

Working together in Norfolk

How your money is spent
on local services



2011/2012



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North Norfolk has breathtaking expanses of fields and shores, from the famed Norfolk Broads, to its incomparable beaches, the quiet of its country lanes and elegance of its market towns. North Norfolk is a landscape which has been shaped, but not tamed, by history and nature. In 2009 North Norfolk was declared the Cleanest District in Britain in the biennial Tidy Britain awards. One of the reasons North Norfolk is thriving is down to you, because your council tax helps to pay for many services North Norfolk District Council and Norfolk County Council provide. Your council tax goes directly towards all the usual things you would expect, such as rubbish collection and street lighting but it also helps provide lots of other services such as education and libraries as well as Police, transport, fire, planning, environmental services and civil defence. So in some ways your council tax helps to make the district and county a better place to live for every resident of North Norfolk. So who pays council tax? Well, every single home in North Norfolk gets a bill. It doesn't matter if it's a house or flat, owned or rented - each one pays a share.

How your money is spent on local services 2011/12

Once again all of the District Councils in Norfolk are working together with the County Council and Norfolk Police to produce this booklet to make it easier for you to see what your council tax and business rates pays for.

The booklet is bigger this year as we are giving local businesses the chance to advertise their services across the district. This also means that in these difficult financial times we are able to produce these booklets at a much lower cost than in previous years at less than 1p each. You can help us to reduce costs further by changing to electronic billing – see page 41 for more information.

North Norfolk District Council collects council tax payments on behalf of four organisations. Each £1 you pay in council tax is divided as follows:



Norfolk County Council – 76p

see pages 17-21

Norfolk Police Authority – 13p

see pages 24-26

North Norfolk District Council – 9p

see pages 2-9, 12-14, 29-32, 37-41 & 46-47

Town and Parish Councils – 2p

Although every household gets a bill, you may be one of the people entitled to a reduced rate or exemption from paying council tax. So if you're disabled, a single adult living alone or your property is empty please turn to pages 37 to 41 to see if you're paying the right amount.

North Norfolk District Council, Norfolk County Council & Norfolk Police Authority do not warrant the accuracy of any description or statement contained in any advertisement within this booklet nor do they endorse any product or service advertised.

Like many other Local Authorities, North Norfolk District Council is confronting significant reductions in its funding. In 2011/12 alone we shall face a 14.2% reduction in government support. This amounts to £1.1 million less than we received last year, roughly £11 less for each person in the District. We believe that there will be further reductions in our funding for the next year of 11.8%. Nevertheless, we shall not be increasing the District Council's element of the Council Tax for 2011/12. It will remain at £138.87 for the year. Nor shall we raise car parking charges, even though the increase in VAT has adversely affected the District Council's income from car parking.

As the leading political group in North Norfolk District Council, the Liberal Democrat administration has reviewed the Council's services and has planned economies of more than £1.1 million for the forthcoming year. We have also taken the opportunity to work with other Local Authorities where we can. For example, we have procured a new waste contract with King's Lynn and we shall be working with them on car parking services too.

We have in addition reviewed all of North Norfolk District Council's reserves and the commitments for which these reserves were intended. This has enabled us to release £700,000 over the next four years to cushion the impact of the grant cuts so as to allow the Council a measured approach to its budgeting for the future.

Despite this rather chilly climate, North Norfolk District Council remains dedicated to the protection of the services which we as residents enjoy. We shall be doing our utmost to improve the way in which we work for you in accordance with the priorities which you have set for us.

Virginia Gay

Leader, North Norfolk District Council



How is your council tax spent ?

The total amount of council tax to be collected from the people of North Norfolk for County, Police, District and Parish/Town services is £62.28m.

This money is billed and collected according to statute by North Norfolk District Council on behalf of the County Council, the Police Authority and the individual Parish/Town Councils together with our own requirements.

Who gets your money?

Authority	£m	Band D Council Tax £
Norfolk County	47.21	1,145.07
Norfolk Police Authority	7.88	191.16
North Norfolk District Council	5.74	138.87
Town & Parish Councils	1.45	35.18
Total	62.28	1,510.28

The figure for Town/Parish Councils is an average. What you pay will depend on your Town or Parish Council's precept (see pages 8 and 9). We explain in more detail how the District spends your money and give details on the County and Police spending on pages 17 – 21 and 24 – 26 respectively.

