, Diss, Harleston and Wymondham and enjoy a total of two hours parking completely free.

## Win wine for Christmas

**Looking for the perfect wines to accompany all that delicious food over the festive period?**

If you want something really special and would like to support local producers, then the award-winning Chet Valley Vineyard in South Norfolk has a selection of wines to suit every palette and every occasion. You can find out more about their wines by visiting [www.chetvineyard.co.uk](http://www.chetvineyard.co.uk)



To help you get your festive celebrations underway, we are offering you the chance to win a bottle of Chet Valley's Skylark Brut Blush 2018. All you have to do is tell us how much a bottle retails for. To enter, simply email us the amount at [competitions@southnorfolkandbroadland.gov.uk](mailto:competitions@southnorfolkandbroadland.gov.uk)

Please note all entries must be over 18 the full Terms & Conditions are available on our website.

# What's on this Christmas

## Harleston Christmas Light Switch on Harleston Market Place

**Saturday, 4 December, 9:30am – 6pm**

Market stalls and festive entertainment.

Lights on at 5:30pm.

## Wynterfest and Wymondham Light Switch on

### Wymondham Town Centre

**Sunday, 5 December, 12pm – 5pm**

Seasonal street fair, Christmas shopping, food and drink stalls, entertainment, live music and Wymondham Alpacas.

## Loddon and Chedgrave Victorian Evening 10 December

Join in the fun at this annual Christmas event where the Christmas lights will be switched on. You'll also be able to meet Father Christmas and enjoy browsing the festive stalls and shops.



## Christmas at Bressingham Bressingham Steam & Gardens Selected dates throughout November and December

Come and visit Father Christmas at Bressingham, see the Dad's Army Museum decorated for Christmas, ride the steam train and the Gallopers.

[www.bressingham.co.uk](http://www.bressingham.co.uk)

## Breakfast with Santa Cherry Lane, Pulham Market Sunday, 12 December and Tuesday, 14 December, 9am – 10:30am

Make Christmas magical! Enjoy a freshly prepared breakfast, with Santa and his elves! Expect a fun-filled morning including balloon modelling and magic, a meeting with Santa, and a special present.

## Christmas Arts and Crafts Fayre Wortwell Community Centre Sunday, 5 December, 10am – 3pm

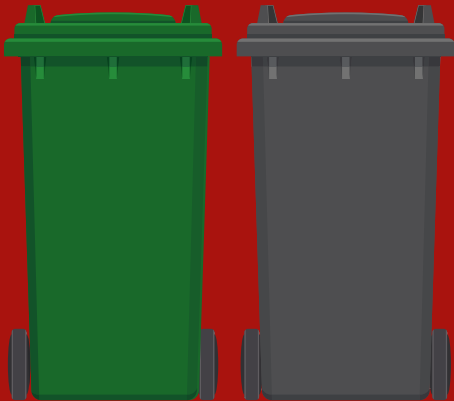
Lots of wonderful locally made arts and crafts on display for you to buy.



# Collection days over Christmas



Please note brown bin collections will be ceased over the 2 week period from 27 December to 7 January. Collections will recommence on 10 January.



Normal collection day	Temporary collection day
Monday 27 December	No collections
Tuesday 28 December	Wednesday 29 December (1 day late)
Wednesday 29 December	Thursday 30 December (1 day late)
Thursday 30 December	Friday 31 December (1 day late)
Friday 31 December	Tuesday 4 January (4 days late)
Monday 3 January	No collections
Tuesday 4 January	Wednesday 5 January (1 day late)
Wednesday 5 January	Thursday 6 January (1 day late)
Thursday 6 January	Friday 7 January (1 day late)
Friday 7 January	Saturday 8 January (1 day late)

## Helping you stay warm this winter

**The health and wellbeing of our residents is one of our top priorities.**

If your property has no central heating or is poorly insulated, cold or expensive to heat and you are claiming benefits or your household's annual income is under £30,000, then we may be able to help you.

Whether you own your home or rent privately, you could be eligible for a fully-funded grant to reduce heating costs and improve the energy efficiency of your home. If you privately rent, landlords will be required to contribute at least one third of the cost for rental properties up to a grant maximum of £5,000.

