

NORWICH

CITIZEN

Special edition 2025

www.norwich.gov.uk



In this issue, we focus on the biggest shake-up of local government in 50 years – Local Government Reorganisation (LGR)

Six of the eight local councils in Norfolk are firmly backing the creation of three new and larger unitary councils for our county to replace the eight we currently have.

Turn to page six to read our four-page special on LGR.



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Citizen special edition 2025

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“This is about creating a prosperous, inclusive, and sustainable city – one that grows while staying true to what makes Norwich unique...”



Message from the leader, Mike Stonard

In this edition, you will find a major feature on Devolution and Local Government Reorganisation (LGR). Central Government is changing how local government works – giving us a rare chance and exciting opportunity to create a new Norwich Unitary Council, taking full control of our future.

Currently, key services like social care, housing, libraries, transport, planning and waste management are split between the city and county council. This patchwork system confuses residents and often leads to poor coordination.

Furthermore, decisions affecting Norwich are made by county councillors who often live far away, with little understanding of urban needs. Norwich deserves better. Our city is the region's economic powerhouse. It's a hub for employment, culture, academia, science, and innovation.

With two respected universities and a thriving digital and financial

sector, Norwich is bursting with potential. But challenges remain – inequality, low educational attainment, and limited social mobility. These issues have long been overlooked by the county council.

A new Norwich Unitary Council could change that.

It would allow us to be laser-focused on the distinct needs of the urban area and also have a clear strategy which brings together all the elements needed for success: to attract jobs and investment, to build the homes that are so desperately needed, to improve school age education, to develop the skills needed for new jobs, to improve health and tackle inequalities, to improve air quality and be climate-responsive.

This is about creating a prosperous, inclusive, and sustainable city – one that grows while staying true to what makes Norwich unique, ensuring no-one is left behind.

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Norwich City Council



NEWS /in brief

Norwich remembers

This year marks 80 years since Victory in Europe (VE) Day and Victory over Japan (VJ) Day, key moments that ended the Second World War. We were honoured to commemorate this milestone with services at City Hall and Norwich Cathedral. Thank you to everyone who joined us in remembrance.

Benefits payment scam alert!

Scammers are impersonating the Department for Work and Pensions (DWP) via text. If you get a message about winter fuel payments or benefits, do not respond – it's a scam. The DWP will never text you. Payments are made automatically. Report suspicious texts at [StopThinkFraud.campaign.gov.uk](https://www.stopthinkfraud.org.uk)

Greater Norwich Local Plan wins top planning award

Norwich City Council planners, working with Broadland, South Norfolk, Norfolk County Council, and The Broads Authority, won Local Plan of the Year at the Royal Town Planning Institute (RTPI) East of England Awards. The Greater Norwich Local Plan (GNLP) was praised for its bold, sustainable vision and strong cross-council collaboration – shaping a prosperous future for the region.

Re-apply for your postal vote before 31 January 2026

We're urging all 23,500 affected postal voters to re-apply for their postal vote before the deadline.

What's changing?

If you were granted a postal vote before 31 October 2023, your current arrangement will expire on 31 January 2026. To continue voting by post in future elections, you must re-apply.

How to re-apply

Apply online at www.gov.uk/apply-postal-vote by the deadline.

If you don't re-apply, your postal vote will expire, and you'll need to vote in person or apply again later.

Council gives early feedback on its most popular survey



Norwich Market

Early headline findings have been released by Norwich City Council on its future of Norwich Market survey.

The consultation on Get Talking Norwich was the platform's most popular ever with over 2,800 responses.

Councillor Carli Harper, cabinet member for finance and major projects said: "We've had an amazing response which shows how important the market is to local people."

The key findings from the survey reveal:

- 70% voted for one of the three initial design concepts, while 30% of those surveyed wanted to see no change to the layout of the market.
- The most popular design concept was 'central court' (29%), followed by 'small squares' (22%) and then 'arcade' (19%).

- 67% of respondents (1,885 people) said they would spend more time at the market if there were more places to sit, especially covered areas for eating, resting and socialising.
- 1,587 respondents wanted to see live music at the market, along with support for better lighting, visible security, showcasing local art, and family-friendly events.

These early views will be used to inform next steps on the future of the market. This will involve doing a detailed business plan, including costs on different options, ahead of any final decisions being made.

Feedback on the potential loss of trading stalls will be taken into consideration – a concern raised in some survey responses – as part of the business planning.

Cllr Harper added: "These early findings gives us food for thought."

"The main takeaway for me on this survey is that a large majority of respondents want to see some kind of change to the market."

