

Outlook

Meeting the cost of living
Four pages of advice and support

The first Reef Triathlon

Planning - seeking your views

everyone
ACTIVE

NORTH
NORFOLK
DISTRICT
COUNCIL



Deep end

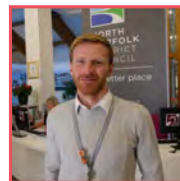


NORTH
NORFOLK
DISTRICT
COUNCIL

AUTUMN 2022

Our directory tells you who does what!

Do you know what services North Norfolk District Council is responsible for? Or what Norfolk County Council and other local organisations are responsible for? We have created a useful online guide to help you understand what services NNDC, Norfolk County Council, Serco and other partners are responsible for, to help you contact the right organisation for the services you need. In this guide you will find service areas and contact numbers or website links for the information and support you require. Use the link below to view the guide www.north-norfolk.gov.uk/whodoeswhat



Stuart Harber, Customer Services Manager at NNDC, said: "We are delighted to have the 'Who does what?' webpage to assist our residents. It details our frequently requested services, directing residents to contact information and support on specific services, enabling residents to access services quicker by directing them to the right place. I would encourage residents to access our services online"

How to report a missing bin collection

Did you know you can now report a missed bin collection at anytime online? Access this service online 24/7 and avoid telephone queues. Missed household collections must be reported by noon on the second working day after the collection due date. You can report a missed bin collection here via this link - www.north-norfolk.gov.uk/missedbin

On the move? Make sure you let us know

Moving house? You can let us know online. You can use the online form to tell us about changes of address, whether you are moving into or out of North Norfolk, or moving between properties within the district. You can tell us about your change of address by visiting www.north-norfolk.gov.uk/movinghome

Car park season tickets for your convenience

Season tickets save you time and money. We offer two NNDC car park season tickets: Short stay 3-hour and long stay 24-hour. You can buy, renew, amend or re-issue a ticket online. Purchase your season ticket online by visiting www.north-norfolk.gov.uk/seasontickets. Hourly and weekly tickets can be purchased via the ParkingOps smartphone app.

Useful phone numbers

North Norfolk District Council
01263 513811

North Norfolk District Council
24/7 payment line
0300 123 1109

Norfolk County Council
(Highways, Education, Social Services,
Bus Passes and Blue Badges enquiries)
0344 800 8020

Department for
Work and Pensions
(Job Centre and
Universal Credit enquiries)
0800 328 5644

Serco
(Household waste and
recycling enquiries)
0330 109 9220



Message from Council Leader

Welcome to the second edition of North Norfolk District Council's relaunched Outlook Magazine.

This is our first publication since the death of Her Majesty Queen Elizabeth II, and the proclamation of His Majesty King Charles III. The towns and villages across North Norfolk recognised these events in a most dignified way and this Council was proud to have played its part in this.

As I write this, we are finalising works to the new Wells public toilets, the third and final phase of major works are commencing at Cromer Pier to replace steelworks under the Pavillion Theatre and works also continue to progress at North Walsham town centre for the Heritage Action Zone projects.

Following completion of the works in Wells, we will continue what has been the most substantial investment programme benefitting public toilet facilities in the county. This has also included the installation of Changing Places facilities to continue to make our district as inclusive as we can. We look forward to making further announcements soon on this programme of investment.

Unfortunately, some residents experienced issues with their bin collections earlier in the autumn. We are sorry if this has impacted you.

Particularly impacted were some residents with collections from rear alleys or perhaps lokes and unadopted roads. The collection routes do need review from time to time due to factors like housing growth, and the bin lorries can end up travelling too far and carrying too much unless this review occurs.

Collections should be returning to normal and we have been working with our waste collection contractor to resolve the issues and hopefully mitigate them in future.

We have devoted four pages of this magazine to cost of living advice. There is information and advice from several of our teams. Please don't hesitate to contact us if we can help or advise you or your family this winter.

Cllr Tim Adams



Featured in this magazine

Page 6 - Get set, go for triathlon Pages 7 - Our peerless pier Pages 12-15 - Cost of living special
Page 16 - Protecting our climate Pages 22-23 - Local democracy - get involved



Scan this QR code to see your Council's Corporate Plan objectives or visit www.north-norfolk.gov.uk/corporate-plan

Outlook is produced by North Norfolk District Council. Words supplied by council officers. Magazine design by Rosie Blyth.

All content is accurate at the time of printing. Printed by Warners Midlands PLC on recycled, carbon-offset and FSC accredited paper. Distributed by The Letterbox Consultancy.

Outlook is recorded by Norwich CHATTERBOX and is available in audio format on CD. If you would like an audio CD sent to you, please email communications@north-norfolk.gov.uk

Follow us on Twitter, Facebook and LinkedIn @northnorfolkdc

Glaven Valley Conservation Area Review - we want to hear from you

The Council is inviting residents to have their say on the future of the management and protection of the beautiful Glaven Valley Conservation Area in North Norfolk.

What is a Conservation Area?

A Conservation Area is 'an area of special architectural or historic interest, the character of which it is desirable to preserve or enhance'.

Designation as a Conservation Area recognises the unique quality of the built heritage there. The special character of these areas comes from the historic layout of roads, paths, boundaries, landscape and characteristic building and paving materials, which create a distinctive local identity.

Conservation Area designation introduces control over the demolition of unlisted buildings and provides a basis for planning policies whose objective is to conserve all aspects of character or appearance, including landscape and public spaces that define an area's special interest.



Why do we need to appraise Conservation Areas?

To better manage change within a Conservation Area, we need to understand its character and significance. An appraisal provides an opportunity to define the special interest of an area and consider any vulnerabilities or potential enhancements, as well as ensuring the boundaries remain relevant.

What is the Glaven Valley Conservation Area?

The Glaven Valley was designated in 1984 and covers a large landscape area which follows the River Glaven.

Why we want to hear from you

The Council's appointed heritage consultants Purcell have drafted an appraisal for the Glaven Valley Conservation Area, which records and analyses the special interest of the Valley, recognises the variety of heritage assets, identifies issues and opportunities, sets out proposals for boundary changes and also provides guidance for the long-term positive management and enhancement of the Conservation Area.

During the consultation period, we will happily receive any comments on (1) the contents of the Appraisal and Management Plan, and (2) the proposed boundary changes.

