

# Your Norfolk

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**New Norfolk libraries**

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**Discover more ways  
to Travel Norfolk**

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**Celebrations as  
Great Yarmouth's  
Herring Bridge opens**





## Welcome to the **spring** edition of Your Norfolk

Welcome to the latest issue of Your Norfolk – a collection of stories and information about your council and a guide to some of the services that we provide for you.

We've had lots of positive feedback about the first edition and many of you welcomed receiving a paper copy, which is easy to keep and refer back to.

With spring just around the corner, there's no better time to look ahead with hope and positivity, as well as reflecting on some of the great achievements over the past few months.

In this edition we celebrate the opening of the long-awaited Herring Bridge in Great Yarmouth, which provides a third river crossing and makes the port area more accessible; we take a look at some of the improvements to local bus services which have led to increased passenger numbers; and we hear about the great work so far to plant 1 million trees in Norfolk.

Since our last issue, we've taken big strides towards Devolution, so you can find out more about the potential benefits to our county on page 14 and we'll also update you on the progress of Norfolk's three

new libraries. If you're still using a traditional landline, make sure you check out page 16 for advice and support to prepare you for when they are switched off in 2025.

Finally, several of you spotted our 'deliberate' mistake in the last issue, where we put a comma instead of a decimal point in the council's budget. I'm sorry for any confusion this caused – it just goes to show what a big difference even small changes can make. We'll talk more about our budget in the next issue of Your Norfolk.

I hope you enjoy reading this edition and find it useful.

**Councillor Kay Mason Billig  
Leader of Norfolk County Council**



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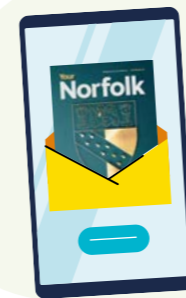
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## Your Norfolk Your News – straight to your inbox?



If you enjoy reading Your Norfolk but want to get all the latest Norfolk news in one simple monthly news bulletin via email, read on.

We'll soon be launching our brand new monthly email update with all the latest news and information from Norfolk County Council. We'll send you all the

best bits, latest happenings, essential updates, and exclusive insights delivered right to your inbox.

Don't worry, we definitely won't spam you or email too often and you can unsubscribe at any time.



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

Scan the QR code here to sign up and we'll be in touch soon.

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**0344 800 8020**

Text Relay:

**18001 0344 800 8020**

**Norfolk County Council,  
County Hall, Martineau Lane, Norwich, NR1 2DH**

**0344** numbers are charged for just like **01** and **02**.

Information and access to all our customer services is also available at all our libraries.







## Celebrations as Great Yarmouth's Herring Bridge opens

The town of Great Yarmouth was abuzz with excitement as the long-awaited opening ceremony of the Herring Bridge finally arrived.

Hundreds of residents joined local dignitaries and special guests at the grand opening on 1 February. The milestone ceremony began with a blessing of the bridge by Revd Canon Simon Ward, before local MP, Sir Brandon Lewis unveiled a commemorative plaque.

A convoy of vehicles made the first trip across Herring Bridge, including classic cars, emergency services, local hauliers and contractors, along with residents on the famous Great Yarmouth Road Train.

Following the procession was a convoy of motorbikes and members from local scooter and cycling clubs, as well as a local running club and over 200 pupils from nearby schools.

Cllr Barry Stone, Chairman of Norfolk County Council, and Cllr Penny Carpenter, Mayor of Great Yarmouth cut a ribbon on either side to welcome the public onto the new bridge.

Among the crowd was guest of honour 105-year-old Genna Brown who saw the Prince of Wales open Great Yarmouth's Haven Bridge in 1930.

The £121 million bridge, named after the town's historic herring industry, spans the River Yare and connects the A47 to the port and the enterprise zone on the other side.

The new bridge will make travel in Great Yarmouth much more convenient with some journey times between key locations being cut in half.



**Councillor Graham Plant**  
Cabinet Member for  
Highways, Infrastructure  
and Transport

“ Like most people in Great Yarmouth, I have wanted to see this project delivered for many years. We can all now begin to enjoy the benefits these new transport links will bring our town. ”

## Adult Learning gets 'Good' Ofsted rating

“Ambitious and inclusive service” praised by inspectors



Great news! Norfolk County Council's Adult Learning service has been rated as 'Good' by Ofsted. The latest report praised the service for its high-quality teaching and its positive impact on learners' lives and careers.

With an annual income of over £5 million, Adult Learning worked with more than 6,000 learners in the 2022-23 academic year – a 50% increase in just one year! This makes it one of the largest adult education providers in the country.