"The challenge now is how we make Norwich Market even better and meet the needs of future customers, address the views of market traders, ensuring the market retains its medieval magic while making it one of the best places for shoppers and tourists in Europe."

To read about the survey findings in detail visit [GetTalking.norwich.gov.uk](https://gettalking.norwich.gov.uk)



Cllr Carli Harper – cabinet member for finance and major projects

"The main takeaway on this survey is that a large majority of respondents want to see some kind of change to the market."



Biggest shake-up in 50 years of local government coming to our city and county

Across the country, the way councils are structured and deliver services to you is being overhauled. Norfolk is in the first wave of this change.

Norwich, along with the seven other district councils in Norfolk and the county council, has been asked by the Government to propose new council models as part of its programme of Local Government Reorganisation (LGR).

Under its LGR plans, the Government has said that all services should be delivered by a single council called a Unitary Authority. Currently, we at Norwich City Council deliver services such as planning, housing, environmental health, and community support. Other services such as adult and children's services, education, and transport and infrastructure are delivered by Norfolk County Council.

There are three options proposed:

- Three new unitary councils - a new Greater Norwich Council, a unitary for the east and one for the west.

- Two unitary councils
- One unitary council covering the whole county.

At Norwich City Council we believe you will be best served by creating three brand new bigger local councils. We are working with our partner councils - Breckland, Broadland, Great Yarmouth, King's Lynn & West Norfolk, and North Norfolk - to make the case for three new councils to serve Norfolk.

Communities thrive when the right size council serves its local area and the new councils which are created need to be large enough to be effective, but not too big that they're unable to respond to local

needs. It really matters because it is your council, and your local councillor, who stands up for you and your community and provides the services that matter most to you.

Having three councils serving Norfolk recognises Norwich's status as a major regional city and ensures that other areas – including North Norfolk, the Broads, Brecks and Fens, and the many market towns across the county, retain their identities and characteristics.





Our proposal is built around three principles:

- **People** – strengthening local democracy and giving communities a stronger voice
- **Place** – celebrating the identity and strengths of each area
- **Progress** – delivering sustainable, future-ready services

Having sought your view via public engagement in July and August, our final proposal will be submitted to government on 26 September.

The power of three

Our vision is bold. It does not conform to conventional boundaries but “does different” and puts decisions in the hands of those who know Norfolk best: its leaders, its businesses, its communities, and its people.

It is built on three core principles:

People and accountability

Three unitary authorities will ensure decision-making remains close to home—with decisions taken by people who understand your community. This model strengthens local democracy, increases

transparency, and gives Norfolk a stronger voice at both regional and national levels.

Place

Norfolk is not one-size-fits-all. Our new model celebrates the unique identity, strengths, and heritage of each area—ensuring services are tailored to what matters most locally.

Progress and futureproofing

We’re building a resilient future for Norfolk—one that delivers sustainable, scalable services that adapt to changing needs and protect public resources.



PEOPLE
PLACE
PROGRESS

Cllr Stonard on the case for a new Greater Norwich

“Norwich is ambitious, unique, and strong, and a new council for Greater Norwich will ensure we capitalise on these attributes.

“I am confident in our comprehensive vision for a three-unitary model for the county. I believe it will deliver significant benefits for the

people of Norwich, including improved public services, enhanced local economic growth and stronger democratic representation.

Greater Norwich is unique within Norfolk – it has its own distinct challenges, opportunities and sense of place, making it unique within the county and very different to its surrounding rural communities. It is the jewel in the crown of the county’s economy and when Norwich succeeds, Norfolk as a whole succeeds. A unitary Norwich, based on a wider urban area, will allow us to realise our growth potential, apply better approaches to addressing health inequalities and work towards tackling longer-term underperformance in education and skills.



Cllr Mike Stonard –
leader of the city council



Next steps

Our proposal to create three new councils; Greater Norwich, East Norfolk, and West Norfolk, will be submitted to Government on 26 September.

The Ministry for Housing, Communities and Local Government (MHCLG) will then take some months to consider all options put forward and come to a final decision on how many councils there should be in the county. During this time the Government will conduct a full public consultation so everyone can have a say on what should happen.

A final decision on the way forward is expected early next year.

Following this, elections to the new authorities will be held in May 2027 and the new councils

will begin to operate in shadow form. The current district and county councils will stop operating and the new councils begin to deliver services on 1 April 2028.

Survey results

A huge thank you to everyone who gave their view as to what they want the future of local government in Norfolk to look like.

Along with our partner councils, we ran our engagement with you between June and August. This included workshops, pop-up stalls, and a publicity campaign asking people to fill in our survey.