Improving our planning services for the district

If you have used the Council's planning service (whether in person, via the internet, telephone, planning portal or any other means) in the past 18 months, we would welcome your feedback. Responses will be used to develop and improve the customer experience through the delivery of a comprehensive Planning Service Improvement Plan. **The consultation is open from November 1 to 30.**

To submit your views you can:

- Visit www.north-norfolk.gov.uk/planningfeedback
- Email a request for the questionnaire to planning@north-norfolk.gov.uk
- Pick up and submit a questionnaire from the council offices in Cromer or Fakenham during working hours



Pickleball - American sport arrives in North Norfolk

Pickleball is growing in popularity after making its way over from the U.S. It's a hybrid racquet sport combining elements of badminton, tennis and table tennis and is accessible to all ages and skill levels. It can be learned quickly, making it fantastic for younger and older players alike. The sport was introduced to Cromer Lawn Tennis & Squash Association by coach Richard Millman, and Everyone Active quickly teamed up with the Tennis Club to provide space for indoor sessions in their sports hall based on the adjacent Cromer Academy site.

Playable indoors and outdoors, Pickleball is played on a smaller court with a lower net, a large paddle not dissimilar from a table tennis paddle, and a plastic whiffle ball.

It is estimated that in the UK, there are currently 4,000 active players, with schools adopting it and sports hubs opening sessions for older or mixed ages classes.

Wheelchair Pickleball is also growing in popularity, providing an accessible racquet game. The Club's team won gold, silver and bronze medals at the national Pickleball championships in Southampton!



Interested in Pickleball?
Visit www.cromertennisclub.co.uk or scan the QR code to watch how it's played!

How to have your say in the public consultation

The consultation will run from **November 21 to January 20, 2023**. During the consultation period, details about a public meeting will be published on the NNDC website. Please visit www.north-norfolk.gov.uk/glavenvalley for the latest updates.

The appraisal documents will be available to view on the Council's website for the duration of the consultation. Printed versions will be available to view at the Council Offices in Cromer.

Please send feedback or get in touch with any questions using caconsultation@north-norfolk.gov.uk.



Players trying out Pickleball in Cromer

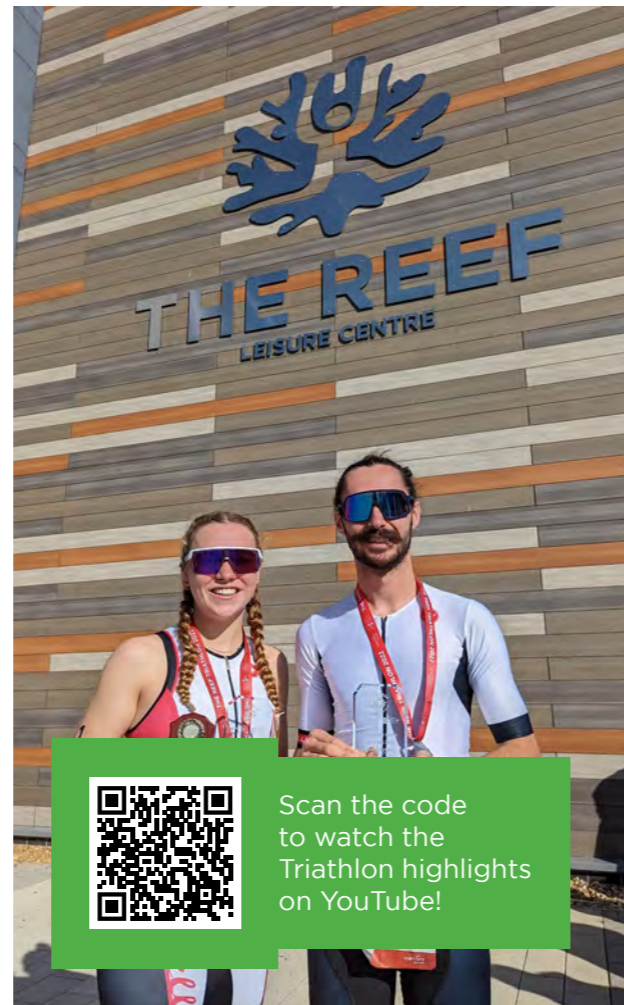
Super-fit athletes shine as The Reef holds first triathlon event

Athletes competed in North Norfolk District Council and Everyone Active's first-ever triathlon event in October. The triathlon took place at The Reef Leisure Centre, and the cycling and super-sprint routes took participants around Sheringham and the local area.

The race involved a 300m swim in the 25m main pool, a 17km cycle along a route spanning Weybourne, High Kelling, Bodham and back to Sheringham, and a 3km run, tracked to the high school and back again to The Reef.

In the women's category, Katy Coleman took victory in 56 minutes 29 seconds, having competed in her first triathlon just one week earlier! Jack Foord triumphed in the men's category in 47 minutes 54 seconds. The triathlon was a successful first for The Reef and is highly likely to return next year!

You can sign up for membership at The Reef or any of our leisure centres at www.everyoneactive.com



BOOST YOUR BUSINESS:

Exciting sponsorship opportunities are available for this hugely popular community event. Raise the profile and local engagement of your business by getting involved. To find out more please contact us on mammoth.marathon@north-norfolk.gov.uk

Mammoth Marathon

The Mammoth Marathon will return to North Norfolk along the Deep History Coast in May next year. The inaugural event was a great success, with around 500 runners from all over the country taking part in the full or half marathons, setting off from Sea Palling and Mundesley respectively.

The Mammoth Marathon was the first official road race marathon in Norfolk for 32 years, and features a diverse route, including the infamous up-hill 'Mammoth Mile' at Common Lane in Sheringham.

Residents, schools and local communities all came out to support and cheer on the runners as they passed along the coastal route.

The event supported charities including Break, Norfolk's Big C, East of England Air Ambulance and The Benjamin Foundation.

More details about the Mammoth Marathon can be found at www.north-norfolk.gov.uk/mammoth-marathon

Photo credit: Denise Bradley, Archant

Holt Country Park's Father Christmas Trails

Join us for our Christmas Trails at Holt Country Park this December

Holt Country Park's Father Christmas Trails will be running as usual this year. There will be two trails one on Monday, December 19 and the other on Tuesday, December 20. These are fun trails with an educational twist and the chance to meet Father Christmas at the end as an added bonus!

Please note that attendance is by pre-booking only and tickets can be purchased at www.north-norfolk.gov.uk/book. These trails are always very popular, so we advise you to book early to avoid missing out. If you have any questions about the trails you can get in touch with us at countryside@north-norfolk.gov.uk

You can stay up to date with all the events happening at Holt Country Park via our social media channels:

[/HoltCountryPark](https://www.facebook.com/HoltCountryPark) [@CountryHolt](https://twitter.com/CountryHolt)

Christmas on the Pier!

Cromer Pier's Christmas Show is back again this winter to get you in the festive spirit.

