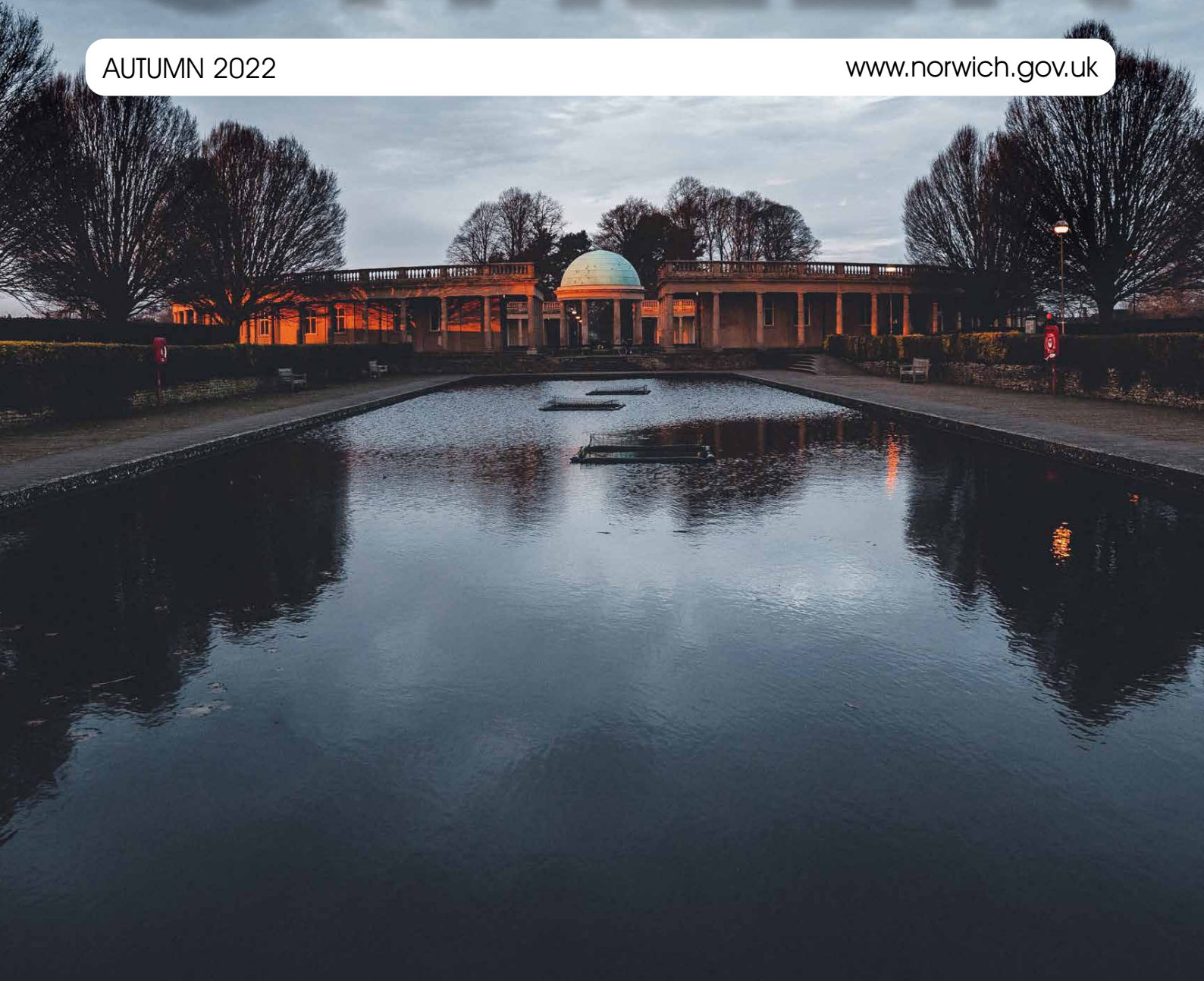


NORWICH

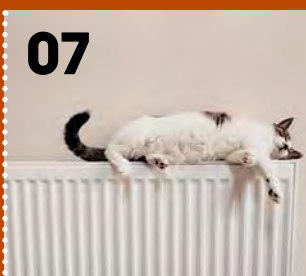
CITIZEN

AUTUMN 2022

www.norwich.gov.uk



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Ambitious plans for
biodiversity in the city



NORWICH
City Council

Vaccination centre at City Hall

**City Hall's customer
centre is now the main
Covid-19 vaccination
site in Norwich.**

The centre is open seven days a week:

- 8:30am to 4pm, Monday, Tuesday, Wednesday, Friday, Saturday and Sunday
- 8:30am to 7:30pm on Thursdays

The entrance to the centre is via Bethel Street only.

To check whether you are eligible for a walk-in or booked appointment visit www.norfolkandwaveneyccg.nhs.uk

For more information, visit www.norwich.gov.uk/Covid19

Contacting Norwich City Council

www.norwich.gov.uk

You can access a range of council services, make payments and book appointments online.

Telephone payment hotline (24 hour): 0800 021 7784.

Out of hours emergencies: 01603 412180

Text Relay users only (for people who are hearing impaired): 18001 0344 980 3333. 8am to 5pm, Monday to Friday.

POST Norwich City Council, City Hall, Norwich, NR2 1NH



CITIZEN

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“An article on budget challenges in this issue shows that rising inflation has also created a cost of living crisis for the council. We are not alone.”



