

NORWICH

CITIZEN

WINTER 2024

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Fly-tippers caught red handed



NORWICH
City Council

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“We must put Norwich on the map to attract external investors – and those who share our aspirations.”



Message from the leader, Mike Stonard

I wanted to use my leader's column in this issue to talk about something really important for Norwich – all the major projects happening across the city and why they matter so much.

Firstly, the incredible transformation of Hay Hill. Recently opened to the public, this is one of eight local projects that we secured £25 million worth of central government funding for.

As a result Hay Hill is now a vibrant, accessible area which can be enjoyed by everyone. Since it reopened, feedback has been so positive about what this has added to our city centre.

Meanwhile, Townsend House (the modern building to the rear of Anglia Television) is being transformed into a digital hub. When it opens, in spring 2025, it will be a major milestone in our mission to make Norwich a digital and creative powerhouse, to create local jobs in the industries of the future.

Located in a different part of the city is Norwich Livestock Market – something with a long and rich history. It occupies land off Hall Road and holds fortnightly cattle and sheep sales.

We have a legal duty to provide a livestock market but we are seeking a change in the law to give us the option of being able to relocate a new facility outside of the city's boundary to better meet the current demands of such an important facility, including the people it serves and livelihoods it supports throughout our farming communities.

Much more recognisable to many is The Halls. Our wonderful Grade I listed building is undergoing a major renovation to create a high-quality, multi-use performance venue. This will be complete next year.

Moving on to Anglia Square – at the time of going to print, the council had been in talks to acquire the site so it can be comprehensively regenerated – providing new homes and jobs for local people.

All of these landmark projects show the council's unwavering commitment to investing serious money in our incredible city and the services we provide. We must put Norwich on the map to attract external investors – and those who share our aspirations to create a prosperous city, a fair city and a city where everyone has an equal opportunity to thrive.



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NEWS | in brief

Festive photograph winner!

The winner of our Festive Lights Switch On photo competition, Daniela Kianickova, has her photograph featured on the cover of this issue.

Thank you to everyone who submitted a photo and attended this wonderful evening in the city centre. Read more on page 12.

Universal Credit scam alert

The Department for Work and Pensions has issued a warning about a fake Universal Credit app in circulation. The app asks for the claimant's personal details.

We are advising readers not to download and use this app or respond to texts, emails or phone calls claiming to be from the Universal Credit team. Only ever use the official government webpage to access your Universal Credit account.

www.gov.uk/sign-in-universal-credit

Don't miss out on Pension Credit!

Could you or someone you know be missing out on Pension Credit? If you're eligible for Pension Credit you will also receive the winter fuel payment – apply by 21 December to be considered for this year.

Pension Credit is a government benefit designed to help low-income pensioners top up their weekly income to a guaranteed minimum level. Many eligible residents in Norwich may not be aware they qualify for this important support, potentially missing out on hundreds or even thousands of pounds annually.

It's easy to apply online or by phone. Find out more at www.norwich.gov.uk/PensionCredit

Local elections result

There was an error in the local election results pages in the previous print edition of Citizen magazine. The winning candidate for Mile Cross, Cllr Charlie Caine of the Green Party, was incorrectly listed as representing the Labour Party.

Online versions of the article show the correct information. We are sorry for any confusion caused.

A city conversation about setting our budget for 2025-26

In the coming weeks we will be asking for your views on how we plan to set our budget for 2025-26.

Next year we will spend around £100 million across all the vital services for the city you rely on us to provide.

The funding we get from central government has been cut significantly over time. We have also all been impacted by the cost of things like energy and materials going up sharply due to inflation.

The cost-of-living crisis has meant more people now need our help, creating extra demand on our services.

Council leader Mike Stonard said: “We have a strong track record of managing our finances well.

“As with all local councils throughout the country, it is becoming increasingly difficult to balance our books and provide excellent local services to all our communities who rely on them so much. We very much welcome your views on how we plan to do this.”

What we do next year must help deliver your overall priorities for the future of Norwich.

Last year, to help us shape our new priorities, we went out to the whole city to ask what was important to you. That led to more than 900 conversations with residents, businesses, and the volunteer and creative sector.

The conversations told us we need to be:

- An open and modern council
- A prosperous Norwich
- A fairer Norwich
- A climate responsive Norwich
- A future-proof Norwich

We’ve used these priorities in our ‘We Are Norwich’ community-led plan for 2024-29 to steer us through our decision making about what we deliver next year.

In the coming weeks we will be opening a conversation with the city about how we plan to invest in your local services and meet our financial targets.

We will be getting in touch via, texts, emails and social media or you can visit www.norwich.gov.uk/consultations where you will find out how to join in on our budget setting conversation when we have everything in place to gather your feedback.





Steve Wiseman (Unity Hub) Cllr Adam Giles, Maria Thornburg, Jemma Luck (Unity Hub)



Cllr Adam Giles – cabinet member for a fairer Norwich

“... it’s great to see Unity Hub settle into their new home in Carrow House.”

