

Outlook



Wellbeing in North Norfolk

Taking steps to improve the District's health

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Beware the scammers! PAGE 3

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A commitment to North Norfolk

At Full Council on 3 November, as part of National Customer Service Week, our Chairman presented several members of North Norfolk District Council's staff with special awards for services to the public which went above and beyond the call of duty. It's not unusual for our staff to do more than any of us has a right to expect, but it is unusual for them to receive such formal appreciation of their work.

In comparison with some other



councils in Norfolk, ours is not a large staff. In one of its last reports the Audit Commission found us to be 'quite lean'. We manage to accomplish so much because so many

members of our staff are utterly committed to North Norfolk and to the people who live here, and yet even though we are already lean we are faced by some very difficult decisions as the public spending cuts begin to bite.

You may not know that our officers regularly raise money for local charities of all kinds. So far this year they have collected £1511.68, £563.17 of which was in aid of the Soldiers Sailors, Airmen and Families Association's Big Brew Up. This summer one of our officers ran in the London Marathon for the East Anglian Children's Hospices. Some of our officers have even raised money for the Prostate Cancer Charity by growing moustaches.

Just now though they are rehearsing for their 2011 charity pantomime – all in their own time, of course. Turn to page 15 and read all about it.

Virginia Gay, Leader of the Council

Thinking of starting out in business?

Join us for advice days

When times are tough and businesses and families are feeling the squeeze, people often turn to ideas of self-employment as a way to make a better living, capitalise on a great idea or even realise a long-cherished dream.

But it can be a daunting prospect, made even scarier by the particular effects of this recession, when the Government is cutting back on support for enterprise and the banks and other financiers are reluctant to lend money to help start up a business.

As a result, very few new businesses are launching in North Norfolk – in fact, at the time of writing, the District ranks only 317th out of 324 for the number of start-ups.

So North Norfolk District Council is helping with six free Enterprise Awareness Days.

Two have already been held, in Fakenham and Cromer. The rest will be:
Tuesday 14 December from 1 to 5pm, King's Arms Hotel, North Walsham
Wednesday, 26 January from 10am to 2pm, Wensum Lodge Hotel, Fakenham
Thursday 17 February from 10am to 2pm, Red Lion Hotel, Cromer
Wednesday, 23 March from 10am to 2pm Beechwood Hotel, North Walsham

The free sessions involve advice for anyone who wants to know what's involved in getting a business off the ground, where they can get help, and what the realities and difficulties are.

Led by business skills development specialist Kate Wilde, they take the form of a series of presentations on finding the right business idea for North Norfolk, researching the market, sales and



marketing and financial controls. There is also a motivational speaker who will recount their own experience of going it alone and making a success of their new business. Refreshments are provided.

If you would like to attend one of these days, visit the North Norfolk Business Forum website at www.nnbf.co.uk and fill in the form to book a free place, or phone 01263 510709.

HELPING TO COPE WITH REDUNDANCY
SEE PAGE 12

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

Outlook is written, designed and produced by the Council's in-house communications team, and printed on environment-friendly paper (low chlorine pulp from managed, sustained forestry).

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.

Make the most of **FREE** Christmas parking!



Parking will be free for up to two hours on the four Saturdays before Christmas in North Norfolk District Council's car parks, helping you to do your gift and grocery shopping, and giving a boost to local businesses.

The free parking applies in all 28 of NNDC's paying car parks, including rural ones, though the aim is to make Christmas shopping in North Norfolk's towns a more attractive prospect and encourage business for local traders.

You will be able to park for up to two hours without paying – enough to allow people to get around the shops, but not so much that they are tempted to climb on a bus or train

and go to Norwich!

Councillor Peter Moore, Cabinet Member for Resources, said: "We wish everyone, not least our businesses, a happy and fruitful Christmas and a prosperous New Year, after many months of economic uncertainty."



Refuse and recycling collections for Christmas and New Year

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

The changes opposite apply to all refuse, recycling, garden and Category E clinical waste collections. Please refer to your collection calendar or service leaflet, or contact us for more information. (See below.)

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.northnorfolk.org
01263 516189

USUAL COLLECTION	REVISED COLLECTION	
WEEK COMMENCING 20 DECEMBER 2010		
Monday 20 Dec	▶ Saturday 18 Dec	2 days EARLY
Tuesday 21 Dec	▶ Monday 20 Dec	1 day EARLY
Wednesday 22 Dec	▶ Tuesday 21 Dec	1 day EARLY
Thursday 23 Dec	▶ Wednesday 22 Dec	1 day EARLY
Friday 24 Dec	▶ Thursday 23 Dec	1 day EARLY
WEEK COMMENCING 27 DECEMBER 2010		
Monday 27 Dec	▶ Friday 24 Dec	3 days EARLY
Tuesday 28 Dec	▶ Wednesday 29 Dec	1 day late
Wednesday 29 Dec	▶ Thursday 30 Dec	1 day late
Thursday 30 Dec	▶ Friday 31 Dec	1 day late
Friday 31 Dec	▶ Tuesday 4 Jan	4 days late
WEEK COMMENCING 3 JANUARY 2011		
Monday 3 Jan	▶ Wednesday 5 Jan	2 days late
Tuesday 4 Jan	▶ Thursday 6 Jan	2 days late
Wednesday 5 Jan	▶ Friday 7 Jan	2 days late
Thursday 6 Jan	▶ Saturday 8 Jan	2 days late
Friday 7 Jan	▶ Monday 10 Jan	3 days late
WEEK COMMENCING 10 JANUARY 2011		
Monday 10 Jan	▶ Tuesday 11 Jan	1 day late
Tuesday 11 Jan	▶ Wednesday 12 Jan	1 day late
Wednesday 12 Jan	▶ Thursday 13 Jan	1 day late
Thursday 13 Jan	▶ Friday 14 Jan	1 day late
Friday 14 Jan	▶ Saturday 15 Jan	1 day late

ALL COLLECTIONS RETURN TO NORMAL FROM MONDAY 17 JANUARY 2011

Beware the scammers – they want your money!

NNDC has received a number of reports from residents concerned about calls they have received from fraudsters attempting to get them to pay money or give their bank details.

The suspect calls have related to Council Tax, but whatever the case you should be very careful before agreeing to pay any money or giving out personal details of any sort over the phone.

The advice is that unless you are quite sure about who you are speaking to, never pass on any details of your bank account, credit or debit cards or other financial or personal information to anyone who calls you.

NNDC does on occasion telephone Council Tax payers. If you receive a call from someone saying they are from the Council, please take every step to check the call is genuine by contacting the NNDC customer service line.

BUSINESS RATES SCAMMERS

And following the revaluation of all Non Domestic Rated properties, which took effect from 1 April 2010 a number of ratepayers have been approached by suspect companies offering to reduce their rates for an up-front payment.

The Valuation Office (VOA) has issued this advice to everyone who pays the Non Domestic (Business) rate charge:

Be wary of:

- ▶ anyone who comes 'cold-calling'
- ▶ anyone who wants payment for their services up front
- ▶ anyone who requests payment for lodging an appeal – this is free
- ▶ anyone who makes promises to reduce your rateable value or your business rates bill without knowing the details of your valuation
- ▶ anyone who claims to be working on behalf of the VOA. All VOA staff carry official proof of identity
- ▶ being asked to sign any document before you fully understand the terms you will be committed to.

