

WINTER 2022

LINK

You can view this magazine online at
southnorfolkandbroadland.gov.uk



South Norfolk
COUNCIL 

Apply for it!



You can apply for lots of services via our website at 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

Leisure centres

Apply for membership, and book classes. www.southnorfolkandbroadland.gov.uk/leisure

Building control inspection

Request a site inspection. www.cncbuildingcontrol.gov.uk

Bus pass

Available to residents who meet the age or disability requirements. www.norfolk.gov.uk/roads-and-transport/publictransport/buses/concessionary-travel-pass

Garden waste collection

Create or renew a subscription. www.southnorfolkandbroadland.gov.uk/brownbin

Library service

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

Postal vote request

Apply for a postal vote. www.gov.uk/government/publications/apply-for-a-postal-vote

Register to vote

Sign up to the electoral register. www.southnorfolkandbroadland.gov.uk/registervote

Report it!



Come across an issue? Make us aware by reporting it. www.southnorfolkandbroadland.gov.uk/report

Abandoned vehicle

www.southnorfolkandbroadland.gov.uk/abandonedvehicle

Anti-social behaviour

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

Change of address

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

Compliments, suggestions, and complaints

Tell us if we're doing well, or how we can improve. www.southnorfolkandbroadland.gov.uk/feedback

Dog fouling

www.southnorfolkandbroadland.gov.uk/dogfouling

Lost or stray dog

www.southnorfolkandbroadland.gov.uk/lostdog

Faulty streetlight

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

Fly-tipping and littering

www.southnorfolkandbroadland.gov.uk/fly-tipping

Full public litter bin

www.southnorfolkandbroadland.gov.uk/litterbins

Highway problem

Report issues with roads, cycle paths, pavements, and Public Rights of Way. apps.norfolk.gov.uk/highwaysdefect

Lost, stolen or damaged bins

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

Damaged or missing street nameplate

www.southnorfolkandbroadland.gov.uk/streetnaming

General enquiries:

www.southnorfolkandbroadland.gov.uk/contact-us

Switchboard: 01508 533633

f @southnorfolkouncil

t @SNorfolkCouncil

in South Norfolk Council

@ @southnorfolkandbroadlandc

Post:

Thorpe Lodge, 1 Yarmouth Road, Norwich, NR7 0DU

Website:

www.southnorfolkandbroadland.gov.uk

South Norfolk Help Hub

Need some extra support? Call 01508 533933, email helphub@southnorfolkandbroadland.gov.uk www.southnorfolkandbroadland.gov.uk/helphub

A message from the leader

So many people think the Council exists simply to collect the bins, but that is just one of the many things we do. The real purpose of a Council is to help people and places to pick up the pieces when things go wrong. As we did during Covid, when we helped more than 5000 families that were going through a rough patch. Right now, the cost of living is on everybody's lips.

Even though we are in the early days of a situation where fuel, interest rates and food prices are all working against us, we have prepared for this moment with our staff and systems ready to respond to families in need, in a prompt and compassionate manner.

What does that mean in practice?

If you're really struggling to pay an energy bill, we can assist with a one-off payment of £150.

If you need to move because your

landlord has put the rent up, we can help with the deposit towards your new place.

If you need advice because you're in debt we have specialist officers who can help

So, don't suffer in silence. There is no shame in asking for help. We would prefer to be involved as early as possible rather than have to deal with something more complicated later.

Yes, this is all costing the Council money, but we put money aside in the good times, to be able to help now.

Additional costs are affecting the Council too. Fuel for our bin lorries will be £250,000 more this year than last. On the other hand, we shrewdly fixed the energy costs for heating our swimming pools so our leisure centres will remain open, not least because it helps us in our mission to teach 3,000 youngsters to swim every year.



You'll also read in this magazine how we're changing the way we do things to respond to the post Covid working environment and high energy bills.

We're moving closer to Norwich to a building that we will share with Broadland District Council and Norfolk Police. It gives us an 84% saving in our carbon footprint and, in total, will save us £750k per year.... Just under 10pc of our share of Council Tax.

The new building is closer to two thirds of our residents and better connected to public transport and road connections. For those who are further away, a satellite office is manned in Diss for enquiries and the ability to have secure video conferences with staff in our main office without the need to travel.

I would like to end by paying tribute to our late Queen, Her Majesty Queen Elizabeth II. Her decades of public service and leadership to our country were nothing short of inspirational and I was humbled by the resilience and strength she demonstrated throughout her lifetime.

Finally, I would like to wish you all a very happy Christmas and New Year.

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

Councillor John Fuller,
Leader of South Norfolk Council

Features

8

Nominate now for
Business Awards 2023

18-19

Leisure Centres unveil
new equipment

20-21

Supporting our
Communities





Supporting Beat Managers

The Chairman of South Norfolk Council recently joined Police Beat Managers on a stop on their 'Summer Tour' of South Norfolk.

During the two-week tour, the Council Early-Intervention Anti-Social Behaviour Officers visited communities across the area and responded to issues people were experiencing.

South Norfolk Council's Chairman, Cllr James Easter, said:

"Our residents' quality of life is paramount to us, so it's important that we listen to our communities and get to grips with any anti-social behaviour early on, before it escalates.

"This tour was a great opportunity for residents to chat with us and share any concerns they had. The Anti-Social Behaviour Officers picked up a number of issues and were able to deal with them quickly and efficiently."

The Officers are part of a pilot scheme being trialled by Broadland District and South Norfolk Councils. So far, the trial has been working very well, with 90% of residents reporting positive feedback as a direct result of their intervention.

