

Town Clerk (CEO)
Mrs S. Villafruerte-Richards (CiLCA)

Our Ref: AIE 26.11.25
Date: 20/11/2025

Committee Membership:
S. Browne, D. Craggs (ex-officio), C. Dente (Vice-Chair), S. Kiddie, K. Murphy, J. Robertson (ex-officio), L. Sinfield, & J. Welch.

For Information:
Councillors A. Kitchen & R. Peaty.
Facilities & Buildings Manager & Office Administrator.

Diss Express

Diss Town Council
Council Offices, 11-12 Market Hill, Diss, Norfolk, IP22 4JZ.

Telephone: 01379 643848
Email: towncouncil@diss.gov.uk

Notice Of Meeting

Dear Members of the Public and Press,

You are cordially invited to attend a meeting of the **Assets, Infrastructure & Events Committee** to be held in the **Council Chamber at Diss Corn Hall** on **Wednesday 26th November 2025** at **7.15pm** to consider the business detailed below.

Town Clerk / Chief Executive Officer

Agenda

1. Election of Chair of the Assets, Infrastructure & Events Committee for the remainder of the Municipal Year 2025/26.

To elect a Chair of the Assets, Infrastructure & Events Committee.

2. Apologies

To receive and consider apologies for absence.

3. Election of Vice-Chair of the Assets, Infrastructure & Events Committee for the Municipal Year 2025/26

To elect a Vice-Chair of the Assets, Infrastructure & Events Committee.

4. Nomination of Substitute Representatives

To note nominated substitute representatives attending in place of those who have sent their apologies.

5. Declarations of Interest and Requests for Dispensations¹

To note any declarations of members' pecuniary and/or non-pecuniary/other interests pertaining to items on the following agenda, to note any dispensations granted in respect of business to be discussed and to consider any requests for dispensations

6. Minutes

To confirm as a true record, the minutes of the Assets, Infrastructure & Events Committee held on Wednesday 1st October 2025 (copy herewith).

7. Public Participation

To consider a resolution under Standing Orders 3d to 3h to suspend the meeting to hear comments from members of the public on items to be discussed on the agenda (*the period of designated time for public participation is 20 minutes, unless directed by the Chair of the meeting, and individual members of the public are entitled to speak for a maximum of five minutes each*).

8. Items of Urgent Business

To discuss any item(s) of business which the Chair or Town Clerk has previously been informed at least 24 hours before the meeting and decides should be considered as a matter of urgency (*Councillors are reminded that no resolutions can be made under this agenda item*).

9. Tree Management

- a) To consider quotations for a tree inspection of Council-owned trees across all sites to inform a three-year management plan to commence in April 2026 (report reference 35/2526 herewith).
- b) To consider a quotation from the Council's tree surgeon to reduce the height of the Liquidambar tree in St Mary's churchyard to improve visibility of the newly refurbished church clock (copy herewith).

10. Heritage Garden Maintenance

To receive a report (copy herewith) reviewing the Heritage Garden maintenance and consider a proposal from the Diss Community Woodland Project for ongoing management (copy herewith).

11. Corn Hall

To consider a contribution towards the cost of replacing the emergency lighting at Diss Corn Hall (copy herewith).

12. Property Flood Resilience Scheme

To consider Norfolk County Council's existing Property Flood Resilience Scheme and questionnaire response (copy herewith).

13. Acquisition of Go-East Anglia and Passenger First Network Engagement

To consider the consultation offer from Transport Made Simple Group with a view to improving our local transport network (copy herewith).

14. Shelfanger Road Development Street Naming

To consider a request from Norfolk Homes for street names relating to the new Shelfanger Road housing development including proposals from Roydon Parish Council (copy herewith).

15. Events

- a) To note that the debrief of the Remembrance committee takes place on 24th November.
- b) To note that the Christmas Lights Switch-On takes place on Saturday 29th November.
- c) To note that the date and theme for Carnival 2026 will be announced in the New Year.
- d) To consider a new format events committee to improve planning and reduce duplication (copy herewith).

16. Progress Report

To note progress on decisions made at the last meeting (copy herewith).

17. Member Forum

To consider information or issues relevant to this committee from members for brief discussion, action or inclusion on a future agenda.

18. Date of Next Meeting

To note that the next meeting of the Assets, Infrastructure & Events Committee is scheduled for Wednesday 28th January 2026.

Notes

1 - Council has a statutory legal duty under the Localism Act 2011 s2 and has adopted a code dealing with the conduct that is expected of members in order to promote high standards of conduct as required by the Act. Members' disclosable pecuniary interests are kept on a register available to view on the Council's website. Allegations about the conduct of a councillor may be made to the district council's monitoring officer. Diss Town Council has also adopted a dispensation policy.

The reports and enclosures referred to in this agenda are available (unless marked confidential) for public inspection at the Council Offices during normal opening hours or on our website at <https://www.diss.gov.uk/Assets, Infrastructure & Events>.

Diss Town Council

Minutes

Draft

Minutes of the meeting of the **Assets, Infrastructure & Events Committee** held in the **Council Chamber** at Diss Corn Hall on **Wednesday 1st October 2025** at **7.15pm**.

Present: Councillors: D. Collins, C. Dente, A. Goulder (Chair), K. Murphy, J. Robertson (ex-officio), L. Sinfield, J. Welch

In attendance: Sarah Villafuerte-Richards (Town Clerk)
Robert Ludkin (Facilities & Buildings Manager)
1 member of the public

AIE1025/01 Apologies

Councillor's Name	Apologies Received	Absent Without Apology	Reason / Approval
S. Browne	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Illness
D. Craggs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Illness
S. Kiddie	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Illness
K. Murphy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

AIE1025/02 Election of Vice-Chair of the Assets, Infrastructure & Events Committee for the Municipal Year 2025/26

Members considered the election of the Vice-Chair to the Assets, Infrastructure & Events Committee for the remainder of the municipal year 2025/26. It was

Resolved: to elect Councillor Dente as Vice-Chair for the municipal year 2025/26.
(Action: Admin; immediately)

AIE1025/03 Nomination of Substitute Representatives

There were none.

AIE1025/04 Declarations of Interest

Minute No.	Councillor's Name	Personal/Other Interest	Pecuniary Interest	Reason
AIE1025/09	D. Collins	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Member of Floral Diss

AIE1025/05 Minutes

Members received the minutes of the Assets, Infrastructure & Events Committee meeting on Wednesday 2nd July 2025. It was

Resolved: To approve the minutes of the meeting of the Assets, Infrastructure & Events Committee held on Wednesday 2nd July 2025 as a true record and were signed by the Chair.

AIE1025/06 Public Participation

There was one member of the public in attendance.

AIE1025/07 Items of Urgent Business

There were no items of urgent business raised.

AIE1025/08 Council Offices

Members considered a quotation received to refurbish the side elevation of the Council Offices building following the recent rear door and window repairs. It was noted that investment in exterior refurbishment meets the Council's maintenance obligations and should help in the event the

Council decide to sell the building as part of its asset review project. A final quote is awaited to paint the exterior of the building and to complete these works. Given the narrow rear entrance to the car park behind the offices, there was a request to consider installing some protection to the building and vehicles as part of the works. It was

Resolved: That the quote received to refurbish the side elevation of the Council Offices be accepted and works scheduled.

(Action: FBM; by 31.12.25)

AIE1025/09

Planters

Members considered recommendations to reduce the number of planters in the town centre to free up maintenance resources for other tasks (report 26/2526 referred). It was stressed that bollards are likely to be required to prevent additional parking. The cost of bollards is not yet known and a discussion with Norfolk County Council will be required to assess suitability and positioning and in light of the proposed changes in the Triangle area to prevent illegal parking. All plants would be recycled wherever possible, and maintenance of the planters will primarily fall to the Town Council with a few traders continuing to water nearby planters. Members requested a press release to publicise rationale for project and those responsible for the existing metal planters would be contacted. It was

Resolved:

1. To remove 25 planters in the town center to free up resources to maintain other Council areas.
2. To re-use the contents of the removed planters for the remaining planters or on other Council sites.
3. To purchase 4 x new one metre² self-watering plastic planters for locations in the Heritage Triangle as per Appendix at an estimated cost of £4k allocated to Community Infrastructure Levy funds.
4. For Diss Town Council to maintain and water all planters other than those watered by traders.
5. To liaise with Norfolk County Council regarding the possibility of bollards vis-à-vis the Parking changes project.
6. To liaise with the Heritage Triangle representatives and draft a press release to explain the rationale for the project.

(Action: FBM / Clerk / Action Group; by 31.12.25)

AIE1025/10

Donations

Members reviewed an updated donations policy. It was agreed that an ongoing maintenance cost would be added as well as the administrative charge. It was

Resolved: to adopt the updated donations policy subject to inclusion of maintenance cost in clause 3.

(Action: Admin; immediately)

AIE1025/11

Parish Partnership Scheme

Members considered a recommendation (report 27/2526) not to submit a bid for parish partnership funding for 2025/26. No projects had come forward, there is already funding in Earmarked Reserves from a previously cancelled project and the Town Council has other priorities. It was agreed that the rationale from Norfolk County Council for not being able to support an additional bus shelter on Shelfanger Road would be circulated and that consideration would be given earlier next year. The feasibility study relating to active travel may identify a suitable project for the following year (also see minute reference AIE1025/13). It was

Resolved: Not to submit a Parish Partnership Bid application for 2025-26 and to consider PPS at the July 2026 meeting to allow sufficient time to consider proposals.

(Action: Clerk; immediately)

AIE1025/12

Events

- a) Members noted that the next meeting of the Remembrance committee took place on 29th September, following the update received by Full Council on 17th September. The main change for the 2025 event is to reorientate the ceremony layout on the Market Place by 90 degrees anticlockwise to face down Mere St to address feedback received last year. The forming up at the start of the parade has reverted to Mere St to avoid potential trip hazards.
- b) Members noted the first meeting of the Christmas Lights Switch-on committee was scheduled for 25th September. Most of the infrastructure and stalls booked for 2024 have already been booked for 2025 following the cancellation last year. Due to inclement weather, only food stalls within vehicles have been booked. Adequate sponsorship was found for 2024 and is being carried

across for 2025. Committee will review the financial situation for 2026.

- c) Members noted that one meeting of the Carnival sub-committee will take place in November to agree the date and theme before planning proper starts from early 2026 to allow time to focus on events leading up to Christmas.

AIE1025/13

Items for Noting

- a) Active Travel - members noted information regarding the active travel feasibility study to improve access to Diss train station for people walking, wheeling and cycling (see also minute reference AIE1025/11).
- b) Progress Report - members noted progress on decisions made at the last meeting.

AIE1025/14

Member Forum

Members considered information or issues relevant to this committee from members for brief discussion, action or inclusion on a future agenda. Comments have been received about the new humps on Station Road and members are advised to liaise with Norfolk County Council.

It was acknowledged that Mere Street is getting bad press at the moment. The pigeon population has increased considerably this year, which is the primary issue. Cleanliness in this area has been looked at over the years, and various equipment and measures tried to help the situation in addition to the street sweeper visits from South Norfolk District Council. The Council's staff team clean Mere St daily but the problem is so severe that within hours, it looks as if it hasn't been cleaned.