**Councillor Margaret Dewsbury**

Cabinet Member for  
Communities and  
Partnerships

“ This is a fantastic achievement for our Adult Learning service. I'm delighted Ofsted has recognised the hard work and dedication of our staff and tutors, and the positive outcomes and experiences of our learners. We are committed to supporting adults to achieve their goals, and to contribute to the social and economic wellbeing of our county. ”



Devolution will allow for greater local control over the courses offered by Norfolk County Council's Adult Learning service. This means that the courses can be better tailored to meet Norfolk's most in-demand skills.

Don't miss out on the opportunity to further your education and achieve your personal and professional goals. Enrol now on one of the many courses on offer.

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



# One Million Trees in Norfolk – celebrating success

With another tree-planting season coming to an end our One Million Trees for Norfolk project will reach the next major milestone of over 400,000 trees and hedges planted across the county by the end of March, increasing habitat for wildlife, helping flood alleviation and storing carbon.

Planting is happening across the county, not just on large tracts of land but on small farms and in gardens – so everyone can take part.

32,831 trees were applied for through our subsidised tree pack scheme.

## Be part of it and tell us where you have planted

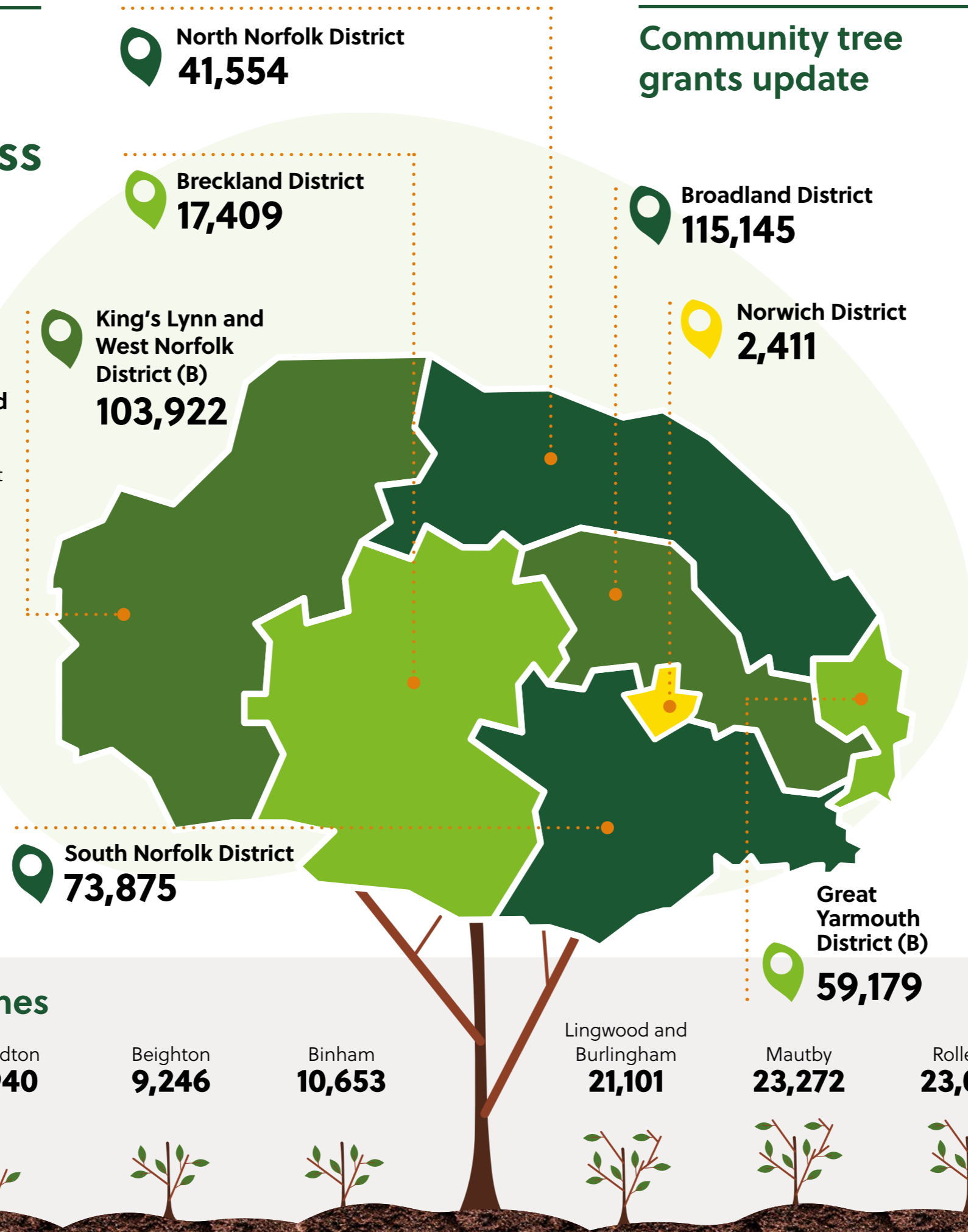
Knowing where trees and hedges have been planted will help us to understand where Norfolk’s coverage is growing and its future impact.

