



Photo: Copyright Rob Edwards

# Cleaner | Safer | Greener

## Charter for the District of Breckland

**The Vision:** The Cleaner, Safer, Greener Charter genuinely involves us all as residents and stakeholders in improving our local environment. This Charter can help us all work alongside each other and take action on matters that matter most to local people to help improve the quality of life in the district.

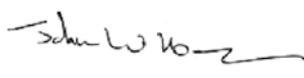
**The Pledge:** We, the undersigned, all share the vision for a Cleaner, Safer and Greener Breckland. We will continue to listen to our residents' views, support the delivery of all neighbourhood services and work closely with the community to help make Breckland a Clean, Safe and Green place to live, work and visit.



  
**Breckland Council**

  
**Peddars Way  
Housing Association**

  
**NCC – Norfolk  
County Council**

  
**Local Strategic Partnership**

  
**RSL Alliance**

  
**Norfolk Fire Service**

  
**Norfolk Constabulary**

# Who is responsible and who should I contact?

Report Problems	Breckland Council	Peddars Way Housing Association	Norfolk County Council	Norfolk Police	Fire Brigade
Abandoned or Nuisance Vehicles					
Anti-Social Behaviour					
Crime (inc. Arson)					
Dog Fouling					
Fire Safety Enquiries (Commercial)					
Free Home Fire Safety Check					
Flyposting					
Flytipping					
Graffiti					
Litter					
Litter/Dog Bins (emptying)					
Roads and Pavements (conditions of)	Report Problems or Issues Promptly	Report Problems or Issues Promptly			
Street Lighting	Report Problems or Issues Promptly	Report Problems or Issues Promptly			
Vandalism					
Waste & Recycling (collection)		Report Problems or Issues Promptly			
Waste & Recycling (disposal at recycling centres)					

Direct Responsibility    Working as a partner with shared responsibility

### Main Contact Telephone Numbers:

- Breckland Council: **01362 656 870** (General Enquiries - Monday to Thursday 08.00 - 18.00 & Friday 08.00 to 17.00).
- Peddars Way Housing Association: **01362 694 858** (General Enquiries Monday to Friday 09.00 to 17.00 Out-of-Hours Emergency Assistance: **01362 697194**). If you are not a tenant of Peddars Way then you should contact your Landlord in the normal way.
- Norfolk County Council: **0844 800 8020** (General Enquiries - Monday to Friday 08.00 to 18.00).
- Norfolk Police: **0845 456 4567** (Non Emergency Number).
- Norfolk Fire and Rescue Service: **01603 810951** (General Enquiries).
- **Emergency Number: 999** (only in an emergency where there is a danger to life or a crime is in progress)



ENCAMS is a national organisation that runs the Keep Britain Tidy campaign and the Blue Flag for Beaches and Eco-Schools programmes. ENCAMS also works closely with housing providers, local authorities and other land managers to improve local environmental quality and anti-social behaviour.

They have worked with Breckland Council and Peddars Way Housing Association over a number of months, engaging with local stakeholders to jointly tackle the clean, safe and green issues within the district of Breckland. They fully endorse the use of the Charter process in setting out local roles and responsibilities and support future work through this process. Copies of the full charter are available from Breckland Council (Telephone: **01362 656870**).

## Introduction to Cleaner, Safer, Greener

All of us use public spaces every time we leave our homes. They are the streets and paths we walk along to take our children to school, they are the shopping areas we all use and the parks we play in and the areas where we exercise the dog or to simply meet up with friends.

Many of our decisions and activities are influenced by our perception of the quality and safety of the public areas we encounter. Every one of us, every day, take decisions about which areas to use and when and how we use them.

## What do we mean by Clean, Safe and Green?

**Cleaner** streets free of litter, graffiti and flyposting, where people feel safe and children can play without fear.

**Safer** well-lit neighbourhoods free from the suffering caused by noisy neighbours and anti-social behaviour.

**Greener** communities with parks that are attractive and inviting, and open spaces that are not blighted by dumped rubbish and abandoned vehicles.

Clean, safe and green issues affect the way that neighbourhoods look, and, therefore, the way that the people living within them feel. Breckland Council is taking a proactive approach to dealing with these issues in the district, part of which is the development of this Cleaner, Safer and Greener Charter.