In total almost 5,000 people across Norfolk took the time to tell us what they think. Thank you! The feedback you gave will form part of our submission to Government.

Devolution - more power to our region

At the same time as local councils in Norfolk are being overhauled, Norfolk will also get a new mayor.

As part of the Government's devolution plans, which will see more power shift away from Westminster, there will be elections next year to appoint a new mayor for Norfolk and Suffolk.

The mayor will head up the newly created Norfolk and Suffolk Combined County Authority (CCA). The CCA will have significant powers over local priorities like transport, housing, and economic development. The mayor will also represent the region on national bodies, ensuring your voice is heard at the highest levels of government.

Elections for the new mayor are currently set to take place in May 2026.



Your city, your stage

Norwich has once again proven itself to be a vibrant hub of creativity and culture, with a packed calendar of events bringing the community together in celebration.

This year's Lord Mayor's Weekend was a resounding success, drawing thousands to the city centre for a lively mix of free family activities, live music, and the ever-popular Lord Mayor's Procession. The atmosphere was electric, showcasing the city's spirit and sense of togetherness.

Summer in Norwich's parks has been equally exciting. Earlham Park played host to a diverse line-up of events including the high-energy Rock n Roll Circus, a crowd-pleasing performance from Craig David, and the colourful celebration of Afri Fest.

The city also proudly supported Norwich Pride, a joyful and inclusive event, and the ever-popular Run Norwich, which saw runners of all ages take to the streets. These, alongside many community and cultural events, such as Norfolk Refugee Week and the Common Lot's Mousehold to the Marshes have made 2025 a year to remember.

Looking ahead, the festive season is just around the corner. Be sure to save the date for this year's Festive Switch-on: Thursday 20 November. An unmissable chance to join hundreds of people in the heart of the city, bringing warmth and light to the winter months.

Whether it's summer celebrations or winter traditions, Norwich continues to shine as a city full of life, culture, and connection.

In the civic diary, the Lord Mayor, Councillor Paul Kendrick, and Sheriff Stuart Wright have been actively supporting events across the city, including commemorative ceremonies marking the 80th anniversaries of VE Day and VJ Day. These poignant occasions honoured the sacrifices of the past and reminded us of the enduring strength of our community.

Visit www.norwich.gov.uk/civic to book civic attendance at your event.



Awaab's Law: putting safe homes first for everyone in Norwich

When two-year-old Awaab Ishak died in 2020 after prolonged exposure to damp and mould in his home, it shocked the nation.

His death, caused by poor housing conditions and a lack of action by his landlord, should never have happened.

To safeguard against future tragedies, the Government introduced Awaab's Law in July 2023 as part of the Social Housing (Regulation) Act. It sets out clear legal responsibilities for social landlords – including councils – to deal with hazards quickly and effectively.

We're currently in phase one of the new law. Phases two and three will follow in 2026 and 2027, further strengthening standards.

By autumn 2025, landlords will be legally required to:

- Investigate and carry out any emergency repairs within 24 hours.
- Investigate hazards like damp and mould within 10 days.
- Produce a written report to the tenant within three days.
- Start repairs if relevant within a further five days and complete them in a reasonable time.
- Keep tenants informed at every stage.

At the city council we fully support Awaab's Law – and we've already taken action. Over the past year, we've improved how we handle damp and mould, strengthened our record-keeping, prioritised inspections, and supported tenants to spot early signs. We are also investing in specialists to help us keep on top of issues so we can work towards our goal of providing safe, well maintained and healthy homes for our residents to live in.

Councillor Beth Jones, the city council's cabinet member for housing, said: "We're absolutely committed to providing good quality homes, and we welcome the new legal duties under Awaab's Law.

"The changes will help hold all landlords to account and give tenants the confidence that their concerns will be listened to and acted on. Safe housing is a basic right – and in Norwich, we're determined to protect it."

As landlord to more than 14,000 homes, we know the risks of untreated damp and mould. That's why we're working closely with tenants, contractors and community partners to spot problems early and resolve them quickly.



Cllr Beth Jones –
cabinet member
for housing

"Safe housing is a basic right – and in Norwich, we're determined to protect it."



Landmark deal for Anglia Square heralds start of site's redevelopment

After years of frustration, plans to redevelop Anglia Square have really begun to take off.

The project met a series of major milestones over the summer meaning the redevelopment of the 1960s built former shopping centre is hitting the fast lane. Firstly, the city council clinched a landmark deal with Aviva Capital Partners to drive forward the redevelopment which is worth around £350m.