Message from the leader, Alan Waters

It will be no surprise that this issue of Citizen has prominent content on the rising cost of living and the work the council is doing, with a network of partners, to provide as much help as possible to ease the hardship that many residents are experiencing.

On the same theme, an article on budget challenges shows that rising inflation has also created a cost of living crisis for the council. We are not alone. This is a national issue. All sectors across the UK are feeling the squeeze.

How did we get here? There are many factors – some long term, for example the response of governments to the fallout from the financial crisis of 2007-08. Alongside more immediate causes – the impact of Covid-19 and the conflict in Ukraine.

It raises the question about how well are we able to respond to unpredictable times. The mid 20th Century economist, John Maynard Keynes, was pessimistic about an ability to bring fresh thinking to the table.

Given our current circumstances, there are a lot of economic ideas being bandied around as possible solutions. Some are on the grand scale, some look to the past, some draw on mathematical models. What we usually remember are catch phrases like ‘no pain, no gain’. An economic theory, that perhaps sees the existence of food banks and poor wages as building blocks to a better economy.

Focusing at the local level can be a source for fresh thinking to the problems we currently face. This has been the approach of the Norwich Good Economy Commission (NGEC). It's a partnership between the city council and the UEA, asking people about their experience of whether the economy works for them and any improvements that should be made. Using this and other evidence, NGEC is shaping practical policies designed to create a good economy for everyone. Let's hope this model catches on.



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Norwich City Council



Norwich City Council

NEWS / in brief

Cashless car parking

All city council pay and display car parks now have a cashless option so you can pay by card (contactless) or cash.

If paying by card, please read the instructions on the machines before using and press the blue plus sign (+) to get started.

www.norwich.gov.uk/parking

Award winning green spaces

Norwich's much-loved parks and open spaces continue to be nationally recognised scooping three Green Flag Awards.

Waterloo Park, Eaton Park and Mousehold Heath were among the 2,208 places in the UK to receive the prestigious accolade and international mark of quality and standards for parks and green spaces.

It was Eaton Park's seventh win, Mousehold Heath retained the award for the third year running and Waterloo Park won for the second time.

Thanks to staff, volunteers and the community for their hard work and dedication to help us achieve this.

City travel

The latest version of the city cycle map has been published – download for free from the website www.norwich.gov.uk/cycling

If cycling is not your thing, joining the car club might be another good travel option as it provides the freedom of having a car without the expense of owning a vehicle – find out more at www.norwich.gov.uk/carclub



Affordable homes taking shape on Ketts Hill

Work has started on a £1.3 million project to build seven new affordable homes aimed at helping rough sleepers in Norwich.

The council provided the land, while Broadland Housing is constructing the houses. Combined with funding from Broadland, additional grant funding has come from Homes England via the Rough Sleepers Accommodation Programme.

The project is due to be complete this autumn.

Celebrating the return of city events

Thousands of people filled the streets in July as the Lord Mayor's Celebration returned for the first time since 2019, as residents came together to enjoy a range of entertainment, family activities and music across the weekend.



Chapelfield Gardens was given a lick of paint to get the party started.



Fun and quirky performers could be found on every corner, as well as a plethora of local talent across three live music stages.



Budding skateboarders and BMXers had the chance to show off their skills as well as learn some new ones in the transformed Chantry Skate Park.



There were plenty of happy faces enjoying children's storytelling, crown making and face painting in Chapelfield Gardens.



Sunday saw the welcome return of the Norwich Lanes Summer Fayre.



Huge crowds lined the streets to support a variety of community groups, schools and organisations taking part in the Lord Mayor's Procession.



Thank you!



Representatives from this year's civic charity, Home-Start Norfolk joined the Lord Mayor at the front of the procession, raising more than £1,100 for their work supporting young families across the county.

A further £200 was raised for the charity through proceeds from the Great Norwich Duck Race.

Huge, huge thanks to everyone who donated so generously!

Christmas is coming.... Lighting up the city in November

Being here for the people of Norwich during tough times



The council is at the heart of Norwich and our key priority is to serve the people of the city. Our essential services help keep the city running every day, as well as provide support and housing to those most in need.

The city council, like all local councils across the country, is now under huge financial pressure due to diminishing funding and rapidly increasing inflation. This impacts the cost of providing local services and building infrastructure such as houses.

Our budget challenge

At the start of the next financial year, April 2023, the impact of inflation alone – which is forecast to reach over 10 per cent in the coming months – will have taken a huge toll on our finances. As things stand, we need to find £6.2m of savings for 2023-24.

Our budget gap has increased rapidly and significantly because of inflation. In February it stood at about £4.3m. Since then, the gap has increased by a further £2m. This leaves the council with a total budget gap of £6.2m, with £4.2m of that relating to inflation.

How we will meet our budget challenge

By next April we have a legal obligation to set a ‘balanced budget’ – this means ensuring the amount we spend doesn’t exceed the money we have coming in.

“As things stand, we need to find £6.2m of savings for 2023-24.”

We have been proactively managing our ‘reserves’ (ie our savings pot) – something which allows us to help balance our books. But the financial pressures we are facing are ongoing and simply too great to be able to close the budget gap just from reserves alone. This means we’ll have to take some potentially tough decisions to cut costs or bring in more income.

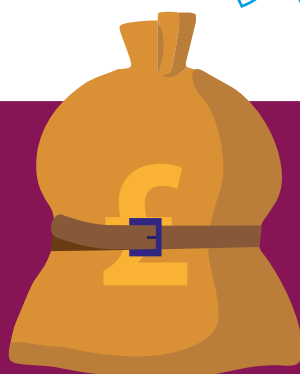
We’re working hard to identify additional ways to find all the savings and income we need to set a balanced budget for next year. This will involve making some really tough decisions on the services we currently provide as well as how we provide them.