If you’ve planted any trees or hedges this year (or since November 2019) then let us know by adding it to our online map.

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

## Top 10 tree planting parishes

South Walsham <b>6,044</b>	Marshland St James <b>6,966</b>	Woodton <b>7,940</b>	Beighton <b>9,246</b>	Binham <b>10,653</b>	Lingwood and Burlingham <b>21,101</b>	Mautby <b>23,272</b>	Rollesby <b>23,042</b>	Blickling <b>24,618</b>	Bracon Ash <b>30,453</b>
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## Community tree grants update

Last year, in partnership with Busseys we launched the Busseys Community Tree Grant. So far 15 applications have been approved totalling more than £12,000 to support community tree planting initiatives.

### Case studies

#### Subsidised Tree Packs

- Wereham Parish Council have purchased 260 trees and hedging plants to bolster their ongoing tree planting efforts
- Mousehold Sea Scouts have purchased hedging plants through the subsidised tree scheme to improve their outside area

#### Busseys

- Thetford Town Council will be using their grant funding to plant 17 new trees in the town centre to enhance community areas and to develop habitats for local wildlife
- The charity Feminenza will be planting 75 new trees in the grounds of their new education centre to promote the wellbeing of their course participants

We're excited to share that we are currently working with partners to enter Defra's (Department for Environment, Food and Rural Affairs) multi-million-pound grant funding competition to identify a new Forest for the Nation. We'll update you on any progress of this in future editions of Your Norfolk.

# Choose the bus

It's been 18 months since Norfolk County Council received £49.55 million funding from the Department for Transport to improve bus services across the county.



**Councillor Graham Plant**  
Cabinet Member for Highways, Infrastructure and Transport

“ The latest figures are testament to the fantastic range of work being delivered as part of our bus service improvement plan. From campaigns to encourage more people to choose the bus, cheaper fares and better bus stops, it's all come together to bring hundreds of thousands of people back to the bus. ”

## Here are some of the recent improvements

**Approx 306,000**

people (33% of Norfolk's population) are now getting a more regular bus service

Service enhancements 6 **93** parishes

**1** new Travel Norfolk Travel Hub opened in North Walsham

**84** accessible bus stop boarding points delivered countywide

**4** bus stops enhanced to GOLD standard in Swaffham, Hunstanton and Hellesdon

Passenger numbers have increased by **16%**

with **2.6 million** more passenger journeys on buses in Norfolk April - December 2023 (compared to the same period 2022)

### Better value for money

★ **25% off** group, weekly and monthly tickets

★ **£1.50** flat fares for King's Lynn and Thetford

### ★ £2 bus fare cap

extended to **31 December 2024!**  
A single journey with participating operators will cost no more than £2 as part of HM Government Help for Households campaign



## 24/7 travel for disabled pass holders

More than 14,500 Norfolk residents who hold a disabled concessionary travel pass are now eligible for free bus travel 24 hours a day, seven days a week when travelling within the county. Previously they could only travel off peak. Enabling

all holders of a disabled pass and their eligible companions to travel for free before 9.30am ensures access to work, education and leisure and helps to combat the risks of social isolation which can be associated with having a disability.

## Why air quality matters

Poor air quality is the largest environmental risk to public health in the UK.

Long-term exposure to air pollution can cause chronic conditions such as cardiovascular and respiratory diseases as well as lung cancer, leading to reduced life expectancy.

Traffic emissions are one of the key sources of air pollution across the country. But we can all do our bit to reduce them. By swapping one regular car journey – or any short car journey less than a mile – for walking, cycling or using public transport, you can directly improve the air quality where you live.

By the end of March, 70 electric buses will be in operation in Norwich reducing CO<sub>2</sub> emissions by more than 80,000 tonnes. That's the equivalent to taking 4,700 small petrol or diesel cars off the road and improving air quality in Norwich.

Infrastructure projects such as Long Stratton Bypass and the Norwich Western Link will reduce congestion and take queuing traffic out of communities, making them more pleasant places to live, walk and cycle.

## More than just a journey planner

Did you know you can find your travel options for journeys across Norfolk using the Travel Norfolk Journey Planner? Visit [www.travelnorfolk.co.uk](http://www.travelnorfolk.co.uk) and type in your start point and destination.

