

Nottingham



/mynottingham



@mynottingham

# BUILDING A BETTER NOTTINGHAM

**Making the  
city's private rented  
properties better  
*plus* exciting  
new taxi services  
and enjoy What's On  
this Spring**



**Nottingham**  
City Council

Welcome to the March 2018 issue of the Arrow, the City Council's magazine for residents.

“Funding for councils has been in the national news recently with Northamptonshire County Council effectively at risk of bankruptcy.

It's worth noting that, despite its budget problems, Northamptonshire has only lost £180 in Government funding per household since 2011 while Nottingham households have lost more than three times that amount - £564.

We've worked hard to protect vital services for Nottingham people but with our main Government funding being cut by two-thirds since 2013, this is becoming increasingly difficult and tough decisions are having to be made.

The Government expects us to raise Council Tax by an extra 4% on top of a 1.99% basic increase this year to make up for a cut of £9 million in funding to provide services such as care for elderly and vulnerable people. But this will provide only a fraction of the funding so urgently needed.

We will continue to lobby the Government hard for the funding Nottingham needs and deserves. ”

**Councillor Jon Collins**  
Nottingham City Council Leader



**Councillor Jon Collins** is the Leader of Nottingham City Council. He can be contacted by writing to Loxley House, Station Street, Nottingham NG2 3NG; by telephone on 876 4256 or email [jon.collins@nottinghamcity.gov.uk](mailto:jon.collins@nottinghamcity.gov.uk)



The Chief Executive of Nottingham City Council is **Ian Curryer**. He can be contacted by writing to Loxley House, Station Street, Nottingham NG2 3NG; by telephone on 0115 915 5555 or email [chief.executive@nottinghamcity.gov.uk](mailto:chief.executive@nottinghamcity.gov.uk)

To comment, compliment or complain: **“Have Your Say...”**



Go online:  
[www.nottinghamcity.gov.uk/hys](http://www.nottinghamcity.gov.uk/hys)



Textphone or minicom:  
18001, then 0115 915 5555



Phone us on:  
0115 915 5555



Visit us at any Council reception point or office



Write to: Have Your Say,  
Nottingham City Council,  
Loxley House, Station Street,  
Nottingham NG2 3NG



This issue of the Arrow is being produced at a smaller size so it can be sent out with Council Tax bills, saving money on distribution costs.

**Nottingham Arrow** →  
Communications and Marketing  
Nottingham City Council  
Loxley House, Station Street,  
Nottingham NG2 3NG

Arrow enquiries: **0115 876 3313**  
General Council enquiries:  
**0115 876 5555**

email: [communications@nottinghamcity.gov.uk](mailto:communications@nottinghamcity.gov.uk)  
visit: [nottinghamcity.gov.uk/arrow](http://nottinghamcity.gov.uk/arrow)



**Private tenants in Nottingham will benefit from better quality accommodation and greater protection from rogue landlords after the Government approved a new licensing scheme.**

The City Council scheme covering over 90% of privately rented houses and flats in Nottingham – around 31,000 properties - is the largest outside London to be given approval by the Secretary of State.

It will mean that in selected areas of the city, landlords will need to obtain a licence from the council and meet certain obligations to ensure tenant safety and good management of the property.

The proposed cost of the licence is to be confirmed but is likely to be less than £2 per week, per property for accredited landlords and no more than £3 a week for non-accredited landlords.

## Tackling hazards

**A report by the Building Research Establishment Group estimated that 21% of Nottingham's private rented properties are likely to have 'Category 1 hazards.' Examples of this type of hazard include exposed wiring, a dangerous boiler, cold bedrooms, a leaking roof, mould on walls or ceilings and vermin infestation. Selective Licensing will help ensure these issues are addressed.**

Money raised through license fees will help to cover the cost of the scheme, which the council hopes to be able to introduce from summer this year. The cost of licensing will be reduced for responsible landlords who gain Nottingham Standard Accreditation.