Capital (Project) Expenditure in 2011/2012

	2010/2011	2011/2012
General Fund Housing	3,721,360	3,803,277
General Fund Non-Housing	2,002,313	3,296,009
Coast Protection	1,867,238	1,573,000
Total	7,590,911	8,672,286

North Norfolk District Council Revenue Summary and Precepts over £140,000

	2010/11 £m	2011/12 £m
North Norfolk District Council		
Revenue Costs		
Gross Expenditure	53.9	56.6
Gross Income / Use of Reserves	(37.7)	(42.4)
Net Budget Requirement	16.2	14.2

Further detail on North Norfolk District Council's revenue spending plans are included on page 7

	2010/11 £000	2011/12 £000
Sheringham Town Council		
Gross Expenditure	205.8	199.0
Gross Income / Use of Reserves	(56.7)	(50.3)
Net Budget Requirement	149.1	148.7

Sheringham Town Council is of the opinion that it would not be fair to the Council Tax payers to increase the Precept required and has therefore kept it at a similar level to last year as the Council is in a position to use its reserves

	2010/11 £000	2011/12 £000
Cromer Town Council		
Gross Expenditure	196.9	195.2
Gross Income / Use of Reserves	(54.0)	(52.3)
Net Budget Requirement	142.9	142.9

No major variations in expenditure are planned by Cromer Town Council.

	2010/11 £000	2011/12 £000
North Walsham Town Council		
Gross Expenditure	208.4	214.6
Gross Income / Use of Reserves	(69.4)	(69.6)
Net Budget Requirement	139.0	145.0

Provision in 2011/12 for costs of elections (£5,500) and information point (£2,945).

Expected running costs compared to last year

Service	2010/2011			2011/2012		
	Total Amount	Less Income	Net Amount	Total Amount	Less Income	Net Amount
	£m	£m	£m	£m	£m	£m
Democratic & Central Services	4.0	0.7	3.3	3.7	0.7	3.0
Coast Protection	1.0	0.4	0.6	1.1	0.0	1.1
Culture, Recreation & Sport	3.8	0.6	3.2	3.8	0.6	3.2
Environmental Services, incl Refuse & Cleansing	8.6	3.1	5.5	8.2	3.1	5.1
Housing	21.7	20.7	1.0	25.7	25.3	0.4
Local Council Tax & Benefits	10.2	8.8	1.4	10.5	9.2	1.3
Economic Development, Planning & Transport (incl Car Parks)	4.6	3.2	1.4	3.6	3.2	0.4
Adjustment for notional charges included above	3.7	4.3	(0.6)	2.5	3.7	(1.2)
Investment Income	0.0	0.5	(0.5)	0.0	0.6	(0.6)
Contributions to and from reserves/balances	0.0	0.5	(0.5)	0.1	0.0	0.1
Council Tax Freezing fund	0.0	0.0	0.0	0.0	0.1	(0.1)
Parish Precepts	1.4	0.0	1.4	1.5	0.0	1.5
TOTAL	59.0	42.8	16.2	60.7	46.5	14.2

The budget for 2011/12 incorporates savings of £778,000 and additional income of £578,000. Savings are planned to be delivered across a range of service areas including support services, planning, revenue and benefits, media, partnerships and community engagement and savings from the new waste, recycling, cleansing and grounds maintenance contract. A significant variation in the budget for 2011/12 compared to 2010/11 reflects the transfer of responsibility for concessionary fares to Norfolk County Council from April 2011.

