

NORWICH

CITIZEN

SPRING 2024

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6



• Celebrating our
• religious and
• cultural diversity

8-9



• Charting the
• success of our Love
• Norwich initiative

16-17



• Proudly providing
• more affordable
• homes in the city



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City Council

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Norwich Citizen is designed, edited and published
by Norwich City Council's communications team,
City Hall, Norwich, NR2 1NH.

e: communications@norwich.gov.uk
www.norwich.gov.uk/Citizen

Printing: Potts Print (UK)

t: 0345 375 1875 | <https://potts.co.uk>

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You can access digital and text only versions of the Citizen magazine by visiting www.norwich.gov.uk/citizen or scanning this QR code with your smart phone.



“Your vote really can make a difference so I would encourage everyone to use theirs.”



Message from the leader, Mike Stonard

Welcome to the spring issue of Citizen. Inside you will find plenty of information to help you get the most out of your council services. There are key dates for your diary, including the Lord Mayor's Weekend – one of the annual highlights.

This year will be busy with different elections – local elections in May, the election of a Police and Crime Commissioner for Norfolk and, at some point, a general election.

Your vote really can make a difference, so I would encourage everyone to use theirs. However, the government now requires you to have photo ID to vote. You can read more about this on pages 12 and 13.

As the weather warms up, we tell you about our parks and open spaces and how they can help with wellbeing. There's also an update on the Go4Less card, which offers significant discount at Riverside Leisure Centre. Around a quarter of the city's population lives in private rented accommodation and you can

read about our work on pages 16 and 17 to raise standards and hold landlords to account, including a private renters charter.

We are all proud of our fine city and want to see it looking its best. There's an update on the council's Love Norwich campaign, which aims to crack down on fly-tipping and graffiti as well as keeping streets clean and litter free.

I am very aware that many of our residents are really struggling with the cost-of-living crisis – and the new year doesn't automatically usher in a magic solution. That's why my primary focus is on providing support for residents. This includes our 100% council tax reduction scheme, continuing our affordable warmth initiatives, building new affordable homes, and protecting tenants, to name just a few.

Equally important is continuing to address the climate crisis, further reducing CO² emissions and aiming for a net zero council by 2030 to help protect our planet for the next generations.

Hope you have a great spring!



@NorwichCC



Norwich City Council



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NEWS | in brief

The Halls renovation project

Our iconic venue The Halls is now closed to begin its extensive renovation project. Predicted to complete in spring 2025, the venue will undergo essential structural work and will be upgraded with investment in audio visual equipment and lighting, a major redesign to improve flow and accessibility, a revamp of the outside space, and an enhanced café and bar offer.

Voter ID

To vote at a polling station, you will need to show photo ID – with local elections coming up in May, make sure you have photo ID or apply for a Voter Authority Certificate! For more info, visit [ElectoralCommission.org.uk/voterID](https://www.electoralcommission.org.uk/voterID) and see more about our local elections on pages 12 and 13.

Wildflower display to brighten up Rouen Road

Norwich City Council is working with The Conservation Volunteers to transform the slopes that surround the zigzag pathway on Rouen Road into a display of wildflowers.

The annual seeds will be sown in late March. In autumn, the new annual wildflowers will be cut back, with further seed sowing to support natural regeneration in spring 2025.

Volunteers are welcome – if you would like to help create this new area, please contact Mark Webster at TCV at mark.webster@tcv.org.uk

Thomas Browne sculptures find new home

As part of the ongoing project to redevelop Hay Hill, the Homage to Thomas Browne sculptures are set to be relocated to Eaton Park.

The homage – made up of 20 pieces, including a brain sculpture and a large eye sculpture – will sit in a grassed area in the north of the park, surrounded by grass mounds and a background of trees.

To make sure everyone can appreciate the sculptures, a new interpretation board will be installed to explain the meaning behind the works, while a new path will mean everyone can access the artwork.

Save the date - summertime carnival fun

Norwich is one of the UK's leading cities of culture and, as well as organising many events for our residents, the council also works with other partners to bring a wide range of entertainment and arts to the city.

This year, we will once again run many of our most popular events, including the Lord Mayor's Weekend which will take place on July 13 and 14.

Pop a 'Save the date' in your diaries for what is one of the oldest mayoral processions in the country, offering oodles of summertime carnival fun and community spirit for all the family.

The Lord Mayor's Procession, taking place on the Saturday, will feature giant walking puppets, marching bands, acrobats and samba dancers, as well as many local groups

and organisations all decked out in fancy dress and helping to bring the exotic colours, sounds and joy of carnival to the streets of Norwich.

