

Norfolk Matters



The Newsletter of Norfolk County Council



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Settlement means rises on the way - your views sought

Norfolk County Council Leader Alison King is pressing the Government for a better deal on funding after reluctantly conceding substantial council tax increases are on the way this year.

Mrs King welcomed the Provisional Revenue Support Grant settlement which would see a 6.7 per cent increase for Norfolk in its Standard Spending Assessment - (a calculation used to distribute government grant to the County) - compared to a 6.2 per cent increase for other English shire counties for 2002/03.

But Mrs King is concerned that Norfolk's need to increase its spending in areas such as Social Services is not being properly recognised under the current funding arrangements and is pressing the Department of Transport, Local Government and the Regions (DLTR) for action.

Norfolk is already spending at least 10 per cent more on social services than the Government's Standard Spending Assessment allows for.

It appeared before Christmas that a council tax rise of at least 10 per cent was on the way, although the end of something called the council tax benefit subsidy could help to reduce this by around 2 per cent.

Spending on education, social services, fire, highways and other services are all set to increase next year - despite a funding shortfall of about £5.5 million.

Savings of £3.3million are being found across Norfolk County Council to help meet the shortfall.

A package of savings could see a rise in the cost of Meals on Wheels from £2 to £2.25 each day and a rise in transport charges for people with learning disabilities wishing to attend day centres.

Mrs King said she remains committed to lower levels of council tax increases, but added: "This is deeply depressing to us, as it will be to others. Given what we are likely to receive from the Government, the situation we inherited six months ago from the previous administration and critical pressures on some of the principal services we provide - like education and social services, this is simply not possible for next year."

She said the council's own calculations showed that the funding of key services for vulnerable people now accounted for almost all of the possible council tax increase.

"The latest provisional settlement from the Government assesses that we need to spend £131.9 million next year to provide social services for our residents. But the simple truth is that we are already spending £139.4 million on these services now - without taking into account any of the new pressures that we know will come our way next year. We also know that even this is not enough."

"This is an issue on which we will continue to lobby the Government and to help with this, Norfolk County Council is leading a piece of work for the County Councils Network to identify better and fairer funding mechanisms for Social Services nation-wide".



Have your say on the Budget proposals

If you have a view about the financial settlement or the level of proposed council tax, you can make your views known by contacting your local county councillor, writing to Alison King, Leader of the Council, at County Hall, Martineau Lane, Norwich, or e-mailing the Communications Unit on information@norfolk.gov.uk.

See page 6 for details of the Council's Cabinet.

Tracking the Budget decision making process through Norfolk County Council

The County Council's review panels have been meeting throughout January to discuss how the settlement could impact on the particular services they provide.

- The County Council's Cabinet meets at 10.30am at County Hall on February 11 to debate and then recommend a budget to the full council meeting
- The budget could be 'called in' for discussion by opposition councillors at Scrutiny Committee on February 18 at 10am
- The Full Council meets at County Hall on February 25 at 10am, it is here that all 84 members of Norfolk county Council will agree the budget

Members of the public are welcome to attend any of these meetings and hear the debate.

News In Brief

A taskforce involving Norfolk's key political leaders has been formed to take the case forward for improving road access to the Norfolk and Norwich University Hospital and the growing Norwich Research Park.

Its formation follows the clear refusal of the Highways Agency to allow access to the hospital direct from the Southern Bypass.

The group includes the leaders of Norfolk County Council, Norwich City Council and South Norfolk Council and Norfolk MPs.

Publicity code

Voluntary organisations funded by the County Council need to be aware that in any publicity they produce, they must have regard to the Code of Recommended Practice on Local Authority Publicity. Amongst other things, the code is concerned with ensuring that public money is not used by local authorities for party political publicity. This applies to groups funded by councils, as well as the councils themselves. The code also says that "Publicity should not attack, nor appear to undermine, generally accepted moral standards." Further information will be published in a future edition of Norfolk Matters, but the full code, as recently amended, can be found through this website: www.info4local.gov.uk

75 enterprising young people from all over Norfolk received the highest Duke of Edinburgh Award - the Gold Badge presented by the Dean of Norwich Cathedral, the Very Reverend Stephen Platten.

Norfolk County Council Local Education Authority is the major licence holder for the Duke of Edinburgh Award Scheme and is supported by local industry and commerce and by teams of volunteers operating in high schools and youth groups across Norfolk.

