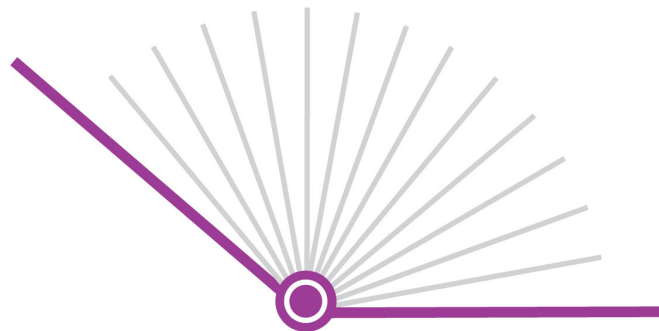




Norfolk County Council

Norfolk County Council's idea to change the opening hours of the Norfolk Record Office and introduce a booking system.



Norfolk Record Office



Some of the things in this paper are not easy to understand.

You may need help from someone to read it.





Council

Norfolk County Council is responsible for a lot of things in Norfolk.



Library

Services such as libraries, the fire service and recycling centres (and lots of other things too!).



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.



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



We need to save money by cutting what we spend. We have been saving money between 2011 and 2023. However, we need to save another £41.5 million in 2024.



We have already asked people about our budget and council tax rises in October 2023.



However, we got less money from the government than we thought we were going to get this year.



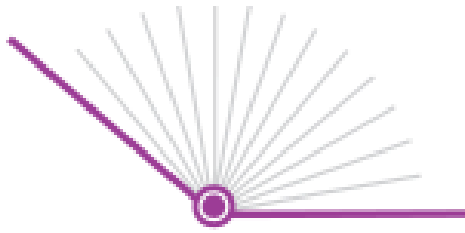
We have £4 million less than we thought we were going to have this year.



So we need to save some money, by reducing what we spend.



We want to hear what you think of one of the ideas we have to save money.



Norfolk Record Office

Our idea is about the Norfolk Record Office also called the NRO.



The NRO collects and looks after records from the past that help us understand our history.



People can visit the NRO and look at the information about Norfolk.

Tuesday - Thursday



9:30



5:00

Current

Currently, the NRO opens Tuesday to Thursday, 9.30 am to 5pm where documents are available throughout the day.

Friday



10:00



4:00

Current

On Friday, the NRO operates a **Reduced Service**. This means the record office is open from 10am to 4pm, and people can only access documents they have asked to see before they arrived.

Thursday



Proposed

Tuesday,
Wednesday



Thursday,
Friday



Proposed



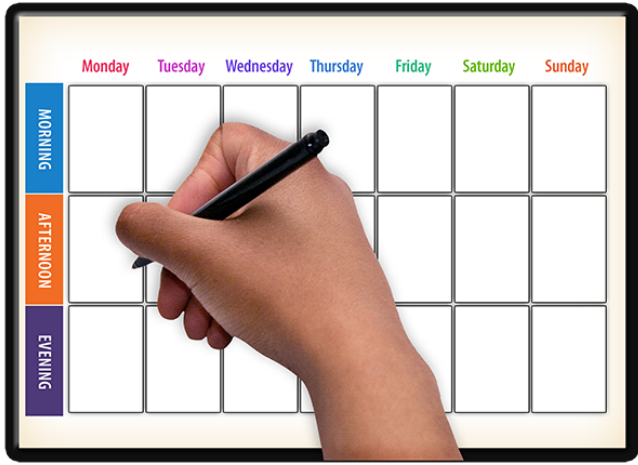
27 Hours a week

Our idea is to also do a reduced service on Thursdays.

So, if this idea is agreed, the new opening times would be:

Tuesday to Wednesday, from 9.30am to 5pm Thursday and Friday, from 10am to 4pm.

This means that documents will be available for people to see for 27 hours per week. At the moment they are available for 28.5 hours.



We would also introduce a booking system for the NRO. This means you would have to book an appointment before you arrive.



A booking system would make sure the NRO doesn't get too busy and our staff can help everyone they need to.



This idea would save the council £57,000 in 2024/25.



We would like to hear your views on our proposals.

Questions

1. What do you think about it?

Good

Bad

Not sure

You do not have to answer all of the questions, only the ones you want to.



Please send us your response by **22nd March 2024**. (We may not accept your response if we receive it after that date).