This year, we'd love to see many more schools and groups such as Brownies and Scouts taking part in the parade, to make this the biggest and best family-friendly event in the region – more news on this will be available on our website as plans move forward.

There will also be a full programme of family entertainment for younger children during the afternoon in Chapelfield Gardens, followed by live music for the grown-ups

in the evening – and don't forget the Great Norwich Duck Race on the Sunday.

Scheduled for later in the year is our Festive Lights Switch-on, which is pencilled in for November 14 – another date to pop in your diary!

And don't forget we have a full programme of events from independent organisers going on in many of our parks throughout the year. Keep an eye on our social media channels and also see the events section of our website at www.norwich.gov.uk/events



Youngsters enjoying the colourful fun of the procession at last year's Lord Mayor's Weekend.





Giant screen showing a message in Polish of 'Peace and goodwill to all'

Celebrating our religious and cultural diversity

As part of the council's commitment to celebrate and reflect the diversity of all communities in Norwich, we have launched a new initiative to mark a wider range of religious and community festivals.

As a first step, in December we highlighted the Jewish wintertime 'festival of lights' Chanukah (also known as Hanukkah) by lighting a Menorah on the balcony at City Hall, which was witnessed by a gathering and followed by a short ceremony with members of the Jewish community.

We also ran seasonal messages of 'peace and goodwill' to all from the balcony, courtesy of a giant TV screen, translated into six different languages to reflect the multi-cultural nature of our residents.

A few weeks earlier, when we held our popular Festive Lights Switch-

on, we welcomed contributions to the evening from multi-faith representatives, with local Christian, Jewish, Hindu and Muslim communities all taking part.

Many of our events during the year, such as our summertime Lord Mayor's Weekend, also encourage all of our citizens and visitors to respect and celebrate each other's cultures, heritage and diversity.

We are now exploring how we can further mark other key religious and cultural festivals and we will work with organisations and leaders from the community to achieve this so we can celebrate



the contribution made by so many different groups and nationalities to the vibrancy of the city.

Council leader Mike Stonard, leader of Norwich City Council, said: "Norwich has long been a city of acceptance and diversity. In building a city where everyone is safe and welcome, it is our intention going forward to mark all of the major religious festivals in Norwich. Our next step will involve developing a strategy to better reflect the key faith festivals across our communities.

"Too often politics focuses on what divides us. But what unites us – building a better city and a better world – relies on acceptance. Here in Norwich, the council can play an important role in fostering good relations between all faiths and all communities, ensuring we remain an inclusive, respectful, tolerant, and accepting place for everyone."

Pop-up stalls launch at Norwich Market

Norwich Market is an historic gem in a city-centre location, and it now has a dedicated space for pop-up stalls. Small businesses, local artisans and producers have an opportunity to test out an idea or build their brand without the commitment of a permanent lease.

The market is offering six single pitches and one double pop-up pitch which are available immediately for 14 days (Monday – Sunday for two consecutive weeks). The market has fantastic visibility in the centre of Norwich's busiest shopping district and offers an eclectic mix of goods – everything from crafts to flowers, to street food and clothing. A pop-up stall is also a perfect way for businesses to see if a full-time stall on Norwich Market will be right for them.

Each pop-up stall is part of the permanent structure of Norwich Market and measures 7.5ft deep with a 9.5ft wide frontage. They are freshly decorated, and traders will need to supply their own decorative signs and furniture. Electricity is included in the rental price.

The market operates a balance of trade policy in order to avoid too much duplication of goods and services offered on the permanent stalls. Applicants are encouraged to look at the Norwich Market stalls directory at www.norwich.gov.uk/NorwichMarketStalls or visit the market in-person before applying.

Councillor Adam Giles, cabinet member for communities and social inclusion, said: "Norwich Market is excited to offer these new pop-up units on short term two-week leases within a new dedicated area of the permanent market. Our city and county is home to so many fantastic local producers of everything from artisan food and drinks to wonderful arts, crafts, clothing and jewellery products.



Cllr Giles – cabinet member for communities and social inclusion

"The new pop-ups will bring an added flavour to the diverse talents and produce available locally"

"The new pop-ups are not intended in any way to replace our wide array of permanent stalls, but rather to bring an added flavour of the diverse talents and produce available locally, and to give an opportunity to small businesses or enterprises just starting out."

Facilities within the pop-ups do not make it possible for food to be prepared on-site, but applications from vendors of pre-packaged food would be considered, subject to their product being prepared at premises registered with a minimum food safety rating of three stars.

Applications should be made at www.norwich.gov.uk/popup. We also welcome applications from groups wishing to use some or all of the pop-up stalls for an event.

