Annual Communications Update

Becky Box – Assistant Director (Central Services)

Jo Hillard – CIC Manager

Andrew Howell – Web Team Manager

Tim Baldwin – Communications Officer



Introduction

Becky Box – Assistant Director (Central Services)



Council Information Centre

Jo Hillard – CIC Manager



Meet the Council Information Centre team





Overview of the Council Information Centre

- The CIC deals with customer enquiries received by telephone, at main reception, through online forms and web chat.
- The CIC deals with enquiries relating to:

Benefits

Care & Repair

Careline

Clean-up

Council Tax & Business Rates

Electoral Registration

Environmental Health

Housing

Income Payments

Licensing

Lily

Planning

Switchboard

Waste & Recycling



CIC's response to Council Tax Energy Rebate

- Increase in Council Tax enquiries
- Providing support and advice to customers when making applications
- Checking on the progress of customers applications and payments
- Supporting the Scanning team with scanning application forms and bank statements
- Supporting the Revenues team with processing applications



CIC's response to the Cost of Living Crisis

- Providing support and advice to customers who are struggling with the rising cost of living
- Supporting the Lily team with enquiries relating to the DWP Household Support Fund
- Working closely with the Cost of Living Crisis working group
- Providing help and support to the 'Warm Space' located in the Welcome Centre



Customer service through digital channels

- Just under 5000 web chat conversations
- 86% of web chats prevented a call to the CIC
- 86% of customers using our web chat service rated it ******
- Work closely with the Corporate Web Team and Communications on website and social media updates
- Online forms play a big part in the CIC
- Supporting the Corporate Web Team to produce online forms

*Statistics from April – November 2022



Corporate Web Team Update

Andrew Howell – ICT Web Team Manager



Overview of the Web Team

- Our role is to manage the Council's digital estate
- Continues to be a high demand for digital services
- Been a challenging year in terms of staffing and recruitment
- One developer post down since May 2022 and remaining developer left the team in December



Web Stats

Continued increase in number of visits and page views to west-norfolk.gov.uk

	User sessions	+/-	Page views	+/-
2018/19	973,741	-	3,266,076	-
2019/20	1,267,758	+30.2%	3,813,144	+16.8%
2020/21	1,787,746	+41.0%	4,535,442	+18.9%
2021/22	2,023,497	+13.2%	5,050,316	+11.4%



^{*}Stats from 01/11 to 31/10 each year

New developments

- New websites launched for Visit West Norfolk and Sail the Wash
- New websites for Alive West Norfolk, Care and Repair & KLIC in development
- Start on new intranet project
- Website content for cost of living support, Planning Inspectorate review and multiple other websites















Future developments

- Most important challenge is the recruitment of suitably skilled developers
- Review of current web infrastructure and development roadmap going forward
- Intranet project workshops starting later this month
- Continue to work with service areas to facilitate further efficiencies and savings



Communications Update

Tim Baldwin – Communications Philippa Sillis - Communications

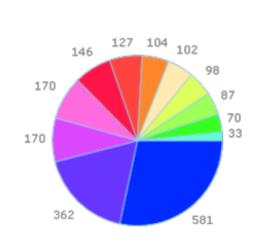


Media relations

Coverage by Category

01/11/2021 - 01/11/2022

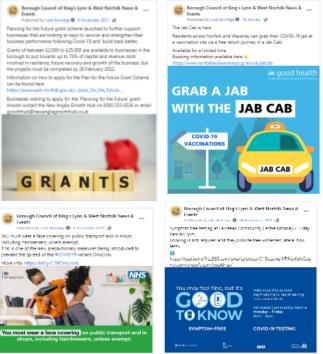


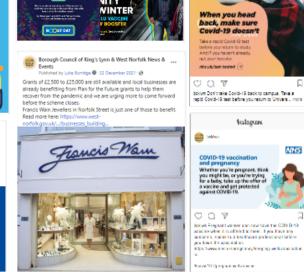






Covid information & support





Berough Council of King's Lynn & West Norfolk News &

Book your free flu or COVID-19 vaccine on 2 December for maximum

protection while spending time with loved ones this festive season.