There is a perception that despite these efforts, Diss Town Council is responsible for Mere St (which it isn't) and don't do anything. The SNDC sweeper often has maintenance issues and visits are cancelled and there have been complaints that they sweep the mess into premises. The Town Council staff endeavour to clear this away and work with them. The drains are also often blocked exacerbating the issue.

Members discussed the food source to pigeons being the primary cause of the problem and discouraging this activity particularly given the health consequences of pigeon mess. The automatic feeder on the park was installed to encourage feeding away from the town centre. The Environmental Health Officer at the District Council has previously been consulted and it was agreed it is necessary to arrange a meeting to see how they could assist. Throwing food to the birds can be classed as a littering offence and you can be prosecuted.

Premises owners and tenants also have their part to play in ensuring their buildings are well maintained and pigeon proofed to help alleviate the issue. We are also arranging a site visit from a specialist in pigeon management.

It was agreed that an open letter would be circulated to members of the public to explain what the Town Council has done about this issue, other measures it is investigating and that we need the public to help improve the situation by not feeding the pigeons in Mere Street.

(Action: Clerk / Facilities & Buildings Manager / members; by 31.10.25)

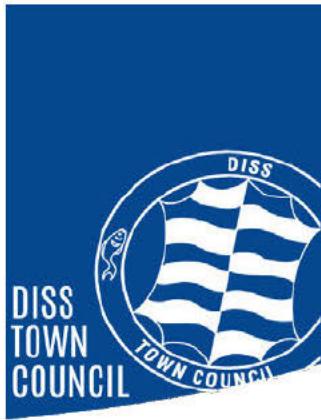
AIE1025/15

Date of Next Meeting

Members noted that the next meeting of the Assets, Infrastructure & Events Committee is scheduled to take place on Wednesday 26th November 2025 at 7.15pm.

Meeting closed: 9.04pm.

Councillor A. Goulder
Chair



DISS TOWN COUNCIL
 Council Offices, 11-12 Market Hill,
 Diss, Norfolk, IP22 4JZ.
 Telephone & Fax: (01379) 643848
 Email: towncouncil@diss.gov.uk
 Website: www.diss.gov.uk

Report Number:
35 / 2526

Report to:	Assets, Infrastructure and Events Committee
Date of Meeting:	26 th November 2025
Authorship:	Facilities & Buildings Manager
Subject:	Tree Management Survey

Introduction

1. Following the completion of our current three-year tree management contract (ending March 2026), the Council needs to commission an arboricultural reassessment of all Council-managed trees to ensure safety, effective planning & budgetary control.
2. This includes:
 - Monitoring tree health across all Council-managed sites.
 - Informing future maintenance & budgetary requirements.
 - Supporting the tender process for resulting works.

Quotations Received

3. A request specifying the work required was sent to three contractors, including our existing arboriculturist and two new contractors (Appendix A).
4. Three quotes have been sourced, and a summary is provided below (see Appendix B-D for detailed quotes):

Company	Cost
A	£7,473.75
B	£525.00
C	£1,700.00

5. There is a considerable cost differential between the three quotes. Contractor B offers a substantial cost saving, allowing Council funds to be focused on completing necessary tree works and supporting future environmental initiatives.
6. The deliverables from contractor B can be seen at Appendix C. The works will be delivered over a three-year programme.
7. Prior to appointment, standard due diligence checks will be undertaken to confirm

professional qualifications, insurance coverage, risk assessment methodology, references & project delivery timescales.

Contract

8. Given most of the tree works have to take place outside of the bird nesting season (1st March – 31st August) and to help inform budgeting, it is proposed that the three-year tree contract is issued from 1st September 2026 – 31st August 2029, with the existing contractor continuing to carry out any necessary works for the first five months of next financial year. This means there will be time at the end of the contract to seek a survey & quotes to better inform budgeting.

Budgeting

9. An additional £2k has been added to the tree management budget for 2026-27 to cover emergency works to reflect expenditure this year.
10. Works over the existing three-year contract totaled £35,520. It is therefore expected that this contract will have to be advertised on the government Find-Tender website and in adherence with Financial Regulation 5.6 for contracts over the £30,000 (including VAT) threshold.
11. The budget for 2027-28 will be informed by the tenders received.

Recommendations

1. To approve the appointment of Company B at a cost of £525 to undertake the tree survey.
2. To approve the contract period for the tree management contract of 1st September 2026 – 31st August 2029.
3. To approve the advertising of the tree management contract on the Find-Tender website given it's expected value over the £30k threshold.

Specification of Works

Please could you give us a quote, to re-inspect trees owned and managed by Diss Town Council at various locations including:-

The Park including Madgetts Walk and Meres Mouth, Diss Sports Ground, Diss Cemetery, Rectory Meadow, The Entry footpath, The Lowes footpath, Council Offices, Diss Youth and Community Centre, St Marys Churchyard, Denmark Street flower bed, Mere Street flower bed (Anglian Gardens) and Diss Allotments

We would want you to:-

1. Make a visual appraisal of the overall condition of the trees.
2. Identify potential hazards and establish severity.
3. Make recommendations for remedial works.
4. Ensure the duty of care is observed by the tree owners and to provide recommendations for any work deemed necessary to prevent failure.

Works to be put into categories:-

1. Requires immediate action to fulfil liability under duty of care.
2. Requires action within 12 months to fulfil duty of care obligations.
3. Requires action for aesthetic purposes and good tree management.

The Town council owns approximately 557 trees.

Subsequent to this the maps of tree locations across all sites and previous survey redacted was distributed to the contractors.

Robert Ludkin
 Diss Town Council
 11-12 Market Hill
 Diss
 IP22 4JZ

Date: 07/11/2025
 My ref: SH/AH/Q0860/26

Dear Robert

Proposal: Tree Survey (Health and Safety)
Site: Diss - Town Council Trees

Further to your recent request I now have the pleasure of submitting the following quotation for the required tree survey.

The survey will provide an individual, objective assessment of the all the trees and their associated health, condition and safety. This will include the preparation of a schedule of all trees on site, prioritisation of necessary tree works, monitoring schedules and a location plan.

No	Item	Details
1	Site Visit and Inspection of Trees for Health & Safety	<ul style="list-style-type: none"> Inspection of all trees within designated area Condition Assessment Identification of those trees in need of remedial tree works on the grounds of health and safety Tree Work Proposals General Site Comments
2	Preparation of Tree Survey Report and Drawing(s)	<ul style="list-style-type: none"> Schedule of Trees Schedule of works and associated priorities Drawing showing trees in need of remedial tree works

The information is collected on [REDACTED] bespoke tree database with a complete history file for each individual tree. This aids re-inspection, allowing easy access to information should it be required in the future.

No.	PROPOSED WORKS	Cost
1	<ul style="list-style-type: none"> Site Visit and Inspection of Diss Town Council Trees (557) 	£6567.75
2	<ul style="list-style-type: none"> Preparation of Tree Survey Report and Plan(s) Preparation of Schedule of Trees and Schedule of Required Tree Works Recommendations for Future Management 	£906.00
Total (Ex VAT)		£7473.75

██████████ have the necessary resources and undertake similar works on a regular basis. Projects are generally managed by ████████ the Practice Manager, supported by an Arboricultural Consultant, an AutoCAD Technician and the Admin Team, all of whom will be available for contact by your project team should ████████ be commissioned.

We have recently introduced Tree Plotter software for Health and Safety Surveys which allows our clients to access to interactive plans and tree data on any digital platform. Below is a brief summary of the benefits of using TreePlotter and attached is a more detailed explanatory note with links to TreePlotter website and explanatory video.

Whilst we realize our initial fee may be larger than others this will lead to long term savings as updating and managing tree information and data becomes easier and more accessible.

TreePlotter – Smart Tree Management for Parish Councils

TreePlotter is ████████ easy-to-use tree plotting and management software, designed to help parish councils efficiently record, monitor, and maintain trees across their communities.

Using interactive digital maps and GPS accuracy, councils can quickly plot trees, store inspection data, track maintenance, and generate clear reports for meetings or budget planning.

With secure cloud access, councillors, clerks, and contractors can collaborate in real time—ensuring up-to-date information, improved safety, and full duty-of-care compliance.

Delivered and managed by ████████ arboricultural specialists, TreePlotter makes managing parish trees simpler, safer, and more transparent—supporting good stewardship of your local environment.

This quotation includes the cost of an electronic version of the report which is available for emailing. Hard copies of our documents can be printed should they be required, price upon request. Please note that payment is required on a strictly 30-day basis from the date of receiving the invoice.

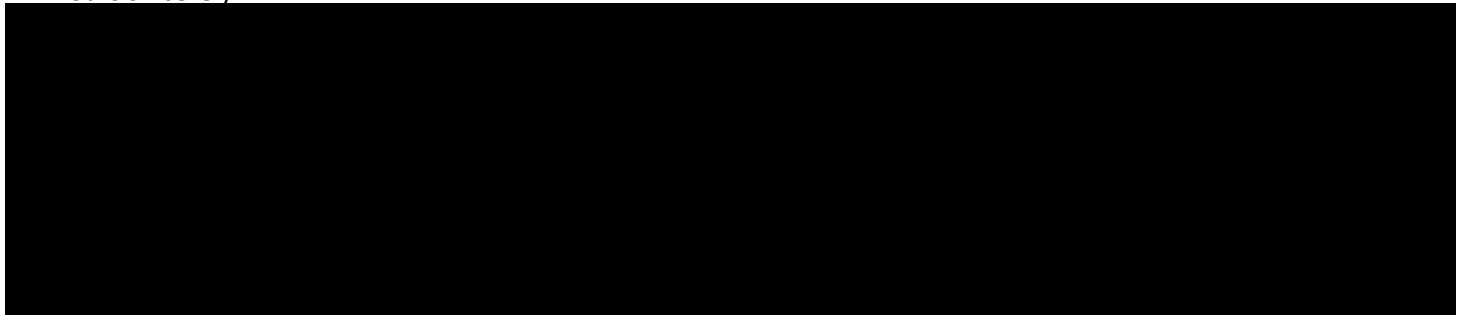
Any works exceeding those specifically itemised in this quotation will be charged at the hourly rates listed below. This includes requests for additional research or information after the initial issue of the project, project meetings, and returning to site if the scope of the report requires widening.

Managing Director	£115.50 p/h +VAT
Practice Manager/Senior Consultant	£104.50 p/h +VAT
Arboricultural Consultant	£88.00 p/h +VAT
CAD Technician	£49.50 p/h +VAT
Administration	£35.00 p/h +VAT

Mileage will be charged if it is necessary to return to site.

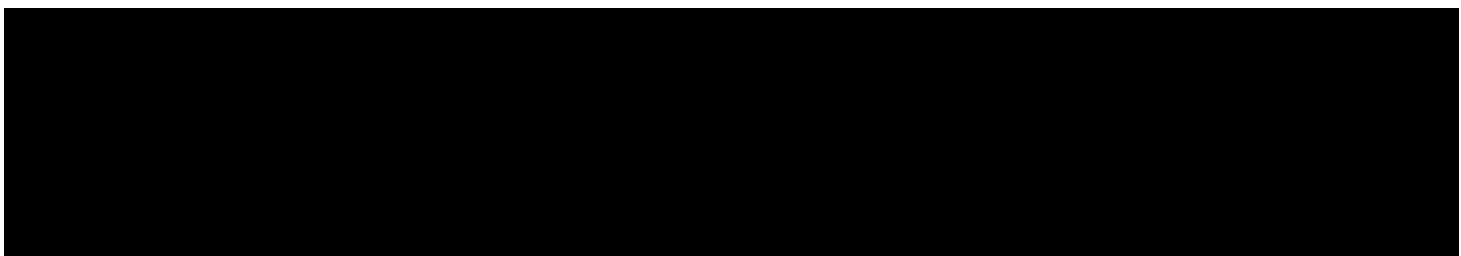
Should you wish me to proceed with the work, please let me know as soon as possible so that I can ensure that the project is completed within the necessary time frame. Do not hesitate to contact me if you have any additional queries.