Love Norwich clean-up success

More than 170 streets, cycleways and footpaths have been cleared of litter, rubbish, fly-tipping and overgrown vegetation across key residential areas in Norwich as part of our Love Norwich campaign.

Love Norwich was launched in November 2022 to action the city council's commitment to keeping the city a clean and inviting place for residents, businesses and visitors.

The campaign also aims to build partnerships with residents and businesses to affect real change where communities can take pride in their neighbourhoods. Community clear-up events have been held in fly-tipping hot spots, with the council loaning equipment to volunteer groups.

A public consultation revealed that fly-tipping was a key concern, with 6,941 incidents of fly-tipping between October 2022 and September 2023, costing over £348,000 from council coffers for collection and disposal. A key aim of the campaign is to reduce this annual cost to taxpayers, so that money can be better spent on vital council services elsewhere.

In response, teams from Norwich City Council and Norwich City Services Ltd (NCSL), which provides environmental services on



behalf of the council, have been working on a rolling programme of neighbourhood clean-up visits to remove fly-tipped rubbish, litter and graffiti in public areas, tidy grass edging and shrubs, clean down pavements and sweep hard surfaces.

The installation of CCTV in fly-tipping hotspots is planned to help identify persistent fly-tipping offenders; while housing services are making changes to bin storage areas which attract fly-tipping. Other longer-term measures to tidy up neighbourhoods include the building of bike storage sheds and replacing a number of city centre litter bins with larger, more modern alternatives.

The council has also introduced new set hours for trade waste to be put out for collection, in a move to keep the city centre

of Norwich clean and tidy and free of bin bags, trade bins and pallets during the day.

So far, the council teams have visited the districts around Motum Road in North Earlham, Springbank in Lakenham, Heathgate and Sale Road in Crome and George Pope Road in Catton, covering a combined total of 113 roads, two cycle ways and 58 footpaths.

More than 20 tonnes of soil (greater than the weight of a double-decker bus) cleared from the edging of paths has been recycled across the city by filling holes and sunken areas on verges. In addition, 17 alleyways have been cleared by Community Payback participants.

Another six districts will be visited in the coming weeks, in a continuation of the Love Norwich programme. The work so far has already seen

a reduction in the total number of fly-tipping reports for Norwich of 30% for the period June-November in 2023 when compared to 2022.

Inspection of target areas are held ahead of visits by the NCSL clean-up teams and are conducted by councillors and council staff.

As well as identifying areas for NCSL teams to target, the inspections also give an opportunity for councillors to speak with residents to hear their views on priorities needed to enhance the area.

Cllr Mike Stonard, leader of Norwich City Council, said:

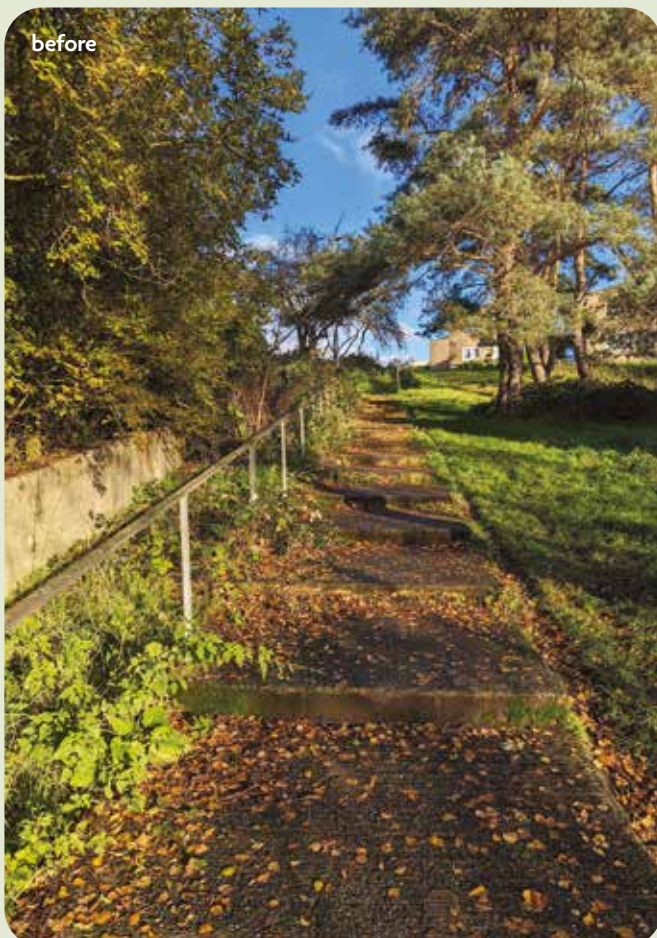
“Residents tell us they want to see the city looking its very best with clean streets and less environmental crime such as fly-tipping and graffiti. The money the council is forced to pay for clearing up fly-tipping, deliberately left on our streets

by irresponsible people, is money which would be far better spent on other vital public services.

