



Norfolk County Council



Norfolk Fire & Rescue Service Community Risk Plan 2023-2026

Consultation Document

November 2022

Overview

We are required to produce a regular Community Risk Management Plan (CRMP) for Norfolk. This helps us to plan for existing and emerging risks of fire and other rescue emergencies in our communities. It sets out our proposals in how we want to achieve a safer Norfolk for everyone.

We carry out our work in three main areas of prevention, protection and response. We are here to support residents and businesses and protect the infrastructure and economy of our vast rural county.

We are proposing seven elements as part of this CRMP and would value your opinions on these as well as your thoughts on the work we are doing across Norfolk. We welcome all feedback and thank you for your contribution.

As well as this online document, we are holding a number of public engagement sessions across Norfolk. These are open to all. Details of these events can be found below.

Personal information, confidentiality and data protection

We will use any personal information to understand how different groups of people feel about our proposals.

We will process any personal information we receive from you in line with the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), the Data Protection Act 2018 and Norfolk County Council's data protection policy and guidelines. This means that Norfolk County Council will hold your personal data and only use it for the purpose for which it was collected, being this consultation. You can find a copy of our privacy statement at www.norfolk.gov.uk/privacy

We won't identify individuals when reporting back our findings and under our record management policy we will keep this information for five years. We will also, under normal circumstances, not pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 2018 and the Environmental Information Regulations 2004.

You can choose not to take part in the consultation, to stop responding at any time, or to ignore any personal questions that you do not want to answer.

There are total of 20 questions, plus some demographic questions at the end. **The questions start on page 16 of this document.**

By completing and returning this document, you confirm you have read the personal information, confidentiality and data protection statement above.



Introduction

The seven proposals we are consulting on for the Community Risk Management Plan are as follows.

- Proposal 1: Develop a more targeted approach to prevention activity across Norfolk's communities, prioritising vulnerability and those at highest risk.
- Proposal 2: Relocate our water safety equipment currently at Thetford to Great Yarmouth.
- Proposal 3: Locate gas tight suits, used in hazardous incidents such as chemical leaks, on our two specialist Environmental Protection Units, at our wholetime (full time) fire stations and on several on-call stations.
- Proposal 4: Amend the way we calculate and report our emergency response attendance time to align with the Home Office and our inspectorate (HMICFRS). (Until there is an agreed national standard which we are committed to adopting).
- Proposal 5: Trial having a fire engine in use as a 'roaming pump' meaning its location changes on a daily basis to ensure there is good fire and rescue response available across all of Norfolk.
- Proposal 6: Continue to collaborate with other emergency services in Norfolk.
- Proposal 7: Carry out a review of our on-call firefighting model in conjunction with a planned national review.

More details about each proposal can be found on the following pages.



Proposal 1

Prevention activity

Our Proposal


Develop a more targeted approach to prevention activity across Norfolk's communities, prioritising vulnerable people and communities and those at highest risk.

More details

We aim to achieve this by increasing partnership working and knowledge sharing with other emergency services and organisations, e.g. housing providers and local authorities.

In Norfolk, we work with blue light services (police, ambulance, HM Coastguard) and other partners such as adult social services, care providers, charities and local authorities to share appropriate information relating to risk. For example, we work with Adult Social Care, housing providers and health professionals to support people whose hoarding creates environmental or fire hazards.

We recently offered some of our partners advice and training on what to look for and how to report any concerns to us. This training enables other professionals to better identify fire safety issues they might encounter during visits and know what



advice to give to help reduce public risk. We want to strengthen and expand this training offer as part of our partnership working.

By training and providing partners with information to help them understand and pass on fire safety messaging to vulnerable people, alerting us to any concerns, we believe Norfolk will become safer.

We also intend to increase our own staff knowledge of other issues that we may encounter during our role and work more closely with teams from other organisations to understand this and to share information. We are working with partners to gain knowledge, so that we can give information on behalf of partners to the public. For example, giving crime prevention advice or signposting to support groups to help reduce issues of poverty.

We wish to grow this work with our partners, to work together, share information, safeguarding concerns and knowledge for the good of Norfolk.