Published by Luke Durridge @ -2 December 2021 - 23

Get your COVID-19



Sustageous.

and the same





Lieutenancy this week to commemorate our community's resilience during the Covid pandemic.



King's Lynn & West Norfolk



One step greener



Borough Council of King's Lynn & West Norfolk News & Events Published by Tim Baldwin @ - 3 March - @

Volunteers planted more than 400 trees in under two hours in Sedgeford recently.

https://www.west-norfolk.gov.uk/.../new_trees_planted_in...

On Tuesday, 1 March 2022, Sedgeford Parish Council organised the planting of whips provided by the borough council on green space in



Borough Council of King's Lynn & West Norfolk News & ... Published by Luke Burridge @ - 9 November 2021 - @ Every single one of us can play a role in tackling climate change in west Norfolk. And we're sharing some ideas for what is possible.



Find out how you can cut CO2 emissions by cutting

back on wasted food with these top tips from our

friends at @lfhw_uk

lovefoodhatewaste.com/fwaw

Instagram





bcklwn Volunteers planted more than 400 trees in under two hours in #Sedgeford recently.

On Tuesday, 1 March 2022, Sedgeford Parish Council organised the planting of whips provided by the borough council on green space in Jarvie Close. https://www.west-norfolk.gov.uk/news/article/1127 /new_trees_planted_in_sedgeford #treeplanting

Real about the Door here bline, linear new







Wkingslynn #projection



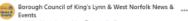


Cost of living support





Borough Council of King's Lynn & West Norfolk News &



Published by Luke Burridge @ - 9 April - @

If you have oil-fired central heating, have you heard of #ThinkingFuel, which is Community Action Norfolk community oil buying scheme? As we come towards summer many people think about topping up when prices are cheaper. Community buying could help you save even more and it's free to register. Find out more:

http://www.communityactionnorfolk.org.uk/.../thinkingfuel









Apply selling to ansurar you handle from this Residents who do not pay their Council Tax to Sirect

Debit and had not applied online were sent letters in July removing them to apply before the depatine. If you are set to apply please do it seap. Details here: Military Common selection of the good advisorance on the

Food for Thought Bite Size is coming to South Lynn. The first free bite size session will be held on Monday 24 October. Pop in any time between 10am and 1pm.

This family-friendly drop-in session will include half term activities. Norma's Kitchen will be cooking up a storm and will show how to make healthy nutritious meals on a budget by shopping smartly and using low-cost ingredients.

More details: https://www.west-

norfolk.gov.uk/.../food_for_thought_bite..... See more





Borough Council of King's Lynn & West Norfolk News & ... Events

Published by Luke Burridge @ - 8 April - @

People in North Lynn can attend a series of sessions offering help to cook tasty and nutritious food on a budget through our Lily service. The sessions include cooking on a budget, supermarket swaps, fake away meals, making meals go further and many more.

For more information and how to book visit; https://www.westnorfolk.gov.uk/.../breaking eggs not the...





Rorough Council of King's Lynn & West Norfolk News & ...

Published by Luke Burridge ● - 1 November - ④

This week session of the "Food For Thought" run by Lify focuses on

Pop in the Discovery Centre in North Lynn any time between 9.30 & 11.30 this Friday to find cheaper supermarket swaps and see if you can make the change.

More details: https://west-

norfolk.gov.uk/.../food_for_thought_to_help...





Borough Council of King's Lynn & West Norfolk News &

Published by Tim Baldwin ② · 8 March · ③

Residents in West Norfolk are being encouraged to check if they are eligible to receive help under a time-limited scheme that could help to help local householders offset the impact of any increases in their energy bills, be warmer in their homes and lower their carbon emissions.

reen Homes Grants ould make your home ore energy efficient

WEST-NORFOLK.GOV.UK

Homes in West Norfolk encouraged to check eligibility for Green Homes Grant...