For more information, or to report anti-social behaviour, please visit:
www.southnorfolkandbroadland.gov.uk

We saved you 27% on solar prices!

With current energy prices increasing, now is the perfect time to move to solar energy. Our partnership with independent experts, iChoosr has allowed us to provide a fantastic opportunity to our residents for them to make the transition to clean energy, allowing our residents to access a competitive offer from a trusted and vetted solar provider.

A total of 1,345 people across South Norfolk registered for either Solar or Battery Storage via the bulk buying scheme and it is amazing to see such a positive response from our residents.

The Council backs the Solar Together scheme to help those wanting to reduce energy bills and their carbon emissions through the power of collective buying.

The average discount achieved in the recent Solar Together auction was 27% compared to the typical market price.

Runners hit the street

Hundreds of runners took to the streets of Wymondham



on 20 November to take part in the EAMA 10k, organised by South Norfolk Council.

The 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.

Our Cabinet Member for Better Lives, Cllr Alison Thomas, said: "This race always makes for an exciting day and it was amazing to see all our runners striving to do their best. 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."

All runners who completed the 10k received a medal and t-shirt.

Thank you to all our wonderful volunteers who enabled us to host this race once again. Without their help we would not have been able to make the event so successful.

To see the runners' times and for more information, please visit
www.southnorfolkandbroadland.gov.uk/eama10k
 and view photos from the day on our Facebook page.



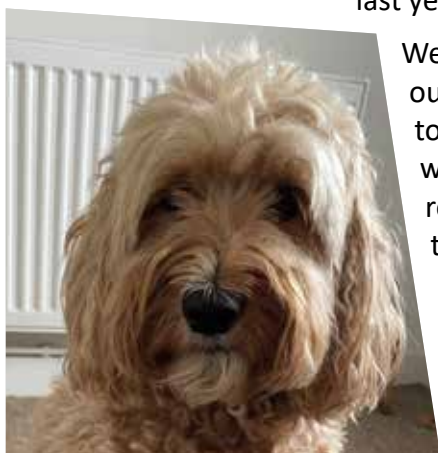
Bike winner

Megan won this colourful and practical shopping bike prize with the basket filled with local products, after entering the Love Local, Spend Local prize draw on our stand at the Royal Norfolk Show. The bike was one of the stand's attractions and was chosen to promote our 'Love Local, Spend Local' campaign which encourages people to support independent businesses by making positive decisions to shop local and choose locally made products.

If you can use pedal power, you're also saving on fuel and enjoying fresh-air exercise at the same time. Everyone who stopped by to talk to the team about any of the 85 different services delivered by the Council, was invited to enter, and all they had to do was give us their name and email. They also walked away with a Love Local Spend Local cotton tote bag to help spread the word about supporting our amazing local shops.

South Norfolk has golden paws

The RSPCA has awarded South Norfolk's stray dog service its top tier GOLD Paw Prints Award. This is for the outstanding service provided, and the loving care and help given to all the animals throughout last year.



We're proud that our commitment to putting animal welfare first, reducing long-term straying and providing help, education and advice, to owners is working.

Be prepared for flooding

A new single point of contact for flooding in Norfolk has been launched, allowing residents to report any sort of flooding quickly and efficiently.

The Norfolk Strategic Flooding Alliance is a new taskforce, brought together, to work so that Norfolk communities are safer and more resilient to the risks of flooding.

In the event of flooding residents can call **0344 800 8013** to report it. The new number gives residents a single point of contact and allows reports to be made quicker and easier but where there is a potential risk to life from flooding, people should still call 999 immediately. Alternatively, residents can continue to report flooding online via Norfolk County Council's flooding pages.

You can find more information about preparing for flooding by visiting www.norfolkprepared.gov.uk



Business Breakfast launched

We understand how important it is to support our local economy and we have launched our new quarterly business breakfasts to provide an ideal networking opportunity for the business community and a chance to hear from experts on relevant topics. Cabinet member Lisa Neal said: "I am immensely proud of how our local businesses have coped with the recent challenges. We are committed to doing all we can to support our local businesses and I'd urge you all to take advantage of this great opportunity to potentially bolster your business and make new contacts to help you grow."

More than 40 businesses joined us at our first event, held at Royal Norwich Golf Club where topics included 'Working with the Council' and 'Understanding Business Energy Costs.' You can find the date and venue for our next business breakfast on our website.

Moving with the times

Following the successful purchase of the Horizon Centre, we are on the move to Broadland Business Park.

From next year the Horizon Centre will be the new home for both South Norfolk Council and Broadland District Council, and for the One Team that supports both authorities.

South Norfolk Council Leader John Fuller said: "This is a really positive move for the Council, with our new offices being close and easier to visit for two thirds of our residents and staff.

"We are also passionate about protecting our environment and our new building will help us to reduce our carbon footprint by an incredible 84%.

"The move to the Horizon Centre will help us save taxpayers millions of pounds over the coming years with huge financial savings for both Councils. Those savings will enable us to continue to offer the high standard of services that makes a real difference to our residents' lives and, at a time when all other bills are rising, help us to keep Council Tax low."

Both Councils' existing offices, at Long Stratton and Thorpe St Andrew, needed extensive refurbishment and had much higher maintenance costs. The lower running cost of the Horizon building will slash these expenses by £300,000 for each council, every year.