People interested in finding out more about the Duke of Edinburgh Award Scheme in Norfolk should contact Alan Alderton on 01603 744888.

Changes Ahead *for* Norfolk County Council

Changes are in the pipeline that will improve the way in which Norfolk County Council works at a local level across the County.

Until last year, a series of Area Committees based on the boundaries of Norfolk's district councils, provided a forum in which to discuss local issues.

Now a review of the way the system was working has been carried out in the light of the need to develop **Local Strategic Partnerships (LSP's)** across the County.

The Government is promoting **LSP's** as a simple concept - that public, private, voluntary and community groups come together to set services priorities; bring service providers together and ensure that agencies know how they fit into the 'bigger picture.'

As part of this, a **Norfolk County Strategic Partnership** will need to be set up at some stage in the future. In the meantime, changes are being made to the Area Committee network so that the new arrangements can feed into **LSP's**.

Consultation on the future of Area Committees found strong support for the retention of a city and borough wide forum in both Norwich and Great Yarmouth and County Councillors will continue to meet on a district wide basis in both places.

Opinion was equally divided about whether the Area Committees should have decision-making powers or budgets and further consideration will be given to this issue as local working develops.

In the more rural areas of Norfolk, the County will work with the district council and other local partners to determine the most effective structure for local partnership working.

In North Norfolk, the existing two area committees (east and west) are likely to be retained with a district wide LSP. In South Norfolk, it is likely the three existing Area Forums will be built on, beneath the district wide South Norfolk Alliance.

In King's Lynn and West Norfolk three area forums may be established working under the newly created LSP; in Broadland the proposal is for five area forums and in Breckland work is being done for forums for the five market towns covering the district.

Norfolk County Council leader Alison King said:

"I believe these new arrangements are better suited to serve the people of Norfolk than those which they replace. We are committed to working locally and responding to local issues, as best we can, and I look forward to further developing our links in the months ahead."

If you have a question about how the new arrangements will work, contact Ian Lambert, Head of Democratic Services, on 01603 222620 or email him at ian.lambert.corpstrat@norfolk.gov.uk

Latest on residential review

The future of five upgraded care homes will be considered by Norfolk County Council's Cabinet at its meeting on March 18th (10.30).

The five County Council residential homes - Aegel House (Aylsham), Beauchamp House (Chedgrave), Mountfield (Norwich), Mildred Stone House (Great Yarmouth), and Woodlands (Kings Lynn) - have all been improved to meet current registration standards. However, the Council has been consulting on their future following a 'Best Value' review of residential care which recommended the transfer of the homes to the independent sector, unless running costs could be reduced.

The consultation has shown little support for such a transfer. This was reported to the Council's Residential Review Board on Monday Jan 7th, where it was stressed that no decisions had been taken, and that Cabinet wanted reports on the three broad options:

- Retaining the five homes;
- Transferring these homes to an 'arm's length' organisation, such as a Council-owned company;
- Transferring them to the independent sector.

Reports on these options will go back to the Residential Review Board on February 15th and to Cabinet for decision on March 18th.

Two other upgraded homes - Cranmer House (Fakenham) and Ellacombe (Norwich) - are not included because they were improved in joint projects with the NHS.

The review of the future ownership of upgraded homes has been going ahead alongside a wider review of 24 unimproved homes. These must meet new mandatory standards by 2007 at the latest. The favoured solution is replacement of unimproved homes with **'housing with care'** schemes (such as Laburnum Grove, Thetford, Lisbon Court, King's Lynn, and at Kelling), but the timetable varies.

WORKING TOGETHER ON WASTE

New structures for joint working on waste are being established by the County Council and District Councils in Norfolk. The County is responsible for waste disposal and the Districts for waste collection services.

Towards the end of 2001, the political leaders and chief executive officers of the councils met to discuss joint working and agreed to work towards a combined refuse and recycling system to benefit Norfolk people.

A group of officers has been asked to produce proposals for:

- aims and objectives for the management of waste in a collective and sustainable basis
- a specification for market testing options for the service

"In the meantime, the existing officer liaison group for waste is continuing to meet on a regular basis to ensure there is no slow down in the process of the current Waste Management Strategy for Norfolk," said Alison King, County Council Leader and Cabinet member with responsibility for Waste Management.