Homes in West Norfolk encouraged to check eligibility for Green Homes Grant scheme ahead of energy price cap increase - HOMES IN WEST ... It's Energy Efficiency Day - Do you live in a house with an EPC rating of

#Norfolk/Warmi-lomes can help, they have grants available to help you insulate and heat your home. To find out if you are eligible or to find out more visit

#EnergyEfficiencyDay





Community Infrastructure Levy



Great to see Wimbotsham recreation equipment back to working order with replacement of the zip-wire and repair to the cantilever swing. This is another community project that was helped funded by Community Infrastructure Levy funding.

http://www.west-norfolk.gov.uk/../bumper_crop_of_funds...





Published by Tim Baldwin ② · 29 July · ❖

A £100,000 council-funded scheme to provide a superb new play area on Howdale Park in Downham Market officially opened yesterday, Thursday 28 July. We talked to Frances, who is part of Friends of Howdale Play Park about the project.

https://www.west-norfolk.gov.uk/.../investing_in_the...





Some Will the years made a come to been to see



Consultations & Information sharing

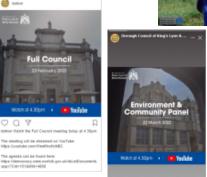


A free Innoblime talk from Historic England and BCKLWN on Lynn's

listed buildings and the decision behind them. Followed by

a demonstration of how you can help Enrich the List.





Around 30 bags of rubbish were collected. 🐚 #BeachClean More information -http://www.west-

Thanks to all the unlumbers who attended a Community hearh clean

on a very hot Sunday to help make our beaches even more beautiful.

Borough Council of King's Lynn & West Norfolk News & Autished by Late Rankge @ - 2 Lanuary - @

Residents will once again be able to have their real Christmas trees. turned into chippings at one of the borough council's shredding events on 8 January.

More info can be found here:



Clirs Joyce and Kemp enjoyed the Tudor Family Fun Day at South Lynn. Community Centre today. Many families turned up to try all the activities on offer.

The event was put together by Rachael Williams, Learning and Engagement Officer at Stories of Lynn, with her help from her Kick the Dust team and Dayna Woolbright from Norfolk Museums.

Clir Alexandra Kemp and Clir Charles Joyce helped fund the event





Published by Julie Burnisher @ -27 January -28

which Mintley is a member.

Mintlyn Crematorium has raised £15,000 to donate to the Bast Anglian

The money has been raised through a charitable scheme, operated by

the Institute of Cametery and Crematorium Management (ICCM), of



Downto

Borough Council of King's Lynn & West Norfolk News & ... Published by Luke Buridge @ - 17 February - @

Bin collection - Friday 18 Feb

The met office has issued an Amber weather warning for tomorrow as Storm Eunice brings very strong winds.

Waste collection will still be taking place as normal, we would like to advise you to bring your emptied bins back in as soon as possible.

Borough Council of King's Lynn & West Norfolk News &

Published by Tim Baldwin @ - 22 October - @ A public consultation on a new masterplan for the Southgates area of

King's Lynn is running until the end of October. The masterplan sets out how the area can be used to support economic growth and improve access to the town, while protecting and enhancing important heritage assets such as the South Gate itself. Abigail Rawlings from the borough council explains more about the plan and how you can have your say... See more

We will post an update if the situation change











South East King's Lynn Growth Area



Borough Council of King's Lynn & West Norfolk News &

very bag makes a difference so why not join the #GBSpringClean and

you would like to host a community litter pick, we can help provide

the equipment and take away what you collect. Email cleanup@west-

Published by Luke Burridge @ - 1 April - @

Baraugh Council of King's Lynn & West Norfolk News & Published by Luke Burridge @ - 23 February - @

Get your nominations in before 15 April for the Mayor's Design

Anyone can nominate a building or scheme with the permission of the owner by completing an application form using the link below. Paper copies are also available at borough council offices and parish councils. All applications should be accompanied by electronic photographs depicting the site before and after works.

https://www.west-norfolk.gov.uk/../mayors.design.awards...



