

## County Deal

Still no update except that current government want a mayoral devolution.

Leader of County meeting with minister!

Still negotiating

## Libraries



Water refill at libraries and free computers and internet access. Access to a "Warm Room" is also included

## Hazardous Waste days



## Changes coming to Norfolk's recycling centres in November



Norfolk residents and traders are set to benefit from an improved experience at recycling centres across the county thanks to changes coming in from November this year. The changes will help with service demand, reduce congestion and make sites safer whilst ensuring costs are covered for the disposal of waste.

Anyone wishing to visit a Norfolk recycling centre from Monday 18<sup>th</sup> November 2024 must book in advance. Bookings can be made up to seven days ahead either online via the council's website or by phoning the customer service centre. The new booking system will be live from Monday 11<sup>th</sup> November.

Slots are available every fifteen minutes and people can make a booking or cancel one right up until the time of the booking. People will be asked to give the registration number of the vehicle they will be using on the day. Business and trade waste customers will also be asked to provide their waste carriers licence number.

Everyone has to book to drop off waste at the recycling centre, including those arriving on foot or by bicycle. People do not have to book if they only want to visit the Re-use Shop but if they also want to leave waste in the same visit, then they need to book ahead.

In addition to the booking system, trade customers will also see a change to the way they pay to dispose of their waste from the 1<sup>st</sup> November.

Businesses will be charged based on the size of vehicle and the type of waste they bring, instead of the number of bags.

These changes are to make sure that the costs of disposal of trade waste at Norfolk recycling centres are fully covered, and to provide a fair and consistent price for traders based on the volume and type of waste in each vehicle.

- 43% of LAs in England have some form of booking system at recycling centres
- The booking system goes live on Monday 11<sup>th</sup> November 2024 to book slots for the following week. Customers can find out more by picking up a leaflet at a recycling centre or at [www.norfolk.gov.uk/recyclingbooking](http://www.norfolk.gov.uk/recyclingbooking). Or call 0344 800 8020
- The trade waste service is available at our seven largest recycling centres; Caister, Dereham, Hempton, King's Lynn, Norwich North, Norwich South and Thetford
- There are five vehicle categories, and each vehicle will be assessed and charged as either up to 50% full or over 50% full. Prices can be found at [www.norfolk.gov.uk/recyclingbooking](http://www.norfolk.gov.uk/recyclingbooking) starting from £10.50 for half a mini-van of recyclables
- Alternative ways for businesses to dispose of trade waste can be found on our [www.norfolk.gov.uk/businesswaste](http://www.norfolk.gov.uk/businesswaste)

## Help shape Road Safety

Helping people to continue to be able to use their cars safely as they get older is an important part of our Promoting Independence strategy.

Being able to continue driving confidently and safely can help people in later life stay in touch with their family and friendship networks, reduce loneliness and isolation, and help them avoid relying on support services. It can make an important contribution to older people being able to continue to live fulfilling lives and stay independent for longer.

One of the things that can affect older drivers is deteriorating eyesight, which can make driving more difficult, for example at night, or on busy roads. That's why the county council is planning, along with colleagues at Norfolk Fire and Rescue and our road safety partners, to launch a road safety driving campaign to encourage older drivers to regularly check their eyesight.

To help prepare for the campaign, we're running a survey to better understand the experiences and behaviours of older drivers in Norfolk. We also want to hear from people who use other forms of transport, such as buses, and those who have recently given up their driving licence.

The survey is aimed at all road users and drivers who are aged 60 and over. It will only take a few minutes and the information will remain anonymous and confidential.

The feedback will play a crucial part in shaping future safety campaigns and tailoring support to meet the needs of older drivers in Norfolk

Please share the link and encourage people over 60 to participate.

The survey closes on 30 September. The survey is available [here](#).

## Safer cycling for young people

Norfolk's Safety Camera Partnership with the support of Norfolk County Council are encouraging young cyclists across Norfolk to "be switched on" both day and night by offering a free set of bike lights on completion of their cycle training this year.