Opening 26 November through to 30 December, the world's only end-of-Pier variety show promises a great evening, with some talented acts across matinee and evening performances at the Pavilion Theatre

Deb Lewis Sales Manager said: *"The Cromer Pier Christmas Show will warm your hearts, get you in the Christmas spirit and kick off your family's festive celebrations. Experience West End production values, lots of laughs, copious amounts of sequins and sparkle worthy of the only full season end of pier festive show in the world!"*

"There's a great cast already confirmed, led by good ol' Norfolk boy and jolly nice chap Olly Day who will take to the stage for his 13th year as host. Olly is joined by international masters of illusion Amethyst and Norfolk soprano sensation Hayley Moss. The remaining cast will be revealed soon."

For the latest cast news and to book your tickets head over to cromerpier.co.uk

CROMER PIER PAVILION THEATRE

Christmas Cromer Pier SHOW

Book online cromerpier.co.uk
Box office 01263 512 495

GET 20% OFF WITH CODE LOOK

26th Nov until 30th Dec

North Walsham HAZ it all!

Market Place works - a transformational project

The transformational work on the main market place has started in North Walsham as part of the **High Street Heritage Action Zone (HAZ)**. This is intended to be a 23 week programme which it is hoped will be complete by spring 2023. This phase of the works will see a revamped roadway with historic blocks and kerbs. The pavements will be widened with sandstone paving to provide large spaces for residents, visitors and tourists to linger in the town centre, meet and chat to friends and to provide a safer and greener area.

An article published by the London Director of Sustrans, James Cleeton states that "evidence points to the facts that vacancy rates are five times higher on streets with high levels of traffic and that retail turnover in pedestrianised areas generally out-performs non-pedestrian areas. The assumption that removing car parking spaces will harm the local economy - it turns out that the opposite is in fact true. Evidence shows us that, per square metre, cycle parking delivers five times higher retail spend than the same area of car parking."

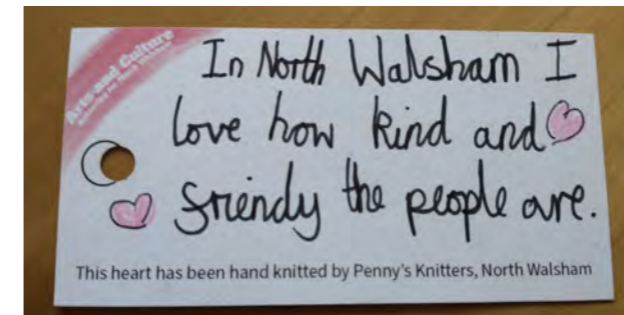
It is hoped that by providing more places for people to linger and a more attractive and safer space this will encourage trade into the town and support all the local businesses. There will also be new bike racks and new seating and planting. Alongside this there will be improved arrangements for loading and deliveries, available to shops and businesses throughout the day. The works have also allowed the provision of new and improved power arrangements for market days and events.



Arts and culture in North Walsham - building on the success of the last year and looking forward to new events

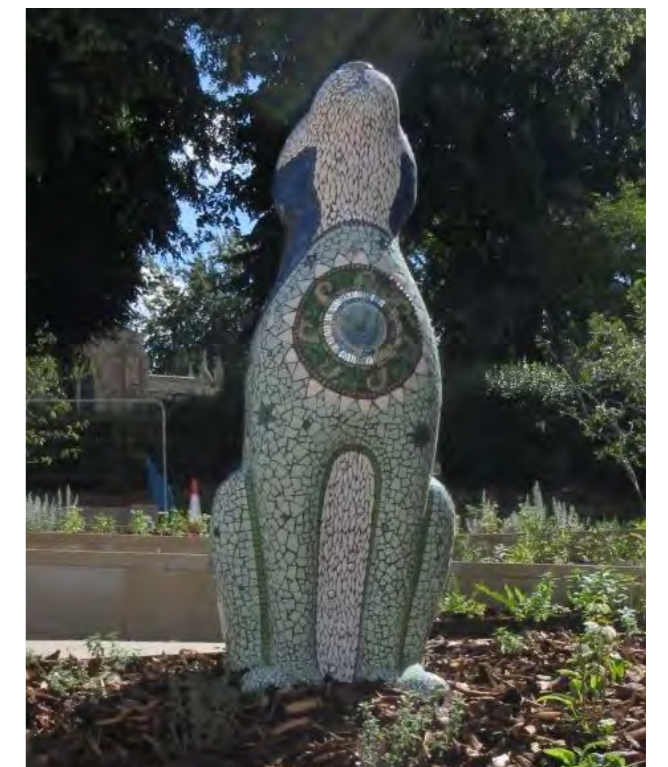
A fabulous array of arts and cultural events have taken place in North Walsham over the past year and we look forward to providing and hosting many more. The historic market place, the greenspace in the churchyard and the newly developed Church Approach all lend themselves perfectly to event hosting. These included a traditional skills workshop painting the church sign as well as a tots concert,

children's concert and baroque music evening. There was a upcycled, sustainable fashion show with the young people from the High School plus a fabulous series of photographic workshops with primary children who learnt about the history of the town as well as taking hundreds of stunning images - look out for their exhibition as one of our Autumn projects with more events to come in 2023.



New and improved Church Approach is here to stay

North Walsham has welcomed back Lepus, the 'Go-Go' hare to the new-look regenerated Church Approach/Shambles Slope. Beautifully positioned in the landscape, the arrival of the popular hare has always been a key element welcoming residents and visitors arriving into the town. The new space with its resin-bound gravel paths winds down the slope, past the newly positioned Hare, towards the Shambles Café, Hop Inn and the shops and businesses on Market Street. The top end of the slope now links seamlessly with the church and churchyard as well as the cafés and businesses in the precinct and market place. Benches now sit at the top of the slope and will be dotted around on the low walls. Alongside this new space there are plans for remedial works, new render and new paint to be applied to the large wall backing onto the space on the right hand side.



Out in the community

Scan to visit YouTube and see what's on offer at the markets!



Shop local!

One of the best things you can do in your community is to shop local – here's why!

- It's better for the environment: Many of us make climate-conscious decisions when shopping – eating food that has flown across the world in plastic packaging is unsustainable; shopping with local butchers, bakers, farm shops, green-grocers or at markets has a short 'field-to-fork' distance, which is much better for the climate and supports local farmers.
- Supports local economy: Buying from a local business, whether shop, market stall or charity shop supports them more than you might imagine - for every £1 spent with a small or medium-sized business, 63p stays in the local economy!*
- Small local businesses are the largest employers nationally – supporting local businesses supports local jobs.
- Better deals and advice: Lots of our local shopkeepers are also experts! You will find great deals, quality products and get advice on whatever you're buying. You may get more for your money and reliability on returns, repairs and support.

Check out your local high street - you can find your nearest market at www.north-norfolk.gov.uk/markets



Council making connections with Wells Hospital

Wells Community Hospital is a fantastic health and wellbeing charity that NNDC has been working with, connecting residents with local voluntary groups that can provide them with the support they need.