The Horizon Centre is a much more modern building and its 2,500 solar panels will also help offset future energy price hikes, again saving taxpayers' money. The staggering 84% reduction in carbon footprint will see the two Councils dramatically improve their environmental impact and will help cement their position as forerunners in this critical area.

“

We are passionate about protecting our environment and our new building will help us to reduce our carbon footprint by an incredible 84%

Cllr John Fuller



Horizon fact sheet

2,500+

Solar Panels providing green energy, cost saving and income

84%

Combined Carbon Footprint reduction due to less energy use

£8.6m

Savings forecast in Feasibility Study

4.5

Payback on investment

2/3rds

Of South Norfolk residents and staff as close or closer by road or public transport to Horizon

£300,000+

Annual savings per council



Councillor Fuller added: "South Norfolk Council continues to lead the way in protecting the environment. Our new building is much more eco-friendly and the Horizon Centre's electric charging points will make it easier for staff and visitors to use electric vehicles. We can even rent out those spaces overnight, helping local residents and providing the Council with extra income."

During the COVID-19 pandemic the way that the Council worked to help its residents changed. Many of the Council's services are now delivered in the community with teams visiting residents in their own homes and others have moved online. For customers who still need to visit the offices, the Horizon Centre, on Broadland Business Park, is easily accessible by public transport and has plenty of parking.

Following the closure of South Norfolk House in Long Stratton the Council has temporarily moved to Thorpe Lodge, until the Horizon Centre is ready.

The Octagon in Diss is now open

The Octagon, in the Mere's Mouth, is a local gateway to South Norfolk Council's services. Residents can speak to a member of staff who will: help resolve their queries online; put residents in touch with the relevant service via the telephone; or book a face to face meeting, if required.

South Norfolk Cabinet member, and local member for Diss, Graham Minshull said: "Since reopening South Norfolk Council's offices following COVID-19 pandemic, the average number of residents visiting Long Stratton has fallen to just 10 per day. The lessons we learnt and technological progress made during the pandemic has resulted in the majority of our services being delivered online or by our staff out in the community. By opening the Octagon



we are making sure that South Norfolk Council is visible and that our services are easy to access, you can just pop your head in the door while out shopping. This new office is putting the Council and its services at the heart of our community."

South Norfolk Council will be temporarily based in Thorpe Lodge as both Councils get ready for the move to the Horizon Centre next year.

Nominate now for our...

BROADLAND & SOUTH NORFOLK
**Business
Awards 2023**

Nominations for the Broadland and South Norfolk Business Awards 2023, sponsored by Big Sky Living, are now open. The awards recognise and celebrate the amazing array of successful businesses in both districts.

South Norfolk Council's Cabinet Member for Stronger Economy, Councillor Lisa Neal, said: "The district is home to so many successful businesses, from multi-national organisations, cutting-edge tech and bioscience companies to a wide range of independent shops and traders. I am so impressed with how they have overcome the recent challenges and I'm 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 vote for your favourite Retailer and Pub of the Year.

Businesses can nominate themselves for an award in any of the 11 categories and residents can support their favourite shop and pub by voting for them as 'Retailer of the Year' and 'Pub of the Year'. By voting for your favourite shop and pub you'll



Business Award Winners 2022

have the chance to win £100 of shopping vouchers and £100 of pub vouchers in our prize draws.

This year's categories are:

- **Business Collaboration**, sponsored by Pasta Foods
- **Business Growth**, sponsored by Hethel Innovation
- **Business Innovation**, sponsored by Panel Graphic
- **Business Resilience**, sponsored by Mirus
- **Business Supporting the Community**, sponsored by InTouch Systems
- **Employer of the Year**, sponsored by Jarrold Training
- **Environmental Innovation**, sponsored by University of East Anglia
- **Excellence in Agriculture, Food and Drink**, sponsored by Woodforde's Brewery
- **Excellence in Insurance, Financial and Professional Services**, sponsored by fignorwich

- **New Business**, sponsored by CNC Building Control
- **Visitor Experience**, sponsored by Adnams
- **Broadland Pub of the Year and South Norfolk Pub of the Year**, sponsored by Pub is The Hub - open for public nomination only
- **Broadland Retailer of the Year and South Norfolk Retailer of the Year**, sponsored by Big Sky Living – open for public nomination only

Nominations close at midnight, Monday 12 December and winners will be announced on 7 March 2023 at the awards ceremony at Norwich City Football Club.

For more information and to nominate your business, favourite retailer or pub visit our website.



Scan me

Harleston Town Centre is open for business

“

We understand that it's the market towns' unique characteristics that help to make South Norfolk such a wonderful place to live and visit.

Cllr Lisa Neal

Work on the £1 million investment to improve the town centre of Harleston will be finished before Christmas.

Once the last bollard gets packed away, residents and visitors to historic Harleston will be able to experience a beautiful market town, where sightseeing, shopping, meeting friends and eating out will be an even greater pleasure.

South Norfolk Cabinet member Lisa Neal said: “We are very proud of our market towns and our vibrant local economy. We understand that it's their unique characteristics that help to make South Norfolk such a wonderful place to live and visit. We also understand the importance of supporting our businesses and this was the latest in a series of investments that we have made into our market towns. We have already shown our support by investing in Diss and Long Stratton and now we have invested in Harleston.”

The goal in Harleston, from the very first, has been to develop the market town centre and future-proof the prosperity of Harleston and its businesses.

Key to this was favouring pedestrians by enhancing and improving the open spaces and pavements, combined with



reducing and slowing traffic along The Thoroughfare, Exchange Street and Broad Street.