Tell us what you think

Question 1. How often do you use the Norfolk Record Office?

Please tick one box



Every day it's open

Every week

Every month

A few times a year

Hardly ever

Never

Question 2. Do you agree or disagree with the idea to change the opening hours of the Norfolk Record Office?

Please tick one box



Strongly Agree

Agree

Neither agree or disagree

Disagree

Strongly disagree

Don't know

Question 3. Do you agree or disagree with the idea to introduce a booking system for Norfolk Record Office?



Please tick one box

Strongly Agree

Agree

Neither agree or disagree

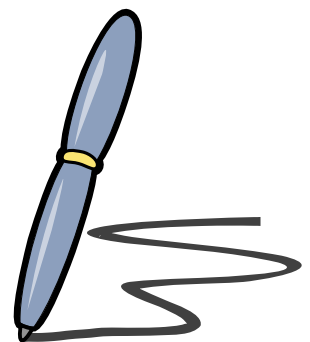
Disagree

Strongly disagree

Don't know

Question 4. If you have any further comments about our ideas, please write them below

Please write your answer in the box below:



About you



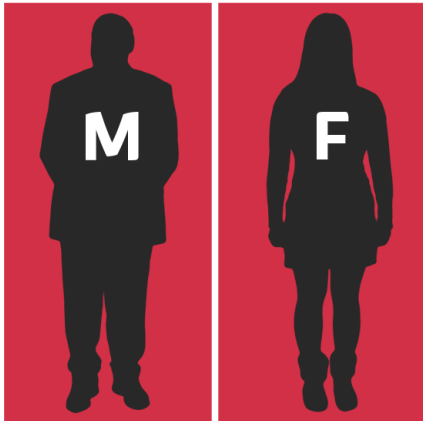
Please tell us about yourself.

This will help us to make our decisions.

We will keep your information safe. We will not share it with anyone.

Question 5. Are you?

Please tick one box

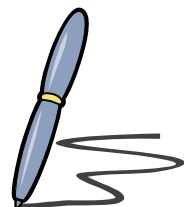


Male

Female

I prefer not to say to tell you

I prefer to describe myself as...
(please write it here)



Question 6. How old are you?

Please write your age in the box below

A rounded rectangular box with a black border. Inside the box, on the right side, is a blue pen icon with a yellow band and a black squiggly line representing a signature or writing.

Question 7. Do you have any long-term illness, disability or health problem that limits what you can do in a day?

Please tick one box only



Yes

No

Prefer not to say

Question 8. How would you describe your ethnic background?

Please tick one box



Asian or Asian British

Black, Black British, Caribbean, or African

Mixed or multiple ethnic groups

White or White British

If you're from another ethnic group please write in the box below:



Question 9. What is your first language?

Please tick one box



English

If another language is your first language please write the name of it in the box below:

A large, horizontally-oriented rounded rectangle with a thick black border. Inside the rectangle, on the right side, is a drawing of a blue pen with a yellow band and a wavy line below it, suggesting a writing area.

Question 10. Which area of Norfolk do you live in?

Please tick one box only



Breckland

Broadland

Great Yarmouth

Kings Lynn and West Norfolk

North Norfolk

Norwich

South Norfolk

Question 11. Are you currently...?

Please tick one box only

Employed (full time)

Employed (part time)

Self employed

Unemployed

Student

Looking after the family home

Long term sick

Retired

Question 12. Did you answer these questions as...?

Please tick one box only

An individual / member of the public

On behalf of a voluntary or community group

On behalf of a statutory organisation

On behalf of a business

A Norfolk County councillor

A district or borough councillor

A town or parish councillor

A Norfolk County Council employee

How to have your say



Fill out this consultation online at www.norfolk.gov.uk/savingsproposals

You can send this form to the council for free by sending to:



**NRO Consultation
Freepost Plus RTCL-XSTT-
JZSK, Norfolk County
Council, Ground Floor -
south wing, County Hall,
Martineau Lane, Norwich,
Norfolk NR1 2DH**



If you need this form in a different format or would like to email your feedback to the council, you can email **haveyoursay@norfolk.gov.uk**



You can call 0344 800 8020

Next Steps



This consultation closes on **22 March 2024**. We won't take responses past that date.



The County Council will consider what people have told us about this idea in **June 2024**.



Norfolk County Council