## The Charter

Breckland Council and Peddars Way Housing Association share a commitment to create a 'Cleaner Safer Greener' environment. As part of this commitment they have established this Charter which is a voluntary partnership between the Community, Breckland Council, Peddars Way Housing Association, all other housing associations with homes in Breckland, Norfolk Police, Norfolk Fire & Rescue Service, Norfolk County Council and other service providers.

The Charter is a voluntary agreement which sets out the rights, responsibilities and expectations between residents, social landlords and service providers for creating a clean, safe and green neighbourhood. It is a shared vision for Breckland District which calls on residents to play their part in achieving the vision of a Clean, Safe and Green Breckland and for residents to work with organisations to help improve their neighbourhoods.

The Charter allows all involved to focus on these issues and agree who is responsible for them; by making it clear which services are provided and how as residents you are more able to take action yourselves.

The process of developing the Charter for the District of Breckland included consultation with members of the local community on the clean, safe and green issues that matter to them, including consultation with other parties to agree their responsibilities, resources and response times to provide information on who to contact and how you the local community can help.

The Charter is designed to strengthen local democracy and empower more people to have their say in the decisions that affect their quality of life, and develop a sense of pride in the district.

## What Can You Do?

It's important that everyone does their bit to help look after their neighbourhood. Together we can all help through committing to the following:

- Use the litter bins provided or take litter home and recycle it where possible.
- Make sure my children know what to do with their litter.
- Clean up after my dog and not let it out unsupervised.
- Put my bin out for collection by 7am each week at the right time and return it when it has been emptied.
- Make sure my bin is not overflowing and does not have extra waste next to it.
- Make sure food waste is wrapped and binned carefully.
- Use the recycling service provided.
- Dispose of your garden waste appropriately by composting at home, taking it to a Recycling Centre or joining the chargeable garden waste scheme.
- Keep the front and back of my property tidy and clear of waste items.
- Consider my neighbours when I'm making noise.
- Respect my local area and look after it.
- Report any anti-social behaviour, dog fouling, fly-tipping, graffiti, flyposting, faulty streetlights, abandoned vehicles or dangerous waste such as needles.



## What can you expect from local service providers?

During the process of consultation the clean, safe and green issues in need of most attention were identified and the responsibilities for dealing with that issue were established. Below is a summary of each issue and the individual commitments to tackling it.

### Abandoned & Nuisance Vehicles (including Illegal Parking)

Vehicles that are abandoned can display a number of indicators such as: no tax; flat tyres; crash damage; wheels missing; has not moved for some time; missing number plates; contains waste or has been vandalised or burnt out. A nuisance vehicle is one that is poorly parked, causing an obstruction, involved in parking disputes, broken down or untaxed.

#### Breckland Council

Breckland Council will remove any abandoned vehicle, while Norfolk County Council will store and dispose of any abandoned vehicle.

- We will investigate any reports of abandoned vehicles within 24 hours of notification.

- We will contact registered owners where appropriate.
- We will remove vehicles 24 hours after they are deemed abandoned.
- Norfolk County Council will attempt to recover the costs from the registered owner.

#### Peddars Way Housing Association and other Housing Associations

- We will report any abandoned vehicles to Breckland Council.

#### Norfolk Police

- We will inspect all reports of abandoned vehicles within 24 hours of notification.
- We will make an emergency response if the circumstances indicate a possible danger to life.
- We will liaise with the authorities with responsibility for removing abandoned vehicles.
- We have powers to deal with the obstruction of the highway by a vehicle and vehicles that are left in a dangerous condition or circumstances. Offences can result in the removal of the offending vehicle and/or a fixed penalty notice. In some cases, prosecution could lead to a fine and even disqualification from driving.





**Norfolk Fire & Rescue Service**

- We will liaise directly with Norfolk Police and Breckland Council to assist with clearance of abandoned vehicles.
- We will make an emergency response if an abandoned vehicle is involved in fire.
- We will continue to act as a key stakeholder in those partnership activities that directly and indirectly impact on the reduction of abandoned vehicles.

