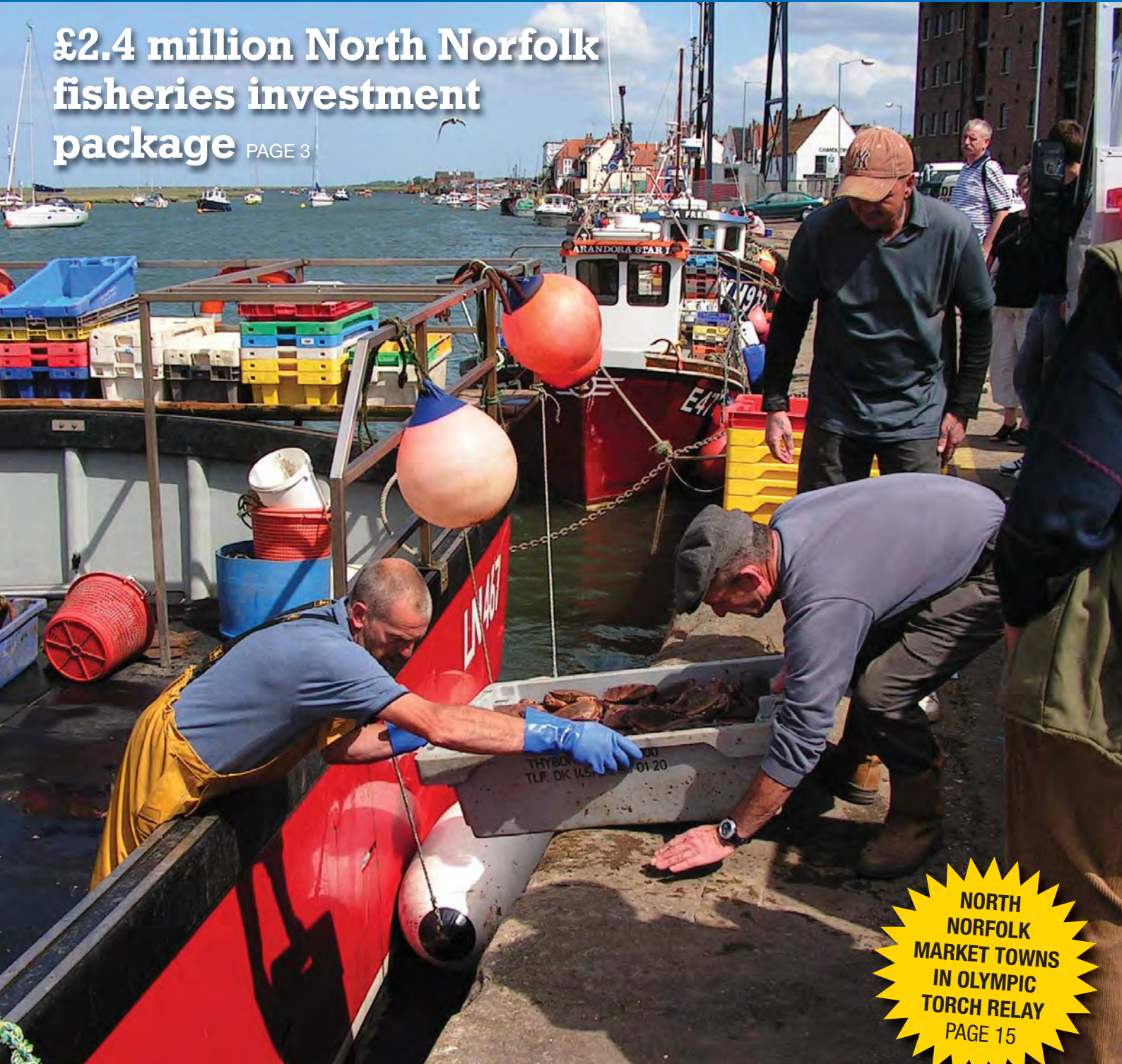


Outlook



£2.4 million North Norfolk fisheries investment package PAGE 3



NORTH NORFOLK MARKET TOWNS IN OLYMPIC TORCH RELAY
PAGE 15

DO YOU STILL VALUE OUTLOOK?
WE NEED YOUR VIEWS
Readership survey
BACK COVER

Planning ahead: the Council's priorities to 2015
PAGES 8 and 9

Winter events and parties in our country parks
PAGE 13

Priorities for difficult times

It was early summer when I last talked to you through these pages. Since then I have enjoyed travelling around North Norfolk meeting many different people and organisations and finding out what is important to them about our wonderful District.

The North Norfolk District Council Corporate Plan for 2012-15 (details in the centre pages) sets out the Council's priorities for the next four years. We have been keen to ensure that it reflects the concerns and ambitions raised by local residents, not just over the summer, but over the past two years of discussions and consultations.



We are all going through difficult times at the moment; newspapers certainly don't make happy reading. One of the principal aims of the plan is that we should use the next four years to build the Council's ability to overcome difficult times, and to preserve and protect the services that people need. We want to know what you think, so please read the plan and then let us know.

Thanks to the Coalition Government and careful budget planning, we are able, as promised, to freeze council tax again next year. With the rising cost of fuel and other essentials, it is the least we can do to try and help ease the pressures on the family purse.

With only a few weeks left until the Christmas holidays, I would like to take this opportunity to wish you all a restful and happy time and my good wishes too for the coming year.

Helen Eales, Leader of the Council



Parking enforcement changes

In November on-street parking enforcement became the responsibility of Norfolk County Council across the whole of Norfolk, with Civil Enforcement Officers taking over the role from the police and traffic wardens.

Civil Parking Enforcement (CPE) has been operating in Norwich since 2002, and is now set up across the rest of the county to allow Norfolk Constabulary to concentrate on other priorities. Norfolk County Council, as highways authority, has delegated the operation of parking enforcement to the Kings Lynn, Great Yarmouth and South Norfolk councils, working through the Norfolk Parking Partnership.

The service launched with 12 Civil Enforcement Officers across Norfolk (excluding Norwich), and this number will gradually increase to 22 in the summer months when the holiday areas are under most pressure. An advantage of the partnership working with borough and district councils is that the same enforcement staff will carry out both off and

on-street enforcement, thus reducing costs.