More than 112,000 people visited the new Norfolk & Norwich Millennium library in The Forum during the first four weeks of opening, compared to 50,000 for an average month at the temporary sites being used before The Forum opened. The new library is issuing 19,000 items a week and has attracted more than 4,600 people to join the library service.

Heather Bolt, cabinet member with responsibility for Libraries, Museums and Records, said: "I'm absolutely delighted the Millennium Library has been such a success and its arrival will certainly be a key feature in our drive to hit our targets to increase the number of people using Norfolk's libraries in the years ahead."



Norfolk County Council Cabinet members have agreed a bid for more than £160 million to refurbish and modernise 114 schools in the greater Norwich area. The bid will be made under the Private Finance Initiative (PFI) to the Department for Education and Skills.

The outcome of this bid should be known by Easter.

Just a reminder, if you are considering entering this year's EDP/NCC Norfolk Village of the Year Competition, the last chance to request an entry form passes in early February. The deadline for submitting your completed entry is Thursday 28 March 2002. (See A to Z of helpful numbers)

FORTHCOMING CONSULTATIONS in Norfolk

Looking at how schools are organised

A major consultation is currently underway in ten areas of Norfolk, looking at the way that 102 schools are organised.

More than 90% of schools in Britain are organised so that tests are taken in the last year of a school before moving onto a junior school at 7, or high school at 11. However, in some areas of Norfolk, children move to a middle school and high school at age 8 and 12, which is one year into the next key stage.

We are therefore consulting parents and other stakeholders on whether all children should move to high school at age 11, or whether we should leave schools as they are. We are also asking, if all children did change school at 11, what is the best way to organise primary school education?

The 10 areas are: Great Yarmouth, Gorleston, Martham, Caister, Stalham, Loddon, Long Stratton, Swaffham, Harleston and Hunstanton.

As well as producing more than 30,000 consultation documents for those directly involved, we are trying to make sure that local people have an opportunity to give their views on all the possible options.

More information about the consultation, and an electronic response form, is available on the website at <http://esinet.norfolk.gov.uk/review>. Reference copies are also available from local public libraries, which also provide free internet access. The consultation closes on 22 March 2002 and then all comments will be analysed and a summary of key issues prepared.

The Cabinet will then make their decision in May 2002, with the outcome publicised in the general media as well as in Norfolk Matters.

For further information contact David Lennard Jones on (01603) 223474. email: david.lennard.jones.edu@norfolk.gov.uk

CONSULTATIONS in Norfolk

Children with Disabilities Give the Low-down On Services

For some children with severe disabilities, everyday communication can be a challenge.

Norfolk Education, Health and Social Services have recently joined together to tackle this challenge and get children to give their verdict on the services they receive.

Sixteen staff from the three organisations volunteered to learn special techniques to use with children with very little or no verbal skills.

The training enabled staff to conduct one-to-one interviews using video, household objects, toys and pictures as props, to discover what children really thought about services like their help at school, transport, and respite care.

A Best Value review team, **(The National Development Team)** also interviewed children at youth groups, special schools and voluntary groups.

Parents too were given the opportunity to voice their opinions on the services' successes and shortfalls in a series of meetings held in October.

Tim O'Mullane, Co-ordinator for Social Services said,

'We had a good turnout at the meetings, and are pleased that both professionals and parents have been totally frank in their views.'

Top of the list of suggestions from parents about how to improve things, was for a named worker to be allocated for each disabled child.

Other areas highlighted included more joined-up working between professionals, easier access to short breaks, less bureaucracy and better access to information and help.

Several 'feedback' sessions were held in January at meetings attended by both professionals and parents.

Contact Tim O'Mullane, on 01603 223157,
minicom 01603 223242 or email
tim.omullane.soc@norfolk.gov.uk for details.

Information to Market Towns

Market towns in Norfolk play a vital role in the life of the county, big enough to offer many services which people will need, but small enough to have a real community focus.

By focusing on information provided in and through Aylsham and Swaffham, Norfolk County Council is looking at the way information is provided about services in all market towns.

The County Council team is working closely with partner organisations to see how information provided about our services should overlap with information provided about district or town and parish services, or even health, police or voluntary services.

They also want to discuss the ways other community groups such as parochial church councils or voluntary organisations in the Aylsham and Swaffham area are involved in providing information to their local communities.