**Anti-Social Behaviour, Crime & Safety**

**Breckland Council**

- We will adopt a policy of zero tolerance to anti-social behaviour.
- We will work with other agencies to ensure appropriate action is taken against those who commit nuisance and anti-social behaviour.
- We are working with our partners within Breckland District Community Safety Partnership to provide a safe, crime free environment for all.

- We will take positive action in the community to significantly reduce resident's perception that Breckland is affected by anti-social behaviour.

**Peddars Way Housing Association and other Housing Associations**

- We will work with partner agencies at strategic and operational levels to provide a holistic response to anti-social behaviour.
- We will work actively with local partnerships to improve services and reduce anti-social behaviour at a very local level.
- We will work with partners to prevent anti-social behaviour as well as ensuring early interventions and engagement with residents in settling local priorities.
- We will also work with partners to promote the action/success in tackling anti-social behaviour.
- We will tackle anti-social behaviour in a fair and consistent manner, taking into account the needs of all stakeholders, including minority ethnic groups and other district groupings within the community.
- We will ensure that Tenancy Agreements contain clearly written and appropriate clauses concerning our stance on anti-social behaviour and the procedures and sanctions that may be taken if the agreement is broken.
- We will tackle incidents of racial harassment through a robust approach using protocols for racism where adopted.
- We will ensure residents feel empowered to report anti-social behaviour in its various forms and provide appropriate approach to the investigation of complaints including necessary support.
- We will deal swiftly and effectively with anti-social behaviour in the environment, focusing on reducing the instances of damage, the dumping of rubbish, abandoned vehicles and graffiti.
- We will provide and support the use of a comprehensive range of measures to help resolve complaints of anti-social behaviour, including the use of information resolutions, acceptable behaviour contracts, mediation,

- effective witness support mechanisms and professional witness schemes ensuring the use of appropriate civil and criminal legislation where necessary.
- We will actively support the victim and witnesses and view this as crucial to tackling and preventing anti-social behaviour.
- We will support rehabilitation initiatives which seek to have a positive impact on the behaviour of a perpetrator.
- We will actively support the use of Tenancy Support initiatives as a means of assisting in the prevention of anti-social behaviour.

- alcohol from under age youths and inform parents.
- Respond to all reports of anti-social behaviour from residents' calls.
- Liaise with Peddars Way Housing Association regarding any breaches of housing agreements by individuals in the area.
- Liaise with Breckland CCTV with regard to monitoring locations and the reporting of anti-social behaviour to the Safer Neighbourhood Teams.
- We will work with Norfolk Youth and



**Norfolk Police**

- We will patrol and work with our partners to improve confidence and satisfaction, reduce crime, anti-social behaviour and the fear of crime and to bring offenders to justice if a crime occurs.
- We will visit residents and premises in affected areas to establish the extent of the problem and issue anti-social behaviour diaries.
- We will identify and positively deal with offenders when found and confiscate

- Community Service personnel to assist with diversionary activities.
- We will work with other agencies to ensure appropriate action is taken against those who commit nuisance and anti-social behaviour.
- We will employ a range of interventions, including visits, dialogue with concerned parties, Acceptable Behaviour, Parenting and Good Neighbour Contracts and will, if necessary, seek Anti-Social Behaviour Orders in appropriate circumstances.

- We will investigate the circumstances fully and consider prosecuting anyone responsible for anti-social or other offending behaviour.

#### Norfolk Fire & Rescue Service

- We will work with our partners at both strategic and operational level in order to identify ways to reduce the instances of anti-social behaviour.
- We will assist in problem solving activities and provide intervention where needed.
- We will provide Fire Setter education as an intervention tool where circumstances dictate.
- We will continue to act as a key stakeholder in those partnership activities that directly or indirectly impact on the reduction of anti-social behaviour.
- We will deliver key stage 1 and key stage 4 education packages to our local schools.



## Dog Fouling

#### Breckland Council

- We will ensure that all land that we have a duty to clear shall be free of dog excrement.
- We will respond to reports of dog fouling on public land within 5 working days of request.
- We will prosecute anyone who does not pick up after their dog providing there is sufficient evidence.

#### Peddars Way Housing Association and other Housing Associations

- We will ensure that all of our land shall be free of dog excrement.
- We will work alongside Breckland Council to prosecute owners for allowing their dogs to foul.