For further information on Non Domestic (Business) Rates contact
brates@north-norfolk.gov.uk or telephone
01263 516110

Alarm service for vulnerable people

Careline is a personal alarm system which offers 24-hour emergency contact to anyone who feels vulnerable in their home. This may be for a variety of reasons including:

- ▶ mobility problems or prone to falls
- ▶ isolation
- ▶ being a victim of crime
- ▶ having learning difficulties
- ▶ mental illness.

It provides a pendant which can be worn either around the neck or on a wrist strap. When pressed, this alerts the call centre. An operator can then speak to the client to ascertain the problem and summon appropriate help. Careline is operated by the Borough Council of Kings Lynn and West Norfolk, and covers the areas of North Norfolk and Fenland, as well as West Norfolk.

The alarms are fitted into clients' homes by experienced and sensitive officers, with engineers on call to address faults. Careline links with the Social Services Assistive Technology Team, who can provide a range of additional products to help clients stay independent and live safely in their own homes for as long as possible.

To find out more about the Careline service and charges, or an informal chat about the service, please call 01553 760671 or email emma.boore@west-norfolk.gov.uk

Paying your Council bills

There are many different and convenient ways to pay your Council bills even though the NNDC Cromer cash office has now closed.

Why not set up a direct debit for your Council Tax or Business Rates, or pay over the telephone using our Automated Payment Line, or online from the comfort of your own room? The Council is happy to receive cheques, or you can pay some bills at a Post Office using a payment card.

Not all bills can be paid in the same way, so please check first. If you would like to discuss payment methods, please see a member of our customer service team at either our Cromer or Fakenham Connect offices, telephone our general enquiry line on 01263 513811 or, easiest of all, visit our website www.northnorfolk.org



Dozens came 'candi-dating'

More than 30 people who are thinking of become a District Councillor in North Norfolk quizzed current elected representatives about the highs and lows of the job, at a fun 'speed-dating' event in October.

The next elections for all 48 seats on North Norfolk District Council are due in May 2011. The 'Candi-dating' event was the work of a cross-party group of Councillors, and was designed to explain the role of an elected Member by giving people the chance to put Councillors on the spot with questions about the realities of it – warts and all.

Councillor Robin Combe, who chairs NNDC's Member Training, Development and Support Group, said: "If Councillors are more representative of their neighbourhoods and communities, they will understand their electors better and will be able to make better decisions on their behalf. Good candidates and good election contests are good for democracy.

"I was delighted that we were able to share our experiences – the good and the not-so-good, the rewarding and the frustrating – with such a variety of people. There was a really lively buzz all

evening and I hope we have strengthened their enthusiasm, because the personal rewards from being a Councillor far outweigh those frustrations. The role itself is absolutely vital in ensuring communities have a say in decisions that influence their shape, their livelihood and their future, and doubly so at times like these. If these people choose to stand for election, whatever the results we are all the winners."

For information about becoming a candidate in North Norfolk District Council elections, and explanations of different aspects of how the Council works, visit www.northnorfolk.org/council.asp and click 'Becoming a Councillor'.

The event was one of a number of activities this year that were designed to help Norfolk people see the many ways they can influence decisions made by local authorities and agencies – whether it's by becoming a school governor, joining a tenants' association, responding to a council consultation, organising a petition, and any number of different opportunities. See www.vocallocal.co.uk



Do you qualify for a concessionary bus pass?



The age of eligibility for the state pension is scheduled to rise by two months every one month. This means the earliest date on which you can get your bus pass will depend on the month you were born and will not fall on your birthday. The table below sets out when those approaching the age of 60 will become eligible for their concessionary bus pass.

If you were born between:

You qualify on:

6 December and 5 January 1951



6 September 2011

6 January and 5 February 1952



6 November 2013

6 February and 5 March 1952



6 January 2014

6 March and 5 April 1952



6 March 2014

Anyone with a date of birth before and including 5 April 1950 is eligible.

Find out more about local crime prevention

Would your community group like an interactive presentation on local crime and community sentences?

What is the Local Crime Community Sentence Project?

It's a joint venture by magistrates and probation officers to increase the knowledge and understanding of community sentences. It's an opportunity for your group to 'be the judge', sentencing a serious crime and deciding whether the offender goes to prison or is given a community sentence.

What is the purpose of this project?

The aim is to increase people's knowledge of community sentencing and to increase confidence in the criminal justice system.

What is a community sentence?

A community sentence is a form of

punishment in the community which is supervised by the probation service.

How long is the presentation?

The presentation is about an hour long. It is an interactive presentation which can be made at any time to suit your group. You don't need to provide any equipment – everything is provided.

What does it cost?

The presentation is absolutely free of charge.

How can a presentation be arranged?

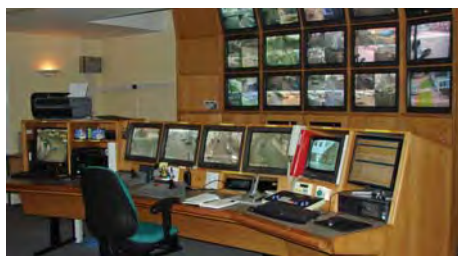
If you know of a group who would be interested in receiving a presentation, please ask a representative to contact Carey Godfrey, Norfolk and Suffolk LCCS Co-ordinator, on 01473 688922 or 07871590842, or by email careygodfrey@gmx.co.uk

CCTV: helping the community, saving time, saving money

North Norfolk's CCTV system consists of 43 cameras covering town centres and car parks in Cromer, Fakenham, North Walsham, Sheringham and Wells controlled from a central control room by a single operator, who also has a police radio. The operator actively patrols the cameras and reports incidents as they're happening and passes live pictures direct to the police control room. This means the police can identify the correct level of response, often saving hours of time. The police control room also contacts CCTV operators direct to enlist their help in a wide range of incidents, not all of which are crime related.

The cameras can be especially helpful to Police when they are searching for a missing person, as by using CCTV a large area can be searched in a very short time. Successes include finding a mentally ill female missing from Sheringham reported heading towards Norwich, but located by the CCTV operator in the centre of Cromer (several police units were stood down, including the helicopter); an eight-year old boy separated from his parents on Cromer seafront, found by the CCTV operator, very distressed on the main road – CCTV monitored him on camera and guided police and parents to meet him on the Promenade, and two 15-year-old females missing from Weybourne, found by CCTV within four minutes in the centre of Sheringham.

CCTV operators also liaise with emergency services and agencies to assist with a wide range of



non crime-related incidents including road accidents, ill and injured people and animals, adverse weather conditions, beach and coastal safety, infringement of licensing regulations and fly tipping, and even pass traffic problems to local radio.

Cameras are recorded digitally 24/7 and recordings kept for 28 days, so even if an incident wasn't obvious at the time images can be reviewed to see if it was caught on camera. On one occasion police asked the CCTV operator to check recordings as a female was in hospital with a serious head injury and they thought she had been assaulted. Recordings showed her leaving a club, staggering and falling backwards, banging her head on the floor, proving it was an accident and not a crime, and thereby saving hours of police time. Recordings are also regularly used for evidence in criminal prosecutions.

