

## Beryl Bikes

The UK's leading micro mobility provider Beryl, and Norfolk County Council are celebrating a significant milestone for the region's bike, e-bike and e-scooter share scheme.

Riders have now clocked up more than two million kilometres of travel across the scheme, the equivalent of almost 50 journeys around the Earth.

Almost a million of these kilometres were clocked up using the city's e-scooter fleet.

Feedback from Beryl users shows that over a quarter (28.7%) of the overall 649,232 journeys made in Norwich have replaced road transport journeys - including driving a car/van, being a passenger in a car/van, using a taxi or riding a motorbike or moped.

This equates to almost 76 tonnes of carbon dioxide emissions saved; the equivalent of around 5,073,071 boiled kettles or more than 445 flights from London to Edinburgh.

Beryl CEO, Phil Ellis, said:

"Reaching two million kilometres is a fantastic achievement and I'd like to thank all of our customer service and on-street teams; who work incredibly hard to ensure the scheme runs successfully and provide a great service to our users on a daily basis.

"Our Norwich scheme - with its three modes - is a great example of how delivering a range of services can better contribute towards the aims of an integrated transport network.

"Each type of transport has its own benefits and appeals that complement each other and our introduction of new modes of sustainable transport in Norwich has, each time, led to an increase in the popularity of existing modes.

"I think that this innovation and diversity of choice has been key to reaching such a significant milestone."

"The green bikes and e-scooters are now well known across Norwich and many of our locals and visitors have become 'Beryl converts' using them to make those shorter journeys to work, education and leisure, rather than taking their car.

"The scheme is proving to be a highly valuable tool in getting more cars off the road and helping us to achieve our targets around Net Zero."

This comes at a great time for the scheme with 95 bays now installed across the service area, including the recently launched bays in Wymondham. This means that, currently, 113,793 people are a five minutes-walk from a bay, representing 60% of the service area's population. More bays will also be opening later this year in both Hethersett and Drayton.

Initially launched as a bike share scheme in March 2020, e-scooters were added to Norwich in September 2020 as part of the Department for Transport's (DfT) pilot and the numbers of available scooters doubled to 500 in April this year.

Safety is paramount which is why earlier this year Beryl and Norfolk County Council launched the Scoot Happy Training. This gives people the opportunity to take part in online training which has already been completed by almost 2000 people. In addition, more than 100 people have taken part in face to face Scoot Happy training sessions.

[Book a Happy Scoot session online.](#)



You can hire a Beryl Bike or an e-scooter through the Beryl app, available for free download on the App Store for iOS, and the Google Play Store for Android users.

E-scooter riders are required to provide a valid UK Driving Licence to participate. They are also asked to provide feedback on their experiences using the vehicles to support data learnings on operating the service.

Beryl e-Scooters can be used on roads, cycle lanes, carriageways and other areas where cycling is permitted but not on pavements. Every Beryl e-Scooter has vehicle approval from the Department for Transport (DfT), ensuring it meets the highest safety standards. Beryl has and will continue to consult with key organisations as the trial progresses.

For more information on Beryl's innovative bike share scheme, please [visit the Beryl website.](#)

#### Norfolk Swift Response

Norfolk Swift Response provides a 24-hour, 365 day a year service which provides help, support and reassurance if a person has an urgent, unplanned need at home but doesn't need one of the emergency services.

This includes:

- People with physical illness or disabilities
- People with learning disabilities
- People with mental health problems
- Carers

The Norfolk Swift Response team will always:

- Show their identity cards when they visit you for the first time
- Be dressed in the team uniform
- Behave professionally and politely and respect your privacy and dignity
- Ensure you receive prompt, appropriate support and let you know if there is a delay
- With your agreement, and if appropriate, make ongoing referrals to other services and support

Norfolk Swift Response is a free service for people living in Norfolk.