Your results will show the average cost of the journey, CO<sub>2</sub> emissions, time taken and the number of steps – so you can choose the best way to make your journey.

The results include car, walking, cycling, local bus routes and Park and Ride. Plus, shared cycle and e-scooter schemes such as Beryl in Norwich.

By using the 'key' icon and selecting the different map types at the top of the page you can also find loads of local information which can help you find local amenities such as toilets, vehicle charging points and cycle parking as well as walking and cycling routes and attractions nearby.



For a greener, more active, cheaper or quicker journey today, visit [www.travelnorfolk.co.uk](http://www.travelnorfolk.co.uk)



## Free activities during the Easter Holidays with Big Norfolk Holiday Fun

Children across Norfolk can participate in two weeks of exciting activities during the school break, as the Big Norfolk Holiday Fun scheme returns.

Bookings are now open for the programme, which provides free activities and a healthy hot or cold lunch for children eligible for benefits related free school meals. Paid places are available on many activities (for a small charge) for those who don't qualify for a free place.

A variety of exciting and inclusive activities are on offer from 2 – 12 April. From outdoor water-based fun to dance, art, crafts, cycling to tree-top high ropes, there's something for everyone.



Delivered by Norfolk County Council and Active Norfolk, this three-year initiative is made possible with funding from the Department for Education. The programme supports children aged four (if already in school) to 16, with specialist providers also available for children with Special Educational Needs and Disabilities.



Search for an activity near you [www.everymove.uk](http://www.everymove.uk)

Find out more about this here [www.norfolk.gov.uk/bignorfolkholidayfun](http://www.norfolk.gov.uk/bignorfolkholidayfun)



We are providing help and advice on parenting, support with children's learning at home, better access to mental health support and help with infant feeding. This work is being supported through the Government's family hubs programme.

Parents and carers can get help wherever they see the family hubs logo or they can drop into a family hub site. We've got one of these in each district, which staff are using as a base when they're not out in the community.

We've also published our Start for Life offer, which details the support available to parents up to their child's second birthday.

Find out more [www.norfolk.gov.uk/familyhubs](http://www.norfolk.gov.uk/familyhubs) or [www.justonenorfolk.nhs.uk/family-hubs](http://www.justonenorfolk.nhs.uk/family-hubs)

## Family hubs

**Supporting parents and carers to get the help they need**

To make it easier for families to get help as soon as they need it, we're joining up services in what we're calling our family hubs approach.

It means children's services, health, libraries and voluntary and community organisations are working more closely together, so that parents and carers can get the help they need. Support is available in the places families already visit, with staff out and about in community supermarkets or local play groups and community events.

There's support from the moment parents know a baby is on the way, right through to their child's 19th birthday (or 25 if they have special educational needs).



**Councillor Alison Thomas**  
Cabinet Member for  
Adults' Social Services

“ We know people live healthier, happier lives when they can manage their homes more easily, freeing up time to enjoy life in a community-based environment. We're looking forward to working with our housing partners to bring more Independent Living housing to communities across Norfolk in coming years. ”

## Welcome to Swallowtail Place and Independent Living

“My whole world has opened up” said a resident at Swallowtail Place in Acle, “I'm so happy and my family have noticed such a difference in me.”

Swallowtail Place is a great example of Independent Living – a new type of housing for people aged 55 and over who are ready to make a positive change to their lives and plan for the future.

The site is managed by Saffron Housing Trust and offers bright, modern living close to amenities like the doctors, library and village hall. There's a café on site (which is also open to the local community), a hairdressing salon, bar and games room. Residents get together to organise games, activities and outings.

There's no need to worry about house and garden maintenance and the icing on the cake for many residents and their families is that care and support is available on site, with an in-house alarm system for peace of mind.

Independent Living apartments can be rented or bought via a shared ownership scheme. People who rent their apartment need a care and support assessment from Norfolk Adult Social Care, which states they need a minimum of four hours a week care and support with things like washing, getting dressed and making meals.

As long as they meet the eligibility criteria, people who are thinking about buying a shared ownership apartment don't need a care and support assessment. A move to Independent Living can help people to plan ahead for any future health needs.

There is also another Independent Living site in Norfolk – Meadow Walk in Fakenham. Building work will start on sites in Harleston and Hunstanton later this year. Planning permission is being sought for several other sites.

Find out more [www.norfolk.gov.uk/independentliving](http://www.norfolk.gov.uk/independentliving)



# Vaping habits amongst children and young people

## Everything you need to know

Since 2020 the number of young people and children trying vaping in Norfolk has more than doubled. Whilst vaping may be a useful tool for adult smokers who are wanting to quit, vapes are not completely risk free and should never be used by children and young people. Asides from the fact it is an offence to sell a vape to someone under the age of 18, they also contain nicotine which is an addictive substance.