If you want to find out more about how CCTV helps the community visit the CCTV page at www.northnorfolk.org where you can read the latest edition of the CCTV newsletter.



What is the census?

The census is a snapshot taken every 10 years of what our ever-changing population and society look like. It counts the number of people living in this country, and also shows things like the range of ages, sexes and ethnic groups.



Everyone is asked the same questions at the same time, telling us how many people live where and the types of people they are (young, old, married, single). By revealing facts about our society, and trends in how it has changed and is likely to change, we can plan for the future, make policies and ensure facilities and services are going to be provided where they are needed most.

For example, if people are living longer, and on average our population is getting older, then as a country we should think about what impact that will have on health services.

The census influences how much money authorities like North Norfolk District Council get from the Government (60 per cent of NNDC's annual budget comes from the Government, not locally from council tax), as it tells the Government how many people live here. So it is important that you take part in the census, because if our population count isn't complete, then in the coming years we won't get as much money for local services as we should.

The census has collected information about the population every 10 years since 1801 (except in 1941). The next census in England and Wales is on 27 March 2011. It is carried out by the Office for National Statistics. Your completed census forms are confidential but by law you must fill them in and return them.

You can find out all you need to know about the census at www.census.gov.uk

Keep Fit Together!

Three years ago the Fit Together project sprang into life in North Norfolk. Initially funded by Lloyds Pharmacy and aimed at the over-50s, the project is now open to anyone and supported by NHS Norfolk, Norfolk County Council, NNDC and managed by Active Norfolk. Its aim is to provide activities to promote increased activity and a healthier lifestyle. Activities are provided during the day and during the week, especially for people who may otherwise sit at home on their own.

Fit Together began as a walking project but has branched out to include other activities such as Tone Together, a games afternoon, tea and line dancing, Nordic walking and badminton. During the summer tennis and putting were also on the schedule and special events are always arranged. In October this year the group had a talk by local historian Tim Groves and a look round the Mo, the new museum in Sheringham.

Activities are for all abilities and seek to provide both exercise and the chance to get out and meet people. You don't have to be experienced to come along and have a go! During most of the activities and after most walks the group goes for a cup of tea and a chat. Walks are free and a small charge for other activities covers the hire of instructors and halls.

In a recent survey local members



Fit Together walkers at Metton this summer. Our front cover features the 2009 Christmas walk in Sheringham Park

Malcolm and Claudia Pim wrote: "Apart from the health benefits, a number of older people who might otherwise be fairly socially isolated gain tremendously from their involvement with Fit Together. The organisation is superb, and the leaders really efficient and friendly."

Fit Together coordinator Melanie Brown says, "People have formed friendships and say that the social side is as important to them as the activity itself. We have ten walks a week to suit all abilities, from people who are starting

from scratch and just want to do a little walk to those who can walk six miles. All walks are led by volunteers, all of whom have been particularly chosen because they really enjoy helping and listening to others on the way."

The project now has 1500 members across the District and is growing all the time. If you are interested in coming along to any of the activities please call Melanie on 07826 869377 or view the current programme and newsletter at www.activenorfolk.org/fittogether

What's happening with your local healthcare?

GPs in North Norfolk have been working together to improve services locally and schemes include:

- **Referral Management Centre**
Hospital outpatient referrals are now made via a new centre. This is done electronically to avoid delays, but the main benefit is that, where possible, patients will be contacted by phone to help them choose their appointment. Doctors at the centre review all referrals and collect useful information to help improve services.

- **Looking after frail and older people**
North Norfolk has the highest percentage of older people in the county. This means extra resources being put into this type of care. More nurses are being employed to identify older patients needing additional care to help them avoid becoming seriously ill and to stay independent.
- **Dementia services**
Patient representatives met recently to debate ways of improving services for dementia patients. As a result action

- is being taken to improve public awareness and increase support for carers.
- **Obesity services**
A pilot clinic at Fakenham has won a national award for its work on dealing with this increasing problem. Eating a healthy diet and taking regular exercise are essential towards avoiding weight problems. For further information please refer to the North Norfolk patient website www.northnorfolkgp.co.uk





North Norfolk Workout project comes 'Highly Commended'



Above and below: celebrating the Local Group Award.

The North Norfolk Workout Project has been Highly Commended in the Local Group category at the Norfolk Community Biodiversity Awards in recognition of its conservation work on a wide variety of habitats and its contributions to improving the health and well-being of the local community.

The awards were presented in a ceremony at the Assembly Rooms in Norwich in September by the Norfolk Biodiversity Partnership to the best community biodiversity projects in the county. They recognise the efforts of local people in achieving improvements for the wildlife of Norfolk and reward excellence in this area.

Judges praised the Workout Project for the number of volunteers involved, the wide range of sites worked on, and the way health improvement data is gathered. The project has also been nominated in

the BTCV 'Green Heroes' awards.

The Workout Project provides opportunities for volunteers over the age of 16 to become physically and mentally healthier by taking part in nature conservation activities. The project particularly welcomes volunteers with long-term health needs, physical, sensory, and learning disabilities or mental ill health.

The North Norfolk Workout Project is delivered for North Norfolk District Council by conservation charity BTCV. It receives funding and support from Natural England through Access to Nature as part of the Big Lottery Fund's Changing Spaces Programme, NHS Norfolk and North Norfolk Community Partnership.

For further information about how you can become involved contact Mark Webster on 01263 516336 or 07843 069567 or email workout@btcv.org.uk



North Norfolk Health Strategy

North Norfolk District Council has a vital role in influencing the health of the local community and in reducing health inequalities.

Having good health is more than just not being ill. The fact that people's physical, mental and social health, wellbeing and life expectancy can be significantly affected and reduced by factors such as access to and the quality of health care, education, work and the environment, leisure opportunities, housing and the community in which they live is both unfair and unacceptable.

North Norfolk District Council has recently published a Health Strategy which clearly identifies what it can do strategically to improve health outcomes. Many Council functions impact on health but there are certain areas where it can have a greater health improvement role and both influence health outcomes and reduce health inequalities, such as in housing, leisure and cultural services, environmental health, supporting communities, planning, benefit provision and as a large employer.

KEY PRIORITIES

Key priorities within the strategy include:

- ▶ **Localism of health delivery** – this will offer increased opportunities for organisations at a local level to work together to improve and achieve health outcomes.
- ▶ **Prevention of ill health and promotion of healthy lifestyles.**
- ▶ **Maintaining activity, independence and support for older people.**

As well as ongoing economic restraints there are proposed legislative changes in health service delivery. North Norfolk District Council's Health Strategy will ensure that the Council is able to use its resources effectively and flexibility to respond to the new duties, requirements and opportunities and to target its services proactively to improve physical, mental, economic and social health and wellbeing and to reduce inequalities.

The Health Strategy is available on the Council's website www.northernorfolk.org

If you want to find out more about health-related Council services contact Sonia Shuter 01263 516173 or email sonia.shuter@north-norfolk.gov.uk

Be ready when flooding hits

With winter weather upon us, and living as we do by the coast, flooding is a real possibility for many of us. It can happen even if we don't think we're in an area that's susceptible to flooding.

There are lots of things you can do to minimise the risk of heartbreaking damage to your home and possessions if the worst happens.