The partnership will now take on the mission to deliver 1,100 new homes and a range of retail outlets and community facilities.

Councillor Mike Stonard, leader of the city council, hailed

the partnership as a monumental moment in the city's history, saying: "I believe our partnership with Aviva, which has called Norwich home since 1792, will come to be seen as an historical partnership in one of England's most historic cities. The partnership will turbocharge the city's economy and support our ambition to make Norwich one of England's finest and fairest cities."

Ben Lockett, Chair of Aviva Capital Partners and Norwich Community Ambassador, said: "Aviva is proud to be making such a major investment in Norwich, a city which has been our home for over 200 years. This vital regeneration project will bring significant economic and social

benefits, helping Norwich get ready for the future. By working with Norwich City Council and Homes England, this will be a development the city can be proud of.

"We're already proudly taking action to help build financial resilience and employment prospects across Norwich, as well as supporting communities and sustainability projects. Our role in the regeneration of Anglia Square is the next step in our historic partnership with the fine city."

The partnership is initially using the £34m grant from Homes England to start demolition and remediation of Anglia Square.



Eamonn Boylan, chief executive officer of Homes England, said: "This is a key milestone for the regeneration of Anglia Square, enabling Norwich City Council to move forward in revitalising the city centre, and transforming brownfield land into high-quality homes for local people. As the government's housing and regeneration agency, we are committed to working in partnership with organisations in both the public and private sector, to achieve their ambitions to build much needed new homes across the country."

The council has also appointed DSM Demolition who started work in the summer with hard demolition due to start in October.

A boost for business

And as part of the commitment to regenerate the whole area, a new box style park is set to open for trade soon after the council's planning committee approved plans to create a 'container village'.

The proposals from Meanwhile Creative - a workspace provider that transforms underused

buildings and land into affordable, flexible workspaces, will see a thriving meanwhile space, named St Saviours Yard, comprising 86 containers at the site which will offer an eclectic retail and leisure offer plus workspaces for business start-ups, makers and creatives.

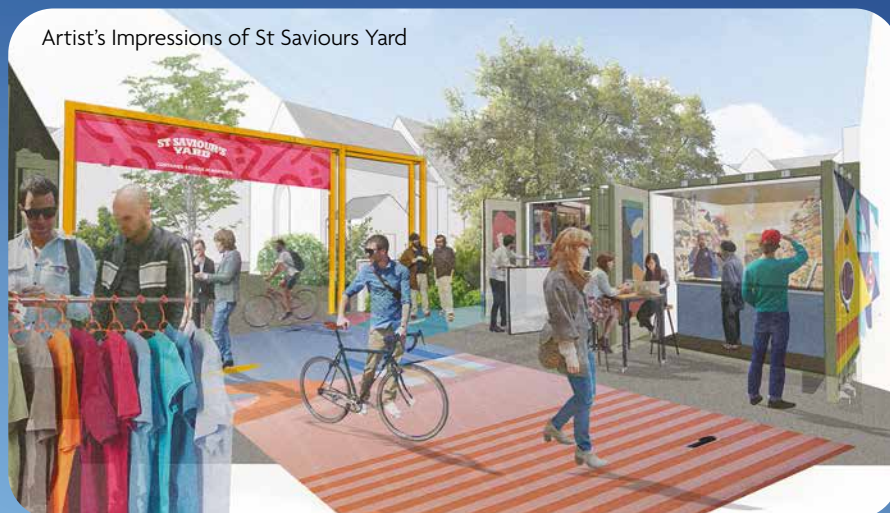
Fred Wyatt, founder at Meanwhile Creative said: "We know that the world of small business is changing. Nationwide there is a shortage of suitable and affordable commercial workspace offering startups, makers and creatives the necessary flexibility to grow and try new things. Whether that flexibility is to grow and shrink

or how they adapt and use the space, our aim is to accommodate everyone."

Councillor Carli Harper, cabinet member for finance and major projects, said: "I am really looking forward to seeing St Saviours Yard up and running. There are great things to come for the whole area with the redevelopment of Anglia Square with hundreds of affordable homes in the pipeline and the prospect of thousands of jobs from demolition to delivery. I am convinced the area will become a thriving, buzzing part of the city and will be seen as a new and exciting chapter in the city of stories."



Cllr Mike Stonard with Ben Lockett and Cllr Carli Harper at Anglia Square



Artist's Impressions of St Saviours Yard



Cllr Mike Stonard –
leader of the city council

"This will turbocharge the city's economy and support our ambition to make Norwich one of England's finest and fairest cities."