The Market Place has also been improved with planters and seating for pedestrians, with new parking places created elsewhere in the town to replace the spaces that were previously on the Market Place.

We have also tried to minimise the impact on businesses while

the work was taking place by maintaining close contact with business owners and by progressing the works in stages. Harleston Town Council also kept shoppers and residents up to date via its website.

The Harleston Town Centre Improvements project is a partnership between South Norfolk Council and Norfolk County Council, working with Harleston Town Council.



Supporting communities

More local groups in South Norfolk have benefited from the Council's Community Action Fund. The fund provides grants to support projects that improve life in our communities.

The Fersfield Playing Field Group received £4,452 towards the cost of a new shelter that will be placed on the playing field providing a place for members of the community to meet.

There will be shelving in the shelter that will be used to start a new book club and the shelter will also be available for school children to use when waiting for the bus.

Hazel Dormer told us: "At the moment the children stand on the road verge which has no pavement and has heavy vehicles continually driving past.

"Now families will know their children are safe waiting under a purpose-built Gazebo which our residents will assemble on a community working day.

"It will be situated by the road on the Community Meadow so other residents can use it during the day. Families, elderly and

disabled residents can cheer on the children playing rounders or football or have a quiet time appreciating the natural wild flower areas and wildlife habitats."

A grant of £3,387 was awarded to Hethersett Hearts towards fixtures and fittings for the new community-run Post Office. Following the retirement of the Post Master last year, the parish faced losing their Post Office until Hethersett Hearts stepped in and agreed to run the facility using their volunteers.

Samantha England said:

"Hethersett Hearts is very grateful for the CAF grant it received. This has helped with the fit out and set up of the Post Office. Hethersett Post Office was going to disappear leaving residents having to find a Post Office further afield. With the support of the community, our funders, volunteers and Hethersett Library we have been able to continue to offer this valuable service and we are super grateful to everyone that made this happen."



The Post Office was forced to relocate and now operates from Hethersett Library so CAF funding will be used to make the Post Office secure during the hours of 'open library' when there are no staff manning the facility. Hethersett Hearts hope to provide work experience for unemployed members of the community to give them the opportunity to learn new skills to assist with future job applications.



The Locks Inn Community Pub was awarded £5,000 towards the refurbishment of their toilet block and to include new disabled facilities. The Locks Inn is run by a local community group and is registered as an Asset of Community Value.

Christine told us: "The Locks Inn Community Pub is so pleased to

receive this grant. This money means that we can match fund the grant of we got from the Geoffrey Watling Charity to refurbish the East block toilets which are very dated. This will ensure our customers have improved facilities, especially our disabled customers, and there will also be a baby changing unit.

We want to make our facilities accessible for all ages to use while they enjoy the whole experience of coming to the Locks Inn at Geldeston and visit this unique place on the River Waveney."

You can find out more out our Community Action Fund grants by visiting our website.

Putting a buzz into clean energy

We are continuing to roll out electric charging points across the district.

South Norfolk Council led the way in supporting clean energy by installing charging points in all of our car parks in Diss, Loddon, Harleston, Wymondham and Long Stratton. Now the Council is doubling the number of charging points from 20 to 40 and adding more availability in the car parks at our leisure centres.

Cabinet member Lisa Neal said: "Electric vehicles are the future and we are leading the way in providing charging points for our residents. We are working with our partners to ensure that South Norfolk residents and businesses can benefit from

modern technology and help the environment at the same time. "Our network of charging points will make it easier for electric vehicle owners to visit our market towns, knowing that they will be able to top up while they shop."

The increased availability of charging points will give residents who, currently, would not be able to charge a vehicle at home, the opportunity to charge their vehicles overnight. This will give more people the option of using clean energy and buy an electric car.

The Council has also written to our town and parish councils asking if they would be interested in becoming part of a district-wide network of electric vehicle charging points.



So far, we have received interest from more than 50 parishes and our officers are currently working with providers to establish the viability of at least 30 of those sites. Getting these charging points up and running will provide charging facilities in rural areas with no, or very low financial commitment for the town or parish.

Supporting the welfare of your towns and villages



The Council recently launched a brand-new initiative to support people suffering with mental health issues. The Mindful Towns and Villages scheme will be rolled out across the district over the coming months.

The scheme provides free training and support to local community groups, schools and businesses to create hundreds of certified Mental Health Champions throughout the district.

The Council is working alongside the Norfolk and Suffolk Foundation Trust's Wellbeing Service, Thriving Workplaces and Evolve, with funding from the Department of Health's Health and Wellbeing Board.

South Norfolk Council's Cabinet Member for Better Lives, Alison Thomas said: "Since the outbreak of the Covid-19 pandemic, the NHS has experienced record demand for mental health services. This project not only raises awareness of mental health issues and challenges the associated stigma but will also help to ensure that immediate support is available in the community and in the workplace."

"With one in four adults and one in ten children experiencing mental illness, there has never been a greater need for such a service. By creating these Mental Health Champions we

are throwing a lifeline to those suffering from mental illness and also to their families and friends who may need support too."

The Council's Help Hub will be on hand to support all of the newly created Mental Health Champions and are hiring a dedicated Mental Health Support Worker to talk through people's concerns and provide advice on next steps and the different services available.

Councillor Thomas added: "We know we have an amazing community spirit in South Norfolk. We saw communities pulling together throughout the pandemic, going out of the way to help and support each other through difficult times.

"Many of the groups that were created during this period are still going, still supporting our district's most vulnerable residents. We would like to encourage them to take on this training and to continue their amazing work.