The Environment Agency recommends making a Personal Flood Plan of things you can do to prepare, including checking your insurance cover, knowing how to turn off your electricity and water and making lists of what you might need in an emergency, what items you can move during a flood, and what you might want to put in a safe place right now. You can complete your Personal Flood Plan online at

www.environment-agency.gov.uk/floodanglian

You can also make adaptations to your property that will make it more resilient if flooding hits.

At the end of November the Environment Agency will be launching its new and improved Flood Warning codes. The new codes will be simpler to understand, provide an earlier alert for the possibility of flooding, provide more local information and are clearer on the actions people need to take.



FLOOD ALERT

Flooding is possible. Be prepared.



FLOOD WARNING

Flooding is expected. Immediate action required.



SEVERE FLOOD WARNING

Severe flooding. Danger to life.

The agency is also including 'real-time' information within our warning messages and on its website. This information will give you specific information for your area such as the times for when flooding is expected, tide heights, and what locations will be affected.

For more information about preparing for flooding, visit

www.environment-agency.gov.uk/floodanglian

Cutting the cost of cleaning North Norfolk

Following an exhaustive procurement process Kier Street Services Ltd have been awarded the contract to provide waste and recycling as well as street cleansing, grounds maintenance, public convenience cleansing and organic waste treatment services across North Norfolk from April 2011. They are taking over the contract from current providers Norse.

Following a joint procurement process with the Borough Council of King's Lynn and West Norfolk, NNDC has achieved a reduction in contract costs of £3.45m over the eight year period of the contract.

Other than the change of name on the sides of vehicles, residents and traders will see little change to the services that are provided and NNDC will set and manage service standards to ensure that they are equal to or higher than those that are achieved at the moment.

There will be a few changes though, such as the re-introduction of winter bedding schemes within the grounds maintenance contract, to improve the look of our parks and gardens, and the provision of trade waste recycling sacks, which will improve the services available to nearly 1000 of NNDC's trade waste customers.

MORE RECYCLING

Kier will work more closely with providers to enhance 'bring bank' services (eg glass and paper banks) to provide better and more facilities for less cost and to increase the recycling of waste electrical goods. They will also be providing doorstep collections of textiles on behalf of charity Scope four times per year. They propose working with other charities (including the Benjamin Foundation) on a local level to recycle items collected through NNDC's 'bulky items' collection service, thereby both supporting local charities and developing local sustainability.

Overall, along with the drop in cost, the new contract aims to ensure that North Norfolk retains its excellent 46% recycling rate and moves towards 50% in the years ahead, retains the excellent quality of the local environment, reduces its CO2 emissions through the use of new vehicles and more efficient vehicle routing, thereby using less fuel, and most of all that it continues to provide an excellent service for the local community as a whole.



Thousands seek inspiration for greener living

Around 7000 visitors came to NNDC's GreenBuild event in September to be inspired and informed by over 70 exhibitors, demonstrators and experts of everything 'green' and sustainable.

The event was a big hit with families, with puppet shows and craft activities, and there was a range of organic and local food in the farmers' market and food court. However, the focus of the event was on sustainable living, and as well as talks and advice on renewable energy, insulation and gardening, the event was a source of inspiration for those looking to build or renovate their home using green methods, with traditional techniques like thatching and cob building on show from the exhibitors.

NNDC Sustainability Co-ordinator Helen Dixon said: "As a Council we work hard to be as environmentally sustainable as possible. We want to encourage our residents to do the same, and Green Build is a big part of this."

For a list of the exhibitors who attended the event see

www.norfolk.org/greenbuild

If you would be interesting in exhibiting at next year's event, contact North Norfolk District Council on 01263 516271. Stay tuned for updates on next year's GreenBuild in forthcoming issues of *Outlook*.

Winners of the 2010 North Norfolk Environment Awards

The best 'green' projects in North Norfolk in 2010 were rewarded in September at the GreenBuild event at Felbrigg Hall.

The annual Environment Awards were presented to four projects selected from a number of entries, who had each worked hard to preserve and enhance the District's environment, in four categories; Green Buildings, Schools, Community and Business. The John Sweeney Trophy was also presented to one entrant in recognition of continued commitment to preserving and enhancing the environment. The awards were presented by Councillors from North Norfolk District Council, who also judged the awards. Category winners won a £250 prize, a certificate and a plaque recognising their success; runners-up received a certificate and fruit tree from the East of England Apples and Orchards Project.

GREEN BUILDING

1st prize – Cranmer Country Cottages, Cranmer

Having converted barns for holiday lets, the business offers 'green' tourism to their guests. Solar panels help to heat the water in a swimming pool in a sensitively-converted barn. Water is from a borehole and harvested rain, with an automated system for watering planted tubs and baskets. The complex also benefits from energy provided by solar panels and a wind turbine and a ground-source heat pump.

Runners-up

Hunsett Mill, Stalham
Woodhill Park, East Runton

SCHOOLS

1st prize - Fakenham High School Team Eco
Team Eco has helped its school improve its environmental record. From energy monitoring to town planning, the group takes an interest in a wide range of issues, and has taken its investigations from the local to a global perspective, raising awareness of the connections between human actions and threats of species extinction, and raising money for the cause.

Runners-up

Colby Primary School
Happisburgh (C of E) Primary School
Mundesley Junior School

COMMUNITY

1st Prize - Sheringham Park

A car park converted into an accessible environmental education area involved volunteers in creating a sensory garden and pond, with a sunken path running through it and a novel solar-powered water pump. A large wooden structure, the 'Bower', provides a storytelling and activity area, with a bird feeding station and other wildlife features.

Runners-up

Southrepps Commons Trust
Fakenham Area Partnership
Wild About Colby

BUSINESS

1st prize – Whin Hill Cider, Wells

Whin Hill Cider, a small ciderworks, owns an orchard and presses apples to make juice and cider in a listed barn. Having assessed its carbon 'footprint', they have cut their impact on the environment with a number of innovations. A heat reclamation system in the pasteurizing of bottles has reduced electricity heating requirements by about 25%. Unobtrusive photovoltaic panels are expected to provide 40% of the electricity used on site.

Runners-up

Kelling Heath Holiday Park, Weybourne
East View Farm, Ashmanhaugh

JOHN SWEENEY AWARD

Blue Sky Leisure – Woodhill Holiday Park, East Runton/Kelling Heath, Weybourne

Blue Sky Leisure continues to improve environmental performance at its holiday parks in the District, including this year's entries at Woodhill Park and Kelling Heath. This has involved an extensive programme of refitting amenity blocks to incorporate renewable and low-carbon technologies, along with less visible additions such as tap flow reducers and infra-red light sensors.

For more information about the Environment Awards, including full details of the runners-up in the Awards, see our website www.northernorfolk.org, call 01263 516331 or email sustainability@north-norfolk.gov.uk



Above: some of the winner's in the 2010 Environment Awards. Top, organiser Hetty Selwyn

Save money – insulate your home, and it may cost a lot less than you think



If every home in the East of England installed cavity wall insulation it would save enough CO₂ to fill 54,000 hot air balloons a year: if your home could have but doesn't have cavity wall insulation you are throwing your money into thin air, and who wants to do that?

The good news is that the Energy Saving Trust might be able to help, as the following case study shows.