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A colorful illustration of a city skyline with various buildings in shades of orange, yellow, and purple. Several buildings have a small white sign with the word 'Let' on a stick. A speech bubble from a landlord is also present.

"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)

Chapelfield bandstand gets a new lease of life

Funded by



We are delighted to announce that our much-loved Chapelfield Bandstand will have a full revamp, thanks to over £300,000 in funding from Historic England.

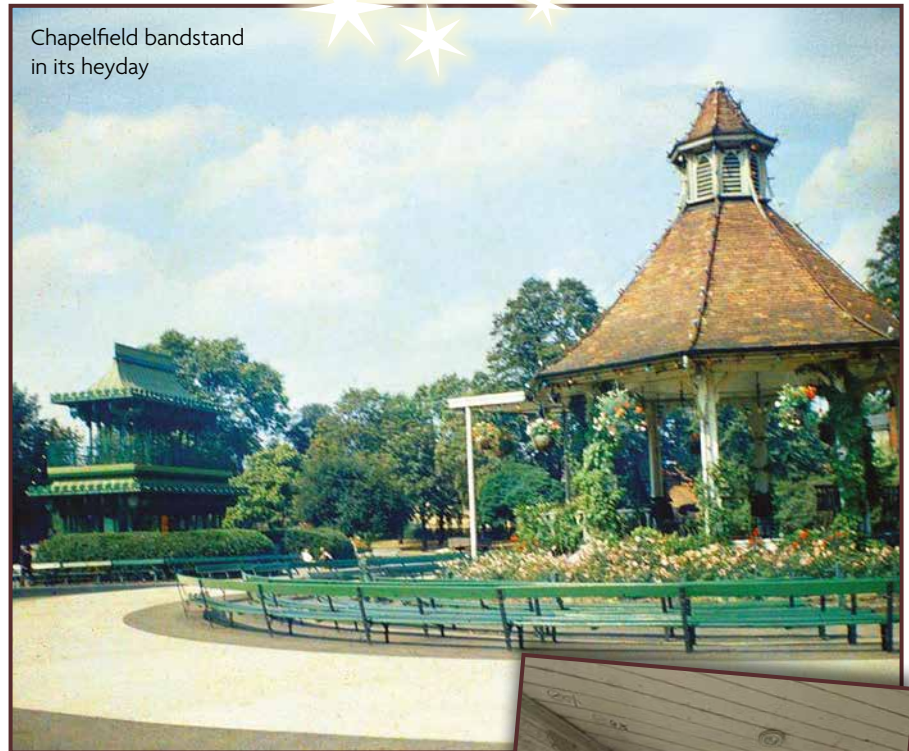
This iconic structure, located in the heart of Chapelfield Gardens, has been a cornerstone of these gardens for over a century and now it will get the love and care it truly deserves. The renovation will include the replacement of rotten timbers, a brand-new deck, refreshed flower beds, and restored steps.

A stage worth saving

Originally built in 1899 to replace a pagoda designed by the celebrated firm Barnard, Bishop and Barnard, the bandstand has long been a gathering place for music, theatre, and celebration. It has played host to performances for the Norfolk and Norwich Festival and countless community events, making it a beloved symbol of Norwich's creative spirit.

A park steeped in history

Set within the historic Chapelfield Gardens, the bandstand is part of a rich tapestry of local heritage. Chapelfield Gardens sits close to what is now the city centre, the triangular site occupies the north-west boundary, and enclosed by roads on all sides:



Chapelfield bandstand in its heyday

Chapel Field North, Chapel Field East and Chapel Field Road to the south-west, along which the ruins of the old city wall still survive.

The gardens themselves date back to 1655, and today we still use the original walks laid out in 1746, designed by George Alden Stevens.

The gardens remain the earliest surviving ornamental public open space in Norwich, according to the Register of Parks and Gardens of Special Historic Interest.

The park also features two other notable buildings: a brick and tile refreshment shelter built on the footprint of the original pagoda, and a refreshment pavilion—now a charming



Looking out from the current bandstand

restaurant—under a cedar shingle roof.

This renovation is a celebration of Norwich's heritage and ensures the bandstand will continue to be a stage for joy, creativity, and community for generations to come.

Norwich parks bloom with new life in 2025

As part of our ongoing commitment to creating greener, safer, and more inviting spaces, you might have noticed some exciting changes recently. From upgraded play areas and new benches to blooming wildflowers and improved facilities — there's so much more to enjoy at all our parks and open spaces.