Councillor Jane Urquhart, the City Council's Portfolio Holder for Planning, Housing & Heritage, said: "This is a major step forward in improving living standards for many city residents. In areas that are covered by the scheme it will help to improve standards for private tenants and landlords will know exactly what they must do to be able to rent their properties out."



# BUILDING A BETTER NOTTINGHAM

How will the city change between now and 2020?  
The south side of the city centre is getting a BIG £250 million makeover... here's how it will look by 2020.



From this...

..to this!



- A modern, bright new Broadmarsh car park and bus station with more spaces, electric charging points and solar panels
- Collin Street and upper Carrington Street will be pedestrianised, creating a welcoming, safe area with new shops and cafes
- A brand new flagship college for the city (home of the merged New College Nottingham and Central College Nottingham) will be built to the east of Middle Hill
- Nottingham Castle will also open in 2020 after a £30million revamp supported by Heritage Lottery Funding.



Courtesy of HIVE



## When will it be finished?

Work to revamp the shopping centre, build a new college, replace the Broadmarsh car park and bus station, and pedestrianise Collin Street are underway and due to be completed by Summer 2020.

## How is this being paid for?

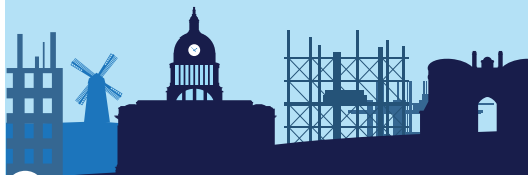
The £250 million investment into the Broadmarsh area is not coming from money from local council tax payers. The investment is expected to boost Nottingham's economy by over £1.1 billion per decade, create nearly 3,000 jobs and bring an extra three million people a year to the city.



Let's Keep Nottingham **MOVING**



The transformation of the Broadmarsh area will be disruptive – we're working hard to keep Nottingham moving through the works. Get the latest updates at [www.transportnottingham.com](http://www.transportnottingham.com)



# 50% off all trips, all March.

mytaxi.  
Nottingham's  
new taxi app.



**mytaxi**  
your licensed taxi app

GTCs apply [uk.mytaxi.com/nottingham](http://uk.mytaxi.com/nottingham)



## Better and safer taxi services on the way

**A taxi revolution is underway in Nottingham as the city welcomes the launch of mytaxi – Nottingham's new taxi app on 1 March. Book licensed hackney cabs in just one tap for easy and safe travel around the city.**

The council is making the city's hackney cab fleet one of the best and most modern in the country by investing in new-look eco-friendly vehicles. Having already introduced a Driver Improvement Penalty Point Scheme to drive up standards for passengers, the council will be placing orders for a number of stylish new Ultra Low Emission Vehicle (ULEV) models and investing in supporting charging infrastructure.

A smart new black-and-white livery will replace the existing green cabs, with the aim for all 411 hackney cabs in the city to be ULEV or Euro VI by 2020. This will help the city achieve its air quality standards and support any potential Clean Air Zone.

At the same time, the mytaxi app is being introduced, allowing passengers to book cabs from their smart phone, use cashless payment and have their journey and driver logged – making it easier and safer for everyone. To celebrate the launch, all mytaxi trips will be 50% off for the duration of March\*. Hackneys will still be able to be hailed in the street or caught at one of the city's taxi ranks, while minicabs will continue to need booking in advance.

Portfolio Holder for Community and Customer Services, Councillor Toby Neal, said: "For too long, taxis have been the poor relation in Nottingham's integrated transport network. That's all changing now, with better customer standards, smart new vehicles and a brand new

app to make it safe and easy for modern passengers to use the city's large fleet of hackney cabs. This is a really exciting transformation of taxi services in our city."