Alan Waters, leader of the council said: “We are doing all we can to maintain a budget to support our city. In addition to inflation, the cost-of-living crisis means people are relying more than ever on the council’s services.

“We desperately need the government to provide more funding to help councils ride out the storm although there is currently no sign of them doing so. This leaves us facing some very difficult choices about the services we provide and the things we prioritise.”

Next steps

Ahead of next February’s budget council to set and agree our finances for the next financial year, we will be publishing a budget survey so we can seek your views on our spending plans.



Help with the cost of living

The rising price of essentials like energy, food and fuel means many households are struggling with the rising cost of living. Find out what support is available to help.

Keeping warm

In the winter months pensioners can get between £100 and £300 to help pay heating bills. This winter, they will also receive an extra one-off £300 Pensioner Cost of Living Payment, which will be paid as an automatic top-up to the Winter Fuel Payment.

A Cold Weather Payment of £25 extra a week will also be paid automatically to those receiving certain benefits during the winter when the temperature is zero or below for more than seven days.

Making your home more energy efficient, with changes like improving insulation or upgrading your heating system can help reduce your energy bills. Under the government's Energy Company Obligation (ECO) scheme, your energy supplier may provide funding for these upgrades.

For more information and impartial energy advice, head to:
SimpleEnergyAdvice.org.uk

Extra help with rent

People who claim Housing Benefit or Universal Credit, and need additional temporary or one-off help with paying their housing costs, can apply for Discretionary Housing Payments (DHP).

These payments help with a shortfall in rent where Housing Benefit doesn't cover the full amount. DHP can also help with removal, deposit or rent-in-advance costs where someone has to move and isn't able to afford these.

The funding we have to make these payments comes as a one-off lump sum from the government and it is strictly limited.

Visit the 'Benefits and support' pages of our website **www.norwich.gov.uk** to apply or to see other benefits you might be entitled to.

Energy bills support

Following on from the Council Tax Rebate, which has seen households in Council Tax bands A-D receive £150 to help with rising energy bills, further support will be provided by the government this autumn through the Energy Bills Support Scheme.

From October, all homes with a domestic electricity connection will receive a £400 grant which will appear as a credit from your energy supplier. This should come as an automatic payment, you do not have to apply for it or contact your energy supplier. You will not have to pay this back, as it is a grant and not a loan.

Are you entitled?

Are there payments, grants or benefits you could be entitled to and are not claiming?

Use independent benefits calculators to find out what you could be claiming.

Turn2Us.org.uk
EntitledTo.co.uk



Reimagining Heigham Park



It's come a long way since 1924 as the first historically significant Arnold Sandys-Winsch designed park in Norwich, but Heigham Park continues to serve the local community with facilities and beautiful open spaces.

Here are just some of the projects we're working on this year.

Game, set and match!

Featuring three modern, hard surfaced, floodlit courts, the new tennis facilities were opened at Heigham Park in July and have been serving up a treat for all budding Wimbledon stars.

With accessibility and affordability as the primary focus, these courts really are for everyone and build on the success of our other Norwich Parks Tennis facilities across the city.

This project was made possible by funding from the Greater Norwich Growth Board (GNGB).

Councillor Adam Giles, the council's cabinet member for community wellbeing, said: "The city council is proud of its record for improving facilities for our residents and investing in our much-loved parks.

Leader of South Norfolk council and chair of the GNGB, John Fuller, said: "The GNGB understands the need to deliver important social projects like this alongside our planned new homes and jobs."

"It's been quite a journey to get to this point and a lot of hard work in the face of some tough obstacles to deliver these fantastic community facilities."

The courts are managed by Norwich Parks Tennis
www.NorwichParksTennis.org.uk

Pavilion rebuild

Work to reconstruct the tennis pavilion has started following a fire in 2019 which gutted the small building and destroyed the ornate thatched roof.

The plan is to replicate the structure of the original building and salvage some of the undamaged materials. Where not possible, templates will be taken, and the joinery replicated to match. A specialist thatcher has been hired to rebuild the roof.

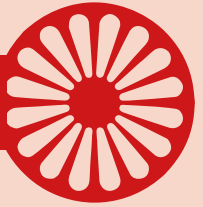
Getting your views

We'll soon be asking for your comments on proposals for the grass area next to the new tennis courts and the old bowls green. Draft plans are still being developed with key partners and will seek to enhance biodiversity.

Finishing flushes

A new modern toilet block will also be built which will include an accessible toilet and baby changing facilities.

A welcoming city for every community



Thirteen new pitches for the Gypsy, Roma and Traveller communities have been added to the existing site on Swanton Road to help meet a growing need.

The pitches have space for two caravans and access to utility connections. Day rooms, with kitchen and bathroom facilities, have also been built bigger than before and designed to modern energy efficiency standards to reduce fuel poverty.

These will initially be offered to current residents to allow for the older site nearby to also be refurbished.

The council worked with Broadland Housing to secure funding and gifted them the land for the construction.

Councillor Mike Stonard, cabinet member for inclusive and sustainable growth, said: “This new site provides vital modern facilities and living spaces, and it’s fantastic to see these pitches now in use.”

Michael Newey, chief executive officer of Broadland Housing, said: “One of the biggest issues behind discriminatory attitudes against these communities is the lack of authorised places for them to stay. I’m very proud that Broadland Housing is providing a small part of the solution.”