Eaton Park kicks off a new era

More football teams will be able to enjoy playing the beautiful game at Eaton Park, thanks to a transformative project to make the changing rooms more accessible, sustainable, and inclusive.

The improvements are set to significantly increase women's participation in football, an area currently under-represented in the park, as well as enabling more teams, including higher league clubs, to use Eaton Park's pitches.



The changing facilities will also be made available for other sports and events in the park. This upgrade is funded by Norwich City Council, the Greater Norwich Growth Board through the Infrastructure Investment Fund, as well as the Premier League, The FA and Government via the Football Foundation. It has also been supported by the Friends of Eaton Park.

Six Green Flag Awards

In a proud moment for the city, six Norwich parks have earned the prestigious Green Flag Award in 2025 — the national mark of excellence for well-managed green spaces.

Eaton Park — retained for the seventh consecutive year.

Waterloo Park — retained Green Flag and Green Heritage status.

Mousehold Heath — recognised for the third year in a row.

Kett's Heights — a new winner in 2024-25, after significant accessibility upgrades and has retained it for another 12 months.

Jenny Lind Park — a new winner in 2024-25, thanks to community care by local people and has retained it for another 12 months.



Waterloo Park

Heigham Park — Also awarded for the first time in 2024-25, marking its centenary and this has been retained for another 12 months.

These awards reflect the dedication of council teams, volunteers, and local community groups working together to keep Norwich's green spaces clean, safe, and thriving.



National Lottery boost for historic parks

Norwich has also secured £216,000 from the National Lottery Heritage Fund to allow the council to look at long term restoration and future-proofing some of its most historic green spaces, including:

- Waterloo Park
- Heigham Park
- Wensum Park
- Mile Cross Gardens
- Rosary and Earlham Cemetery
- Earlham Park

This initial funding will involve local people in shaping the future of these cherished places as we gather the necessary information to work towards longer term improvements and obtaining the funding to deliver them. Volunteers and community groups will play a key role in delivering the improvements.



Bringing back nature

Norwich is embracing a more natural approach to land management:

- Less mowing in designated areas allows wild plants to grow and support wildlife.
- More native tree planting and new habitats are creating homes for birds, bees, and amphibians.
- In Bowthorpe Marsh, volunteers have helped restore ponds and install bird boxes — small changes that make a big difference to biodiversity.

Looking ahead: a 10-year vision for parks

This June we launched a 10-year strategy to protect, improve, and celebrate the city's green spaces through to 2035. Shaped by feedback from nearly 400 residents, the plan focuses on:

- Enhancing access and facilities for people of all ages and abilities.
- Boosting biodiversity through rewilding, tree planting, and pollinator-friendly habitats.



Eaton Park

- Supporting mental and physical wellbeing with more outdoor activities.
- Increasing community involvement through volunteering, events, and partnerships.

To drive this forward, a new parks and green spaces delivery group will oversee 48 specific actions – ensuring positive change reaches every corner of the city, from flagship parks to local neighbourhood greens.

Shaped by you

Much of this progress stems from what residents told us mattered most: cleaner parks, better play areas, and more things to do.

From surveys and online feedback to community drop-in events, your voice is shaping how we design and manage Norwich's green spaces. Recent consultations – including one on the future of play areas – are helping the council plan improvements that are inclusive, safe, and fun for all children.

Earlham Park - one of our six green flag awarded parks



Norwich to flourish as a nature city with £750,000 funding boost

Norwich is set to become a national leader in urban nature recovery, thanks to a £754,000 grant from The National Lottery Heritage Fund. The new NatureCityNorwich project will help transform how nature is protected, connected, and celebrated across the city – ensuring that everyone can enjoy and benefit from greener, healthier neighbourhoods.

Over the next three years, the project will bring together residents, community groups, and local organisations to co-create a nature recovery action plan. This will include identifying areas where nature is missing, improving access to green and blue spaces, and supporting people to take part in local conservation and climate action.

The initiative builds on the success of Sweet Briar Marshes and complements wider council efforts to tackle climate change. This year alone, Norwich City Council has installed solar panels and battery storage at council depots, upgraded buildings with LED lighting and heat pumps, and made a commitment to using 100% green energy. A new Carbon Management Plan is also in development to track and reduce emissions across housing, transport, and procurement.

A new Nature Commission for Norwich will guide the city's long-term approach to nature recovery, ensuring that local voices shape the future of our shared environment.

Councillor Emma Hampton, cabinet member for climate and environment, said:

“This is a fantastic opportunity to bring people together to create a greener, more connected city. NatureCityNorwich will help us build a future where nature is part of everyday life for everyone.”