Yours sincerely

A large black rectangular box redacting a signature.



████████ will provide a holistic approach to trees, development and the environment. ██████████ will supply consistent, high quality, accurate work, delivered by a professional, friendly, approachable and helpful team. Should the commissioned arboricultural assessment be challenged by the Local Planning Authority and be proved to be incorrect ██████████ will provide a refund.



Overview

As part of our ongoing determination to remain at the cutting edge of excellence in arboricultural consultancy, ██████ Arboricultural Consultants are delighted to announce our investment in [TreePlotter](#). This is an innovative and state of the art new tree plotting and management software, designed to help parish councils efficiently record, monitor, and care for the trees within their communities. Combining interactive mapping with simple, secure data management, it provides councils with a clear, accessible overview of their tree stock—supporting safety, compliance, and long-term planning.

Key Features

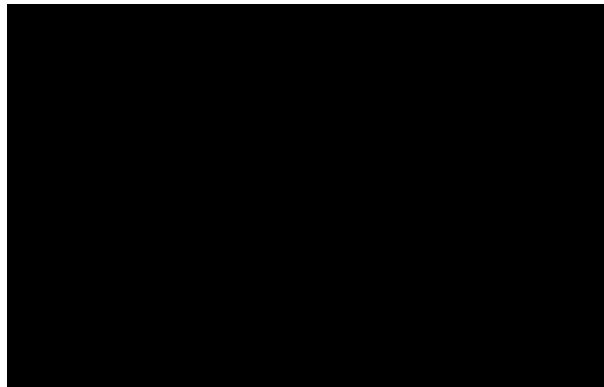
- **Interactive Digital Mapping:** Easily plot and identify every tree on parish land, from village greens to churchyards and play areas using Google Earth. GPS-based mapping ensures accuracy and makes updates quick and intuitive.
- **Detailed Tree Records:** Maintain comprehensive information for each tree, including species, dimensions, condition, inspection dates, and recommended works.
- **Inspection and Maintenance Tracking:** Schedule inspections and record completed works to demonstrate proactive management and compliance with duty-of-care and insurance requirements.
- **Custom Reports:** Instantly generate clear, professional reports for council meetings, public communication, or budget planning.
- **Shared Access:** Secure, cloud-based access allows councillors, clerks, and approved contractors to view and update information from any location.
- **Audit Trail and Evidence Management:** Keep a full record of inspections, works, and updates for transparency, liability protection, and continuity of management.

Benefits for Parish Councils

- Ensures **public safety** through structured inspection and maintenance scheduling.
- Demonstrates **compliance** with duty-of-care and legal responsibilities.
- Supports **budget planning** by identifying priority works and long-term management needs.
- There is **no requirement for purchasing backgrounds** as the system operates on Google Earth and other freely available mapping platforms.
- Promotes **transparency and accountability** within the community.
- Reduces reliance on paperwork and outdated spreadsheets, saving time and resources.

Supporting Local Stewardship

[TreePlotter](#) enables parish councils to take a proactive, evidence-based approach to managing their green assets. Delivered and managed by ██████ arboricultural experts, it is designed to make tree management simpler, safer, and more cost-effective—helping councils preserve and enhance their local ██████ environment for future generations.



Client Name: Robert Ludkin

Organisation: Diss Town Council

Site Address: Diss various / Fair Green

Date: 05/11/2025

Quote Reference: A black rectangular box used to redact the quote reference number.

Scope of Works

To carry out a Tree Safety and Maintenance Survey of trees located on land owned or managed by the client at the above address. The survey will:

- Visually assess tree health, condition, and structural integrity
- Identify and categorise any immediate or foreseeable hazards
- Provide clear, prioritised management recommendations
- Record findings using a clear map and tree reference system
- Produce a formal written report suitable for audit and risk management
- Whilst all trees will be inspected only those identified as requiring work will be shown on plans and within the report

Deliverables

PDF report including:

- Tree schedule with condition and recommendations
- Priority grading for works (e.g., Urgent, 3 months, 12 months)
- Annotated location plan (digital mapping)
- Free follow-up phone call or email to discuss findings

Fees

Description	Quantity	Unit Cost	Total
Site inspection and survey/report preparation/Diss TC	1	£525	£525
Site inspection and survey/report preparation/Fair Green	1	£250	£250

Total Fee: £775

No VAT is currently charged.

Terms

- Valid for 30 days from the date of issue
- Work to be scheduled upon written acceptance
- Payment due within 14 days of invoice

Prepared by:



HND Arb | LANTRA Professional Tree Inspector

Quotation C

Sent: 31 October 2025 19:30

To: Robert Ludkin <robert.ludkin@diss.gov.uk>

Cc: Sarah Richards <sarah.richards@diss.gov.uk>; Susan Hurst <susan.hurst@diss.gov.uk>

Subject: Re: Re-inspection of trees owned by Diss Town Council

Hello Robert

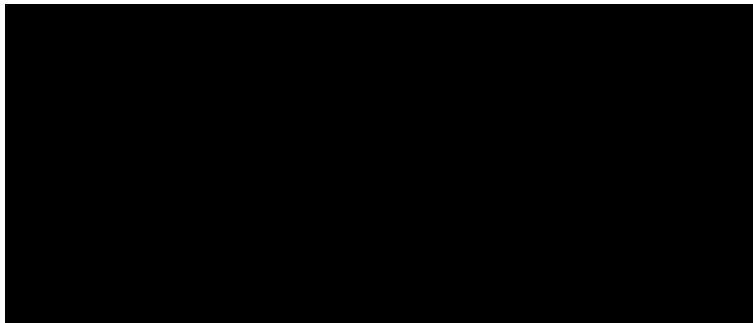
I'm pleased to provide a quotation for the work outlined in your email below.

The cost of the site visit, reinspection and updated report and tree schedule would be:

- Fair Green - £250 plus VAT
- Remaining sites - £1700 plus VAT

If you require any further information, please let me know.

Regards



'Please find the quote for the tree in front of the clock. I would recommend taking it down because of the severity of the reduction needed and the ongoing work to try and keep it clear, also the proximity to the building that it is behind. This may not be popular, or consent may not be gained so let me know what the council would like to do before I make an application.'

Item 9b



**Quotation
17/07/25**

Diss Town Council
Council Offices
11-12 Market Hill,
Diss
IP22 4JZ

Re. Liquidamber styraciflua (Sweet Gum) tree number 285 in St Mary's Church yard.

To reduce the tree by around 50% in height, to around 8m. To allow a view of the clock from Mere Street. Price £380.00

To take down the tree to a stump close to ground, to allow for a clear view of the clock church tower. Price £480.00

To make application for tree work to South Norfolk Council.
Price £35.00

Price plus VAT @ 20%

If any further information is required, please feel free to contact us.



Diss Town Garden: Year in Review and Management Proposals for 2026 and Beyond. By George Waterman



Works Completed by Volunteers Through the Year

Winter to Spring - The first pieces of work undertaken by volunteers this year was the digging over of the borders at the top of the Garden by Mike Garnham and pruning of the Fruit Trees at the bottom of the garden by myself. Mike dug out a lot of the overgrowth that was taking over the borders, including brambles, nettles and thistles. In March I planted in the borders some divisions of Comfrey (*Symphytum*) and *Iris foetidissima*, as well as a *Ceanothus* shrub donated by a local resident and some *Euonymus* shrubs. These are all low maintenance plants intended to fill the gaps in the border that would otherwise be taken over by weeds. I also planted between the fruit trees at the bottom of the garden and along the wall adjacent to the side-gate some *Viburnum tinus* shrubs, as these are an early source of food for pollinators and provide some evergreen structure that are easy to keep to size. I also planted an additional *buddleia* down by the fruit trees after discovering one dumped in the pond on Taylor Rd that had presumably been dug out from a nearby garden – waste not want not!

Spring was abnormally dry, so I had to visit all newly planted shrubs on a twice-weekly basis to ensure they were not drying out and provide water if needed. I cut as many brambles as I could reach to their base in the hedges along both sides of the garden to avoid having them outcompete the establishing Privet hedge plants. I also cut the privet shrubs down a few inches to encourage thicker growth to make a stronger and denser hedge.



Summer – This was a fairly straightforward time for work in the Garden, keeping everything watered through drought and removing unwanted brambles as they appeared in the garden borders. During this period, I planted some additional perennial plants in the borders that were surplus stock from other projects, to provide additional interest and a source of food for pollinators. Growth was slow and stunted for most plants during this period, both those establishing and those that were already established. The slopes where they were left to grow had a wide variety of wildflowers present and provided plenty of colour and food for pollinators through the season.



Late Summer to Autumn – I began hedge-cutting at this time, first taking the width of each hedge closer to the boundary lines, then bringing the height down to between 6-7ft to allow for easier maintenance going forward. Brambles had to be cut back again to the base, with the cuttings inserted into the gaps in the hedges to close off ‘unofficial entrances’ from neighbouring land.

The DTC Maintenance Team had been strimming the grass circles at the bottom of the Garden, as well as a 1ft margin along both sides of the paths. I strimmed a further 1ft margin back to discourage the establishment of nettles in the sward there and strimmed an even wider margin on the side of the path by the fruit trees (see image below).



In September I cut and shaped the Honeysuckle bush at the top of the steps to the bottom of the garden, as this was encroaching on the steps and would have prevented proper maintenance. In October I planted a column of 80 Daffodil bulbs along both sides of the path, from roughly in front of the plough to the Hornbeam archway. These will appear in early March.



I also planted a new Hydrangea bush next to the bench by the plough, as well as a topiary Yew near the fruit trees. Some new leucanthemum (Ox-Eye Daisy) and Rudbeckia plants were planted in the borders at the top of the garden (these are meant to give height to the borders and create a source of food for pollinators later in the summertime). I pruned the young Beech tree for shape and cut back the Hazels following from the arch to the Boardwalk, lifting their crowns for light and visibility and preventing competition between themselves and other trees and shrubs for light. All cut material from this work was incorporated either into the existing hedges to fill gaps or added to the dead-hedge Mike Garnham has built at the very bottom of the Garden.



I hoed all the paths to clear them back to their original widths (back to the edging board) and raked them over to refresh the Breedon they are made from. I shaped and thinned out the native trees growing out of the hedge on the Western side of the Garden, taking consideration of their eventual size, species mix and spread. These will grow into established trees that will be above the final height of the Privet hedge (final height of the hedge being 6ft). I have shaped the Hornbeam archway, ensuring a clear line of sight from the bottom of the Garden all the way across to the floating Boardwalk gate.