If your property is not connected to the mains gas network then you could benefit from the installation of an air source heat pump and if your property



is not suitable, then we can also offer high heat retention storage heaters. Insulation measures including loft and cavity walls are also offered to properties with an EPC rating of E or below.

Our team also provides essential assistance and advice to residents who are struggling to heat their homes.

**To find out if you are eligible contact Norfolk Warm Homes on 01603 430103 or visit [norfolk-warmhomes.org.uk](http://norfolk-warmhomes.org.uk).**



# Start your fitness journey today

**There's never been a better time to get yourself fit and healthy than right now. Our five leisure centres and our friendly team are ready and waiting to help you on your fitness journey.**

We have a whole variety of classes to suit all abilities and ages and run over 120 classes each week, across all five of our centres.

Framingham Earl Sports Centre has 16 classes running over seven days, offering a mixture of toning, wellness and aerobic exercises. Classes include Yoga, HIIT, Zumba and Dance Fit. You can become a member of Framingham Earl for just £25 per month.

Or, you can become an all centre member for just £33 per month and get access to all our five centres, which includes all 128 classes!

Come along to Long Stratton or Wymondham for our hugely popular Les Mills Classes. Or join us at Long Stratton, Wymondham and Kett's Park for Body Pump, or try Body Balance at Long Stratton or Body Combat at Wymondham.

You can also join us for our hugely popular Aqua Fit at Diss and

Wymondham Leisure Centres - a great cardiovascular workout that puts less stress on joints and muscles, great for strength and toning!

As well as the classes included in our membership, you also get access to three gyms with all the latest cardio and strength equipment, three swimming pools and use of our Spa at Wymondham.

**Find out about all classes and memberships at [southnorfolkandbroadland.gov.uk/leisure](https://southnorfolkandbroadland.gov.uk/leisure)**



## eama10K

EAST ANGLIAN MOTOR AUCTIONS

**Hundreds of runners took to the streets of Wymondham on 21 November to take part in the EAMA 10k.**

Our popular road race sponsored by East Anglian Motor Auctions saw runners of all ages and abilities complete a circuit from Lady's Lane in Wymondham and loop around the picturesque countryside near Morley.

Councillor Alison Thomas, Cabinet Member for Better Lives said:

"It was really inspiring to see so many runners taking part. This race has grown in popularity and is a firm favourite in the calendar for many. Helping people to get fit and healthy is one of our top priorities and the money we raise from this event goes straight back into the community to help achieve that aim."

**For information on this year's winners and to see pictures from the day, please visit [southnorfolkandbroadland.gov.uk/eama10k](https://southnorfolkandbroadland.gov.uk/eama10k)**



# Grant takes Hawks to new heights

Over the Summer we awarded £50,000 from our Community Action Fund to projects and initiatives that benefit local people, including a £8,130 grant to speedway group Hethersett Hawks.

The speedway track which was built in 1966 has been maintained and improved on minimal funds by a small group of volunteers. Now, a major £45,000 project is underway to bring this popular facility up to world-class standards.

Fundraising Officer Russ Marling said: “The grant will be used to pay for improvements around the pit areas, including a new concrete area to service bikes. It will also be spent on a new entrance to the speedway and new paths, which will all be an awesome addition to the track.”

The club has over 70 active members, most of whom are children.

Russ said: “Anyone can come along and have a go, we have a wide range of bikes in all sizes and just ask that people wear long sleeves and trousers and bring their own helmet and gloves.”

“It’s a brilliant, cheap way to get children active

and having fun. We are very thankful for the grant, it will really help improve the track and grow the club.”

The full list of awards that have been granted are:

Hethersett Hawks Cycle Speedway Club – improvements to Track, £8,130

Ditchingham Village Hall extension, £15,000

Burston and Shimpling Parish Council – repurpose of the village playing field, £4,500

Barford and Wrampling Village Hall – roof and ceiling replacement, £15,000

1st Roydon Guides – new guide hut, £2,500

Long Stratton Village Hall – refurbishment, £4,870

Chair of the Community Action Fund Panel, Councillor Alison Thomas, said:

“All the applications we received had great merit and we would have loved to have had the means to support them all.”

The Community Action Fund (CAF) supports groups who require a larger amount of funding than the Members Ward Fund can support. District Councillors are responsible for receiving, considering and proposing applications for funding between £500 and £15,000.