“We are all responsible for making the environment we live in a better place and we know Norwich has a great community spirit, so we would urge everyone who lives and works here to be vigilant and do their bit by working with us – and we thank everyone who is already doing this.”

To find out more about Love Norwich, including how to report fly-tipping and graffiti and seeing how you can help keep the city clean, visit www.norwich.gov.uk/LoveNorwich

“ 95% of fly-tipping that is reported to the council via its website is cleared within 24 hours ”



Future of Riverside Leisure Centre secured



Places Leisure

Part of Places for People

Norwich City Council and Places Leisure have put pen to paper on a new deal that will see the company continue to manage Riverside Leisure Centre until March 2029.

The venue, which has been run by Places Leisure on behalf of the council since 2013, has bounced back strongly after it was forced to close during the Covid-19 pandemic. Over the past year, membership numbers have surpassed pre-pandemic levels and 350,000 visits were recorded.

This positive news stands in contrast to the national picture, which has seen large numbers of public pools close in recent years.

At Riverside Leisure Centre, people will continue to be able to enjoy the swimming pool, use the gym, join exercise classes, and even hold birthday parties.

Use of Riverside Leisure Centre is helping to improve residents' physical and mental health, as well as providing wider benefits to the local community, which reduces demand on the NHS and other local services – this is calculated to provide social value of £2.2m to the city.

Councillor Adam Giles, cabinet member for communities and social inclusion, said: “The continued success of Riverside

Leisure Centre is fantastic news and over the last year it's been great to see record numbers of visitors, showing how much the local community values using the centre to stay healthy and active.

“I'm delighted we have secured the centre's future by extending the council's contract with Places Leisure, ensuring that people in Norwich will have access to these important facilities for years to come.”

Under the terms of the management contract, Places Leisure will continue to ensure all employees are paid the real Living Wage and that anyone with a Go4Less card receives a discount on the cost of using the facilities.

Do more with Go4Less!

The Go4Less card is a free sport, leisure and culture discount card which allows up to 50 per cent discount at council facilities, as well as various activities and events around the city.

Find out more and apply at Norwich.gov.uk/Go4Less



From left to right: Clare Hubery (Norwich City Council), Cllr Adam Giles, Dan Walker (Places Leisure), Chloe Amis (Places Leisure), Jeremy Boreham (Places Leisure), and Greg Rowland (Norwich City Council) – at Riverside Leisure Centre

HAVE YOU SIGNED UP FOR OUR GARDEN WASTE COLLECTION?

This pay-in-advance service means you can dispose of grass cuttings, hedge clippings, leaves and shrubs, cut flowers, twigs and small branches using a brown wheelie bin, which is collected fortnightly.

It also discourages the need to light bonfires, which are damaging to the environment and not great for you or your neighbours!

For more information
and to subscribe, visit

www.norwich.gov.uk/GardenWaste



Need to park in Norwich?

- Right in the heart of the city:
St Giles (330 spaces, including Blue Badge parking)
- Two minutes' walk from the city centre:
St Andrews (1,084 spaces, including Blue Badge parking)
- Five minutes' walk from the city centre:
Rose Lane (595 spaces, including Blue Badge parking)



Have your say in May

On Thursday 2 May, there will be a Norwich City Council election, where a third of the council's total seats will be up for selection – one seat in each of the city's 13 wards. The election for Norfolk's Police and Crime Commissioner will take place on the same day.

Local elections are your chance to have your say on who represents you and your community. Here's what you need to know so you can vote on 2 May:



Register to vote

If you are a British, Commonwealth or EU citizen and have not yet registered to vote, please go to www.gov.uk/register-to-vote and follow the instructions.

16-17 year-olds can register now too, to make sure they can vote as soon as they turn 18. It's a good idea to register as soon as possible!

The deadline is Tuesday 16 April at 11:59pm.



Did you know you can now apply online for a postal vote?

You have the option to send your vote by post or, if you have a reason why you cannot vote in person, you can apply for someone to vote for you - either by post or in person. This is called a 'proxy' vote.

Last year, the government introduced changes to postal and proxy voting which means you can now apply online. When applying for a post or proxy vote you will need your National Insurance number or an identity document, for example a passport.

Apply online for a postal vote at www.gov.uk/apply-postal-vote. The deadline is Wednesday 17 April at 5pm.

