

SPRING 2023

LINK

Harleston – open for business!

Page 15

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


THE
CAP
—
OPEN
—
LOCAL CRAFT BEER,
SPIRITS & WINE


AMPERSAND
BREW CO.


South Norfolk
COUNCIL

Apply for it!



You can apply for lots of services via our website at southnorfolkandbroadland.gov.uk/apply
Direct links to our popular pages are below:

Housing and council tax benefits

Apply, manage or pay for benefits. southnorfolkandbroadland.gov.uk/benefits

Leisure centres

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

Building Control inspection

Request a site inspection. cncbuildingcontrol.gov.uk

Bus pass

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

Garden waste collection

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

Library service

norfolk.gov.uk/libraries-local-history-and-archives

Register for Council Tax e-billing

Register to receive your bills online and view your account. southnorfolkandbroadland.gov.uk/ebilling

Postal vote request

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

Register to vote

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

Report it!



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

Abandoned vehicle

southnorfolkandbroadland.gov.uk/abandonedvehicle

Anti-social behaviour

southnorfolkandbroadland.gov.uk/neighbourhood-issues

Suspected benefit fraud

Are you suspecting a resident of benefit or Council Tax fraud? gov.uk/report-benefit-fraud

Change of address

southnorfolkandbroadland.gov.uk/southnorfolkaddress

Change of circumstances

Had a child? Got married? Has your partner moved in? Pension changed? Tell us. southnorfolkandbroadland.gov.uk/changeircumstances

Compliments, suggestions, and complaints

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

Dog fouling

southnorfolkandbroadland.gov.uk/dogfouling

Lost or stray dog

southnorfolkandbroadland.gov.uk/lostdog

Faulty streetlight

norfolk.gov.uk/roads-and-transport/roads/road-maintenance/street-lighting

Fly-tipping and littering

southnorfolkandbroadland.gov.uk/fly-tipping

Full public litter bin

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

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. southnorfolkandbroadland.gov.uk/noiseissues

Damaged or missing street nameplate

southnorfolkandbroadland.gov.uk/streetnaming

General enquiries:

southnorfolkandbroadland.gov.uk/contact-us

Switchboard: 01508 533633

f @southnorfolkCouncil

t @SNorfolkCouncil

in South Norfolk Council

@ @southnorfolkandbroadland

Post:

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

Website:

southnorfolkandbroadland.gov.uk

Support for anyone who is feeling vulnerable:

Call Help Hub: 01508 533933
e: helphub@southnorfolkandbroadland.gov.uk



A message from the Leader

The increased cost of living is affecting everyone which is why I am delighted that your Council has been able to freeze its share of the Council Tax for a ninth time.

We're moving to a new office which we are sharing with Broadland District Council and other organisations. The new building will use 84% less energy and will save us £750,000 per year. We are passing some of that saving onto you by freezing our Council tax at a moment when fuel, interest rates and food prices are all working against us.

The real purpose of a Council is to help pick up the pieces when things go wrong and this year, we're committing an extra £1.3 million so we can help another 500 households every month to address the cost of living and the other challenges life brings.

That money will help solve problems for families in every street and every place in our district perhaps by helping with a deposit for a new rental home or through hardship payments when an unexpected bill arrives.

The Sunday Times ranks South Norfolk as one of the best places to live in the country. That's because we understand the importance of growing our economy, supporting local businesses and encouraging job creation while matching investment in local infrastructure with housing growth.

So we are investing in the health and wellbeing of our residents and in the future of our environment with new country parks at Costessey and Cringleford. We are investing £2 million to completely refurbish and renew Diss Swimming Pool. It will help us teach more youngsters to swim and be heated



by air-source heat pumps to substantially reduce emissions and running costs.

Shopping habits have changed and we are helping our market towns move with the times. We have invested £1 million in town centre improvements to Harleston and are working with the town council on plans to improve Wymondham. The final regulatory approvals for the the Long Stratton bypass should be cleared this month to reduce congestion and improve safety and air quality in the town.

