

Broadland news

SPRING 2023

Supporting Nelson's Journey

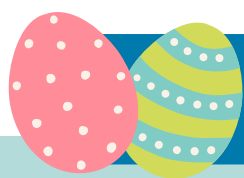
Page 4



 **Broadland**
District Council
Community at heart

Nelson's
Journey

Thank you!



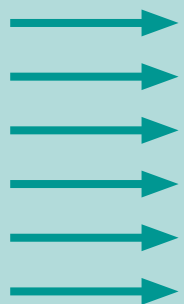
Easter bin dates



Below are the changes to our bin collections over the Easter period. You can keep informed of all collection changes by downloading our bin app today and make sure you never miss another bin collection. The app is available via App Store or Google Play.

Normal collection day

Friday 7 April
Monday 10 April
Tuesday 11 April
Wednesday 12 April
Thursday 13 April
Friday 14 April



Temporary collection day

Saturday 8 April
Tuesday 11 April
Wednesday 12 April
Thursday 13 April
Friday 14 April
Saturday 15 April



Editorial

Marketing and Communications Team, Thorpe Lodge,
1 Yarmouth Road,
Norwich, NR7 0DU
t: 01603 430124
e: communications@
southnorfolkandbroadland.gov.uk

Advertisements featured in Broadland News do not mean the Council endorses those companies or services in any way. Broadland News is printed on paper made from recycled material. Events and services are correct at time of printing but may change.



If you would like this information in a different format, such as large print, audio, Braille or in a different language please call 01603 431133 and we will do our best to help.

Useful contacts

Broadland District Council main switchboard:
01603 431133 Monday – Friday 8.30am to 5pm
Website: southnorfolkandbroadland.gov.uk



@BroadlandDC



@BroadlandDistrictCouncil

Support for anyone who is feeling vulnerable:



- ▶ All ages
- ▶ Help with obtaining the basic essentials
- ▶ Feeling isolated
- ▶ Worried about issues at home, including relationships
- ▶ Money issues



01603 430431



helphub@southnorfolkandbroadland.gov.uk



Featured articles

- 8 Voter ID information
- 11 Business Awards winners 2023
- 12 Help Hub - support for anyone who is vulnerable
- 16 A brighter future



A message from the Leader

As Leader of Broadland Council, I am thrilled to have this opportunity to share with you some exciting developments that have been taking place in our district over the past year. From supporting local businesses to creating a sustainable future for our community, we have been hard at work making Broadland a better place for everyone who lives and works here.

One of our top priorities has been to provide support to our local businesses, which are the lifeblood of our economy. We work closely with local business owners to provide advice, guidance and financial support to help them weather the storms of recent times and to thrive and grow. We are proud to have recently congratulated the winners of our annual business awards, which recognize the outstanding contributions of businesses across the district.

We believe that recognizing these achievements is important, not only for the businesses themselves but for the wider community that benefits from their success.

There has been a lot of debate around the requirement for voter ID for the upcoming elections. At Broadland Council, we believe that ensuring the integrity of our elections is essential. Please make sure you're prepared for this change to our election process.

By running a financially prudent council, we're able to take action to support residents when it matters. This means we're able to freeze our share of council tax for a second year running, at a time when most other councils are putting theirs up.

We also recognise the challenges our residents are having with cost-of-living issues. That's why we pioneered the Help Hub, a one-stop-shop for residents to access a range of support services, from financial advice to mental health support.

Finally, I want to touch on our commitment to the environment and our target of achieving net-zero carbon emissions by 2030. We believe that it is our duty to protect our planet for future generations and we are working

hard to create a sustainable future for our district. From promoting renewable energy to leading the green transition, we are taking action to reduce our carbon footprint and create a more sustainable future.

I believe that by working together, we can create a better district for all residents. I hope this article has given you a sense of the exciting developments that are taking place across Broadland and our commitment to creating a better future for us all.

**Councillor Shaun Vincent,
Leader of Broadland
District Council**





Supporting Nelson's Journey

Since the end of the COVID-19 pandemic we have been working to help people who lost loved ones. Children and young people were significantly impacted by the pandemic and we have been working with local charity Nelson's Journey on a project to help bereaved children.

Nelson's Journey supports children and young people in Norfolk with their bereavement needs, helping them to understand and cope with their feelings. The charity also supports professionals who work with children, such as teachers and health workers, to help raise awareness.

The Little Plumstead based charity understands that each child and young person has their own support needs and that everyone is different. Nelson's Journey's vision is that every bereaved child in Norfolk will look forward to a positive future and will be empowered to reach their full potential.

Broadland District Council is very proud to be a leading partner and will continue to drive progress of groups like this to enable Broadland residents to have equal opportunities to live healthier and happier lives. Broadland District Council has auctioned its wicker and wire corgi sculptures, that were created to celebrate Queen Elizabeth's Jubilee last summer.