At the top of the garden I have raised and shaped the crown of the large Ash tree, to allow a clearer view of the Garden, Mere and wider town from the Council Offices car park.

Future Work – Plans, Considerations and Recommendations

Hedges -

West Side - Keep at height of roughly 6ft, keep width to in line with fence wire. Cut little and often - monthly during growing season. Cut tree lateral limbs up to 7ft height to maintain distinction from hedge. Keep trees from mingling together. Cut Brambles at base where possible.

East Side - Keep at height of 6ft, keep width close to fence wire. Cut all brambles to lowest point reachable. Allow Hawthorn tree to establish. Cut back monthly during growing season to control brambles. Remove Brambles when possible. Shape Hazels by Hornbeam arch to allow Beech tree to establish.

Undergrowth Base of Hill-

West Side - Strim down everything up to in line with plough, all areas affected by thistles beyond plough. Strim every 2-4 weeks to control growth. Overgrowth too close to the paths seems to encourage littering as it is easily hidden and isn't far to throw rubbish into.

East Side - Strim down everything to line of fruit trees and around Buddleia. Mulch around Buddleia and Yew to suppress weeds.

Hill East and West Side - allow wildflower areas to grow over season, pull, control brambles when possible. Keep Lonicera contained to small ball. Increase to 2ft strimmed verge along paths.

Borders -

Pull/control all brambles, encourage spread of Wild Sweetpea, wildflowers and ornamental shrubs. Apply chip mulch when available to areas still vulnerable to nettles. Install wooden edging board to prevent spread of overgrowth into border. Cut down Hazels in late Winter / Early Spring. Raise boughs of Ash Tree.

Long Term Considerations –

Look to remove Ash tree before damage to structure, car park and Council Offices. The Ash Tree, while in relatively good condition, is beginning to break apart the edge of the car park and garden fencing. It's growing from the edge in a way that makes it vulnerable to blowing over and causing further damage. I would suggest considering felling it whilst it is still relatively small compared to full maturity and planting a suitable replacement tree further forward from the car park, in the back border itself. A good example of a replacement tree would be Hawthorn, as it is shown to thrive in the area, would be a better source of food for insects (flowers and berries) and would keep to a reasonable size over its lifespan. This could also be a possible location for planting the Marketplace Alder sapling (grown from a seed of the felled Marketplace Alders).

A bin somewhere on the platforms – Littering is a huge issue in this area, and the lack of a bin nearby is in my opinion a contributing factor. A small (dog-bin-sized) bin mounted on the wooden wall of one of the boardwalk layers by the benches would in my opinion help to alleviate the littering issue.

Floating Planters on the Boardwalk – These have degraded both in terms of structure and planting mixture over the past few years. I would recommend removing half of them (those in the worst condition or those detached from the Boardwalk), and then either working to improve the remaining ones or eventually phasing them out entirely. It may be easier to simply install some newer method of planting for the Boardwalk than working to improve the existing stock.

Draft Proposal to DTC – Town Garden Maintenance Contract – By George Waterman

The Diss Community Woodland Project, since I assumed the position of Chairman in 2024, has adopted a strategy to expand its ownership and management of green community spaces beyond its original site at Quaker Wood on Factory Lane. We have recently negotiated and are currently in the process of the purchase of the Copse, a small piece of land on Denmark Lane.

These new ventures, alongside ongoing maintenance expenses at Quaker Wood and our annual organisational costs, have meant that we now need to find additional fundraising sources and income streams. This need coincides with ongoing work by our volunteers at various Diss Town Council assets, including, but not limited to; the Town Garden, the Anglian Garden, Mere's Mouth, Rectory Meadow, The Lowes, Diss Park and the Cemetery.

It is the DCWP's understanding that Diss Town Council are assessing their options regarding their green space maintenance, and the amount which is carried out by their Maintenance Team or by outside contractors. The Town Garden has been a particular focus of DCWP volunteers over the past couple of years, with there being a list of tasks which have been undertaken by volunteers at no cost to the Council. Some examples of these jobs are listed below:

- Hedge cutting
- Bramble management
- Path widening
- Shaping of shrubs, archways and trees
- Border weeding, planting and maintenance
- Strimming of wildflower / scrub areas
- Thinning of Hazel coppices
- Bulb planting

I have produced a more detailed report on the work undertaken at the Town Garden over the year to give a sense of the time invested by volunteers to keep the Garden in the condition it is currently in. Volunteers do wish to continue with their work in maintaining the Garden, however as fundraising pressures for Quaker Wood and the wider DCWP increase, time has to be spent in a way which is worthwhile towards the work of the DCWP in balance with volunteers other ongoing commitments across the area.

Entering into a maintenance contract between DCWP and DTC would solve multiple issues for both organisations. DTC would have assurance that maintenance tasks would be completed in the Town Garden to keep it an attractive and worthwhile asset, whilst DCWP would be able to maintain a healthy income without entering into as many higher risk activities (events, grant applications etc.) and would be able to use their skills within the group to maximise biodiversity and community benefit for these areas through good working practices. As our volunteers already commit the time to maintaining much of the Garden (demonstrated by my other report), it is guaranteed that the group can commit the amount of time required to fulfil this contract, so is relatively low-risk to both the Council and the DCWP.

DCWP would like to propose that we enter initially into a one-year contract, so DTC can ensure that the contract and the work undertaken as part of it is suitable to their needs. We would also like to propose that the Maintenance Contract also applies to the plants and shrubs in the Anglian Garden, Town Sign border and Mere's Mouth Borders up to the entrance to the old Aldi Car Park. These areas are already tended to when necessary by volunteers (pruning for shape, recent mulching, planting, watering and weeding) and would provide additional value for money to DTC for the contract. Inclusion of all these areas and tasks can be reviewed at the end of the initial years contract and amended if DTC felt that was necessary.

With all this in mind, the tasks undertaken under the contact would be listed as follows:

Town Garden

- Strimming – in areas that require keeping neat every two weeks over the growing season and more extensively at the end of the season before winter.
- Hedge cutting – keeping boundary hedges to required size within existing regulations re. timing around the nesting season.
- Path clearing, raking, weeding and widening as required.
- Border weeding, pruning and watering as required.
- Shrub/tree pruning and Archway shaping as required.
- Bramble control within borders and hedges as required.
- Litterpicking (litter to be sorted and put in DTC bins behind Office)
- Bin emptying once a bin is installed. Contents emptied into DTC commercial bins

Anglian Garden

- Shrub pruning / Rose deadheading as required.
- Weeding when required / on request.

Town Sign

- Shrub pruning / deadheading / shaping as required.
- Weeding when required / on request.

Mere's Mouth Borders

- Shrub pruning / deadheading / shaping as required.
- Weeding when required / on request.

Proposed Cost

In order to reach the figure below I made the following observations and calculations:

A self-employed gardener in this area typically charges about **£17 per hour** (a realistic mid-range rate).

Based on the time Mike and I have kept record of us spending on tasks at the Town Garden over the year (see other report), I have calculated that we spend an average of two hours every two weeks performing maintenance tasks (this obviously varies greatly depending on the time of year, with some weeks taking more time and some taking none at all, but two hours is the average across the entire year).

Therefore if:

(£17/hr):

- Per visit: **£34**
- Annual: $£34 \times 26 = \b{£884 \text{ per year}}$

The money raised for the DCWP by this contract will go towards the management costs of Quaker Wood and other assets. An annual maintenance contract such as the one proposed would ensure that skilled volunteers from the DCWP are maintaining these DTC sites in line with Council policies on biodiversity, alongside our own sites, and producing an income to sustain all this work for the foreseeable future.

Sarah Richards

From: Lee Johnson <Lee.Johnson@thecornhall.co.uk>
Sent: 20 November 2025 14:46
To: Sarah Richards
Subject: Emergency lighting replacement

Hi Sarah

Sorry for the delay in getting this over to you—I understand Richard Peaty may have already mentioned this.

The emergency lighting at The Corn Hall needs replacing. At the moment, most of the lights aren't lasting the full 3-hour window required for safe evacuation, and some aren't working at all. As you know, having fully functioning emergency lighting is essential for day-to-day operations and to make sure staff and volunteer stewards can clear the building safely in the event of an emergency.

We've had a quote from [REDACTED] and the total cost including VAT is £2,620.38, we are continuing to work with [REDACTED] as they know the building well and we have worked with them now for a number of years. I'm reaching out to see if Diss Town Council, as owners of the building, can assist with a contribution towards this cost. It's important to get this resolved so we can remain open and continue welcoming the public safely.

Very best wishes and speak soon, Lee

Lee Johnson
General Manager



Registered Charity Number: 1136553

Proud to be South Norfolk's independent, professional, not-for-profit, performance and visual arts venue

Work mobile: 07523 114888

St Nicholas Street, Diss, Norfolk, IP22 4LB

What's On at The Corn Hall? <https://www.thecornhall.co.uk/whats-on/>

Box Office: 01379 652241 boxoffice@thecornhall.co.uk

Main Office: operations@thecornhall.co.uk

Café: cafe@thecornhall.co.uk

Facebook: <https://www.facebook.com/diss.cornhall/>

Instagram: <https://www.instagram.com/disscornhall/>

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14 July 2025

Quote Ref: **6515**

Diss Corn Hall
10 St Nicholas Street
Diss
Norfolk
IP22 4LB

QUOTATION

Dear Carole,

EMERGENCY LIGHTS

Further to our recent site visit and following our Engineer's recommendations, we hereby take pleasure in submitting our quotation below. Our quotations are valid for 30 days from the above date, with exception of errors and omissions.

To supply and install the following equipment to repair the faulty emergency lights.

1. Install 19 Foxlux emergency light packs to replace the existing units for the medium downlights as per the drawing.
2. Install 2 Lumilife LED round emergency bulkhead lights to replace the existing units located in the Male & Female Main Lobby Toilets as the existing lights are now obsolete.
3. Install 1 Lumilife small round downlight with emergency battery back-up located in the Kitchen.
4. Install 1 Lumilife LED driver to replace the existing unit at the top of the stairs.

£2,183.65 plus VAT.

NB: Please be aware that this quotation does **not** include for any investigative visits, these will be invoiced to you separately.

Should you wish to proceed with this quotation, please complete and return the enclosed acceptance form along with your purchase order (if applicable).

Yours sincerely,

A large black rectangular redaction box covering a signature.



GUARANTEE

We undertake to rectify any faults that arise within 12 months of completion that are due to defective equipment or faulty workmanship free of charge. This guarantee does not apply to any equipment already in existence prior to this installation.

We will not be liable for faults that arise due to damage or abuse of the system however caused.

CUSTOMER NOTES

Installation prices provided by [REDACTED] are based upon continuous uninterrupted work during normal working hours – (Monday – Friday) 0800 - 1700. Down time, waiting time, extra visits and any work required outside of normal working hours will be charged in addition to the initial installation price quoted.

Additional time or visits to site, for any reason not the fault of [REDACTED] (for example due to incomplete site preparations) will be chargeable, as will aborted visits due to site conditions or preparations not allowing the commencement or completion of installation works.

There is no allowance in our quotation for the removal or disposal of asbestos. Any found would be reported to the relevant authority and could delay the completion of work.

It is the customer's responsibility to ensure the proposed specification meets their Insurance Company's requirements where applicable.