**If you would like more information about our grants, please contact your local Councillor, or visit the Council’s website.**

**To find out more about Hethersett Hawks, visit: [www.hethersetthawks.co.uk](http://www.hethersetthawks.co.uk)**



# Local hero honoured

**In September, Councillor Vic Thomson paid tribute to local resident Keith Saxton, for his outstanding contribution to the village of Rockland St Mary, when he unveiled a plaque at the Parish Reading Room.**

When Yorkshireman Keith moved to the village in 1999, the historic Parish Room was neglected and bordering on derelict. However, Keith could see its potential beneath the cobwebs and mildew and with the support of a small committee set about restoring it.

Over a period of twenty years, Keith and his team undertook a wide range of fundraising activities, including jumble sales and quizzes. Keith also sought public grants and subsidies, including various grants from our community funding schemes.

After a long-sustained campaign, the Parish Room was transformed into a charming, comfortable venue that is widely used by the village.

It now serves as a venue for meetings, including Parish Council meetings, leisure activities such as table tennis and Pilates as well as private functions. It's also used as a Polling Station during local and national elections.



Now in his 80s, Keith has stepped away from the day to day running of the Parish Room, but the plaque which has been mounted on the wall will remind people of his exceptional contribution to the village.

“Over a period of twenty years, through a combination of charm, persistence and an indomitable Yorkshire spirit, Keith managed to transform the Parish Room beyond all recognition.”

CLlr Vic Thomson

## Communities Go For It!

**This year we've given out 15 Go For It Grants to help community groups get their projects off the ground.**

This includes £300 to Wymondham's Roots Community Café to buy kitchen equipment for their new young persons' peer support group and £300

to voluntary support group Hethersett Hearts to pay for and launch a new phone befriending service.

Cabinet Member for Better Lives Councillor Alison Thomas said: "If you've got an idea for a project or group that will bring people together, than we can help make

it a reality. These grants are easy and quick to apply for, so if you're thinking about how to pay for equipment, publicity materials or anything else to get your project off the ground then get in touch."

**For more information, visit [southnorfolkandbroadland.gov.uk/communities](https://southnorfolkandbroadland.gov.uk/communities), or call 01508 533933**



# Helping people into work

**While unemployment is relatively low in South Norfolk, we continue to do all we can to help people into work, or volunteering.**

Whether this is through our Choices programme, aimed at getting people back into work, or through our apprenticeship scheme, which has seen us hire 13 apprentices of various ages in the past few months.

We also fully support the Government's Kickstart Scheme which helps young people aged 16-24 to get a foot on the career ladder. Not only have we hired 11 Kickstarters ourselves, but we have taken it a step further by supporting 20 businesses to create 73 opportunities for young people too.

**If you are a young person wishing to be considered for a work placement, you will need to register with the job centre or email Tracy Harrison at [kickstart@southnorfolkandbroadland.gov.uk](mailto:kickstart@southnorfolkandbroadland.gov.uk), or call 01508 508758.**

Kickstarters are fully funded by the Government, and as a Council, we have acted as a gateway provider to support businesses to offer work placements, to give our young people greater opportunities.

Our Cabinet Member Councillor Lisa Neal said:

"We have worked with local businesses to ensure there are a wide variety of opportunities available to young people looking to get into work and start a career."

“It's important we give people every opportunity to get into work and help grow our local economy.  
Cllr Lisa Neal”



# You're hired!

This year we have employed 13 new apprentices working across all areas of the organisation from HR and town planning, to leisure and finance.

While it's a fantastic opportunity for them to start a career and learn new skills, apprentices also add great value to our organisation, plugging skills gaps and ensuring we have qualified people ready to fill niche roles in the future.

In September, Morgan Rees joined the Environmental Health Team as an apprentice, he said:

"It's a brilliant way to gain qualifications for the exact job you'd like to pursue after your studies while being paid. So far I'm really enjoying it and it feels good helping to make a positive difference to the community."

We offer excellent benefits for apprentices including the national living wage salary, fully funded learning, 25 days holidays, flexible working hours, Local Government Pension Scheme and employee discounts.