Former home of Colman family will be mustard for charities

Over 20 charities, social enterprises, arts and community groups, have moved into the former home of the Colman family thanks to a pioneering partnership between the council and Norwich Unity Hub (NUH).

The opening of the new community hub at the Grade II listed Carrow House and neighbouring New Carrow House,

has created a dynamic shared space benefitting Norwich residents.

Alicia Howell, Chair of Trustees at NUH said: “Carrow House will be a transformative space where these groups can collaborate, support one another, and amplify their positive impact for the community.”

Cllr Adam Giles, Norwich City Council cabinet member for

a fairer Norwich said: “As a council we’re passionate about supporting the charity and voluntary sectors, so it’s great to see Unity Hub settle into their new home in Carrow House.

“I am sure the hub will be a dynamic, creative and collaborative space for a wide range of organisations striving hard to improve the lives and well-being of Norwich’s diverse communities.”

Opening hours over the festive holiday

The city council’s main offices and phone lines will be closed from 4pm on Tuesday 24 December and will reopen at 9am on Thursday 2 January 2025.

We are still available if you need us, with many of our services available online.

All online forms will be available over the closure period, but those which need processing by council staff will be dealt with after the holiday.



In case of emergencies during the festive closure, please call our out of hours service 01603 412180.

For a full list of our festive closure hours including things like leisure centres and waste collections, visit www.norwich.gov.uk

“

We want to create a new Anglia Square featuring truly affordable homes, an eclectic mix of retail and leisure outlets and well-paid jobs for local people.”

”



Plans for Anglia Square

A brighter future beckons for Anglia Square after years of failed development bids and lack of investment after the council said it was looking to buy the site.

The run-down 1960s shopping centre has been in desperate need of regeneration for decades.

Plans to redevelop the centre by Weston Homes were shelved earlier this year leaving owners Colombia Threadneedle to put the site up for sale.

However, earlier in the year the council announced it was involved in discussions to buy

the site in order to deliver a comprehensive regeneration package.

Councillor Mike Stonard, leader of Norwich City Council, said: “We are looking to buy the site so we can shape the future of Anglia Square in the interests of local people.

“We’ve been really clear that we don’t want to see Anglia Square bought out by land speculators who will either just sit on the land or develop it out in bits.

“We want to create a new Anglia Square featuring truly affordable homes, an eclectic mix of retail and leisure outlets and well-paid jobs for local people.”

Plans could include 1,100 new homes, a wide variety of retail, office and leisure spaces with vibrant landscaped gardens, community facilities, public realm and important new cycling links across the city.

Cllr Stonard added: “The redevelopment of Anglia Square is a transformative opportunity for Norwich and beyond. It can deliver substantial benefits that will resonate throughout the city and the region and tackle engrained poverty while creating a beacon of modern, urban living in the heart of one of England’s most historic cities.”

Fine city, bright future: a ten-year plan for a Climate Responsive Norwich

Climate change is a reality facing us all, and Norwich City Council has big plans to make Norwich a climate-friendly city. With everyone's help, we are aiming for a low-carbon, eco-friendly future through our new ten-year action plan.

The story so far

As a city, we have a strong track record in climate action:

48% reduction in citywide emissions since 2008

80% Friends of the Earth rated our overall approach to tackling climate change

40% increase in cycling since 2013

24% of people in Norwich walk to work

100+ new Passivhaus homes built

3.2% decrease in household waste

2.6% increase in recycling since 2013

6,664+ solar panels fitted to Norwich homes through the Solar Together scheme

Net Zero Norwich

Our main goal is to reach "net zero" emissions for the council by 2030, meaning no more carbon pollution from its own activities.

For the whole city, the goal is **net zero by 2045**. This means fewer greenhouse gases, more biodiversity, better energy use, and a city ready to handle any climate challenges. These targets underpin our action plan.



The **Climate Responsive Norwich Programme (2024-2025)** has several focus areas that cover every part of the city's climate action plan, and work is already underway.

- **Leadership and teamwork:** working together with local, regional, and national groups to make climate goals possible. In 2022, we helped establish the Norwich Climate Commission, an independent advisory body set up to bring partners from the public, private and third sectors together to support, guide and track the impact of ambitious climate change and sustainability actions across Norwich.
- **Funding:** Finding money for eco-projects from government and private groups and helping people afford home improvements that save energy.
- **Community involvement:** Supporting residents and businesses to take climate action and creating neighbourhood projects that save energy. Look out for community-led project, Our Power, working with residents to share information and resources, providing free

energy efficiency training, signposting to existing grants and offering impartial advice to reduce energy, bills and carbon output.

- **Buildings and infrastructure:** Updating older buildings, decarbonising our council homes, boosting energy efficiency, and building more renewable energy systems. Did you know, we are now replacing gas boilers with air source heat Pumps wherever possible across council houses, and all new builds will have this more sustainable system.
- **Transport:** Encouraging more public transport, reducing vehicle pollution, and increasing electric vehicle charging spots.
- **Waste:** Cutting down on waste, recycling more, and reusing materials as part of a "circular economy."

Our dedicated ten year **Biodiversity plan** is also already underway. It aims to create a city where biodiversity can sustainably recover and thrive, halt species decline and increase species diversity by 2030 or sooner.