Over the past 25 years, Nelson's Journey has made a huge impact on the lives of bereaved children in Norfolk. The charity's work is more important now than ever, as young people across the country continue to face unprecedented challenges in the wake of the

pandemic. With its dedicated team of staff and volunteers, Nelson's Journey is well-positioned to provide the support and care that these children need. The charity is committed to continuing its work in the years ahead, and it is calling on the local community to help it achieve its goals. From fundraising and volunteering to spreading the word about its services, there are many ways in which people can get involved and make a difference.

Nelson's Journey 25 YEARS

Scan me

Learn more about the fantastic work of Nelson's Journey.



8,723

referrals since
Nelson's Journey
was founded in 1997



The charity has
received almost
as many referrals in
the last...

6 months



as it did during its
entire first...

10 years



Nelson's Journey
received referrals

452

Last 5
years

878

Last 10
years

from Broadland

As it celebrates 25 years of supporting local bereaved children, Nelson's Journey is looking forward to a bright future, filled with hope and healing for all those who need it.

After spending a year being admired and enjoyed by residents and visitors to the district four of the seven beautiful corgis, created by local community arts organisation Tin House, went under the hammer

raising £2,140. All proceeds donated to Nelson's Journey.

Chairman of the Council, Cllr John Fisher said: "We are delighted to support Nelson's Journey and are pleased that our corgi sculptures are benefiting such a worthy cause."

Simon Wright, Chief Executive of Nelson's Journey, said: "The funds raised by the sale will directly support our work with bereaved

children and young people in Broadland. Nelson's Journey is experiencing high demand for our services, with 772 referrals received by the charity last year. The support of our local community means we can provide free services and help children through their most difficult times.

Thank you so much to Broadland District Council for helping us to bring back smiles to bereaved children."



Broadland Food Innovation Centre shortlisted for national award

We are delighted that Broadland's Food Innovation Centre has been shortlisted for a national economic development award.



The new centre, that was opened earlier this year, is already home to businesses looking to make best use of the cutting-edge facilities.

Leader Shaun Vincent said: "This is excellent news, underlining how important it is for the Council to invest in infrastructure which fosters business growth and strengthens our local economy. I am delighted that ambitious food and drink companies are choosing the Broadland Food Innovation Centre (BFIC) with its exciting combination of bespoke state of the art facilities and superb support services.

"The facilities available here will enable food processing to happen in our district rather than outside of the region. This is not only good for local business, it also enables us to dramatically cut food miles which is good for the environment."

PrepKing UK prepare nutritionally balanced, tasty, gourmet meals and every Sunday they deliver a week's supply of meals straight to people's homes. This rapidly growing business started in 2021 with one van delivering to Norfolk residents.



Adam Oxbury

After the move to the Broadland Food Innovation Centre, the team launched their nationwide service in autumn 2022. Owner Steve Holland said: "The plan was always to go national and the BFIC is perfect for us at this stage of our growth. If it wasn't for the BFIC, we probably would have moved out of the region, but now we've been able to stay in Norfolk and grow, so it's the best of both for us. Exactly what we needed."

Masterchef finalist Annabel Anderson is behind award-winning Old Rectory Preserves producing artisan preserves, jellies and marmalades. She said: "The decision to move into the Centre was straightforward having made the decision to grow our business. These facilities are ideal for gaining the highest food standard accreditation and the advice offered by the support team has been invaluable in

helping the business to achieve its goals. The plan now is to increase production and improve distribution, so hopefully more people will be able to enjoy our wonderful jams made only from British sugar and local heritage fruit."

The BFIC also offers conference room and test kitchens for hire, which made it possible for Adam Oxbury, owner of Ketteringham Foods Ltd, to fulfil a contract to produce and deliver 2,500 hot meals during the Christmas holiday period for local schoolchildren who qualify for free meals provision. "Using the BFIC test kitchen enabled me to test cook and fulfil a large contract which has now trebled in size and covers the whole of Norfolk. It's a great space, fully kitted out with the high grade commercial equipment, it made a swift turnaround pain-free with great results for the customer and my company".



Unblocking our development potential

Broadland District Council is leading the way in getting builders back to work.

Since March 2022, Broadland District Council has not been able to grant planning permission for any new house or overnight accommodation in the catchment of the River Wensum or the Broads. This is due to the high level of nutrients that are present in both these Special Areas of Conservation.

Natural England has told the Council that building cannot start again until builders and water authorities have come up with new ways to address the issue and

achieve 'nutrient neutrality'. This stance has stopped development across the country, so to break the deadlock the Council is establishing a Joint Venture Company to work with our partners to secure projects that will help reduce the nutrient levels in our most important waterways.

Council Leader, Shaun Vincent said: "We welcome this significant progress and are pleased to lead on the establishment of this Joint Venture Company.

"The new company will sell the nutrient mitigation provided by a variety of projects such as reedbeds and tree planting which capture nutrients. This will



enable our local businesses to start building the new homes we need."