We also want to expand our offer to young people in Norfolk by setting up a further Prince's Trust Team programme. We currently have free youth development programmes in Norwich, Dereham and King's Lynn. The schemes support 16-25 year-olds into further training, education and employment.

You can read the full details of this proposal in our draft CRMP document which is available on our website. You can also complete our online consultation there. Click **norfolk.gov.uk/fire**



Proposal 2

Water safety equipment

Our Proposal

Relocate our water safety equipment currently at Thetford to Great Yarmouth. Our data tells us it is more likely to be needed in this area.

We also plan to enhance training for our Water First Responder crews to allow them to perform swimming or buoyant raft rescues in inland water (rivers, broads etc). We will then have more specialist water rescue staff available across the county.

More details

The risks to Norfolk's communities are changing over time as we deal with extreme weather conditions, a general reduction in fires but an increase in other rescue incidents. We believe that our water rescue equipment known as our Technical Rescue Unit (TRU) should be located where it is most likely to be needed.

All of our resources are available for the whole of Norfolk, but the risk data we have shows where they are most likely to be needed. We receive more water rescue calls in the Great Yarmouth area than in the Thetford area and believe this resource should be relocated for this reason. The Technical Rescue Unit is also able to rescue larger animals such as horses and cows. We are called to more of these kind of

rescues in the East of the county than the South.

We have wholetime (full-time) crews 24/7 in Great Yarmouth so this kit will also be ready for use at this location.

There will be up to 48 firefighters trained and available to use this kit in Great Yarmouth but in Thetford there are eight trained staff who work during the daytime.

You can read the full details of this proposal in our draft CRMP document which is available on our website. You can also complete our online consultation there. Click norfolk.gov.uk/fire





Proposal 3

Gas tight suits

Our Proposal

House gas tight suits, used in hazardous incidents such as chemical leaks, on our two specialist Environmental Protection Units, at our wholetime (full time) fire stations and on several on-call stations.

More details

We currently have gas tight suits, which are not frequently used, available at every fire station. Our Environmental Protection Units are called to hazardous incidents across the county and have specialist staff with enhanced training.

We propose that the gas tight suits are available at our five wholetime (full time) fire stations, two day-crewed stations and at four on-call stations to ensure there is good availability across Norfolk when they are needed.

We propose to remove our use of gas tight suits at all other on-call fire stations. We wish to use our specialist resources and officers to attend such incidents. This will enable on-call crews to instead continue to train in other areas. The stations that have the suits removed would still attend hazardous material incidents but the specialist duties of limiting damage to property and the environment would only be carried out by those in gas tight suits.

You can read the full details of this proposal in our draft CRMP document which is available on our website. You can also complete our online consultation there. Click norfolk.gov.uk/fire



Proposal 4

Emergency response times

Our Proposal

Amend the way we calculate and report our emergency response attendance time (how long it takes us to get to an emergency) to align with the Home Office and our inspectorate (HMICFRS). (Until there is an agreed national standard which we are committed to adopting). We propose to measure how long it takes us to attend an emergency call from the time we get that call until the time the crew arrives.

More details

Presently, fire and rescue services adopt their own emergency response standards. Ours are reported into Norfolk County Council's elected members on a regular basis.

We are awaiting a new national standard which we will adopt.

In the meantime, we would propose to amend how we calculate and report our response times to align with the Home Office and HMICFRS. (Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services).

We will now measure response times from the time the call is received by our emergency control room to the time a crew arrives on scene.

Previously we measured from the time the crew was alerted by our control room, so we expect to see a slight lengthening of our response times as a result of this change.

This means our response times would be set in line with other counties in England with similar geography and demographics – largely rural counties reliant on on-call firefighting provision. We wish to grow this work with our partners, to work together, share information, safeguarding concerns and knowledge for the good of Norfolk.

You can read the full details of this proposal in our draft CRMP document which is available on our website. You can also complete our online consultation there. Click **norfolk.gov.uk/fire**



Proposal 5

Roaming fire engines

Our Proposal

Trial having a fire engine in use as a 'roaming pump' meaning its location changes on a daily basis to ensure there is good fire and rescue response available across all of Norfolk.


This would be staffed by our on-call support officers* who could also undertake prevention duties (such as home fire safety checks) within local communities when not attending emergencies.