NNDC is not directly employing enforcement staff. Civil Enforcement Officers operating in the District will be employed by the Borough Council of King's Lynn and West Norfolk, who are also covering Broadland and Breckland as well as North Norfolk and West Norfolk.

The processing of Penalty Charge Notice payments issued in North Norfolk, and any associated appeals, will also be carried out by the Borough Council of King's Lynn and West Norfolk.

While the enforcement of yellow lines, time limited waiting and other parking restrictions becomes entirely the responsibility of the Civil Enforcement Officers, Norfolk Constabulary will still have the power to act on obstruction offences, and where vehicles are parked on zigzag approaches to pedestrian crossings.

For further information on Civil Parking Enforcement in North Norfolk and across the county as a whole go to:

www.norfolk.gov.uk/parking-enforcement

Would you like to find a cheaper way to park?

It can be frustrating finding the right change to pay for parking or not knowing how long you need to park for. If this seems familiar, then consider the savings of purchasing a Parking Season Ticket.

Shoppers may find the short stay season ticket very useful. For just £16 for three months you can have up to three hours parking on most of the NNDC car parks in North Norfolk – that equates to less than £1.35 per week! Buy an annual short stay season ticket and this reduces

to just over £1 per week.

For those who need to park for longer periods (up to 24 hours) a long stay season ticket costs less than £3.85 per week.

For further information please:

- ▶ pick up a leaflet at a local Tourist Information Centre or Council Offices at Cromer or Fakenham or
- ▶ visit www.northnorfolk.org to download an application form or
- ▶ telephone 01263 513811.

Outlook is published three times a year by North Norfolk District Council for its residents and distributed to all households in the District.

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If you would like to receive *Outlook* in large print, Braille, alternative format or in a different language, please telephone 01263 516344 and we will do our best to help.



Audio versions of *Outlook* are available on memory sticks, with free postage to all who are registered blind or have a certificate from an ophthalmologist, doctor or ophthalmic optician that their close-up vision, with spectacles, is N12 or less. Contact: Jolyon Booth, The Mardler, White Horse Street, Aylsham, NORWICH NR11 6HG Tel: 01603 871181, with your name, address and telephone number.

£2.4m boost to North Norfolk's fishing industry



Lead by North Norfolk District Council, the North Norfolk Fisheries Local Action Group (FLAG) has just secured European funding to bring forward a comprehensive package of projects around the North Norfolk coast valued at more than £2.4m.

The FLAG will also act as a powerful voice for the local fishing industry. The aim of the funding is to ensure that the local fishing industry continues to have a sustainable and profitable future, with the exciting mix of initiatives likely to bring benefits well beyond the three year duration of the programme.

The North Norfolk FLAG comprises representatives from the fishing industry, public organisations and private business in the District and is chaired by local businessman John Williams.

An agreement signed between the FLAG and the Marine Management Organisation, responsible for marine issues in the UK, has opened up access to this seven figure sum from the European Fisheries Fund (EFF). The monies, made of EFF funding (60%) and match-funding from other sources (40%), will be used to boost the competitiveness and sustainability of the North Norfolk fishery, open up new markets, provide new infrastructure (including an innovative approach to Broadband delivery) and ensure the environmental impact of fishing off North Norfolk remains minimal.

As the main sponsoring body NNDC has been working with the fishery for a number of years to help it stay competitive. This new package of projects is a direct response to requests from the industry for more assistance to help it remain profitable and sustainable. Specific projects include a visitor and heritage centre, protection for the iconic Cromer Crab brand, new equipment at the nearly 20 launch and landing points around a 59-mile stretch of North Norfolk coast, from Thornham to Caister-on-Sea, and financial support such as the



creation of a fishermen's microfinance scheme to help businesses connected to the fishery develop into the future.

At the heart of the programme is a Fisheries and Communities Engagement Programme, managed by North Norfolk Business Forum, which exists to promote and encourage uptake of the projects and can be applied for by businesses and individuals within the target area. Local fishing businesses can expect to

be contacted by the Animator (liaison officer) from the Business Forum, whose role is to help with project and funding applications, and to represent the fishery at future meetings and consultations.

There will be more announcements about this exciting new initiative for the District soon, and if you're connected with the fishing industry in North Norfolk, the North Norfolk FLAG looks forward to receiving your applications!

Refuse and recycling collections for Christmas and New Year

USUAL COLLECTION

REVISED COLLECTION

WEEK COMMENCING 26 DECEMBER 2011

Monday 26 Dec*	▶	Saturday 24 Dec	2 days EARLY
Tuesday 27 Dec*	▶	Wednesday 28 Dec	1 day late
Wednesday 28 Dec	▶	Thursday 29 Dec	1 day late
Thursday 29 Dec	▶	Friday 30 Dec	1 day late
Friday 30 Dec	▶	Saturday 31 Dec	1 day late

WEEK COMMENCING 2 JANUARY 2012

Monday 2 Jan*	▶	Tuesday 3 Jan	1 day late
Tuesday 3 Jan	▶	Wednesday 4 Jan	1 day late
Wednesday 4 Jan	▶	Thursday 5 Jan	1 day late
Thursday 5 Jan	▶	Friday 6 Jan	1 day late
Friday 6 Jan	▶	Saturday 7 Jan	1 day late

*indicates Bank Holiday

ALL COLLECTIONS RETURN TO NORMAL FROM MONDAY 9 JANUARY 2012

Changes to your refuse and recycling collections over the Christmas and New Year period are detailed in the table opposite. Please check carefully as one collection will be EARLIER than usual to minimise the overall period of disruption.

The changes opposite apply to all refuse, recycling and garden waste collections.

Containers should be put out by 7am on the revised collection day as collection times may change. Containers not out when the crew arrive will not be emptied.

More information on: www.norfolk.gov.uk
0300 123 1163

Getting tough on empty homes

At its Cabinet meeting in November the Council agreed to set aside £200,000 from the Housing Renewal Budget to enable it to purchase long term empty homes through use of Compulsory Purchase powers.

The Council has been in contact with a number of owners of empty homes over recent years encouraging them to bring their properties back into use, offering support and in some cases grant funding, but with limited success. This new move shows that the Council is serious in its intention to bring empty homes back into use and it will initially be taking action on three properties. If this proves successful other properties from the estimated 1400 empty homes in the district will be identified for further action which may lead to Compulsory Purchase.