Planned housing growth is vital for our district. It provides new homes for people who want to move to the area and for local people who want to stay in the district where they grew up. Building new homes also provides jobs and helps support our local economy.

New sports hub in Brundall

With a loan of more than £230,000, Broadland District Council has accelerated the development of a brand-new community hub.

The money has helped pay for the early delivery of a multi-sport, floodlit 3G pitch and a community building capable of hosting numerous sports clubs and teams.

The facility will provide an opportunity to promote inclusivity by hosting activities and coaching sessions that will suit all ages and abilities. The hub will be home to both men and women's football teams and will have walking

football sessions to encourage those with limited mobility to stay active.

Council Leader, Shaun Vincent said: "It is important that our communities see the benefits of local housing growth as soon as possible. By unlocking projects like the sports hub in

Brundall, the Council is making sure that infrastructure projects that benefit communities can be delivered alongside or even before new houses are built."

The sports hub will also offer sports camps during the holidays and supervised "pay and play" schemes throughout the day and evening.



Scan me

Voter ID needed to vote in-person

The
Electoral
Commission

The government has introduced a requirement for voters to show photo ID when voting at a polling station at elections. This new requirement will apply for the first time in England at the local elections on Thursday 4 May 2023.

REMEMBER TO**
1- Register to vote
2- Check my photo ID
3- Vote at a polling station!

Which forms of ID can I use to vote?

You may already have a form of photo ID that is acceptable. You can use any of the following:

- ▶ Passport
- ▶ Driving licence (including provisional licence)
- ▶ Blue Badge
- ▶ Certain concessionary travel cards
- ▶ Identity card with PASS mark (Proof of Age Standards Scheme)
- ▶ Biometric immigration document
- ▶ Defence identity card
- ▶ Certain national identity cards

For more information on which forms of photo ID will be accepted, visit electoralcommission.org.uk/voterID or call their helpline on 0800 328 0280.

If you don't have an accepted form photo ID

Most people will already have the required photo ID (see list). If you don't have an accepted form of ID, or you're not sure whether your photo ID still looks like you, you can apply for a free voter

ID document, known as a Voter Authority Certificate. You can apply for this at voter-authority-certificate.service.gov.uk.

Alternatively, you can complete a paper application form and send this to our electoral services team.

If you need any help with applying for a Voter Authority Certificate or want to request an application form please contact us.

To find their contact details visit electoralcommission.org.uk/voter.

Find out more



No ID? You can apply for free voter ID

Find out more at

electoralcommission.org.uk/voterID

or call 0800 328 0280



7 new benches,
including handcrafted
ones from our own
chestnut wood



3 new family cycle
trails and 5 new
cycle racks



1.4km new
circular footpath
for all users



2 night
safaris



7 family
events



3,350
volunteer
hours



2 waymarked
routes

4.5/5

Google review



2,000
species
found

386
species of
fungi

148
species of
moths

286
species of plants

Rare finds:

Tormentil Bee, Bog Beacon,
Carabus Arvensis

Visit

Broadland Country Park!

Our beautiful country park is a 140 acre
mosaic of heath, woodland and marshy
grassland, nestled between Horsford and
Felthorpe and is perfect for walkers, horse
riders and cyclists to explore and enjoy.





Bespoke support for local businesses

Supporting the local economy is at the top of the Council's priorities and our Business Development Team is working with local businesses, providing grant funding, advice and networking opportunities.

Our Business Builder programme is providing bespoke support for many businesses, addressing key issues and removing obstacles to growth.

Paul Weston runs a business, called Laboratory Media Education, teaching people how to use new technologies in an inclusive way which helps with upskilling and improving job prospects.

Paul said: "I was keen to help students develop music technology skills which will give them access to exciting career

opportunities. Working with the Council's Business Development Team I received Business Builder funding and advice, which meant I could buy new kit. I can now offer this fantastic course to more people in the same session. This is not only a great help for growing my business, but better still, I know we can give people, especially young adults, the tools that can lead to amazing careers."

Portfolio Holder for Economic Development, Councillor Jo

Copplestone said: "The team works hard to support businesses in what continues to be a challenging economic environment. I urge all businesses in Broadland to make contact with the Business Development Team, sign up for the newsletter, follow the Council on social media channels and stay in touch to make sure you can benefit from grant funds and resources as they become available."

For Business Builder grant funding and advice

Contact Jo Hilliard and find out how this programme can give your business a growth boost.

Search Business Builder Programme – Broadland and South Norfolk



Sign up for the monthly Business Newsletter

It's simple to sign up, search for Broadland Business Newsletter, another great way to make sure businesses can keep up to date on opportunities and events.



The Business Breakfast provides focused advice

More than 50 businesses came to our December Business Breakfast at Barnham Broom. Neil Foley, founder of the Business Growth Club spoke on how to grow your business and Julie Bishop, founder of Jobhop, talked about increasing your social media profile.