MAYOR'S DESIGN AWARDS

Ukraine support



Borough Council of King's Lynn & West Norfolk News & Events

Published by Tim Baldwin ② · 25 February · ❖

King's Lynn landmarks have been lit up in the colours of the Ukrainian flag tonight and will be for the next seven days in solidarity with the people of Ukraine, following the news that it has been invaded by Russia.

Rev Canon Dr Mark Dimond, Team Rector of King's Lynn Minster, led a vigil outside King's Lynn Town Hall, which was lit up in the blue and yellow colours of Ukraine.

Lynn school worker, Tanya, laid the first flowers for her native Ukraine.... See more



The borough council and its Lily service is offering further support to individuals arriving from the Ukraine, in the shape of a voucher or items, to fill the gap between their arrival in the area and access to Government support.

The council is setting aside an emergency fund of £7,500 from the West Norfolk Wins lottery to provide support to individuals in need of life essentials.

In addition The Hanseatic Union and Access - supporting migrants in East Anglia are providing wellbeing support for those affected by the conflict in Ukraine.

More details: https://www.west-norfolk.gov.uk/.../west_norfolk...

We stand with

UKRAINE

An event of reflection was held last night in King's Lynn to mark. Ukrainian Independence Day 2022.

We #StandWithUkraine ** #StandForFreedom





Media coverage



Austrian

students visit the Guildhall







Reporter Louise Chapman explores how to make ends meet

Popular BBC show Eat Well for Less? has just concluded its ninth series leaving fans having to rely on iplayer repeats, but in King's Lyan there's another option.

Free Food for Thought sessions run by Life, a service owned and managed by West Norfolk Council, offer similar cecking and shopping tips which show people how to make simple and nutritious, wallet-friendly meals.

Tutors and participants have told Year Local Paper what a friendly and helpful experience they are and, with Christmas focused sessions coming up, there's time to join in.

Mum-of-two teetage sons Tarly Richardson, 41, of Fairstead Estate, saw herself as a bad cook but got tips. on how to successfully batch cook. make have meals she could adjust to suit the tastes of the whole family and use new introdicate.

She said: "Before I west I was really nervous but I met such lovely people

"I formed so much on how to cook cheaper meels and how to make it somuch easier for myself. It has helped with weight loss too.

"I learned that so many basic things I had been cooking I hadn't been making the best of the ingredients I had. Like, I didn't know to put calt in the water when cooking pasts and how much it brings the flavour out.

"One of my boys wouldn't est veg. but in a bologuese sauce it's amazing what you can hide especially if you blend it. He has more ver than be knows these days. Until he reads this perhaps!

With food prices and the cost of living soaring, and the expense of Christman, the Life-run sessions couldn't be more topical.

They're informal, there's no need to book, people our drop in and out at see time, though most end up strying from start to finish, and there's no cost.



Attendees are usually offered a warm drick at the beginning and can branded, medium cost and budget and extering business Norma's do-able." food item, choose their firrounite and. Kitchen and take her exemple to a least expressive

Both Tarly and College of West children and solols sale-by-side has Analia business, hospitality and travel - been hugely rewarding and is helping. and tourism programme manager, her do exactly what she is most. Church, Wishach Road, South Lynn. Helen Sims, who, along with college possionate about - showing people thefs, has helped develop and deliver—the financial and health benefits of many of the courses, said nine times cooking out of 10, it's the cheaper products

it, appreciag questions and offering tips on how to source the ingredients though, make the most of leftovers requirements and preferences.

Then, people can taste the recipe allow them to attempt it at home.