If you own an empty property and would like help to bring the property back into use please contact Debs Skinn on 01263 516184 or email debs.skinn@north-norfolk.gov.uk

Get ready for winter!

Getting ready for winter is something we all need to do.

Whether it's at home, in the community, or behind the wheel, we all need to consider how families, businesses and communities could be affected and how we can be better prepared. The Norfolk Resilience Forum website includes information on the Government's 'Get Ready for Winter' campaign that was launched by Directgov at the end of October. It also includes links to local campaigns, such as Electric Blanket testing, NHS Norfolk Gernbuster Toolkit, winter driving, Fire and Police Safety advice.

So, to discover some simple things you can do to help you and your family stay warm, healthy and safe through the cold weather – visit www.norfolkprepared.gov.uk

2 into 1 makes life easier for a local family



In January the Council received a Disabled Facilities Grant application to provide a downstairs bedroom and bathroom with a level access shower for a large family with a disabled child who was a full-time wheelchair user.

Their 3-bedroom Victory Housing Trust property in North Walsham could not be easily adapted and would have needed a costly extension. Even once the work had been done the property still would not have been suitable to meet all the needs of the family. The family were willing to move but wanted to remain in the North Walsham area.

An affordable housing development at Ketts Road in North Walsham was nearing completion at the time and this provided an opportunity to create a 6-bedroom bungalow by knocking through a 3-bedroom wheelchair accessible bungalow and an adjoining 2-bedroom bungalow.

Both Orbit East, the housing association developing the scheme, and the Homes and Communities Agency who were providing some of the funding for the scheme gave their support. Norfolk County Council's Occupational Therapy Service provided advice to ensure the property would meet the needs of the disabled child.

The family moved into their new home in October and are delighted, saying, "the move went well – the layout of the bungalow is great and the children have settled in well. We were so used to living on top of each other but now the children can play in their rooms and this has had a

positive effect on us all. Outside the bungalow is a very safe environment for all of the children to play".

Anne Brighton, Head of Neighbourhoods at Orbit East commented, "this is an excellent example of collaborative working. We are delighted that through our work with NNDC, the Homes and Communities Agency and Norfolk County Council Occupational Therapy Team, a bespoke home has been developed for a family with very specific needs".

NNDC Cabinet Member Cllr Keith Johnson added, "We are very pleased to have been able to work with Orbit East to deliver such a positive outcome and we wish the family all the best in their new home".

The property was converted so that if this size and type of property is not needed in the future it can be converted back into two separate properties.



If you are disabled and are struggling in your home and would benefit from adaptations being made, contact Norfolk County Council on 0344 8008020. An assessment of your needs will be undertaken and if appropriate a recommendation will be made to NNDC for adaptations to be funded through a Disabled Facilities Grant.

New service for private landlords

The Council is now offering private landlords the opportunity to advertise their properties through the 'Your Choice Your Home' scheme which has been in use for over two years for advertising properties in the affordable housing stock.

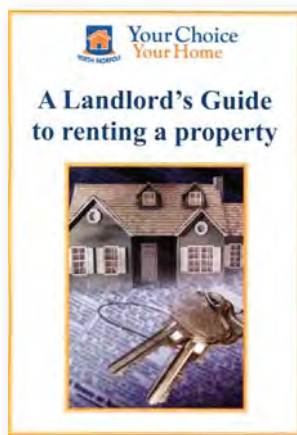
Privately rented properties are advertised alongside housing association properties for rent and properties for sale on a shared ownership basis. This allows the 4000 people who are actively looking for accommodation in North Norfolk to view a wide range of options in one place.

The cost of advertising a property is £79.31 including VAT and there is no charge for re-advertising a property.

To see how properties are advertised visit www.yourchoiceyourhome.org.uk and view the latest property list.

The Council can also provide advice to landlords advertising their properties through the scheme on a range of issues including what you need to do before renting your property, managing your property, health and safety, money matters, tenancy problems and ending a tenancy. The Council has included this advice in a comprehensive booklet 'A Landlord's Guide to Renting a Property', which will be given to landlords as part of the service.

If you would like more information about this service please contact Debs Skinn on 01263 516184 or email debs.skinn@north-norfolk.gov.uk



Housing Benefit is changing for single people aged 25 to 34 who rent from a private landlord

From 1 January 2012 most single people (those living on their own) under the age of 35 and renting from a private landlord (this does not include housing associations) will only be entitled to the Housing Benefit shared accommodation rate. This currently applies to those under the age of 25 but is being extended to those under the age of 35.

Shared accommodation is where you live in a house and have your own bedroom but share other facilities such as the kitchen, living room or bathroom. The Housing Benefit shared accommodation rate is the level considered appropriate for this type of accommodation and is based on the rents charged by local landlords.

If you are privately renting a one bedroom self contained property (that you do not share with anyone) and you are receiving the Housing Benefit one bedroom rate your Housing Benefit will

go down to the Housing Benefit shared accommodation rate unless the changes do not apply to you. For more information on those who the changes will not affect and the current Housing Benefit rates go to www.direct.gov.uk or contact the Housing Benefit Team on 01263 516349, email: benefits@north-norfolk.gov.uk.

If your Housing Benefit goes down and you cannot afford to pay your rent you may lose your home. You may need to consider moving to cheaper accommodation with a rent that is within the Housing Benefit shared accommodation rate.

If you are not yet renting but are thinking of doing so, you need to ensure that your accommodation is going to be affordable.

If you need help to find suitable accommodation contact the Housing Options Team on 01263 516375 or email housing@north-norfolk.gov.uk.

Record month for affordable housing permissions

In October planning permissions were granted on two schemes in North Walsham and Hoveton to deliver 90 new affordable homes. The Council is hopeful that these new homes can be delivered within the next two years.

Stay warm and cosy

The Council launched its 'Stay Warm and Cosy' initiative in March. We have already visited 155 residents in their homes, surveyed their property and given advice on how to improve the energy efficiency of their home, reduce their fuel bills and keep warm this winter.

Can we help you?