Look out for ways to get involved this autumn – from community events to volunteering opportunities – and help Norwich grow into a city where people and nature thrive together.



Cllr Emma Hampton – deputy leader and cabinet member for climate and environment

“Look out for ways to get involved this autumn and help Norwich grow into a city where people and nature thrive together.”

A fresh look for Norwich City Council online: new website is taking shape

We are pleased to announce that the first phase of the new Norwich City Council website is now live!



Cllr Gurpreet Padda – cabinet member for equalities and social justice

“This is about making sure residents can easily find what they need, access support, and stay informed.”

This is an exciting step towards making our website easier for everyone to use.

We’ve listened to what residents told us and we’re using that feedback to build a site that’s clearer, more accessible, and better reflects who we are as a council.

The new design supports our goal of making services simple to access online and shows our commitment to being a modern, inclusive, and community-focused council.

What’s new in phase one?

The first phase includes refreshed pages for **bins and recycling, news articles, refugee support, and key legal information**. We’ve also added a feedback form to these pages, and early responses have been positive:

“Such an improvement, well done Norwich City Council for making the site more user friendly. Much more easy to navigate.”

What’s next?

Phases two and three are in progress. We’ll keep you updated as new sections go live. Reflecting on this milestone, Cllr Gurpreet Padda, cabinet member for equalities and social justice, said:

“This redesign not only improves customer experience and makes the website more accessible but also represents a major shift in our approach to digital services and communication. It’s about making sure residents can easily find what they need, access support, and stay informed – helping us build stronger connections between the council and our communities.”

Stay tuned for more updates as we continue to build a website that works better for everyone.



Why recycling responsibly matters more than ever

With a sharp rise in refuse lorry fires across Norwich, we are urging residents to take extra care when disposing of electrical items and batteries.

So far this year, there have been six fires in refuse lorries in the Norwich area - each one is a stark reminder of the dangers posed by improper recycling.

Across the UK, the scale of the problem is alarming. There are an estimated five refuse lorry fires every day. Biffa, Norwich's refuse collection contractor, has reported over 120 fires across their contracts in the UK, in the past 12 months.

These fires don't just endanger lives and damage vehicles, they also disrupt waste collection services, damage recycling facilities

and divert vital time and resources from fire and rescue teams, which then impacts all of us.

What's causing these fires?

The main culprits are small electrical items and batteries, especially items with lithium batteries.

When these are thrown into general waste or mixed recycling bins, they can be crushed or punctured during collection or processing, causing them to ignite or explode.

It's not just affecting refuse lorries though, the recycling facilities are also experiencing a rise in fires, putting our local recycling centre in Norwich and the people who work there in danger as well.

What can you do?

To help prevent fires and protect our environment, small electrical items and batteries need to be disposed of correctly.

- Place any small electrical items (like toasters, kettles, torches, electric toothbrushes) in a separate carrier bag.
- Put household batteries, including lithium batteries, in a separate bag too (including single use vapes).
- Leave these bags on the top of your refuse or recycling bin on collection day—our teams will collect them safely. If for any reason they do not collect it, please put it out again on your next collection day.

Biffa refuse lorry fire in Munnings Road

© Norfolk Fire and Rescue 2025



6 fires in refuse lorries, so far this year, in the Norwich area alone



Let's work together to keep Norwich safe and sustainable.
Every small action makes a big difference!



Did you know?

We also recycle **textiles** and **clothing**. The volume of clothing and textiles that end up in landfill is increasing. The UK sends 350,000 tonnes of clothing to landfill every year, even though most of it can be reused or recycled.

You can help by placing your unwanted textiles and clothing in a separate bag on top of, or next to your waste or recycling bin on collection day. These items will be collected and either recycled or given a second life through the active second-hand textile and clothing market.

Food waste

We also provide a weekly collection service for food waste. You can use your food caddy for the following food items:

- leftover food from your meals
- eggs and eggshells
- cheese and other dairy foods
- fruit and vegetables (raw or cooked)
- bread, cakes and biscuits
- meat and bones (raw or cooked)
- fish and fish bones (raw or cooked)
- rice, pasta and beans
- tea bags and coffee grounds
- cooking oil and fat (put big amounts in a plastic bottle next to your bin)
- pet food

For more detail on what goes in your food caddy please see our website.

www.norwich.gov.uk/FoodWaste

Recycling Do's and Don'ts

To keep our recycling system efficient and safe, please follow these guidelines:

Yes please!