Julia Gowlett, has been connecting residents in Wells and the surrounding villages, finding services that can best assist them, such as workshops to combat social isolation, foodbanks or localised health services that are on offer.

Simon Laurinaitis-Prince and Emma Johnson, General and Deputy General Managers, have grown and expanded the service provision there, hosting a range of facilities that local residents would have to travel considerable distances to find.

Many frequently attend their exercises classes, make use of the hairdressers or foot health clinics, local groups centre, walk around the sensory and community gardens or come to socialise over lunch in the Hive Café.

They have also expanded their foodbank services to create the Coastal Community Supermarket, a moving mini-supermarket which operates out of community centres and rotates different locations around Wells, such as Walsingham and Blakeney.

Run by Helen Roythorne, the supermarket is stocked with donations from local residents and businesses and operates on a points system. Customers can become members, and then purchase the heavily discounted food items, and access the free of charge fruit, veg, and hygiene products.

Find out more at www.wellshospital.org.uk

NNDC have a new Community Connector service and you can find out more about how they can help you or a relative on page 13.

Part funded by the North Norfolk Health and Wellbeing Partnership.



Fairs could be just the job for you

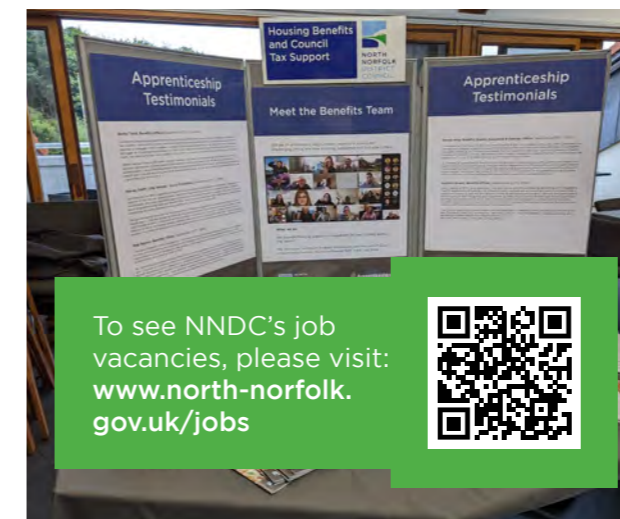
After a successful job fair at the Council offices in Cromer on August 25, we have teamed up with the Cromer Department for Work and Pensions (DWP) to host two further fairs over the next 12 months. We hope this will be the start of an annual programme of events to support those seeking employment, seeking a change of direction or a new opportunity.

The August event showcased the job opportunities available across the Council, including apprenticeship opportunities. It also allowed the 40 attendees to learn about the varied roles the Council offers, providing an opportunity for career planning. Six of the 40 people who came to the event are now working for us here at NNDC.

We hope to build on the success of the August event with more job fairs in the future. These events will be supported by a wide range of employers operating in the local area who will showcase job opportunities available at the time, provide details on future recruitment campaigns and share handy tips on how to make your application stand out from the rest.

The employers expressing an interest in attending the job fairs cover care, retail, hospitality, logistics, manufacturing and processing and local government.

Look out for details of future events on our social media channels [@northnorfolkdc](https://twitter.com/northnorfolkdc)



Welcoming new arrivals to the NNDC team

"I've just started working at NNDC as an Apprentice Benefits Officer, having previously worked in education. I was looking for a complete career change, when I saw an advert for the job fair on social media. I found it very informative and got to talk to team leaders and other staff members. They were all very welcoming and gave me an insight into their experiences working at the Council."



Lynn Jones
Apprentice Benefits Officer

Recruitment advice and support for employers

Jobcentre Plus has a range of free recruitment services that can help you as an employer. You could get:

- Recruitment advice, including support with your vacancies
- Help setting up work trials to give you the opportunity to try out potential recruits
- Advice about offering work experience and apprenticeships, including using the sector-based work academy programme
- Advice and guidance on employing someone with a disability or health condition
- Support if you employ someone with a disability (Access to Work)

If you would like to discuss your recruitment needs, please contact cromerjobcentre.eateam@dwp.gov.uk

If you are a local business/employer and you would like to know more about the job fairs and how they could help you to recruit the people you need to support your business delivery/growth, or the assistance that the DWP can offer all year round, please contact Dawn Morgan, DWP Employer Adviser by emailing dawn.morgan1@dwp.gov.uk



Where to go for support and advice

With the rising cost of living, there are several ways the Council can help support you and ensure you get help when you need it. Please visit our Advice and Support page www.north-norfolk.gov.uk/costoflivinghelp for further helpful information.



Help with your Council Tax

If you are struggling to pay your Council Tax, we may be able to reschedule your payments. We can also determine whether you may be entitled to Council Tax Support or whether you are eligible for any discounts or exemptions.

Call **01263 516071**

Visit www.north-norfolk.gov.uk/counciltax



Help with your rent

We can offer support if you are experiencing difficulty paying your rent. You may be entitled to Housing Benefit if you are of state pension age or residing in supported or temporary accommodation. You may be able to claim Universal Credit to assist with your housing costs if you are of working age.

Visit www.north-norfolk.gov.uk/benefits



Discretionary Housing Payment Fund

We can also offer further support with our Discretionary Housing Payment Fund; this is available to customers who receive Housing Benefit or the housing costs element in their Universal Credit award. This can be used to assist you if you have a shortfall in your rent or to help with rent arrears, rent in advance/deposits and moving costs.

Call **01263 516349**

Visit www.north-norfolk.gov.uk/dhp



Housing advice

Our Housing Options team offer support and advice on homelessness, rent and mortgage arrears, joining the housing register and illegal evictions.

Call **01263 513811**

Visit www.north-norfolk.gov.uk/housing



The North Norfolk Help Hub

The North Norfolk Help Hub is a partnership of organisations that work together to provide support and advice. The Help Hub works as an integral of the Council's Early Help and Prevention team to provide guidance and support with many issues, including benefits, financial advice, carer support, abuse, home adaptations, mental health and wellbeing. If you are aged 18 or over and need help and support, please contact us.

Call **01263 516353**

Visit www.north-norfolk.gov.uk/helphub



Help with energy bills

The Department for Work and Pensions has set up the Household Support Fund to support vulnerable households in most need this winter with the significant rising living costs.

For further details on eligibility and the application process, please visit www.north-norfolk.gov.uk/householdsupportfund

According to the Cost of Living Vulnerability Index for England, North Norfolk has a fairly high risk of more people being pulled into poverty. In this edition of Outlook we bring residents four pages of information and advice to help you meet the cost of living and introduce you to some of our officers who are here to assist you.