If you are concerned about the rising cost of fuel and how you are going to keep warm this winter, contact us now for this free service. The advice we give you will be targeted to you, the home you live in and the fuel you use, and we will give you information

on insulation installers providing free or subsidised insulation, grant schemes for upgrading your heating system and what the energy companies are offering to customers and households more generally.

We can also provide information on the latest Government sponsored schemes including the Renewable Heat Incentive, Feed in Tariff and Green Deal.

If you are interested or would just like some more information contact Housing Services on 01263 516315 or email housing@north-norfolk.gov.uk

Providing support for coastal businesses

The highly successful North Norfolk Coastal Pathfinder Business Advice and Marketing initiatives are now coming to a close, but some significant additional business support has been developed through these projects and this will continue to support coastal businesses in the future.

December will see the launch of a new Coastal Business Grants and Loans Scheme which will be managed by the Norfolk Community Foundation on behalf of NNDC. The scheme will initially provide an opportunity to those businesses that through Pathfinder have highlighted areas in which they wish to invest and develop. Grants and loans will be available for professional assistance, enhancements, skills development and improved marketing.

A Business Finance Toolkit has been developed which sets out many options and handy tips for businesses wishing to raise funds for improvements or to ensure the business continues to thrive. This toolkit will evolve and grow over time and is of use to all businesses, whether they are in a coastal environment or inland.

A further toolkit to assist business develop or review their marketing is now also available, supported by a library of professional photos which are free for businesses to use for their own marketing materials.

Finally, the North Norfolk Tourism Forum has been engaged to implement activities highlighted by local businesses to strengthen the marketing and tourism offer in the east of the district over the next three years. This includes assessing and where possible improving tourism road signs and ensuring that the area benefits from the expanding influence of social networks.

Information on all the business support available is accessible on the NNDC Economic Development web pages at www.northnorfolk.org.uk.



A seat with a view – 'Happy Valley', Cromer

New Coastal Trail under way

Work has started on a new coastal trail around the English coast. Staff from Natural England and Norfolk County Council are visiting owners and occupiers of coastal land in North Norfolk looking at options to improve access on one of the first stretches to be implemented, which is between Weybourne and Sea Palling.

The trail will include areas of 'spreading room', where people will be able to relax and admire the view and will avoid private houses and gardens, ports and sensitive conservation areas. The new trail will open up the Norfolk coast for all to enjoy, bringing valuable

support to local businesses from new visitors to the area.

The draft proposals for the new path will be available in Spring 2012 when there will be a 12 week public consultation. This means everyone will have an opportunity to comment on the proposals before they are finalised and submitted to the Secretary of State.

To find out more visit the Coastal Access website:

www.naturalengland.org.uk/coastalaccess

Alternatively email the Norfolk team at Norfolk.CoastalAccess@naturalengland.org.uk

Investing in Coastal Communities

Happisburgh has been the focus of many Pathfinder projects and over recent months large volumes of debris have been removed from the beach. This work has greatly enhanced the look and feel of the beach and has improved access for walkers. However, not all the debris could be removed and so caution should

still be taken to avoid submerged debris in the water.

Many other projects are underway in Happisburgh and the spring will see further improvements for residents and the launch of new facilities for visitors.

For more information on the North Norfolk Pathfinder project please visit www.northnorfolk.org/pathfinder



Work under way on the new car park at Happisburgh, a key Pathfinder project
Photo: Marti Tipper

The Bittern Line – a national success story!



Since its formation in 1997, the Bittern Line Community Rail Partnership has raised the profile of the railway, linking Sheringham, Cromer and North Walsham with Norwich, so much that it has gone from being a threatened service to a national success story.

This is due to the willingness of partners to work together with the community to ensure that the railway is an integral part of North Norfolk life. An example is the way the train operator, National Express, and Paston Sixth Form College, in North Walsham, changed train and college times respectively to make it easier for students to use the railway. This project recently won first prize for teamwork in the national Community Rail Awards! Also in North Walsham, partners North Norfolk District Council and Norfolk County Council have been instrumental in a groundbreaking Station Travel Plan, which is expected to result in real improvements on the ground very shortly. This project was also a finalist at the Community Rail Awards.

Despite recent public sector funding worries, the future looks good for the Bittern Line and its sister Community Rail Partnership for the Norwich to Great

Yarmouth and Lowestoft, Wherry Lines. The two partnerships are part of the new, independent Community Rail Norfolk, a not-for-profit company whose main objective is to promote the railways of Norfolk and its surroundings for the social, economic and environmental benefits of residents and visitors, and to support the well-being of the communities served by the railway. It is made up of local authorities, the two partnerships and the train operating company.

The Bittern Line runs hourly every day (except for Sundays in the winter half of the year, when it's two-hourly) and timetables can be found in tourist information centres, libraries, on posters at stations and online:

www.nationalexpresseastanglia.com

www.bitternline.com

www.bitternline.mobi

Special guides to what you can see and do along the Bittern Line and the Wherry Lines can be found additionally at many outlets along the line.

For further information, contact Chris Wood at Community Rail Norfolk.

Email: chris@transplan.org

Telephone: 07707 223 099



Trees for Horning

'Trees for Horning' is a newly formed group of residents who are interested in tree planting schemes in and around the village. Concerned with the loss of trees within Horning, the intention of the group is to try and reverse the decline. This is seen as a long term project, to benefit present and future residents.

Some planting will be in new areas and some to replace older trees that have died or been felled. The effect in time will have beneficial effects for the residents and wildlife of Horning. Fruit and nut trees will provide free picking for villagers to enjoy.

The Group started in the spring, with the support of Horning Parish Council, and is keen for as many local people to become involved as possible. This is particularly important, not only to spread the labour of planting, but also for the follow-up care of the trees.

The first scheme was to plant two trees, a Himalayan Birch and a Tibetan Cherry, on the village Memorial garden on 30 April to commemorate the royal Wedding.

The next scheme will involve planting, over winter, on the perimeter of the recreation ground and it is intended that this will incorporate a small orchard.

The Group has received advice, help, and encouragement from Jason Kidman, the Norfolk County Forestry Officer. At present the group is concentrating on fund raising so that they can progress to further planting in the New Year.