## Fire Safety Enquiries (Commercial)

#### Norfolk Fire & Rescue Service

- We will respond to a fire safety complaint within 24 hours of receipt.
- We will endeavour to respond to all other general fire safety enquiries as soon as practicable.

## Home Fire Risk Checks

#### Norfolk Fire & Rescue Service

- We will respond to all requests for a Home Fire Safety check in the following timescales:
  - Over 65 and infirm within 7 days
  - Other priority groups within 28 days
  - All other enquiries within 56 days
- We will share risk critical information with our partner agencies once consent has been sought from the home owner.
- We will fit standard 10 year life smoke detectors where required free of any charge.
- We will fit specialised smoke detector units for the hard of hearing where required free of any charge.
- We will continue to identify priority groups through a number of partnership referral schemes.

## Flyposting

#### Breckland Council

- We will remove all flyposting within 5 working days of notification.
- We will work with property owners to address any problems.
- All reports of flyposting within Breckland will be investigated and appropriate legal proceedings instituted where evidence is sufficient, in line with the Council's Enforcement Policy. Successful enforcement action can lead to the issue of an £80 fixed penalty notice.

#### Peddars Way Housing Association and other Housing Associations

- We will remove flyposting from our property as soon as possible.
- We will prosecute anyone found to be committing this offence on our property.

#### Norfolk Police

- We will act on information received from the public and our own enquiries in order to identify and take action against those responsible.
- We will act on intelligence to target areas where flyposting is known to be a problem.

## Flytipping

#### Breckland Council

- We will remove flytipping the next working day when reported on public land (it is then disposed of by Norfolk County Council).
- Hazardous waste may require specialised disposal techniques, resulting in an extended removal time.
- We will prosecute all flytippers where we have sufficient evidence.
- We will name and shame offenders.
- We will carry out surveillance of areas used for flytipping.
- We will examine the waste and trace it to its owners where possible.
- Householders are responsible for any waste produced from their property, so need to



- ensure the company removing any waste is a registered waste carrier.
- If you see someone flytipping please contact us providing as many details are possible such as names, description, what has been tipped, details of vehicle, time and date.

#### Peddars Way Housing Association and other Housing Associations

- We will remove flytipping within 24 hours from our property.
- We will inform Breckland Council of any flytipping on their land within 24 hours.
- We will prosecute anyone found to be committing this offence on Peddars Way land.

#### Norfolk Police

- We will act on information received from the public and our own enquiries in order to identify and prosecute those responsible for this offence.
- We will act on intelligence to target areas where flytipping is known to be a problem.

## Graffiti

### Breckland Council

- We will remove offensive or racist graffiti within 24 hours of notification from buildings under our ownership.
- We will remove other graffiti within 14 working days of notification from buildings under our ownership.
- We will work with the Police to prosecute anyone found to be committing this offence.
- We will develop Service Level Agreements with other property owners on removal of graffiti e.g. Public Utilities.

### Peddars Way Housing Association and other Housing Associations

- We will remove offensive or racist graffiti on our property within 24 hours of notification.
- We will remove other graffiti on our property within 5 working days of notification.
- We will liaise with other agencies to have graffiti removed from their property.
- We will prosecute anyone found to be committing this offence on our property.

### Norfolk Police

- Graffiti is considered to be a form of criminal damage. We will act on intelligence, information from the public and make our own enquiries to target individuals and areas where graffiti occurs.
- We will prioritise enquiries when graffiti is offensive or incites hate.
- We aim to prosecute anyone found committing the offence and seek an ASBO in appropriate circumstances and we will also seek Restorative Justice when appropriate, including the option that persons responsible for the offence may have to clean up graffiti.

## Litter

### Breckland Council

- We will maintain a high level of cleanliness across the district.
- We will remove any dead animals on the highway within 24 hours.



- We will engage with the local community to keep your area clean.
- We will issue Fixed Penalty Notices of £80 to anyone caught littering.
- If you witness anyone dropping litter from a vehicle, contact the pride line and we will investigate and take the appropriate enforcement action, which could result in a £80 Fixed Penalty Notice being issued.

### Peddars Way Housing Association and other Housing Associations

- We will maintain a high level of cleanliness on Peddars Way land by carrying out regular estate inspections.

