



# Your views on our budget for 2021 – 2022

**Questions**



1. What do you think about it?

Good

Bad

Not sure



**Council Tax**

Your Name  
88 Your Street  
Your Town  
AN35 8TT



**Council Tax Bill 2019-2020**

Date: 26 February 2019

Your Account Number: 00 30 04 23

This property is listed in Band B

Council Tax for 1/4/2019 - 31/3/2020 (change from):  
 Your City Council £245.00 100%  
 Adult Social Care £45.00 18%  
 Police £10.75 4%  
 Fire Service £45.00 18%

**Total Council Tax £345.75**

Rate reduction for Disability: £20.75  
 (see single person discount) £20.75  
 (see Council Tax support) £20.75  
 (see exemptions) £0.00

**Total Council Tax £305.00**

Helpline  
0800 222 33 44



Some of the things in this paper are not easy to understand. You may need some help from someone to read it. Some words are in **bold**. We explain what they mean the first time we use them or at the end of this booklet.



We want Norfolk to be a county where everyone thrives together.

www.norfolk.gov.uk/together

Norfolk County Council

**TOGETHER,  
FOR NORFOLK.**

AN AMBITIOUS PLAN  
FOR OUR COUNTY  
2019-2022



We have a plan called **Together, for Norfolk** to make Norfolk a good place to work and live.



Life is difficult for everyone now because of COVID-19. We continue to provide vital services to support people in Norfolk.



To do this we spend over a billion pounds each year.



We must be sure the money we spend matches the money we get in. This is hard to do at the moment.



It costs more money to provide services with COVID-19.



Things are getting more expensive. The money we get in isn't covering what things now cost.



We are getting less money from the Government, and the money we will get in future is not clear.

# What do we need to do now?



We will ask the Government for money. Any extra money we get from the Government still won't pay all our bills.



This means we need to get more money in. We also need to save more money.



We need to save money by cutting what we spend. We saved £436 million between 2011 and 2020. That is a lot of money, but we need to save another £26 million in 2021.



We want to hear what you think of our ideas to get money, and to save money.

# Our idea for council tax



We get money from people who live in Norfolk. This is called **council tax**. We use this money to pay for many local services.



**Council tax** helps pay for children's services, social care services, roads, fire services, libraries and museums.



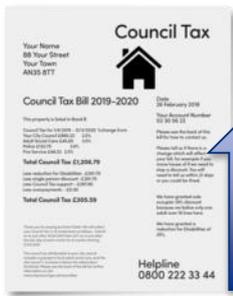
The amount of **council tax** you pay depends on the house you live in.



Our idea is to ask people to pay a bit more **council tax**.



This would give us more money to help us pay the bills for local services.



Do you agree with our idea to increase council tax?



Yes

Don't know

No



Why do you say that? Please write in here:



# Our idea for the adult social care precept



As well as council tax, we also get money from the people of Norfolk as an **Adult Social Care Precept**.



We can only spend the **adult social care precept** on adult social care services. We are not allowed to spend it on anything else.



Our idea is to ask people to pay a bit more **adult social care precept**.



This would give us more money to help support disabled people, older people and people with mental health problems.



The extra money people would pay in **council tax and adult social care precept** depends on the kind of house they live in. In general, people would pay around £1.08 more per week in total. That's around £56 more per year in total.



Do you agree with our idea to increase the **adult social care precept**?



Yes



Don't know



No



Why do you say that? Please write in here:



# Here are some of our ideas for adult social services



Help people live independently by offering a wider choice of housing to suit all needs.



Focus on keeping people out of hospital and residential homes, and safe and well and at home.



Get better value for money from our suppliers. Spend less money on our care contracts.



Help people early to delay the need for residential care. This will help keep people at home and safe in their local communities.



Use technology to save money and help us meet the increasing demands of adult social care across Norfolk.



What do you think about our ideas for adult social services? Please write your answer below:

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# Here are some of our ideas for children's services



Support families to stay together and ensure fewer children need to come into care.



Create spaces to provide services for children and young people that offer alternatives to long-term care.



Provide the right help for children who come into care to achieve better outcomes, lower costs and keep them close to home.



Reduce school transport costs by finding school places closer to pupils' homes.



Work in smarter ways, and use flexible working arrangements to save money on offices and other costs.



What do you think about our ideas for children's services? Please write your answer below:

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# Here are some of our ideas for community and environmental services



Spend less money on travel, printing, postage and telephone bills.



Spend less money on waste disposal services.



Reduce the summer opening hours at Recycling Centres by one hour each day. They would be open 9am to 4pm in both summer and winter.



Save as much money as possible in Norfolk Record Office, Norfolk Arts Service and Culture and Heritage service.



Stop buying newspapers and magazines for Norfolk libraries. Newspapers will continue to be available to access for free via the Libraries app.

# Here are some more of our ideas for community and environmental services



Make street lighting more energy efficient on main roads to reduce energy bills.



Get money in by charging for services, roundabout sponsorship and activities on the highway.



Reduce frequency of grass cutting along roads in urban areas and rural areas.



Make sure we have the right number of staff in our libraries and offices.



What do you think about our ideas for community and environmental services?  
Please write your answer below:

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# Here are some more ideas for our other services



Use computers to save money by doing jobs more efficiently.



Spend less on computers and other telephone equipment.



Spend less on supplies and services.



Spend less on travel.



Make sure we are offering the right support services such as legal, democratic, information and governance. Make we sure these services cost as little as possible.

# Here are some ideas for our other services



Stop producing the paper copy of YOUR NORFOLK and make it digital only.



Make sure that school computer support is run as efficiently as possible to keep costs down.



Make sure we have the right number of staff in our offices.



Increase the money we get in where possible.



Reduce property costs by spending less on maintenance, security and other costs.



What do you think about our ideas for our other services? Please write your answer below:

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# What the words mean

## **Adult social care precept**

Money you pay to the council that they can only use to support disabled people, older people and people with mental health problems.

## **Council tax**

Money you pay to the council for local services like schools, social care services, roads, fire services and libraries and museums.

# About you



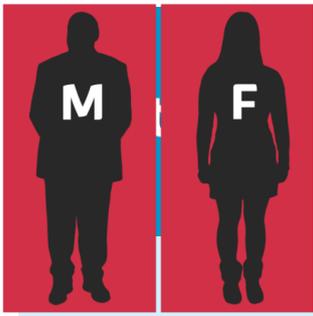
Please tell us about yourself.



This will help us make sure that we have listened to a wide range of people.



We will keep your information safe.  
We won't share it with anyone.



Are you? Please tick one box

Male

Female

I don't want to say

Other – please write in below



How old are you? Please tick one box



18-24

65-74

25-34

75-84

35-44

85 or older

45-54

I don't want to say

55-64



Do you have disability? Please tick one box

Yes

No

I don't want to say



What is your ethnic background? Please tick one box



White

Asian

Black

Mixed

I don't want to say

Other – please write in below





What language do you speak? Please write in below:



What is your postcode? Please write in below:

# How to have your say by 14 December 2020



You can send us an email to:  
[haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk)



You can go to our website:  
[www.norfolk.gov.uk/budget](http://www.norfolk.gov.uk/budget)



You can send your form to this address – **you do not have to put a stamp on it**

Freepost Plus RTCL-XSTT-JZSK,  
Norfolk County Council, Ground  
floor – south wing,  
County Hall, Martineau Lane,  
NORWICH, NR1 2DH