New services here to help you

Stronger together - our Community Connector service

At the Council, we have a Community Connector team who work within the district to help improve the quality of life for our residents by connecting people and harnessing community spirit and resilience.

Our Community Connectors work to bring together all the information about local voluntary and community groups, to help residents meet like-minded people.

The nine-person team based in our Cromer offices works within every community in the district and are always looking for more community groups to raise awareness of - and they can only do this with the help of residents.



Maybe you:

- help organise a voluntary or community group;
- want to get to know people in your local area;
- are keen to find out more about local groups;
- would like to volunteer at a community group;
- joined a group and it was the best thing you ever did;
- used to run a group and you would like to start it again;
- would like to tell us about the work groups in your community do.

If any of these apply to you, we would love to hear from you! Contact us by email: communityconnectors@north-norfolk.gov.uk or call **01263 513811**. Part funded by the North Norfolk Health and Wellbeing Partnership.

Financial Inclusion Officers to provide expert guidance

The Council has created a Financial Inclusion Team - Suzanne Howes and Harvey Smith. They will work with residents to help them access any benefits, grants or support they might need to maximise their income. Suzanne and Harvey worked within the Benefits Team, so they have background knowledge of the financial services available to residents.

Suzanne Howes, Financial Inclusion Officer, said: "Even if you have asked for help in the past, it is worth giving us a call as new support and options are available all the time."

Harvey Smith, Financial Inclusion Officer, added: "We can help over the phone, by email or through pre-booked appointments at the Council offices in Cromer and Fakenham".



You can get in touch with Suzanne or Harvey on **01263 516221** or email financial.inclusion@north-norfolk.gov.uk



Reach out to services available to assist those most in need

Accommodation Appeal - Homes for Ukraine

Since the Russian invasion of Ukraine, an estimated 100 adults and up to 70 children have been settled under the Homes for Ukraine Scheme, thanks to North Norfolk residents.

The scheme asked hosts to offer their homes for a minimum of six months. Of the 87 households, a small number of these placements have exceeded this timeframe and the hosts are happy to continue hosting, but some are reviewing their position, meaning that some Ukrainian residents need to secure alternative housing.

A large number of those expressing an interest in hosting didn't secure a guest and we are working with these potential hosts to find a new placements for guests whose placements aren't able to continue.

The lack of rented accommodation in the social and private rented sectors mean that a finding a rematch will be essential in avoiding some of our Ukrainian guests finding themselves homeless. As a Council we will provide temporary accommodation for those finding themselves without a home, but rematching guests with hosts is the preferred option.

If you have a property that you could make available or have a spare room or rooms in your home and you would like to help please contact Sharon Garth, Early Help and Prevention Business Support on **01263 516248**.

If you have guests and you feel you are unable to host them any longer please let us know as soon as possible so that we can commence the rematch process. Please contact our Ukrainian Community Support Officer Oksana Croom on **01263 516378** or **H4U@north-norfolk.gov.uk**

Domestic Abuse Support

Supporting those who have experienced or are at risk of domestic abuse is a high priority for the Council. We are working with the Norfolk Integrated Domestic Abuse Service and specialist support provider Pandora to help residents around the district.

Support is available through our Housing Options Service, you can contact them at **housing@north-norfolk.gov.uk** or call **01263 513811** and ask to speak to the Duty Officer. Our Domestic Abuse Project Officer works with partners around the country to help those in urgent need with safe shelter and to ensure our accommodation is Domestic Abuse Housing Alliance accredited.

To further help residents, our Domestic Abuse Forum wishes to hear from those with experience of domestic abuse. To get involved, contact **yourvoice.housing@north-norfolk.gov.uk**

Rough Sleeping

More people are at risk of rough sleeping with the current on-going cost of living crisis coupled with a shortage of affordable housing options in the social and private rented sectors.

If you think you could be at risk of homelessness or rough sleeping please get in touch with the Housing Options Team at **housing@north-norfolk.gov.uk** or call on **01263 513811** and ask to speak to the Duty Officer with the Housing Options Team.

If you see or know someone in need of support and would like to help, please contact the Housing Options Team on **01263 513811** or report the incident to Streetlink at **www.streetlink.org.uk**.

Streetlink helps members of the public connect rough sleepers to local services who can provide support.

Making sure rented homes are healthy and energy-efficient

As many as 16% of households in North Norfolk were classified as experiencing fuel poverty in 2020 by the Department for Business, Energy & Industrial Strategy. North Norfolk was in the highest quarter, higher than the country's average of 13%.

It's likely to be a challenging winter for most of us, with greatly increased energy prices and household bills. If you rent your home, it could be even more difficult, as your landlord is responsible for property improvements and repairs, and you need their consent for any energy saving improvements.

People often do not like to complain about their rented homes, maybe because their rent is low, they like their landlord, or don't want to face 'retaliatory eviction' and the difficulty of finding another home in the area at an affordable rent.

However, this year more than ever, if your home has hazards such as excess cold or damp and mould growth (both due to poor heating and insulation), it might be necessary

to complain due to the significant energy costs and health effects.

Private sector tenants can visit **www.north-norfolk.gov.uk/housing**, contact us on **01263 516085** or **ep@north-norfolk.gov.uk** where the Customer Service Team will record concerns and an environmental health officer (EHO) will make contact to get evidence of a complaint and to make an appointment to inspect.

The EHO will report to the tenants and landlords on any hazards found during the inspection, and the works required to make them safe. If heating and insulation are needed for cold, damp and mould, the Council's Energy Officer will be notified, so they can advise the landlords on grants to help pay for these works

What about if you live in social housing? In theory social landlords have the resources, procedures, and staffing to respond to and resolve complaints, so please do use their full complaints procedures first, but if this does not work, contact the Council.

Grants of Energy Efficiency Improvement Works

Improving the energy efficiency of your home is a good way to keep it warm, reduce fuel bills and help reduce greenhouse gas emissions.

- If you own your home you may be eligible for 100% grant-funded energy efficiency improvement work. To be eligible your combined annual household income should be £30,000 or less and your property should have an energy performance certificate (EPC) of E, F or G.
- If you are a landlord you may be eligible for 66% grant-funded energy efficiency improvement work. Your tenants should have a combined annual household income should be £30,000 or less and your property should have an EPC of E, F or G.

For further information, please visit **norfolkwarmhomes.org.uk**.



Karen Hill, Assistant Director for People Services at NNDC, said: "We are aware that the cost of living crisis will be very worrying for our residents and that the impacts will be felt both far and wide and closer to home here in North Norfolk.

"There is a lot of support available to you from us and our wider network of partners. We care, so please do reach out if you need help, you will not be alone and we will assist you with compassion and empathy.