Parish and Town Council Precepts & Council Tax amounts for Band D

Parish	Precept 2010/11 £	Precept 2011/12 £	Band D 2011/12 £ p	Parish	Precept 2010/11 £	Precept 2011/12 £	Band D 2011/12 £ p
ALBY WITH				FULMODESTONE	4,000	4,000	21.89
THWAITE	2,400	2,400	24.42	GIMINGHAM	4,750	4,750	29.71
ALDBOROUGH	5,000	5,000	20.50	GREAT SNORING	3,000	3,000	37.00
ANTINGHAM	2,200	2,250	17.62	GRESHAM	4,500	4,500	25.92
ASHMANHAUGH	2,700	2,700	38.14	GUNTHORPE	0	1,800	12.44
AYLMERTON	3,000	4,500	22.28	HANWORTH	2,200	2,000	20.07
BACONSTHORPE	1,500	1,500	17.03	HAPPISBURGH	7,000	7,000	22.02
BACTON	12,500	15,000	29.11	HELHOUGHTON	3,700	4,000	33.58
BARSHAM	1,900	1,900	18.14	HEMPSTEAD	1,400	1,500	19.46
BARTON TURF	4,500	4,500	18.56	HEMPTON	6,000	6,200	31.91
BECKHAM EAST/ WEST	2,400	2,400	20.20	HICKLING*	7,612	7,962	18.69
BEESTON REGIS	13,000	13,000	31.15	HIGH KELLING	8,500	8,500	29.51
BINHAM	4,500	4,500	24.89	HINDOLVESTON	5,650	5,800	28.24
BLAKENEY	23,000	23,000	42.73	HINDRINGHAM	5,500	5,500	23.13
BODHAM	6,000	6,250	34.63	HOLKHAM	2,500	2,500	26.78
BRININGHAM	0	0	0.00	HOLT	73,208	73,208	43.80
BRINTON	2,250	2,250	18.43	HONING	2,000	2,000	15.70
BRISTON	25,485	24,400	27.72	HORNING	12,000	13,500	21.74
BRUMSTEAD	0	0	0.00	HORSEY	400	750	19.64
CATFIELD	8,500	9,500	26.86	HOVETON	37,994	42,496	53.34
CLEY	7,000	8,000	24.83	INGHAM	1,300	1,300	8.63
COLBY	14,250	14,250	73.69	INGWORTH	2,090	2,090	48.31
CORPUSTY AND SAXTHORPE	6,860	9,360	33.11	ITTERINGHAM	1,850	1,850	30.54
CROMER	142,890	142,890	45.99	KELLING	2,700	3,000	33.24
DILHAM	4,200	4,284	30.44	KETTLESTONE	2,500	2,500	27.07
DUNTON	500	400	7.59	KNAPTON	4,250	4,250	26.90
EAST RUSTON	3,000	3,000	15.67	LANGHAM	6,000	6,000	30.64
EDGEFIELD	4,400	5,000	26.86	LESSINGHAM	3,500	3,500	14.14
ERPINGHAM	5,950	6,125	24.90	LEATHERINGSETT			
FAKENHAM	133,694	136,320	51.14	WITH GLANDFORD	1,900	1,900	15.54
FELBRIGG	2,000	2,000	25.60	LITTLE			
FELMINGHAM	1,200	1,500	7.70	BARNINGHAM	400	400	9.43
FIELD DALLING	3,000	3,000	21.59	LITTLE SNORING	6,500	6,500	28.15
				LUDHAM	9,054	9,156	17.25

Parish	Precept 2010/11 £	Precept 2011/12 £	Band D 2011/12 £ p	Parish	Precept 2010/11 £	Precept 2011/12 £	Band D 2011/12 £ p
MATLASKE	300	300	4.46	STODY	2,400	2,400	25.78
MELTON				SUFFIELD	1,500	1,500	26.98
CONSTABLE	8,000	8,000	40.01	SUSTEAD	1,200	1,300	13.80
MORSTON	850	1,000	18.02	SUTTON	3,800	5,700	13.56
MUNDESLEY	47,049	47,049	39.46	SWAFIELD	2,650	2,900	25.32
NEATISHEAD	5,400	5,567	22.73	SWANTON			
NORTH				ABBOTT	4,600	4,600	30.78
WALSHAM	139,000	145,000	33.90	SWANTON			
NORTHREPPS	12,500	15,634	47.43	NOVERS	2,750	2,750	32.07
OVERSTRAND	14,800	15,170	33.24	TATTERSETT	3,000	3,000	10.50
PASTON	4,200	4,300	46.96	THORNAGE	1,700	1,800	18.80
PLUMSTEAD	1,600	1,650	31.35	THORPE MARKET	2,750	3,000	25.85
POTTER				THURNING	0	0	0.00
HEIGHAM	11,200	11,900	27.54	THURSFORD	3,000	3,000	27.83
PUDDING				TRIMINGHAM	4,700	4,800	31.93
NORTON	1,500	1,650	19.44	TRUNCH	15,500	16,000	43.17
RAYNHAM	5,000	5,100	40.43	TUNSTEAD	6,000	6,600	24.32
ROUGHTON	20,000	14,000	40.23	UPPER			
RUNTON	5,000	5,000	6.61	SHERINGHAM	4,583	4,766	48.06
RYBURGH	8,000	8,000	34.21	WALCOTT	7,000	7,000	28.28
SALTHOUSE	3,000	3,500	29.02	WALSINGHAM	16,000	16,000	42.44
SCOTTOW	22,500	11,500	39.07	WARHAM	5,000	5,000	61.91
SCULTHORPE	4,180	4,500	15.32	WELLS-NEXT-			
SEA PALLING	9,000	9,000	39.64	THE-SEA	68,000	68,000	60.55
SHERINGHAM	149,129	148,700	45.66	WESTWICK	0	0	0.00
SIDESTRAND	995	995	21.08	WEYBOURNE	15,000	15,000	45.43
SKEYTON	1,100	1,100	11.97	WICKMERE	3,400	3,250	55.21
SLOLEY	2,550	2,575	27.78	WIGHTON	3,500	3,500	30.90
SMALLBURGH	5,000	6,200	32.00	WITTON	670	1,000	7.66
SOUTHREPPS	11,450	11,450	35.70	WIVETON	3,250	4,450	50.59
STALHAM	48,000	48,000	42.30	WOOD NORTON	2,075	2,075	20.57
STIBBARD	5,200	5,400	38.98	WORSTEAD	9,000	9,000	27.66
STIFFKEY	4,000	5,000	38.31				