Andy Batty, Regional General Manager at mytaxi added: "By developing an integrated and environmentally friendly transport system, and working with international technology leaders such as mytaxi, Nottingham City Council have proved that they are serious about driving growth in a green and sustainable way. I can recall trying to get a taxi from Old Market Square on Millennium New Year's Eve and giving up to walk to Bramcote. The joy of finally hailing a green cab by the QMC was amazing! The mytaxi app will make this a thing of the past."

\*Terms and Conditions apply



# Making Nottingham Greener



## Low-carbon economy

**Our green energy projects are accelerating the growth of Nottingham's low carbon economy.**

This is the fastest growing sector in the East Midlands, creating many jobs and the chance to develop skills in project management and installation.



## Greener Council Operations

**The City Council has pledged to reduce carbon emissions the most of all the UK's local authorities.**

Energy efficiency schemes are reducing our energy demand and we are installing more solar panels across our properties to generate green energy. We are piloting innovative technologies such as fuel cells, battery storage, smart energy systems and electric vehicle infrastructure.



## Greener City

**Nottingham is the UK's most self-sufficient and smartest energy city and met its climate change target four years early.**

Many Nottingham businesses and organisations deliver fantastic energy products and services supported by the council to make the city greener.



## Greener HousiNG

**Over 7,000 hard-to-heat council and privately owned homes have had external wall insulation to reduce their energy bills and make them warmer.**

Over 4,600 council houses have solar roof tops and over 5,000 homes and businesses have low carbon heating and hot water from our energy-from-waste service. 2,500 new builds will replace energy inefficient homes.



Our **Energy Projects** team offers competitively priced support to local organisations that want to reduce their energy use and switch to low carbon.

**0115 876 3270 [energyprojects@nottinghamcity.gov.uk](mailto:energyprojects@nottinghamcity.gov.uk)**

# Robin Hood Energy is bringing energy prices down

**Robin Hood Energy (RHE) is encouraging people to switch to them so that they can bring down their energy prices and help tackle fuel poverty in the city.**

Since launching in September 2015, RHE has already signed up more than 118,000 customers attracted by their competitive tariffs.

Councillor Steve Battlemuch, Chair of the RHE Board said: "We're proud to be on a journey to help tackle fuel poverty and the more customers we have, the better the price we're able to offer. Being not-for-profit means we have no director bonuses or shareholder dividends to pay out and any surplus we do make will be ploughed back into the local community and to help customers save money".



## Switch today

### 0800 030 4567

[www.robinhoodenergy.co.uk](http://www.robinhoodenergy.co.uk)

Within months of RHE's launch, the East Midlands became the cheapest region in the country for dual fuel tariffs and prompted competitors to realign tariffs, benefiting the region overall. Credit customers have seen savings of up to £201 versus the average of the Big Six standard tariffs.\*

Publicly owned RHE was set up with a loan from Nottingham City Council that is being repaid at commercial interest rates. It is set to break-even by the end of March 2019, much sooner than other start-ups have achieved. RHE also provides local jobs for local people. In the last year, staff numbers have tripled with over 90% from Nottingham, creating jobs for local people.



\*Based on Robin Hood Energy's Winter V2 tariff, compared to the mean average of the biggest six energy providers' standard variable tariffs for a medium-use\*\* dual fuel customer, paying by Direct Debit and receiving paper billing, living in East Midlands on 18 February 2018. Prices may change.

\*\*12,000 kWh of gas consumption and 3,100 kWh of electricity consumption per annum.

**Nottingham  
Jobs**

**“It’s working for me”**

## Aged 16-29 and need employment advice?

We can help you:

- If you are unemployed and want support in your community to find work
- When you leave school in June 2018 and need advice about next steps

These services are **FREE** to Nottingham city residents, contact Futures on 0115 960 1597 to find out more.

For the latest job vacancies visit  
**[www.nottinghamjobs.com](http://www.nottinghamjobs.com)**

or follow  /MyNottinghamJobs  @NottmJobs  
**#NottinghamJobs #NottinghamWorks**



Nottingham Works is part-financed by Nottingham City Council and the European Union through the European Social Fund (ESF) and the Youth Employment Initiative (YEI).