**To find out more, please visit:**  
[www.southnorfolkandbroadland.gov.uk/jobs-training-courses](http://www.southnorfolkandbroadland.gov.uk/jobs-training-courses)

## Unemployed? You do have choices

**Choices is our free programme helping residents gain the skills and confidence to find employment.**

It's already helped many people in Broadland and now, for the first time, we are able to offer it to South Norfolk residents.

The programme runs over 6 weeks (one 3 hour session per week) and offers practical help to support people back into work, such as how to write or improve your CV, interview techniques, where to look for jobs, training courses and volunteering opportunities and much more.

For resident Tracey, Choices gave her the skills and confidence to get back into work. Tracey said:

"I had been a self-employed florist for several years, working from home, when I decided to change my profession. However, I lacked the confidence and tools to equip me in applying for a job.

"I was very apprehensive on my first day but was greeted by Jane who immediately made me feel at ease. There were four other ladies

starting the course, all wanting to achieve the same outcome. Jane introduced Heather, who would be tutoring us, she was very welcoming. I started to relax and feel comfortable amongst the group. I looked forward to every Tuesday morning from there on.

"Since starting Choices, I have gone on to work for Saffron Housing, East Anglian Air Ambulance and currently work for Broadland District and South Norfolk Council. I gained skills and confidence but also new friends who I am still in contact with."

Our next available programme begins early in 2022 at Wymondham Leisure Centre. Attendance is flexible - just come to as many sessions as you are able to.

**To book a place, or for further information, please contact Jane Bagley on 01603 430535 or [jane.bagley@southnorfolkandbroadland.gov.uk](mailto:jane.bagley@southnorfolkandbroadland.gov.uk)**





# Flooding: be prepared

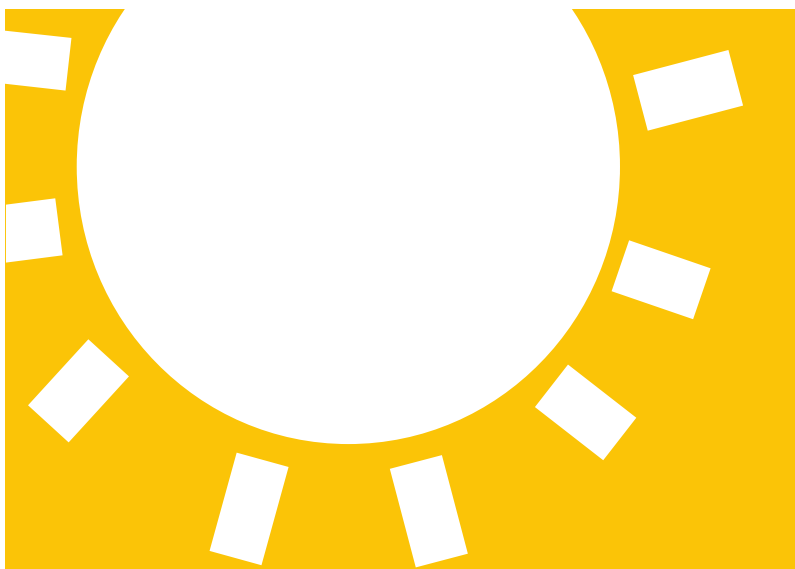
**Last year we saw unprecedented flooding across the district, with homes and businesses badly damaged by flood water.**

We hope we will not experience such flooding again, but if we do, there are several things you can do to prepare and minimise the impact.

- **Register for flood alerts.** Find out if you are at risk of flooding by visiting [www.gov.uk/check-flood-risk](http://www.gov.uk/check-flood-risk) and register to receive live flood alerts, or call the Environment Agency's Floodline on **0345 988 1188**.
- **Prepare your home.** Consider whether to buy flood protection equipment such as air brick covers and flood boards, visit [www.gov.uk/prepare-for-flooding/future-flooding](http://www.gov.uk/prepare-for-flooding/future-flooding).
- Know how to **turn off gas, electricity and water supplies** in your property.
- Put together an **emergency kit** and prepare a **household emergency plan**. Think about how you will receive flood warnings, where you'll put flood defences, where you will evacuate to if you have to leave your home and how to protect your possessions such as furniture etc. You should also keep your insurance documents in your emergency kit and photos of your valuables.
- Listen to your **local radio for up-to-date information** and weather updates and get to know the flood warning codes and what they mean.
- **Check your insurance.** Make sure you are adequately covered for flood risks, have 'new' for 'old' cover and have correctly valued your contents. If you have a vehicle check it is also covered for flood damage.