"Find more about help available at **www.north-norfolk.gov.uk/costoflivinghelp**"

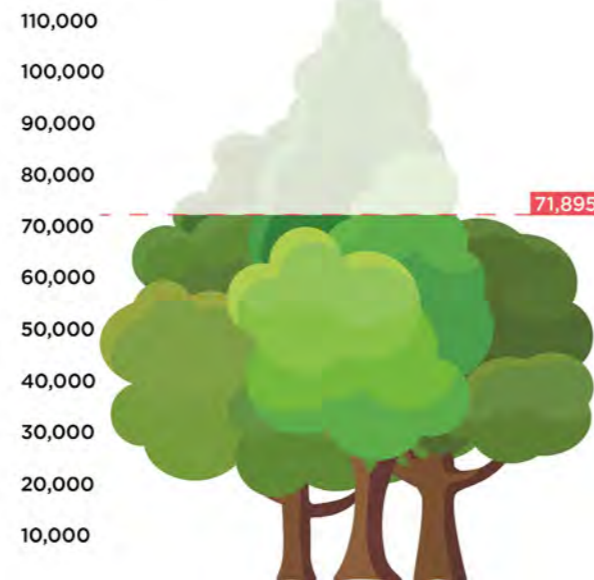
Protecting North Norfolk's climate

Tree planting

The 110,000 Trees project heads into the fourth and final planting season with a busy autumn and winter of tree planting! In the previous three seasons, 71,895 trees and hedgerow plants have been planted in the district in 85 projects. A total of 51,742 were planted last season, creating new woodland and green areas in schools, towns and villages.

This season we will plant over 40,000 trees and hedgerows across over 40 projects, working with the Broads Authority, Norfolk Rivers Trust, communities, parishes, local schools, farmlands and Scouts!

Find out more about the 110,000 trees project at www.north-norfolk.gov.uk/trees



Miyawaki forests update

Last planting season, we teamed up with Norfolk County Council to plant three Miyawaki Forests in Fakenham, Sheringham and North Walsham to trial the innovative Japanese mini-forest concept.

Six months on, the method has proved successful despite the drought, with some of the fledgling trees already growing to over three metres tall, out-performing the 'control method' of traditional planting. This planting season, we will be bringing the Miyawaki Method back, introducing five more mini-forests to North Norfolk.

Keep up to date with the project at www.north-norfolk.gov.uk/miyawaki

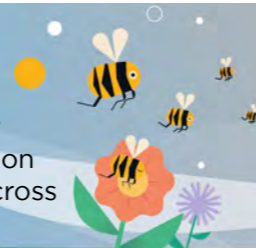


Scan the QR code to see star guest Chris Packham on YouTube talking at Greenbuild Online!

We're hosting three more tree giveaways at Holt Country Park! Collect yours on Saturday December 10, Saturday January 14 and Saturday February 11.

Rewilding - sewing the seeds for the future

In October, we cut and collected arisings (salvageable leftover material) from our rewilded areas. This helps balance nitrogen in the soil and encourages germination for next season! Next year, we will be planting more wildflower seeds in areas across the district, creating local pockets of pollination and carbon sequestration.



Our Bagot goats have finished their summer job on the Cromer cliff and have returned to their winter job of landscape restoration and sustainable regeneration elsewhere in the district.



Flags flying at our parks and beaches

Holt Country Park awarded Green Flags for 18th year in a row

North Norfolk District Council is proud to once again receive the Green Flag Award for Holt Country Park, Pretty Corner Woods and Sadler's Wood.

The Countryside Team have worked hard over the last year to ensure the woodlands are well maintained, providing exceptional natural spaces for everyone to enjoy.

This year marks the 18th year that Holt Country Park has been commended with the Green Flag Award.

The prestigious Green Flags are awarded by Keep Britain Tidy to outdoor spaces that meet the criteria for excellent park management, clean, accessible and easy navigation (including directional signage and information boards).

Each year, the Countryside team hold events and groups where visitors can engage in activities such as conservation work, tree planting, family trails, activity days and more. Find out about our Countryside service at www.north-norfolk.gov.uk/countryside

Saluting our super six! District's beaches set the standard

Six beaches along our coastline have retained their Blue Flag status again for 2022.

Cromer, East Runton, Mundesley, Sea Palling, Sheringham and West Runton proudly raised the Blue Flags again, after once more receiving the international award from Keep Britain Tidy.

To qualify for Blue Flag status a beach must meet a certain set of criteria. These requirements include excellent water quality, well-managed beaches, environmental education programmes, safety and services (including lifeguards and first aid) and litter/waste management.



Battle of the Beaches 2022

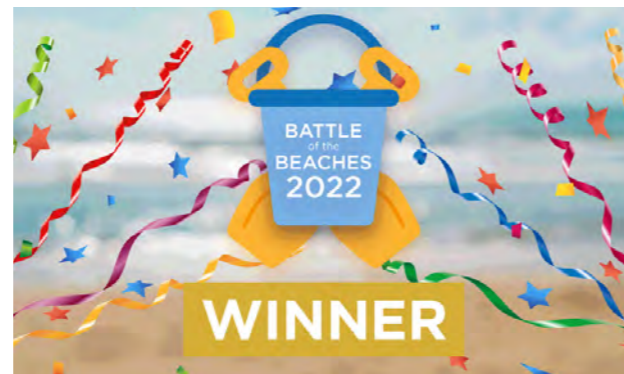
Thousands vote as Mundesley takes the crown

In our first-ever 'Battle of the Beaches', Blue Flag beach Mundesley was voted as North Norfolk's favourite in a tense final which saw 2,000 votes, beating West Runton 1,003 to 997.

Battle of the Beaches was a social media competition over summer, in which audiences of the Council's Facebook and Twitter accounts, @northnorfolkdc, could vote in head-to-head matches to eventually see their favourite crowned as 2022's winner.

Sixteen North Norfolk beaches faced off in a world-cup style tournament, where they were voted for (or voted out!) until only the two finalists were left. The beaches were championed by local members, local businesses, members of the Council's Coastal and Leisure teams, Town and Parish Councils and local residents.

The quarter-finals saw some shock defeats, with popular tourist beaches Sheringham, Cromer, Wells and Holkham knocked out by local favourites West Runton, Sea Palling, Mundesley and Happisburgh respectively. Using Twitter's poll function, and Facebook's Like and Love post reacts, over 6,500 votes



were cast throughout August, reaching a combined audience of nearly 350,000 people.

The competition was a new, fun way to deliver important beach safety messaging, sea safety tips and Deep History Coast updates - raising the profile of North Norfolk's beautiful coastline and to involve locals in promoting the fantastic tourism offering in our coastal region.

A shield was presented to Mundesley and will be displayed at the library until it's time for the next showdown in 2023. Battle of the Beaches will return next summer - can Mundesley retain the title, or will you pick a new winner?