To apply online for a proxy vote go to www.gov.uk/apply-proxy-vote. The deadline (excluding emergency proxy votes) is Wednesday 24 April at 5pm.

If you can't apply for a postal or proxy vote online and need to get in touch with someone, please call 0344980 3333.





NORWICH
election

Keep up to date on the election on our website at:
www.norwich.gov.uk/election2024



Voting in person? Remember you'll need photo ID!

To vote at a polling station, you will need to show photo ID due to changes that the government has made to the rules.

The photo ID accepted includes:

- Passport issued by the UK, Channel Islands, Isle of Man, a British Overseas Territory, an EEA state or Commonwealth country
- Driving licence (including provisional licence) issued by the UK, Channel Islands, Isle of Man or EEA state
- 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

If your ID has expired it will still be accepted if the photograph is still a good likeness of you.

For more information on which forms of photo ID will be accepted, visit www.ElectoralCommission.org.uk/voterID



If you do not have an accepted form of photo ID

If you do not have an accepted form of photo ID, or you are 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 a free Voter Authority certificate here www.gov.uk/apply-for-photo-id-voter-authority-certificate

Alternatively, you can complete a paper application form and send this to our elections team. If you need any help with applying for a Voter Authority Certificate or want to request an application form, contact Norwich City Council by emailing elections@norwich.gov.uk or call 0344 980 3333.

The deadline to apply for a Voter Authority Certificate is Wednesday 24 April at 5pm.

DEADLINES TO REMEMBER

Register to vote
Tue 16 April at
11:59pm

**Apply for a postal
vote online**
Wednesday 17 April
at 5pm

**Apply for a proxy
vote online**
Wednesday 24 April
at 5pm

**Apply for a Voter
Authority Certificate**
Wednesday 24 April
at 5pm

**Vote in person at
a polling station**
2 May, between
7am and 10pm

Your city council cabinet

The city council has a leader and cabinet model, where the cabinet meets regularly to take decisions on the day-to-day business of the council.

Full council, made up of all the 39 councillors at City Hall, elects a leader who then appoints their cabinet. Eight councillors are in the current cabinet, three of whom joined recently, and each has individual areas of responsibility.

Councillor Mike Stonard is leader of the council and is responsible for guiding the council's overall strategy, economic development and regeneration, he said: "I am confident that my cabinet has the right mix of expertise, fresh ideas and shared passion to provide the best possible services for residents and tackle the challenges that we face as a city. Read on to find out a little more about what each member is focused on."

Councillor Beth Jones: "As deputy leader and cabinet member for housing and community safety, my priority is to ensure the city council continues to both build and invest in new, top quality council housing while delivering on enhancing community safety to give every resident peace of mind in our city."

Councillor Claire Kidman: "I'm proud and passionate to lead on the wellbeing and culture portfolio after spending all my working life in this city. Norwich is a beautiful and fine city, and I want to see the council deliver better, more

accessible services while working closely with our partners."

Councillor Emma Hampton: "As cabinet member for climate change, leading on our work to cut carbon emissions – while helping people through the cost of living crisis at the same time – has been a privilege. From installing energy efficiency measures in homes, to helping residents access affordable, renewable energy, it's great to see the difference our actions are making."

Councillor Adam Giles is cabinet member for communities and social inclusion: "My priorities for Norwich are dynamic, fair and well-maintained communities across the city. Parks and open spaces, leisure centres and community centres all provide a critical role in raising residents' quality of life."

Councillor Paul Kendrick is cabinet member for resources, a position he has held for eight years. "This involves city council's

budget, finances, council-owned assets, democratic services, human resources, building control, council tax and business rates collection."

Councillor Matthew Fulton-McAlister is cabinet member for regulatory services: "My portfolio includes some of the council's most important services, including licensing of venues and taxis, which is key to women's safety as well as vulnerable adults and children. Another major part of my portfolio is the enforcement of good quality private rented accommodation, and I am keen to hear from any private tenants who have concerns."

Councillor Matthew Packer is cabinet member for customers and digital: "I'm excited to have the opportunity to be a cabinet member, where I will focus upon doing all I can to ensure that the council provides high performing and effective customer services, both in person and digitally."



The cabinet, from left to right:
Cllr Fulton-McAlister, Cllr Packer, Cllr Giles, Cllr Jones,
Cllr Stonard, Cllr Kendrick, Cllr Kidman and Cllr Hampton



“We are here to make sure we focus our money on things that matter most to our residents.”

Mike Stonard, leader of Norwich City Council

Budget consultation

Every year, the council must agree a budget that sets out how much we intend to spend and how we will raise the necessary income to meet our spending plans.