Anyone interested in setting up a similar scheme should contact john@thurlow.net

Beach huts for hire

We are already taking weekly bookings for the 2012 season so don't delay – reserve your base by the sea soon! Whether you use it to store all those beach essentials, for a place to get changed after a dip, or shelter with a flask and a book from bracing breezes, hiring a beach hut means you can make the most out of being by the seaside.

There are still some beach huts available for weekly hire at Cromer and Sheringham right now as we continue to let some brick built huts during the winter with prices starting at £15 for a winter booking. For 2012 summer season prices and availability at Cromer, Sheringham or Mundesley, tel 01263 516067.



North Norfolk District Council's new Corporate Plan sets out the Council's priorities for the next four years. It will guide business decisions to ensure that the council is well-run and able to meet its objectives. And in line with the Coalition Government's localism agenda, NNDC intends to put the interests of local communities at the heart of everything it does – local decisions and local actions for the benefit of local communities.

The Corporate Plan is a strategic document, listing the priorities for council actions for the period 2012-2015, giving our shared vision and our values and listing the priority areas on which the council intends to concentrate its efforts: Jobs and the local economy; Housing and infrastructure; Coast, countryside and built heritage; and Localism, alongside the proposed means of Delivering the vision. These priorities have been drawn up following lengthy consultation and discussions with members of the local community and reflect the concerns and ambitions raised over that period.

An accompanying Action Plan will be produced each year, giving detail of how those priorities will be realised over the forthcoming 12 months. These Annual Action Plans will be drawn up in consultation with Parish and Town Councils and other local bodies so as to ensure that local communities are involved and engaged with District Council actions. Consultation over the first Annual Action Plan, for 2012-2013, will commence early in the New Year.

Councillor Helen Eales
Leader, North Norfolk District Council

small government

OUR VALUES

We will

- ▶ Empower people and communities to make their own decisions.
- ▶ Support people in taking control of their own lives.
- ▶ Be innovative and flexible in the delivery of our services.
- ▶ Be open and transparent in our decision-making.
- ▶ Work with partners in the private, public and voluntary sectors where appropriate for the benefit of the District.
- ▶ Value and respect the roles of councillors and staff and act with integrity at all times.

OUR PRIORITIES

- ▶ To boost employment and create more jobs.
- ▶ To enable the provision of new homes and the infrastructure that goes with them.
- ▶ To protect our coastline and the character of our countryside and built heritage.
- ▶ To empower individuals and local communities to have a greater say in their own futures.
- ▶ To reform the organisation to deliver high quality services that achieve our priorities in an efficient manner that represents good value for local taxpayers.

Success in meeting these aims will involve making some difficult choices. We must ensure that our spending is focussed on the things that really matter to local people and businesses.





Government, big society

DELIVERING THE VISION

Our priority: to make the Council more efficient so that we can both deliver our priorities and offer value for money for local taxpayers.

We want

...strong governance arrangements

We will operate an effective audit committee.

We will update the Local Code of Corporate Governance in line with the new Corporate Plan.

...effective communications

We will develop a communication and engagement strategy that defines our approach to internal and external communications and encompasses our approach to localism.

...strong and proportionate organisational management

We will review the management arrangements within the Council, reducing hierarchies and empowering staff.

...to prioritise services and functions in line with the wishes of our communities and to deliver our corporate objectives

We will prioritise services and redirect resources in line with those priorities.

...to deliver year-on-year improvements in efficiency

We will review business processes and create a culture of challenge.

We will invest in new technology where this can support more efficient ways of working.

We will explore opportunities to deliver high quality services more effectively through new partnerships with public, private and voluntary organisations.

We will encourage and reward our staff for finding innovative new ways to deliver higher quality services more efficiently.

What do you think?

The Corporate Plan 2012-15 has been drawn up following lengthy consultation and discussions with members of the local community and reflects the concerns and ambitions raised by them over that time.

Now we would like to know what you think about how these priorities might be put into action in your part of the District.

We will be developing the Annual Action Plans in discussion with Town and Parish Councils. If you have any suggestions as to how your particular part of North Norfolk could be invigorated, then please get in touch with your local town and parish councillors so they can bring them to the discussions.



View the complete corporate plan on www.northnorfolk.org



It's hi-viz and helmets for budding builders

Primary school pupils learn all about Building Control

NNDC District Building Control Surveyor Gary Cass undertook the toughest talk of his life when he addressed a room full of 5- to 7-year-olds at Antingham and Southrepps Primary School at the end of September.

Gary, whose daughters are in Class 2, was invited by class teacher Mrs Cairns to talk to the children about his work. Their current class project is 'construction' as the school is currently having two new classrooms built to replace old 1970's 'mobile' classrooms.

As well as talking about what he does when he goes on site visits to check things like construction standards, fire and electrical safety, access and energy conservation, Gary also talked about construction 'rules',

stretching back to the Fire of London, and building materials (the story of the Three Pigs was very helpful here!).

Gary says it was a highly interactive talk, with the children asking him loads of questions, and that they thoroughly enjoyed testing his laser measure and other technical 'gizmo's' and trying on his

hard hat and 'high vis' jacket. Gary concluded his report by saying, "I have given presentations for Architects, Agents, Councillors, Strategic Directors and fellow professionals before, but this by far was the hardest and most stressful one I have ever done – but it was lots of fun!"



Stage 1: get into gear

NNDC's Gary Cass takes on the pupils of Antingham and Southrepps Primary School



Stage 2: preparing the checklists



Stage 3: Job done!

Go online for planning applications

More and more residents are using the Council's website to check on plans which are being submitted for permission.

By following the links on www.north-norfolk.org via 'I want to ... search for planning applications' you can search by address or application number (these details are shown on the yellow site notices which are posted near each application site). You can also search the list of applications which is published each week.

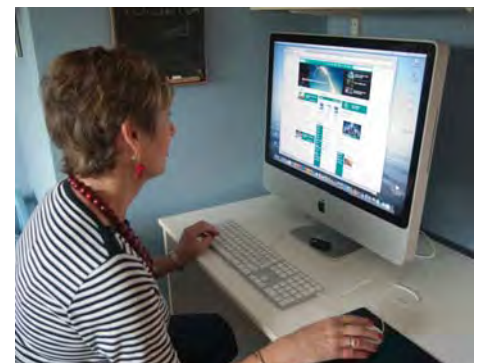
The site gives you full details of the plans accompanying applications and enables you to measure off distances

from the plans so that you can assess the impact of the proposals.

