

Responsibilities

[A]

Allotments

Allotments in Old Catton are managed by John Aldridge, on (01603) 413 258

Anti-Social Behaviour

Please report all incidents of anti-social behaviour to the Police via 101 (non-emergency) or 999 (emergency) as soon as you witness it. The more it is reported, the more likely the Police will be able to detect a pattern of behaviour and put in place plans to tackle crime. If you witness anti-social behaviour on Parish Council property/land, please also report it to us at Old Catton Parish Council.

[B]

Benefits

For more information on Council tax and benefits, contact Broadland District Council, or your local Citizens Advice Bureau (CAB).

Blue Badges

Blue Badges are provided by Norfolk County Council.

Broken Glass

If you find broken glass around the Parish, please report it to us at Old Catton Parish Council.

Brown Bin

Brown garden waste bins are supplied by Broadland District Council. Contact them to order a bin, check your collection day, renew your pin or change your account details.

Bus Passes

Norfolk County Council provides both an Age-Related Travel Pass, and a Disabled Travel Pass. Age-related concessionary bus passes should renew automatically and be sent to you in the post. Remember to update Norfolk County Council with any address changes.

[C]

Cemetery

Old Catton Parish Council manages and maintains the Cemetery on St Faiths Road. If you would like to purchase exclusive rights or install a monument, please contact us at Old Catton Parish Council. If you have a query regarding death certificates, please contact the Norfolk Registry Office.

Churchyard

St Margaret's Churchyard in Old Catton is a churchyard closed to burials however the Parish Council is responsible for maintenance of the Churchyard but not for the church itself. If you need to report a problem, such as damage or littering please contact us at Old Catton Parish Council.

For matters relating to St Margaret's Church, please contact the Reverend, Andrew Parsons on 01603 425 615

Cold Calling

If you are being bothered by cold calling at your home, contact your Safer Neighbourhood Team on 111. When answering your phone, you should ask who is calling, from which firm and ask for a telephone number and contact person if you want to take it further in a complaint.

Council Tax

Council Tax is collected by Broadland District Council, visit their website for details.

County Councillors

Old Catton's County Councillor is currently Cllr Karen Vincent. Karen can be contacted on 07881 36538

[D]

District Councillors

The District Councillors for Old Catton are currently Cllr Stuart Dunn, Cllr Ken Leggett and Cllr Karen Vincent. You can find all the details you need on Broadland District Council's page.

Dog Bins

Broadland District Council provides and empties the dog bins around Old Catton they also determine requests for additional bins based on proximity to others and available budget. Please report any bin problems to them.

Dog Fouling

It is an offence to allow your dog to foul in any area that is open to the public and not clear it up. Failure to clear up could result in a fixed penalty notice being issued and, if convicted in a court, fines of up to £1000 can be imposed.

If you see someone not clearing up after their dog please report it to Broadland District Council, with the owners' details and where it happened. You can also request some "No dog fouling" signs to be put up in places where you know there is or has been a problem with dog fouling.

[E]

Elections

For information on how to register to vote, where and how to vote when there are elections, and results of previous elections, please contact Broadland District Council.

Old Catton Parish Councillors are elected every four years and the next election in May 2019. The Parish Council is non-political and decisions are taken in the best interests of the Parish with no political influence. You can find out more about our councillors on this website.

Electoral Register

To register to vote, or update your details visit the GOV.UK website.

[F]

Fly Tipping

If you see someone fly-tipping, try and get as much information as possible, such as the location and vehicle registration and report it to Old Catton Parish Council.

[G]

Grass Cutting

Highway verges are cut for road safety purposes to maintain visibility at junctions and to provide room for people to walk on the pavement. Norfolk County Council have two grass cutting schedules – one for roads in urban areas and another for rural roads.

Grass verges in urban areas are cut five times between May and September. Some boroughs and districts may cut more frequently. Verges in rural areas countywide are cut twice a year.

For more information, visit Norfolk County Council's website.

Grit Bins & Gritting

There are a number of grit bins in Old Catton, which are for use on the public highway and footways only. Norfolk County Council will fill bins by early December and, if necessary, again by early February.