"Also, it's been reported that 1 in 6 workers will experience depression, anxiety or problems

“

We know we have an amazing community spirit in South Norfolk.

Cllr Alison Thomas

relating to stress at any one time, so if you are an employer, this training could really benefit you, your staff and your customers. Whether you're an optician, pub or hairdressers, please consider signing up."

All organisations that take part in The Mindful Towns and Villages Project will receive a kitemark to recognise their commitment and training.

If you are a community group, or an organisation in South Norfolk that would like to have free mental health training, then contact the Help Hub via our website.



Scan me

Investing millions in social housing

Our Warm Homes Team has led on a project that has secured £3.5 million to improve the energy efficiency of social housing in Norfolk.

Our Warm Homes Team has led on a project that has secured £3.5 million to improve the energy efficiency of social housing in Norfolk.

The team that works for both South Norfolk and Broadland Councils has successfully bid for a share of the governments £3.8bn Social Housing Decarbonisation Fund (SHDF). The fund aims to deliver warm, energy-efficient homes reduce carbon emissions and fuel bills, tackle fuel poverty, and support green jobs.

The Council formed a partnership with Saffron Housing to successfully bid for £1.85 million from the first wave of the Social Housing Decarbonisation Fund. Saffron Housing will provide match funding of £1.8 million giving a total of £3.5 million to upgrade social housing in Norfolk.

Cabinet member for Better Lives, Alison Thomas said: "This is yet another step we have taken towards reducing carbon emissions in Norfolk. We have already secured millions of

“

This is yet another step we have taken towards reducing carbon emissions in Norfolk

Cllr Alison Thomas

pounds from the government through the Warm Homes Initiative, which has positively impacted the lives of thousands of residents.

"This money will help residents in social housing to reduce their energy usage and help with the rising cost of living, it will also ensure that these properties are fit for now and for the future."

The funds will be used to improve 126 Saffron homes that currently have an Energy Performance Certificate (EPC) of E up to a minimum of C. The project will ensure all properties are comprehensively insulated before renewable heating systems are fitted.

This will provide the best environment for air source heat pumps to work and ensure any future work can build on the strong thermal integrity of the properties.



Let's celebrate a Love Local Christmas



This year we invite you to 'Love Local, Spend Local' for a wonderful Christmas. There are so many good reasons for shopping local, starting with the fact that it's fun and, best of all, you never know what you will find.



Another bonus is that when you buy a gift from a local independent shop or business, you're doing something extra special. Not only are you buying personal and thoughtful gifts, you're also giving our amazing local businesses the highly-valued income they need.

Did you know, if every adult in South Norfolk chose to spend an extra £10 with local businesses during the Christmas run up, collectively we would add about £1 million to our local economy. It's the kind of number that makes a big difference to independent businesses and local jobs?

So what could you find? Everything from treats to the practical to the unusual and no need to break the bank.

For your Christmas feast, pop into your local butcher and greengrocer as they'll have tasty locally-sourced food and give you excellent cooking advice if

you need it. Your crunchy roast potatoes will taste all the better for knowing that they were grown not far from your table! Then into chocolate and sweet shops for treats, bakeries for fresh crusty bread and farm shops for iced Christmas cakes and hamper goodies. Don't forget our local brewers, who make the most delicious gins and beers.

While you're enjoying yourself dipping in and out of shops, you could also make time to meet up with friends for a catch up in the local tearooms, restaurants or the pub.

You know Christmas is really happening when you wrap up warm and get set for the Big

Debate, which is choosing the perfect tree at your local garden centre or tree plantation. Don't forget, garden centres, plant shops, florists and interiors shops, are also perfect places for Christmas decoration inspiration and spotting presents for all the gardeners and interior decorators in your life.

An extra hour free parking



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.



Fantastic festive flavours in South Norfolk!

This Christmas treat yourself, friends and family to some wonderful food and drink from our own local producers. This is the perfect time of year to try something new and show our local businesses just how much we appreciate their hard work and what they do. Here are some examples of what's on offer in South Norfolk.



Our brilliant local producers are invaluable to our community. The **Pod Chocolates** is a family run business in Harleston which produces luxury handmade chocolates catering to all allergens and diets. Using ethically sourced Belgian chocolate and natural ingredients, it's clear The Pod Chocolates is dedicated to producing high quality, beautiful, and ethical chocolates. Find out more at: www.thepodchocolates.co.uk



Flint Vineyard in Earsham has been making wine since 2016 and specialises in premium still wine made with grapes grown on site. Winemaker, Ben Witchell's exceptional wines can be found in local and national restaurants, including some Michelin star restaurants, as well as online at: www.flintvineyard.com



Hot Star Honey have found the perfect balance of sweet and spicy flavours with their chilli honey sauces. Their sauces are best enjoyed on pizzas, eggs, roast vegetables, or whatever culinary delights you can dream up in the kitchen! Find out more, including recipe pairing ideas, at: www.hotstarhoney.com



Aldis & Sons Farm Shop in Framingham Earl, is a family-run farm shop and cafe supplying the finest quality of home grown and locally sourced speciality produce. Stop off for a delicious homemade lunch and a coffee before browsing the wide variety of fresh produce to take home. Find out more at: www.facebook.com/aldisandsons/



Simon's Table is a husband and wife team selling delicious homemade marmalade, shortbread, their amazing cheesejacks and more. Simon's marmalade is uniquely rich, dark, and tangy and has received an outstanding response from customers. Find out more at: www.simonstable.co.uk



The idea behind **Old Hall Farm** in Woodton stemmed from the owners' love for Jersey cows and over the years their business has expanded to include a wonderful delicatessen, vineyard, farm shop and café alongside their specialised dairy. Find out more by visiting oldhallfarm.co.uk

Never miss a bin collection again, download our app!