If you want to become involved with the project, contact Anna Graves on (01603) 223254
email: anna.graves.pt@norfolk.gov.uk



Fire Service plans

Views are being sought on options to modernise and improve the way the fire service is provided in the Norwich area.

The central Bethel Street fire station was built in the 1930s and has a number of deficiencies arising from traffic choked streets and lack of parking and accommodation. There are also problems with the fire service's Bowthorpe training centre, which suffers from frequent vandalism.

The New Deal project for North Earlham, Larkman and Marlpit (NELM) has indicated it is willing to fund the development of a new fire station and a modern and much improved training centre at the Bowthorpe School site.

Three main options to improve the service were put to Norfolk County Council's Cabinet in January. In all cases fire cover standards would be maintained.

Councillors' preferred option was to replace Bethel Street fire station with a new station in central Norwich and a combined fire station/training centre in North Earlham, leading to improvements in fire cover in the west of the city. This option would result in an extra four fire fighters being employed. Chief Fire Officer Richard Elliott said:

"We know that the west of Norwich - which is currently not served by a fire station - has a particularly high need of our services - so a quicker response from a new station based in the area will help us to do this. It will also improve response times to calls from the new Norfolk and Norwich University Hospital."

Tell us what you think: Write to Richard Elliott, Chief Fire Officer, Fire Service Headquarters, Whitegates, Hethersett, Norfolk NR9 3DN or email: chiefofficer@fire.norfolk.gov.uk

Feedback

HIGHWAYS - THE ROAD AHEAD

This consultation took place in October/November last year and asked for your views on possible changes to the County Council's highway services. In particular:

- increasing the number of highways area offices from two to three
- new local highways teams based at depots around the county
- changing the way people contact the service, including out of normal office hours

The response rate to the consultation was around 37% - thanks to everyone who replied. The results were reported to the Council's Cabinet in November:

- 76% in favour of a third area office
- 89% in favour of new teams at depots
- 76% in favour of individual phone numbers for area offices (as now)
- 40% in favour of better contact facilities outside normal office hours
- 96% found the questionnaire clear and easy to understand

The Council's Department of Planning and Transportation is now implementing the changes, most of which will be in place by April 2002. More news in the next Norfolk Matters.

For further information, call John Joyce on (01603) 222452.
email: john.joyce.pt@norfolk.gov.uk



Cabinet Members

There are 84 members of Norfolk County Council, 47 Conservative, 26 Labour and 11 Liberal Democrats. The County Council decided last year, following consultation with the public, to operate a 'Leader and Cabinet' system, with 10 councillors who are Cabinet members, each with a particular area of responsibility. Every part of Norfolk is represented by a county councillor who can take up complaints raised by members of the public living in their electoral division.

Alternatively, members of the public sometimes approach the Cabinet member with responsibility for the area of service they wish to raise concern about.

The Cabinet members are:

Alison King

Chairman of Cabinet, Leader of the Council and Cabinet Member for Waste Management

Mrs King lives in Cringleford and represents Humbleyard. Tel 01603 454182.



Derek Turnbull

Vice Chairman of Cabinet, Deputy Leader of the Council and Member for Personnel, Finance and Property

Mr Turnbull lives in Itteringham and represents Aylsham. Tel 01263 587478



Evelyn Collishaw

Cabinet member with responsibility for Economic Development

Miss Collishaw lives in Norwich and represents Taverham and Drayton. Tel 01603 482552.



Alec Byrne

Cabinet member with responsibility for Education

Mr Byrne lives in Old Buckenham and represents Attleborough. Tel: 01953 860315.



Ingrid Floering Blackman

Cabinet member with responsibility for the Environment

Mrs Floering Blackman lives in Dereham and represents Elmham and Mattishall. Tel: 01362 637235.



Harry Humphrey

Cabinet member with responsibility for Fire and Community Protection

Mr Humphrey lives in King's Lynn and represents Marshland South. Tel 01945 430539.



Heather Bolt

Cabinet member with responsibility for Libraries, Museums and Records

Mrs Bolt lives in King's Lynn and represents Winch. Tel: 01553 773819.



John Baskerville

Cabinet Member with responsibility for Performance Monitoring

Mr Baskerville lives in Attleborough and represents Guiltcross. Tel: 01953 860887.



Adrian Gunson

Cabinet Member with responsibility for Planning and Transportation

Mr Gunson lives near Woodton and represents Loddon. Tel: 01508 482543.