**SAVE
THE
DATE**

The next Business Breakfast is:
Wednesday 15 March 2023.



Business Award winners announced

BROADLAND & SOUTH NORFOLK

Business Awards 2023

11

The 2023 Broadland & South Norfolk Business Awards winners have been announced.

The awards celebrate the excellence, innovation and best practice shown by businesses across both Broadland and South Norfolk.

Portfolio Holder, Councillor Jo Copplestone, said: "These awards are an excellent opportunity to celebrate the hard work and commitment of our local businesses who have definitely bounced back after the recent challenges. This is a huge achievement and it is exciting to see how much their success is driving our vibrant local economy. I am delighted that we received so many excellent applications, making it incredibly difficult to shortlist just three for each category."

The Councils received hundreds of nominations for the very popular Retailer of the Year Award, which recognises high street businesses that have gone the extra mile, and over 1,000 nominations for the new Pub of the Year Award. This award recognises the exceptional pubs that we have and the part they play in their communities.

Congratulations to all finalists and thank you to everyone who put their business forward for an award or nominated their favourite retailer and pub.

The 2023 winners:

Business Collaboration, sponsored by Pasta Foods

Winner: ProspHER

Highly Commended: Langley School and Nelsonspirit

Business Growth, sponsored by Hethel Innovation

Winner: Delta Fire Ltd

Business Innovation, sponsored by Panel Graphic

Winner: Laboratory Media Education CIC

Business Resilience, sponsored by Mirus

Winner: Strictly Theatre Co

Highly Commended: High Grade House

Business Supporting the Community, sponsored by InTouch Systems

Winner: Wymondham Magazine

Highly Commended: Fetch Dog Walking & Training Ltd

Employer of the Year, sponsored by Jarrold Training

Winner: Group Lotus

Environmental Innovation, sponsored by University of East Anglia

Winner: Barnwell Print Ltd

Excellence in Agriculture, Food and Drink, sponsored by Woodforde's Brewery

Winner: Chet Valley Vineyard Ltd

Excellence in Insurance, Financial and Professional Services, sponsored by fignorwich

Winner: Starkings and Watson Hybrid Estate Agents (Poringland)

New Business, sponsored by CNC Building Control

Winner: BugzUK, Lenwade

Visitor Experience, sponsored by Adnams

Winner: ROARR! Dinosaur Adventure

Broadland Pub of the Year, sponsored by Pub is The Hub

Winner: The Recruiting Sergeant, Horstead

Broadland Retailer of the Year, sponsored by Big Sky Living

Winner: Balloons & Bakes, Norwich

For more information, to see the judges comments and pictures of the event, visit our website.



Scan me

We would like to thank our sponsors for their very generous support.



Help Hub

Here to help

Broadland have been pioneering a new approach to supporting our most vulnerable residents.

We have led the way, bringing together partners from across the public and voluntary sector, to improve health and wellbeing outcomes and to get involved earlier to prevent issues escalating.

The Help Hub works with 34 partners providing 70 services, all working together to provide help for our residents at the time they need it and when the help will do the most good.

The success of our early help approach has been based on a co-ordinated 'no wrong door' ethos. Healthcare professionals and front-line staff can quickly and easily access wrap around support for residents - at the time it will have the biggest impact.

This approach benefits residents of all ages, allowing access to a range of health and social care resources while also offering valuable and much needed support for carers.

The Help Hub has received over 20,000 referrals in total since it launched but we know that there are vulnerable people in our communities who find it difficult to ask for help. That is why we do not just wait for people to come to us.

Our Community Connectors have brought the Help Hub services to over 1,500 people in Broadland this year, assisting with problems ranging from debt and benefits issues to housing and domestic abuse.

Community Connectors do the majority of their work based in GP surgeries, taking referrals from the clinical staff.

It has been estimated that 20% of patients go to their GP with problems that are not medical.

Community Connectors seek to alleviate some of the pressures on the NHS by addressing these non-medical needs. They look at the underlying causes of problems and offer tangible help and support.

Our Community Connectors are 'local people' working at a grass root level, using local knowledge, to help residents access the support they need. They are based in the community and meet residents in informal settings - the school playground, libraries and community groups - are a trusted link to our health and social care services.



We also have staff based at the Norfolk and Norwich University Hospital, helping people get home as soon as possible. It is often the small things that can delay a patient's discharge; a house needing cleaning, a key safe to be fitted, alarms and equipment to be installed.