Are you rubbish at putting your bin out on time?

Well despair no more, this month the council is launching a brand-new app, which means you will never miss a bin collection again!

Not only does it remind you when to put which bin out, but it will also make sure you are kept up-to-speed with any collection changes – which is super handy for bank holidays.

But that's not all, quickly find out what you can and can't recycle at the click of a button and test your knowledge with the waste sorting game.

All you need to do is search **Bin Collections South Norfolk** on Google Play and Apple App Store.



Search Bin Collections South Norfolk and download the free app today



Your Christmas bin collection days

Normal collection day

Tuesday 27 December
Wednesday 28 December
Thursday 29 December
Friday 30 December



Temporary collection day

Wednesday 28 December (1 day later)
Thursday 29 December (1 day later)
Friday 30 December (1 day later)
Saturday 31 January (1 day later)

Please note brown bin collections will be ceased over the 2 week period from 26 December to 6 January. Collections will recommence as normal from 9 January.

Keeping watch

Keeping our residents safe is a priority for the Council and we have successfully prosecuted an unregistered tattooist who had been running an unhygienic 'studio' from his bedroom.

Environmental Health Officers took action against the man after finding no hand washing facilities, no effective way of controlling infection risks and no health screening being carried out at the unlicensed studio.

He pleaded guilty at Norwich Magistrates' Court and was fined a total of £2,500.

The magistrates heard that he had been operating without the necessary registration for either himself or the premises, and had tattooed a number of people over several months.

He was prosecuted under Local Government, (Miscellaneous Provisions) Act 1982, Part VIII, S15 (1) and (2). The Council also seized tattooing equipment from the premises.

South Norfolk Council's Portfolio Holder Kay Mason-Billig, said: "Our enforcement officers will always take action to protect the health of the public. I am very pleased that the Council has secured this conviction and stopped this practitioner in his tracks. Operating in this way poses a serious risk of spreading diseases such as hepatitis or HIV." If you are considering a tattoo, please only use a registered practitioner operating in a

registered premises. These have been checked by our officers to ensure that they operate hygienically and safely.

Tattooists must be registered with the Council. This ensures checks are carried out which will prevent infection, maintain hygiene standards and protect the public. Without these measures in place, customers can be at serious risk of harm from potentially life-threatening blood infections. Tattooists should display a copy of their certificate of registration in a prominent position and the Council advises anyone considering a tattoo to:

- check whether the person has undergone recognised training and qualifications;
- make sure the tattooist is wearing personal protection equipment (PPE) and is undertaking regular handwashing;
- make sure sealed, single-use needles are being used.



“

Our enforcement officers will always take action to protect the health of the public.

Cllr Kay Mason-Billig

Leisure Centres unveil new equipment

Leisure
South Norfolk
Council

A new workout experience is coming to Wymondham Leisure Centre.

As part of our ongoing commitment to invest in our leisure facilities and the health and wellbeing of our residents we are introducing EGYM to Wymondham Leisure Centre.

EGYM is state of the art gym equipment powered by smart technology. It offers personalised workout experiences suitable for everyone, from beginners to experts.

Most gym equipment is designed to fulfil a specific function that doesn't necessarily adapt to the individual's needs. For example, a pulldown machine can't customise a workout to your individual abilities. Leg curl machines don't dynamically change settings as you progress through your workout.

With EGYM, all you have to do is enter your fitness goals and relevant health data and our new EGYM equipment will automatically adjust resistance levels based on your personal goals and ability.

This not only reduces the risk of injury but ensures you enjoy an efficient workout and stay motivated. EGYM's in-built exercise guidance is a great way of helping you lift and release weights at the correct tempo,

helping you to maximise the benefits of your workout. It's also a way of introducing more fun to your session.

The equipment coming to Wymondham Leisure Centre is:

- Seated Row
- Chest Press
- Ab Crunch
- Back Extension
- Leg Press
- Leg Curl
- Shoulder Press
- Lat Pull
- Fitness Hub



Diss Leisure Centre is now home to a range of brand-new state of the art fitness equipment.

There are 13 new pieces of Matrix equipment, which will challenge every major muscle group and provide a complete cardio workout.

The Council's Cabinet Member for Customer Focus, Cllr Richard Elliot said:

"The new state of the art equipment will help inspire people to get fit and healthy and reach their fitness goals, whatever their age or ability.

"This investment brings the gym right up-to-date and will help us to continue to retain and attract new members".

There are three different types of bikes, including a precision-engineered CXP target training cycle. There's also a Concept2 RowErg that offers a full body workout for all abilities and is the same machine used by Olympic and elite-level athletes to train for their sport.

Gym-goers can also access two new treadmills, an Elliptical Premium and an Endurance ClimbMill for those who love a stair-climbing workout. In addition, there are a number of strength and toning machines, including a Versa Multi-Press station, which builds and tones major upper-body muscles and a Functional Trainer which, among its many uses includes a unique rock-climbing attachment.

There's also a new 3 tier dumbbell rack and two adjustable benches.



“

This investment brings the gym right up-to-date and will help us to continue to retain and attract new members.

Cllr Richard Elliot



Bubble football kicks off at Kett's Park

Bubble football has bounced its way on to the 3G pitch at Kett's Park. People will have a ball playing this laugh-a-minute version of our nation's most beloved game.