*figures rounded down to nearest pound

The Band D figure is the amount that is due from a Band D property to help meet the parish precept for 2011/12 for properties without exemptions or discounts. The property bands pay proportionate sums according to the ratios of:

Band A: 6/9ths
Band B: 7/9ths

Band C: 8/9ths
Band D: 9/9ths

Band E: 11/9ths
Band F: 13/9ths

Band G: 15/9ths
Band H: 18/9ths

Benefits

If you are on a low income you could qualify for Housing and/or Council Tax Benefit. This could help to pay some or all of your Council Tax and rent.

We may be able to offer assistance if any of the following circumstances apply to you:

- You are on a low income.
- You do not work or only work reduced hours.
- You receive a pension.
- You receive Pension Credit.
- You receive Income Support.
- You receive Job Seekers Allowance.
- You receive Incapacity Benefit.
- You receive Employment Support Allowance.

If you have more than £16,000 in savings, you will not qualify for Council Tax Benefit or Housing Benefit, unless you also receive one of the following:

- Pension Credit (guarantee-element).
- Income Support.
- Job Seekers Allowance (income-based).
- Employment Support Allowance (income-related).

Second Adult Rebate

If you do not qualify for Council Tax Benefit, you may instead be entitled to a Second Adult Rebate regardless of your financial circumstances. If you are the only person in the household liable to pay Council Tax, but living with another adult who only receives a low income your Council Tax bill could

be reduced by up to 25%. This second adult cannot be your partner or be liable to pay you rent.

Housing and Council Tax Benefit

To find out more about Benefits please visit our website www.northnorfolk.org/benefits.asp which provides more detailed information, along with a simple calculation tool that you can use to find out how much you may be entitled to. If you do not have access to the internet and you would like to know more please contact us on **01263 516349** and we will be happy to help.

Making a claim

You can make a claim for Housing/Council Tax Benefit or Second Adult Rebate by completing an application form. This is available on our web site, can be collected from our Cromer or Fakenham offices, or you can request that a form be sent to you in the post.



Local Housing Allowance

Local Housing Allowance came into effect on 7th April 2008. From April 2011 the Government is making changes to Benefit payments for tenants renting from a landlord in the private sector.

How will this affect me?

From 1st April 2011

The maximum £15 weekly Housing Benefit excess that some people claim will now end. This means you will not be able to get more Housing Benefit than the amount you pay in rent.

There will no longer be a five (or more) bedroom Local Housing Allowance rate. The maximum level will be for a four bedroom property.

The Government is also adopting a different method of calculating Local Housing Allowance, this will mean that Local Housing Allowance rates will be lower for some people.

If you receive Local Housing Allowance it is possible that the amount you get could go down.

You need to consider these changes before you renew or make a new tenancy agreement with a private landlord.

Where to go for more information on Local Housing Allowance

- You can get more information at **www.direct.gov.uk**. This provides information on public services.
- The Valuation Office Agency (VOA) holds information on Local Housing Allowance. Please visit **www.voa.gov.uk**

- The Citizens Advice Service provides a wide range of advice. To find your local Citizens Advice Bureau, look in the Yellow Pages, or visit **www.citizensadvice.org.uk**.
- Shelter offers confidential housing, welfare benefits and debt advice. Ring them on freephone 0808 800 4444 available 8am-8pm Mon-Fri and 8am-5pm Sat-Sun or visit **www.shelter.org.uk**

Other changes

From April 2011

There will be extra help available for disabled people who require a carer to stay overnight but who does not normally live with them. This means Housing Benefit could include the cost of an additional bedroom, providing the property being rented has a bedroom for use by the carer

If you receive a special Guardianship order (or residence payments for working age applicants) from a Council, these will not be counted as income when your Housing/Council Tax Benefit entitlement is calculated.

These include:

- Certain adoption payments.
- Contributions to a child's maintenance where the child is living somewhere else as a result of a residence order.
- Payment made in accordance with special guardianship orders.