There is a direct link to enable you to submit a response online; this is the fastest way of ensuring that the Planning Officer dealing with the case receives your comments.

The site also gives details of major proposals in the pipeline and allows you to send comments direct to the applicants at pre-application stage.

Councillor Sue Arnold, Chairman of North Norfolk District Council's Development Committee, which decides the most important planning applications,



said "I am pleased that so many residents write to us giving their views on planning applications. While the wide variety of comments received means that we cannot agree with every point of view, we do read all comments carefully and take them into account whenever we can."

Innovative barn conversion wins North Norfolk design award

The Tithe Barn in Walcott, and Kelling Hall were winners of two special awards at a ceremony held at North Norfolk District Council (NNDC) offices in October to mark the 30th anniversary of the prestigious annual Graham Allen Award for Conservation and Design.

This year's major award went to The Tithe Barn, Old Lane, Walcott, a 19th Century barn that had fallen



into a state of disrepair and was in need of considerable intervention and restoration. This was achieved alongside the preservation of the character, simple form and beauty of the barn.

Highly commended was an unusual project involving the conversion and extension of a 1970's bungalow, previously a cart shed, at Langham Road, Binham. The bungalow has been transformed into a spacious home with dramatic views of 11th Century Binham Priory.

A development of 33 affordable dwellings at Lodge Close, Holt received a commendation for the quality of the scheme's locally distinctive vernacular design and overall contribution to community need.

On the 30th anniversary of the Graham Allen Award the judging panel also gave special recognition to the restoration of the Grade II* Listed Kelling Hall, a scheme they considered had made an exceptional contribution to the art and practice of building conservation and design.

Speaking at the event, Cllr Keith Johnson, Cabinet Member for Planning, said, "The Council is keen to recognise

the implicit value of built heritage and the historic landscapes of the district. Quality of life, tourism and economic benefits all go hand in hand with the need to preserve our inheritance, the beautiful and unique appearance of our architecture and our towns and villages, to maintain our identity and our local distinctiveness."

The awards were presented by Edward Allen, the eldest son of the late Graham Allen who was the first chairman of North Norfolk District Council and after whom the awards are named.



Award winners, from top: Tithe Barn, Walcott, Priory Barn at Binham and a development of 33 affordable houses in Holt

Lead in household water supplies

Most dwellings in North Norfolk are connected to an Anglian Water mains water supply. This water flows through the mains network and is effectively lead-free. If traces of lead are found in tap water, it usually comes from old lead pipework in, or near, the home.

Medical advice suggests that lead can be harmful. It is therefore sensible to ensure that as little lead as possible is consumed. This is especially important for pregnant women and young children.

If you live in a house built before 1970, you may wish to check whether any of your pipework is lead. Properties built or modified after 1970 are unlikely to have any lead pipes – copper or plastics are now the most commonly used materials.

To check your own pipe-work, look for the point where the water pipe enters the house and examine the pipe from there. The pipe usually enters at an internal stop tap – which is often, but not always, under the kitchen sink. Try and check as much of the pipe as possible. Lead pipes are usually dark grey or black (unless painted) and the joints appear to be 'swollen'. The metal is soft with a dull coating and when scraped gently with a coin, a shiny silver strip should be revealed.

Pipes under the road or pavements up to the boundary of your property are the responsibility of Anglian Water. The pipe from the property boundary to the internal plumbing is the responsibility of the property owner.

If you opt to replace the lead pipework at the property, Anglian Water will replace the pipework between the water main and the property boundary. In some cases this may be done free of charge. In other cases, charges will apply.

Anglian Water performs more than 300,000 tests on water quality every year. If you have lead pipes and/or you would like to arrange a free lead test to measure the lead content in your tap water, or need any further advice, please call them on 08457 145145. You can also visit their website, www.anglianwater.co.uk.

If your property has a 'private water supply' (i.e. a well or a borehole) the responsibility for carrying out any work is yours. If you are concerned about possible lead levels in your private supply please contact the Commercial Team at Environmental Health on 01263 516008 or via www.north-norfolk.gov.uk.

North Norfolk Holiday Guide 2012

www.visitnorthnorfolk.com

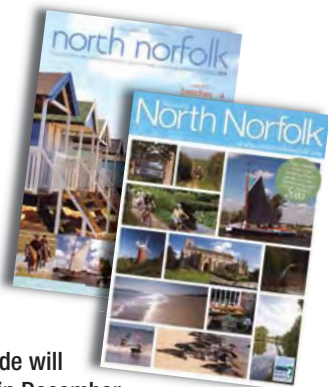
2012 promises great potential for another very exciting year for tourism in North Norfolk, with holidaying opportunities in the District for people from all over the UK and abroad participating in celebrations for the Queen's Diamond Jubilee and visiting for the London Olympics.

To promote North Norfolk as an all-year round holiday destination, North Norfolk District Council has produced the North Norfolk Holiday Guide 2012. This annual publication provides information about our towns and villages, with special features and sections on attractions, wildlife and events and advertisements from serviced and self-catering properties, camping and caravanning sites and holiday agencies across the District.

The 2012 Guide will be officially launched on 12 December 2011 at the Council offices in Cromer, with a gathering of tourism businesses and representatives from the industry.

The enhanced www.visitnorthnorfolk.com website will also be presented at the event, along with the launch of another very exciting and important project, the Pathfinder Business Loan and Grant Scheme (see page 6 for further details). Keynote speeches on the prospects for business, changing tourism organisational structures and emerging trends in holiday destinations will highlight the event.

80,000 copies of the guide have been printed and these will be distributed through Tourist Information Centres (TICs) and other key outlets all over the country, to attract both the domestic and overseas market. A digital version of the guide can also be viewed or downloaded from www.visitnorthnorfolk.com. In addition, it is available as an app from the Apple App Store which can be downloaded for free to an iPhone, iPod and iPad.



The 2012 guide will be launched in December

NNDC team helps counter the effect of the recession



Over the summer NNDC's Learning for Everyone (L4E) initiative was successfully re-assessed for the matrix quality standard in the delivery of information, advice and guidance for training and work opportunities.