We are already one of the most energy efficient Councils having saved more carbon than any other in Norfolk an amazing 700 tonnes and there is more to come as we help everyone to 'Go Green' with better recycling, more electric charging points in every parish that wants one.

While things are hard, your Council is on your side. We're doing what we can to keep costs down, grow the economy and reduce our impact on the environment in each of the 120 parishes in our district.

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

Councillor John Fuller,
Leader of South Norfolk Council

Features

5

Voter ID information

8-9

Greater Norwich
Growth Board projects

12-13

Help Hub - support
for anyone who is
vulnerable

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

Residents help plan new homes

We asked everyone living in South Norfolk to have their say on our plan that will help shape growth and development in the villages across our district.

A consultation on South Norfolk Village Clusters Housing Allocations Plan (VCHAP) gave residents an opportunity to get involved in the future of the district and comment on suggested sites that will help us deliver at least 1,200 new homes across South Norfolk.

Due to their rural locations and sense of community, the villages and market towns in South Norfolk have long been desirable places to live. To ensure the ongoing vitality of villages and market towns, it is important that appropriate opportunities for development continue to be made.

Ongoing improvements to communications, coupled with an increased desire and opportunity

for flexible home working, means the demand for housing in more rural locations, with easy access to the countryside, will continue well into the future.

Identifying opportunities for new housing in these locations helps young people seeking their first home. It also provides growing families with opportunities to upsize their home, as well as smaller households and older people with the opportunity to downsize to meet their changing needs.

In this way, planned growth supports sustainability, which supports rural life and helps maintain local services and community facilities.

Providing smaller sites for development in villages will help small and medium sized house builders and those wanting to build their own homes. Increasing the ability of smaller or individual builders to deliver homes, alongside ensuring an appropriate supply of larger sites to support regional and national house builders, is key to tackling our current housing supply problems and ensuring enough homes are delivered to meet demand.

“

We want to protect the quality of life of the people who live in South Norfolk while planning for the future.

Cllr Lisa Neal

Cabinet member Lisa Neal said: “We want to protect the quality of life of the people who live in South Norfolk whilst planning for the future. This plan will deliver growth that will support the vitality of our villages and the controlled housing growth will help support local builders and tradespeople, strengthening our local economy. I would like to thank everyone who has helped us move the VCHAP forward during our consultation process and enabled us to get to this point.”

Now the consultation has closed any revisions to the VCHAP will be examined by the Government’s Planning Inspectorate before a final version becomes part of the Local Plan for South Norfolk. The Local Plan sets out the Council’s policies for new development in the district, including identifying specific areas of land for certain uses or types of development, such as housing.

You can find out more by visiting our website.