Mr and Mrs John Cranshaw from Sheringham live in a 1930s detached house. As their cavity walls were not insulated, around a third of all the home's heat was escaping out of the walls; friends who had seen the benefits of insulation recommended they called the Energy Saving Trust.

When Mrs Cranshaw did call, in June 2010, the City and Guilds trained energy advisor told her about the grants and funding available to her and recommended the best course of action for the Cranshaw family to take.

They were advised to have cavity wall insulation installed as it could reduce their fuel bills by around £110 per year. A free no obligation survey was carried out on the property to see exactly what insulation was needed and they decided to go ahead.

The Cranshaw family do not claim any benefits and are not over 70, but they still qualified for discounted cavity wall insulation, which was installed in less than half a day for just £149 - the average price is £250.

For more information on how to cut your fuel bills by insulating your home call 0800 512 012. Alternatively visit www.energysavingtrust.org.uk and use the grant information database to see what grants and discounts are available to you.

'Hate Crime' Vigil in Sheringham

The District's first Hate Crime Vigil, organised by local poet, artist and campaigner Vince Laws, was held on Lifeboat Plain in Sheringham as part of a global vigil against hate crime in October. The event was well attended and was addressed by NNDC Chief Executive Philip Burton, who emphasized the Council's determination to help stamp out hate crime in the District.

A hate crime is where a person experiences abuse because of their actual or perceived age, disability, cultural, ethnic, national or racial origin, their gender or gender identity, their religion, sexual orientation or some other aspect of their appearance or lifestyle. It could involve:

- calling people names
- making threats to people, their homes or property
- abusive letters or graffiti
- sexual or physical assault
- physical violence including murder

- some other form of intimidation or harassment that makes someone feel threatened.

NNDC believes in promoting equality of opportunity and challenging all forms of discrimination, whether on grounds of disability, gender, race, sexuality, age, marital status, religion, national origin or any other condition or requirement which may place a person or group at a disadvantage.

We want all our residents to feel safe in their communities and free to be themselves. Events like the Hate Crime Vigil are critical to ensuring that victims know they are not alone, know how to report incidents, know that there is support and to communicate to our community that hate crime is not acceptable and is taken seriously. If you are a victim of hate crime or witness one you can report it to the Police on 0845 456 4567, at hate@norfolk.pnn.police.co.uk or www.norfolk.police.uk

Create your own Eco Team in North Norfolk

The Council has teamed up with national charity Global Action Plan to offer residents support in reducing their environmental impact in the home. By forming a group of likeminded people you can register as an Eco team at www.ecoteams.org.uk

Eco teams get together up to six times, normally every month for six months. Resources on the Eco Teams' website include lots of environmentally-

friendly actions to choose from to try at home and at each meeting you decide which actions you will adopt over the coming months. At the end of the journey you will receive an individual and team report summarising your achievements. For more information please contact Global Action Plan's Phil Moore on philip.moore@globalactionplan.org.uk or call Phil on 020 7420 4436.

A new look for old loos

NNDC's programme of improvements to public toilets is on target, with almost £100,000 of repairs and refurbishment now complete.

The last three phases of work have seen £35,000 spent on toilets at Cromer, Overstrand and the Runtons, £45,000 in villages across the Broads and on the coast in northeast Norfolk, and £15,000 in Wells-next-the-Sea.

The work, by Reeve Property Restoration, included internal and external repairs and redecoration, adding facilities and improving access for disabled people, installing baby changing units and fitting new sinks, and fixing or fitting new mirrors, dryers, sinks, toilets and plumbing.

Surfing base

The Glide Surf School and the North Norfolk Surf Life Saving Club could have bases in Cromer by next summer, after NNDC proposed redeveloping the disused toilet block on the Promenade.

After meetings with the two organisations, as well as local councillors, the Cromer Preservation Society, fishermen and police and community safety officers, NNDC's plans for the block to be converted into two retail-style units suitable for the surfers' use are progressing well.

A planning application is due to be submitted by Christmas, with the work intended to be done so the surfing base would be in use before the coming holiday season.

Pathfinder progress



The removal of debris from the beach at Beeston Regis to improve the environment and public access marked the completion of the first project in the £3 million North Norfolk Coastal Pathfinder programme.

But NNDC started many other projects at the beginning of 2010, and they are all progressing well. This winter will see lots of work, including:

- ▶ the Marrams footpath at Cromer being diverted
- ▶ a marketing action plan drawn up and being implemented for the east Norfolk coast
- ▶ coastal businesses continuing to get business advice, and further support

through grants and other assistance;

- ▶ NNDC offering and negotiating the purchase of properties at Beach Road Happisburgh
- ▶ cliff-top enhancements including a beach access ramp, public toilets and a car park being planned for Happisburgh
- ▶ Trimmingham Parish Council receiving a grant and doing further fundraising towards a new village hall
- ▶ a study starting into the possibility of private contributions for the maintenance of coastal and flood defences.

Watch out for updates on these projects in the Spring issue of *Outlook!*

Verdict on development policies awaited

Two important development plan documents are close to being finalised, and, if approved, will set the scene for the next decade of development across North Norfolk.

The **Site Specific Proposals** document allocates land for new housing (including affordable housing), employment and other uses in a number of towns and villages across North Norfolk. These new development sites are expected to be built over the next 10-15 years and could see around 3400 new homes being built alongside new employment and recreation areas. The plan requires that a high proportion of the new homes should be affordable.

The new development is planned in the main towns and villages in the District so that residents will have convenient access to local facilities and services, and so that the impacts of building in the countryside can be avoided.

The **Conversion and Re-Use of Rural Buildings as Dwellings Policy**, meanwhile, will govern the way in which rural buildings dotting our countryside – mainly farm buildings, given the nature of our District – can be brought back into use as homes.

A planning inspector is currently considering these draft policies, and is due to report back with his findings by the middle of December. Thanks to everyone who took the time and trouble to make their views known during this process.

When the inspector's report is published, you will be able to see it at www.northnorfolk.org/ldf

You can also see all the background to this process, and the history of the Local Development Framework (LDF – the suite of planning policies that replaces the old Local Plan) at that web address.

If the inspector is happy with the drafts, it is expected that they will be adopted and become a formal part of our LDF, at Full Council on 23 February.

New opening times for Fakenham Connect office

The NNDC office at Fakenham Connect, situated behind the library, in Oak Street, has new opening hours.

Monday – Thursday

8.30am – 12.30pm and 1.30pm – 5pm

Friday

8.30am – 12.30pm and 1.30pm – 4.30pm

The office will be closed each day between 12.30 and 1.30pm



Curvy home wins design award

This year's Graham Allen Award for Conservation and Design has been won by a distinctive replacement dwelling in the village of Edgefield.

Curve House is an attractive modern building with a low profile lead roof, which has taken the place of an earlier derelict cottage. NNDC Senior Conservation and Design Officer Chris Young said of the building: "The Graham Allen judges were particularly impressed by the way this building has managed to successfully mix contemporary architecture with local distinctiveness to create a fresh and innovative property. They also appreciated the way it has been set into its well landscaped rural setting."

Owner Dorean Mitchell, commissioned the building and Bunting and Son Builders from Stibbard saw it through to fruition. Design input came originally from Isle of Wight architect Andrew Court and C&M Architects Ltd in Norwich who project-managed the build.