L4E has now held the matrix standard, a unique quality framework for the effective delivery of information, advice and guidance on learning and work, backed by the Department for Business Innovation and Skills, since 2004. In the last year alone over 500 members of the local community have accessed L4E services across the District and in the last 6 months more than 50 have been assisted to find paid employment.

A key element of the service is working with Jobcentreplus to ensure that those affected by redundancy receive the

support they need to help them stay positive and bounce back into work.

Cllr. Tom FitzPatrick, NNDC Cabinet Portfolio-holder for Business Enterprise and Economic Development, said, "NNDC has been operating the L4E initiative since 2002 and for nine years this relatively small but hugely significant project has been providing a vital service across North Norfolk, helping people, many who find themselves out of work through no fault of their own, to raise their future job prospects and find employment. L4E is a major success story for the Council."

If you require help with skills development or finding work then call 01263 519454 to arrange a confidential one-to-one appointment at one of our venues across North Norfolk.

Online access to your Council Tax account

Our online facility is already helping many North Norfolk residents to stay on top of their Council Tax

Once you have completed your online services registration, you can:

- ▶ View full statements of your account, including payments made and instalment setup for future payments
- ▶ Confirm a discount or exemption has been applied to your account
- ▶ Register for electronic (paper-free) billing
- ▶ Set up automatic payment by Direct Debit
- ▶ Submit information to us regarding changes to your account
- ▶ Apply for discounts and exemptions
- ▶ Make an offer to pay any Council Tax arrears

Once registered you can relax knowing you can securely access the service 24/7, from a place convenient to you.

To register for your online Council Tax account, simply do the following:

1. Go to our website at www.northnorfolk.org
2. Select the Council Tax option from the left hand side of the page
3. Find the list which is headed 'Online access to your Council Tax account'
4. Select 'Register Now'
5. Follow the step-by-step onscreen process to set up your online account

If you have any queries or require assistance in setting up your account please contact us on 01263 516071



Birthday Parties

at Holt Country Park

Where better for a party?

If you are looking for a slightly more unusual location for a birthday party, then look no further than Holt Country Park. All you will need to do is provide the food and cake – we will do the rest.



You can choose two or four hour parties (and that doesn't include any eating time!) with

activities ranging from shelter building, bird and bat box building, mini beast hunts, water rockets and more. Whatever you decide to do it can be adapted to suit your needs.

Holt Country Park has a covered barn area, play area, picnic area, baby-changing area, visitor centre – and best of all it can offer lots of fun!

For more information contact Annie Katnoria on 07920 5766324 or email anne-marie.katnoria@north-norfolk.gov.uk



In July Holt Country Park received the prestigious Green Flag Award for the seventh year in a row, a sign to visitors that the park is well-maintained and well-managed, with excellent facilities. Cllr John Lee, Cabinet Member for Tourism and Leisure at NNDC said, "This is a great accolade and yet more recognition of the fantastic facility that we have in Holt Country Park." The Park hosts a programme of family and educational activities throughout the year, as well as offering way-marked trails for walkers, sculptures around the wood and a children's playground.

Red Cross First Aid training

Red Cross community-based first aid training provides courses for community groups, individuals or schools who require first aid training. The Red Cross also runs courses for groups who may require a more flexible approach to learning first aid skills.

The Red Cross will work with your organisation to build courses around the specific needs and abilities of your clients, ensuring that essential first aid skills can

be learned, and more importantly that people feel confident and willing to act.

Just as importantly, the trainer will ensure that the student has a good understanding of the skill so that they could instruct a passer-by in what to do in the event of an emergency.

All courses are designed to be informative, interactive and enjoyable so for more information please call David Jessup on 01603 253411.



Winter events 2011

Father Christmas trail

Meet Father Christmas and his reindeer – little donkey rides – explore the wintry trails of the woods and see a Christmas wonder – Christmas presents for every good elf!

£5 per child, under 3s £3.

Parent guided only. Wrap up warm.

At Holt Country Park

Tuesday and Wednesday, 20 and 21 December.

Open from 10.30am to 2pm.

Latest entry to trail at 1.40pm.

At Bacton Wood

Monday 19 December

Open from 10.30am to 2pm.

Latest entry to trail at 1.40pm.

All events at Holt Country Park start from the Visitor Centre. Bacton Wood events start from the main car park.

Please wait for the rangers or group leaders. Do not enter wood unless you know exact location of event and that it has not been cancelled. There are no toilets at Bacton Wood; however, the town of North Walsham is a short drive away.

Children must be accompanied by an adult at all times. Please keep dogs on leads during events. We advise to bring pushchairs for tired tiny feet. Please wear suitable outdoor clothes.

While every effort is made to keep to the dates and times, we reserve the right to cancel any event at short notice. The Event Ranger, Annie Katnoria, can be contacted on 07920 576634.



Turn again Sheringham!

In a real theatrical coup, Sheringham Little Theatre's popular pantomime is being supported this year by the acclaimed Lyric, in Hammersmith.

Debbie Thompson, director of the Little Theatre, admitted she was thrilled with the agreement to collaborate over family show Dick Whittington, saying the Norfolk venue was looking forward to staging the lively, colourful production, which promised to be an exciting show, with plenty of singing, dancing and laughter for all ages.

"We went to see Dick Whittington last year at The Lyric and absolutely loved it," she explained. "When I got back to Sheringham, I thought: 'Why Not?' So I rang their artistic director, Sean Holmes, and asked if there was any chance we could do the show here. And he said 'yes!'"

Planning with the London producer and writer's agents began and auditions were held to find a professional cast. Up and coming young actor, Nathan Bryon, who played a small part in the original production, was awarded the role of The Cat, and looks set to give a fabulous performance as the street-wise feline with attitude!

Following his highly acclaimed performance as Widow Twanky in Aladdin last year, the marvellous Russel Hicken will be returning to the Little Theatre. Once again he'll be donning a gown to give a sparkling performance as the panto dame – this year in the shape of Sarah the Cook.

Aaron White also returns to Sheringham, in the role of Dick. As he 'turns again' to become Lord Mayor of London, he will be joined by talented newcomer, Suzanna Kempner, as Alice, and accomplished actors Jonathan Metcalf and David Davies, who play King Rat and Fitzwarren.