Tracking our progress

Every bit of progress will be tracked using global standards to make sure we're on track, and adjustments will be made as needed. This plan is Norwich's big step toward a sustainable future, and every resident's action makes a difference!

Councillor Emma Hampton, Norwich City Council's cabinet member for a Climate Responsive Norwich said: "We are proud of the work we have already done to tackle climate change and know that we need to do even more.

"Helping the city reach net-zero is a key part of the city council's work approach to being a climate responsive Norwich, a priority at the heart of our community-led plan.

"By working together, we can reduce emissions while achieving other positive outcomes including an improved city, improved community health, prosperity and biodiversity."



Cllr Emma Hampton – cabinet member for a Climate Responsive Norwich

"Helping the city reach net-zero is a key part of the city council's work"

Join the conversation and inspire others. Share your ideas, successes and queries on social media using the hashtags **#NetZeroNorwich** and **#ClimateResponsiveNorwich**.



Future of city's livestock market takes a leap forward

A green light was signalled by cross-party councillors at a full council meeting in October which clearly paved the way ahead for the future of Norwich Livestock Market.

The current market has been trading on its existing site close to Hall Road since the 1960s and is now one of the last trading markets within East Anglia.

Following a unanimous vote on the future provision of the market, a thumbs-up was given to progress plans to seek legal consent to relocate Norwich's Livestock Market outside the city's boundary.

While the change to law would remove the current legal restriction of the council having to provide a livestock market within its boundary, there remains a legal duty

on the council to provide and maintain a livestock market.

Mike Stonard, leader of the city council, said: "We know how important the market is to all those who use it and the livelihoods it helps to support and safeguard within our farming communities.

"As the legal process to seek a change in the law progresses through parliament there is much more work to be done.

"This will involve a rigorous assessment and full business case appraisal on two sites close to the A47 that we have identified as possible relocation alternatives."

As leaseholder of the 3.2 acre site, the council is responsible for most of the repair liability. Detailed surveys have shown the repair work is extensive

and includes demolishing a former auction building, asbestos removal and major work to the parking areas and roads. The repair work required is expected to cost up to £3m.

As the extent of this work means further investment in the site would not provide value for money, the council is looking at relocation options.

The parliamentary journey to seek a change in the law is expected to take up to 12 months.

A big thank you to everyone who took part in our recent consultation on the future of the livestock market. We had a great response! One of the key findings from the feedback showed overwhelming support for the proposal to relocate the market outside the council's boundary, with 73 per cent in favour of such a move.



Go on - treat yo'elf at Norwich Market



With the festive season upon us and Christmas shopping well underway, remember to make a stop at Norwich Market as we have a real treat in store for you this year.

Not only is the market looking festive with warm Christmas lights but our traditional favourites are here to welcome you. Like **Sir Toby's Beers** who are selling mulled wine, **Paul's Butchers** who will be taking orders for your Christmas lunch, the **flower stall** will be selling fresh wreaths, and **Substrata** for the best wines for the big day.

And we are also delighted to announce the arrival of some exciting new traders as well:

Stall 19 – For the Love of Norfolk – Karen has all things Norfolk inspired! Gifts, cards, candles, wax melts, bags, crochet figures and so much more!

Stall 36 – Sew Simple – Sadie hand makes everything, you will usually find her in action with her sewing machine on the go. Bags, purses, head bands, snoods, book covers, and the BEST collection of hair scrunchies ever.

Stall 110 and 111 – Papa Mombassa – comfort food that warms the soul. Such as French Bourguignons, Lebanese lamb tagine and of course their famous 47-ingredient chilli! They offer vegan and vegetarian options too.

Stall 136 and 137 – Primo Threads LTD – hip hop inspired streetwear, sneakers, headwear, boxy tee's, hoodies, sweaters, windbreakers and heavy jackets. The streetwear style is unisex and inclusive.

Stall 138 and 139 – Raw Gemstone Jewellery – owner Sophie bridges the gap between fashion jewellery and fine jewellery and offers affordable luxury and one of a kind pieces.

Stall 150 – Vilai Accessories – Jewellery and accessories for women, men and children, with affordable unique pieces that encourage self-expression.

And we have some new Pop-Up stalls to delight and entice you...

Neil and Roo – this stall provides affordable, durable and educational products, including clothing, toys and learning gadgets. Their mission is to make parenting 'a little easier' selling everything from educational toys to imaginative play items.

Morwenna Farrell – is a local illustrator and screen printer – she collects vintage and unloved clothing and gives them a new lease of life with illustrations.

Classic Soccer Shop – selling vintage football shirts.

Mama Makes – selling freeze dried sweets and chocolates.

Doodle Donuts – fresh handmade donuts – all vegan friendly too!

We have also been working hard this year improving our much-loved market and will have some exciting changes to share with you in the new year.



A season to celebrate

Crowds gathered outside City Hall to enjoy the Norwich Festive Lights Switch-on in November.

The event included performances by local stars, Leon Mallett and Juliet, along with panto fun from Triple Threat Theatre.