Scan me

Voter ID needed to vote in-person

The
Electoral
Commission

5

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

We've frozen Council Tax

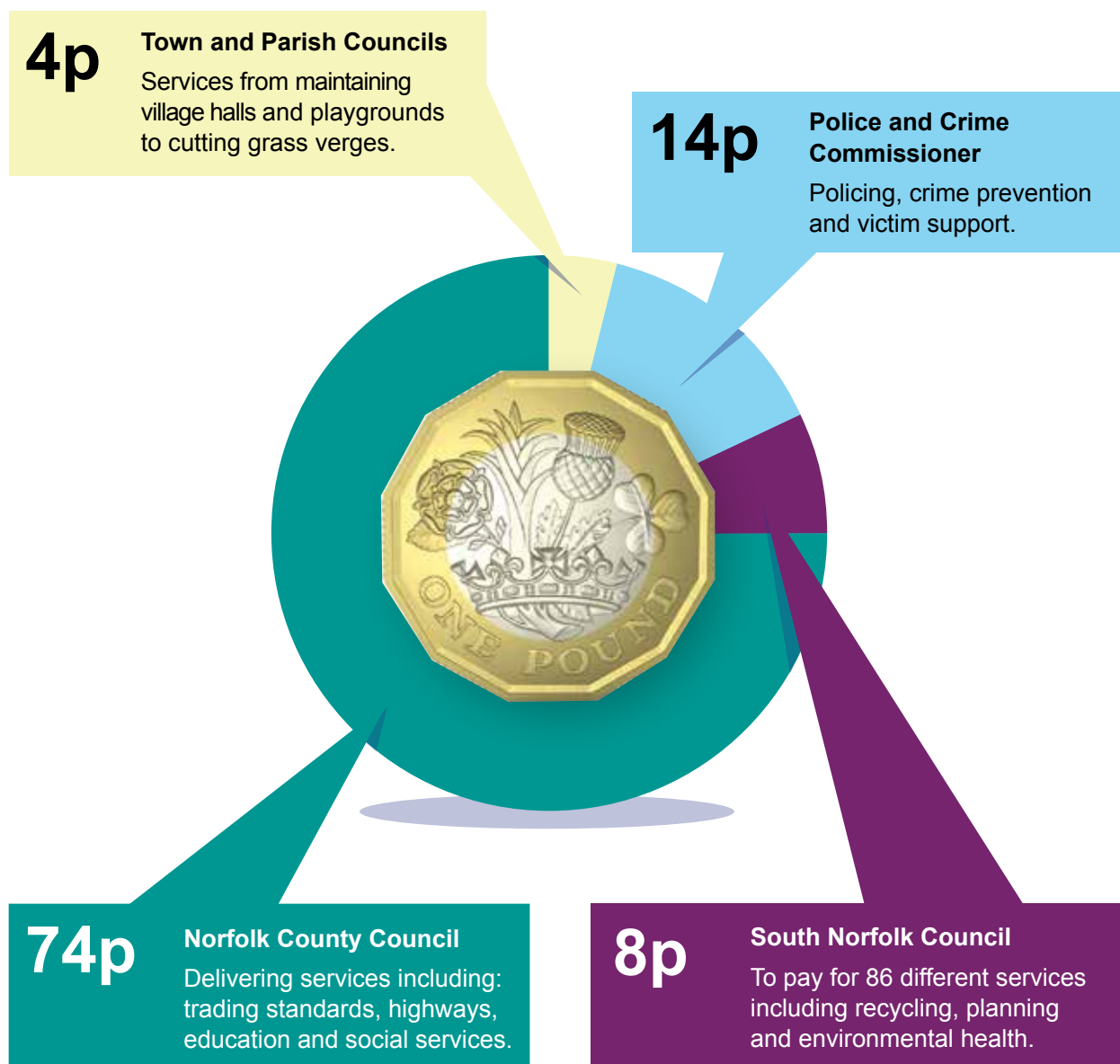
We know that the sharp increases in the cost of living has been a shock to the pockets of many of our residents and that for many it has become harder than ever to make ends meet. Our Help Hub is there for our most vulnerable residents, but the Council understands that everyone could do with a little extra help.

Our move to the Horizon Centre will allow us to save the taxpayers of South Norfolk millions of pounds. The much lower running and maintenance costs of our new building will provide huge savings

and future increases in energy prices will also be offset thanks to the solar panels that are already installed on the building.

These savings can be reinvested into the services that really matter to you and those savings will also enable the Council to freeze our share of your Council Tax for next year.

The move to the Horizon Centre will also dramatically decrease the Council's carbon footprint by a massive 84% putting us on track to achieve Net Zero well ahead of the government's target date of 2050.



Unblocking development

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.

Since March 2022 South Norfolk Council has not been able to grant planning permission for any house 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, a government body, imposed the building restrictions because of concerns that the nutrients contained in the wastewater produced by new homes was entering the watercourse and contributing to pollution in the River Wensum and parts of the Broads.

Natural England has told the Council that building cannot start again until builders and local authorities, across the country have come up with new ways to address the issue and achieving 'nutrient neutrality'.