We will also review and consider increasing our fleet of 4x4 technical response vehicles in line with emerging risks for Norfolk.

More details

*Our 7 on-call support officers are firefighters who currently are able to travel individually to help make up a full crew at any Norfolk fire station, to ensure that they have sufficient numbers of staff to attend an emergency.

Other fire and rescue services offer roaming fire engines which means they can be placed anywhere within their county on a given day to ensure that there is an improved emergency response cover.



In Norfolk, we saw extreme weather conditions this summer which meant that we had multiple and large scale incidents in rural areas. Our crews worked relentlessly across our large rural county to protect the public, our infrastructure and to prevent loss of life.

We provided 'standby' cover with crews from different stations being moved to other locations. The proposed 'roaming pump' approach takes that one step further to make that level of flexibility part of our everyday approach to ensure resources are always where they are needed and ready to respond.

This summer also saw us utilise our 4x4 Technical Response Vehicles which can respond to different incidents and in a range of weather conditions. They can go off-road to reach rural locations where a large fire engine may not be able to.

These vehicles can be flexible to suit spate weather (e.g. adding misting units to put out small rural fires in hot weather or being used to move through heavy snow or to carry a mobile incident command unit or view live drone footage via screens).

This summer our small fleet of five vehicles helped us to prevent further damage and fire spread. We would be keen to explore expanding this fleet further to provide an agile and flexible response for Norfolk.

We also want to expand our offer to young people in Norfolk by setting up a further Prince's Trust Team programme. We currently have free youth development programmes in Norwich, Dereham and King's Lynn. The schemes support 16-25 year-olds into further training, education and employment.

You can read the full details of this proposal in our draft CRMP document which is available on our website. You can also complete our online consultation there. Click **norfolk.gov.uk/fire**

Proposal 6

Emergency medical response

Our Proposal

Explore expanding our current emergency medical response trial with the East of England Ambulance Service, where firefighters respond to cardiac arrest patients on behalf of the ambulance service.

Our crews would attend such incidents only where they can provide a faster response than the ambulance service and where our crew is not already committed to a fire and rescue emergency.

We are currently trialling this at two on-call stations but would like to progress this Emergency Medical Response scheme during the CRMP23-26 period. Our communities will benefit from lives being saved and from wider fire and rescue staff skill sets.

We are only able to carry out this additional service through partner funding. We will continue to collaborate with all emergency services in Norfolk.

More details

We are trialling a scheme where two of our on-call firefighting crews have agreed to respond to patients in cardiac arrest. As every second counts in a life-threatening emergency, if the crew is able to get to the patient before an emergency ambulance can, they will attend.

Our firefighters are trained in dealing with cardiac arrests as part of their core skills as they often carry out trauma care at the scene of fires and road traffic collisions.

This proposal is part of our commitment to working more closely with other emergency services. We wish to grow this work with our partners, to work together, share information, safeguarding concerns and knowledge for the good of Norfolk.

We also want to expand our offer to young people in Norfolk by setting up a further Prince's Trust Team programme. We currently have free youth development programmes in Norwich, Dereham and King's Lynn. The schemes support 16-25 year-olds into further training, education and employment

You can read the full details of this proposal in our draft CRMP document which is available on our website. You can also complete our online consultation there. Click **norfolk.gov.uk/fire**



Proposal 7

On-call firefighting model

Our Proposal

Carry out a review of our on-call firefighting model in conjunction with an anticipated national review.

In Norfolk we rely on on-call firefighters at 39 out of our 42 fire stations. Being able to recruit and retain them is important for Norfolk's response to fires and other emergencies, but the current criteria to get new crew members can be restrictive.

We want to look at how we recruit and retain staff and whether we should adjust entry criteria, e.g. distance recruits live or work from our fire stations.

More details

We have used the same model for on-call fire fighters for many years.

In recent years we have witnessed less industry and employment within our rural towns and villages, which presents less opportunity to recruit on-call firefighters living and working in these areas.

At present firefighters must live or work within five minutes of their local fire station.

Other Fire and Rescue Services employ a range of new and innovative approaches to the recruitment and retention of on-call firefighters.

This proposal is to explore whether our on-call model can be enhanced to improve fire engine availability (a minimum number of on-call firefighters must be available to crew a fire engine).