For more information contact North Norfolk District Council by emailing **benefits@north-norfolk.gov.uk** by telephone 01263 516349 or visit **www.northnorfolk.org/benefits.asp**

Threatened with redundancy? Help is at hand

Learning 4 Everyone is part of the Norfolk Redundancy Network Group, which works across the county to mitigate the impact of redundancy and is facilitated by Jobcentre Plus. Through this group Learning 4 Everyone try to secure funding and enlist specialist help from a range of partners to get the support you need if you are suddenly made jobless. Call 01263 519454 or email info@l4esp.org, so you can get started straight away on recovering from the devastating blow of redundancy.

what adaptations are needed. A recommendation may then be made to North Norfolk District Council for a Disabled Facilities Grant. We will then contact you to continue the application process.

**For more details of these
and information about all of
the services provided by
North Norfolk District Council,
visit our website
www.northnorfolk.org**

Making life easier for people with disabilities

If you, or someone living with you, are disabled, a Disabled Facilities Grant can help make adaptations to your home to help make life a little easier. The grant, which is conditional, is limited to a maximum of £30,000.

It does not matter whether you own or rent your home, as owner occupiers, tenants or landlords can apply. Occupants of permanent residential caravans/mobile homes are also eligible to apply for a Disabled Facilities Grant. A Disabled Facilities Grant will not affect any benefits you are currently receiving.

The first step in the application process is to contact Norfolk County Council Social Services Access and Referral Team on **0344 800 8014**. They will make an assessment and a recommendation to North Norfolk District Council's Private Sector Housing Team about

Dear resident,

Norfolk County Council has set its Budget in the wake of the worst economic situation this country has seen in 30 years and a 10.3% reduction (£29.4m) in our central government formula grant.

We are one of the most efficient county councils in the country, but must save £155m over the next three years. We needed your views about how to tackle this – and what part you were willing to play to help us.

I would like to thank those who took part in the County Council consultation, Norfolk's Big Conversation. More than 9,000 people took part and we listened and responded where we could.

For example, we will not change the eligibility criteria for vulnerable adults needing social care, we will continue to invest in a reshaped service for people with sight and hearing problems, we have reduced the level of savings needed in our rural transport services and we will continue to provide transport to school or college for people over 16.

We have also set aside £900,000 funding to commission others who can help local communities build on existing work with young people or develop new ways of supporting them, especially the most vulnerable.

We had already said we wouldn't increase the proportion of the council tax you pay to the County Council, to help everyone struggling to manage household budgets. We had also said we would not close libraries. But we had to make tough choices in other areas and I don't want to pretend they will be without pain.

We said from the start that only radical transformation would do and ultimately I believe we are doing the right thing for Norfolk. Which is why we are streamlining the council, cutting management costs, transforming the way we organise and run services and driving further efficiencies, so that we deliver even better value for your money.



Derrick Murphy

Leader of Norfolk County Council

Norfolk County Council receives part of its funding from central Government, (including the revenue support grant and redistributed business rates). The rest is met by council tax.

Where the money comes from	2011/12 £m	2010/11 £m
Revenue support grant*	60.6	30.2
Redistributed business rates	196.3	208.0
Precept on district councils**	342.1	338.8
Surplus from collection funds	4.3	2.2
Total funding	603.3	579.2

* Grants previously included as income have been transferred to the revenue support grant, and are also reflected in 'other services' in the table below.

**The precept is equivalent to £1,145.07 for an average Band D property.

Where the money goes*	2011/12 £m	2010/11 £m
Children's Services	154.0	172.6
Community Services - Adult Social Care	220.9	235.0
Community Services - Cultural Services	18.9	20.4
Environment, Transport and Development	118.9	113.9
Fire and Rescue	29.7	31.5
Other services	59.8	4.7
Contributions to other agencies: **		
Environment Agency	0.6	0.6
Eastern Inshore Fisheries and Conservation Authority	0.5	0.5
Total net spend on services	603.3	579.2

* The budgets now reflect our new structure, following a review during 2010/11.

**We collect money from Norfolk residents to pay for these agencies, for which gross spend in 2011/12 is planned to be £95.8m and £1.2m respectively (£115.6m and £1.3m in 2010/11).

The County Council funds schools through the dedicated schools grant (DSG). This year, the Government has combined other grants with the DSG, giving a total of £512.8m (the comparable figure for 2010/11 is £514.7m).