### Norfolk Police

- We will liaise with Breckland Council street scene to clear litter in the area.
- We will take action against anyone seen to drop litter in the street or other public areas.
- Police Community Support Officers (PCSO's) are able to enforce/issue Fixed Penalty Notices for littering.

## Litter Bins

### Breckland Council

- We will empty litter bins that are ¾ plus full.
- If you think a bin needs emptying, contact Breckland and we will empty the litter bin within 5 working days.
- All bins can be used for dog waste.
- If a General Litter Bin/Dog Bin needs replacing, please contact your local Parish/Town Council.
- Requests for cigarette bins can be made to Breckland Council who will inspect the site and decide if it's suitable for a cigarette bin.

### Peddars Way Housing Association and other Housing Associations

- We will provide litter bins alongside new environmental improvement works.



## Roads and Pavements

### Breckland Council

- We will liaise with the County Council in the reporting of problems promptly.

### Peddars Way Housing Association and other Housing Associations

- We will liaise with the County Council in the reporting of problems promptly.
- Wherever possible we will offer 'off street' parking to all tenants as part of the modernisation programme.
- Permission is always required to drop the kerb outside your property.

### Norfolk County Council

- We are the local highway authority and we are responsible for roads in Norfolk. The exception being: A11, A47 and A12 and roads within the City of Norwich.
- We have a duty to maintain our highways to safe and serviceable standards.
- We have a duty to ensure that they are free from nuisance, danger, obstruction, unlawful stopping, interference and encroachments.
- We have a duty to protect the rights of the public to use and enjoy such highways.
- We work to protect, manage and improve Public Rights of Way and access to the countryside.

## Street Lighting

### Norfolk County Council

- Maintenance of street lighting in the Breckland District is carried out by Norfolk County Council, who is responsible for 46,507 street lights, 8,289 illuminated signs and 2,405 bollards.
- We aim to carry out all repairs within our control within 7 days of a report being received.

## Vandalism

### Breckland Council

- We will repair acts of vandalism where appropriate.
- We will prosecute anyone caught vandalising our property.

### Peddars Way Housing Association and other Housing Associations

- We will prosecute anyone caught vandalising our property.
- We will repair vandalism to our property as quickly as possible.
- We will consider environmental improvements to deter vandalism.
- We will 'design in' anti-vandalism within all improvement works.

### Norfolk Police

- 'Vandalism' amounts to criminal damage to property, whether it is public or privately

owned. We will provide high visibility patrols and make other enquiries to prevent offences of criminal damage and bring offenders to justice.

- We will consider the whole range of penalties against those responsible for this offence, including prosecution and seeking ASBOs in appropriate cases.



## Waste & Recycling

### Breckland Council

- The waste and recycling collection scheme is an alternate weekly collection scheme, collecting rubbish one week and recyclables the next week.
- The majority of households are provided with two wheeled bins; a green bin for rubbish and a black bin for recyclables.
- We do not collect side waste and bin lids must be closed.
- Bulky household waste such as fridges, cookers, sofas, bed frames/bases, furniture and garden waste can be disposed of free of charge at the following recycling centres: Ashill, Thetford, Snetterton or Hempton.
- If you are unable to take your bulky waste to a recycling centre, we offer a chargeable collection service.
- We will collect the items from your property within 10 working days with payment being

received prior to collection.

- If you are unable to take your garden waste to a Recycling Centre, we offer a chargeable collection service.

### Norfolk County Council

- We provide the 19 recycling centres across the county where residents can recycle and dispose of their household rubbish free of charge.
- 'Happy to Help' is making our recycling centres as user-friendly as possible, with uniformed staff ready to help and advise. Low level access to bins and a wider range of materials that can be recycled are some of the improvements that have been made.

### Breckland Council

Breckland is one of the largest District Council areas in England, as well as being one of the most sparsely populated areas. Much of the district is rural, given over to agriculture and heathland (mainly 'The Brecks', from which the district takes its name).

The population is divided between the five market towns of Attleborough, Dereham, Swaffham, Thetford and Watton and 107 rural parishes. It also has one of the fastest growing areas in the county with a population increase of 13.3% in the last 10 years compared to the national average of 2.5%. The population is mainly indigenous, although there is a growing Portuguese community for example. The Index of Multiple Deprivation, which is a measure of deprivation that takes into account a range of factors relating to income, employment, health, housing, access to services, and child poverty, identifies pockets of deprivation in six of the 36 wards spread across the district.