Owen Evans, Norfolk's very own comedy legend, switched on the LED lights powered by renewable energy.

Attendees enjoyed a brass band, market stalls, and a funfair, celebrating the start of the festive season with sleighloads of community spirit.

Council cabinet member for a prosperous Norwich, Cllr Claire Kidman said: "Our Festive Lights Switch-on has yet again been the perfect way to celebrate

this wonderful time of year, and look back on a busy year for the city events schedule.

"It is fantastic to see that next year is already bustling with plans for cultural and entertaining events in and around the city, whether they be organised by the city council, our fantastic city partners or held in one of our beautiful parks."



Cllr Claire Kidman – cabinet member for a prosperous Norwich

"...the perfect way to celebrate this wonderful time of year..."



Nor-Watch: what's live in

2025



Follow us for the latest news on key city events
city events
#NorWatch

With a new year just around the corner, let's look ahead to some of the key dates for your diary in 2025.

13 to 22 April –
Easter Funfair,
Chapelfield
Gardens



4 May –
Norwich Vegan
Market, Chapelfield
Gardens

9 to 20 May –
Norfolk & Norwich
Festival, including
City of Literature
Weekend, city centre

7 and 8 June –
Kisstory/Uptown
Festival, Earlham
Park

21 May –
Funfair, Eaton Park

11 to 13 July – Lord
Mayor's Weekend

19 July –
Magic of
Thailand
Festival,
Eaton Park



26 July –
Norwich Pride,
city centre



1 and 2 August – Save
the Rave/Lookalike
Festival, Earlham Park

9 August –
Norwich Afri-Fest,
Chapelfield Gardens

15 to 17 August –
Rock and Roll Circus,
Earlham Park

5 and 6 September –
Foodies Festival,
Earlham Park

7 September –
Run Norwich,
city centre

12 September –
Wild Fields
Festival

13 to 24 November –
Norwich Film Festival



13 November –
Norwich Festive Lights
Switch On

Norwich awarded Age Friendly City status!

Norwich has officially been awarded Age Friendly City status, joining the international community of World Health Organization Age Friendly Cities.

Age UK Norwich and Norwich City Council have been working together to plan for the application as well as create a current 'State of Ageing' report for Norwich, looking at areas of targeted improvement and best practice.



Tackling ageism and assumptions around growing older in Norwich, the Age Friendly Norwich project will look at how infrastructure, services and attitudes can be improved to make Norwich more accessible and welcoming to over 50s.

Celebrating the culmination of this work, and the official launch of the Age Friendly Norwich project, a celebration was held at City Hall in October, with key stakeholders coming together to support the initiative.

Do you think Norwich is age friendly? Have your say!

We are looking to hear from local residents on how they feel about Norwich and its Age Friendly status, we want to know what is working in the city for over 50s, what is causing you problems and what ideas you have to make the city a more accessible place to live, work and thrive in. Find out more and fill in the feedback form here: www.AgeFriendlyNorwich.org

Court victory for Love Norwich campaign

A local man and his company have been fined more than £4,000 after admitting three fly-tipping offences in the magistrates' court, following enforcement action by the city council.

Frankie Gunner admitted dumping waste without a permit between July last year and this February. He was ordered to pay £1,223 in fines and costs and his company – Norwich City Skimmers – was ordered to pay £2,792.

He was also sentenced to 180 hours of unpaid work, to be completed within the next 12 months.

Councillor Emma Hampton, cabinet member for a climate responsive Norwich,

said: "Our Love Norwich campaign is taking tough action on offenders who blight the streets of our wonderful city. Wherever possible, we will pursue them through the courts and hold them accountable for their careless and thoughtless actions which impacts local residents across our communities."

The Love Norwich campaign is part of the council's commitment to build partnerships with residents and businesses to create real change where communities can take pride in their neighbourhoods.

Earlier this year, new high-quality CCTV cameras have been installed at Normandie Tower, Springbank, Douro Place, Marlpit Lane,

Bowers Avenue and Heathgate. These are known fly-tipping hot spots so any CCTV footage captured from these cameras can provide evidence of fly-tipping which will help to identify the perpetrators, and any subsequent enforcement measures the council can take as a result.

Eleven penalty notices and more than 50 warning letters have been issued since 2023. Fly-tipping is a crime with over 5,000 incidences in the city every year. A public survey carried out in 2022 showed that over 70 per cent of our residents were supportive that the council takes steps to tackle the issue.



Green spaces, better places – why our parks matter so much to us



Our city is blessed with many fine and outstanding green spaces, from the formal parks of Eaton Park, Heigham Park and Waterloo Park to city centre spaces such as Chapelfield Gardens, and the River Wensum corridor. Surrounding us, we have many natural green spaces managed by the Norwich Fringe Project, including Earlham Park Woods, Mousehold Heath and Marston Marsh.

Allotments and community gardens are cultivated by our dedicated allotment gardeners. Play areas are enjoyed by countless children every year, come rain or shine.

These spaces matter to local people and add so much

value to our communities and contribute towards making us a fine city.