Please contact us if you feel you have an exceptional case for amending gritting routes.

If your location would benefit from a grit bin, raise the funds and then get in touch with us. We will purchase one on your behalf and liaise with Norfolk County Council to get it installed and filled.

[H]

Hedges and Verges

In most cases the boundary hedges and trees that are next to roads are the responsibility of the adjacent landowner. Norfolk County Council is responsible for trees growing on adopted highway verges only.

Highways

To report highways issues such as **pot holes** or **raised manhole covers**, contact Norfolk County Council on 0344 800 8020 or use their online form.

Honorary Townsperson Award

This award is attributed to members of the community for outstanding service to the community. To nominate someone for this award, and find out more, call the Clerk on 01603 423880

[I]

Illegal Parking

The Council regularly receives complaints from the public about the ways in which vehicles are parked in an obstructive manner around the town including near junctions and on pavements. Footpaths are not intended for stationary vehicles and parking near junctions hinders visibility, causing a danger to users of both the highway and pavement. Broadland District Council has responsibility for parking enforcement and is working with Old Catton Council and Norfolk County Council to improve responsible parking in Old Catton.

To report illegal parking on roads in Old Catton where there are parking restrictions (yellow lines, time limited waiting, etc.) contact Broadland District Council.

Norfolk Constabulary also has powers to respond to parking obstructions and the police will respond to complaints from individuals obstructed from passing a parked vehicle (i.e. a wheelchair user).

To report an abandoned vehicle, contact Broadland District Council. If everyone can play their part in parking considerately, Old Catton would be a more user-friendly and safer place for all.

[L]

Library (mobile)

Library is located in Morrisons car park, every other Monday from 17:30 – 18:30. For full details visit The Norfolk County Council website.

Licensing

Broadland District Council look after the licensing of all taxis, animal premises, food premises & the licensing of premises that sell or supply alcohol, or provide entertainment. Visit their site for more information.

Litter Bins

The majority of litter bins in Old Catton are owned by the Broadland District Council. Those on Parish Council land are emptied by us and the others are emptied by Broadland District Council. Please Broadland District Council to report any damage to the bins.

Lost Property

Lost property in the Parish is occasionally handed into the Police Station or Parish Council Offices. We will keep items for 1 month, if they are not claimed and in good condition they will be taken to local charities / charity shops.

[M]

Meetings of Council

All Council meetings take place on the first Monday evening of each month at 7pm. Meetings take place in the Parish Council office, at the Pavilion, Recreation Ground, Church Street, Old Catton, NR6 7DS.

MP

The local MP for Norfolk is Chloe Smith. You can contact her on:

Telephone: 0207 2198449

In writing: Chloe Smith MP, House of Commons, London, SW1A 0AA

Email: chloe@chloesmith.org.uk

[N]

Neighbourhood Planning

Old Catton Parish Council has developed their own Neighbourhood Plan. This document determines where development will happen, in what quantity and quality. It also defines what infrastructure will be required to support that development. A Neighbourhood Plan is very much community led and there will be plenty of opportunities to get involved or express your views. Please contact Old Catton Parish Council for more information.

Noise Pollution

Broadland District Council offers advice on noise pollution and regulations

Notice Boards

The Parish Council owns five notice boards in Old Catton. One at the end of the recreation ground car park, one on Church Street opposite the row of cottages, one outside the news agents on Spixworth Road, one on the grassed area as once you have turned into Norman Drive, one on George Hill next to the Woodman Car Park.

[P]

Parish Clerk

The Parish Clerk is effectively the chief executive of the Council and is responsible for ensuring the smooth running of the Council, supporting Councillors in all aspects of their work, including making informed decisions. As the head of paid staff, the Parish Clerk is also responsible for other Staff employed by the Council, along with the various sites, services and responsibilities.

Old Catton's Parish Clerk is Melanie Eversfield. If you wish to get in touch with Melanie, please contact us via:

E: clerk@oldcattonparishcouncil.co.uk

T: 01603 423880

Park Pavilion

The Recreation Ground and Pavilion is manned from dusk to dawn, 7 seven days per week, 365 days a year.