Helen said: "We so out of our way to important life skill. make people feel comfortable. People can get involved as much or as little as - are much more likely to live a healthy

We show people they can make - foods and cooking saves you money. some simple chapters."



Your Local Paper captured one of the Lify sessions in May attended by mum Tarly, third from left, Picture: Ian Burt

She said: "My mission is to teach as many children as I can about food and Later in the sessions, a chef makes a mutrition. My main aim is to get into meal, showing step by step how to do lots of schools and target children who could really benefit.

went to encourage headreachers. to do more food and autrition in the and adjust the recipe to meet dietary school day. So many primary school children come into secondary school aged 11 and haven't done northing. before leaving with a recipe eard to. Some have parents that do it at home but many don't and it's such an

> "If you can cook from scratch you solub hie than if you rely on processed. and Wellbeing Partnership.

their money go further by making. "The reason I left my job was to

Jenny May, a thef and teacher, who doesn't have to be difficult. The myth have a char, then those who want to left but job at King's Loun Academy around not having time to cook or it take part in a taste test. They'll tay a in July to sun her own educational being expensive is unfrauded. It's so

then find out whether it's the exact or wider audience, is delivering some Food For Thought bitesize session. of the Lify family sessions. Teaching for adults and pre-schoolers is on Monday, December 5, 10sm to 1pm, at Commissione Cafe, Lynn Baptist

The West Norfalk Council funded action will include fortice recipes and activities for children.

There are those remaining sessions of a 12-work block at North Lynn Discovery Centre, in Columbia Way. They are 9.50am to 11.50am today. Friday (focused on descrits). Friday Documber 9 (fishe-away meals) and Friday, December 16 (seasonal sevines). They've been finded by the

East Coast Conscensity Fund. Sessions will run from 9.30am to 11.30am every Wednesday from January 18 to April 5 at Lynn's London Road Methodist Church, Children are welcome to extend. The sessions are funded by the West Norfolk Health.

All the sessions are free and you just turn up for details see askilly. spread the message and show people it | DIO UR or call 01558 616200.

King's Lynn's festive lights. Mundreds turned out for last Sumilary's exent where the lights were switched on by a group of Chrainian families who have sought refuge in West Norfolk this year, with their sponsors.

The children of the families also many some traditional Chrainian corela

West Norfolk Mayor Lesley Barebridge said: "It was wonderful to see so many people in good chose at the Christman lights switch-on in King's Lynn, which is always a special event in the local calcular

Crowds limed Toesday Market

Place for the weitch-on of

"Thank you to everyone who came along to make it such a special event, and particularly to all those involved in staging this festive flash

The artivities included lantern-making workshops and a parade, live assic, slaging from local schoolchildren and Simon Rowe, of Radio West Norfolk, was the exect's host.

evident that Christman was not cancelled, and new lights would be very marmly welcomed." Discover King's Lynn designed its new lights to mable them to be used all year round.

The free lasters making was

a lauge hit with 300 made. The

organisers hope to make the

workshops and parade even

were also held in the town's

Vancourse Quarter throughout

the day and Discover King's

Business Improvement District

(HIII), funded new feative

lights for Tower Street and part

of Norfale Street which also

BID manager Vicky Etheridge

said: "Goven the challenger

businesses have faced over the

last few years, and particularly

in recent months, we carefully

considered whether new lights

were a priently fix this year.

Masserier, having spoken to

the businesses it was made

west on at the same time.

the town centre's

buyers most year

Lynn's festive switch-on









Inter Faith tea with the mayor



Time for tea - Canon Dr Mark Dimond, of Lynn Minster, Mayor Lesley Bambridge, Donna Semmens representing West Norfolk Jewish Community and Muhammad Zubair, Imam at Lynn's London Road mosque.

West Norfolk Mayor Lesley Bambridge hosted an afternoon tea to services, and I'm very pleased that they mark Inter Faith Week.