Whilst every effort will be made by the engineer on site to conceal cables in order to produce neat and tidy workmanship, [REDACTED] will accept no responsibility for any redecoration necessary.

[REDACTED] cannot accept any responsibility for the existing electrical installation.

The customer should note that alterations to the physical structure, building services, furniture or any stock piling at the protected location may adversely affect the area of coverage provided, and in that event the customer should liaise with the company about a re-evaluation of the security protection.

Please be aware that if you require for us to attend to default the engineer code on the system due to a change in maintainer then you will incur a call out charge. This price will be provided as a quotation upon request and our engineer will attend within 30days after the customers' acceptance of the quoted price.

TERMS OF PAYMENT

This is an outright purchase. Payment is due in full on completion.



Questions for Parish Councils in areas that have experienced flood/s

Name of Parish/Town that you are responding on behalf of:

- 1) Do you think the Council should prioritise resources to PFR projects or wider community options (such as Natural Flood Management)?

Please refer to the section titled 'Norfolk County Council PFR projects' (page 7-10) in the engagement pack for more information.

- A) Yes
- B) No

- 2) Which approach would you prefer for the Council to use when undertaking PFR projects in Norfolk?

- A) Allow residents to apply for PFR funding on an individual basis.
- B) The Council invites communities to apply for PFR funding based on their risk of flooding.
- C) Other, please specify:



- 3) Should funding/prioritisation be offered based on:
 - A) The risk of flooding for individual properties
 - B) The financial need of property owners
 - C) The vulnerability of residents
 - D) Order of when application is received
 - E) Other, please specify:



Norfolk County Council

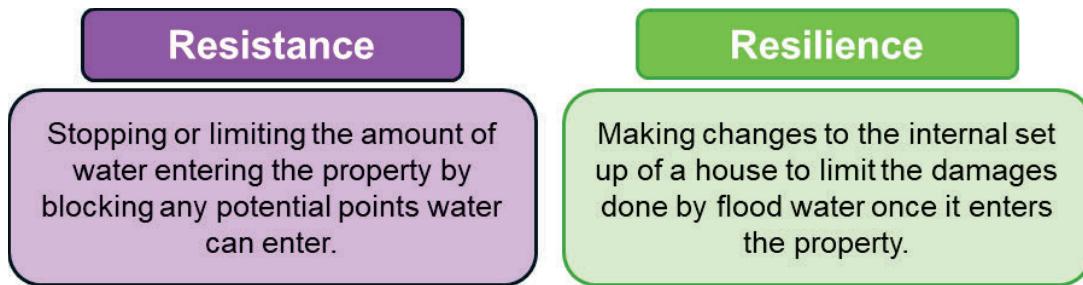
Property Flood Resilience: Engagement Pack



Background

What is Property Flood Resilience?

Property Flood Resilience (PFR) is a term that covers measures that adapt properties to cope with flooding and its effects. This can be separated into two approaches: resistance and resilience.



Resistance measures

Water can enter a property through any small opening or cavity. Therefore, having resistance measures installed at these openings will limit or stop flood water entering the property.

The below diagram shows the different points on a typical residential property that flood water could enter.

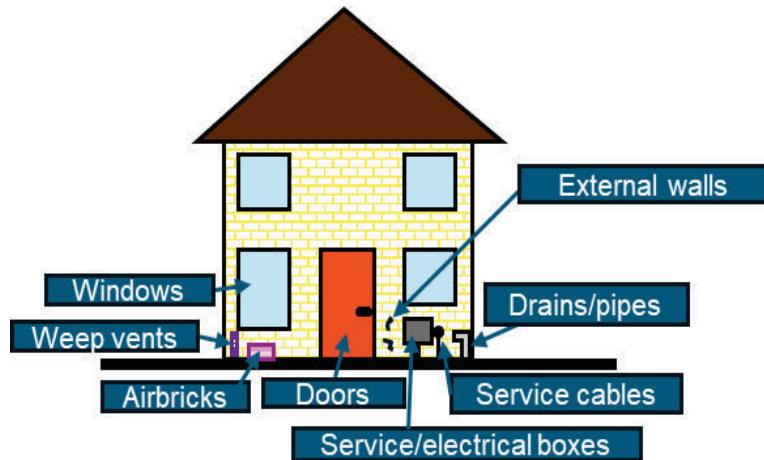


Figure 1: Examples of different water entry points into a building.

Flood resistance measures aim to prevent or reduce the amount of flood water that enters a property. The diagram overleaf has some different examples of resistance measures that can be installed into a property.

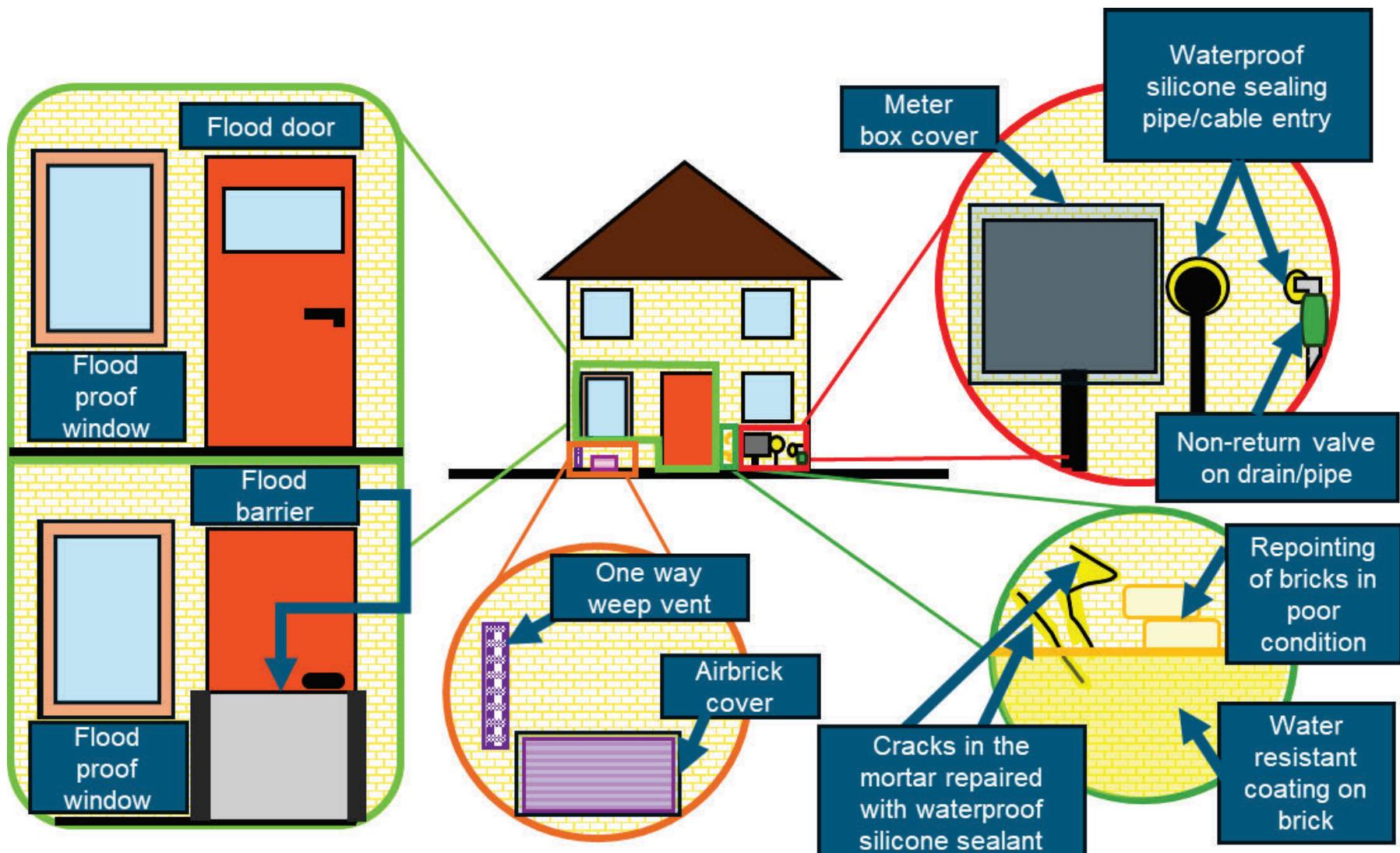


Figure 2: Examples of resistance measures that can be installed at a property. These measures stop water entering through the holes, entrances and/or gaps in the building.

Manual and passive resistance measures

Resistance measures can be divided into two categories based on how they are activated to defend your home from flooding. These are manual or passive measures.

A common entry point for water into a property is the door. A way to protect this entry point and stop water coming into the property can be to install a resistance measure. Two examples of resistance measures that can be installed here are a flood barrier (manual) or a flood door (passive). Figure 3 below shows both examples.

Manual measures require manual activation by a property owner to be deployed. These structures will need to be set up ahead of any potential flood event. An example would be flood barriers. A common type of flood barrier provides protection to a doorway by having boards that slot into rails attached to either the inside or outside of the door opening. The homeowner would have to be physically able and present to set this up before flooding occurs. Once the flooding has subsided, owners will need to clean, remove and store this barrier, as per the manufacturer's instructions.

On the other hand, passive measures do not require the homeowner to manually install it before each event and therefore can protect your home during periods where you may be away, or where the flood occurs too quickly to install measures. A flood door stops water entering the property. Most products on the market have a locking mechanism that seals the door when it is locked. This means every time the door is locked, the flood defence is active. This can be useful in times where the property owner may be away from home and flooding occurs.

If both measures are correctly maintained and installed, they would stop the water entering a property through the entrance, up to a depth of 600mm for most properties*.



Figure 3: Image of a flood door (on the left) and a flood barrier (on the right)

*Any height above 600mm would require a structural engineer to confirm if the property is able to withstand the increased depth and therefore pressure from the flood water.

The above are just a few examples of different products available for the different water entry points. Other entry points, such as airbricks, can be protected by either manual or passive PFR measures.

Resilience measures

The aim of flood resilience is to reduce the impact and damage of flood water once it enters a property. It does not necessarily stop the water entering but rather focusses on mitigating the impacts of flood water once inside the home.

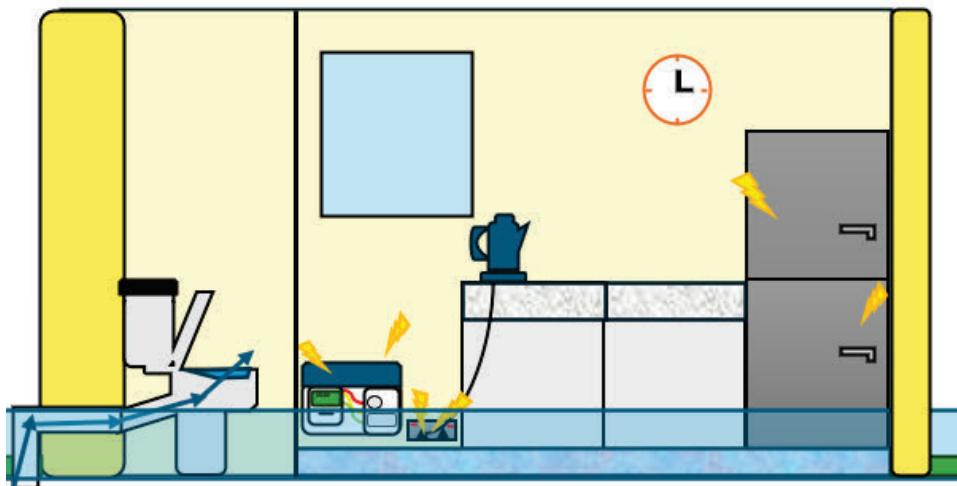


Figure 4: A diagram showing a house not fitted with resilience measures that has flooded. The electrical goods are damaged from the flood water. The flooring and walls are not flood water resilient. Water has also entered the property via the toilet.