A project which has led to the creation of Sheringham Museum on Lifeboat Plain was highly commended for the dramatic way it has breathed fresh life into this part of the promenade and created a valuable new tourist attraction in the town centre.

The conversion and extension of two farm cottages at Upper Hall Farm, Hindringham also received a highly commended award. This was for the sensitive way the properties have been refurbished and the craftsmanship which has gone into carefully constructing the new build.

The awards were presented at North Norfolk District Council's offices on 23 September by Edward Allen, the eldest son of the late Graham Allen who was NNDC's first chairman.

Now in its 29th year, the annual award rewards schemes making a significant contribution to the built environment in North Norfolk. For more information call Chris Young on 01263 516138.



Positive about disabled people

North Norfolk District Council has made five commitments to ensuring people with disabilities are treated fairly in its recruitment process and the workplace, earning accreditation from Jobcentre Plus.

The *Positive About Disabled People* award demonstrates to potential and existing employees that an organisation takes its obligations to all staff seriously, and that it will take proper account of people's disabilities.

The commitments are:

- ▶ to interview all disabled applicants who meet the minimum criteria for a job vacancy and to consider them on their abilities;
- ▶ to discuss with disabled employees, at least once a year, what both parties can do to make sure disabled employees can develop and use their abilities;
- ▶ to make every effort, when employees become disabled, to make sure they stay in employment;
- ▶ to take action to ensure that all employees develop the appropriate level of disability awareness needed to make these commitments work;
- ▶ to review these commitments each year and assess achievements, plan ways to improve on them and let employees and Jobcentre Plus know about progress and future plans.

While these measures include things that NNDC has been doing for some time, the *Positive About Disabled People* award gives staff extra confidence that there is a framework for meeting their needs. It also shows people who are thinking of applying for jobs at NNDC that they can expect fair treatment both during the recruitment and selection process, and should they be chosen to join the organisation. Current vacancies at NNDC can be found at:

www.northnorfolk.org/jobs

Good news for small businesses!

To help support small businesses in difficult economic times the Government has increased Small Business Rate Relief for one year from 1 October 2010 to 30 September 2011.

Ratepayers receiving relief and whose property has a rateable value of £6000 or less will receive relief at 100%.

Ratepayers receiving relief and whose property has a rateable value of between £6001 and £12,000 will receive a tapered relief between 100 % and 0%.

Eligible businesses need take no action to benefit from the increased relief. They should already have seen the relief reflected in the amended bills sent in September and the increase for next year will be shown on the annual bill which they will receive at the start of the 2011/12 financial year.

Should the increased relief result in an overpayment in 2010/11, the credit balance will be carried forward to 2011/12.

Ratepayers who are eligible or think they may be eligible but who are not currently claiming the relief can apply to join the scheme by completing a Small Business Rate Relief Application Form.

Information regarding the scheme, the criteria for eligibility and an Application Form can be found on the NNDC website at www.northnorfolk.org/business.asp or by contacting the Non Domestic (Business) Rates Section on 01263 516110.

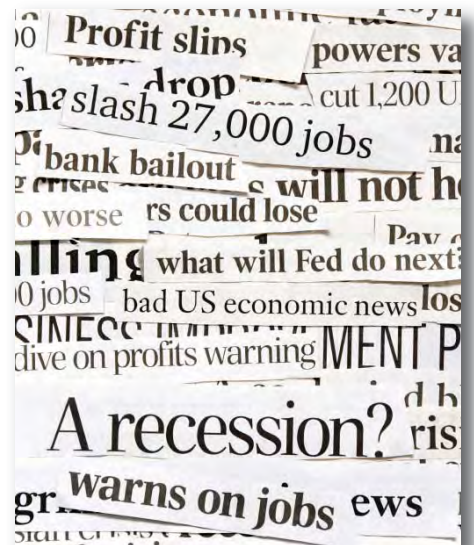
And please don't forget to inform us if you have a change of circumstances, such as vacating a property or occupying a new property.

Helping to cope with redundancy

If you are facing redundancy because your employer is downsizing, help is at hand. You could get training, advice about CV-writing and interview skills, or business start-up assistance to get you on your feet again.

Staff at two recession-hit organisations in North Norfolk have recently benefited from redundancy support provided through North Norfolk's 'Better Jobs and Prospects' Fighting Fund.

Delivered as part of the Economic Developments Unit's Employment Creation strategy, affected staff receive support. After a group session and one-to-one appointments with advisers from the Learning for Everyone project based at Merchants' Place in Cromer, several of those people now have new jobs, two have gone into business for themselves, and a number of the group have received vocational training in areas like computer training and first aid, CV advice and job search support – and in one case an NVQ in care.



Learning for Everyone is part of the Norfolk Redundancy Network Group, which works across the county to mitigate the impact of redundancy, it is facilitated by Jobcentreplus. Through this group Learning for Everyone tries to secure funding and enlist specialist help from a range of partners to get the support you need if you are suddenly made jobless.

Call 01263 519454 or email info@l4esp.org, so you can get started straight away on recovering from the devastating blow of redundancy.

Meeting the recession's new challenges

A major summit was due to be held on 2 December, bringing North Norfolk District Council together with public and community sector organisations and private companies to see how the District is withstanding the effects of the recession, and what it can do collectively to stay resilient in the face of economic hardship.

At the time of writing, the North Norfolk summit was intended to report back to the community and private sector on the success of measures taken so far, like supporting people facing redundancy, improving workforce skills and promoting

the District in new ways. It also aimed to share the views of economic development and business support specialists, politicians (including North Norfolk MP Norman Lamb) about the new challenges facing our communities – particularly in the light of new Government policies, for instance around welfare and benefits – and find ways for the whole District to respond to them.

For more information about the summit, and North Norfolk's collective approach to the next phases of the recession, see the Spring issue of *Outlook*.

NNDC is 'Fit for Business!'

The Council has recently been awarded national recognition as part of a scheme to encourage people in the workplace to become more fit and healthy.

A nationwide initiative was set up by Sport England called 'Fit for Business', to provide health and fitness opportunities for people within their workplace, funded through The Big Lottery.

NNDC signed up to the scheme over two years ago, and has since provided

staff with a multitude of health and fitness advice and activities. A more active and healthy workforce means a reduction in sickness absence (the Council has reduced its sickness absence rate by 22% since Fit for Business was introduced in 2008) and potentially improved performance.

This work was sufficient to qualify the Council to become nationally accredited as a 'Healthy Workplace', one of only a few across the country to receive such an accolade.

Car park season tickets make life easier

Car park season tickets are a great way to save money and make life easier at the same time. You can get a pass for either our long-stay or short-stay car parks, and you're not limited to just one car park. You can even ask for your season ticket to apply to two cars in your household.

Season ticket charges are as follows:

FOR LONG STAY CAR PARKS
(MAXIMUM STAY 24 HOURS)

Weekly: £27.50
Three months: £65
Six months: £120
Annual: £200



FOR SHORT-STAY CAR PARKS
(MAXIMUM STAY THREE HOURS)

Weekly: See signage at individual car parks
Three months: £16
Six months: £30
Annual: £55

To apply for a car park season ticket, call 01263 51629, visit NNDC's office at Holt Road in Cromer or Fakenham Connect, or go to

www.northnorfolk.org/streets/450.asp

You can also get weekly season tickets from North Norfolk's Tourist Information Centres.

