



## Your views on our proposal to spend less money on bus services



### Before you begin

Some of the things in this paper are not easy to understand. You may need some help from someone to read it.



## We need to save money

Norfolk County Council plays a large part in people's lives. We spend over a billion pounds each year on services.



We are facing some big challenges. Our population is growing, people are living longer and people need different services.



Things are becoming more expensive and the amount of money we have coming in isn't keeping up.



## Saving money each year

The amount of money we get from the government is going down.



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



We are asking people to pay more council tax but the money we get back won't be enough to pay for all our services.



This means we have to save money each year.

## We have already saved lots of money



We have asked people in Norfolk about their ideas to save money. We have saved £344 million since 2011. That is a lot of money.

## What do we need to do now?



Things have changed since last year. We now have to save more money. We need to save £125 million by 2021.

We must find more ways to save money.



We have to make some difficult choices about how we spend our money.

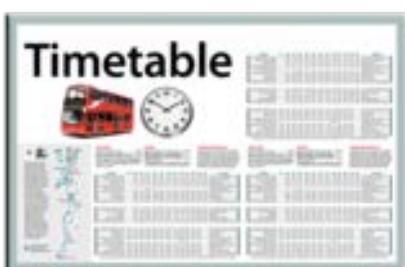
# We want to know what you think



Bus companies run buses in Norfolk where there are enough passengers for them to make money.



However, some buses don't make enough money for the bus companies to run them.



Some of these buses are at weekends, evenings or on quiet roads.



We help pay for these buses so that people can use them. This costs us £2.7 million a year.



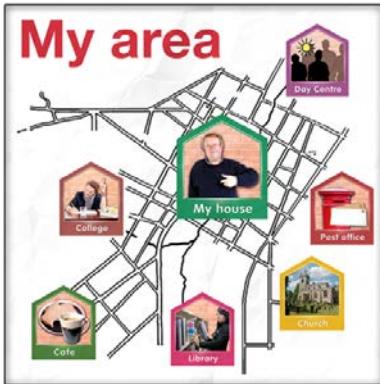
We also pay for community transport schemes. These pick people up at their home and take people where they want to go. This costs us £400,000 a year.



We are carrying out a review to make sure that we are spending this money in the best way we can.



This might mean that some bus services would have to change or stop.



We would try and protect buses that help people:

- Get to work
- Get to the doctors and the shops



We would also try and protect buses in places where there is no other transport people can use.



We want to know your views on our proposal to review bus services supported by the County Council

You have until **Tuesday 2 January 2018** to tell us what you think.



**You can tell us what you think**

- On our website

[www.norfolk.gov.uk/budget](http://www.norfolk.gov.uk/budget)

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



- You can write to us by filling out the form at the end of this letter and sending it back to us.

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



Thank you for helping us by telling us what you think.



If you need this document in large print, audio, Braille, alternative format or in a different language please contact us on 0344 800 8020, Text Relay on 18001 0344 800 8020 (textphone) or email [haveyoursay@norfolk.gov.uk](mailto:haveyoursay@norfolk.gov.uk) and we will do our best to help.



**Fill in this form and send it back to us  
to tell us what you think of our idea**

**Here is a list of the bus services we support.  
(Insert list)**

**Do you use any of these buses? Please**

tick  the right answers

- Yes, every day
- Yes, every week
- Yes, every month
- Yes, every few months
- No, never
- Not sure

**Why do you use the bus? Please tick**



**the right answers**

- To get to and from work
- To get to and from the doctors or hospital
- To go to the shops to buy food
- To go out to meet my friends or do things to enjoy my free time
- I don't use the bus
- Other – please tell us below:

**Here is a list of the community transport schemes we support.**  
**(Insert list)**

**Do you use any of these? Please tick**



**the right answers**

- Yes, every day
- Yes, every week
- Yes, every month
- Yes, every few months
- No, never
- Not sure

**What do you think of our idea to spend less  
money on bus services?**

Please write your answer in the box



**What do you think of our idea to protect the buses that people use**

- To get to work
- To get to the doctors and the shops

and the buses in places where there is no other transport people can use.

Please write your answer in the box





## About you

**Please tell us about yourself**

**This will help us make sure we have listened to a range of people**



Please tick  the right answers

- I get care and support from the council
- I care for someone who gets support from the council

Do you have a disability, learning difficulty or long-term health problem which means that there are some daily activities or work that you can't do that you would like to? This includes problems that are due to old age.

Yes

No



If you are an advocate or carer, please provide the details of the person you are caring for – for the next questions.



Are you:  (Tick one box)

- Male
- Female
- I prefer to describe myself as  
(please write in here)
- I prefer not to say



How old are you? :  (Tick one box)

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 or older
- Prefer not to say



## What is your ethnic background?



(Tick one)

- White background (e.g. British, European, Irish)
- Asian background (e.g. Bangladeshi, Indian, Pakistani)
- Black background (e.g. African, Caribbean)
- Chinese background (e.g. Korean, Tibetan)
- Dual / Multiple Heritage (e.g. White and Asian, White and Black)
- Other (e.g. Gypsy, Romany, Irish Traveller)
- Prefer not to say



Now put this form in the envelope that come with your letter and **send it back by 2 January 2018**

If you have lost you envelope then send this form back to: **Freepost Plus RTCL-XSTT-JZSK, Norfolk County Council, Ground floor, south wing, County Hall, Martineau Lane, NORWICH, NR1 2DH. You do not need to use a stamp.**

**Thank you for telling us what you think**