Pay an Invoice

Invoices can be paid via cash, cheque or BACS payment to Old Catton Parish Council. Contact us with any payment queries or pop into the office.

Planning

For information regarding planning applications please contact Broadland District Council's

Police

In an emergency, please dial 999. For non-emergencies, dial 101. There are many other ways to contact Norfolk Police, Old Catton's nearest Public Enquiry Office is in Sprowston.

Posters

We are happy to receive posters for local community events for display in our notice boards. Just drop five colour copies, of A4 maximum size in to the Parish Council Office. Please note, although we endeavour to get all posters on display in the run up to an event, we have limited space each week.

Precept

The Council sets its annual budget by determining how much it needs to spend and how much it anticipates it will receive in income. The difference is the amount that the Council asks Broadland District Council to raise from council tax payers and is known as the precept. To find out more about Old Catton Parish Council's finances, please contact the Clerk.

[R]

Records Office

The Norfolk Records Office holds birth, death and marriage records dating back to 1837. Contact them here.

For records within the last five years, please contact Norfolk Registration Services.

Recycling & Refuse

For issues regarding Waste and Recycling, including missed collections, contact Broadland District Council.

Registrar/Registration

The Registrar administers births, deaths and marriages and works to appointment (9.30-13.30 Monday – Friday) To book an appointment, contact Norfolk Registration Services on 0344 800 8020 or book an appointment online.

[S]

Scaffolding

If you need to install scaffolding in Old Catton, you require a permit from either Norfolk County Council or the Town Council if it is being installed on our land. If scaffolding is causing an obstruction, please contact Norfolk County Council Highways.

Schools

For information and advice regarding education and learning visit Norfolk County Council.

Social Services

Social Services are provided by Norfolk County Council, visit their website for details.

Street Cleaning

Street cleaning in Old Catton is primarily undertaken by Broadland District Council. You can find out more here, or report an area that needs cleaning on their website..

The Parish Council also works hard to keep the village well maintained. Please report any broken glass, graffiti or litter to us.

Street Lighting

Street lighting in Old Catton is owned and maintained by a number of different authorities.

To report an issue with a lamp that has an Old Catton Parish Council sticker on please call the Parish Council Office on 01603 423880.

The others are likely to be maintained by Norfolk County Council, please contact them by telephone or via their website. It is important to provide the street light number, street name and description of the issue.

Street Signs

To report damage to a road sign, contact Norfolk County Council Highways team.

[T]

Trading Standards

Norfolk County Council provides advice on Trading Standards, which includes food standards, animal welfare, rogue traders, loan sharks and scams. Report something to Trading Standards here.

Travellers

Norfolk County Council offers guidance on finding authorised encampments, reporting unauthorised encampments and support for members of the travelling community.

Trees

As parts of Old Catton are within the conservation area, many of the trees are protected and permission is required to undertake any works on them. You can find out if a tree is protected by contacting Broadland District Council.

Please contact us to report low hanging trees and broken branches on Parish Council owned sites. If there is a problem with a tree on the highway verge, or affecting users of a footpath or road, you will need to report this to Norfolk County Council. If the tree is on a Broadland District Council play area, public open space or leisure area, then you will need to contact them.

[V]

Vandalism Please see Anti-social Behaviour

Verges Please see Hedges.

[W]

Weed Control

Norfolk County Council sprays weeds on adopted roads and pavements, and also deals with ragwort, thistles, nettles, brambles and giant hogweed on roads. Weed killing normally starts in May with a second treatment in July or August.

Wild Birds

You can report noisy cockerels via Broadland District Council. In the first instance, try to establish if anyone owns the birds or is responsible for them and contact them directly to see if the animals can be housed more efficiently. In the case of wild birds, there is little that can be done to remove them, though you may wish to contact the RSPCA on 01767 693690 (9 am-5.15 pm, Monday to Friday).

With the current alert of Bird Flu, it is important to be vigilant around wild birds. Make sure to wash hands thoroughly after any contact with the birds. Members of the public are also being asked that if they find dead wild waterfowl (swans, geese or ducks) or gulls, or five or more dead wild birds of other species in the same location, they report them to the Defra Helpline on 03459 33 55 77.