Our Green Flag Awards tell us we are doing well and the many volunteers that work in these green spaces also tell us how important they are. But we cannot rest on our laurels, and we need to look ahead as to how we continue to manage these valuable green assets.

Our communities have told us that our parks and open spaces are highly valued. This year, we have been working on our first parks and green spaces strategy which proposes how we develop and maintain all our parks and open spaces

for the next ten years. In October, the council's cabinet agreed the draft strategy and we are very keen to hear from our residents and stakeholders about what this vision should be.

We have outlined a bold vision and action plan for the next decade to ensure our parks and green spaces are protected, managed and enhanced for people and wildlife now and for many years to come.

To comment on the strategy, look out for further updates on the council's website, in local community centres, libraries and elsewhere across the city.

Co-creation of new approach for street performers

Supporting our busking community, alongside protecting residents and businesses is important. Earlier this year we conducted a public consultation on proposed new guidelines for busking and gathered input from all parties – residents, businesses, and the busking community.

As a result, we published our new busking guidelines, which provides guidance on location, noise, timings, obstructions,

complaints, and safety. We also introduced a busking code to help performers make the most of their time on our streets.

Drafting these guidelines took a real partnership approach which involved the council, the public, and the busking community. Overall residents and visitors see our buskers as a positive addition, contributing to the vibrancy, atmosphere, and unique character of our city streets.

Our busking community also reported a positive experience, appreciating the ease of performing, flexibility and social aspects of busking in Norwich and the support they generally receive from the public. Some use the opportunity to showcase their talents, practice for paid gigs or simply as a hobby.

To have a look at the full summary report along with our new busking guidelines, please visit [Get Talking Norwich: GetTalking.norwich.gov.uk/busking](http://GetTalking.norwich.gov.uk/busking)

ADVERTISEMENT



Housing with optional Care and Support

Doughty's is an Almshouse and we provide housing with extra care and support to older people in 57 modern, self-contained flats, with access to beautiful gardens and communal areas with a variety of activities and outings offered throughout the year.

If you are eligible for State retirement pension, have lived within the City of Norwich for more than 4 years and are in receipt of Housing Benefit or on a low income, then you fit the criteria for living at Doughty's.

10 Golden Dog Lane, Norwich, NR3 1BP
e: admin@doughtys.org.uk t: 01603 621857

Have you signed up for our garden waste collection?

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

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



For more information and to subscribe, visit www.norwich.gov.uk/GardenWaste



Recycling at Christmas

Not long to go now until households throughout Norwich will be full of Christmas cards, wrapping paper and festive cheer. We thought it would be helpful to remind you what you can recycle and what you can't.

Yes please! ✓

All items must be clean and dry. Items must be placed loose in the bin (no carrier bags!)

- **Paper:** including newspapers, white and coloured paper, greeting cards (no glitter please), envelopes, junk mail and wrapping paper (make sure you do the scrunch test: if you scrunch paper into a ball and it stays scrunched it can be recycled)
- **Cardboard:** including boxes, packaging, carrier trays and corrugated cardboard
- Food and drink cartons
- Aluminium foil and trays, aluminium and steel tins, cans and aerosols
- Glass bottles and jar shaped food and drink containers
- **Plastic bottles:** such as those that contain drink and food, hygiene/beauty products, cleaning products, cooking oil and medication
- Plastic food tubs, pots and trays
- Advent calendars (separate the plastic insert, any foil and the cardboard box).



No thanks! ✗

- Nappies (the cardboard box can be recycled)
- Tissues and used kitchen wipes
- **Soft plastics:** including crisp packets, sweet wrappers, plastic bags, cling film and cellophane
- **Hard plastics:** toys, broken garden furniture, plant pots and polystyrene
- **Sharps items:** please dispose of any sharps responsibly
- Glass cookware and ovenware, drinking glasses or ceramics
- Cutlery, crockery, pots and pans

Create a
**GREEN
CHRIS
TMAS**

Batteries and electrical items

Batteries can cause a fire if placed in your normal recycling or waste bin. Be safe and recycle them properly!

Place your small electrical items and household batteries in separate carrier bags and put them next to your refuse or recycling bin on collection day.

* **Please don't include light bulbs, fluorescents, car/industrial batteries.**

Your collection dates during the festive period

For Christmas and New Year collection dates, visit www.norwich.gov.uk/FestiveBinCollections

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



Noise nuisance neighbours brought to book by tireless work of council officers

Unwavering action by the city council has led to the successful prosecution of two Norwich residents for making the lives of nearby neighbours a misery because of persistent noise.

The successful court action for breaches of a Noise Abatement Notice (NAN) came after the council received numerous complaints from residents about excessive noise, which severely impacted their ability to work, sleep and live peacefully. The ongoing loud music caused significant disruption to neighbours who had to endure sleepless nights. Some residents were even forced to find alternative accommodation, such as sleeping in a vehicle, to escape the disturbance.

Despite multiple warnings, the offenders continued their behaviour, prompting the council to take further action. Council officers personally witnessed the excessive noise on several occasions, leading to the installation of specialist Norsonic equipment to record noise levels. This led to residents recording 747 separate noise incidents over 18 months using the council's noise app.