To help shape views for our 2024-25 budget setting process, we hosted a public survey on our engagement website, Get Talking Norwich.

Thanks so much to everyone who took a few minutes out of their busy lives to give us their feedback.

As part of this year's survey, we explained the ongoing financial challenges at the city council to make sure we balance the books – over the past five years, the council has had to find £13.1 million to tackle the ongoing shortfall in our budget.

This coming year is no exception as we work hard to find ways to meet a further shortfall of £3.7

million between the funding we receive and the cost of supplying local services. Like everyone, we are experiencing the impact of inflation and as our residents are affected by the cost-of-living crisis they continue to turn to the council for help and support.

Despite the financial challenges, and thanks to sound management of our finances, we are in a better financial position than many other councils across the country.

Here are some of the key findings from the survey:

- A majority of people (53%) supported the council's proposal to increase the city council's share of council tax by up to 2.99% to safeguard council services.
- There was strong support (59%) for the council providing up to 100% council tax relief to those on low incomes.

- A majority (52%) supported the council raising discretionary fees and charges to safeguard services.
- The top-rated council services, in order of preference, were: parks and open spaces, waste and recycling, housing services.

Mike Stonard, leader of Norwich City Council, said: “Setting our budget is a vital aspect of council business every year. But agreeing the budget isn't just about making sure our finances stack-up.

“At the core of it all is people. And we are here to make sure we focus our money on things that matter most to our residents, delivering practical results for people every day.”

At the time of going to print, full council was due to debate and set its budget on 21 February. For more information visit www.norwich.gov.uk/committees

New eco-friendly homes for Bowthorpe

Having a good-quality home, in a community where people feel safe and connected, is important to each and every one of our citizens. In addition to providing safe, good quality homes, it is also becoming increasingly important to ensure that the new houses we provide are eco-friendly.

This aligns with environmental and social responsibility, promotes resource efficiency, and contributes to long-term sustainability, making it a crucial consideration for all councils in the UK.

As of 1 December 2023, the council took ownership of 22 new eco-friendly houses off Saxoncote Avenue. The properties mark a significant step in the city council's commitment to offering high-quality, sustainable housing for local residents.

Lion Homes, the council-owned housing delivery company formerly known as Norwich Regeneration Ltd, has worked in partnership with the council's in-house Housing Delivery team to provide 76 eco-efficient properties on this site.

Councillor Beth Jones, deputy leader of the council and cabinet member responsible for housing said: "I have great pride in Norwich's tradition of building council houses

and this project builds on that tradition. We are committed to providing social and affordable homes, and we are delighted that these first 22 properties are now available for potential tenants."

Dave Shaw, managing director of Lion Homes, said: "I believe that only when you truly understand what people need can you meet their demands and change lives for the better. Which is why these new homes are fully fitted for a more sustainable future, equipped to keep running costs low and give the big, wide, wonderful world around us a better chance of survival. We're proud to be working with Norwich City Council on this project and excited to see the first tenants now moving in".

All these 76 eco homes are social housing and include

1-bed flats and 2, 3, and 4-bed homes.

The remaining 53 homes are scheduled for handover between February and September 2024. Plans for the fourth phase of development are in progress, with detailed design work expected to be completed soon.

The eco homes have been built to passivhaus principles which is the gold standard in building low energy homes. They feature air source heat pumps, triple glazing, a timber frame and a fabric first approach.

Mr and Mrs Paliulis, who have recently moved in to one of the properties on Songthrush Way, said: "Thank you for such a beautiful home and a wonderful Christmas present".



Housing regulator gives all-clear on safety checks

A two-year programme of work to address safety checks across hundreds of city council properties has now been successfully completed.

In December 2023, the Regulator of Social Housing confirmed that the issues which saw them work closely with the council on overdue and follow-up safety checks across some council properties, have all now been resolved.

Beth Jones, deputy leader and cabinet member for housing said: “The regulator’s action to lift the notice marks

a significant milestone in our comprehensive work programme. It shows we have been able to evidence that we are completely up-to-date with all the necessary safety checks.

“Our dedicated team of experts have been working incredibly hard to address the issues. Throughout this whole programme, we have been honest, open and accountable – particularly with those who matter the most, our residents who live in the affected properties.

“While we are incredibly pleased with all we have done to get on top of our safety checks, we fully acknowledge this should never have happened in the first place.



Cllr Beth Jones – cabinet member for housing and community safety

“Throughout this whole programme, we have been honest, open and accountable – particularly with those who matter the most, our residents”

“We now have a robust system of audits, checks and maintenance programmes in place to help safeguard against this ever happening again.”