It became apparent during Bikeability training commissioned by Norfolk County Council and delivered by Outspoken, SJ3 and Pedal Power; that some cyclists in Norfolk either don't have access to bike lights or choose not to use them.

In response to this community need, Norfolk's Safety Camera Partnership agreed to fund bike lights for Year 6 cyclists who complete their cycle training from September 2024, supporting their transition to high school.

Using bike lights can improve the visibility for the cyclist and other road users. A Danish study in 2012 found that the risk of a collision with a car decreased by 19% in cyclists who used their lights during the day.

The cycle training is free of charge as it is funded by [The Bikeability Trust](#).

For more information about Bikeability training and cycling courses available in your area please [visit Primary school road safety education courses](#).

## Autumn Flood Risk in Norfolk

The Norfolk Strategic Flooding Alliance (NSFA) are urging residents to think about how they can protect their homes from flooding after a wet spring and cool summer is set to raise the threat of rising waters to Norfolk earlier than normal this year.

Norfolk groundwater levels remain high, while Environment Agency readings show that East Anglian river flows in June were up to 172% the long term average as additional water remains trapped in the system.

NSFA say that checking your house and prepare for possible flooding may make the difference between thousands of pounds of flood damage and keeping your home and family safe. They advise that guttering, ditches and drains need to be free of blockages to avoid water building up around your home and that installing water butts can provide additional storage to avoid water pooling on the ground.

Additionally, owners of properties in at risk areas can make further preparations. These range from simple approaches, such as keep valuables upstairs and bricks stored ready to raise up furniture in the event of a flood, to investigating the wide range of property flood resilience products available, from emergency barriers and self-expanding sandbags to non-return valves for household drainage pipes and waterproof front doors.

Further information and advice about flood and water management is available on the county council's web pages [here](#).

#### Defibrillators. Charity offering financial help.

Kimberley Lloyd, and I am the Operations Director at London Hearts, a charity dedicated to the procurement and distribution of life-saving defibrillators across the UK for both public and private sectors.

We would like to offer you the opportunity to ensure that your communities have access to fully functional defibrillators at all times. London Hearts is proud to be the appointed supplier and managing administrator of a defibrillator fund on behalf of the Department of Health and Social Care. This may well fit well in helping to get life saving defibrillators more readily available across your area.

The Department of Health and Social Care is offering a £500,000 Community Automated External Defibrillators (AED) Fund, aimed at increasing the availability of defibrillators in public places where they are most needed. The fund will provide 1,100 new defibrillators and cabinets. To participate, match funding of £750 is required for a defibrillator with an external locked cabinet, or £660 for a defibrillator with an internal cabinet.

Please note, the fund is distributed on a first-come, first-served basis, so early application is encouraged.

- For public access defibrillators, applications can be made at: [www.defibgrant.co.uk](http://www.defibgrant.co.uk)
- For internal defibrillators, applications can be made via : <https://londonhearts.org/apply-for-a-defib/>

#### Lithium Batteries Fire Warning

Residents across Norfolk are being reminded of the importance of buying lithium-ion batteries for a range of everyday devices only from reputable and safe retailers, to ensure they meet UK safety standards and aren't a fire risk.

As a Safety Bill about the rechargeable batteries is due to go before the House of Lords on Friday (6<sup>th</sup> September), Norfolk Fire & Rescue Service and Norfolk County Council's Trading Standards team is investigating a house fire which is believed to have been started by a battery which was charging.

The occupants of the house in Bowthorpe managed to escape the fire last Tuesday evening, and a subsequent fire investigation has concluded that the fire started with the battery, purchased from an online retailer, and charger.

"Unfortunately, this fire has started with a battery and had devastating consequences for the residents as their home has been significantly damaged," said Emry Gough, Head of Prevention at Norfolk Fire & Rescue Service.