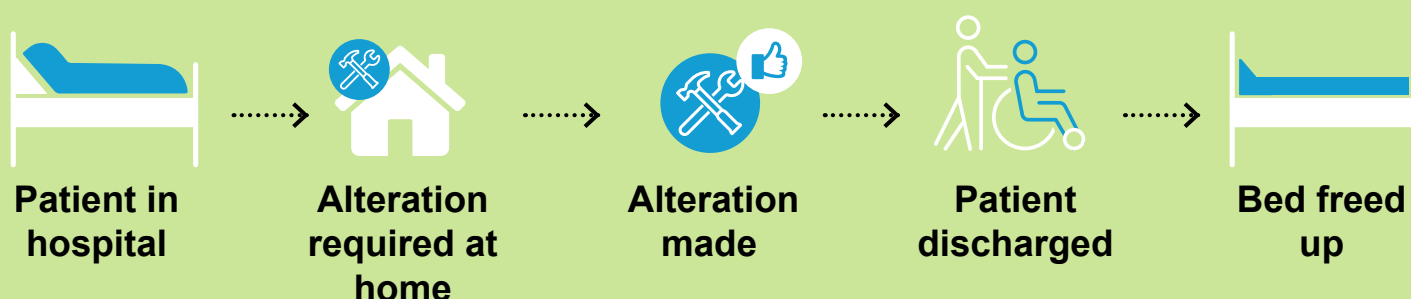
The District Direct team can quickly address these issues allowing people to leave hospital.

Over 1,300 referrals have been received this year with 13,000 bed days saved. The team has been so successful that the NHS has funded an expansion to the team, from four to 10, to meet increased demand.

We are now working in the Emergency Department at the hospital, an area which is under significant strain.

This directly helps the NHS by preventing unneeded admissions and speeding up discharges.

If you'd like to contact the Help Hub, please call 01603 430431.



Don't miss out

We know that finances are stretched for many households right now. Fuel price hikes and cost of living increases have seen many families struggling to cover their outgoings.

At Broadland District Council the Household Support Fund has already distributed £230,000 and supported over 1,150 households to address financial hardship, but it comes to an end on 31 March. There is still a limited pot of money available and we want to ensure it reaches those who need it most.

The Household Support Fund provides grants to address severe financial hardship generated by rising costs of living. It can support residents with essential costs such as energy, heating oil, water bills and other household bills.

Leader of the Council, Shaun Vincent said: "We don't want any of our residents to be in financial difficulty when there is still assistance available.

If you are struggling to pay for your household bills, please contact us and we may be able to help. Funding ends soon and I would hate for any resident to miss out on this valuable help because they applied too late, so please act now."

If you or someone you know needs help please contact the Help Hub by calling 01603 430431 or visit our website.



Scan me





Investing over £6 million in warm homes

The welfare of our residents is a priority for the Council and since the start of the Norfolk Warm Homes programme in 2018, our team have been delivering grants for heating and energy efficient works for fuel poor households on behalf of all Norfolk Councils.

Initial funding from National Grid, sparked the delivery of over 600 new central heating systems as well as providing grants to 80 low-income households to pay for boiler and central heating repairs or replacements.

Alongside this work our team has also secured over £2 million of financial benefits and savings to support low income and fuel poor households.

The success of this project has been achieved through the collaborative work of Norfolk Councils together with our social housing partners, landlords and non-profit organisations.

Portfolio Holder, Councillor Fran Whymark said: “The project is a great example of partners coming together to achieve incredible results for our residents. Over the last five years

we have raised over £6 million in grant funding to keep people warm.”

That money has been used to deliver:

- 210 Air Source Heat Pumps
- 412 First Time Gas, Oil, LPG central heating grants
- 133 Loft/Cavity and Solid Wall Insulation Grants
- 24 High Heat Retention Storage Heaters

Norfolk Warm Homes has received over 3,000 enquiries, providing residents with energy efficiency grants as well as offering vital energy saving advice.

The Council is continuing to deliver insulation and renewable air source heat pumps, encouraging a shift away from boilers to low carbon heating and energy efficient improvements. This supports our commitment to Net Zero by 2050.

Over the last five years we have helped increase the thermal efficiency and comfort of hundreds of homes while striving to improve the health and wellbeing of our residents.

Please call the Warm Homes Team on 01603 430103 or visit norfolkwarmhomes.org.uk for more information.



Supporting our environment

It is vital that we all take the issue of climate change seriously and do all we can to help protect and improve our environment.

Cllr Judy Leggett

Congratulations to the 11 grassroots projects that have shared almost £10,000 in funding from the Sustainability Fund. The successful projects were chosen for their exemplary initiatives to support their local communities and protect the environment in Broadland.

This Sustainability Fund was launched in April 2022 to help, projects that make a positive and sustainable difference with long-term social and environmental benefits for our local communities.

The successful projects included:

- Scrapbox, a charity in Reepham which reclaims waste materials from local businesses, commerce and individuals which would otherwise end up in landfill. These are re-purposed as resources for art and crafting activities within the local community.
- The Papillon project, an educational charity that promotes sustainable living and environmental awareness for young people, through secondary schools and sixth-form colleges. In 2023 they will be teaching students how to grow their own food.
- The Conservation Volunteers, who work with Broadland District Council to provide practical tasks and leadership training for community groups that look after green spaces across the district.