Working towards a new Community Strategy

The current North Norfolk Community Strategy, drawn up by the North Norfolk Community Partnership (NNCP) and adopted by the District Council in 2008 runs out in 2011.

The partnership, which is supported by North Norfolk District Council, the police and health, business and voluntary sectors, has undertaken to review the strategy for 2011 – 2015 and commissioned Ipsos MORI in the first place to undertake research regarding the priorities for the people of North Norfolk in the face of ongoing cuts in public expenditure.

The new strategy will reflect the changes in the general economy and reduced spending on public services. Other new factors are also changing the District, such as the increasingly elderly population and the level of transport provision. The new strategy will provide the blueprint for increased partnership working, as only by working together can we ever hope to achieve 'more for less' for North Norfolk.

A 'PRETTY GOOD PLACE TO LIVE'

The Ipsos MORI survey of people who live or work in the District was undertaken on behalf of NNCP at the end of the summer. It showed that the most important things that will help to maintain the current standard of living and improve life for people living in North Norfolk in the future are the provision of decent affordable housing, good jobs and job prospects, and decent transport facilities. The survey also shows that overall people already think that this District is a pretty good place to live, with 88% either satisfied or very satisfied with their local area.

A meeting of local authorities, elected members and sector representatives will be taking place early in December, to share the initial findings and discuss how the priorities identified by the survey can be addressed by NNCP partners over the next four years. Further consultation with residents and partners will inform the final strategy to be published in July 2011.

Tackling snow and ice



North Norfolk District Council is taking steps to cope better if we have a repeat of the severe snow and ice that blanketed the district last winter.

This year, NNDC will be providing an extra grit bin in some of its car parks, for use by members of the public, along with extra signage explaining how and when the grit bins should be used and warning about slippery conditions. The Council is also buying a small number of hand-powered grit spreaders, so its staff or contractors can quickly grit car parks if conditions allow.

Norfolk County Council is responsible for keeping roads and pavements passable, but when snow and ice are widespread the County Council

has to prioritise and naturally concentrates on major routes. So NNDC is exploring the possibility of having a separate agreement with Norfolk County Council for extra gritting and snow clearing in our District. There will also be discussions with town councils to see how we can respond jointly to snow and ice, to make limited resources stretch as far as possible.

Lastly, NNDC is to improve the flow of information, by getting updates from its contractor about the conditions at each car park and the surrounding road access so it can plan and respond flexibly. This information will be published on NNDC's website, so you can see what areas are affected, before setting out on your journey.

Ambulance service wants your support

The East of England Ambulance Service Trust (EEAST) is seeking views from the public to help develop its services as it applies to become an NHS Foundation Trust.

The Trust wants you to get involved by giving feedback and signing up as a member by the end of December, by simply completing the form at:

www.foundationtrust.eeastamb.nhs.uk

A full consultation document and summary leaflet is also available on this website and you can give feedback and become a member online. Or you can call 0800 028 3021 or email ft@eastamb.nhs.uk for information.

As a member you can get involved in shaping future plans for the ambulance service, advising on the needs of your community and becoming actively involved in the Trust's work.

Hayden Newton, chief executive of EEAST, said: "Becoming an NHS Foundation Trust will allow closer links with those who are most important to us – our patients, the communities we serve, staff and volunteers. You can have a greater influence on the delivery and improvement of services in your area by becoming a member."

Outlook bright for *Outlook!*

In the last issue of *Outlook* we asked readers what they think of this publication. We had a quite small but hopefully representative response and the great majority of you were pretty emphatic that you want it to continue as it is.

Some thought that it could be distributed just three times a year (thereby saving around £8000 per year) but others want to continue the more regular flow of information from NNDC to the local community provided by the current quarterly distribution.

A very few thought *Outlook* to be a complete waste of money that could be much better spent elsewhere, but the big question then is just how would local residents find out what NNDC is doing and where would they obtain vital information about the services available to them? The web is one answer, and this might be the way we will have to go in the future, but not everyone yet has access to a computer or broadband, while *Outlook* can be and is delivered to every household in the District.

So, for the moment, and while the elected members of NNDC continue to believe it is good value for local people, *Outlook* will continue to be printed and distributed four times a year. We hope the great majority of you continue to enjoy it!

Make the most of North Norfolk's beautiful coast and enjoy a piece of nostalgia



...by hiring one of our beach huts or chalets for a week or more! Low season and winter rates start at £15 per week, high season rates start at £85 per week. We are now taking bookings for summer 2011 and 2012 so call us to secure your spot on the promenade.

We can't guarantee the weather but all our facilities have great views of the sea and are no more than a few feet away from our celebrated beaches and a short stroll from our colourful resorts.

All situated within walking distance of amenities, a hut or chalet provides an ideal place to explore the surrounding area, store buckets and spades, get changed after a bracing swim or just relax with a good book.

Whether you are looking for peace and quiet or a base for family fun we have the ideal hut or chalet for you, at any time of the year.

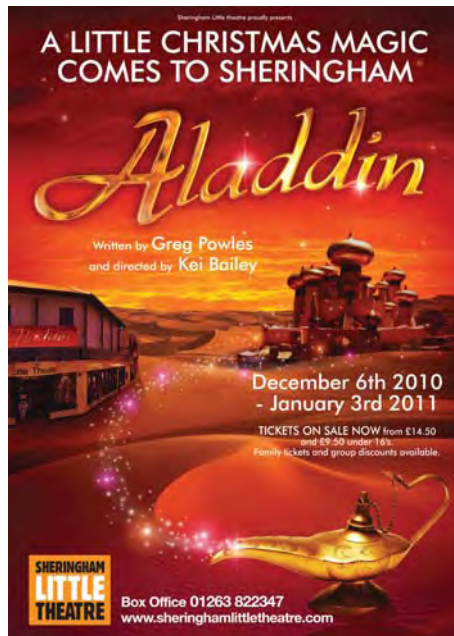
Call 01263 516067 for details or to make a booking. Further information also available on www.northnorfolk.org

Aladdin at Sheringham Little Theatre

May all your Christmas wishes come true in Sheringham this year, with another wonderful pantomime season at the Little Theatre. The intimate 180 seat auditorium, enabling lots of interaction between stage and seats, is perfect for Christmas family fun. This year the theatre is staging a new and quirky production of Aladdin, so come along expecting plenty of magic, mirth and marvellous mayhem.

The show runs from 6 December to 3 January, and tickets are selling fast. The pantomime is always popular so call to reserve your seats on 01263 822347 or call into the Box Office in person if you're in the area.

The North Norfolk News said of last year's pantomime: "Wonderfully colourful,



superbly portrayed performances by all concerned and singing of the highest order, an absolutely joyful presentation not be to be missed."

Sheringham Little Theatre provides a year-round programme of drama, music, film and entertainment. Visit us at www.sheringhamlittletheatre.com

The stage is set for an entertaining spring!

Creative Arts East's rural touring theatre programme, Village Stage, returns to North Norfolk in the spring with four performances.