The Trading Standards department is currently working with fire investigators and the householder to find out more about the retailer and exact battery and charger involved.

Lithium-ion batteries are found in a range of devices including; mobile phones, tablets, laptops, mobility scooters, e-bikes, e-scooters, e-cigarettes and hover boards.

You can reduce the risk of fires by checking batteries regularly and ensuring you only buy from reputable retailers so that products meet UK safety standards.

Look out for warning signs of problems, such as wear and tear, overheating, an unusual smell, unusual sounds or a battery or charger that is bulging out of its usual shape. If you see any of these signs, turn it off, unplug it and take it outside if it is safe to do so.

Other tips to help keep you safe in the home are:

- Only charging batteries when you are at home and while you are awake.
- Charging devices and batteries on a solid flat surface.
- Ensuring batteries and chargers meet UK safety standards.
- Charging in a location that does not block your emergency exits, should a fire occur.
- Using the charger that came with the battery and if you need a replacement charger or battery, only buying it from a supplier recommended by the device manufacturer.
- If your battery, charger or device is smoking, turn it off if safe to do so. If you see a fire, leave the room shut doors and get out of the property and then call 999.

If you believe you have a sub-standard product, you can report a problem with a trader or a product to Trading Standards by contacting our partners the Citizen's Advice Consumer Service on 0808 223 1133.

#### **Safe disposal of batteries**

Lithium batteries should not be placed in the same bins as your regular rubbish or recycling due to risk of fire. Fires have broken out in waste and recycling lorries because people have put batteries in their bins.

1. Recycle the disposable vape through electronic recycling or take it to a local recycling centre.
2. Avoid regular wheelie bins, as disposable vapes should be treated as e-waste

You can find more safety advice about lithium ion batteries at [Stay safe with lithium batteries - Norfolk County Council](#)

#### **Subsidised trees available to order**

Norfolk County Council has launched projects for the new tree planting season which starts in November.

The One Million Trees for Norfolk subsidised tree scheme is now open for individuals, parish councils, community groups, businesses, schools, and landowners to apply for tree packs (and tree protection) at up to 50% off the original price.

As well as the usual range of tree packs available, this year, for the first time there are a limited number of single Norfolk Oak trees, grown at Gressenhall Community tree nursery, making it possible for more people to take part and be 'one in a million'.

Those interested can apply for subsidised tree pack [here](#).

In addition to the subsidised tree scheme Norfolk County Council is once again partnering with Busseys, to launch the Busseys Community Grant. This initiative offers £10,000 in funding to support tree planting projects across Norfolk.

Community groups can apply for grants of up to £2,500 to plant trees that provide tangible benefits to their local area. The grant is open to any organisation in Norfolk with suitable land and the necessary permissions for planting.



Have your say on a new vision for the future of Norfolk's railways.

Ambitions including better routes, decarbonisation, new stations, accessible stations, are all part of Norfolk's new rail prospectus.

Take a look and tell us your views <https://orlo.uk/sCDzE>

Stoptober is a national campaign that runs each year. This year's theme is: **'Stop smoking for Stoptober and you're 5 times more likely to quit for good'**. The campaign focuses on the behavioural science upon which Stoptober was founded; that if you can achieve 28 days smoke-free, your chances of quitting permanently are significantly increased.

The campaign will encourage smokers to search 'Stoptober', directing them to a range of information and free support tools on the [Better Health - Quit Smoking](#) website.

In Norfolk, rates of smoking are highest in areas of greater deprivation including Kings Lynn and West Norfolk, Norwich, and Great Yarmouth.

Our specialist stop smoking services is now being provided by newly commissioned health partner Reed Wellbeing, and the smoking service will still be called Smokefree Norfolk. Our call to action is to **set a quit date using our Ready to Change tool and to signpost to our partners to Reed Wellbeing SmokeFree Norfolk or to their GP or Pharmacy.**

Vaping as a tool for quitting will be promoted but messages need to be clear that this is for adult smokers only.