Competitors wear large inflatable bubbles, while attempting to dribble, tackle and beat the keeper, which results in much hilarity and memories that will keep players giggling for many months to come.

Our Cabinet Member for Customer Focus, Cllr Richard Elliott, said: "We are always trying to encourage people to get more active and this is such a fun way to pack in some exercise. Bubble football combines a whole lot of laughter with a good cardio workout too!"

Ideal for parties, get togethers, stag and hen dos and more, Bubble football is available weekdays and weekends for only £85 an hour.

Sessions include 10 bubble footballs and there is a minimum height requirement of 1.4m.

For more information call our Leisure Team on 01953 42346 or visit www.southnorfolkandbroadland.gov.uk/leisure



Taking action to support our communities

We understand that many people may be struggling to cope with the rising cost of living. If you are concerned – please take a look at some of the support we have available.



Council Tax assistance

People on low incomes may be eligible for Council Tax Assistance. Other Council Tax bill reductions include the Single Person Discount and the Discretionary Council Tax relief scheme, which is available for anyone who is struggling. You don't have to be on benefits to qualify.

Housing costs

If you are of working age and on a low income you may be able to receive help with the cost of rent by applying for Universal Credit or Housing Benefit for certain properties. If you already receive Universal Credit, help with rent should already be included in your Universal Credit.

People of pension-age or on a low income may be entitled to Housing Benefit. Housing Benefit is available to social and private renters.

If you receive Universal Credit or Housing Benefit and this does not cover your full rent, you can apply to us for a Discretionary Housing Payment.

Mortgage interest payments or loans

If you're a homeowner on qualifying benefits, you might be able to get help towards interest payments on your mortgage or loans you've taken out for certain repairs and improvements to your home. Get in touch with our Help Hub team to find out more.

Benefits, debt and budgeting support

If you're of working age and on a low income you may be eligible for Universal Credit and other help. Our Benefits Team can help you access the money available to you. Similarly, our Help Hub can offer debt and budgeting support to those who need it.

Energy debts grants

If you're in debt to your energy supplier, you might be able to get a grant to help pay it off. Citizens Advice has created a list of grants offered by energy providers to their customers. Even if your provider isn't listed, you may be eligible for a grant from the British Gas Energy Trust. These grants are available to anyone – not just British Gas customers.

Winter fuel payment

If you were born on or before 25 September 1956, you could get between £250 and £600 to help pay your heating bills.

The amount you'll get includes your 'pensioner cost of living payment'. This is between £150 and £300. You'll only get this extra amount from winter 2022



to 2023. This is in addition to any cost-of-living payment you get with your benefit or tax credits.

Warm spaces

We're working with Norfolk Community Foundation and local communities to create a network of warm spaces where residents can come together to stay warm and enjoy a cup of tea and access advice if needed.

Warm space locations can be found through our Help Hub team or via our website.

Foodbanks

If you are on a low income and have an unexpected crisis or an emergency that means you cannot afford food, we may be able to help by referring you to a foodbank, just get in touch via our Help Hub.

Free school meals

If you are in receipt of certain benefits your child may be entitled to free school meals.

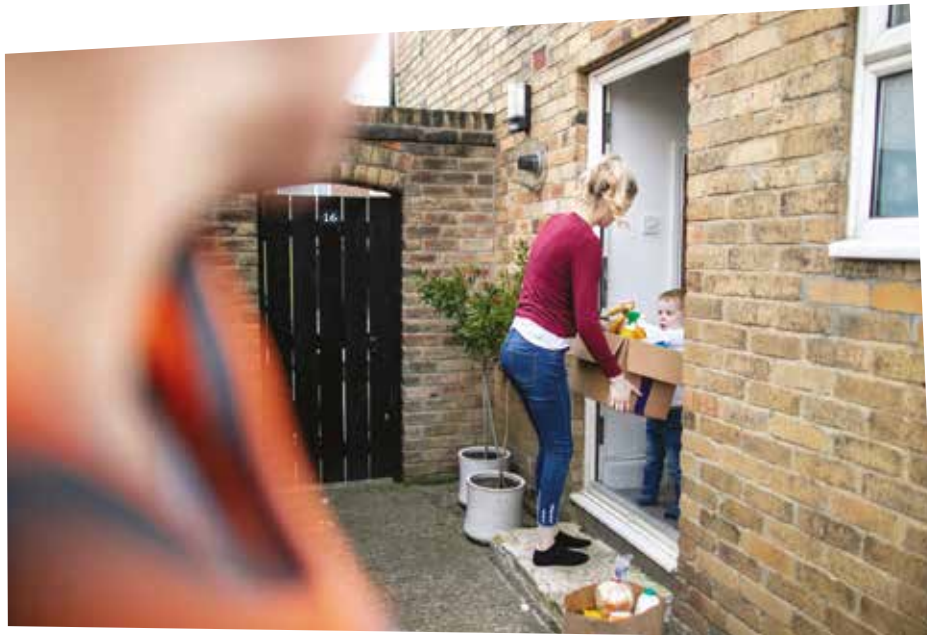
School children who are eligible for free school meals are entitled to a two-course meal worth approximately £2.30 for primary and £2.35 for secondary each day.

Free School Meals can be applied for through Norfolk County Council.

If you would like help accessing any of the support available, please get in touch with our Help Hub on: 01603 430431 or by email at: helphub@southnorfolkandbroadland.gov.uk or visit our website.