Chris Mowle

Cabinet Member with responsibility for Social Services

Mr Mowle lives in Brundall and represents Blofield and Brundall. Tel: 01603 712555.



Learning disability partnership

Rapid progress is being made in developing modern services for people with learning difficulty (disability).

Joint Director of Learning Disability Services, Amanda Reynolds, appointed by Norfolk County Council Social Services and Health, is galvanising the response to the recommendations of the National Development Team (which carried out a review of the position in Norfolk), and the Government's White Paper "Valuing People."

A Norfolk Learning Difficulties Partnership Board, which includes 8 people with learning difficulties, has been overseeing developments, including the preparation of a Joint Investment Plan. Part of this plan is for further integration of health and social services, such as the pooling of budgets and integrated community teams.

Little Plumstead Hospital

New impetus has been given to the resettlement of people with learning difficulties from Little Plumstead Hospital. Individual plans are being prepared to ensure that the right support services are provided and the process of finding housing and care providers is well underway.

The aim is for everything to be ready for the residents to move into their new homes by the end of 2002. This will allow the final decommissioning of the Hospital soon afterwards.

There are around 300 unqualified staff (i.e. with no nursing qualification) and a range of options for redeployment are being explored, including transfers within health, into the independent sector, and into suitable posts within Social Services.

A to Z of helpful numbers at Norfolk County Council

If you don't see the number you need, phone the appropriate enquiry desk or our main switchboard: 01603 222222/ minicom 01603 223833

A

Adoption 01603 617796
Adult Education 01603 222322
Arts Grants 01603 222269

C

Child Care Information 01603 622292
Councillors and Committees 01603 222387

D

Departmental enquiry desks

- Communications/General Enquiries 01603 222964
- Chief Executive's Department 01603 222001
- Education 01603 810351
- Fire Service Enquiries 01603 222146
- Finance and Information 01603 223488
- Legal Services 01603 223812
- Library and Information 01603 222049
- Norfolk County Services 01603 222596
- Norfolk Property Services 01603 223456
- Planning and Transportation 01603 222143
- Social Services 01603 222141
- Youth and Community Services 01603 222324

E

European Funding Enquiries 01603 222598

F

Fire Safety Advice 01603 819777
Footpaths/countryside access 01603 223284/ 222218
Fostering (see Social Services)

G

Grants - Education 01603 222146
Gritting Roads (see Road Maintenance)

H

Home Care (see Social Services)

L

Libraries

- Great Yarmouth 01493 844551
- Kings Lynn 01553 772568
- Norwich 01603 215214
- Thetford 01842 752048

(There are 49 Libraries in Norfolk, please check the phone book for your nearest one)

M

Mobile Libraries 01603 222267
Museums

- Cromer Museum 01263 513543
- Gressenhall Rural Life Museum 01362 860563
- Norwich Castle 01603 493636
- The Lynn Museum 01553 775001
- Thetford Ancient House Museum 01842 752599

(for other Museums please check the phone book)

N

Norfolk Record Office 01603 761349

P

Public Transport timetable enquiries 0870 6082608

R

Refuse collection *(contact your own District Council)*
Rights of Way 01603 223284
Road & Pavement Maintenance

- Aylsham Office 0845 7581762
- Hethersett Office 0845 7581761
- King's Lynn Office 0845 6021930

Road Safety 01603 223355

S

Schools

- Admissions 01603 222525
- Buses 0845 3006116
- Governors Support 01603 433276
- Term dates 01603 222146

Social Services

- Eastern District 01493 850317
- Western District 01553 669300
- Norwich District 01603 223500
- Southern District 01603 224100
- Northern District 01692 500550
- Emergencies out of hours 01603 614022

T

Trading Standards

- Business advice service 01603 495913
- Consumer advice service 08457 444466

Traffic light faults 01603 624923
Travellers Liaison Officer 01603 222473

V

Village of the Year 01603 222810

W

Waste Management 01603 222917

More information about the County Council and its services can be found on the council's website: www.norfolk.gov.uk. Free internet access is available at any county library to registered users. Norfolk Matters is produced by the Communications Unit. If you have any comments, please contact the team on 01603-222964, or e-mail to information@norfolk.gov.uk.

Golden Notes



A small county group has been set up to help

co-ordinate Norfolk events celebrating the 50th anniversary of Her Majesty the Queen's accession to the throne. It will draw together a calendar of what is planned and signpost people to where practical help and information about the Golden Jubilee can be found.