Since its inception in 2012, Stoptober has successfully helped 2.5 million smokers nationally to make a quit attempt and has become a well-recognised annual event in the public health calendar.

#### **National Stoptober campaign:**

- You're five times more likely to quit if you sign up to Stoptober.
- It's never too late to quit smoking.

- Search Stoptober to find information and support tools.
- Vaping can be a useful tool to help quit smoking but should not be used by people under the age of 18 (children) or non-smokers.

**Ready to Change messaging:**

- Set your quit smoking date this Stoptober with Ready to Change.
- Free support to help you quit smoking this Stoptober with Ready to Change.
- Ready to quit smoking this Stoptober?

**Support via GP or pharmacy:**

- You can contact your GP or local pharmacy for personalised support and advice on quitting smoking. They can suggest the best treatment options based on your individual needs.

**New support via Reed Wellbeing:**

- Reed Wellbeing is our new commissioned partner providing smoking cessation services to Norfolk residents.

**Target audience:**

- Adults who smoke living in postcode areas with high smoking rates (Kings Lynn and West Norfolk, Norwich, and Great Yarmouth).
- Young people aged 25-35.

**Channels for promoting key messages:**

- Press release
- Social media (including Facebook, X, and Next Door)
- Google Adwords
- Digital advertising
- Outdoor digital screens on supermarkets / bus stops
- Radio streaming targeting young adults aged 25-35

**Creative:**

We will be using the national assets provided for the official Stoptober campaign in addition to Ready to Change assets as shown at the end of this briefing.

**For action:**

- Visit our Ready to Change site to familiarise yourself with our stop smoking support services [www.readytochange.co.uk](http://www.readytochange.co.uk).
- Signpost people you think might be interested to our website [www.readytochange.co.uk](http://www.readytochange.co.uk).
- Share Stoptober social media posts from Norfolk County Council's Facebook and X accounts.

**Carbon future**

- Norfolk County Council is on course to hit its 2030 carbon emissions savings target, according to the latest data.
- The council has reduced its emissions by 61% compared to the baseline from 2016/17. This impressive result has been achieved by implementing a range of measures, such as improving energy efficiency in its buildings, switching from gas to electric heating, and installing energy-efficient LED street lighting.
- The council's project to replace Norfolk's streetlights with energy-efficient LEDs has been a resounding success. To date, it has saved £16.5 million, 88.75 million kWh in energy and more than

26,000 tonnes of carbon. The project is now in its final phases, with the remaining 5% of streetlights to be converted by April 2025.

- In June 2023, Norfolk County Council launched its Climate Strategy setting out the council's approach to addressing its own emissions and also how it can support Norfolk's development as a low carbon and climate resilient place to live, visit and do business. The climate strategy also considers the close relationship between climate action and nature recovery, the jobs and growth opportunities from the expanding green economy, and how adaptation is needed to protect local services and communities. The council have published over 130 actions outlining the practical steps being taken to meet their climate ambitions.
- Norfolk County Council's climate approach was recognised in the 2023 Council Climate Action Scorecards which saw the authority ranked second among England's County Councils for its climate action approach.

### Tree packs reduced

#### Subsidised tree scheme - Tree pack information - Norfolk County Council

#### PCC consultation. PCC priorities please reply

This is your chance to have your say and to make your voice heard.

1. Take time to look at the ten proposed priorities and tell me which you think are the most important.
2. Tell me if there is anything else you would like to see in my plan.

**The new Police and Crime Plan for Norfolk will be implemented in April 2025.**

#### **Proposed priorities**

##### **1 - Focus on Prevention**

Reduce the level of crime being committed in Norfolk, by helping and supporting those at risk of offending, and those who have already offended, whether they are adults, children or young people.

##### **2 - Restore Trust and Confidence in Policing across Norfolk**

Ensure the police are serving their communities in a visible, accessible, and transparent way, and supporting victims of crime with respect and dignity.