This would help us to potentially open up applications to include a wider pool of Norfolk's residents to become on-call firefighters.

You can read the full details of this proposal in our draft CRMP document which is available on our website. You can also complete our online consultation there. Click **norfolk.gov.uk/fire**



Our firefighting model in Norfolk:

During this consultation document we refer to the different types of fire crews we have in Norfolk. Most of our fire stations are known as on-call stations which means they do not have a crew at the fire station when the emergency calls come in. On-call firefighters have other careers and work for us on an alerter system. When they are on duty they should be within five minutes of their fire station, so they can be alerted to attend quickly and then go out on the fire engine to emergencies.

We also have what is known as wholetime crews. These are full-time and means we have crews at fire stations around the clock, ready to respond to emergencies. In Norfolk our five wholetime fire stations are based in the most urban areas; Norwich (Carrow, Sprowston, North Earlham), King's Lynn and Great Yarmouth.

In Dereham and Thetford we have 'day crews' which means there are firefighters on site during daytime hours ready to respond. At other times, these towns also rely on on-call firefighters.

All of Norfolk's firefighters are paid employees, we do not have volunteer firefighters in the county.

Proposal One

Develop a more targeted approach to prevention activity across Norfolk's communities, prioritising vulnerability and those at highest risk.

Q1. What do you think about proposal one? Please tick (✓) one answer only:

| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
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Why do you say that? Please write in the box below:

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Q6. If no, what would make you more likely to attend?

Please write in the box below:

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Proposal Two

Relocate our water safety equipment currently at Thetford to Great Yarmouth. Our data tells us it is more likely to be needed in this area.

We plan to enhance training for our Water First Responder crews to allow them to perform swimming or buoyant raft rescues in inland water (rivers, broads etc). This will mean we have more specialist water rescue staff available across the county.

Q7. What do you think about proposal two?

Please tick (✓) one answer only:

| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
|----------------|-------|---------------------------|----------|-------------------|------------|
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Why do you say that? Please write in the box below:

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Proposal Three

Locate gas tight suits, used in hazardous incidents such as chemical leaks, on our two specialist Environmental Protection Units, at our wholetime (full time) fire stations and on several on-call stations.

Q8. What do you think about proposal three? Please tick (✓) one answer only:

| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
|----------------|-------|---------------------------|----------|-------------------|------------|
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Why do you say that? Please write in the box below:

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Proposal Four

Amend the way we calculate and report our emergency response attendance time to align with the Home Office and our inspectorate (HMICFRS). Until there is an agreed national standard which we are committed to adopting.

Q9. What do you think about proposal four? Please tick (✓) one answer only:

| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
|----------------|-------|---------------------------|----------|-------------------|------------|
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Why do you say that? Please write in the box below:

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Proposal Five

Trial having a fire engine in use as a 'roaming pump' meaning its location changes on a daily basis to ensure there is good fire and rescue response available across all of Norfolk.

This would be staffed by our on-call support officers who could also undertake prevention duties (such as home fire safety checks) within local communities when not attending emergencies.

We will also review and consider increasing our fleet of 4x4 technical response vehicles in line with emerging risks for Norfolk.

Q10. What do you think about proposal five? Please tick (✓) one answer only:

| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
|----------------|-------|---------------------------|----------|-------------------|------------|
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Why do you say that? Please write in the box below:

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Q11. How far do you agree with the statement that we should explore increasing our fleet of 4x4 vehicles to extinguish rural fires more quickly, preventing further damage and fire spread? Please tick (✓) one answer only:

| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
|----------------|-------|---------------------------|----------|-------------------|------------|
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Why do you say that? Please write in the box below:

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Proposal Six

Continue to collaborate with other emergency services in Norfolk. Explore expanding our current emergency medical response trial with the East of England Ambulance Service, where firefighters respond to cardiac arrest patients on behalf of the ambulance service. Our crews do this only where they can provide a faster response than the ambulance service and where our crew is not already committed to a fire and rescue emergency.

We are currently trialling this at two on-call stations but would like to progress this Emergency Medical Response scheme during the CRMP23-26 period. Our communities will benefit from lives being saved and from wider fire and rescue staff skill sets.