[Norfolk Swift Response Leaflet.pdf](#)

0344 800820

Heat wave summer

My name is Richard Smith, and I am writing to you on behalf of Norfolk Fire and Rescue Service.

I have been asked by the Director of Fire, Ceri Sumner to undertake a review of the Heatwave Events of 2022.

I am very aware that this has been a very difficult time for our communities and some have lost their homes and other property to fire.

The review will be undertaken in two phases.

The first phase will comprise of a short internal review for the purposes of capturing key learning and making any adjustments as required.

This phase will incorporate our existing mechanisms that would routinely take place following incidents within Norfolk Fire and Rescue Service (NFRS) and is already underway.

I will contact you again over winter following completion of Phase One and then gather further feedback from your communities during Phase Two.

I would be most grateful if you are able to share this communication via your parish council contacts to provide an update to the community on the actions of NFRS and this particular review.

Should you require any further discussion or questions at this stage please feel free to contact me.

**Richard Smith - Group Manager - Planning and Assurance**

[richard.smith3@norfolk.gov.uk](mailto:richard.smith3@norfolk.gov.uk)

07919492244.

[Help and assistance](#)



[Help for Households - Get government cost of living support](#)

[The Nuffolks – Food Savvy](#)



Are you involved with a community, voluntary or non-profit making group, and have a project which needs funding for capital costs - things like new buildings, repairing existing facilities, buying equipment or even furniture, then why not see if this year's Norfolk Social Infrastructure Fund can help? 🌟

Last year we spent £1m funding 25 projects across Norfolk, including a new sport hub at the Carleton Rode Jubilee Hall.

The project said they would encourage other organisations to apply to the Norfolk Social Infrastructure Fund because it can make a real difference to communities.

They said: "Thanks to the funding from the Social Infrastructure Fund, we have been able to put a fantastic sport and wellbeing provision in place for our community.

"To have an amazing 3G tennis and football hub in our small, rural village is a fantastic achievement and we could not have done it without their support"

Find out more information about the fund here: <https://orlo.uk/JuXRM>

#### Hazardous waste days

Waste is hazardous if it can cause harm to humans or the environment and includes any waste that needs specialist disposal.

We don't normally take these items at our recycling centres; however we hold annual free household hazardous waste days (amnesties) when we do accept certain hazardous waste items.

These are for residents disposing of household hazardous waste only and not for any business, group or other organisation.

The 2022 Household Hazardous Waste Days will take place on the following dates and at the following recycling centres:

- 15 and 16 October 9am - 4pm at Norwich South, Ipswich Road, NR4 6US

Your local district, borough or city council may offer a hazardous waste collection, but they might charge you for this service.

You can find specialist hazardous waste disposal contractors in your local telephone directory or online. Remember to ask to see a Waste Carriers Licence and find out where the waste will be disposed of.

You can check waste details at:

[Types of waste we accept - Norfolk County Council](#)

[www.norfolk.gov.uk/hazardouswaste](http://www.norfolk.gov.uk/hazardouswaste)

[Norfolk Council Household Hazard Waste Leaflet 2022 \(1\).pdf](#)

Telephone 0344 8008020

## Adult learning

A Norwich man has succeeded in his dream of becoming a paramedic and a Thetford woman is taking her first step towards a teaching career, all thanks to GCSE results achieved with Norfolk's award-winning Adult Learning service.

The service has seen excellent results across both English and maths GCSEs this year. Of 91 adult GCSE students sitting formal exams for the first time since 2019, 73% achieved Grade 4 or above in maths and 78% achieved Grade 4 or above in English.

Norfolk Adult Learning, which is rated Good by Ofsted, offers free English and maths GCSE courses to adults aged 19 or over. The service offers a range of vocational qualifications and apprenticeships with subsidised courses including accountancy, access to higher education, health and social care, English and maths qualifications, including GCSE, childcare and teaching qualifications, and family learning, as well as community-based and leisure courses designed for people to try a new hobby, learn a new skill or get back into learning.