High levels of nutrients is a problem that has affected many areas of the country but now, working with Anglian Water and the other Norfolk authorities, we have taken the lead in finding an innovative and proactive solution to the issue.

The Council is helping establish a joint venture company to work with our partners to secure projects that will help reduce the nutrient levels in our most important waterways. Doing this will enable local councils to restart the planning process and deliver the much-needed growth for the area.

Cabinet member, Lisa Neal said: "We welcome this significant progress and are pleased to support 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. Or improvements to wastewater treatment plants which strip out nutrients from our foul water.



“

We welcome this significant progress and are pleased to lead on the establishment of this Joint venture Company

Cllr Lisa Neal

This mitigation will be divided into 'credits' which will be sold to developers to offset the additional nutrients arising from their proposed houses. This will enable our local business to start building the new homes we need."

Planning decisions have been delayed and work has stopped on sites across the country. We have come up with a solution that will enable builders to get back to work.

Funding for local projects

“

The ambition shown in the list of projects put forward for investment shows the extent to which the GNGB is making real improvements for residents and visitors.

CLlr John Fuller

Nine projects across Greater Norwich are in line to receive more than £10 million in funding from the Greater Norwich Growth Board (GNGB).

Investment in the projects, based in South Norfolk, Broadland and Norwich will attract match funding that will boost the total amount of money being invested to just under £27 million.

The projects being funded in South Norfolk include; a cycle route between Hethersett and Norwich Research Park, access improvements to the Roman Town at Venta Icenorum, a new country park in Cringleford, access improvements to Queen's Hills Country Park in Costessey, improved access to Hethel Technology Park and a new village hall in Easton.

Councillor John Fuller, Leader of South Norfolk Council and Chair of the Greater Norwich Growth Board, said: “The ambition shown in the list of projects put forward for investment shows the extent to which the GNGB is making real improvements for residents and visitors.

“The forward thinking demonstrated in our unique agreement to pool Community Infrastructure Levy (CIL) receipts makes major development possible in Greater Norwich. This investment will ensure that essential infrastructure is delivered alongside housing growth, giving our local

communities long-lasting benefits that will make a positive difference to their lives.”

The project to improve access to Hethel has been awarded £5 million. This will deliver a new roundabout on the Wymondham Road and a brand-new road, with footway and cycleway which will open up and provide access to employment areas, both new and existing, in Hethel.

These improvements will allow tenants to expand their operations and will enable continued economic growth, delivering more than 800 new high value jobs. There will also be increased opportunities for apprenticeships, graduate placements, and new skills within the advanced manufacturing and engineering sectors.

In Easton a project to build a new village hall received £505,000.

The multi-use facility will vastly improve recreational options for residents in the village and the surrounding area and help to build and support a thriving local community.



Just over £150,000 has been allocated to Queen's Hills Community Park.

The Roman Town, Venta Icenorum has been awarded £153,000. This project will upgrade and expand the car park by 2,000sqm,

The extension will help solve the problem of visitors parking on the road, reducing the risks to road users. There will also be a new height security barrier to prevent entry overnight. There will be allocated bays for disabled visitors (Blue Badge holders). The work will also include two new electric vehicle charging points. New parking bays for at least 12 bikes will be included to encourage cycling to the site. Finally, a new oak gazebo will be built at the entrance to act as a meeting point for visitors, hold information boards and provide some shelter in bad weather.

You can find information about all of the projects that have received funding by visiting our website.





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 to apply 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

Business Award winners announced

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

BROADLAND & SOUTH NORFOLK
Business Awards 2023

11

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

South Norfolk Council's Cabinet Member for Stronger Economy, Councillor Lisa Neal, 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 and I would like to congratulate our very worthy winners."

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 in both districts and the part they play in their communities.