These measures usually include replacing existing structures with water resistant materials and moving electrical wiring/goods above the height of flood water. This means should flooding occur and water enters the property, the damage and the time needed for the recovery and reoccupation of the property is minimised.

Examples of resilience measures are shown in the diagram overleaf.

Whilst the risk of flooding cannot be fully removed, having PFR installed reduces the likelihood of a property being flooded and damages to properties if flooding does occur.

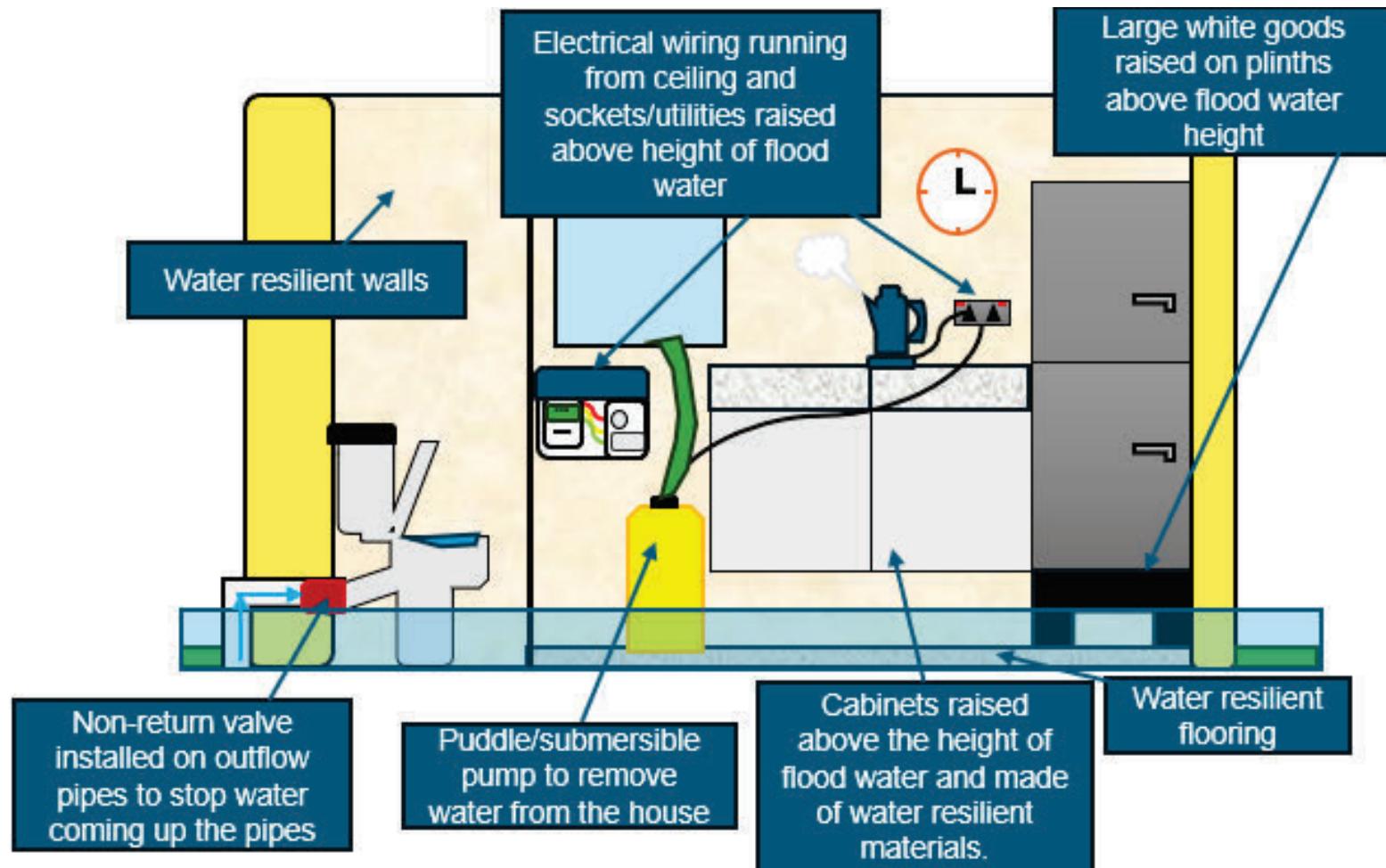


Figure 5: A diagram showing a house fitted with resilience measures during a flood event. The furnishings are raised above the height of flood water and are made of a water-resistant material. The flooring and walls are replaced with water resistant options. A portable pump is being used to remove the water in the property via the window.

Norfolk County Council PFR projects

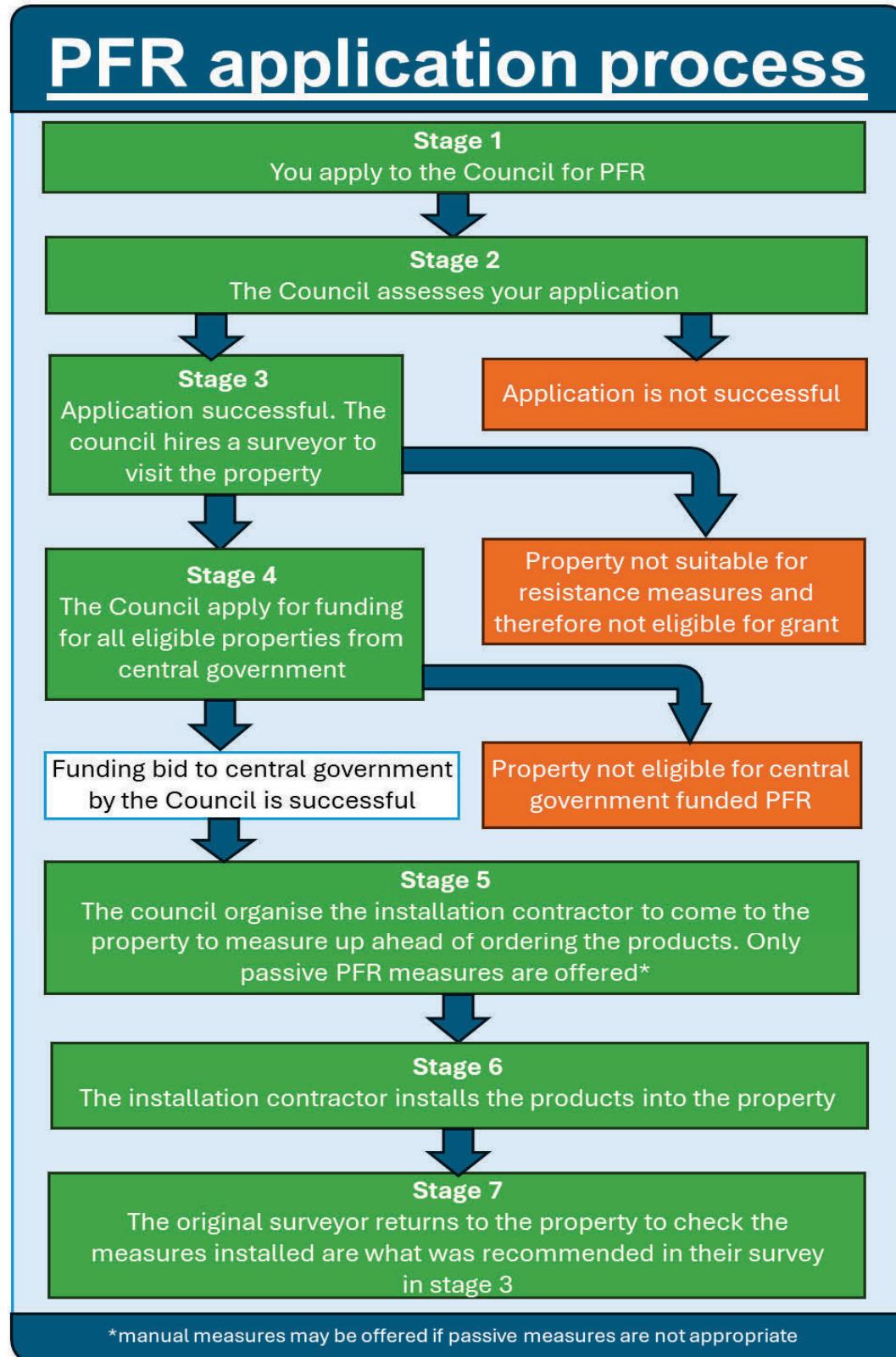


Figure 6: The current application process for PFR projects at Norfolk County Council.

Whilst many homeowners choose to personally fund the installation of PFR measures to improve their property's flood resistance/resilience themselves, Norfolk County Council can apply to the Environment Agency (a public organisation that works for central government) for funding to deliver PFR projects.

The aim of these PFR projects is to install resistance PFR measures into residential properties at flood risk across Norfolk. As this is funded by central government, we cannot fund retrospectively (i.e. if you had self-funded PFR measures in your property, you would not be reimbursed via this scheme). The general application process is shown in Figure 6.

Stage 1

Residents can apply online by submitting an application to the Council. A paper version of this is also available.

Stage 2

Once we receive your application, we will review it to confirm if we would be able to apply for funding from central government. The review process will involve the Council looking at all options for flood protection for the area and determining if PFR is the most appropriate. As we apply to central government for funding, we must make sure PFR is the best option in each location, otherwise we will not get the funding. Therefore, we have to consider what options are appropriate on an area based scale. Some typical options we consider may include:

- *Natural Flood Management Schemes (NFM)*

These usually involve slowing the flow of water in the upper reaches of the catchment and includes storage areas to hold the water. This can help stop flood water rushing through the catchment in smaller storm events. Examples of these would be the construction of grassed basins upstream to hold back water and leaky dams which slow the flow of water in smaller watercourses.

- *Civil Engineering Projects*

These can include culvert (a piped watercourse) upgrades (such as culvert upsizing or the improvement/addition of trash screen/s). The idea is to improve the existing infrastructure which may contribute to flood risk.

For example, if a culvert is undersized (i.e. it cannot convey water efficiently in storm events, as the volume of water is greater than the size of the pipe), this can contribute to flooding. Therefore, if an undersized culvert is either replaced or the ditch is reopened, this will increase the ability of the watercourse to convey a greater volume of water.

Other options can include underground storage tanks/soakaways, multiple small scale above ground water containers, rain gardens and the use of kerbing / hard landscaping to guide floodwater away from buildings.

In addition to considering whether is the most appropriate flood risk management tool for a property, there are other rules which we must follow to apply for this funding, such as the property age. Currently, central government funding rules dictate that properties built after 01 January 2012 are not eligible for funding. This coupled with other factors will dictate whether an application would be accepted.

If your application was not successful, we will contact you to inform you of this, with the reason/s why your property is not eligible.

