

South Norfolk annual report

Due to the pandemic some of the Council's facilities, such as Leisure Centres, had to close and staff went to help in other areas such as the Help Hub, which needed assistance, as it played a major role in supporting people who needed help.

Over 80 staff went to assist the NHS with test and tracing and vaccinations etc. and later some helped schools prepare for reopening.

Most of the staff worked from home over the last year but a few were still based in the office and the Help Hub as, at times, it was operating seven days a week and until 10pm at night. They took over 20,000 calls from residents asking for help and arranged

for prescriptions to be collected, shopping to be done and food parcels to be delivered, as well as addressing other problems. The Hub was supported by numerous community support groups formed from local volunteers.

£73,000 was paid out via the COVID 19 Hardship Fund and eighty-four million pounds was distributed to local businesses.

Although most meetings ceased some of the main ones, like planning and Council Meetings continued virtually. Thirty virtual planning meetings were held and over 4,000 applications determined. Planning enforcement has continued when needed.

Throughout the year South Norfolk has continued to build houses and buildings to rent out to businesses.

One of the highlights of the year was the purchase of the new bin lorries and a competition inviting children to suggest names for them.

Although staff gradually started going back to their normal jobs some continued to help with COVID related issues such as acting as Marshalls in the market towns to ensure people keep to social distancing when shopping.

South Norfolk and Broadland Councils continue to work jointly and share one team of staff although the Councils are separate entities. Within the next few months there will be a change to our email addresses to reflect the joint working.

As always, please contact me if you have any queries or concerns that I can assist with.

Cllr Margaret Dewsbury