- Brundall Community River Watch, led by the Brundall Men's Shed in Broadland, will see that the River Yare is kept clean through regular litter picks to save the river from pollution and contribute to their local community.

Other winners were: Sir George Morse Park Community Garden, Dussindale Community Hub, Village Hall Solar Panels, Tree planting at Horsford, Tree planting at Lenwade, KS1 Outdoor Area and Hevingham Village Hall Community Garden.

Councillor Judy Leggett, Portfolio Holder for Environmental Excellence said: "Broadland District Council is delighted to have supported the Sustainability Fund run by Veolia. It is vital that we all take the issue of climate change seriously and do all we can to help protect and improve our environment.



"The Council is tackling climate change head on with the introduction of HVO fuel in our fleet of refuse lorries, planting thousands of trees and mini forests and changing how our services work to help reduce CO2 emissions. I would like to congratulate our winners and thank them for all the good work that they do and the positive difference that they all make."

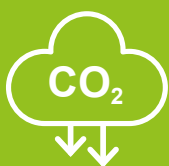
The Sustainability Fund supports not-for-profit organisations, community groups and individuals that help transform their local community. This can be through enhancing biodiversity, promoting sustainable waste, protecting or preserving resources and the environment, or using recycled, reused or reclaimed materials. If you have an idea, head to [Veolia.co.uk/Sustainability-Fund](https://veolia.co.uk/Sustainability-Fund) for more information about the Sustainability Fund.

Applications for this year's fund will open on Friday 21 April 2023, just in time for World Earth Day!

Our plan for a brighter future

Broadland District Council have already taken some hugely significant steps towards protecting our environment, ensuring that we lead the way in reducing our emissions and bringing green investment into our wonderful district. Here you can see all the fantastic work we've done so far, as well as our ambitious plans for the future.

-  What we've done
-  What we're doing



Ambitious targets

We will achieve **Net Zero emissions by 2030.**

We will aim to achieve net zero emissions for the whole of Broadland district by 2050.



Moving with the times

Our decision to close Thorpe Lodge and move to the Horizon Centre will hugely reduce our emissions by around **100 tonnes a year!**



From tiny seeds

As trees grow they store carbon, increase biodiversity and are beneficial to our health. We have funded community tree planting projects and had our first free tree giveaway. Over **15,000 trees** have been planted so far!



Forensic insight

We have compiled a very **detailed analysis** of our carbon emissions – meaning we can be laser-focussed on **making a tangible difference.**



Fuelling the future

We have switched the fuel in our waste vehicles from diesel to Hydrotreated Vegetable Oil. This will show a **huge reduction** on our future carbon footprint reports, approximately **1,000 tonnes per year.**



Shining a light

We own and operate **500 street lights** across the district. We have a comprehensive program for maintaining and improving the energy efficiency of these lights. To date, **65% of our street lights have been fitted with LED bulbs** and by the end of 2023 we will have upgraded all of them. This will significantly reduce energy usage and will decrease carbon emissions by **11 tons per year**.



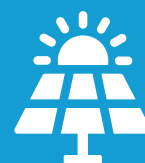
Green investment

We have secured funding for a hugely ambitious decarbonisation initiative – bringing **green investment** into our district and **reducing reliance on expensive fossil fuels**. Bringing us even closer to becoming carbon neutral.



Always innovating

We have received funding for a **cutting-edge innovation project** by partnering with The Local Government Association, University College London, and the University of East Anglia – it will focus on **storing carbon and increasing biodiversity** on our green sites.



Green loans

We are launching a Green Loans scheme offering Broadland homeowners **interest free loans** to install renewables or energy saving technologies. Homeowners can borrow up to £5,000 over 3 years, the loans can be used for **insulation, heat pumps, solar panels and more**.



A practical helping hand

The Council understands the importance of helping our elderly residents to stay in their own homes for as long as possible and sometimes a small change can make a big difference.

Our Handyperson+ scheme supports people over 65 and our more vulnerable residents with a wide range of small household repairs and minor adaptation work. The team is skilled, fully trained and insured for the service they provide.

The Handyperson+ service can provide both practical and advisory support to residents. Our team can help with many tasks including fitting key safes, fall prevention adaptations, smoke alarms, grab rails and better lighting. The team can also offer advice on staying warm during cold weather.

As well as small works, our handyperson will chat to residents during a visit to see if they would benefit from any additional help.

They have an in-depth knowledge of grants and allowances that are available and services a resident may be eligible for.

In addition, the team can direct residents to relevant community support, including social clubs or events in the local area if loneliness is an issue. Residents over the age of 65 can apply and you can also apply if you:

- are registered blind
- receive an Incapacity Benefit
- receive Personal Independence Payment (PIP) or Disability Living Allowance (DLA)

The hourly charge of the handyperson service is £17.90.



This does not include the cost of any materials. You might not have to pay this charge if you receive:

- Attendance Allowance
- Council Tax reduction (not including single person discount)
- Housing Benefit
- Guaranteed Pension Credit

To contact us and request the Handyperson+ service please visit our website.