Congratulations to all our winners 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

South Norfolk Pub of the Year, sponsored by Pub is The Hub

Winner: The Fox and Hounds, Great Moulton

South Norfolk Retailer of the Year, sponsored by Big Sky Living

Winner: Church Farm Shop, Hethersett

Highly Commended: Norfolk Football

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

South Norfolk 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 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 Help Hub's services to over 1,500 people in South Norfolk 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 consult their GP with problems that are primarily social and a substantial proportion of health outcomes are also determined by social factors. 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 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.

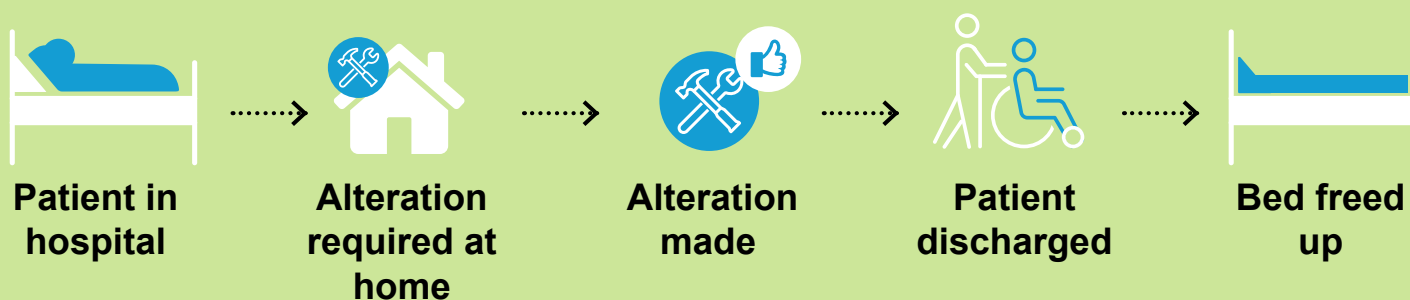
The District Direct team can quickly address these issues allowing people to leave hospital.

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 as well as on the wards to help prevent unneeded

admissions as well as helping with discharges.

If you'd like to contact the Help Hub, please call 01508 533933.



Providing real help

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.

Our Household Support Fund has already distributed £300,000 and supported over 1,300 households to address financial hardship.

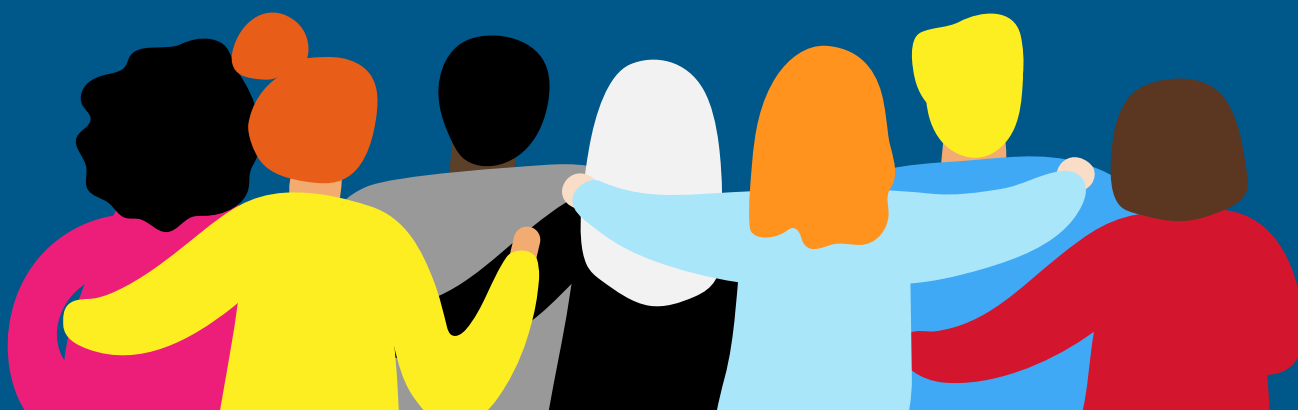
The Household Support Fund provided grants to address severe financial hardship generated by rising costs of living. It supported residents with essential costs such as energy, heating oil, water bills and other household bills.