Marvellous Mundesley - the North Norfolk village is the first winner of our Battle of the Beaches contest

Recycling right at home - a guide

✔ What can I recycle at home?

Recycle Right – Recycling the right items that are clean and empty means your recycling can be transformed into useful everyday items.

Keep it clean and empty
Please make sure your recycling is clean and empty. Pour out any liquid content and give it a quick rinse using your old dish water to remove food or drink residue. It doesn't need to be spotless!

- ✔ Keep it clean
- ✔ Keep it dry
- ✔ Keep it loose

🔄 Norfolk recycles

More accessible and inclusive toilets for North Norfolk

Three towns in North Norfolk are getting new accessible, inclusive toilet facilities as part of on-going investment into public conveniences.

Fakenham, Wells and North Walsham are receiving brand new public toilets in their town centres, located at the Queens Road, Stearmans Yard and Vicarage Street car parks.

The new toilets are both water and energy efficient, with male and female facilities, a gender-neutral room, a family room and accessible toilets with Changing Places facilities inside. Works in Fakenham were delayed following the discovery of an unrecorded UK Power Network cable but are back on track to be open in March 2023. Alternative facilities in the towns remain open during works to provide these new facilities.

Many residents and visitors with accessibility requirements plan their trips around the availability of accessible facilities like Changing Places.

The Council regards the provision of good quality public conveniences as a key service, underpinning the district's tourism offering as well as town centre economies.

There are more Changing Places facilities planned for North Norfolk towns in the future.



Future-proofing our famous pier

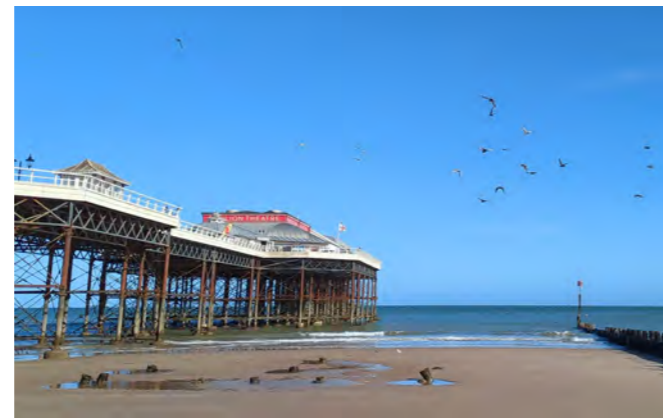
Work has begun to future-proof the iconic Cromer Pier. The £1.2m programme is vital for the structural integrity of the much-loved landmark and will be delivered in two phases.

Maintenance includes replacing or reinforcing the trusses, steel sections, deck bearers and tie-bars. Where necessary, areas of decking will be replaced with ethically-sourced Forest Stewardship Council-approved Ekki timbers, from West Africa.

Cromer Pier, including the Pavilion Theatre & Bar, Box Office, Tides Restaurant, the shop and toilets and RNLI station, will remain fully operational and accessible to the public during this phase.

There will be a £250,000 refurbishment of the Pavilion Theatre, including a new drainage system, the renovation of the theatre bar, servery area and toilets, including new accessible facilities. This will be delivered over a six-week period from January, when the Pavilion Theatre is not showing any evening or daytime shows. The bar will be closed during this period.

Cromer Pier, a Grade 2 listed structure, is over a hundred years old and reaches out into the North Sea, an extremely harsh environment for any building! An advanced survey is undertaken every five years as part of the significant, on-going maintenance regime to ensure its' future.



Protection schemes at Cromer and Mundesley

Designs are being finalised for both the Cromer and Mundesley Coastal Protection Schemes this could include rock structures, groyne repairs and scour protection, as well as promenade repairs at Mundesley.

Rock structures have been a successful, modern coastal defence mechanism and have been implemented along the North Norfolk coastline in Sheringham and a number of other coastal locations. The Council remains in ongoing consultation with the Marine Management Organisation and the Planning Authority.

A contract has been signed with Balfour Beatty as we are now in the Pre-Construction phase with works expected to commence Spring 2023 subject to consents and funding.

Working together to prepare for coastal change

The North Norfolk coast has eroded for many thousands of years. Living on this eroding coast has been a challenge for generations. In some places risk management structures play and have played an important role, but the coast continues to change and we need to adapt.

The need to adapt is not new, for example, Sidstrand church was relocated inland in 1881. More recently we have worked with communities, businesses and individuals to find ways help us to live on this changing coast. For example, with great commitment by local people, a new village hall was built in Trimingham, and elsewhere, replacement and improved beach accesses, a car park and public conveniences were developed and help given to some of those whose homes were at risk of erosion.

With climate change, the sea level is rising and coastal erosion is likely to accelerate. Rather than waiting and reacting to when erosion occurs, it would be better to have worked together to plan a way forwards.

North Norfolk has been selected by government to receive funds to lead the way in planning and delivering actions to prepare for coastal erosion. The fund is called the Coastal Transition Accelerator Programme and NNDC is currently finalising the accessing of these funds.

Supporting two very worthy causes

Every year at North Norfolk District Council's Annual General Meeting in May, a new Chairman is elected by the District Councillors. Part of this role involves selecting a charity to support through fundraising events throughout the year.

The Chairman for 2022-23 is Cllr. Pauline Grove-Jones who was appointed in May 2022. Cllr. Grove-Jones's two chosen charities for this year are:



MAP (Mancroft Advice Project)

This Norfolk based charity works to ensure young people in the district have access to quality information, advice, counselling and support. They also provide education and training for young people, parents, carers and health workers. Find out more about MAP by visiting www.map.uk.net



Priscilla Bacon Hospice

A charity which offers in-patient service for people with complex palliative care needs and support for their families. The charity is in the process of fundraising for a new hospice to be built next to the Norfolk and Norwich University Hospital. Find out more about the Priscilla Bacon Hospice here www.priscillabaconhospice.org.uk



Cllr. Pauline Grove-Jones has already started fundraising with various charity events around the district including a civic reception aboard the Southern Comfort River Boat from Horning and a picnic quiz in Stalham.

Cllr. Pauline Grove-Jones, Chairman, North Norfolk District Council, said: *"These two chosen charities are very dear to my heart. MAP looks after young people between the ages of 11-25 offering advice, support and mental health guidance. I worked in the prison service and could see first-hand the difficult issues experienced by some families and the deprivation of young people who didn't have any support. MAP does a fantastic job of helping to support young people in the district."*

"The Priscilla Bacon Hospice is a very important hospice facility in Norfolk. The charity is fundraising for a new centre which will provide 24 beds plus family rooms for visitors who want to be near their loved ones. I think both of these charities are really important to our community".