Public Health are working closely with Children's Services, head teachers and other organisations to help develop effective approaches to prevent children and young people from taking up the habit.

Norfolk County Council has developed a new vaping toolkit for schools, as part of its efforts to prevent children and young people from taking up vaping.

It also provides schools with step-by-step guidance on how to respond if a vaping incident happens and how to support the children and young people involved.



**Councillor Bill Borrett**  
Cabinet Member for Public Health and Wellbeing

“ Unlike cigarettes some of the marketing and packaging is directly targeted at young people. Vaping is an addictive product as it contains nicotine and marketing such products using colourful packaging and appealing sugary flavours to children is utterly unacceptable. We will do everything we can to support a ban on marketing targeted at children and young people. ”



- They may think vaping is not harmful – whilst you can agree it is less dangerous than smoking tobacco – you can explain that does not make it a safe choice

## What to do if you discover your child or young person is vaping

- Having a calm rational conversation with them about something you may not agree on is likely to be difficult, so take your time and pick your moment
- Ask your child how they came to start and how they feel about it – listen to their explanation
- Ask what they feel is positive for them about vaping and what they think is the downside
- Have some facts to hand and ask your child if you can talk about what you have discovered

Visit [www.justonenorfolk.nhs.uk/vaping](http://www.justonenorfolk.nhs.uk/vaping) for information about vaping including tips on coping with peer pressure and the potential harms that vaping can cause to a child or young person's health.

## Stay healthy and book your NHS Health Check today

Are you aged 40-74 with no underlying health conditions? If you haven't had an NHS Health Check in the last 5 years, you may be eligible for a free health MOT.

During your appointment, you'll have your cholesterol, blood pressure and BMI (Body Mass Index) checked and you'll also be asked about health conditions in your family history.

The check up can indicate whether you are at higher risk of developing certain health conditions such as

- Heart disease
- Kidney disease
- Type 2 Diabetes
- Stroke

You'll find out how to reduce your risk and if you're over 65, you'll also be told about the signs and symptoms of dementia.

Book your NHS Health Check at a location and time that suits you best. You can book via

- Your GP surgery
- Community venues with Reed Wellbeing who are commissioned to provide NHS Health Checks by Norfolk County Council
- Local participating pharmacies

Or online at

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



## New year's resolutions

### Have you stuck to yours?

We surveyed Norfolk residents to ask if they had stuck to their New Year's resolutions. 42% said they had continued for 6 months or more, with only 7% giving up in the first week.

The most popular resolutions are weight loss and healthy eating, the good news is many people in Norfolk will continue their health kick into April and beyond.

But for those who are struggling, help is at hand. 'Ready to Change' is a free online tool developed by behaviour change experts in Public Health and at the University of East Anglia. Whether it's reaching that healthy weight, quitting smoking or drinking less alcohol, you'll find a range of support to help you set your health goals and stick to them.



**Councillor Bill Borrett**  
Cabinet Member for Public Health and Wellbeing

“ 'Ready to Change' is there to help you get started with your health aims and be successful. Try the quiz to see how much help you might need, find out if you're eligible for free Slimming World sessions, or check out Drinkcoach for help to reduce your drinking. Getting the support of family and friends in your local community will also help you on your journey to better health. ”

It's never too late to make a change. Why not set yourself a health goal this Easter?

[www.readytochange.co.uk](http://www.readytochange.co.uk)

You can also find information about a range of support, groups and activities on Norfolk Community Directory and Active Norfolk.

[www.activenorfolk.org](http://www.activenorfolk.org)

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

# Devolution – what it means for our county

Norfolk has an exciting opportunity to transform its future. It is set to receive more powers and funding from Government for the economy, skills, housing and transport, after agreeing a devolution deal.

## Key questions answered:

### Why is this a good deal for Norfolk?

It gives us extra money and powers to bring about major changes we all want to see: better paid, higher skilled jobs through improved training and development of sites; more and better housing; and improved transport. It gives us more influence with the Government and it opens the door to receiving more powers in future.

### How much money will we get?

Norfolk would receive a £20 million investment fund, every year for 30 years – which could then attract match funding. There would also be specific funding for integrated transport, brownfield development (£7 million), adult education (£12 million), and infrastructure (£5.9 million for housing, regeneration and development, during this Spending Review period). And this is only the start.



**Councillor Kay Mason Billig**  
Council leader

“ Devolution is a game changer for Norfolk. We will have the powers and funding to decide how we boost the economy, jobs, housing and transport.