South Norfolk Council Cabinet member Alison Thomas said: "We don't want any of our residents to be in financial difficulty. If you are struggling to pay for your household bills, please contact us and we may be able to help."

If you or someone you know needs help please contact the Help Hub by calling 01508 533933 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 and provided 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 over 600 low income and fuel poor households.

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

Cabinet member, Alison Thomas 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."

This 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 while shifting our focus to low carbon solutions to improve the energy efficiency of low Income households. This supports our commitment to net zero by 2030.

Since 2018, 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.



Harleston Town Centre is open for business

“

We are very proud of our market towns and our vibrant local economy.

Cllr Lisa Neal

Work on the £1 million investment to improve the town centre of Harleston is now complete.

The last barrier has been packed away and residents and visitors to historic Harleston can now enjoy a beautiful market town, where sightseeing, shopping, meeting friends and eating out is an even greater experience.

The market place can once again be used to hold the busy schedule of town events and street markets and, when not in use, provides a communal space to relax.

The Thoroughfare now boasts pavements wide enough to allow shops and cafés to spill out and create an inviting and attractive streetscape, all with the reduced traffic making it a safer and more pleasant place to be.

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 the unique characteristics of our market towns 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.” 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.

The project partners have 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.



Free family drop-in sessions

We are offering free family drop-in sessions to help support the health and wellbeing of our residents.

The Council is providing space for families at both Wymondham and Long Stratton Leisure Centres to enjoy some family time in the warm and take part in some fun activities. Food and drink will be available with a sandwich and a drink costing just £1.50.

South Norfolk Cabinet member Alison Thomas said: "We know that the cost of living crisis is making things difficult for some of our residents. Our Help Hub is doing wonderful work to support people in need but this situation requires a whole Council response and so we are providing even more support through our leisure centres. If you or someone you know is struggling, give us a call on 01508 533933 and we will do all we can to help."

The offer is for families and a parent or responsible adult will need to be present.

The Council will also be helping by offering free showers in our three leisure centres. Residents will be able to have a hot shower and, if needed, hair and body wash will also be made available.

A food swap scheme is also being introduced and baskets will be placed in the centres for people to drop off any extra non-perishable food and this food will then be available for those who need it. Pet food will also be included.

Wymondham café is also part of the Too Good to Go scheme. People can download the app and buy any surplus food from the café at reduced prices. Long Stratton café is currently applying to join the scheme.

Leisure
South Norfolk
COUNCIL

The drop in sessions will run until 30 April 2023

Long Stratton Leisure Centre
Tuesdays and Thursday -
4pm to 5pm

Wymondham Leisure Centre
Wednesday, Thursday and Friday -
4pm to 5pm

Activities include:

- Arts and Crafts
- Short Tennis
- Badminton
- Basketball

Suitable child age ranges are 5 to 16 years and appropriate footwear must be worn.

We are also offering free swimming sessions at Diss Leisure Centre – Fridays 4pm to 6pm (main pool only).

“

This work at Kett's Park continues to show our ongoing commitment towards improving our public sports and leisure facilities.

Cllr Richard Elliott



Revamped tennis courts are a smash hit

Our newly re-surfaced tennis courts at Kett's Park, Wymondham, have reopened and are proving a hit with residents and the local tennis club.

In addition to the resurfacing work, we have built a fourth court that will also be used for netball.

New energy-efficient LED floodlights have been installed

so players can enjoy the courts throughout the winter.

The £150k upgrade was funded by the Greater Norwich Growth Board through the Infrastructure Investment Fund.

South Norfolk Councillor Richard Elliott and Portfolio Holder for Customer Focus said: "This work at Kett's Park continues to show our ongoing commitment towards improving our public sports and leisure facilities and inspiring our communities to lead active and

healthy lifestyles. These latest improvements to the tennis courts will result in high-quality tennis provision for Wymondham Tennis Club and local residents to enjoy."