- ▶ Wells audiences get the chance to go *Around the World in 80 Minutes* when Narcissus Duo play the Granary Theatre on Friday 4 March at 7.30pm.

Join them on an express trip around the world with an evening of music and words from across the globe. From the Indian dawn to a garden in Japan, the tango cafés of Argentina to the lochs of Scotland, you'll be entertained on your journey with an astonishing variety of music for flute and harp.

Bookings: 01328 710193.

- ▶ On Friday 4 March at Erpingham, Suffolk-based Common Ground Theatre Company present *The Signalman*. Common Ground apply their trademark techniques of physical theatre, music, storytelling and humour to the classic ghost stories of Charles Dickens, including the haunting tale *The Signalman*. Booking information for this show will be available in

January. Please visit www.creativeartseast.co.uk for further details.

- ▶ On Friday 12 March the Granary Theatre at Wells will be transformed into a 1970s corner shop with an eerie wind when Northumberland Theatre Company present *Star Quality*. This play by Barry Stone features former grocery delivery boy Julian King as he pours everything he's got into singing on Britain's bright and brash number one TV talent contest, 'Star Quality'. Yet is all is not quite what it seems...

Bookings: 01328 710193.

- ▶ On Friday 25 March, the Morley Club, Sheringham plays host to *Piaf – Encore!* Affinitée



present the songs of Edith Piaf with inspired arrangements for accordion and guitar accompanied by the jazzy, sensual and sensitive vocals of Caroline Nin from Paris. Bookings: 01263 822087/711275.

See www.creativeartseast.co.uk for more information.

TURNSTYLE 8



Dancers of all ages from across the county, including North Norfolk, will be performing in the latest Turnstyle – a showcase of work they choreographed themselves.

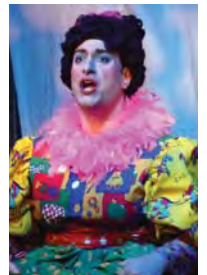
Turnstyle is a platform for budding talent run by Norfolk Dance, which offers classes and development opportunities throughout the year for anyone who wants to get involved in dance.

The show is on Thursday, 7 April at 7.30pm at Norwich Playhouse. Tickets are £6 (concessions £5), available from 1 March through Norfolk Dance. Call 01603 283399 or visit www.norfolkdance.co.uk

Is it Panto time? Oh yes, it is!

North Norfolk District Council Panto Players proudly present Dick Whittington at Sheringham Little Theatre.

Following the success of the 2009 charity pantomime, which raised over £3000 for charity locally, the folks from the Council are back to prove, yet again, that they do have a sense of humour. Some of them.



It's a traditional pantomime stuffed full of slapstick and gags, the battle of good versus evil, love lost and found – and with live music from the Pantaloons. Staff and friends from the Council demonstrate that they are able not to take themselves too seriously while poking fun at as many people as they can get away with.

Performances are Thursday to Saturday, 27, 28 and 29 January 2011 at 7.30pm, with a 2.30pm matinee on Saturday the 29th. Tickets are £6 each available through the Little Theatre box office on 01263 822347 from 3 December.

All proceeds from the event to be split between North Norfolk Radio's Families First charity and the Soldiers, Sailors, Airmen & Families Association (SSAFA).

NORTH NORFOLK DISTRICT COUNCIL

HOLT ROAD, CROMER, NORFOLK NR27 9EN

FAX: 01263 515042

www.northnorfolk.org

A-Z guide to service contacts

Unless otherwise indicated, all numbers are in the Cromer area, code 01263.

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

A rts	516053	E conomic Development	516086	Planning:	
B each Barbecues	516067	– Tourism Development	516009	– Advertisement Control	516150
Beach Chalets	516067	Electoral Registration and		– Affordable Housing	516300
Beach Safety	516002	Elections	516317/516046	– Enforcement	516228/516247
Benefits:	516349	Emergency Planning	516172	– Planning Appeals	516143
– Help and Advice team	516245	Environmental Health	516189	– Planning Applications/Enquiries	516150
– Housing and Council Tax benefit	516349	European Funding & Information	516086	Planning Policy:	
Bottle banks	516302	F akenham Connect	01328 853697	– Statistics (population)	516190
Building Control:		Fly tipping	516189	– Local Development Framework	516318
– Building Regulation	516345	Food Safety	516008	Playground Maintenance	516001
– Site Inspections	516345	G eneral enquiries	513811	Pollution Control	516085
Business Advice and Funding	516303	Grants		Print/photocopying Services	516015
Bus Passes	516418	– Community Project Grants	516234	Procurement	516330
Business Rates	516110	– Disabled Facilities	516169	Property Maintenance	
Business Support	516303	– Home Improvement Agency	516366	(Excluding Housing)	516257
C ar Parks Maintenance	731718	Grounds Maintenance	516001	Public Conveniences:	
– Pay and Display	731718	H ealth and Safety at Work	516008	– Cleansing	516302
Car Park Season Tickets (to buy)	516294	Highways including repairs		– Repairs and vandalism	516257
Catering Services	516056	and drainage	0344 800 8009	Public Relations	516059
Coastal Planning	516162	Homelessness/Housing	516375	R ecycling Centre enquiries	0344 800 8004
Coastal Protection	516193	- Emergency out-of-hours	01223 257482	Refuse Collection	
Committee information	516047	- Landlord issues	516375	– Enquiries or missed collections	516189
Communities	516346	Housing Repairs		– Commercial contract enquiries	516031
– Anti-Social Behaviour	01692 401184	(Victory Housing Trust)	0800 371860	Rights of Way	0344 800 8020
– Development	516234	J obs/personnel	516035	Rural Development	
– Health Improvement	516173	Land Charges	516013	Programme	0344 800 8020
– Liaison	516052	Landscape Maintenance	731718	S enior Railcards (to buy)	516294
– Partnerships	516248	Leisure Services	516002	Sports Development	516305
– Safety/CCTV	01692 401189	Licensing:		Street Cleaning	516302
– Voluntary Service	516319	– Alcohol and related		Street Name Sign Maintenance	516189
– Young People	516234	entertainment	516189	Street Naming and Numbering	516048
Conservation, Design and		– Animal-Related	516189	Supplier payments	516099/516107
Landscape:	516165	– Caravan sites	516189	Sustainability	516271
– Conservation Areas	516165	– Gaming, Street Collections and		T heatres:	
– Listed Buildings and Grants	516165	Street Trading	516189	– General Enquiries, see Arts	
– Landscaping and trees	516323	– Taxis	516189	– Pavilion Theatre Cromer	
Council Tax:		Local Strategic Partnership	516248	Box Office (Seasonal)	512495
– Registration	516071	M arkets	731718	Tourist Information Centres	
– Recovery and Bailiffs	516230	Museums	513543	– Cromer (North Norfolk Information Centre)	
Countryside:		N ature Conservation/Biodiversity	516165		512497
– Woodland Service	516001	P arish Clerk Information	516057	– Holt	713100
– Holt Country Park and		Parks and Gardens	516022	– Sheringham	824329
Bacton Wood	516001	Payments	0300 123 1109	– Wells	01328 710885
D angerous Structures	516085	Performance	516214	Tourist brochure requests	0871 200 3071
Disabled Access	516132	Personnel	516035	Trees and Landscape	516165
Dog Control	516085			V aluations	01603 241000