**Nottingham  
Jobs**

**Futures**  
Advice, skills & employment

  
Department  
for Work &  
Pensions

 **Nottingham  
City Council**

# Celebrating city's suffragettes



Nottingham's celebration of 100 years of votes for women was marked by lighting up the Council House up in purple, white and green – echoing the colours worn by suffragettes to advance their cause.

Representatives from local women's organisations involved in Nottingham's Centenary Cities project met at the Council House to mark the anniversary.

Along with six other UK cities, Nottingham was given a share of £1.2million by the Government to mark the anniversary of (some) women gaining the right to vote. You can join in the celebrations by going to one of the many events listed on the Centenary Cities Nottingham website. Individuals and groups can add their events to the site and funding grants are available from the Government's Centenary Cities fund to develop ideas.

The Centenary Cities team would also like to hear from anyone with family connections to suffragettes – whether they lived here in Nottingham or elsewhere. Anyone with items of interest including diaries, letters, sashes and badges is asked to share a picture and some information by email to [centenarycities@nottinghamcity.gov.uk](mailto:centenarycities@nottinghamcity.gov.uk). You can also join in by adding a twibbon to your Twitter profile.

Visit [www.centenarycitiesnottm.co.uk](http://www.centenarycitiesnottm.co.uk) for the full list of events.





# Oh 'Appy Days!

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# Southern Relief Route improvements underway

Junction improvement works started on Monday 12 February and will last for approximately eight weeks. The works will improve traffic flow on the Southern Relief Route, a key diversion route during the Broadmarsh area works.

To minimise traffic disruption, the works at the Waterway Street/Wilford Road and Castle Meadow Road/Wilford Road junctions will take place during off peak hours of 9.30am to 3.30pm Monday to Friday, with some weekend work with turning restrictions in the area.

When completed, this route will improve traffic flow by providing extra capacity at the two junctions on the Southern Relief Route, which is becoming a more important route in the city as a result of changes in the Broadmarsh area.

Leader of the City Council, Councillor Jon Collins, said: "2018 is going to be a big year in this part of the City Centre and these improvements will help keep Nottingham moving whilst the Broadmarsh area redevelopment is taking place."

Let's Keep  
Nottingham  
**MOVING**



For more information on the redevelopment of the  
Broadmarsh area, visit [www.betterbroadmarsh.com](http://www.betterbroadmarsh.com)



# Cleaner air

## What should we be doing to improve air quality in Nottingham?

We may not always be able to see it but air pollution has serious, long-term effects on our health. Polluted air is bad for our lungs and it can also result in heart problems and cancer too. It is estimated that up to 2,000 people die prematurely each year as a result of air pollution in Nottingham. The main source of pollution is the transport network, which is why the council is focusing many of its air quality initiatives around reducing transport emissions.

Our fantastic local bus operators are investing in greener technologies and are upgrading their fleets to help improve air quality. The Workplace Parking Levy has helped fund public transport improvements including the expansion of the tram network. Each of the city's trams can carry up to 200 people and there are 4,500 free park and ride spaces on the tram network to ease traffic congestion.

Our Go Ultra Low project is helping to make the change to electric cars and supporting taxi drivers to find greener vehicles. There are now over 1,000 journeys a day on the Western Cycle Corridor due to improvements to cycle lanes and crossings.

**"Have Your Say..."**

## But are we doing enough?

Tell us what you think about air quality in Nottingham and what more you think could be done to protect our health.

To take part go to [transportnottingham.com/CleanAir](https://transportnottingham.com/CleanAir)

# Better buses coming soon!

## In February, we received £2.7m from the Government to upgrade 160 diesel buses.

The diesel buses are not that old, and still have many years of workable life left in them. Instead of replacing them with new vehicles, they will be retrofitted which will amend the exhaust on each bus to Euro VI standard (which is 90% cleaner than their current Euro V). Incredibly this will make each bus cleaner than a brand new diesel car!