Religious leaders and representatives were invited to the Mayor's Parlour in King's Lynn Town Hall last week.

Inter Faith week aims to highlight faith communities and inter-faith activity across the UK, including engagement at Lynn Minster included an address between those of religious and non- by Dr Marian Prinsley, who is involved religious beliefs.

Miss Bambridge said: "Throughout and is a former Sheriff of Norwich and

number of commemorative events and are always attended by representatives of a wide range of faiths. The faith communities play an enormously important role in West Norfolk."

Inter Faith Week started on Remembrance Sunday and the service with the Norwich Hebrew Congregation the year, the mayor's office organises a is now a Deputy Lieutenant of Norfolk.

Food for Thought money-saving tips for Christmas and beyond

- cheaper or choose chicken. It's the same for
- frozen fish, fruit and veg. · Try budget mincement and add your own
- alcohol if it's not beoxy enough.
- . Stalks of sprouts last better. Keep them outside and only enap off what you need. · Substitute expensive ingredients or meat
- · Prozen turkey is often as good as fresh and coley, chicken breast for thighs, meat for Quom or lentile. · Shop with a meal plan to reduce waste. If
 - you cook a shicken on a Dunday, do something like a curry or risotto with the leftovers. · Make things like bolognese in large
- quantities and freeze leftovers for a quick meal another day cuts for cheaper ones such as salmon for . • Use the whole of the ingredient. If you are
- using egg whites for something like meringue you can use the yolks for an amolette. A chicken carcass can be used to make stock for a soup. The last few slices of bread can be blended and frozen as bread crumbs.
- · "Eye height is buy height" in shops the things they want you to buy are at eye level. heaper atternatives are often low down or

Articles





Stunning design celebrated across West Norfolk

Organized by the Borough Council of King's Lyan and West Norfolk, the Mayor's Design Awards have been showcasing local architectural











Active travel, sustainable connections, and a bright future for King's Lynn

Thanks to the Yearn Ireal hand on exciting new connecticity package in being designed for king's Lyon to create accessible, cost-effective, factor, greener, and healthire tested uptions for all

Fig. 4 hours begunned by borner	
climate change, and health	
Communicate greatest, reliable forms goal.	
of the Rings (year \$150 hours force)	
Proportionals to Speciment, and	
to expected people to delected total	
continuing benefits in all these owns.	
Senteringen, Source Resignation	
One-year Forest Of England and	
Single year Town Septiment Frages	
Charagine feltires about the external	
The 6th Directions and Class	









An exciting new chapter for King's Lynn

Thanks to innerestive solutions from the Team Deal Resert and North County Council, a cilirant was halt is being designed for King's Lyun to reflect the interests and needs of the community





Building a bold new vision for King's Lynn

Thanks to the work of the 1 own Deal Board, an exciting new-chapter is being scritten in the story of Lynn, as the Borough Council of King's Lynn & West Norfolk capitains.

Meet your Town Deal Board members





Graphic design



















Sunday 21 August Tuesday Market Place 12-4pm



TUESDAY MARKET PLACE Saturday 23 & Sunday 24 July 2022

SATURDAY

Graham Warwick 10:30 am Rhythm Travellers 11.05 am The Whickers 12,00 pm Blakeney Old Wild Rovers 13.00 pm Sally Ironmonger 14.00 pm The Fried Pirates 14,55 pm The Salta 16.00 pm

SUNDAY

Issy Smith 10.30 am Kevan Taplin H.10 am Sound Tradition 12.00 pm Danny R & Paul Gillings 13.00 pm Joe Mary 13,55 pm The Bounty Hounds 14.55 pm

Different Accents 16.05 pm west-norfolk.gov.uk/folkinthetown

September 1988

Group buying scheme for solar panels



Register for free before 27 September at solartogether.co.uk/kings-lynn-and-west-norfolk



Norfolk







Solar Together







SUNDAY 2 OCTOBER 2022







TOWN HALL



Summer Events in King's Lynn

in the market place Sunday 4 September 10am-3pm

> Tuesday Market Place, King's Lynn PE30 1JW. Free to attend. Pre-booked exhibitors only.