Stage 3

If the property is eligible, we hire a specialist surveyor to visit each property and create a report. This report will be bespoke to each property and will cover the flood risk (i.e. where the flood water comes from), flood history and what PFR measures would be suitable. This survey will also consider any measures the homeowner may have installed to mitigate their flood risk. The survey also will identify properties that may not be appropriate for us to take forward for central government funded PFR. This can be due to several factors, such as the building type itself not being suitable for resistance PFR measures. The applicant will be provided with the survey and notified whether their application is able to progress.

Stage 4

Once we know how many properties we can take forward, we write a business case to apply for funding from central government. Depending on how many properties are taken forward, this may take several months to complete. Once completed, we send this off to be assessed and approved. If we are successful with our bid for funding, we will then hire a contractor who can install PFR measures.

Stage 5

The installation contractor will visit the property and check the report to see what measures can be installed in the property. They will measure up the areas to be fitted and show you a selection of products to choose from (i.e. different colours, styles etc.). Once you have decided, you will sign an agreement detailing what PFR measures you have chosen. If the amount of funding we have for your property does not cover all the measures needed to protect your property, we will ask for you to pay the difference. For example, if we secured a grant of £6,000 and the measures proposed for your property were £7,000, we would request you contributed £1,000 (plus VAT). We would not be able to provide partial protection (i.e. the grant can only be used to fund all proposed measures, rather than a selection). Any contribution required from a property owner will need to be paid prior to the measures being installed.

Stage 6

Once the homeowner signs the agreement and the installer has ordered the products, they will schedule convenient dates for their installation with the homeowner. Once the products are installed, the installation contractor will talk you

through how each installed product is to be used/deployed and its maintenance requirements. Once it is installed into your property, you will be responsible for the PFR measures upkeep and maintenance.

Stage 7

The original surveyor (in step 3) will return to the property once the measures are installed. They will check what was installed to make sure it aligns with their recommendations from their report. This is called a 'post installation audit'. Once completed and any snagging issues are identified and resolved, the scheme is finished.

The PFR framework

To complete the PFR process described above, we use defined contractors from a framework set up by the Environment Agency (the public organisation who are responsible for administering the funding). Essentially, this framework outlines what contractors we can use for these projects and what types of resistance products can be funded.

Whilst Norfolk County Council can create its own framework, we have opted to use the Environment Agency's one to deliver PFR projects. Our reasoning for this is all the contractors have been vetted previously to ensure they provide services and products in line with industry best practices. This means that we can offer Norfolk residents the best contractors and measures available.

In addition, we can focus on delivering PFR schemes, without having to take time to run a procurement exercise. If the Council were to create their own framework, we must submit tenders for each contractor and make a selection in compliance with the various procurement regulations, which would delay the PFR process further.

Engagement process for the County Council's PFR projects

Why are we reaching out?

The current application process has been affected by the increased frequency of large storm events, including Storm Babet. This meant internal resources were diverted to respond to the increased flooding reports across the county during these periods, therefore delaying applications.

The need for a review of the current PFR process was highlighted both by local residents within communities affected by these various flood events, as well as the County Council's commitment to objectives and policies covered within the Local

Flood Risk Management strategy (specifically policy UC 14, available here: [Local Flood Risk Management strategy - Norfolk County Council](#)).

The aim of this engagement process is to hear various stakeholders' views on PFR and their thoughts on different parts of the current application process by completing questionnaires. Our aim is to use this feedback to help improve the delivery rate of PFR projects and increase transparency with current and potential applicants by creating a protocol.

What does this engagement cover?

We would like your feedback on the existing process, specifically the areas that are administered by the County Council, in order to improve this service. As the funding is provided by central government, some parts of this service are therefore dictated by these funding rules. Therefore, we will not be looking for feedback on application eligibility within this review, as this is outside the scope of what Norfolk County Council can adjust.

We are currently looking for feedback from a range of stakeholders within Norfolk and the surrounding counties, including:

- other Lead Local Flood Authorities (LLFA's) who administer PFR projects
- residents
- parish councils
- mortgage lenders and insurance companies

The current areas we are reviewing are as follows:

Table 1: Options to be considered within our review of the existing process

Stage	Options to be Considered
Framework	- Use the existing EA PFR framework or create a new framework.
1 Application submitted	- How can property owners apply. - Application form. - Closure of application submission.
2 Assessment	- Timescales. - Property priority ranking. - Property specific eligibility check.
3 Initial Survey	n/a
4 Funding	- What measures will be funded.

Stage	Options to be Considered	
5 Pre-installation Survey	n/a	
6 Installation	n/a	
7 Post Installation Survey	n/a	

Stages 3, 5, 6 and 7 are services provided by the contractors. Therefore, they are not within the scope of this review.

It is hoped that by answering the questions provided, we will be able to use this to tailor our review. If you have any other additional thoughts or comments, please do include them.

Further information on PFR

Examples of options for passive and active resistance measures

Further information on the different options can be found on the Flood Hub's website: <https://thefloodhub.co.uk/wp-content/uploads/2018/09/FT-Q-R38-R2-Property-Flood-Resilience-PFR-booklet.pdf>.

The below tables are a summary of the benefits and drawbacks for manual and passive PFR measures (this is not an exhaustive list).

Tables 1 and 2 below: Some pros and cons of manual and passive PFR measures

Manual PFR measures

Advantages	Disadvantages
<p>Cheaper</p> <p>Generally, these products can be cheaper than passive measures, in terms of both installation and upkeep.</p>	<p>Time needed to deploy</p> <p>Time is needed prior to each flood event to deploy the measures. With certain types of flooding, such as surface water flooding, there may be limited time between the warning and its onset. In addition, if a property has lots of external doors, more time is required to manually install all of the manual measures.</p>
<p>Less requirement to replace existing features/fittings</p> <p>Some measures won't need to replace existing entry/exit points, such as a flood barrier. This will sit in front of/behind the door/entry point, meaning fewer alterations are required to the existing structures. This may be preferable to some homeowners, as they would not need to replace the existing doors/windows.</p>	<p>Physically able to use</p> <p>The resident will need to be physically able to deploy the measures and store them after use (now and over the lifetime of the PFR product), as per their instructions.</p>
<p>Some measures may be more appropriate for buildings with non-standard constructions/conservation areas</p> <p>Some buildings are not able to accommodate passive measures. For example, older homes may have narrower doorframes, which may limit what flood doors can be installed.</p> <p>In addition, some manual measures may be preferable for conservation officers, as they can be removed and will not alter the fabric/appearance of a building.</p>	<p>Maintenance</p> <p>There will be a general upkeep cost for all PFR products. In addition, you will need to have adequate space to store the products when not in use, as these often need to be covered and out of direct sunlight.</p>

Passive PFR measures

Advantages	Disadvantages
<p>24/7 flood protection</p> <p>Providing they are maintained appropriately, passive measures will offer round the clock protection, as they do not need to be deployed prior to an event like manual measures.</p>	<p>Expensive</p> <p>Can be more expensive, as they will replace the entire structure- e.g. traditional exit points (i.e. flood windows, doors).</p>
<p>Greater accessibility</p> <p>As they are passive and do not require manual installation, more property owners with different physical abilities are likely to be able to use them.</p>	<p>Quicker wear on parts of the mechanisms (flood doors)</p> <p>As the flood door is deployed regularly (i.e. every time it is locked- it creates a seal), these parts of the structure (seals) may need replacing more often. However, appropriate care as per the maintenance manual of the products will reduce the likelihood of this.</p>
<p>Will not require slots to be installed outside/in front of doors (e.g. barriers)</p> <p>Some residents may not wish to have the slot or parts installed on the outside/inside of the doorframe, which are needed for some manual measures (e.g. flood barriers). Replacing existing doors/windows with flood resistant options may maintain the outside appearance of the property. In addition, this approach may be more suitable in areas of conservation/listed buildings, as options are available which may be suitable with Local Planning Authority requirements.</p>	<p>Maintenance</p> <p>There will be a general upkeep cost for all PFR products.</p>

Definitions

Environment Agency- A public organisation that carries out functions on behalf of central government. They are responsible for environmental protection and flood risk management in England.

PFR- An abbreviation for 'Property Flood Resilience'. This is an umbrella term which encompasses the measures undertaken to protect properties from flood damage. This can be broken down into resistance and resilience measures.

Resilience- The aim of this method is to reduce the impact and damage of flood water once it enters a property. These measures are usually replacing existing structures with water resistant materials which can be easy to clean should water enter the home.

Resistance- Flood resistance aims to prevent or reduce the amount of flood water that enters a property. The measures can be divided into two categories, passive or active measures.

Manual PFR- PFR measures that will need to be deployed/installed prior to flooding. These measures will require the property owner to be present and able to deploy, remove, clean and store the measures after each use. This type may also be referred to as 'active PFR'.

Passive- Unlike active measures, these automatically deploy in the presence of flood water or provide permanent protection, therefore offer flood protection 24/7.

Sarah Richards

From: Charlie Poulter <charlie.poulter@transportmadesimple.co.uk>
Sent: 01 October 2025 11:24
To: Sarah Richards
Subject: Acquisition of Go-East Anglia and Passenger First Network Engagement

Dear Parish/Town Clerk

I'd like to share with you the news that Go East Anglia has been purchased by the Transport Made Simple Group, meaning that Konectbus will become a part of our group, alongside our existing brands Central Connect and Simonds that operate in this region. I would like to first reassure you that the vast majority of staff will be transferred over to Transport Made Simple, including all drivers and engineers. Konectbus will continue to trade under Konectbus Limited, and business will continue as usual, and services will continue to run as normal.

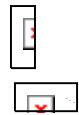
As we work to integrate our networks together we want to build a better, passenger first network. This will be a two step process, in January 2026 we will make a series of changes to integrate services from all of our operators together, and to consolidate our new resources into a more sustainable network, and in the run up to Easter 2026 we will be refining this network based on an extensive consultation with our passengers, the key community anchors such as schools that we serve, and with elected officials like yourself. We know that the communities we serve know best how they can be served, which is exactly why we want to build our passenger first network around their ideas. If you would like to arrange a conversation with us, arrange to host us for a town hall with your residents, or raise any hopes/concerns, do not hesitate to reach out to me by email.

As your contact at TMS I'm looking forward to working with you to deliver for your residents, I hope to see you and your community soon.

Kind regards,
Charlie Poulter.

Charlie Poulter

Stakeholder Engagement



charlie.poulter@transportmadesimple.co.uk



transportmadesimple.co.uk

You may have noticed that some of our email addresses and signatures have changed. This is part of a restructure of our business and more information can be found by [clicking here](#).

Transport Made Simple Limited
Operating address: Advanced Technology Innovation Centre, Loughborough LE11 3QF
Registered in England & Wales no. 15754458

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Sarah Richards

From: Craig Lockwood <clockwood@norfolkhomes.co.uk>
Sent: 21 October 2025 13:03
To: Sarah Richards
Subject: Norfolk Homes - Road Names

Afternoon Sarah,

I hope you are keeping well ?

Having just gained planning approval for our scheme off Shelfhanger/Heywood Road, I was hoping the Town Council would be able to provide some suggested Road names in readiness for us getting the District Council to prepare a naming and numbering scheme for the development.

I am sure you are aware of the criteria for this and I would just ask that the Council consider using the following at the request of one of the previous land owners.