We know many people in Norfolk currently struggle to get well paid jobs and afford decent housing. This deal should make it more attractive to study, work and stay in Norfolk.

Having an elected leader will give us more clout with the Government and help to attract more investment to Norfolk.



### What's the directly elected leader?

Under the deal, the people of Norfolk will be able to vote for the county council's leader. At the moment, the leader is selected by other councillors. An elected leader and their cabinet will oversee all council services, including the new devolved powers.

Throughout this year, we will be running sessions so that you can find out more about devolution.

For further details, keep checking [www.norfolk.gov.uk](http://www.norfolk.gov.uk) and our social media channels.



## The story so far:

**December 2022:** then county council leader Councillor Andrew Proctor signed an in-principle devolution agreement with the Government.

**Early 2023:** the county council consulted the public on the deal. It showed 64% of respondents agreed with the proposal to have control of money from the Government. 57% agreed with the principle of devolution and the benefits it brings to Norfolk.



**May 2023:** new county council leader Councillor Kay Mason Billig opened talks with the Government to see if the council could secure further benefits.

**December 2023:** the full council agreed a level three deal, with an election in May 2025. This is subject to a vote in July 2024 to enable the May 2025 election to take place.



A £20 million investment fund, every year for 30 years, to grow the economy and jobs



Having a Council leader who is directly elected by the public, enabling Norfolk's voice to be heard by the Government



Investing in the skills we need and attracting and retaining key businesses



Targeting funding and resources to Norfolk's own priorities





## Don't let your landline be **cut off**

By the end of 2025 the old analogue copper telephone landline network will be switched to digital. This means all phone calls will go through the internet and everyone will need broadband to make landline phone calls.

If you don't already have broadband, your supplier should be able to provide you with a broadband connection, to support the new system.

Most people don't need to do anything: your service provider will make the switch. However, you or a relative may use some services that rely on a landline connection:

- Telecare services, including personal alarms
- Fire and burglar alarms

These devices may need a landline connection to contact others in the event of an incident in your home. You may need to change or upgrade some of them to ensure they continue to work after the switch.

The digital switchover is free. The council, social care providers and telephone providers, will never ask for personal or financial information over the phone.

If you or an elderly relative do receive a scam call report it to the Citizens Advice consumer helpline on **0808 223 1133** or online at [www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer)

Several service providers have said that people won't pay more than they already do for their current service.

Check with your service provider(s) to see what their plans are, when they expect the changes to happen and what services need to be replaced or updated.

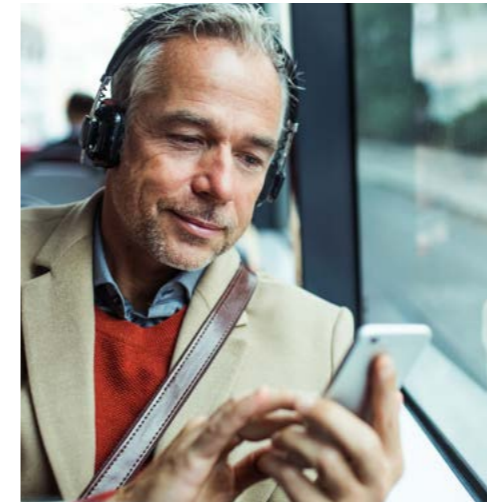
### Keep in touch in a power cut

The switchover to new digital technology for landline telephones will have one immediate result: in the event of a power cut, a digital phone will only work if it has a battery backup.

If you're dependent on your landline phone, perhaps because you don't have a mobile phone or you live somewhere with a poor mobile signal, your telephone provider must offer you an alternative to make sure you can make emergency calls during a power cut. This may be a mobile phone or a battery-backup unit that connects to your landline.

This alternative must be provided free of charge to vulnerable residents who are dependent on their landline. Speak to your provider to determine what is available.

To see what levels of mobile phone coverage are available in your area, or find out about the 3G withdrawal or landline switch-off visit [www.norfolk.gov.uk/digital](http://www.norfolk.gov.uk/digital)



### 3G network switch-off: what you need to know

With 4G and 5G now available across the majority of the country, providers are deactivating the 3G networks that have been in place since 2003.

The majority of mobile phones currently in use will be unaffected, however if you use an older device that doesn't use 4G or 5G signals, you'll need to replace it with a new one to access mobile data. Your provider will be able to help you and tell you if this is the case, so look out for any messages they send you. Some mobile providers are offering upgrades to 4G or 5G handsets free of charge, so it may pay to shop around.

## Supercharge your start-up with a **business grant**

Have you recently set up your own company and are finding it tough to get started? You may be eligible for up to £1,500 to purchase equipment, stock, marketing or professional services to kick-start your enterprise.