We are only able to carry out this additional service through partner funding. Core traditional service responsibilities (fire cover) will not be negatively impacted.

Q12. What do you think about proposal six? Please tick (✓) one answer only:

| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
|-----------------------|--------------|----------------------------------|-----------------|--------------------------|-------------------|
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Why do you say that? Please write in the box below:

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Q13. Dealing with trauma and fatal incidents can have a negative impact on the mental health and wellbeing of our staff. How far do you agree or disagree that more focus should be placed on improving support in this area for our teams?

| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
|-----------------------|--------------|----------------------------------|-----------------|--------------------------|-------------------|
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Why do you say that? Please write in the box below:

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Proposal Seven

Carry out a review of our on-call firefighting model in conjunction with a planned national review. In Norfolk we rely on on-call firefighters at 39 out of our 42 fire stations. Being able to recruit and retain them is vital for Norfolk's safety but the criteria to get new crew members can be restrictive.

Q14. What do you think about proposal seven? Please tick (✓) one answer only:

| Strongly agree | Agree | Neither agree or disagree | Disagree | Strongly disagree | Don't know |
|----------------|-------|---------------------------|----------|-------------------|------------|
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Why do you say that? Please write in the box below:

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Q15. Have you ever considered becoming an on-call firefighter for Norfolk? Please tick (✓) one answer only:

- | | |
|---|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |
| I am currently an on-call firefighter for Norfolk | <input type="checkbox"/> |
| I used to be an on-call firefighter for Norfolk | <input type="checkbox"/> |

If you have but did not progress this as a career, what were the barriers? Please write in the box below:

General Questions

Q16. How well informed do you feel about Norfolk Fire and Rescue Service?

Please tick (✓) one answer only:

| Very well informed | Informed | Not very well informed | Not well informed at all | Don't know |
|--------------------|----------|------------------------|--------------------------|------------|
| | | | | |

Q17. Overall, how worried are you about the risk of the following?

Fire in your home

Please tick (✓) one answer only:

| Very worried | Fairly worried | Not very worried | Not at all worried | Not applicable / don't know |
|--------------|----------------|------------------|--------------------|-----------------------------|
| | | | | |

Fire in your workplace:

Please tick (✓) one answer only:

| Very worried | Fairly worried | Not very worried | Not at all worried | Not applicable / don't know |
|--------------|----------------|------------------|--------------------|-----------------------------|
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Fire in your community:

Please tick (✓) one answer only:

| Very worried | Fairly worried | Not very worried | Not at all worried | Not applicable / don't know |
|--------------|----------------|------------------|--------------------|-----------------------------|
| | | | | |

Safety around open water in Norfolk:

Please tick (✓) one answer only:

| Very worried | Fairly worried | Not very worried | Not at all worried | Not applicable / don't know |
|--------------|----------------|------------------|--------------------|-----------------------------|
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Safety on Norfolk's roads:

Please tick (✓) one answer only:

| Very worried | Fairly worried | Not very worried | Not at all worried | Not applicable / don't know |
|--------------|----------------|------------------|--------------------|-----------------------------|
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Q18. If you said you are fairly or very worried to any of the above, please tell us why below.

Please write in the box below:

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Q19. How much do you trust Norfolk's Fire and Rescue Service?

Please tick (✓) one answer only:

| Highly trusted | Somewhat trusted | Unsure | Somewhat untrusted | Highly untrusted |
|----------------|------------------|--------|--------------------|------------------|
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Q20. If there is anything else you would like to tell us about our draft CRMP, Norfolk Fire and Rescue Service in general or any concerns you have about risks in your community please write this in the box below:

About you

To make sure we are learning from a wide range of people – we'd like to ask some questions about you. These are optional questions (so you may choose not to give this information), but this information is helpful to understand who is responding to our consultations.