DO YOU HAVE A PROPERTY TO RENT?

Let us take all the hassle out of renting your property. Simply sign up to our private sector leasing scheme and let us do the leg work for you.

- **Guaranteed rent, whether or not your property is occupied**
- **Repairs and maintenance taken care of**
- **Low management fee**
- **Expert advice and information**

Plus, if you have an empty property to rent that needs some work, we could offer an interest free loan on condition the property is then leased through the scheme.



"The best thing about the scheme is the guaranteed income which is all paid at the same time, with automatic annual rent increases. I have no worries about tenants' rent."

Tony (Landlord)

We are Norwich

A citywide conversation has paid dividends by capturing hundreds of voices across our communities to help create a new five-year plan for the council.

Thanks to more than 900 individuals and organisations who were consulted in recent months, we have a full and rich picture of what people want from their local council. The views were collated from street conversations in our local neighbourhoods, surveys with members of the public and council staff, in-depth interviews and focus groups.

Contributors included Norwich residents and tenants' groups, city councillors and officers, voluntary sector and community organisations and local businesses. A very big thank you to all those who took part!

As a result of the findings, we can now work towards a key goal of our new 2024-29 strategy – to make sure our budget is working as hard as it can to meet the needs of residents and service users.

Councillor Mike Stonard, leader of Norwich City Council, said: “We learned so much from listening to so many people who have a close connection to Norwich and who truly care about this amazing city.

“Many of us have a strong sense of pride and passion for Norwich, but we recognise there are significant challenges that need to be addressed now and in the future.

“We now have a very real opportunity to build a plan that unlocks the city's true potential and delivers against the priorities we share.

“To do that, the council must work with people across Norwich to create solutions together and use its leadership role in the city to deliver change in areas that sit outside of our direct control.”

Analysis of the rich feedback teased out some shared priorities and aspirations for Norwich. As a result, we know that people want:

- a prosperous Norwich
- a fairer Norwich
- a climate responsive Norwich
- a future-proof Norwich

Cllr Stonard added: “The new five-year plan will involve the council doing everything in its power, which includes working with key partners across the city, to turn those aspirations into shared and lived experiences.”

Next steps include council-wide endorsement of the new plan which will be published in March.



“ We learned so much from listening to so many people who have a close connection to Norwich and who truly care about this amazing city ”

Mike Stonard, leader of Norwich City Council

Step into spring in our glorious parks and open spaces

Get active

Where do we start? Whether you want to play football or tennis, you'll find somewhere to get sporty in our fine city.

Last summer we opened two newly refurbished tennis

courts at Harford Park and Alderman Walker Park, with other superb facilities in Heigham Park and Eaton Park. If skateboarding is more your thing, you'll find a skate park at Eaton Park – great for BMXers and inline skaters too.

Enjoy playtime

There are lots of play areas in Norwich for children to enjoy for free. St George's play area (opposite Norwich Playhouse) recently had an ocean themed refit with a ship play unit with a slide and climbing features, swings, stepping stones, a giant shark, talk tubes, a carousel, play panels and seating. And for the summer, Waterloo Park has a children's Splash Pad which is open every day during the summer season – perfect for your little ones to cool down.



With the weather getting warmer, there is no better time to get outdoors and get moving. Luckily, Norwich boasts a selection of beautiful, award-winning parks and open spaces for you to walk, run, play and relax in. From tennis to springtime strolls, there are plenty of ways to improve your wellbeing.

Calm your mind

Walking is excellent for our mental health, and Spring offers a perfect chance to get out and about. Norwich is home to so many wonderful parks and green areas: Eaton Park and

Waterloo Park are holders of the Green Flag and Green Heritage Awards, confirming they are some of the best in the UK. Mousehold Heath, also a holder of the Green Flag Award, has over 184 acres of woodland and heathland

and is rich in wildlife, flora, and fauna – perfect for a stroll and getting close to nature. Grade II* Eaton Park even has a model boating pond, crazy golf and a miniature railway for some post-walk fun.



Watching the world go by

If you want something even more relaxing, sit in one of our many park cafes and have a breakfast, cappuccino, or slice of cake.

They are open daily in Earlham Park, Waterloo Park, Eaton Park and Chapelfield Gardens where you can sit and watch the world go by.