The Business & Intellectual Property Centre (BIPC) Norfolk, a British Library network supporting businesses through local libraries, is offering a new start up grant to help aspiring Norfolk companies get up and running.

If your company has been trading for less than 24 months and has a projected turnover of under £250,000 in its first year, you can apply for a grant of between £300 and £1,500. The funds can be used to support projects and activities costing between £300 and £2,500, with the applicant expected to contribute between 25% and 40% of the total cost.

The grant scheme has been launched in collaboration with MENTA, a local business organisation.

To find out more and to apply, contact [heretohelp@menta.org.uk](mailto:heretohelp@menta.org.uk)



### BIPC training

New companies and those hoping to start-up, can take part in free training to gain skills in planning, book-keeping, marketing, achieving net zero carbon emissions and more.

To learn more about the training on offer, visit our bookings site at [www.norfolk.gov.uk/bipcnorfolk](http://www.norfolk.gov.uk/bipcnorfolk)

You can also visit BIPC Norfolk's centres:

- Norfolk and Norwich Millennium Library (main centre)
- Cromer
- Great Yarmouth
- King's Lynn
- Thetford
- Wroxham
- Wymondham





Artist's impression of what the new library in King's Lynn could look like

## New libraries for Norfolk

Work on new libraries and community hubs is going well, with plans being firmed up and building underway.

In King's Lynn, we'd like to thank everyone who let us know your thoughts on the plans for the new Library and Community Hub on New Conduit Street. In response to your feedback, we've been updating the proposals.

The plans include housing the library, Adult Learning facilities, careers and employability support and other services in a single, accessible venue. As part of the consultation, you expressed a wish to have clear and separate areas for different uses, particularly for quiet study areas and more social areas for group activities.

Meanwhile, Hunstanton will be home to our first Travel and Community Hub, with a new-look bus station and library space in the Westgate site at the heart of the town. The plans are now being finalised with work expected to start later this year on a site that will enable residents, tourists and those who use the town to access services, travel more easily, mix up their travel options with cycling and walking infrastructure combined with public transport, as well as offering an improved library which will include access to adult education and tourist information – all alongside space for community groups and outreach.

Finally, in Great Yarmouth, construction is underway on the new library and hub at The Place. Led by Great Yarmouth Borough Council and in partnership with East Coast College and the University of Suffolk, we're turning the former Palmers Department Store into a new home for Great Yarmouth public library along with space for Adult Learning, a registry office and other community services such as Citizens Advice.

We're hoping to have The Place open during the 2024-25 academic year, and work is on track to make that happen.

As the plans are developed we'll update everyone with the latest information – visit our website at [www.norfolk.gov.uk/newcommunityhubs](http://www.norfolk.gov.uk/newcommunityhubs) or follow us on social media to stay up to date.

## Your frequently asked questions... answered



### Can I have a care assessment?

Carer's assessments are for adults who provide unpaid care and support to someone who:

- Lives in Norfolk and
- Is aged 18 or over and
- Is disabled, ill or elderly

You can have a carer's assessment even if the person you care for doesn't get any help for their care and support from us. There are also separate assessments for parent carers and young carers.

Find out more about care assessments, who is eligible, and how to request and prepare for a care assessment [www.norfolk.gov.uk/carersassessment](http://www.norfolk.gov.uk/carersassessment)

### Can I have a replacement bus pass for my child?

If your child's travel pass has been lost, stolen, damaged or you need to change details, you can get a replacement for £13. You'll need your customer reference number to apply.

If you want to pay by post, write a letter confirming your child's details and stating that you need a replacement travel pass. Send it with a cheque or postal order made payable to Norfolk County Council, with your child's name, date of birth and address written on the back, to:

**Travel and Transport,  
Norfolk County Council, County Hall,  
Martineau Lane, Norwich, NR1 2DH.**

Primary school pupils will be able to travel without a pass on contracted services for up to five days. You must apply for a replacement pass as soon as possible.



Pupils travelling to secondary school on contracted services will be refused travel without a valid pass. Those travelling on a local bus service will have to pay the appropriate daily fare. These fares can't be claimed back. Secondary schools will issue a temporary pass that can be used for up to two weeks while your replacement is processed.

[www.norfolk.gov.uk/travel-pass](http://www.norfolk.gov.uk/travel-pass)





**Need your gutters cleaned?**

**We know just the person**

Whether you are looking for a builder or a boiler repair, a cleaner or a carpenter, Norfolk Trusted Trader has a full directory of local tradespeople who are backed by Norfolk County Council and approved by our Trading Standards team.