Earlier this year, the individuals appeared before Norwich Magistrates Court and pleaded guilty to multiple breaches of the NAN, which had been issued earlier this year. Both were fined £400, with additional costs including a £160 victim surcharge, £100 in legal fees, and £50 in enforcement and investigation costs, bringing the total to £710, payable in monthly instalments of £100.

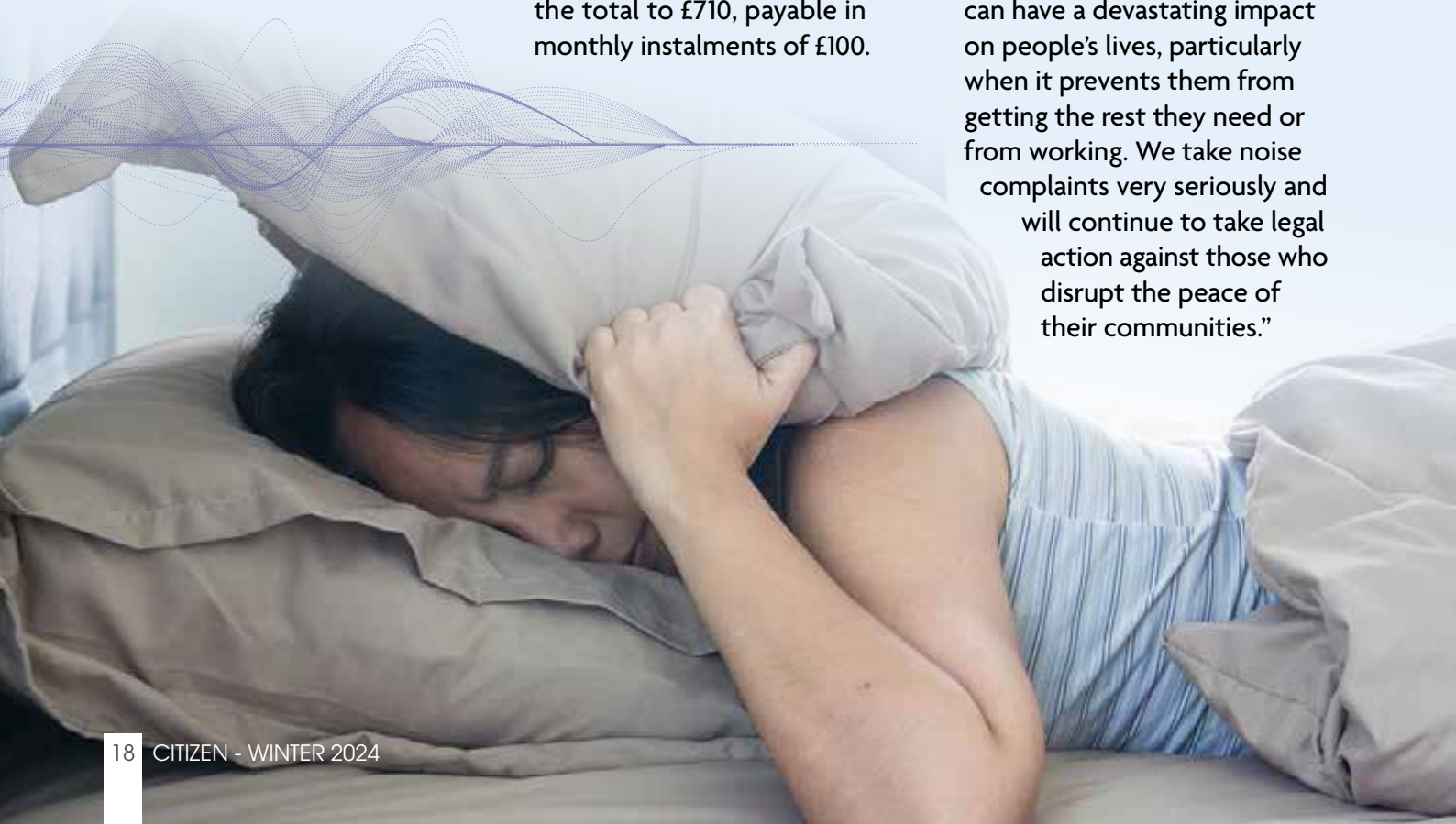


Cllr Beth Jones – cabinet member for Housing

“Excessive noise can have a devastating impact on people’s lives...”

This dogged determination by the city council to pursue offenders through the court helps deliver one of its priorities ‘A fairer Norwich’, as set out in the organisation’s community-led plan ‘We Are Norwich’ which advocates for all residents to have a good quality of life.

Councillor Beth Jones, the council’s cabinet member for housing, said: “Excessive noise can have a devastating impact on people’s lives, particularly when it prevents them from getting the rest they need or from working. We take noise complaints very seriously and will continue to take legal action against those who disrupt the peace of their communities.”



Hay Hill transformed into public garden in heart of city

Residents, businesses and visitors alike have all been revelling in the vibrant transformation of Hay Hill.