##### **3 - Improving Road Safety**

Reduce the number of people killed or suffering life-changing injuries on Norfolk's roads, regardless of how or where we travel or for what purpose.

##### **4 - Tackling Extremism and Community Tensions**

Safeguard and support members of the community to stop them becoming radicalised or promoting violent extremism, and work with communities to protect them from becoming susceptible to violent extremism.

##### **5 - Making Norfolk Streets Safer**

ensure that all residents of and visitors to Norfolk feel safe on our streets, including tackling serious violence, anti-social behaviour, and hate crime.

##### **6 - Effective Criminal Justice System**

Working with the Criminal Justice System to achieve timely justice, and ensure victims are supported appropriately through that system.

## **7 - Support for Victims**

Support for victims to recover from their experiences and to cope in their daily lives. This includes specialist services for victims of domestic abuse and serious sexual offences.

## **8 - Tackling Violence Against Women and Girls**

keep people across the county safe: in their homes, workplaces and places of leisure, from harassment, stalking, rape, sexual assault, murder, honour-based abuse, and coercive controlling behaviour.

## **9 - Improving Rural Response**

Providing a better response to rural crime, including increasing crime prevention and better access to services for victims in rural areas.

## **10 - Organised Crime and Criminal Exploitation**

Disrupt organised crime groups and work in partnership to reduce the crime and harm from the supply and distribution of drugs, fraud, human trafficking, modern slavery and shoplifting to order.

[Police and Crime Plan 2025/29 Consultation | Norfolk PCC \(norfolk-pcc.gov.uk\)](https://www.norfolk-pcc.gov.uk/police-and-crime-plan-2025-29-consultation)

### Winter help

#### **Norfolk County Council commits over £1m to keep people warm this winter**

Proposals to support some of the Norfolk's most vulnerable people this winter have been set out today.

Norfolk County Council is looking to use £1.15m of the £6.7m allocated to the county through the Household Support Fund to keep people warm and help them make ends meet.

This follows the government's decision to make the winter fuel payment means tested from this winter.

Councillor Andrew Jamieson, deputy leader and cabinet member for finance at Norfolk County Council said:

"We are extremely concerned about the impact that the government's decision will have on our communities. Winter can be an extremely challenging time for our older residents and the cost of heating your home can make it difficult to pay for other necessities.

"There will be thousands of people who will miss the new cut-off by a small margin, leaving them without the means to pay for the cost of fuel.

"The county council will make sure payments make their way quickly to those who most need them, working closely with Age UK, Citizen Advice Bureau and other local partners.

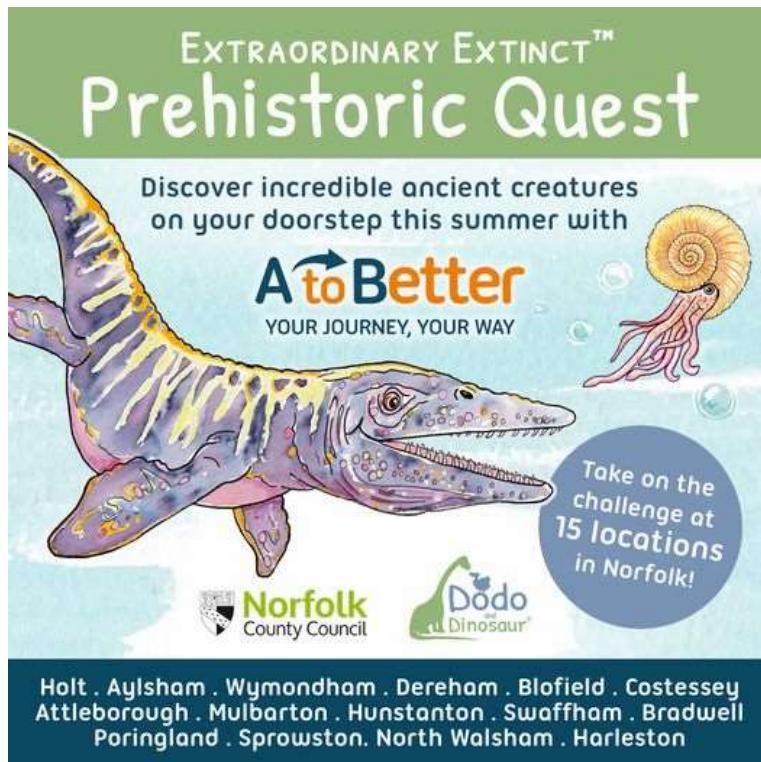
"However, the funding only lasts until March. I will continue to urge the government to find a solution that isn't to the detriment of our older residents."