You can find more information on our parks and open spaces at www.norwich.gov.uk/ParksAndOpenSpaces



yes you can

with Slimming World in Norwich

<p>MONDAY Sprowston Senior Citizens Club, Recreation Ground Rd, NR7 8EN 9am & 10:30am Call Chanelle 07780 454 240</p>	<p>Tuesday Harford Community Centre Hall Rd, NR4 6ET 9:30am Call Rebecca 07881 698 892</p>	<p>Wednesday Oak Grove Chapel, Catton Grove Rd, NR3 3NT 5:30pm & 7pm Call Rachael 07824 819 424</p>	<p>Thursday The Christchurch Centre Magdalen Road, NR3 4LA 9am, 4pm & 5:30pm Call Chanelle 07780 454 240</p>	<p>Saturday Norwich City College Gate 5, Ipswich Road, NR2 2LJ 8am & 9:30am Call Trudi 07440 414149</p>
<p>Cringleford Pavillion Oakfields Rd, NR4 6XE 9am & 10:30am Call Sarah 07774 617 257</p>	<p>Phoenix Centre, Mill Cross Rd, NR3 2LD 8am & 9:30am Call Sarah 07774 617 257</p>	<p>The Wherry School Hall Rd, NR1 2GB 5pm & 6:30pm Call Rebecca 07881 698 892</p>	<p>Sprowston Junior School Recreation Ground Rd, NR7 8EW 7am, 8:30am & 10am Call Abby 07795 327 212</p>	
<p>City Academy Norwich Bluebell Rd, NR4 7LP 5:30pm & 7pm Call Kelly 07708 270 900</p>	<p>Old Catton Scout Hut Lodge Lane, NR6 7HL 9:30am Call Ali 07835 111 224</p>	<p>Sprowston Junior School Recreation Ground Rd, NR7 8EW 5:30pm & 7pm Call Chanelle 07780 454 240</p>	 <p>slimmingworld.co.uk</p>	
<p>Witard Rd Baptist Church, Heartsease, NR7 9XD 5:30pm & 7pm Call Steve 07585 702 854</p>	<p>Lionwood Infants School Telegraph Lane East, NR1 4AN 5:30pm & 7pm Call Ali 07835 111 224</p>	<p>Wensum Community Centre, Hotblack Road, NR2 4HG 5:30pm & 7pm Call Steve 07585 702 854</p>		
<p>Bignold Primary School, Wessex Street, NR2 2SY 5:30pm & 7pm Call Trudi 07440 414 149</p>				

the forum

Here for 2024

NORFOLK MAKERS FESTIVAL
 13-21 Apr 2024

.....★
NORWICH GAMES FESTIVAL
 30 MAY - 1 JUNE 2024



Free events and festivals in the city centre | theforumnorwich.co.uk

Have an eco-friendly Easter

With Easter approaching, your home may soon be full of packaging after enjoying some chocolatey treats.

This is the perfect time to brush up on all things recycling, so we've put together this handy guide for you to follow for a waste-free Spring!

Easter egg packaging

You can recycle cardboard boxes, packaging and carrier trays. You can also recycle paper and foil, but don't forget the scrunch test – if it springs open when you try to scrunch it, it can't be recycled. And you can even recycle the plastic shell your Easter egg comes in! Please make sure there are no plastic sweet and chocolate wrappers.

Greeting cards

Your 'Happy Easter' cards can go into your blue bin, but please don't recycle them if they have glitter on.

For more information on what you can recycle in Norwich, see www.norwich.gov.uk/recycling

Food and drink packaging

Food and drink cartons (lids cannot be recycled and need to be removed), clean aluminium foil and glass and plastic bottles can all go in your blue bin. Please don't recycle soft plastics, such as crisp packets, plastic bags and sweet wrappers.

Flowers

If you had a beautiful Easter bouquet, cut flowers can go into your garden waste bin. You can also put hedge clippings, twigs, small branches, grass cuttings, leaves and shrubs in there.

Easter food

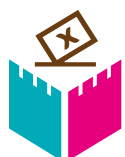
Leftover food can go into your food caddy – please don't put any packaging in there. You can also put in egg shells, raw meat and raw fish (including bones!). Trying to avoid buying more food than you need can help to cut down on food waste.

Top tips

- Please make sure all items are clean and dry.
- Items must be placed loose in the bin (no carrier bags!).
- Small electrical items and household batteries can be recycled in separate carrier bags if you put them next to your refuse or recycling bin on collection day.



Ready to vote on 2 May?



NORWICH
elections

- Remember to
- Register to vote
 - Check my photo ID
 - Vote at a polling station

Not Voting in person?

You can now apply online for a postal vote!

www.gov.uk/apply-postal-vote

Last year the government introduced changes to postal voting which means you can now apply online for the first time.

**The application deadline is
Wednesday 17 April at 5pm.**



Find everything you need to know about the elections on 2 May on **pages 12 and 13** of this magazine.