All courses are taught by professionally qualified, passionate tutors who are experts in their field. In addition to a dedicated apprenticeships team there is an experienced team of advisors offering ongoing specialist learning support, and information, advice and guidance to help people beginning a path to a new career or life goal.

[For more information about free GCSE English and maths visit our GSCE courses for adults webpage.](#)

[For more information about Adult Learning visit our Adult learning webpages.](#)

Recycle your cartons. This might be Tetra Pak for milk, cartons of juice, smoothies or cartons of soups. Rinse them out and once they've dried place them in the recycling bin. Cartons [#RecycleRight](#)  
[#RecycleYourCartons](#)

[Can you help the 1 Million Trees for Norfolk project again this year?](#)

Two suggestions to consider.

Last year you were a **valued champion** of the 1 Million Trees for Norfolk project by taking part in our pilot County Councillor Community Tree Scheme. Through this scheme, you used your Highways Members Fund to help communities within your district to buy trees. Nearly 7,000 trees were planted through this pilot scheme.

This year we are offering **subsidised tree packs** to everyone in Norfolk through our Jubilee Trees for Norfolk scheme ([www.norfolk.gov.uk/jubileetrees](http://www.norfolk.gov.uk/jubileetrees)).

We have two suggestions to consider for this offer:

1. Many people applying for these packs are individuals, landowners, or businesses, which shows that this scheme is invaluable to applicants who can't show community benefit for their planting. These people can't usually access tree offers, so tree packs and tree guards with up to 50% reduction is a great opportunity for them. **If you know anyone who falls into this category, please do tell them about this scheme.** A range of native tree packs including hedges and orchard packs are available through our [website](#).
2. Do any Parish Councils or Community Groups in your district want to plant a **community orchard**? We are offering carefully selected heritage orchard packs through this Jubilee scheme which are slightly more expensive than the other packs at £200 (these saplings are larger in size). We are keen to see more community orchards spring up around the county, as these are a wonderful haven and resource

for wildlife and people - a legacy for future generations. Could you help support a community group to buy one or more orchard packs through using your Highway Member Fund? This transaction would be managed by your Highway administrator.

You can help community groups and parish council with purchasing any of our tree and hedge packs in this Jubilee offer.

We would really appreciate your help with promoting this scheme and getting more high quality, native trees planted across the county. If you need more information, please email us at [tree.planting@norfolk.gov.uk](mailto:tree.planting@norfolk.gov.uk)



Remember to test your smoke and carbon monoxide alarms: Please remember to:

Test alarms weekly

Replace them every 10 years

Change the battery every year

Learn more about smoke alarms:

<https://orlo.uk/eRA35>

Norfolk County Council will open Postwick Park and Ride from Monday 21 November until Christmas, giving residents another travel option for getting to Norwich during the festive season.

A decision was made last month to keep the Postwick Park and Ride site closed until passenger numbers across other Norwich Park and Ride services are back up to 75% of pre-covid levels. However, it is expected that during the four weeks before Christmas passenger numbers will be high enough to make opening the site for this short period financially viable.

Buses will run every 20 minutes starting from 8.30am Monday to Saturday with the last bus back from the bus station at 18.10. People will be able to benefit from the great value tickets available across all Park and Ride services including the group saver ticket at just £5.50 for up to five people.

Councillor Martin Wilby, Norfolk County Council's cabinet member for highways, infrastructure and transport said:

"By opening up the Postwick site for December we can help to reduce the numbers of cars going into the city centre during the busy shopping season. I also hope that this will help to entice more people back to using this fantastic service for the longer term and help to get our overall passenger numbers back up across all services."

Gavin Smith, Konektbus' Managing Director said:

"The Park and Ride is a great way to get into Norwich with easy to access sites situated on the outskirts of the city - Harford, Sprowston, Norwich Airport and Thickthorn and we're thrilled to be providing the Postwick 503 service to residents again in the lead up to Christmas.