Scan me

Download

Broadland's Bin Collections app

19

Almost 5,000 residents have already downloaded Broadland District Council's bin collection app since it was launched.

The new app helps us improve the service we offer to our residents. Keeping you informed about your bin collections, which bin to put out and on what day.

The app also gives advice on recycling with information about what can and what cannot go in your recycling bin. This helps us maximise the amount of waste that is successfully recycled and helps cut down on contaminated loads. If just one bin on a round is contaminated with a used nappy the contents of the lorry can be rejected at the recycling centre.

Broadland District Council's Cabinet Member for Environment,

Judy Leggett, said: "I'm delighted to see so many residents making use of our app. This is a really easy way for our residents to receive up-to-date information about waste and bin collection, which is particularly handy for bank holidays. Having this platform where you can receive information in one place is a great way to keep residents updated and help us push forward with our environmental targets."

The app displays the bin collection days for your address, notifies you of updates or disruptions with bin collections. You can also set yourself a reminder to put your bins out and play a waste sorting game.



Available on the
App Store

GET IT ON
Google Play

Download the free app today by visiting the App Store or Google Play and searching Bins BDC.

The launch of this new app is just one of the ways Broadland District Council is working to make recycling information quicker and easier to access and further increasing its current recycling rate of 50%.

We're interested in your feedback about this new app, please contact us by visiting our website.



Scan me

Food waste collections powering ahead

It has been three months since we expanded the food waste service to all households in Broadland and the uptake has been fantastic - thank you.

We have collected over 1,000 tonnes of food waste, double the amount compared for the same 3 month period last year. In the first month alone we collected enough to generate electricity to power 30 average UK homes for one year.

We want to thank residents for using the service, please remember no amount of food waste is too small. Unavoidable food waste like your vegetable and fruit peelings, bones, egg shells and teabags. It means they will go on to generate electricity and fertiliser for farming.

We provide free biodegradable liners. When you need more, just tie a liner to your caddy and we'll top you up.



Care about Broadland

Keeping Broadland looking clean and tidy is something that the Council takes very seriously and we are asking for your help to make sure that our district is always looking its best.

Fly-tipping and littering have a negative impact on our environment and on human health, there is also a significant cost to taxpayers in having fly-tipped waste removed.

Many of the fly-tipping cases reported to us are caused by residents using unlicensed or rogue waste collectors.

All householders have a legal obligation to take reasonable measures to ensure that their waste is disposed of properly. A householder could be fined up to £5,000 if they pass their waste to an unauthorised person and this waste is then illegally dumped.

People can also be fined for dumping goods outside of charity shops and at recycling centres when the bins are full.



How to comply with householder's duty of care

If you are arranging for anyone other than Broadland District Council to collect any waste from your home:

- Ask to see their waste carrier licence issued by the Environment Agency. Anyone removing waste from your property must have a licence. To check a licence you can contact the Environment Agency on 08708 506506.
- Ask what is going to happen to your waste. You have a duty of care to take reasonable steps to prevent someone dumping your waste unlawfully.
- A legitimate professional waste carrier who wants your business should not object to being asked reasonable questions.
- Record the vehicle registration number of any vehicle used by a private waste carrier to take your waste away. If waste is found dumped illegally and traced back to you, investigators will have more information to trace the culprits.
- Ask for a proper invoice and receipt and get more than one quote. An unusually low quote, or an offer to take rubbish away for free in order to profit from any scrap metal that may be among it, should be treated with suspicion. Residents have ended up paying again to have their fly-tipped waste removed and disposed of correctly.

It is a Council priority to make sure that our environment is protected but we need the help of our communities to keep Broadland looking the best it can be at all times.



Helping to make a positive difference

Broadland District Council supports our communities with a wide range of grants.

Council Leader Shaun Vincent explained “Last year, we supported hundreds of community projects, bringing people together and helping to make a positive change. The Council gave grants totalling £25,000 and these are just a few examples of the projects we helped”.

Members Ward Grant

First Responders in Sprowston received two Member Ward Grants totalling £1,000 from Cllrs Judy Leggett and Ian Moncur.

The community first responders are volunteers who are trained to attend emergencies. Their aim is to reach potential life-threatening situations in the vital first minutes.

Their role is to help stabilise the patient and provide the appropriate care until the more highly skilled ambulance crew arrives on scene to take over the treatment.

The two £500 grants were used to purchase additional resources so that the First Responders have two fully equipped First Responder kit bags.

The Eastern England Ambulance Service supplied the items including; oxygen cylinders airways, dressings and tourniquets.

Previously the First Responders, who cover the 8,500 household in Sprowston, had to share one kit bag. Now, thanks to the grant from our members they have two.



Get it Started

Aslake community greenhouse in Sprowston received a Get it Started Grant for £300.