**For more information about what to do before, during and after flooding, visit [www.gov.uk/flood](http://www.gov.uk/flood)**  
**In the event of flooding please call 0344 800 8013, or visit [www.norfolk.gov.uk/flooding](http://www.norfolk.gov.uk/flooding).**  
**If you are in immediate danger call 999.**



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## Thank you to our sponsors

The One Awards were a chance to recognise our staff's outstanding efforts over the past year. Thank you to all the sponsors who helped make them happen. We would like to thank:



## A11 Spooner Row to Thickthorn Interchange

concrete road reconstruction  
and repairs

**From 25 October 2021  
to winter 2022**

The East region has the highest concentration of roads with concrete surfaces, and these include the A11 road. Around half of the old-style concrete roads will either have repairs or will be replaced during next five years.

We are working on the A11 to provide a safer and better road surface, improving safety and driving conditions for motorists.



Find out more:

[www.highwaysengland.co.uk/A11concrete](http://www.highwaysengland.co.uk/A11concrete)

[info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk)

0300 123 5000



# Big litter pick winners

**Keeping South Norfolk looking clean and tidy is a priority for the council and we would like to thank everyone who volunteered to help.**

More than 40 litter picks took place in the Big South Norfolk Litter Pick with hundreds of residents from across the district collecting over 1000 bags of rubbish and recycling.

Leader of the Council, John Fuller said:

"I would like to thank everyone who gave up their time to make a real difference in their community."

“

South Norfolk is a beautiful place, thank you for helping us to keep it that way.

Leader of the Council,  
John Fuller

”

This year the awards were sponsored by McDonalds. There were four £200 prizes up for grabs in each of South Norfolk's five neighbourhood areas and every group who took part were given a £20 voucher to be spent on their group, charity or local community.

The £4,000 prize fund was split between South Norfolk's five Neighbourhoods to ensure that it was shared across the district and the names of all of the community



groups and schools that registered to take part in a litter pick were entered into a draw.

The winners will be announced on our social media channels once the draw has taken place.

**If you are interested in organising a litter pick in your community get in touch by emailing [contractsofficer@southnorfolkandbroadland.gov.uk](mailto:contractsofficer@southnorfolkandbroadland.gov.uk)**

# Follow the three R's for Christmas

23

As wonderful as Christmas is, it's easy to let the festivities disrupt our usual flow of reducing, reusing, and recycling.

This year follow the 3 Rs at Christmas to help cut back on waste and be kinder to the environment. Here are some small changes that you can make this year.



## REDUCE



- Make your own Christmas crackers and fill them with gifts your friends will keep to reduce cracker fillers being sent to landfill.
- Schedule your Christmas light displays with a timer to reduce your energy consumption.
- Give vouchers or experiences this year. It's environmentally friendly and it leaves the recipient with something to get excited about in 2022!
- Go shopping in the high streets and take your own reusable bags. This will save colossal amounts of packaging for online deliveries as well as benefitting the local businesses.

## REUSE



- Nourish your garden's ecosystem by composting vegetable peel or cut-offs from your Christmas meal prep.
- Got leftovers that you won't eat in time? Freeze what you can for a quick and easy meal another day, or feed some to the birds in your garden, helping them through the difficult winter months.
- If you receive presents wrapped in non-biodegradable wrapping paper, don't throw it away! Use it as padding to wrap up the baubles for next year so that they don't get damaged.

## RECYCLE



- Not all wrapping paper can be recycled. Look for eco-friendly alternatives for gift wrapping. Instead, try brown paper, reusable gift bags or even fabric to make your gifts extra special.
- Keep your Christmas cards from this year to turn into gift tags and new cards for next December, engaging your creative side and getting yourself organised ahead of time.
- Buy a real Christmas tree and recycle it afterwards by using it as compost.
- Break down your boxes from gifts or packages to save space in waste containers and make it kinder on the recycling machines.

# Contact Care

Personal Lifeline  
Alarms



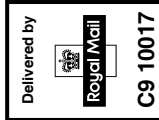
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