Scan me



We need you

Thank you to our residents who have already opened their homes to guests from Ukraine.

We are still looking for potential hosts who:

- can support families with children
- have two or more bedrooms available in their homes
- or have self-contained 'annexes'
- or properties to let
- and who are located in market towns or on the margins of the city

If you can help please contact www.southnorfolkandbroadland.gov.uk/communities/ukraine



Curious about fostering?

* Request an information pack today

Call 01603 306649
norfolk.gov.uk/fostering





Offering a helping hand

Wymondham Food Bank is now busier than ever serving 120 to 150 people a week.

Arnie McConnell, who opened the food bank in 2018, with the support of South Norfolk Council, said: "There has been a marked increase in people using our services, not just collecting food, but people also seeking other forms of help."

A team of 25 volunteers help to run the food bank, which is open twice a week, on Tuesdays and Saturdays from 11am - 1pm. They also deliver food to the town's most vulnerable residents.

Over the years, the food bank has become much more than a place to get food. Working closely with the Council's Community Connectors, it has developed into a place residents turn to for all sorts of help and advice, including debt and legal advice. The volunteers also provide clothes

for people in need and can help source essential household items.

Arnie, who previously volunteered at the Citizens Advice Bureau, said:

"We go over and above handing out digestive biscuits, people come here to feed their stomachs, spirit and self-esteem.

"There's an extraordinary stigma around using a food bank, but if you need help, we're here and we certainly don't judge anybody."

With the cost-of-living crisis set to get worse, demands for the service will only increase.

"While we are doing OK now," confides Arnie, "the winter months are going to be tough."

Fortunately, the food bank gets a huge amount of support from the local community. Co-op, Waitrose and Lidl all supply food, which helps eliminate food waste and there are also donation bins

where the community generously gives what they can.

Arnie said: "We pass on the goodwill and generosity of the community and are humbled by the amount of support we receive."

Arnie also works alongside the Council and other funding bodies to secure grants to help fund the food bank.

The team has already started to think about Christmas, where they will once again be buying presents for struggling parents to give to their children as well as providing special Christmas hampers.

Arnie added: "If we can put a smile on a child's face at Christmas, we will!"

For more information on the work of Wymondham Food Bank, please search for the Wymondham Community Outreach Project on Facebook.

Keep warm this winter

The health and wellbeing of our residents is a priority for the Council and we are helping our most vulnerable residents to heat their homes more efficiently, keeping them safe and warm while saving thousands of pounds.

Cabinet Member, Alison Thomas said: "The Norfolk Warm Homes Partnership is providing financial assistance to our residents to help keep homes warm across Norfolk this winter.

"We are actively looking to help people living in houses with poor, inefficient electrical heating, such as old storage heaters and plug in radiators, that could benefit from a new more efficient gas central heating system."

One of our residents, David lives in a three bedroom detached bungalow which had a very old and inefficient oil back boiler. Having been advised from his heating engineer that "it was hard to get parts for and that the boiler may not last through the next winter", he started to look at his options.

David explained: "My son told me about the Norfolk Warm Homes project that he had seen online to help install insulation and renewable heating, so I looked into it and to my surprise I was eligible for funding as I have an income of less than £30,000".

"I applied and just weeks later I had an oil leak from the old back boiler which meant it was going to have to be replaced, costing me thousands of pounds so when the Warm Homes Team said they could fully fund an air source heat pump I jumped at the opportunity".

As part of the application process, the Norfolk Warm Homes Team arranged for their vetted contractors to assess David's property: "I didn't have a clue what energy rating my property would be as I have been here since the 1970s so when the assessor came around I was glad to hear it was well insulated with cavity wall and loft insulation. Having also upgraded my windows to double glazing some time ago, the heating engineer that visited said that my property

would be very suitable for an air source heat pump".

Once the survey was complete and the quotation was sent for the Warm Homes for review, David received an approval, awarding a £9,380 grant to cover the complete cost of works.

David has now had his air source heat pump since November and says that "I no longer have to worry about remembering to save up and order heating oil as the air source heat pump uses electricity so it is just the one monthly bill now, and I have a lovely new heating system to keep me warm. I even turned down the thermostat after a few weeks as it was so warm."

Now that the air source heat pump has been installed, the energy performance certificate rating (EPC) has increased from E to C. Because air source heat pumps are a sustainable heating type, David's property now saves 3.4 tonnes of carbon dioxide per year.

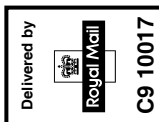
To find out if you are eligible for a grant visit norfolkwarmhomes.org.uk



To advertise
your business
in the

LINK

Please call
01603 431133



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

GUTTER FORCE

TAKING CLEANING TO A HIGHER LEVEL

RESIDENTIAL & COMMERCIAL VACUUM GUTTER CLEANING

GUTTERS • FASCIAS

CONSERVATORY
CLEANING

CAMERA SURVEYS

REPAIR AND
REPLACEMENT

DRIVEWAY AND
PATIO CLEANING

SAFE • EFFICIENT • PROFESSIONAL

- FRIENDLY LOCAL COMPANY
- EXCELLENT CUSTOMER SERVICE
- FREE QUOTES - NO OBLIGATION



**01508
490999**

gutter_force



Constructionline

Alcumus



WE ARE HIRING!

To view and apply for our current
vacancies please visit
www.southnorfolkandbroadland.gov.uk/WhyWorkForUs,
or simply scan the QR code



Two Councils
One Team

Broadland
District Council
Community at heart

South Norfolk
COUNCIL