After the city council opened the revamped Hay Hill earlier this year, people of all ages flocked to the beautiful and peaceful space of the city which has been a focal point of local residents and visitors for many years.

The £3.2m government funded project has resulted in the creation of a public garden in the heart of the city where large areas of new planting complement the existing mature trees.

This significant makeover has transformed the space into a vibrant, accessible area which can be enjoyed by everyone. Key features of the new-look Hay Hill include:

- level access, steps with handrails, much more seating
- large areas of new planting to complement the existing mature trees
- a new water feature
- a performance area
- improved walking links

Councillor Emma Hampton, the city council's deputy leader, said: "The regeneration of this well-known, much-loved part of the city centre has completely transformed the area.

"This is a massive enhancement to Norwich and what it can offer to our residents and all those who visit Hay Hill. We believe everyone deserves to enjoy such a beautiful and peaceful space right in the heart of our amazing city – I'm just so proud that we were able to play such a vital role in making that happen."

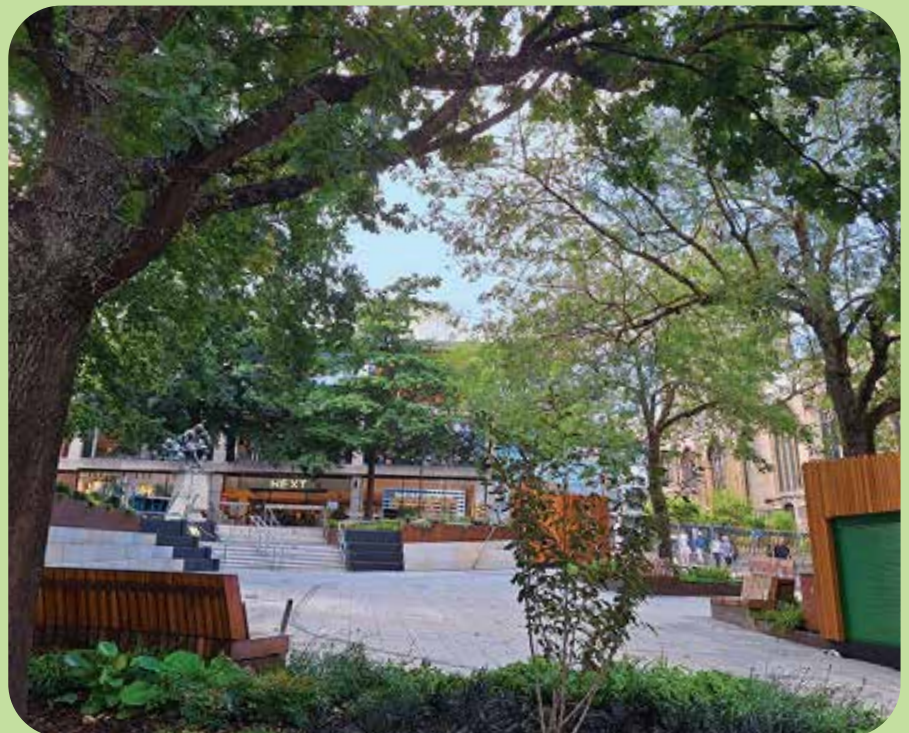
The Homage to Thomas Browne sculptures, previously located on Hay Hill, were moved to Eaton Park.

This significant city centre regeneration project was completed as part of the £25m worth of funding secured by the city council from the Ministry of Housing, Communities and Local Government to revitalise key areas of the city.

A snippet of history about Hay Hill

Hay Hill, formerly the marketplace for hay and other goods brought in from the surrounding countryside, is now one of the largest urban open spaces in the city centre. It acts as a key public space on the route between Chantry Place and Norwich Market.

Hay Hill's position in the city makes it an accessible and tranquil space right in the heart of our city.



Medieval gem set to sparkle in the summer

Conservation works at the Guildhall are gathering pace and are expected to be finished by the summer.

The Grade I listed building, which dates back to 1407, is reportedly the largest municipal building in England, outside London.

The site, which is home to Norfolk and Norwich Festival and the Crystal Shop, was the seat of local government in Norwich since the 1400s.

The main work includes flint and stone replacement, lead work repairs, repointing and conservation and cleaning to many of the original ornate features.

Already the gold-coloured clock hands and 1850 clock installation date inscription has been regilded and returned to their former glory.

Councillor Claire Kidman, cabinet member for a prosperous Norwich, said: "It's great to see conservation

works taking place to a much-loved landmark.

"The Guildhall is one of England's medieval gems and I am looking forward to see it sparkle once more in the heart of the city."



Norwich Castle: a royal palace reborn

Norwich Castle has been at the centre of life in our fine city for almost a millenium, with its castle keep and museum home to over three million objects, including art, archaeology and natural history.

This summer, a major milestone in the **Norwich Castle: Royal Palace Reborn** project was reached with the opening of the castle's new entrance, shop, café and education room.

The 1960s low-ceilinged corridor leading from the main entrance into the central Rotunda has gone.