Total gross revenue	2011/12 £m	2010/11 £m
Expenditure	1,480.2	1,581.8
Income/reserves	876.9	1,002.6
Net budget requirement	603.3	579.2

Changes in spending from 2010/11

There has been a net increase in spending (the net budget requirement) of £24.1m. This includes £10.6m for pay and price inflation, £47.3m to pay for committed costs (such as increased demand, new legislation and new responsibilities), less efficiency savings and service reductions of £59.8m. The remaining difference is due to changes in the way we receive grants. For example, some grants previously included as income (see table above) have been transferred to the revenue support grant (see facing page).

What you pay towards County Council services through council tax

Band	£ per year 2011/12	£ per year 2010/11
A	763.38	763.38
B	890.61	890.61
C	1,017.84	1,017.84
D	1,145.07	1,145.07
E	1,399.53	1,399.53
F	1,653.99	1,653.99
G	1,908.45	1,908.45
H	2,290.14	2,290.14

Your bill also includes charges from your district council, the police and, where applicable, your town or parish council.

Many council taxpayers are entitled to get help paying their bill. If you live alone, you may be eligible for a reduction of 25%. Contact your district, city or borough council for more details.

Contact Norfolk County Council about services throughout Norfolk, including children's services, adult social services, highway maintenance, waste disposal, libraries, museums, fire and rescue, economic development and business advice.

There's so much you can do on our website – you can apply, enrol, renew, report and buy at **www.norfolk.gov.uk**

See the full list of online services at **www.norfolk.gov.uk/doitonline**

For general enquiries, email information@norfolk.gov.uk

Alternatively, to enquire about a service by making a single call, phone:

Adult and children's social services	0344 800 8014
Adult education	0344 800 8002
Blue Badge parking permits	0344 800 8020
Education and schools information	0344 800 8001
Highway safety and maintenance	0344 800 8009
Jobs and recruitment	0344 800 8007
Library renewals and enquiries	0344 800 8006
School transport	0344 800 8020
Street lighting	0344 800 8008
Park & Ride	0344 800 8020
Trading standards business advice	0344 800 8013
Trading standards consumer advice (working with Consumer Direct)	08454 04 05 06
Waste and recycling	0344 800 8020
General enquiries	0344 800 8020
Fax	0344 800 8012

Our phone lines are open Monday to Friday, 9am to 5pm.
0344 numbers are charged for just like 01 and 02 numbers.

Information about council services is also available at all Norfolk County Council libraries through our Council @ Your Library service.

Cutting costs and being ever more efficient is the first plank in our financial management strategy.

So we will continue to streamline the County Council, cutting management overheads and driving the efficiency agenda, as we deal with the biggest reduction in council spending since the 1970s.

We have made efficiency savings of £104m over the past seven years and in the past two years achieved the third highest level of efficiency savings per household when compared with all other County Councils. We aim to make at least another £31m of efficiency savings in the year ahead.

The County Council will see its staff numbers continue to reduce between now and 2014, as the council of the future delivers less itself and commissions more from others. We have already cut 190 posts in 2010/11 and we will lose the equivalent of another 750 full-time posts in the coming year.

Major projects

We are reducing the amount we borrow to support major capital projects, to save repayment costs. We have set a capital budget of £76.6m for 2011/12 and schemes earmarked to go ahead in the coming year include:

- A new recycling centre for Thetford
- Support for a new housing with care scheme being built in Aylsham
- A contribution towards a new primary school for Cringleford
- Continuing investment in the development of St George's Arts Centre in Great Yarmouth, and the regeneration of the surrounding area.

We will also use part of a £1.28m fire capital grant to pay for 12 new fire engines (six in 2011/12 and six the year after) taking advantage of an existing nationally agreed price.

Policing Norfolk on a reduced Budget

With £24.5 million of savings to be found over the next four years, there are challenging times ahead for policing in Norfolk. It is inevitable that public sector funding reductions will affect the policing services delivered to local people, but Chief Constable Phil Gormley's priority remains the same – keep communities safe and keep Norfolk a low-crime county.

Your investment in Norfolk Constabulary over recent years, along with a radical modernisation programme and carefully considered spending decisions, has enabled the Force to drive down levels of recorded crime whilst simultaneously reducing costs by £19 million in the last three years. Through public support, strong leadership and the hard work and dedication of its officers and staff, the Constabulary has achieved significant results:

- Norfolk remains the safest county in England with a crime rate of 51 crimes per thousand residents;
- Recorded crime has reduced by 30% over the last three years;
- Reports of anti-social behaviour (ASB) reduced by 10% last year;
- Increased detection rates mean more crimes and incidents of ASB are resolved;
- Levels of public confidence and satisfaction in the policing service have improved.



Pictured: Police Authority Chief Executive Chris Harding and Chairman Stephen Bett, and Chief Constable Phil Gormley.