The latest Gypsy and Traveller Accommodation assessment across the Greater Norwich area (Norwich, South Norfolk and Broadland councils) for 2022-2038 was published in June – read the draft report online at www.gnlp.org.uk



The new pitches and facilities at Swanton Road



Get hitched at The Halls



Already one of the city's best kept secrets when it comes to wedding venues, The Halls in Norwich is now able to offer wedding ceremonies outside as well as inside at its unique, historic setting.

The perfect setting – the choice is yours

The Crypt and Becket's chapel (up to 50 guests)

Becket's Chapel is the ideal spot for a rustic wedding. Hidden underground until the mid-1950s, Becket's Chapel is an outside covered area – perfect for a summer wedding ceremony with up to 30 guests.

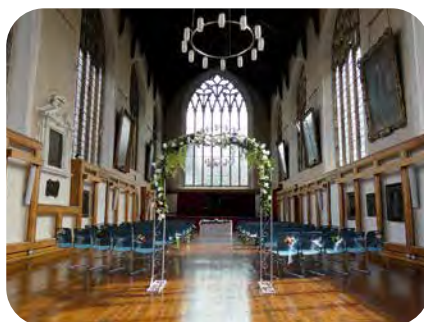


The Crypt is the oldest part of the venue, with its red brick vaulted ceiling, this is the perfect space for a small and intimate wedding.



Blackfriars (50 to 200 guests)

This large but inviting setting has seen many couples tie the knot over the years. Its vast windows allow natural light to spill in and guests will be treated to the largest collection of civil paintings of former Norwich Mayors and an original portrait of Admiral Horatio Nelson painted in 1802 by Sir William Beechey.



St Andrews (50 to 700 guests)

If it's a grand entrance you're looking for, the stunning medieval doors of St Andrews will not disappoint. Perhaps the most well known space in The Halls, St Andrews can be transformed into a beautiful setting for your wedding breakfast, offering different styles of seating and table plans, comfortably seating up to 500 guests.



Why choose The Halls?

- **Competitive pricing** – options start at just £125, with maximum hire for ceremony and reception £2,640.
- **City centre location** – perfect for photos around Norwich and plenty of parking nearby.
- **Bespoke packages** – our flexible approach means your special day can be truly individual.

Optional extras

The Nelson Bar – a fully licensed bar

Next day clean-up/collection

Flower arches

Decorations

Next steps?

Get in touch to book a visit by emailing TheHalls@norwich.gov.uk or calling 01603 628477.

To find out what's on at The Halls and how you can book all these spaces for events, meetings and conferences, visit www.TheHallsNorwich.com

Your feedback on Citizen magazine

We've now had the chance to take a closer look at all the feedback you gave us about our residents' magazine, Citizen.

So, a very big thank you to all 943 of you who took the time to share your thoughts via our survey earlier in the year.

The responses we gathered can largely be split into two main categories – statistics and comments.

Here are some of the key stats at a glance...

- 78% read every issue/ most issues; 11% read it occasionally; 11% never read it.

- 69% read all/most of the magazine; 21% read some of it; 10% read none of it.

- 82% find the content very/ to some extent useful; 19% don't find it useful at all.

And here is a representative sample of some of your comments...

It's nice to get things through the post about your local community, although I appreciate the benefits of going fully digital.

I like reading it with a cup of tea, I see it as a little treat.

I think it's great having magazines with good positive articles in about the city away from all the negative news.

Ask people for preference, instead of blanket posting a hard copy. Would reduce costs if more people prefer online communication, with option of hard copy available.

In a time where everything is digital it is useful and engaging to get something informative that is not junk mail through the door.

I would be in favour of NCC stopping this magazine entirely in order to save public funds.

Your print fonts are very reader friendly... this from an 88-year-old with quite good eyesight.

Very attractive layout and relevant engaging content. Always read it from cover to cover.

I like to have the physical magazine, but online would probably be more environmentally friendly.

Although I prefer a printed copy, the paper seems very good quality so my suggestion would be to reduce the quality and weight of the paper.

I am happy with online however people without computer may miss out.

We will use your invaluable feedback to help shape our next steps on how we will use our various communications channels to engage with and keep our residents informed about all the things the council does for residents.

Tackling fly-tipping and trade waste issues in the city



As the city's streets fill up once more with people out enjoying shopping, socialising and some big events like the Lord Mayor's Celebration – keeping Norwich looking clean and inviting has become one of our top priorities.

Teams from the city council and Norwich City Services Ltd (NCSL) are carrying out a programme of work to clean up the city, including targeting littering hot spots, pressure washing streets and increased emptying of bins in the city centre.

They are also working closely with businesses, asking that trade waste is only put out for collection at specific times of the day to help keep streets clear.

Councillor Cate Oliver, the city council's cabinet member for environmental services said: "We know there have

been challenges with keeping the city clean following the Covid-19 lockdowns so we've been working hard with partners to make sure it's brought back to its vibrant and beautiful self.

"Our teams are heading out more often and doing more targeted work in cleaning and clearing litter, but it would be really fantastic if everyone could play their part to help make Norwich shine."