In its place is a spectacular new atrium, its glazed roof revealing the long-hidden view of the

Keep's impressive east façade, bringing the castle's presence into the rest of the museum. The first-floor café also features a glass balcony so visitors can enjoy a view of the Keep as they eat.

With visits to Norwich Castle expected to rise to 300,000 a year once the Keep reopens in 2025, these improvements bring the visitor experience into the 21st century.



Work to explore the future use of our iconic City Hall continues

In October, our cabinet agreed to continue work looking at how our historic, Grade II* listed, City Hall could be used in future.

They considered a report which looked at all the possible future uses for the building. It recommended council business and civic activities should remain at the heart of the building and some options that could create benefits for the whole city.

The first option would mean refurbishing the building to create better public

“It’s vital that we hear from the people of Norwich on this so we can make the best decisions for the city.”



Cllr Mike Stonard—
leader of the council

access, fit for purpose council office space, grade ‘A’ lettable space and event and conference opportunities.

The second option would include this work and go a step further by adding an extension to the rear, as intended in the original 1938 plans for the building.

The rear extension could be used for offices, homes, or a hotel and would include a new, publicly accessible courtyard and improvements to the public spaces around City Hall.

Cabinet agreed they would like the next stage of work to be done to develop a business case around these options and the many architectural, technical, and financial reports needed to prepare for any change.

Council leader, Cllr Mike Stonard, said: “Our stunning building has so much to love, and we need to make sure it’s not only fit for the future but make the most of our cherished asset for the city.

“We have a great opportunity here to create a future for the building that benefits Norwich by creating improved amenities, attracting more visitors, and increasing spending in the city.

“We’re still at an early stage and a significant part of what comes next will be gathering feedback from our residents, businesses, partners, and the voluntary and creative sectors about these options.

“It’s vital that we hear from the people of Norwich on this so we can make the best decisions for the city.

“We’re taking the time to plan this now and expect to get underway with these conversations early next year.”





The Benjamin Foundation taking part in this year's Lord Mayor's procession



Spotlight on the council's civic charity

Established over 25 years ago, The Benjamin Foundation provides a range of services including homelessness prevention, emotional support, and positive activities for young people. Their mission is to bring hope, opportunity, stability, and independence to those they support.

One of their key initiatives is the BOOM! Young Carers programme, which offers vital support to young carers – children and

young people up to the age of 18 who have caring responsibilities for family members.

The programme provides a safe and supportive environment where young carers can relax, make friends, and have fun, helping them to escape their daily responsibilities and share their experiences with others who understand their situation. The Lord Mayor of Norwich, Cllr Vivien Thomas said: "We are thrilled to be supporting

The Benjamin Foundation and it's a pleasure to see our partnership go from strength-to-strength."

Joshua Antcliff, The Benjamin Foundation, added: "We are honoured to be chosen as the civic charity for 2024/2025. This partnership continues to enable us to reach even more people in need and continue our vital work in Norfolk and Suffolk."

Find out more about the charity at www.norwich.gov.uk/CivicCharity

'Norwich Open Christmas' returns this year

Facing Christmas alone? Or perhaps you know someone who would like some company this Christmas?

Join us for Norwich Open Christmas, a yearly event which takes place on Christmas Day (25 December). The event will run from 11am till 5pm at the King's Centre (King Street, Norwich, NR1 1PH).

Organised by volunteers, residents who are suffering

from homelessness, loneliness or poor mental health can enjoy a warm welcome, followed by a tasty Christmas dinner and afternoon tea, terrific entertainment and additional food parcels – all for free, open to everyone, no matter personal circumstances.



For more information, including how to give donations to the charity please visit www.NorwichOpenChristmas.org.uk



Celebrating our veterans



As a community it's critical that we continue to commemorate and remember veterans of our Armed Forces for their immense sacrifices in conflicts all around the world.

In this spirit, the council has held two annual events to commemorate our Armed Forces, both past and present over the past few months. Back on Monday 9 September the council marked the Battle of Britain, paying tribute to the Royal Air Force pilots whose heroics are often

regarded as the "turning point" in World War II.

Members of the public joined the Lord Mayor, Sheriff, serving airmen and airwomen from RAF Marham and other distinguished guests in a wreath laying ceremony remembering what then Prime Minister Winston Churchill described as "Never in the field of human conflict was so much owed by so many to so few".

On Remembrance Sunday (10 November) the council also led the city's commemorations for the remembrance period.

A sacred time for many in our community as we joined the wider country coming together in gratitude, solidarity, and respect to remember all those who have served and died in conflict.

Reverend Canon Edward Carter, of St Peter Mancroft, led the service of remembrance, which included laying wreaths at Norwich War Memorial and prayers, followed by The Last Post (the traditional final salute to the fallen) marking the start of the national two-minute silence.



the Forum

Here for Everyone



The Forum Festivals in 2025

**NORWICH
SCIENCE
FESTIVAL**

15-22 Feb 2025

**NORWICH
GAMES
FESTIVAL**

26-31 May 2025



heritage open days

12-21 Sep 2025

**NORWICH
BOOK
FESTIVAL**

Oct 2025

theforumnorwich.co.uk