Recent experience of a major modernisation programme, along with strong financial planning, has stood Norfolk Constabulary in good stead for the financial challenges ahead. The Force enjoys a reputation for being high-performing and works hard to maintain that position. The Chief Constable's ambition, at least in the coming year, will be to broadly sustain current levels of performance by seeking to minimise, as far as possible, the impact of the cuts on the delivery of frontline services.

The unavoidable truth is that, with such a high proportion of Constabulary costs relating to staff, numbers of police officers, police community support officers and support staff will have to be reduced. This is mainly being done through a recruitment freeze, which will help to reduce salary bills as those who leave the organisation

are not replaced. The current approach to operational policing in Norfolk is being reviewed to assess its sustainability with fewer staff and to identify options for changes in deployment across Safer Neighbourhood Teams and other areas of frontline policing. Work is also now well underway with Suffolk Constabulary to collaborate on major support service departments, such as Human Resources, Fleet Management and computing, estimated to achieve annual revenue savings across both forces of around £9.8 million.

Ensuring value for money in uncertain financial times

There is no doubting the difficult financial circumstances that the country faces. Equally, there should be no doubt of the continuing commitment of Norfolk Police Authority to ensure, on behalf of local people, that the county's policing service is efficient and effective.

Following consultation with communities and partner agencies, the Police Authority agreed the Budget for 2011/12 on 15 February 2011. Government support for a Council Tax freeze meant raising the Police Council Tax to help bridge the financial gap was not a practical option for the Authority in this year's deliberations. The level of Police Council Tax for 2011/12 will,

therefore, remain the same as last year - £191.16 at Band D.

Over the years, the people of Norfolk have paid a premium to get a high-quality policing service. The Authority's priority now is to monitor the changes to come and ensure that local people continue to get a best value policing service for their money.

In May 2012, the Coalition Government plans to replace police authorities with a directly-elected Police and Crime Commissioner for each police force area. Responsibility for holding the Chief Constable to account will then transfer to that individual, who will be elected by Norfolk's residents.

With so many financial challenges and uncertainties to be faced in the next four years, it is crucial that the current high level of independent policing scrutiny is maintained during and after the transition to the Commissioner. The Police Authority is already working to ensure that all necessary transitional arrangements are in place to help that happen. Next year will see the final budget prepared by Norfolk Police Authority for 2012/13.

Stephen Bett, Chairman



NORFOLK POLICE AUTHORITY

Where the money comes from

	2010-11 £m	2011-12 £m
Government Funding	89.77	90.79
Council Tax	56.92	57.83
Approved Budget	146.69	148.62

How the money will be spent

	2010-11 £m	2011-12 £m
Employees	131.31	126.47
Premises	10.67	5.48
Transport	3.73	4.10
Supplies, Services & Other	18.33	16.94
Capital Financing	1.65	5.39
Contingency	3.12	1.05
Gross total	168.81	159.43
Income	(22.12)	(10.81)
Net Total	146.69	148.62

Capital Spending

In addition to day to day spending, the Authority has approved a capital programme for 2011-2012 of **£7.390 million**.

This allows for the replacement and improvement of buildings and for investment in vehicles and technology related equipment and systems. This will be funded by a combination of Government grant, reserves and borrowing. Any debt repayments are paid from the revenue budget.

Why spending increased in 2011-12

	£m
Approved Budget 2010-11	146.69
Loss of specific grants into general grant	5.93
Revised Base Budget 2010-11	152.62
Increased pay & price levels	2.30
Ongoing commitments	1.14
External funding changes	1.58
Organisational developments	0.22
Budget reductions & savings	(11.19)
Changes in appropriations to reserves and balances	1.95

Budget 2011-12 **148.62**

Staffing 2011-12

Operational: **2,141**
Those whose primary role (over 50% of their time) is directly to deliver the key aims of the Police Service.

Operational Support: **488**
Those whose primary role is to support the delivery of the key aims of the Police Service.

Organisational Support: **442**
Those whose primary role is to provide the necessary support to ensure the organisation is fit to deliver effective policing.

Total Staffing **3,071**

Non-Domestic Rates

Non-Domestic Rates, or business rates, collected by local authorities are the way that those who occupy non-domestic property contribute towards the cost of local services. Except in the City of London, where special arrangements apply, the rates are pooled by central government and redistributed to local authorities as part of the annual formula grant settlement.

The money, together with revenue from council tax payers, revenue support grant provided by the Government and certain other sums, is used to pay for the services provided by your local authority and other local authorities in your area.