Simon Spanyol, Club Liaison Officer at Wymondham Tennis Club (based at Kett's Park) said: "We have just had our first club night back at Kett's Park, which was very well attended. Everyone agreed that new courts look fantastic and play really well.

"We wish to say a big thanks to the Greater Norwich Growth Board for funding the project and also to South Norfolk Council, who accommodated us at Framingham Earl Sports Centre, while the work was taking place".

To book the tennis courts at Kett's Park, go to: Wymondham Tennis Club website.

For netball booking enquiries, please contact Kett's Park directly on 01953 423469.



**Greater Norwich
Growth Board**

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.

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

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

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 means 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."

Cabinet member, Councillor Lisa Neal said "The team works hard

to support businesses in what continues to be a challenging economic environment. I urge all businesses in South Norfolk 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 South Norfolk 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. Our Managing Director Trevor Holden and Cllr John Fuller OBE also spoke about the business support we offer and how we are investing in Broadland and South Norfolk's future.



**SAVE
THE
DATE**

The next Business Breakfast is Wednesday 15 March 2023
June, October and December dates to be confirmed.





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.

The Council's 'life-changing' 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.

Not only do we help evolve people and their skills, but we also harness their talent and this year, nine 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 2020 and has found a way to merge her creativity with her new passion.

"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.



Care about South Norfolk

Keeping South Norfolk 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 your householder's duty of care

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

- Ask to see their waste carrier licence issued by the Environment Agency. Anyone removing waste from your property must have a licence. To check 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 numbers of any vehicle used by a private waste carrier to take your waste away. If waste is found dumped illegally and traced back to you, investigators will have more information to 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 South Norfolk looking the best it can be at all times.



Download

Our Bin Collections app



21

Almost 12,000 residents have already downloaded our 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.

Cabinet member, Councillor Graham Minshull 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 SNC.

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

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



Scan me

Recycle, reuse events are back

We have recently relaunched our hugely popular electrical recycling events that were stopped during the COVID-19 pandemic.



The first was held in Diss and then a second in Wymondham. At the events we collect unwanted small electrical items such as hoovers, lawnmowers, kettles, toasters and TVs. These are then recycled rather than being thrown away.

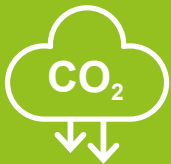
Both events were extremely popular with a combined total of over 1,200 different items collected. All the items were taken to be recycled and the component parts used to make new items. Look out for our next event which will be advertised on our website soon.



Our plan for a brighter future

South Norfolk 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



A low carbon council

We've reduced carbon emissions by over 700 tonnes since 2018/19.



New technologies

By installing air source heat pumps at Long Stratton Leisure Centre, we were ahead of the curve – reducing our emissions and our dependence on fossil fuels.



Moving with the times

Our decision to close South Norfolk House and move to the Horizon Centre will hugely reduce our emissions by approximately 200 tonnes a year.



Forensic insight

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



Charging forward

Our market town car parks have been outfitted with electric vehicle charging points, with a new contract in place to update and extend this even further.



Strategic foresight

Our new draft delivery plan and strategy lays out even more ambitious climate action targets – strengthening our progress towards Net Zero.



Green investment

We have secured funding for a hugely impactful 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 Broadland District Council, University College London, and the University of East Anglia – it will focus on and increasing biodiversity.



Super solar

We will be installing solar panels on our leisure centres – generating our own electricity will dramatically reduce our energy costs and will further reduce our emissions by approximately 100 tonnes a year.

Easter bin dates

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

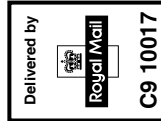
Tuesday 11 April

Wednesday 12 April

Thursday 13 April

Friday 14 April

Saturday 15 April



If this item is undelivered or for postal address:
South Norfolk 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