# Behind the scenes at Nottingham's tram

Nottingham's light rail network has become a real success story with more people than ever travelling by tram

NET ranks as one of the best performing tram networks in the country but sometimes things don't quite go to plan. Councillor Sally Longford, the City Council's Portfolio Holder for Neighbourhood Services and Local Transport, visited Mike Mabey, Head of Operations, at NET's control room in Wilkinson Street to find out more.

## Councillor Longford: "We see a lot in the media about tram delays – what are the facts?"

Statistics show 97 per cent of services in Nottingham run on time, which compares very favourably with other tram networks. For example, in 2017 there were 335,000 trips, of which 316,000 were on time. Every effort is made to avoid disruption and ensure any delays are kept to the absolute minimum.

Normal services usually resume within around 20 minutes.



Sally Longford with NET's Mike Mabey in the control room at Wilkinson Street depot

Being at the heart of Nottingham's transport network we are very high-profile and, in today's age of social media and 24/7 news, even minor incidents can create the impression there's more disruption than there actually is.

## "What can cause delays?"

Around three quarters of incidents are caused by factors completely outside our control, including road closures by the emergency services, non-tram related accidents or vehicles blocking the tracks. Also, when a customer is taken ill, we may need to halt a service and wait for an ambulance.

These incidents all tend to increase during the winter months.

## "What happens when you become aware of incidents?"

Sophisticated technology enables us to quickly identify any problems and engineers are immediately dispatched if a tram or infrastructure fault is involved. We never proceed with any journey unless it's safe to do so.

Contingency plans are in place to help customers when issues arise, including arrangements with other transport operators so they can use tram tickets on appropriate buses and the deployment of additional staff onto the network to offer advice and assistance.

Customers value being kept informed and we provide up-to-date information through our website, social media, passenger information displays and tram stop announcements.



# WHAT'S ON Our sporting city

Whether you're an avid fan, want to grab your trainers and get involved; or just want a really great day out with the family, watching a new sport and seeing some of the world's greatest sports stars up close... there is a sporting event in the city for you.

## Accenture World Triathlon Mixed Relay

Thursday 7 June, 6:30pm  
Victoria Embankment

Grab a front row grandstand seat to see some of the world's best triathlon relay teams dive into the River Trent. The race will be well and truly on as Olympians then battle over bike and foot in a race to claim the first Olympic Triathlon qualification points on offer for Tokyo 2020. Tickets now on sale from £17.50 (plus booking fee) available at [whatsonnottingham.com](http://whatsonnottingham.com)



## Fancy taking part in a triathlon?

Put together your own relay team or compete on your own but either way, you can test your skills on the same course that the international athletes will master later in the day. Register to compete now!



## Nottingham Open Tennis

Saturday 9 to Sunday 17 June  
Nottingham Tennis Centre

Join us courtside for world-class tennis as the Nottingham Open returns with competitions at WTA International level for women and ATP Challenger for men. The event attracts many of the top tennis stars competing for the grass court crown as they prepare for The Wimbledon Championships. British Number One and last year's finalist Johanna Konta is already confirmed, as is Champion Donna Vekic.

## Join us on Saturday 9 and Sunday 10 June for the Family Fun Weekend.

Soak up the atmosphere and watch the stars up close as well as enjoying a range of fun sports and activities to keep the young ones busy, with prizes to be won. Entry is free for children. Tickets for all days are now on sale priced from just £3

# city



## British Gymnastics Trampoline and Tumbling Finals

Saturday 7 to  
Sunday 8 July  
Motorpoint Arena

The sky is really the limit! Watch the cream of British gymnasts compete in one of the most exhilarating sports there is. With spectacular aerial tricks, skills and incredible big air stunts, trampoline gymnasts experience between 4-7 G-force during routines (similar to that of a Formula 1 driver). The tumblers will take your breath away with somersaults, flips and twists – linked together, in dazzling routines. Watch for tickets on sale in mid-March.