The gardening group that has been going for six years needed some extra support after the effects of the COVID-19 pandemic and the summer drought.

The group has two greenhouses and some small growing plots with 10 volunteers, ranging from teenagers to 83 years old.

The grant was used to improve accessibility, providing raised flower beds and installing lighting. The ventilation and heating was also improved in the greenhouses so they could have a dual use as a meeting space.

Keep It Going

Taverham Day Care Centre received a Keep It Going Grant of £300. This was to meet the costs of providing DBS checks for their 13 volunteers and two paid staff.

Taverham Day Care Centre provides care facilities and a hot meal for about 30 elderly and vulnerable residents in Taverham and the surrounding villages. The centre is a great place for people to socialise and make new friends. They offer activities including, gentle exercise, a library, bingo, computer training sessions and day trips.

Sports Grant

Henry Mann who is 14 and a member of the Norwich Swans Swimming Team has received a £300 Broadland Sports Grant to support his passion and talent for the sport.

Henry's dream is to compete in the English and British Nationals swimming competitions. He carries out dedicated training seven days a week around school and the weekends.





Investing in our future

Becoming an apprentice is an ideal opportunity to either take your first step into the work environment or for someone to try something completely new.

Council Leader Shaun Vincent said: "The Council's apprenticeship scheme not only allows people to grow both personally and professionally but helps them do so while earning a salary".

Each of our apprenticeships is tailored to the individual, helping them achieve their personal goals while helping the council deliver our services to our businesses and residents.

CLlr Vincent added: "Not only do we help evolve people and their skills, but we also harness their talent and this year, 9 out of our 14 apprentices will continue with a career within our organisation."



Fine Art graduate Ellie Emerson has been a level 4 Public Relations and Comms apprentice since 2021 and has found a way to merge her creativity with her new passion.

Ellie told us: "I definitely feel like this role has been adapted for me, allowing me to explore my love of illustration as well as learning about public relations."

"It has completely changed my perspective of what I want to do as a career, from solely graphic design to a more holistic communications role."

Post Graduate Planning Apprentice Aaron Pritty has always had an interest in the built environment and has found his apprenticeship to be the 'perfect' opportunity to enter his chosen field of work, while also gaining a Master's degree at Anglia Ruskin in Chelmsford.

Aaron told us: "The key attraction to being an apprentice was the education balance, meaning I could study at the same time as

gaining valuable work experience. You are getting exposed to the actual practicalities of a job, while studying and it's great to have that opportunity."

Alana Martin, always wanted to be an environmental health officer and joined our apprenticeship scheme straight out of college.

Alana explained: "Learning on the job means you can experience the real-life side of what you're learning, and you can help people with their businesses which is so rewarding."

We were proud to be recognised as 'Highly Commended' in the Large Employer of the Year category for our apprenticeship programme which provides tailored support to help our apprentices achieve success in their chosen career path.

It was great to see so many people who are passionate about apprenticeships all in one place to celebrate the achievements of some truly inspiring apprentices.

If you're looking for a new challenge or wanting to try your hand at a passion, check out the Council website to find out about our current apprenticeships.



A whole lotto love



23

Broadland's Community at Heart Lottery family has helped to make the past two years very special for people in Broadland, raising more than £88,000 for good causes across the district.

Thank you to all our amazing supporters – you are making a real difference to thousands of people where you live.

Our Deputy Leader, Cllr Trudy Mancini-Boyle, said: "The money raised by everyone buying tickets goes directly to 80 good causes in our district. These groups range from school associations, who have been able to buy new equipment for pupils, to charities that assist older people in getting to appointments and enjoying social events, to mental health providers who work with youngsters in rural areas."

And while players are doing a good deed by supporting the wonderful work of non-profit organisations right on their doorstep, they're having fun – more than £20,000 has been claimed in winnings.

The money raised by everyone buying tickets goes directly to 80 good causes in our district.

Cllr Trudy Mancini-Boyle

And we have given away a whole host of other exciting prizes, such as luxury hampers, staycations and shopping vouchers.

If you want to be in with a chance of winning amazing prizes or up to £25,000 cash, get your £1 ticket via our lottery website. If you buy a ticket before 25 March, you'll be automatically entered into an extra competition to win a stay at Centre Parcs.

If you know of a sports club, band, charity or similar non-profit community group looking for a sustainable way to raise funds, tell them they can head to this same web address to sign up to the lottery for FREE.

Scan me

communityatheartlottery.com
to find a cause close to your heart and get tickets.



£88,000



Total raised for all good causes throughout Broadland to date



1,380

Players to date



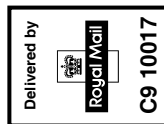
80

Good causes benefiting from *your* support



To advertise your business in Broadland news

Please call 01603 431133



If this item is undelivered or for postal address:
Broadland District Council, Thorpe Lodge, 1 Yarmouth Rd, Norwich NR7 0DU

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



www.gutter-force.co.uk

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