

Report to Wells Town Council from Peter, your North Norfolk District councilor
14th April 2026

Changes to NNDC Services at Fakenham Connect from April 2026

Date published: 23rd March 2026

From 1 April 2026, North Norfolk District Council will withdraw its staffed Customer Services presence at Fakenham Connect. This decision follows a review of service demand, operational effectiveness, and costs. This change enables NNDC to concentrate its resources where they are needed most, ensuring efficient service delivery while ensuring all council services remain fully accessible to residents.

NNDC will continue to offer advice and support to Fakenham residents via a number of methods, including:

- Online, 24/7 access – www.north-norfolk.gov.uk
- By telephone – 01263 513811
- In person at Cromer – North Norfolk District Council Offices, Holt Road, Cromer, NR27 9EN

Many frequent enquiries can already be resolved online, including:

- Providing benefit evidence
- Council Tax or Housing Benefits enquiries
- Paying Council Tax
- Purchasing, renewing, or amending parking permits
- Housing enquiries

Fakenham Connect will continue to serve as an important site for partners and stakeholders, including:

- Department for Work and Pensions (DWP)
- Fakenham Town Council
- Fakenham Registrar

Last updated: 24th March 2026

Council to postpone start of domestic food waste collections until February 2027



Date published: 31st March 2026

North Norfolk District Council has decided to postpone delivery of a new food waste service for residents until February 2027.

The ‘Simpler Recycling’ legislation is due to come into effect from April 1st, 2026, aiming to increase the volume of waste recycled and make the process of sorting recycling less confusing for residents.

The Council already offer a collection of the majority of required materials including glass, cardboard, certain metals and paper and work is underway to prepare for the roll-out of a food waste collection service across the District.

Although there have been challenges presented in terms of funding and the practicalities of delivering the service in such a rural area as North Norfolk, the Council remain committed to ensuring our obligation to provide this service is met.

However, with many councils attempting to meet the deadline, this has created vehicle shortages and delivery delays, therefore this has resulted in a delay to our planned service roll-out.

A February 2027 launch date allows enough time for the delivery of vehicles and ensures we can smoothly run the usual collections over the busy festive period.

Last updated: 31st March 2026

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Councillors Approve £50k Donation As High Oil Price Hits Norfolk Homes



Date published: 25th March 2026

North Norfolk District councillors voted tonight (25 March 2026) to approve a donation of £50,000 to help residents facing financial hardship because of rising heating oil costs as a result of the conflict in the Middle East.

Applications for the funding can be made to [NNDC's financial inclusion team](#) or to North Norfolk Foodbank, an established charity which has extensive experience supporting rural households, ensuring this help reaches those who are most in need.

Cllr Lucy Shires, Finance Portfolio holder said:

“While the Government has indicated action on rising fuel costs is coming in April, the details on how residents will qualify for assistance are not yet clear. Because many of our rural communities rely on oil for heating this donation is intended to provide timely, local support where it is most needed.”

Contact our Financial Inclusion team via www.north-norfolk.gov.uk/contact-us or 01263 513811

Find your nearest Food Bank via www.northernorfolk.foodbank.org.uk

Last updated: 25th March 2026