## Sunrise City 5k

Friday 6 July 5:30am  
City Centre

Runners - this could be your ideal Nottingham half marathon warm up! Suitable for any type of runner, the 5k starts on Smithy Row and takes you past famous landmarks, including Nottingham Castle and Ye Olde Trip to Jerusalem before a picturesque return along the canal and the Lace Market, before heading back to the finish, all before breakfast!



## Cricket action at Trent Bridge

Why not get on board with T20 Blast Champions, Nottingham Outlaws as they begin their title defence?

T20 Blast tickets are on sale from 1 March. The cricket season starts at Trent Bridge on 4 May with regular season fixtures in all formats, during the day and under the floodlights.

On the international stage, the world famous Trent Bridge will once again host England's One Day Internationals against Australia on Tuesday 19 June and India on Thursday 12 July. India then return between 18 - 11 August to face England in the 3rd Test.

## Ikano Bank Robin Hood Half Marathon

Sunday 30 September  
Victoria Embankment

Time to get organised as September sees the return of the Ikano Bank Robin Hood Half Marathon, Mini Marathon and Corporate Challenges when thousands of runners will be taking part. The route will run right past all the iconic landmarks the city has to offer including Nottingham Castle and Wollaton Park, with a grandstand finish on Victoria Embankment. Register now and start that training programme.





# WHAT'S ON March to June



## St Patrick's Day Festival and Parade

**Saturday 17 March**  
Free event, City Centre  
(parade from 12:15)

Celebrate the city and region's vibrant Irish community and descendants, in what is now the largest St Paddy's event staged in the East Midlands.



Watch the massed parade as it makes its way from Pelham Street in Hockley to Old Market Square or head straight to Old Market Square to enjoy a range of Irish and Irish-inspired live music on stage from 11:30am. You can also pick up a traditional shamrock or tricolour flag, and enjoy a hearty serving of Irish stew at the market.



## Nottingham Puppet Festival

**Thursday 22 –  
Sunday 25 March**

Free performances and ticketed events. Various venues.

Over four days you'll find puppetry of every kind in all corners of the city with a great mix of shows, talks, film screenings, workshops and lots of free outdoor events featuring the talents of local, national and international artists.



## St George's Day

**Monday 23 April, Free event**  
Old Market Square

Watch the traditional Royal Society of St George parade headed by 'St George' on horseback which comes down from Pelham Street to the Old Market Square where there will be a range of entertainment staged, and market stalls.



**Nottingham Poetry Festival** Various venues  
Friday 20 – Sunday 29 April, Free performances and ticketed events

A third edition of the annual poetry showdown that features a heap of spoken word sensations at readings, workshops and screenings staged at venues across the city with a line-up of over 50 events.



## Nottingham Cave City – Underground Festival

**Friday 11 - Sunday 13 May, Free to access and ticketed events**  
Various venues

**Did you know that Nottingham has over 800 caves?**

In celebration of our underground treasures, Cave City invites you to explore what lies beneath your very feet. Take your pick from a series of fun and intriguing events across the city, revealing Nottingham's hidden landscape through a weekend of tours, talks, activities and experiences.



## Dot to Dot Festival

**Sunday 27 May**  
Rock City

One of the UK's best city music festivals now in its 14th year, which sees bands hot foot it across the country between Nottingham, Manchester & Bristol in a unique tri-city festival. A huge line up of new talent allowing you to discover your next favourite new band alongside stellar established performers.