Jean Neve

Jean Neve nee Rudd was born in Diss before the war. Her family moved to Essex after the war where she became a school teacher. Some time after the death of her first husband she met Fred 'Bubbles' Neve who she known when lived in Diss. Fred owned a farm in Diss and they lived at the farmhouse at 1 Heywood Road for many years. Jean & Fred married and as part of her wedding present, Fred gifted Jean the land we know a Cemetery Field only a short distance from the farmhouse. Although Jean had retired from teaching she worked at the local secondary school working with children who had been isolated or excluded from lessons.

Jean was stalwart of St Mary's Church, Diss and a pivotal member of the Mothers Union, the Mother and Baby Club and the Horticultural Society. During the 80' and 90's she was a well known figure in the town.

Jean was extremely generous and gave her time selflessly in the support of others within the local community.

I look forward to hearing from you further, we will likely need 8-10 names in total.

Kind regards,

Craig

Craig Lockwood FdSc

Land & Planning Manager

Email: clockwood@norfolkhomes.co.uk

Telephone: 01263 826119



Norfolk Homes

BUILDING EXCEPTIONAL HOMES SINCE 1985

Roydon Parish Council

Suggested Road Names for Shelfanger Road estate

1 Westbrook

The estate sits at the top of a shallow valley overlooking Westbrook Green, anciently a large area of green and common land.

2 Westby

On old maps (e.g. Bryant's of 1826) Westbrook is called Westby, perhaps a local name or pronunciation.

3 Penning's

Penning's Green was part of Westbrook Green until 1816, when it was enclosed (Pursehouse, Waveney Valley Studies).

4 Ludd/ Luddite/ Thresher

In 1804 the threshing machine was invented. In 1822, as a protest (by farm labourers etc), a threshing machine was dragged from Winfarthing to Shelfanger, and left there. Then people in Shelfanger dragged it to Westbrook Green and left it there (Pursehouse).

5 Observer

At the eastern tip of the triangle of land/estate which is in Roydon, is a Royal Observer Corps Post (in use 1960-1991).

- Carnival - June
- Christmas Lights Switch On – November/ Dec
- *Remembrance kept separate

Proposed Events Committee

There is currently overlap in membership and tasks between the Carnival and Christmas Lights Switch-on sub-committees. It is proposed to create one events committee that oversees both events to reduce duplication & workload, improve planning and provide opportunities for cost efficiencies.

Summary: The Events Committee to be chaired and vice-chaired by Town Councillors to ensure consistent oversight, effective coordination, and alignment with the Council's wider events strategy.

Operational responsibilities - including finances, infrastructure, health & safety, stall applications and marketing will remain managed by DTC staff, as these areas are best handled in-house.

Six volunteer positions will be introduced to provide focused support across key areas of event delivery:

- 2 x Volunteer Coordinators
- 2 x Entertainment Coordinators
- 2 x Community Partnerships Liaisons

This structure is designed to strengthen collaboration between councillors, staff, and the community, while ensuring the effective management of key town council events.

If all positions attended a meeting, committee membership would total 12 but positions 3 – 5 will attend as required. Therefore, there is capacity for a few extra volunteers to join the committee in a general support capacity.

Carnival already has a dedicated email address for correspondence. It is proposed to set up a separate Christmas one to be used by all to ensure effective communications.

1. Chairperson / Committee Lead – Town Councillor role

- Chairs the meetings
- Oversees the committee and ensures events are planned and delivered effectively.

2. Vice-Chair / Deputy Lead - Town Councillor role

- Supports the Chairperson and chairs when needed.
- Helps coordinate between sub-groups or event-specific teams.

3. Finance & Budget Officer – DTC Staff Role – RFO (only attends meetings when relevant)

- Manages event budgets, expenses, and income.
- Places orders, processes invoices.

4. Marketing & Promotion Officer – DTC Staff Role – Marketing & Events Administrator (only attends meetings when relevant)

- Develops promotional campaigns for events (social media, flyers, posters, programmes, deals with local press, radio).
- Coordinates public engagement and advertising.

5. **Infrastructure / Health & Safety Officer – DTC Staff Role – Facilities & Buildings Manager (only attends meetings when relevant)**

- Oversees event setup, equipment and transport needs.
- Coordinates with suppliers and contractors.

6. **Entertainment Coordinator (2 volunteers)**

- Researches performers, activities or attractions & brings proposals / costs to meetings.
- Manages performance timings schedule.

7. **Community Partnerships Liaison (2 volunteers)**

- Develops relations with local businesses, schools, and community groups.
- Coordinates parade entries.
- Seeks sponsorship.
- Organise window dressing competitions.

8. **Volunteer Coordinator (2 volunteers)**

- Recruits and manages volunteers for each event.
- Maintains volunteer schedules and communications.

9. **Administration & Minutes Officer – DTC Staff Role – Office Administrator / DTC Admin**

- Handles meeting agendas, minutes, correspondence, and record-keeping.

10. **Stall Applications – DTC admin team** will send out usual email to stallholder mailing list and process applications/paperwork as usual.

Progress Report

Committee	Minute Ref	Subject	Action	Assigned to	Timescale	Comments or further action
Assets, Infrastructure & Events	F1121/15	Rectory Meadow	3. That councillor Robertson and the Town Clerk review and update the lease between the Town Council and Diss & District Cricket Club to reflect the ongoing fence maintenance responsibility and other necessary changes.	Clerk / JR	summer 2026	This will be reviewed to reflect the new fence positioning and responsibility for the green infrastructure after new solicitor sought.
	F0723/11	Heritage Triangle Project Garden	c) To approve the draft Heads of Terms for leasing the Council Offices garden to the Heritage Triangle Trust and authorise the Clerk to proceed with a formal agreement.	Clerk	summer 2026	This will be reviewed following the review of the proposal on the agenda / floral planter scheme changes.
	F0524/08	Diss Youth & Community Centre	That members agree to reconsider the proposal from the Friends of Parish Fields regarding extending the walkway through the DYCC site at a future time.	Clerk / Members	As appropriate	
	F0524/10	Diss Mere Drainage	Members received a verbal update regarding progress towards addressing the high-water levels of the Mere following significant rainfall recently.	AG of KM / JR F&BM & Clerk	summer 2026	Awaiting update from SNDC & JG site drain survey outcomes. Proposals to manage the water level & improve water quality will be considered by a future Full Council meeting.
	F0524/15	Diss & District Allotments	4. To review the existing lease between DTC & the freeholders in light of the DDAHA's request to allow individual plot holders to install their own sheds on their plots at their cost and to maximum dimensions. 5. To work with the Council's solicitors to draft a new agreement between the Council and the DDAHA.	Clerk / F&BM	summer 2026	For consideration after new solicitor sought.
	INF0123/10	Land on Denmark Lane	To appoint a working group of councillors Sinfield and Welch to work with the Clerk to further consider the requirements and proposal regarding the purchase of the small triangle of land on Denmark Lane for eventual presentation to Full Council.	LS / JW / Clerk	N/A	Diss Community Woodland Project is purchasing the land & DSAC funds have been transferred.
	INF0423/08	Wildflower Planting	To trial wildflower seeding and management on three areas of the town namely the verge at the DYCC and the area of land at the end of Mere Street subject to using method B and the area alongside Victoria Road subject to landowner consent and as per the corresponding appendices.	Clerk/CEO	TBC	This will be scheduled as part of green corridors project.
	INF0924/08	TELEPHONE SYSTEM PROPOSALS	2. To budget for the next financial year an extra £750 to cover the maintenance costs whilst retaining the current telephone system.	Office Administrator	Immediately	Completed.
	INF0924/09	PARKING SCHEME	It was noted that Norfolk County Council will draft a scheme for the Heritage Triangle first before moving on to Market Place and Mere St. Plans should be received before Christmas for consideration by Full Council and a new Traffic Regulation Order will be required, which is a lengthy process. It was also noted that the conditions of the Heritage Lottery Fund grant are applicable for 25 years so this would need to be reviewed to ensure compliance.	Clerk		Still waiting for NCC Officers to cost up each of the three priority area schemes & agree the final Heritage Triangle scheme design & its funding. A more defined implementation timescale will become known once this scheme has been programmed onto the project list. Update meeting scheduled for 25.11.25
	INF0924/11	MEMBER FORUM	The Facilities & Buildings Manager would be asked to ensure the boardwalk is inspected annually.	F&B Manager	31.03.25	Clerk liaised with FBM in 121 26.11.24. He will seek out companies who can do a safety assessment of the facility. Update requested.
	AIE0425/09	Council Offices	To approve the quotation from Contractor B for £3,575 allocated to Earmarked Reserves Council Offices building maintenance and schedule works as soon as possible subject to planning consent and a discussion about the works to the front of the building with the contractor.	Clerk / FBM	Immediately	Completed.
	AIE0425/11	Park Toilet Lighting	To source comparable quotes from all three contractors for future consideration by committee.	Clerk / FBM	30.04.25	Works being scheduled.
	AIE0725/11	Cemetery	1. To approve the installation of a bench at the position marked in the Garden of Rest at the Cemetery in memory of a resident's late wife and in accordance with the Council's adopted Donations policy.	Admin MH / FBM	30.09.25	In progress
	AIE0725/14	Signage	1)To approve the quote from Supplier A for £1,659 2)To purchase 14 signposts and caps from Start Safety for £353.92 3)To purchase 3 x 5 litre tins of paint for £187.50 4)To purchase a single-width finger arm sign from Broxap for £360. 5)To approve the total cost allocation of £2,560.42 to Earmarked Reserves Community Infrastructure Levy funds. 6)To liaise with South Norfolk District Council regarding the additional sign for the Park Road car park.	Admin AR	30.08.25	Completed
	AIE1025/08	Council Offices	That the quote received to refurbish the side elevation of the Council Offices be accepted and works scheduled.	FBM	31.12.25	To be scheduled in the New Year
	AIE10/25/09	Planters	1.To remove 25 planters in the town center to free up resources to maintain other Council areas. 2.To re-use the contents of the removed planters for the remaining planters or on other Council sites. 3.To purchase 4 x new one metre2 self-watering plastic planters for locations in the Heritage Triangle as per Appendix at an estimated cost of £4k allocated to Community Infrastructure Levy funds. 4.For Diss Town Council to maintain and water all planters other than those watered by traders. 5.To liaise with Norfolk County Council regarding the possibility of bollards vis-à-vis the Parking changes project. 6.To liaise with the Heritage Triangle representatives and draft a press release to explain the rationale for the project.	FBM/Clerk/Action Group	31.12.25	Consulted with Heritage Trust. Consulting with Floral Diss & George regarding publicity. Works to be scheduled once contractor available. New planters being purchased.
	AIE10/25/10	Donations	To adopt the updated donations policy subject to inclusion of maintenance cost in clause 3.	Admin	Immediately	Completed
	AIE1025/11	Parish Partnership Scheme	Not to submit a Parish Partnership Bid application for 2025-26 and to consider PPS at the July 2026 meeting to allow sufficient time to consider proposals.	Clerk	Immediately	Completed
	AIE1025/14	Member Forum	It was agreed that an open letter would be circulated to members of the public to explain what the Town Council has done about this issue, other measures it is investigating and that we need the public to help improve the situation by not feeding the pigeons in Mere Street.	Clerk/FBM/ Members	31.10.25	Completed