- Paper: newspapers, envelopes, junk mail, wrapping paper (scrunch test: if it stays scrunched, it's recyclable)
- Cardboard: boxes, packaging, trays
- Cartons: food and drink
- Metal: aluminium foil, trays, tins, cans, aerosols
- Glass: bottles and jars
- Plastic: bottles, tubs, pots, trays

No thanks!

- Nappies, tissues, kitchen wipes
- Soft plastics: crisp packets, cling film, plastic bags
- Hard plastics: toys, garden furniture, plant pots
- Sharps, ceramics, cookware, cutlery, pans
- Batteries and electrical items

350,000
tonnes of clothing goes
to landfill every year

garden waste



Important:

Anything with a battery must **not** go in your bin! Always place it in a separate bag next to your bins.



For more information or guidance on recycling and reducing waste in your area, please contact your local recycling team or visit our website.

www.norwich.gov.uk/ReduceWaste

Warmer homes, lower bills – your home could be next

Hundreds of homes across Norwich have already been made warmer, more efficient, and cheaper to heat. And your home could be next.

This is thanks to the £17m in Government funding secured by the city council earlier this year to improve energy efficiency in homes across the city.

Homeowners and private renters

With trusted contractors and national energy provider E.ON on board, the council is inviting eligible households to step forward and find out if they qualify for free home upgrades.

Councillor Emma Hampton, cabinet member for climate and environment, said: “This is a big step forward in our work to reduce carbon emissions and tackle fuel poverty. We are already seeing real progress on the ground – but we want more residents to benefit.”

You could be eligible if your household income is under £36,000 or you receive means-tested benefits. Upgrades can include better insulation, solar panels, or low-carbon heating systems – all designed to cut energy bills and make homes more comfortable year-round.

“If you think you might qualify, please get in touch,” said Cllr Hampton. “This is a real opportunity to future-proof your home and reduce your energy costs at no extra cost to you.”

Visit www.norwich.gov.uk/WarmHomesLocalGrant

or scan the QR code to check your eligibility.

If you have queries email climateaction@norwich.gov.uk



Cllr Emma Hampton – deputy leader and cabinet member for climate and environment

“This is a real opportunity to future-proof your home and reduce your energy costs at no extra cost to you.”

Council tenants

Council tenants are also set to benefit. Through the Warm Homes Social Housing Fund, the city council is installing over 1,400 solar panel systems, 140 air source heat pumps and a ground-source heat pump across its housing stock over the next three years.

Cllr Beth Jones, cabinet member for housing, said: “We’re focusing on some of the hardest-to-heat homes in our social housing, making them more comfortable and energy efficient for tenants.

“If you receive a letter, we strongly recommend responding quickly. This is a great opportunity to make your home warmer for the long term.”

Tenants will receive letters about the upgrades from the council and E.ON. All work will be carried out by trusted contractors and follows a ‘fabric-first’ approach – meaning insulation is installed before any new heating systems, to ensure the best results.

This investment is part of the council’s wider plan to help Norwich become a net-zero city by 2045.



Changes coming for licensed taxi and private hire drivers in Norwich

If you regularly take a taxi or mini cab around Norwich, new rules are expected to come in later this year, to help keep passengers even safer.

These changes are part of a national effort by the Department for Transport to improve the standards and requirements needed for taxi drivers to be licensed.

Why is this happening?

For some time, the focus of statutory taxi and private hire vehicle standards has been about protecting vulnerable adults and children, and these new rules are designed to ensure drivers adhere to high standards around safeguarding and safety.

What can you expect?

Taxi and private hire drivers will need to go through more frequent background checks with DVLA and DBS.

These could include:

- Signing up for the DBS (disclosure and barring service) service.
- Stricter medical checks.
- Safeguard training every time a licence is renewed.
- No vaping in any licensed vehicle.

There are also new rules for taxi companies and operators. Anyone working with private hire vehicles or hackney carriages will also need a DBS check, and operators will have to keep a register of all staff. Drivers will be able to choose to install CCTV within their vehicles.

We are also working in close partnership with nearby councils to manage cross-border drivers. These changes are designed to give passengers peace of mind and ensure that everyone using or working in the taxi trade is protected.

So next time you catch a cab, you can feel even more confident that your ride is in safe hands.



Need to park?



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)

View the full list at www.norwich.gov.uk/carparks



EV charging available

Charge your electric vehicle at selected Norwich City Council car parks, including Rose Lane.

To find out more about charge point locations, visit: www.carwow.co.uk/

[electric-cars/charging-points](http://www.carwow.co.uk/electric-cars/charging-points)



Season tickets

are available at several Norwich City Council car parks.

www.norwich.gov.uk/seasontickets



NORWICH
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