- Please keep us updated by reporting any street issues, such as litter and fly-tipping through our website www.norwich.gov.uk/report

- If a litter bin is full, please put your litter in the next available bin or take it home with you to dispose of

- If you would like to carry out a community litter pick, equipment is available to hire through Lumi www.lumi.org.uk

As part of its clean-up work, the council is also dealing with fly-tipping issues in the city. Following a survey on the topic in June, public support for the council's proposed measures to tackle the issue included the following:

- Possible new app for reporting fly-tipping
- Review charges for collecting bulky items for residents on low incomes and Universal Credit
- Pre-Covid enforcement arrangements for fly-tipping are re-established and expanded to include the use of CCTV
- Ensure the full range of enforcement powers, such as fines, are being used effectively
- Improve communication between the council and its waste contractor Biffa

Any measures which have cost implications will be taken to Cabinet later this year.



London Street before pressure washing



London street after pressure washing



Waste and recycling news

Help keep our crews safe – please don't put your batteries in the bin

A few small fires have started in our bin lorries due to discarded batteries, so we are asking for your help to keep our crews safe.

Please do not put batteries in your waste or recycling bin, as they can cause fires when in the back of our lorries. Instead, you can dispose of them safely by either using our battery collection service or the battery recycling bins at shops and supermarkets. This includes the flat, cell batteries.

You can put batteries out in a separate bag next to your waste or recycling bins on collection day and, space allowing, our

crews will pick them up. If they aren't picked up that week, please take them back inside and put them out again on your next collection day.*

Norfolk County Council's Household Waste Recycling Centres also accept batteries.

Councillor Cate Oliver, the city council's cabinet member for environmental services said: "We're proud of how much you can recycle from home in Norwich. The city council offers a special battery recycling collection service, alongside our weekly collections of textiles and small electricals.

"Please make the most of these services and help keep our crews safe while they go about their work."

* Please note, we do not currently run the battery, textile and small electricals collection service in areas with communal bins.

Other collections we offer

Did you know that as well as picking up batteries, the city council runs collections for unwanted textiles and small electrical goods?

Please place unwanted or broken small electricals (no larger than 35cm x 40cm) in a standard-sized carrier bag (not a black bin bag) and place it out next to your waste or recycling bin on collection day*.

Examples of small electrical items we accept:

- mobile phones
- electric toothbrushes
- chargers
- cameras
- hair dryers
- shavers
- electronic toys and games

In a separate standard-sized carrier bag, you can put any unwanted textiles out next to your bins on collection day.*

Examples of textiles we accept:

- clothing
- shoes (tied in pairs)
- sheets
- towels
- household linen and fabrics

A full list of the items we accept for textile and small electrical collections can be found on our website www.norwich.gov.uk/recycling



Retail bounce back in Norwich following Covid-19 lockdowns

The retail monitor survey, carried out by Norwich City Council in March this year, shows the number of empty shops in Norwich is falling, the number of shoppers is increasing, and spending is also up on pre-pandemic levels.

Smaller shops, such as those in the Norwich Lanes, also continue to thrive, with even lower vacancy rates than the rest of the city.

Councillor Mike Stonard, the city council's cabinet member for inclusive and sustainable growth said: "This report shows Norwich remains a vibrant shopping location, which continues to attract investment, despite the effects of the Covid-19 pandemic.

"Along with many other industries, retail in Norwich has experienced a difficult time, but the picture two years on is looking much more positive.

"Alongside this, the city council continues its investment in public space improvements – such as Hay Hill and the eight Town Fund projects, to ensure Norwich remains a key destination and one that people want to spend time in."

The report is an update to the last retail monitor, carried out by the council in July 2021 – when there was a significant rise in vacant shops from 10.1% in October 2019 to 14.1% in July 2021.

The shop vacancy rate is now 13.8%, which compares favourably to the national rate of 14.1% and it is hoped this will continue to fall, as Norwich sees ongoing investment from larger companies and more independent start-ups.

Examples of this include:

- The Royal Arcade, which has recently changed ownership
- Independent businesses moving from Norwich Market into shop space in the city centre
- Morrisons moving into the former Topshop building
- The redevelopment of the former Tesco Metro on Gaol Hill into a hotel and retail use
- Further planned investment in both Chantry Place and Castle Quarter

Discover Norwich Market this autumn



Norwich Market

With the change of season, what are you most looking forward to getting from Norwich Market? Warming pies, curries or noodles, classic burgers and pizzas, a cuppa with a delicious cake or good old bacon bap?!

You can always be sure to grab local seasonal or specialist produce from the fruit and veg, cheese, meat and fish stalls, and don't forget the flower and plant stalls. You all know our beer, wine, coffee and tea experts are on-hand to help you find your new favourite tippie or brew, and which stalls to get your niche and speciality ingredients.

It's a fantastic time to get those well-loved boots or shoes reheelled or update your winter wardrobe with a visit to some of

the clothing, bags and accessory stalls. Buying from our vintage outlets is not just kinder on the purse or pocket, it means you're more likely to find a more individual one-off item, and it's better for the planet too.

And while we're on the subject of being better for the planet, have you seen the new recycling bins at the back of the market?

These bins are for traders use only and are part of a project we've been working on with Norwich BID to reduce the environmental impact of the market.

Traders have been working hard to reduce their waste by opting for reducing, reusing and recycling wherever possible, using sustainable packaging.

Councillor Adam Giles, the cabinet member responsible for Norwich Market said: "The city loves its market and is rightly proud of the fantastic range of goods, products and services on offer.

"If you are new to the city, why not have a browse? Even if you're a regular, there's bound to be something you didn't know was there, so I heartily recommend going and having a wander up and down the aisles and explore."