Pay for parking online

You can take care of your parking through the ParkingOps app. Available in all NNDC car parks, using the app you can pay for your parking without using cash or needing to display a physical ticket on your vehicle. You can also top up your parking without needing to return to the machine.

Available on Android and iOS, download the ParkingOps app for paperless parking!

Seasonal parking permits

We have more than 25 available car parks in the district, both coastal and inland.

Save time and money on parking with our three-hour or 24-hour season tickets, available for a period of 12 months, six months or three months.

Purchase yours today at www.north-norfolk.gov.uk/seasontickets

Make a difference at your Council

NNDC seeking budding politicians

North Norfolk District Council is working in partnership with the British Youth Council to form a Youth Council to help bridge the gap between local young people and the Council. The Council is committed to ensuring the young people in North Norfolk have a voice on the issues that impact them now and in the future. The first step of forming a Youth Council is to create a Steering Group who will work with the British Youth Council to shape what the Youth Council will look like.

The British Youth Council

The British Youth Council (BYC) is the National Youth Council of the UK. As a youth-led charity, they empower young people aged 25 and under to influence and inform the decisions that affect their lives. They support young people and help them get involved in their communities and democracy locally, nationally and internationally, making a difference as volunteers, campaigners, decision-makers and leaders.



Emma Denny, North Norfolk District Council Democratic Services Manager, said: "We are really excited about establishing a Youth Council at NNDC. This is a great opportunity for young people across the district to be involved in making decisions that can affect their communities. We are working closely with the British Youth Council on this project and are delighted to be able to offer our youth councillors training and learning opportunities provided by BYC, as well as access to peer networks nationwide. We look forward to working with the steering group to shape a youth council to represent young people across North Norfolk."

Prospective councillors shown the ropes

The Council has recently held two events for people interested in standing for election as a district councillor in May 2023.

The sessions included an introduction by the Chief Executive and a series of presentations from current councillors on ward work, life at the District Council and why they became a councillor. The Elections team were also in attendance to talk through the nominations process and the timetable for the May 2023 local elections.

A dedicated web page will be set up shortly for anyone who wants to find out more about the role, how to stand and the election process. There is also more information available at www.local.gov.uk/be-councillor/becoming-councillor. If you want to find out more about standing as a district councillor for North Norfolk, please contact Emma Denny at emma.denny@north-norfolk.gov.uk



Make sure your voice is heard

Local elections will take place on Thursday 4 May 2023 for the 40 seats on North Norfolk District Council, serving the 32 wards within the district for the next four-year term.

An election will also take place for any parish councils, where the number of nominations for prospective councillors received is greater than the number of seats.

Where the number of valid nominations received do not exceed the number of seats available, the election will be uncontested and those validly nominated will serve on the parish council.

More information about these forthcoming elections will be shared on our website in the coming months, including the full details about the new government legislation on presenting photographic identification when you visit your polling station.

If you are not currently registered to vote at your property, and wish to participate in these elections the easiest way to register is by visiting www.gov.uk/register-to-vote

Find out about elections in North Norfolk, including applying for postal or proxy votes at www.north-norfolk.gov.uk/elections

How to watch Council meetings



Committee meetings are open to the public. They are held in the Council Chamber at our offices in Cromer. They are livestreamed via our YouTube channel, NNDC e-democracy. If you can't watch the meeting live, recordings are held for six months. Further details of the Council's committees are available at modgov.north-norfolk.gov.uk/committeelist where you can also access the agenda for upcoming meetings and view minutes.

Full Council

All 40 elected councillors meet to decide the key Council policies and set the budget and council tax each year. This is also the arena for matters of political debate.

Cabinet

The executive committee of the Council, responsible for most of the decisions affecting local services. Cabinet members have portfolios - areas of responsibility which they oversee and report on.

Overview and Scrutiny (O&S)

A cross party committee of members, responsible for reviewing the Council's efficiency, economy and holding Cabinet to account. O&S can also undertake investigations on matters of public interest.

Licensing

There are two Licensing committees. One is responsible for premises (pubs) and gambling and the other for regulatory matters, including taxis. A sub-committee meets monthly to consider applications and hear any objections.

Planning

The Development Committee is responsible for deciding planning and listed building applications, enforcement and matters relating to trees, hedgerows and conservation.

Governance, Risk and Audit Committee

This committee monitors the governance structure, reviewing the financial and risk management and ensures internal controls are adequate for council services.

These meetings are live-streamed on YouTube - www.youtube.com/northnorfolkdistrictcouncil

If you wish to speak at any these meetings, please email democraticservices@north-norfolk.gov.uk 48 hours before the meeting with a copy of your question/statement. If you wish to attend the meeting in person, please notify us as soon as possible. Alternatively, the Chairman can read out your statement.

Your NNDC Councillors

Find out who your local Councillor is by visiting:
www.north-norfolk.gov.uk/councillors

Make-up of the authority



Lib Dem - 24

Con - 10

Ind - 4

Non-aligned Ind - 2



Clive Stockton
Bacton



Sarah Bütikofer
Beeston Regis & Runtons



Jolanda Stenton
Briston



Victoria Holliday
Coastal



Tim Adams
Cromer Town



Andreas Yiasimi
Cromer Town



John Toye
Erpingham



Pierre Bütikofer
Gresham



Lucy Shires
Happisburgh



Harry Blathwayt
Hickling



Georgie Perry-Warner
Holt



Eric Vardy
Holt



Nigel Dixon
Hoveton & Tunstead



Gerard Mancini-Boyle
Hoveton & Tunstead



Christopher Cushing
Lancaster North



Jeremy Punchard
Lancaster South



John Rest
Lancaster South



Wendy Fredericks
Mundesley



Eric Seward
North Walsham East



Paul Heinrich
North Walsham East



Virginia Gay
North Walsham Market Cross



Don Birch
North Walsham West



Nigel Lloyd
North Walsham West



Angie Fitch-Tillett
Poppyland



Richard Kershaw
Priory



Nigel Pearce
Roughton



Liz Withington
Sheringham North



Colin Heinink
Sheringham South



Penny Bevan Jones
Sheringham South



Adam Varley
St Benet



Pauline Grove-Jones
Stalham



Matthew Taylor
Stalham



Vincent FitzPatrick
Stibbard



Andrew Brown
Stody



Emma Spagnola
Suffield Park



Nigel Housden
The Raynham



Greg Hayman
Trunch



Tom FitzPatrick
Walsingham



Peter Fisher
Wells with Holkham



Saul Penfold
Worstead

Thank you for reading this edition

Outlook magazine is produced by North Norfolk District Council staff for the benefit of every resident in our district. If you have any ideas for future content or general feedback please email the Council's Communications team via communications@north-norfolk.gov.uk