The group has been established by Sir Timothy Colman, Lord Lieutenant of Norfolk and is chaired by John Alston, a Deputy Lieutenant. Its members will ensure liaison across and between Norfolk's local authorities, church, parish and town communities.

Many communities and organisations are already planning events such as street parties, fetes and Jubilee tree planting. The main focus for such events nationally and locally will be the specially extended Jubilee Bank Holiday weekend 1-4th June 2002, with June 4th being the principal day.

Where you can get practical help and information

- For general information about celebrating the Golden Jubilee, visit the Jubilee website at www.goldenjubilee.gov.uk
- You can also visit the recently revamped www.royal.gov.uk
- You can apply for a 'celebration

toolkit' from the Golden Jubilee office at 85 Buckingham Gate, London SW1E 6PD, phone 0845 0002002.

This is a practical guide for planning events in England and includes information on applying for necessary permissions for holding events, planning tips, applying for grants and even making decorations.

- Some of these toolkits are also available from Norfolk County Council - phone 01603 224471. Some district councils have produced their own Golden Jubilee packs containing local information. Contact your own District Council for details. (addresses below)
- A web page is being prepared for the County Council website, to include a calendar of planned events, links to helpful advice and information and links to other local authorities and organisations who are staging events. Keep an eye on www.norfolk.gov.uk for details.

Keeping in touch about what you have planned

Please do let us know about your event, so we can help to publicise it on the Golden Jubilee web sites and with other publicity about the celebrations. You can do this by contacting:

Lindsay Stephens, Communications Unit, Norfolk County Council.
01603 224471, email - lindsay.stephens.cex@norfolk.gov.uk

Roger Bennett, Asst. Chief Executive, King's Lynn and West Norfolk Borough Council. 01553 616286, email - roger.bennett@west-norfolk.gov.uk

Helen Selleck, Events Manager, Norwich City Council. 01603 212137, email - helenselleck@norwich.gov.uk

Nick Manthorpe, Media Officer, North Norfolk District Council. 01263 516059, email - nmanthorpe@north-norfolk.gov.uk

Melanie Baker, Breckland District Council 01362 656813, email - melanie.baker@breckland.gov.uk

Ben Southwell, Broadland District Council, 01603 703243. email news@broadland.gov.uk

South Norfolk Council, www.south-norfolk.gov.uk
Co-ordinator to be appointed.

Stuart Wells, Borough of Great Yarmouth 01493 856100. email ssw@gtyarmouth.gov.uk

Janice Bradfield, Norfolk Health Authority. 01603 307213. email janice.bradfield@norfolk.nhs.uk

Mel Lacey, Norfolk Constabulary, 01953 423666. email LaceyM@norfolk.police.uk

The BBC have nominated Nicky Barnes as their correspondent for Jubilee news items, so you can keep her in touch with your plans too. Phone 01603 284395 or 07764 335205. email nicky.barnes@bbc.co.uk

What you think of Norfolk Matters

We asked in the last edition what you thought about Norfolk Matters - many thanks to all who replied.

On the whole the comments received were very positive and will help us develop the publication to help keep you informed.

The most popular sections in the last edition were the articles on the New Archive Centre and the New library at the Forum with 49% and 39% of those responding finding these very interesting.

We also asked whether we had the balance of articles right. Over half of those responding (51%) want to read more about decisions that the County Council has taken, with 39% wanting more about local events and 33% wanting more helpful names and contact numbers. When it came to other items that people wanted to see in Norfolk Matters, we received a host

of interesting ideas, but not a consensus! Some of the issues you wanted to see include more contact details, profiles of cabinet members, information about the Council Tax and the Queen's Golden Jubilee. We have tried to include these in this edition.

Lastly, we asked how often we should produce Norfolk Matters. The majority of respondents (46%) felt that every 2 months was fine, 37% favoured a quarterly publication and 17% thought we should publish twice a year. We shall therefore carry on producing Norfolk Matters every 2 months.

We hope to carry on improving Norfolk Matters so if you have any comments or suggestions, then please get in touch. You can either send your comments in to Freepost NFK County Council. You do not need to use a stamp. Alternatively you can send an e-mail to mark.langlands.cex@norfolk.gov.uk or call Mark Langlands on (01603) 222973.