The county council will use £0.75m to partner with local organisations, including Age UK and Citizens Advice Bureau, to reach some of those most affected by the changes to the Winter Fuel Payments. They will also put £400k into the 'warm spaces' scheme which provides vital respite in community spaces across the county.

The proposals also include £3.6m to continue providing cost-of-living vouchers for families eligible for means tested free school meals. This is in addition to:

- £1.00m to Norfolk Assistance Scheme. Delivered by the Norfolk County Council, the scheme includes direct award of assistance, the provision of household items and emergency help, alongside a range of support and guidance
- £0.70m to local councils across Norfolk to provide proactive and crisis support
- £0.25m to Adult Learning to continue free access to a range of courses to help with cooking at home, budgeting, and digital skills.

The Household Support Fund has been extended to the end of March 2025.



Norfolk County Council's [AtoBetter team](#), supported by [Norfolk Museums Service](#), have collaborated with Norfolk-based children's publisher Dodo and Dinosaur to launch an adventure for residents this summer with the Extraordinary Extinct™ Prehistoric Quest.

From Saturday 20 July to Tuesday 3 September, people are being invited to step outside and unearth the Extraordinary Extinct™ prehistoric creatures that once called Norfolk their home.

The quest offers people the chance to explore Norfolk's rich history and local treasures while promoting sustainable travel habits along the way.

Maps can be collected from a participating library at one of the 15 locations across Norfolk. Participants can complete fun fossil facts and reveal the mystery word to enter a competition to win over £1,000 worth of local prizes.

This is fun and free family activity to find out more about your local community and to discover new ways to get from A to B.

#### SCAMs

Information Alert - Flyers offering roofing work

Cold Calling Alert - Doorstep cold calls in the Dereham area

Information Alert - Copycat websites

Scam Alert - Automated telephone cold calls claiming to be from Visa

Scam Alert - Fake parcel delivery emails

Rogue Trader Alert - Doorstep cold callers offering garden work

Cold Calling Alert - Telephone cold calls regarding loft insulation

Scam Alert - Emails claiming to be from NatWest

Rogue Trader Alert - Doorstep cold callers selling household products

Scam Alert - Emails claiming to be from Microsoft

Scam Alert - Emails claiming to be from PayPal

Scam Alert - Text messages claiming you have received a parking fine

News Alert - Gas Safety Week - Every check counts

Scam Alert - Emails offering 'People's Keto Gummies'

Rogue Trader Alert - Doorstep Cold Callers offering to cut trees and hedges

Cold Calling Alert - Flyers offering 'Home Improvement' work

Rogue Trader Alert - Doorstep Cold Callers claiming issues with properties' roof

News Alert - Reminder to bird keepers that new registration requirements commence in two weeks

Scam Alert - Emails claiming to be from 'Spotify'

Scam Alert - Telephone cold calls claiming to be from 'BT'

Scam Alert - Text messages claiming you have received a parking fine

Scam Alert - Fraudulent Universal Credit app

Scam Alert - Emails claiming to be from the AA

Rogue Trader Alert - Doorstep cold callers claiming issues with properties roof

Cold Calling Alert - Doorstep cold callers in the Weeting area

Scam Alert - Telephone cold calls claiming to be from the FCA