"By using the park and ride, residents don't have to worry about traffic or lengthy car park queues, it's quick, easy, and stress-free travel direct into the city centre and we hope to encourage more people to travel into the city this Christmas by bus."

[Norfolk County Council future office occupancy](#)

This is part of a strategic look at working post covid.

Officers have been extracting data from the card entry systems at County Hall, Priory House and Havenbridge House to be able to identify the number of staff coming into each office hub.

However, this data is not considered particularly robust since it makes no distinction between staff who are located in that office and those who are not, neither can it distinguish between a member of staff popping into an office for 30 minutes to collect something versus someone working in the office all day.

As such, NCC is planning to do a desk occupancy survey as was carried out pre Covid. This will involve somebody regularly walking the floor over a period of time to count how many desks are occupied in each area. Given that it is known which teams operate in which parts of the building this will give officers an indication across different services.

In terms of the known metrics so far these are:

- In the County Hall complex, pre covid, the busiest days were Tuesday and Wednesday and we typically had about 60% peak utilisation of space.
- In the County Hall complex, pre covid, the quietest day was Friday and we typically had about 40-45% peak utilisation of space.
- Post pandemic, we are measuring Tues and Weds as busiest days with about 40% peak utilisation in County Hall (and 45-50% in Havenbridge and Priory House)
- And Friday is still the quietest day with about 20% peak utilisation in County Hall (which is just slightly higher than Havenbridge and Priory House).

### Future planning

NCC is working on getting CH occupancy levels up to a target of 80% pre covid. Once the survey work has been completed, it is reasonable to ask ourselves to consider how the offices are used in the medium and longer term and what targets on type of use (eg rows of desks vs collaboration spaces vs meeting rooms vs hybrid rooms etc) and occupancy levels we should consider.

### Scams

- Scam Alert - Letters claiming to be from the 'Chartered Trading Standards Institute'
- Scam Alert - Counterfeit goods on second hand selling platforms
- Scam Alert - Telephone cold calls claiming to be from 'Ministry of Justice'
- Scam Alert - Fake competitions on Facebook
- Information Alert - Avian Influenza confirmed, and controls put in place at a premises near Gayton, Norfolk
- Scam Alert - Fake Rental Property Adverts - 20 July 2022
- Information Alert - "Feature Numbers" appearing in telephone number "Caller Displays" - 21 July 2022
- Scam Alert - Pension Tracing Cold Calls and Letters - 21 July 2022
- Scam Alert - Romance Scams - 21 July 2022
- Scam Alert - Emails claiming to be about Tax Refund - 20 July 2022
- Safety Alert - Office for Product Safety and Standards issues safety warning for gas grills on specific Belling, Stoves and New World gas range cookers

- Scam Alert - Text messages claiming 'You've been in close contact with a person who has contracted Omicron'
- Rogue Trader Alert - Doorstep cold calling incidents
- Recall Alert - Woolroom is recalling three of their baby sleeping bags due to a manufacturing defect which could pose a suffocation risk
- Recall Alert - ALDI is recalling their 'Adventuridge Portable Hammock with Stand' due to a design defect which may cause the seam to split
- News Alert - Fraud and Cyber Crime, are you protected? Join us on Saturday 15 October for Norfolk Scam Aware day
- Cold Calling Alert - Doorstep Cold Callers in the Kings Lynn area
- Information Alert - Avian Influenza confirmed, and controls put in place at a second premises near Attleborough, Norfolk
- Information Alert - Avian Influenza Prevention Zone
- Information Alert - Avian Influenza confirmed, and controls put in place at a premises near Northwold, Norfolk
- Rogue Trader Alert - Doorstep Cold Callers offering to repair driveways)
- Food Alert - Happi is recalling all batch codes of three varieties of their 'Happi Free From Milk Chocolate Bars 80g' supplied to Tesco because it may contains milk which is not mentioned on the label
-