Over the summer, auditions were held at the theatre to find two teams of young people to play a variety of parts including Londoners, the ship's crew and



island guards – as well as an army of rats!

Dan Herd, assistant director at The Lyric, will be a consultant to Simon Thompson, who is making his debut as a pantomime director. Simon, a drama and media tutor at Paston Sixth Form College, has directed rep plays as part of the Sheringham Summer Seasons, as

well as large scale community productions. Paston College, who support the production, have kindly granted him time off.

The show runs from 7 December to 2 January. Tickets from £15, U16s £10, school, family and group discounts available. Box Office 01263 822347. www.sheringhamlittletheatre.com



Investing in new sports facilities in Stalham

Council Leader Helen Eales opened a new all-weather, floodlit Multi Use Games Area (MUGA) at Stalham Sports Centre in October, thanks to a £92,347 investment by North Norfolk District Council. The new MUGA, which complements the existing facilities already available at the Council's popular Stalham Sports Centre, is available for hire on any evening between 6pm and 9pm, at weekends between 10am – 5pm, and during school holidays between 9am – 9pm. To book contact Colin Brzeczek on 01692 580 864.

Are you a young person interested in music? Then read on!



North Norfolk District Council has recently been awarded funding from the Department of Culture Media and Sport to enable the purchase of musical instruments and equipment for the use by local young people.

In partnership with local music agency, Community Music East, we are now able to offer the use of this equipment along with skilled workshop leaders to communities in North Norfolk.

The equipment includes electric and acoustic guitars, drums, keyboards, microphones and amps and we can offer workshops for young people from age 8 – 25 years.

Activities include:

- ▶ **Band Builder** – build a band from scratch – work with others, develop basic band skills and have fun.
- ▶ **Band Skills** – group work, rehearsal/performance skills, performances and recording – A range of experiential, introductory and developmental activities.
- ▶ **Voice work** – group activity that works with a wide range of songs, creative songmaking, voice care and working with others.
- ▶ **Music Technology** – use of music technology within sessions and skills development.
- ▶ **Junk Music Making** – a range of accessible and fun percussion using plastic pipes, barrels, sugar bowls.
- ▶ **Opportunities to record**

Sessions can be evenings, weekends or during school holidays – all that's required is a suitable venue.

If you are a young person, community organisation or you know of a group of young people in your local area who may benefit from this opportunity and you are able to provide some support to make this happen, then please contact Brenda Seymour, Arts Officer to register your interest or to discuss how workshops can be delivered in your community. Email: brenda.seymour@north-norfolk.gov.uk



STOP PRESS! North Norfolk to feature on London 2012 Olympic Torch Relay route

The exciting news has just been announced that Fakenham, Holt and Cromer will be places where North Norfolk residents will be able to make the Olympic Torch welcome next year, on 4 July. The towns are three of over 1000 locations on an 8000 mile-long route through which the Olympic Flame will be carried by Torchbearers during the London 2012 Olympic Torch Relay and plans are already underway to arrange events to welcome the Flame to the District. On hearing the news Cllr. John Lee, Cabinet Member for Tourism, Leisure and Cultural Services, said, "We are delighted that the Olympic Torch Relay will be coming to North Norfolk in 2012. It is great recognition for the District and will raise its profile significantly, boosting our local economy and drawing a close link between our community and the historic events taking place in London next year." Further details, including the street by street route will be confirmed next year.

Support your local Market *Here today!*



New stall holders and visitors always welcome!

The following NNDC-run markets are held every week (throughout the winter) and are open on the following days from 8.30am

- ▶ Tuesday – Stalham on the High Street Car Park
- ▶ Friday – Cromer on the Meadows Car Park
- ▶ Saturday – Sheringham on the Station Approach Car Park.

If you are interested in trading, there are available sites for stalls at any one

of the above markets. For further details please visit our website www.northnorfolk.org or telephone 01263 516007.

Regular weekly markets are also held at Fakenham and North Walsham (both on Thursday) – please contact the respective Town Council for further information.

Markets are great places to get a bargain so why not pop along and see what you can find?

Just how much do you value your Outlook?

1. Where do you find out about NNDC's services and expenditure?

- OUTLOOK (1 = seldom or never,
5 = most often)
- NNDC WEBSITE
- LOCAL PRESS
- LOCAL RADIO
- LEAFLETS AND DISPLAYS
- OTHER - PLEASE SPECIFY

2. Do you find Outlook informative?

(1 = none the wiser after reading, 5 = much better knowledge and understanding)

3. Do you find Outlook interesting?

(1 = not at all, 5 = very interesting)

4. Do you think Outlook provides value for money?

(1 = poor value, 5 = very good value)

5. Would you be happy if the Council no longer produced Outlook?

(1 = Yes, very, 5 = very unhappy)

Any other comments?

Please return to North Norfolk District Council, FREEPOST NC22398
P.O. Box 2, Cromer NR27 9BR (No stamp required)

Outlook is published by North Norfolk District Council as part of its commitment to keep local people and local businesses informed about local services and how it spends its money. But with the development of modern technology and alternative means of giving information, do you think *Outlook* provides good value for money?

At a time when the Council has to make cuts of about £1m to avoid increasing council tax, we spend about £27,000 of your money each year on the printing and the delivery of the magazine. Although this equates to only 50p per household per year for three copies, it is the equivalent of half a percent on the District's council tax bill.

We need to know what you think. Is the information you get from *Outlook* valuable to you? Is it interesting? Could the Council spend this money more effectively elsewhere?

We think that this money could best be used in other ways – like keeping council tax down and funding vital services – but before we make a final decision we want to know what you think.

To help us make a decision we would be very grateful if you could complete this short questionnaire and return it to:

North Norfolk District Council

FREEPOST NC22398

PO Box 2, Cromer NR27 9BR

(No stamp needed.)

Alternatively, complete this questionnaire online at

www.northnorfolk.org/oksurvey



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The A-Z guide to service contacts normally featured on the back cover of *Outlook* will be re-instated for the next issue. Details can be found in our advertisement in the telephone directory or by visiting

www.northnorfolk.org/contact/2929.asp

For all general enquiries call NNDC on
01263 513811 or 516071 for Council Tax.

For Education, Highways, Social Services and
Trading Standards, call Norfolk County Council:
0344 800 8020