For more information visit: west-norfolk.gov.uk/events









Communic Only

You can held your currenters in the Stone Hall or Assemble Room.

Wedding Packages

If you choose the weshing package option, your correspon will be held in the Stone Stall and your weshing breakfast/reception will take place in the Assembly Rosen. About of the meal and duting the evening collection, the Stone Hall gravides a beautiful reception sees for guests to mingle, and the adjusting Court Rosen, complete with deat, provides in strengths.













Welcome To King's Lynn Town Hall

Herring been at the heart of King's Lynn for over eight centuries, King's Lynn Town Hall out bearned ceiling, to the orante Georgian Assembly Boom. The complex offers elegant rooms perfect for borting your special day.





Graphic design - animations





Coverage

Lynn News Eastern Daily Press your local paper













FOLKfeatures









Social Media – Twitter Top tweets

Top media Tweet earned 1,529 impressions

Landmarks in King's Lynn will continue to be lit up in blue and yellow to continue to show support for the people of Ukraine. west-norfolk.gov.uk/news/article/1... pic.twitter.com/8LWuK4Kpdr



Bo

Top media Tweet earned 1,243 impressions

We've had 2 days of family friendly fun in King's Staithe Square as part of our #PlatinumJubilee celebrations & there's more to come.

On Sat 4 June we start with a set from Boogle Monsters at 12:15pm, they're back at 1:30pm, #JubileeInWestNorfolk #platinumjubileenorfolk pic.twitter.com/idjpFHc9M6



♥ t1 ♥ 3 6 1

Impressions © Engagements © Detail expands © 2,138 64 15

Top media Tweet earned 1,260 impressions

Monday we will be lifting all the Winter/Spring bedding from St James Park in the Walks, giving them away to anyone who would like to collect.

We have a mixture of Polyanthus, Bellis and Myosotis plants available from 11-3pm to pick up from St James Park, west-norfolk.gov.uk/news/article/1...

pic.twitter.com/ICF1FIZYSO



£3.6 W

Top Tweet earned 1,928 impressions

£3-4 **9** 16

Work has begun at the new Nar Ouse Business Park which will provide approximately 15 hectares of serviced, development land for office, industrial and research space in King's Lynn.

The scheme is a partnership between @NewAngliaLEP & us.

More details: westnorfolk.gov.uk/news/article/1... pic.twitter.com/HEZQO9KJYk



Top media Tweet earned 1,204 impressions

New Year, new refuse collection days Please see this week's collection updates.
Collection days will be different for the next
3 weeks, remember to check when you're
waste and recycling collections will now be
taking place by visiting: westnorfolk.gov.uk/yourbins



Top Tweet earned 6,491 impressions

King's Lynn landmarks have been lit up in the colours of the Ukrainian flag tonight. UA Fr Mark Diamond, from @KingsLynnMinstr, led a vigil outside @KLTownHall.

Tanya, laid the first flowers for her native Ukraine. Borough Mayor, declared solidarity with the people of Ukraine.

pic.twitter.com/Z0SJ1lklLk



Top media Tweet earned 5,661 impressions

Are you interested in the new Urban Archaeological Database that has been created? You can join a free online talk given by Dr Richard Hogget taking place Thursday 10 Feb, if you wish to join or want to know more please contact:

Abigail.rawlings@west-norfolk.gov.uk pic.twitter.com/UY040U91gA

Keng's Lyens

URBAN ARCHAEOLOGICAL DATABASE

12000 Thurday
10th reduciny
2022

Tolk via M/3 Teams. Please contact Abjard Pawlings/Swest-portolk gov

£34 W2

Top Tweet earned 3,348 impressions

Households in areas of King's Lynn that still have no water supply due to the burst water main can pop in to @Lynnsport and @StJamesPool today for free to access the shower facilities.