**It's your way to choose with confidence and avoid rogue traders.**

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



## Making fire stations fit for the future is **fundamental**

As a strong advocate of community safety over the last 23 years, I have been pleased to support a scheme to invest in improving Norfolk's fire stations for the hundreds of hard-working on call and wholtime fire fighters and fire staff we have in our county.



**Councillor Margaret Dewsbury**  
Cabinet Member for Communities and Partnerships

Norfolk's 42 fire stations and training centre are core to the communities they serve. They provide a focal point for residents in local communities, and in so many places they are well-loved and well-known buildings.

We've all seen fire engines with their blue lights flashing and their sirens sounding responding to emergencies. You may have also noticed the technical support vans taking critical supplies and PPE around the county, and our water teams checking all our hydrants are in good working order in case they are needed.

It's not always obvious to see the wide range of work a modern fire and rescue service does to keep Norfolk's people, buildings and the environment safe and resilient. As well as our response activity, rescuing people in emergencies, we undertake prevention work with many of our most vulnerable residents and protection work with our local businesses to help them operate in a safe and legal way.

Our fire and rescue service has changed beyond measure since the majority of stations were built decades ago. Where once fire

fighters were mainly involved in fighting fires and working at the scene of road traffic collisions, now they also specialise in water rescue, urban search and rescue, complex multi-agency responses, and dealing with large-scale wildfires.

That's why the commitment myself and the council's cabinet has made to invest £2 million in the immediate improvement of a number of stations over the next year is so important.

It's going to mean the creation of purpose-built facilities for women and improvements to the layout out of stations to improve zoning to minimise contamination of potentially harmful substances and so fire fighters have the dedicated space they need for fitness.



We need to make sure the buildings our teams work within, and from, offer them the most appropriate bases to support diversity in their workforce, to ensure they represent the communities they operate in, and to ensure their buildings have the facilities to best support their health and wellbeing.





Joined-up domestic abuse support  
in Norfolk.

# NIDAS Norfolk Integrated Domestic Abuse Service

## At NIDAS we:

- Support victims of domestic abuse who are at high or medium risk of harm
- Support children and young people whose parents are being supported
- Provide a range of recovery programmes
- Offer court support
- Have a specialist team of Independent Domestic Abuse Advisors (IDVA) who also offer support to men, the LGBTQ+ community, diverse communities and older people
- Have a Domestic Abuse Champion Network

## Core opening hours

Weekdays: 9am – 6:30pm Weekends: 9am – 3pm

Call: 0300 561 0555

Out of hours: 0808 2000 247

Visit: [www.nidasnorfolk.co.uk](http://www.nidasnorfolk.co.uk)

## Supported in partnership by:



## Supporting victims and protecting the vulnerable in Norfolk

The Police and Crime Commissioner (PCC) is elected by you, the people of Norfolk, to set the countywide strategy for reducing crime and disorder and improving community safety.

The PCC is the voice of the people in policing, holding Norfolk's Chief Constable to account for delivering an efficient and effective police service.

The PCC is also responsible for championing the needs of victims of crime and the vulnerable, providing local services to ensure that help and support are available to them.

As the 'voice of the victim', the PCC must ensure that the criminal justice system puts victims first by commissioning relevant services. To comply with the Government's Victims' Code of Practice, the PCC's office commissions services including Norfolk

& Suffolk Victim Care. This is a free and confidential service for any victim of crime or witness who may need practical or emotional support after a crime has taken place, to enable them to move forward with their lives.

Another of these services is NIDAS, Norfolk Integrated Domestic Abuse Service, which is the county's provider to support anyone affected by domestic abuse. This support is free and confidential. For full contact details please see the adjacent advert.

For more information about the work of the Office of the Police and Crime Commissioner for Norfolk, please visit their website: [www.norfolk-pcc.gov.uk](http://www.norfolk-pcc.gov.uk)

## Norfolk & Suffolk Victim Care

If you've been  
a victim of crime

We're here to help

Tel: 0300 303 3706

Visit: [www.nsvictimcare.org](http://www.nsvictimcare.org)

Free, confidential help  
and support for victims  
and witnesses of crime.

Funded by the Police and  
Crime Commissioner for  
Norfolk, the Police and  
Crime Commissioner for  
Suffolk, and delivered by  
Victim Support.





**Join the  
largest local  
fostering agency  
in Norfolk**

**Foster or adopt with  
Norfolk County Council.  
Together we can help  
children flourish**

 Free training and in-depth support  
from our dedicated, experienced team



We can't wait to get to know you.

Call 01603 306649 for a  
friendly chat or enquire online

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

**norfolk  
fostering &  
adoption**  


 **Norfolk**  
County Council