Don't forget... you don't have to keep your next discovery a secret, why not shout about it on social media using **#LoveNorwichMarket**



Annual canvass underway in Norwich

One of our responsibilities as a council is to ensure that our electoral register is complete and accurate – known as the annual canvass.

Stephen Evans, our electoral registration officer and chief executive explains more: “We want to make sure that we have the right information for every household in Norwich, so everyone who is eligible to vote is able to do so at our next elections.

“This means we have to carry out an annual canvass each year – writing or emailing residents inviting them to check their electoral registration details.

“Your right to vote on who will be making the decisions that affect all our lives is the cornerstone of a healthy democracy. And it is very easy to make sure you are able to have your say at future elections, simply check the information on the letter or email when it arrives.”

What happens if I don't return my letter or email?

The letter or email will explain if you need to respond or not. If we have asked you to respond, it is important that you do so.

If you don't, we will send you reminders through the post and one of our canvass officers will visit you at home.

Once you have registered, you will usually be able to vote from the beginning of the next month. You will receive a letter that tells you the exact date.

The electoral register – what's in it for me?

It enables you to vote at national and local elections. Our next local election will be the Norwich City Council ward elections in May 2023. The date for the next general election has not yet been confirmed, but it must take place before January 2025.

It is also a way for you to get a credit rating from Credit Reference Agencies. If you're not registered, it may impact you when applying for things like mortgages and mobile phones. This is because credit agencies use the register to validate applications.

More information at www.norwich.gov.uk/elections

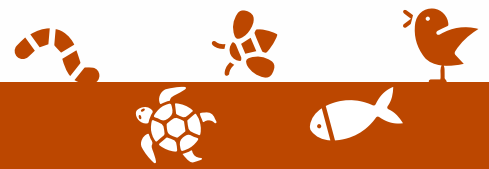
Norwich City Council annual canvass 2022



New residents

The canvass communication is an enquiry form only and response does not automatically add you to the register. You can register online at www.gov.uk/register-to-vote

You will need your date of birth and national insurance number to complete the registration.



Ambitious new biodiversity strategy proposed

Bold plans to boost biodiversity, revive Norwich's wildlife and help residents connect with nature have been proposed.

The climate and environment emergencies require urgent action, and we know that a key element of our response will be boosting biodiversity. We also recognise the role wildlife and access to nature play in making Norwich an attractive place to live and work. Our draft Biodiversity Strategy takes on this challenge, proposing a commitment to 'create a city where biodiversity can recover and thrive, halt species decline and increase species diversity and abundance by 2030'.

We are not starting from scratch – a lot of work to increase biodiversity and improve Norwich's beautiful natural spaces is already being done. We have made significant efforts to improve the quality of our local

nature reserves and wildlife sites, including securing Green Flag Status for Eaton Park, Waterloo Park, and Mousehold Heath, as well as putting management plans in place for those sites with prioritised habitats and species.

But we now want to go further and faster. One of the main objectives of the draft strategy is to develop a Nature Recovery Network across the city, to join up the natural world, connecting wild places and habitats across the city and give nature room to thrive. This could mean rewilding parts of our parks, reducing mowing on grass verges, and collaborating with whole streets of residents to increase biodiversity in their gardens and to create 'nature corridors'.

The challenge to increase biodiversity is one that we will have to tackle together and at every level. From individuals to large organisations. From our gardens and streets, to our industrial estates and new developments. Want to get involved or have an idea to boost biodiversity? Please email us at biodiversity@norwich.gov.uk

Councillor Adam Giles, cabinet member with responsibility for biodiversity, said: "We have a proud track record of success enhancing biodiversity in our parks and green spaces.

"This new strategy sets our ambitious targets to go further and faster – a key document which continues to demonstrate our commitment to put biodiversity at the centre of what the council does, support our wider aim of responding effectively to the climate emergency, and lead on educating us in the immense value of our biodiversity being able to prosper."

At the time of writing, the public consultation exercise on the draft strategy is set to close at the end of August, with the final strategy going to cabinet in November for adoption.

Investing in our city – Norwich Town Deal



HM Government

Norwich City Council was awarded a 'Town Deal' of £25m at the end of 2020 from the government's Towns' Fund to deliver eight key projects – all of which will drive regeneration alongside skills and infrastructure and jobs for the city and region. Read on to find out more...

Carrow House ready to welcome new tenants



A major milestone in the repurposing of the Carrow House complex in east Norwich has been reached, with over 25,000 square feet of flexible, low-cost office space now ready to welcome in new tenants.

Carrow House is a combination of a Grade-II listed former home of the Colman family, including an ornate Victorian conservatory, and a post World War II office building, located adjacent to Carrow Abbey and set within attractive grounds – which has now been transformed into five floors of office space.

The restoration of old Carrow House is currently underway. This will provide additional office space, as well as the restoration of the conservatory, and is expected to be complete by the end of 2022.

The refurbishment and repurposing of the Carrow House complex is a key part in the regeneration of east Norwich.

City College Norwich set to gain new advanced construction and engineering centre

A group of motor vehicle and engineering workshops at City College Norwich has been undergoing an exciting transformation this summer – made possible by £3.1m funding from Norwich Town Deal.

The major revamp will see the creation of the Advanced Construction and Engineering (ACE) centre. The new teaching and learning facilities will help ensure that students' learning keeps pace with new technologies for a low-carbon future.

The ACE centre will include a new electric motor vehicle workshop, complete with five vehicle lifts for trainee mechanics to work on electric vehicles.

The workshop will also be equipped with the latest

diagnostic and repair machinery for electric and hybrid vehicles, along with charging points and repair equipment.