◆3 **£3** 15 **♥** 17

Borough Council of King's Lynn & West Norfolk

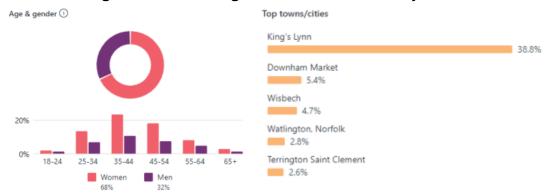
Social media – Facebook: most viewed videos

4							
Title	Date created ↑↓	Minutes viewed	1-minute video views	Title	Date created ↑↓	Minutes viewed 0 ↓	1-minute video views
The #PlatinumJubilee Parade in King's See Borough Council of King's Lynn & West View Insights	3 June 11:32	4.7K Minutes viewed	781 1-minute video vi	Nar Ouse Business Park development See Borough Council of King's Lynn & West View Insights	8 March 15:06	1.4K Minutes viewed	187 1-minute video vi
Remembrance Sunday live in Tower Ga Signal Sunday live in Tower Ga View Insights	14 Nov 2021	3.1K Minutes viewed	335 1-minute video vi	Crazy Golf opens in The Walks, King's L Serough Council of King's Lynn & West View Insights	1 August 16:47	1.4K Minutes viewed	0 1-minute video vi
A crowd is gathering in the Saturday View Insights	11 September 13:14	2.3K Minutes viewed	100 1-minute video vi	Wild Ken Hill fire damage Borough Council of King's Lynn & West Wiew Insights	20 July 15:28	1.3K Minutes viewed	0 1-minute video vi
Borough Council of King's Lynn & West		2.2K	436	Children from St Martha's Catholic Pri Children from St Martha's Catholic Pri Sorough Council of King's Lynn & West View Insights	25 May 12:37	1.3K Minutes viewed	282 1-minute video vi
Reading of the Proclamation by the M Borough Council of King's Lynn & West View Insights	11 September 13:49	Z-ZK Minutes viewed	1-minute video vi	The Birmingham 2022 Queen's Baton Borough Council of King's Lynn & West View Insights	6 July 19:06	1.2K Minutes viewed	271 1-minute video vi
Southgates Masterplan Consultation – Southgates Masterplan Consultation – View Insights	20 October 14:18	1.8K Minutes viewed	449 1-minute video vi	King's Lynn housing development ope Wiew Insights Borough Council of King's Lynn & West	3 August 10:06	1.2K Minutes viewed	247 1-minute video vi
New play area for Howdale Park in Do Signal Service Servic	29 July 17:10	1.7K Minutes viewed	415 1-minute video vi	Get on board a flight through The Wal Get on board a flight through The Wal Wiew Insights View Insights	26 July 08:29	1.2K Minutes viewed	265 1-minute video vi
We had a party in King's Staithe Squar See Borough Council of King's Lynn & West View Insights	2 June 23:55	1.7K Minutes viewed	358 1-minute video vi	Queen's Baton Relay at Alive Lynnsport View Insights Borough Council of King's Lynn & West	9 July 07:56	929 Minutes viewed	202 1-minute video vi
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Social media – Instagram & LinkedIn

The borough council Instagram account currently has 1267 followers on Instagram.



The LinkedIn account currently has 1835 followers. Visitor demographics below:

Business Development · 366 (10.4%)	Research · 182 (5.2%)
Operations · 315 (9.0%)	Marketing · 148 (4.2%)
Sales · 297 (8.5%)	Media and Communication · 108 (3.1%)
Human Resources · 230 (6.5%)	Customer Success and Support - 101 (2.9%)
Information Technology · 200 (5.7%)	Community and Social Services - 95 (2.7%)