Breckland Council is striving to make a valuable contribution to the quality of life of people who visit, live or work in Breckland. Their vision is:

**“To make Breckland a better place by listening to people’s needs and providing solutions that enhance their quality of life.”**

## Peddars Way Housing Association

Predominantly working in Norfolk, the core business of Peddars Way is to provide quality, well-managed homes to its tenants and service users, with good estate management, effective handling of anti-social behaviour and the improvement in the quality of the environment in which its tenants live.

As a member of Flagship Housing Group, Peddars Way has a successful Development Programme which has led to the provision of quality homes within a number of 20 Local Authority areas throughout the Eastern region, although the vast majority are based within Norfolk. The Association continues to be committed to vulnerable people across the region and is working closely with Flagship Housing Group, as well as voluntary and statutory organisations, to meet the needs of its customers.

Peddars Way is committed to involving its customers and stakeholders, challenging how the service could be better delivered and comparing itself against alternative providers.

## Breckland Community Safety Partnership

The partnership brings together Breckland Council, Norfolk County Council, Norfolk Police, Norfolk Fire & Rescue Service and many other local partners such as Peddars Way Housing Association, to help tackle crime and disorder within the area. The Partnership was formed in response to the Crime and Disorder Act 1998.

It covers all the district and involves working closely with a wide range of other partners - the Police Authority, Probation Service, Primary Care Trusts, Fire Service, local businesses, Registered Social Landlords such as Peddars Way Housing Association, community and voluntary organisations - anyone involved in community safety – to

develop a strategy that will form the basis for combating crime and disorder.

One of the key strategic priorities for the Breckland Community Safety Partnership is Anti-Social Behaviour and Criminal Damage. The aim of this priority is to reduce the number of incidences of criminal damage and anti-social behaviour by addressing the problems caused in areas of high occurrences.

## Breckland Local Strategic Partnership

The Local Strategic Partnership for Breckland (LSP), which includes the Council, Police, Education and Health Authorities as well as local businesses, was set up in 2003 to develop more effective ways of working together to achieve better results for local people.

Following extensive consultation with all the residents in the district, Breckland LSP has produced a Community Plan for Breckland. The LSP has used feedback and ideas received to identify the most important priorities for local people, and to prioritise action plans for the first three years for improving the quality of life in the district.

The Community Plan for Breckland is the starting point for joint action and a long term plan developed by the LSP to improve the quality of life for people working in, living in and moving to the district. It aims to reflect the main priorities of Breckland residents and to develop a shared vision for public, private, voluntary and community partners.

*We would like to express our thanks and appreciation to all the residents who took part in the Consultation with Resident Panels in Thetford on 30th April, in Dereham on 4th June and the postal surveys in late June/early July.*

## The Future of the Charter

This Charter was developed through a partnership between Breckland Council and Peddars Way Housing Association supported by ENCAMS between April and November 2008. It is designed to be part of a continual process of partnership working to achieve the Vision of a Clean, Safe and Green neighbourhood. Breckland Council will continue to work toward this Vision. If you would like more information on how this work will progress, please contact the Breckland Council office.

Information within this Charter was gathered from the following websites and documents:

- Breckland LSP Sustainable Community Strategy
- Breckland Council Website
- Breckland Council Business Plan 2008-2014
- Breckland Council Delivery Plan 2006/07
- Peddars Way Housing Association Anti-Social Behaviour Policy and Business Plan
- Norfolk County Council Website
- Norfolk Police Website
- Norfolk Fire & Rescue Service Website

## Who can I contact to report or discuss issues?

Below are the details of service providers who deal with Clean, Safe and Green issues in your area:

To report incidents of Litter, Graffiti, Flytipping, Waste collection issues, Dog Fouling, Litter Bin requests, Damage to Roads, Pavements, Obstructions, Street Furniture, Excessive Noise and Anti-Social Behaviour issues, contact:

### Breckland Council

Elizabeth House,  
Walpole Loke,  
Dereham, NR19 1EE.  
**Tel:** 01362 656 870  
(Mon to Thu 08.00-18.00 and Friday 08.00-17.00)  
**Email:** [contactus@breckland.gov.uk](mailto:contactus@breckland.gov.uk)

### Bulky Waste Collection Service

Serco, Unit 7,  
Rashes Green,  
Dereham, Norfolk, NR19 1JG.