1. Are you responding as...? Please tick (✓) one answer only:

- | | |
|--|--------------------------|
| An individual / member of the public | <input type="checkbox"/> |
| On behalf of a voluntary or community group | <input type="checkbox"/> |
| On behalf of a statutory organisation | <input type="checkbox"/> |
| On behalf of a business | <input type="checkbox"/> |
| A Norfolk County Councillor | <input type="checkbox"/> |
| A district or borough councillor | <input type="checkbox"/> |
| A town or parish councillor | <input type="checkbox"/> |
| A Norfolk County Council employee | <input type="checkbox"/> |
| An employee of Norfolk Fire and Rescue Service | <input type="checkbox"/> |

2. If you are responding on behalf of another organisation, what is the name of the organisation, group or business?

Please write your answer in the box:

3. How did you hear about this consultation? Please select one of the following:

Local media (e.g newspaper, radio) ☐

From a social media post (e.g Facebook) ☐

From a friend ☐

From a group I belong to ☐

From my place of work or education ☐

The Norfolk Residents' Panel ☐

District Council web page ☐

Norfolk County Council web page ☐

My Parish Council ☐

From an email I received ☐

4. Are you...? Please tick (✓) one answer only:

Male ☐

Female ☐

Prefer not to say ☐

Prefer to self-describe (please specify below) ☐

If you prefer to self-describe please specify here:

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5. How old are you? Please tick (✓) one answer only:

Under 18 ☐

18-24 ☐

25-34 ☐

35-44 ☐

45-54 ☐

55-64 ☐

65-74 ☐

75-84 ☐

85 or older ☐

Prefer not to say ☐

6. Do you have any long-term illness, disability or health problem that limits your daily activities or the work you can do? Please tick (✓) one answer only:

Yes ☐

No ☐

Prefer not to say ☐

7. If yes which of the following best describes your condition or disability?
Please tick (✓) all answers that apply

Blind or partially sighted ☐

D/deaf or hard of hearing ☐

Limiting health condition e.g. heart disease, asthma, strokes, osteoarthritis, ☐
Rheumatoid arthritis, fibromyalgia and myalgic encephalomyelitis (ME) etc.

Learning Disabilities ☐

Neurodiversity e.g. autistic spectrum disorders, dyslexia, dyspraxia ☐

Mental health conditions – e.g. depression, schizophrenia, bipolar affective disorders, eating disorders, obsessive compulsive disorder ☐

Physical disability e.g. limb disorder, amputee, wheelchair user, cerebral palsy, motor neurone disease, muscular dystrophy ☐

Other, please write here

8. How would you describe your ethnic background? Please tick (✓) one answer only:

Asian or Asian British

Asian British ☐

Indian ☐

Pakistani ☐

Bangladeshi ☐

Chinese ☐

Any other Asian background, please describe here:

Black, Black British, Caribbean, or African

Black British ☐

Caribbean ☐

African ☐

Any other Black, Black British, or Caribbean background, please describe here

Mixed or multiple ethnic groups

White and Black Caribbean ☐

White and Black African ☐

White and Asian ☐

Any other mixed or multiple ground, please describe here

White

English, Welsh, Scottish, Northern Irish or British ☐

Irish ☐

Gypsy or Irish Traveller ☐

Roma ☐

Other White background, please describe here:

Another ethnic group

Arab ☐

Any other ethnic group please describe here

Prefer not to say ☐

9. Which District / Borough /City do you live in? Please tick (✓) one answer

Breckland ☐

Broadland ☐

Great Yarmouth ☐

King's Lynn and West Norfolk ☐

North Norfolk ☐

Norwich ☐

South Norfolk ☐

10. Do you have caring responsibilities? Please tick (✓) one answer

No ☐

Yes – for children with additional needs ☐

Yes – for older family members ☐

Yes, other. Please write here

11. Which of the following best describes you? Please tick (✓) one answer only:

Employed (full time) ☐

Employed (part time) ☐

Self employed ☐

Unemployed ☐

Student ☐

Looking after the family home ☐

Long term sick ☐

Retired ☐

12. What is your first language?

English ☐

Other, please write here:

Thank you for taking part in our CRMP Consultation.

You can send back a paper feedback form to: Freepost Plus RTCL-XSTT-JZSK, Norfolk County Council, Ground floor – south wing, County Hall, Martineau Lane, Norwich NR1 2DH. However, if you want to help the council save money, please use a stamp and send to this address: Stakeholder and Consultation Team, Norfolk County Council, Ground floor – south wing, County Hall, Martineau Lane, NR1 2DH. You may wish to keep a copy of your response to our consultation for your own records. Your opinions are valuable to us. Thank you for taking the time to read this document and respond.



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