Engineering students are also set to benefit from a new advanced engineering workshop. Alongside this, students will be able to hone their skills in computer aided design (CAD), using a new programming suite that will be home to 20 high-spec PCs and a 3D printer.

Work is due to be completed in time for the start of the new college year in September.



External view of the workshops which will become the new ACE Centre, with the recently opened Digi Tech Factory in the background



Work on the ACE Centre is due to be completed in time for the start of the college year in September

Momentum builds for the regeneration of East Norwich



Former Colman's site

The work to date has been driven by the East Norwich Partnership, a public-private group led by Norwich City Council and chaired by Councillor Mike Stonard.

Cllr Stonard said: “The proposals have moved forward significantly, and momentum is being accelerated by all those involved who are keen to see this vision for homes, employment and leisure realised, creating a new vibrant and sustainable urban quarter adjacent to the city centre.”

The city's east Norwich development: the biggest regeneration project in the east of England. Work on the project is gathering pace as part of our ambitious plans to breathe new life into this part of the city.

Norwich City Council's cabinet approved stage 2 of the East Norwich Masterplan in June and the project has now moved into its third phase.

The masterplan was central to driving forward the regeneration of this part of the city, providing a framework for the transformation of three brownfield sites into a new riverside, mixed use urban quarter for Norwich – offering about 3,600 new homes and 4,000 new jobs. It is one of Norwich's eight Town Deal funded projects.

The area will also deliver a community hub, providing a two-form entry primary school, health facilities, neighbourhood shops and other local services, as well as green spaces and water-based activities. The land earmarked for development is mainly privately owned, apart from Carrow House, which was bought by the city council last year.

Importantly, the regeneration will provide public access to some of Norwich's rich heritage – including the former Colman's factory site and its wealth of listed buildings.

The ambition is to create a new urban quarter, which uses low energy solutions, provides good-quality walking, cycling and public transport links to the city and the Broads and a good mix of housing types and tenures. The creation of the masterplan will also ensure flood mitigation, climate resilience and green infrastructures are designed into the proposals from the start.

The next phase of the work, led by Homes England, in conjunction with the city council, is a detailed look into the delivery of the scheme to accelerate the regeneration of this key site.

For more information about the project, visit www.norwich.gov.uk/EastNorwich

Building on our council homes legacy

Work is underway on a housing project at Bowthorpe to deliver fifty-two new homes for Norwich residents.

The properties will be a mixture of 1 bed flats and 2, 3 and 4 bed houses which will be offered as council homes to qualifying residents.

RG Carter was awarded the contract to build the homes and this summer the foundations are being laid and land preparation completed for the first homes to start taking shape next year.

Councillor Gail Harris, deputy leader of the council and cabinet member for social housing, said: "I'm thrilled that further homes will be built at this developing community in Bowthorpe to help meet the growing need for social housing in the city.

"What's even more encouraging is that they will be built to high environmental standards which will also help to provide future protection for tenants against rising energy bills. I'm very much looking forward to welcoming new tenants in 2024."

The new homes will be part of the emerging community at

Threescore, alongside new builds at Rayne Park, Trinity Gardens and Clover Hill.

The project also includes vital open spaces and a play area, and the large tree belt to the south-west of the site will be preserved as part of the development. Various footpaths and cycleways in and out of the site will connect it to the neighbouring area.

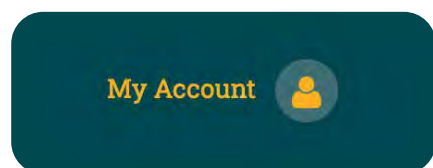
These homes are part of a larger housing scheme to build up to 1,000 properties (a mixed tenure site of council homes and properties for private sale and rent), community facilities, a care home and open spaces on the 32-hectare site.



Access all your council services in one place

Signing up to My Account allows you to quickly check your bin collection days, see who your local councillors are, track the progress of any issues you have reported to us, and much more!

You can also set up accounts for housing, benefits and council tax via My Account. This gives you much more control over how you access your claims, allows you to check balances and progress, as well as easily update personal details.

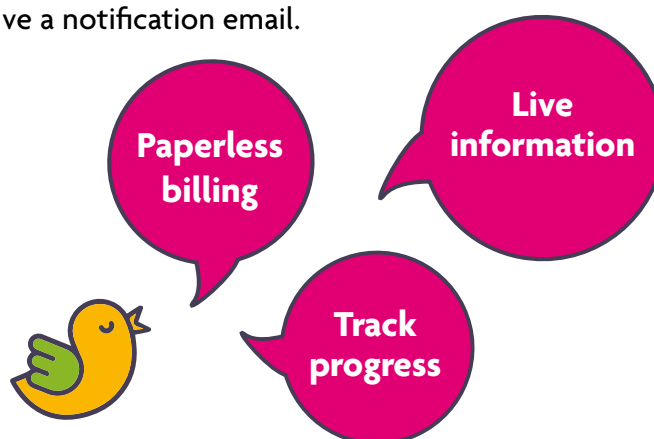


My Account – getting started

Visit www.norwich.gov.uk/MyAccount to set up, or sign into your account.

If you're setting up My Account for the first time, you'll need to confirm your identity when you receive a notification email.

Once you're in My Account, you'll need to register separately for **council tax**, **housing** and **benefits** online account services. But don't worry, once you've got them set up, you'll only need to log in to My Account to access all these services.