**Tel:** 01362 656 878

### Norfolk County Council

County Hall,  
Martineau Lane, Norwich,  
Norfolk, NR1 2DH.

**General Enquiries:** 0844 800 8020  
(Mon to Fri 08.00-18.00)

**Textphone:** 0844 800 8011  
Email: [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)

**Roads & Pavements:** 0844 800 8009  
Email: [highways@norfolk.gov.uk](mailto:highways@norfolk.gov.uk)

**Street Lighting Incidents:**  
0844 800 8008  
**Email:** [streetlighting@norfolk.gov.uk](mailto:streetlighting@norfolk.gov.uk)

**Recycling Centres:** 0844 800 8004  
**Email:** [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)

### Peddars Way Housing Association

Michael Chaplin House,  
Station Road, Dereham,  
Norfolk, NR19 1DA.

**Tel:** 01362 694 858  
(Mon to Fri 09.00 to 17.00)

**Out of Hours Emergency Assistance:**  
01362 697194

**Email:** [pwaha@flagship-housing.co.uk](mailto:pwaha@flagship-housing.co.uk)

Where you are living in a property owned by another Registered Social Landlord, then you should contact them directly via the number which has been provided by your landlord.

### Norfolk Police

There are four Safer Neighbourhood Teams within Breckland District, each headed by an Inspector. They are centred on Dereham, Swaffham & Watton, Thetford and Attleborough.

**Police Emergency Number:** 999  
(only in an emergency where there is a danger to life or a crime is in progress)

**Non-Emergency Number:**  
0845 456 4567 (for non-emergencies where Police attendance is required, to report a crime or to report other incidents)

**Norfolk Fire & Rescue Service**  
**Fire Service Emergency Number:** 999  
(only in an emergency where there is a danger to life)

**Fire Safety Information:**  
**Tel:** 01603 810351  
[www.norfolkfireservice.gov.uk](http://www.norfolkfireservice.gov.uk)

### Household Waste & Recycling Sites:

- **Ashill:** between South Pickenham and Ashill on the B1077 Swaffham to Watton Road.
- **Thetford:** Burrell Way (close to Sainsbury's Supermarket)
- **Snetterton:** Snetterton Heath. Leave A11 at Snetterton Race Track (approx ¼ mile past race track entrance on the left hand side just before a sharp right hand bend)
- **Hempton:** Helhoughton Road, Fakenham. (Take A1065 south out of Fakenham. The Recycling Centre is signed from the A1065 on the 'S' bend).

## RSL ALLIANCE

### Cotman Housing Association

Cotman House, Bowthorpe Hall,  
Bowthorpe Hall Road,  
Norwich, Norfolk, NR5 9AD.

**Tel:** 01603 731699  
**Fax:** 01603 731698

**Out of Hours Emergency Assistance:**  
01603 412180

**Email:** [office@cotman-housing.org.uk](mailto:office@cotman-housing.org.uk)

### The Guinness Trust

1st Floor, 69-75 Thorpe Road,  
Norwich, Norfolk, NR1 1UA.

**DD:** 01603 728961  
**Switchboard:** 01603 627601

**Fax:** 01603 628645  
**Email:** [east@guinness.org.uk](mailto:east@guinness.org.uk)

### Wherry Housing Association

Anglia House, 6 Central Avenue,  
St. Andrews Business Park,  
Norwich, Norfolk, NR7 0HR.

Office hours: 08:30-17:00  
**Freephone:** 0800 694 0165

**Tel:** 01603 703500  
**Fax:** 01603 700404  
**Email:** [wherryinfo@circleanglia.org](mailto:wherryinfo@circleanglia.org)

### Broadland Housing Association

7 Aldiss Court, High Street,  
Dereham, Norfolk, NR19 1TS.

**Tel:** 0845 331 2323  
[www.broadlandhousing.org](http://www.broadlandhousing.org)

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