ACCENTURE  
WORLD TRIATHLON  
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THURSDAY 7 JUNE 2018

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[www.archbishopsalacesouthwell.org.uk](http://www.archbishopsalacesouthwell.org.uk)



## WHAT'S ON



## East Midlands Autokarna & Nottingham Motor Show

Sunday 3 June  
Free event - Wollaton Hall

A must for lovers of anything automotive, as the East Midlands' premier motoring event returns as we bring together the Pre-war Austin Seven Club, Nottingham Heritage Vehicles and Crowdpullers range of vintage, veteran and classic cars, motorbikes, buses and commercial vehicle displays.

Plus with latest models from a range of marques and motor manufacturers and an Auto Jumble selling car parts and accessories and a fun fair, it's a fascinating free day out for all the family.



# RHS Chatsworth Flower Show

6–10 June • RHS Members' Day 6 June

Inspirational gardens • Stunning plant displays  
Cookery demos • Great shopping



Kids 16  
and under  
go free\*



Book at  
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Partnered by  
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ENGLAND 1759

\*Two children 16 and under free with an accompanying adult  
\*\*Calls cost 7p per minute plus network extras

RHS Registered Charity No: 222879/SC038262



Schools and businesses are signing  
up to join Robin Hood's merry band!

## HOODWINKED A TWIST ON THE TALE

They are taking part in Hoodwinked  
– Nottingham's unique public art  
trail – which will brighten the city  
from July to September.

The trail is a mischievous twist on the tale of Robin Hood, master of disguise. It transforms our iconic outlaw into robins designed and painted by an artist. There will be about 30 sculptures in the city centre, each one sponsored by a business, and afterwards they will be auctioned to raise money for Nottinghamshire Hospice.

More than 50 primary schools are taking part, too, through Robin's Tales, the Hoodwinked education and learning programme. It brings the Robin Hood legend to life for thousands of children through literacy and art activities based around the stories and local tales. The children will also design and decorate BookBenches, to be displayed in libraries and leisure centres during the summer.



Robin Hood recently helped launch the Hoodwinked education programme along with pupils from Blue Bell Hill Primary School.

Boots UK is the official Hoodwinked Education Partner, and is contributing heritage materials from the Boots archive to add to the education pack. Hoodwinked is led by Nottingham City Council in partnership with Wild in Art, which has run similar trails across the UK and overseas. Many household names are already sponsoring sculptures – to find out more about joining them, visit **[www.hoodwinked2018.co.uk](http://www.hoodwinked2018.co.uk)**



# Families

at New Art Exchange

## There is so much for families at New Art Exchange!

Join us for free art exhibitions • drop in family activity trails •  
Saturday Art Club • holiday workshops • family-friendly café & more...

39-41 Gregory Blvd, NG7 6BE • 0115 924 8630  
Opposite The Forest Tram Stop

**FREE • [nae.org.uk/families](http://nae.org.uk/families)**

NAE is the largest centre dedicated  
to culturally diverse arts in the UK



ARTS COUNCIL  
ENGLAND



Nottingham  
City Council



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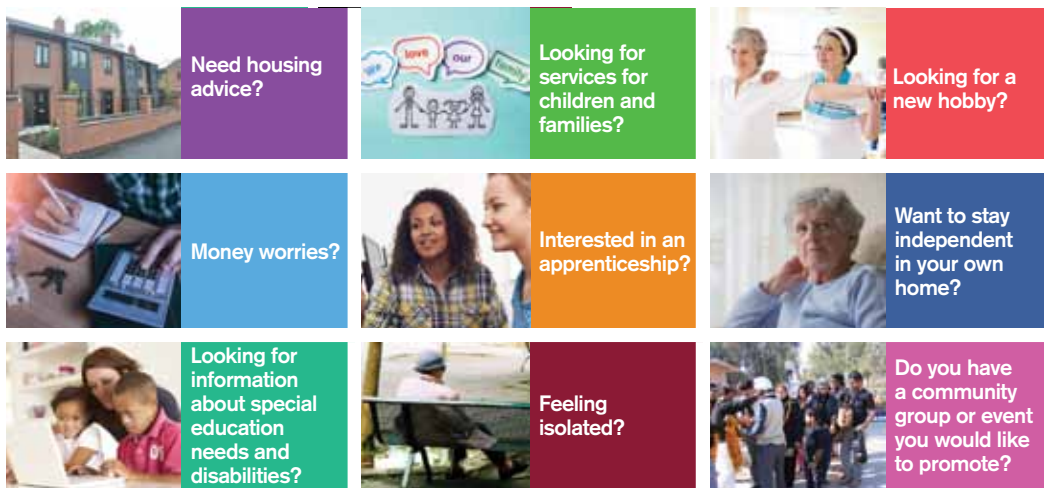
- Missed bin collections
- Noise complaints
- Pot holes and road defects
- Fly-tipping
- Litter, graffiti and dog fouling
- And many more