Online services via My Account

Council tax	Housing	Benefits
<ul style="list-style-type: none"> • View up to date account information • Check your balance, payments and bills • Update your contact details. <p>The ID you need – your keycode which can be found on your annual council tax bill, as well as your council tax account number.</p>	<ul style="list-style-type: none"> • Bid for a property and manage your application • View your rent balance – make payments and payment arrangements. • Diagnose and request a repair • Track a repair – keep an eye on progress <p>The ID you need – your Housing Online ID number – found on your rent notification letter.</p>	<ul style="list-style-type: none"> • View real time information on your claim • Sign up to e-notifications – be alerted when decision letters are available to view • View and update the information that we currently have registered for you. <p>The ID you need – your National Insurance number.</p>

An introduction from the managing director of Norwich City Services Ltd



Norwich City Services Ltd (NCSL) is the council owned company responsible for carrying out grounds and environmental maintenance in the city as well as repairs and maintenance to our council homes.

Hannah Leys has been the managing director of NCSL since January 2021 – here she tells us a bit more about herself and the company.



Hi Hannah, can you tell us a bit about yourself?

I am passionate about making a positive difference and implementing change – both internally for the company and externally for customers and have over 20 years' experience in the public sector.

A work-life balance is important for everyone, and I try and spend as much time with my young family as I can – cycling is our latest family activity which we are all enjoying.

What does NCSL's workforce look like?

We locally employ over 300 people with plans of continuous growth, aligned with high aspirations of excellent service delivery.

Environmental roles work across several service areas including grounds maintenance, tree services, cleansing, graffiti and fly tipping removal and our cleaning services. In building repairs and maintenance, we have a variety of trade roles including electricians, plumbers, plasterers, roofers, painters, and multi-trade operatives with teams working across repairs and empty properties.

What are NCSL's priorities?

One of our most significant priorities is to deliver quality services efficiently and effectively that deliver a positive customer experience.

For this coming year, the mobilisation of the building maintenance service is key for us. Our vision is to provide a service which will complete repairs on our first visit.

We are continuing to look at new ways of working to tackle the key environmental issues around our city. Although our teams are out on the streets and in neighbourhoods, we would like to ask residents to support in being our additional eyes and ears and reporting any issues through to us – the more we know, and the quicker things are reported to us, the sooner we can respond and action.

Read more about how we're tackling environmental issues and how you can help on page 12.

Find out more about NCSL by visiting www.norwich.gov.uk/NCSL

Local heroes behind social supermarkets

Norwich residents can experience a new, more affordable, way of grocery shopping thanks to the introduction of four social supermarkets in the city.

Social supermarkets are run by organisations from the voluntary sector, working with local food producers and suppliers to provide products at a lower cost than traditional supermarkets. These shops are aimed at anyone who is struggling to afford food, but there are no specific criteria for who can become a member.

The city council works closely with community groups from The Norwich Food Network, who work together to alleviate food insecurity.

Four members of the network (The Feed, Norwich Foodbank, Norwich Foodhub and FoodCycle) joined forces with the council to create an action plan for the city and so they could come together to form The Norwich Food Alliance.

One of the key actions of the plan was to create social supermarkets, so the council identified the first suitable site and offered the opportunity for local organisations to apply to be the lead partner, with the The Feed the successful applicant.

Plans for the refurbishment of the site were disrupted by the pandemic, but the doors were opened to customers this July. In the meantime, plans for supermarkets in different parts of the city were also growing.



Councillor Adam Giles, Norwich City Council's cabinet member with responsibility for community enabling, said: "With residents facing unprecedented financial challenges the city council has a vital role to play in addressing food poverty, which is why we have provided some upfront investment and support to help make social supermarkets a possibility.

"The Russell Street supermarket has a wonderful community spirit already and is a positive place for residents to socialise as well as shop.

"Once again, our local voluntary sector is going above and beyond to rise to challenges brought about by the national context and we will continue to find practical ways to support them".



Find a social supermarket

- **The Feed** –
165 Hall Road
- **SOUL Foundation**
– Mason Road, Norwich
- **ENYP** – Russell Street community centre
- **Earlham Nursery School** – opening in September 2022

Each supermarket has its own approach to pricing and membership, and may stock a different range of goods, but share a sustainable approach and desire to help those in need of a helping hand.

Through its food network, the city council hopes to find opportunities for more social supermarkets around Norwich.

To find out more, including how you can get involved through volunteering and donating, visit www.norwich.gov.uk/CommunityNetworks

PROUD TO BE PART OF YOUR COMMUNITY

The University of East Anglia and UEA Students' Union are very proud of the contributions students make to the city of Norwich. We are very proud to be part of Norwich and to support the local community.

- Our 360 acre campus is open to the public. The Green Flag Award-winning space is home to 5,793 species of plant or animal. Why not come and visit?
- We're proud that our award-winning security team responds to all incidents on campus, helping to keep students, staff, visitors and our local communities safe.
- Join us for a range of public events, often free, both on and off campus. From live music and drama to workshops, exhibitions, lectures and screenings, check out our events calendar at uea.ac.uk/events



BEING GOOD NEIGHBOURS

UEA is home to around 17,000 students, living on campus, in the surrounding neighbourhood and in the city centre. We invest in a Good Neighbour Scheme to make sure that our students are some of the best neighbours you've ever had.

There are ten principles around litter, noise and respecting the environment. We take this scheme seriously so if it's not meeting your expectations, we want to hear from you.

Simply scan the QR code to find out more and contact us.

www.uea.ac.uk/web/about/university-information/community-complaints