## Request a service online:

- Bulky waste collections
- Book a skip – save 5% online
- Pest control treatments
- Manage Council Tax online
- Copy of birth and other certificates
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**Our Customer Charter: MAKE IT HAPPEN. MAKE IT EASY. MAKE IT BETTER.**





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- a mobile response for non-medical emergencies.

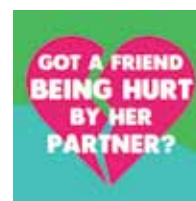
To find out how you can enjoy the peace of mind and the complete reassurance that Nottingham on Call can provide, call us on **0115 746 9010** and quote **Nottingham Arrow** to qualify for **FREE** installation and set-up.

Or visit [www.nottinghamoncall.org.uk](http://www.nottinghamoncall.org.uk).

**Nottingham On Call**  
Help when you need it



## Is your friend being hurt by her partner?



Domestic abuse is very common. We probably all know a friend or family member who is being hurt by a partner, ex or someone in the family.

If you find out that someone close to you is being abused, you could be the only person who knows. It's not up to you to stop the abuse. But you can do a lot to help. If you're worried about someone close to you, don't delay.

Call the 24-hour free local domestic abuse helpline and find out how you can help:

**0808 800 0340**

The helpline is run by experts at Women's Aid Integrated Services. Find out more at:

**[wais.org.uk](http://wais.org.uk)**

You can find a simple online guide about how to help, created by local domestic abuse charity Equation: [equation.org.uk/help-someone](http://equation.org.uk/help-someone)

## Dress up as Robin Hood on 7 May 2018 Help us to break a world record...



Nottingham Hospitals Charity

[www.nottinghamhospitalscharity.org.uk/events](http://www.nottinghamhospitalscharity.org.uk/events)

sign up on  
our website



# RobinHoodenergy

A not for profit company

## Join our journey to bring down energy prices

### A few facts...

- Over 118,000 customers within just 3 years.
- Set up with a loan from Nottingham City Council which is being repaid at commercial interest rates.
- The repayment of the loan has no bearing on your council tax bill.
- On target to break-even by the end of March 2018 unlike our competitors who have taken longer.

### A lot more ethical aims than the Big Six:

- Not-for-profit energy supplier so no director bonuses or shareholder dividends to pay out.
- Any surplus will be ploughed back into tackling fuel poverty.
- A few months after the launch, the East Midlands became the cheapest region in the country for dual fuel tariffs.
- Credit customers have seen savings of up to £201 versus the average of the Big Six standard tariffs.\*
- Created local jobs for local people - 90% of staff from Nottingham.

### Switch today

**Online:** [www.robinhoodenergy.co.uk](http://www.robinhoodenergy.co.uk)

**Phone:** 0800 030 4567

\*Based on Robin Hood Energy's Winter V2 tariff, compared to the mean average of the biggest six energy providers' standard variable tariffs for a medium-use\*\* dual fuel customer, paying by Direct Debit and receiving paper billing, living in East Midlands on 18 February 2018. Prices may change. \*\*12,000 kWh of gas consumption and 3,100 kWh of electricity consumption per annum.