Rateable Value

Apart from properties that are exempt from business rates, each non-domestic property has a rateable value which is set by the valuation officers of the Valuation Office Agency (VOA), an agency of Her Majesty's Revenue and Customs. They draw up and maintain a full list of all rateable values, available on their website at www.voa.gov.uk

The rateable value of your property is shown on the front of your bill. This broadly represents the yearly rent the property could have been let for on the open market on a particular date. For the revaluation that came into effect on 1st April 2010, this date was set as 1st April 2008. The valuation officer may alter the value if circumstances change. The ratepayer (and certain others who have an interest in the property) can appeal against the value shown in the list if they believe it is wrong.

Further information about the grounds on which appeals may be made and the process for doing so can be found on the VOA website or from your local valuation office.

National Non-Domestic Rating Multiplier

The local authority works out the business rates bill by multiplying the rateable value of the property by the appropriate multiplier. There are two multipliers; the standard non-domestic rating multiplier and the small business non-domestic rating multiplier. The former is higher to pay for small business rate relief.

Except in the City of London where special arrangements apply, the Government sets the multipliers for each financial year for the whole of England according to formulae set by legislation. Between revaluations the multipliers change each year in line with inflation and to take account of the cost of small business rate relief. In the year of revaluation the multipliers are rebased to account for overall changes to total rateable value and to ensure that the revaluation does not raise extra money for Government. The current multipliers are shown on the front of your bill.

Revaluation 2010 and Transitional Arrangements

All rateable values are reassessed every five years at a general revaluation. The current rating list is based on the 2010 revaluation. Five-yearly revaluations make sure each ratepayer pays their fair contribution and no more, by ensuring that the share of the national rates bill paid by any one ratepayer

reflects changes over time in the value of their property relative to others. Revaluation does not raise extra money for Government.

Whilst the 2010 revaluation will not increase the amount of rates collected nationally, within this overall picture, over a million properties will see their business rate liabilities reduced and some ratepayers will see increases.

For those that would otherwise see significant increases in their rates liability, the Government has put in place a £2 billion transitional relief scheme to limit and phase in changes in rate bills as a result of the 2010 revaluation. To help pay for the limits on increases in bills, there also have to be limits on reductions in bills. Under the transition scheme, limits continue to apply to yearly increases and decreases until the full amount is due (rateable value times the appropriate multiplier). The scheme applies only to the bill based on a property at the time of the revaluation.

If there are any changes to the property after 1st April 2010, transitional arrangements will not normally apply to the part of a bill that relates to any increase in rateable value due to those changes. Changes to your bill as a result of other reasons (such as because of changes to the amount of small business rate relief) are not covered by the transitional arrangements. The transitional arrangements are applied automatically and are shown on the front of your bill.

Further information about transitional arrangements and other reliefs may be obtained from your local authority

or the website <http://www.businesslink.gov.uk/businessrates>. More information on revaluation 2010 can be found at www.voa.gov.uk

Unoccupied Property Rating

Business rates will not be payable in the first three months that a property is empty. This is extended to six months in the case of certain industrial properties. After this period rates are payable in full unless the unoccupied property rate has been reduced by the Government by order. In most cases the unoccupied property rate is zero for properties owned by charities and community amateur sports clubs. In addition, there are a number of exemptions from the unoccupied property rate.

Full details on exemptions can be obtained from your local authority. If the unoccupied property rate for the financial year has been reduced by order, it will be shown on the front of your bill.

Partly Occupied Property Relief

A ratepayer is liable for the full non-domestic rate whether a property is wholly occupied or only partly occupied. Where a property is partly occupied for a short time, the local authority has discretion in certain cases to award relief in respect of the unoccupied part. Full details can be obtained from your local authority.

Small Business Rate Relief

This relief is only available to ratepayers who apply to their local authority and who occupy either:

- (a) one property, or
- (b) one main property and other additional properties providing those additional properties each have a rateable value which does not exceed £2,599.

The rateable value of the property mentioned in (a), or the aggregate rateable value of all the properties mentioned in (b), must not exceed £17,999 outside London or £25,499 in London on each day for which relief is being sought. If the rateable value, or aggregate rateable value, increases above those levels, relief will cease from the day of the increase.

Ratepayers who satisfy these conditions will have the bill for their sole or main property calculated using the lower small business non-domestic rating multiplier rather than the national non-domestic rating multiplier that is used to calculate the liability of other businesses. In addition, if the sole or main property is shown on the rating list with a rateable value which does not exceed £12,000, the ratepayer will receive a percentage reduction in their rates bill for this property of up to a maximum of 50% for a property with a rateable value of not more than £6,000.

If an application for relief is granted, provided the ratepayer continues to satisfy the conditions for relief which apply at the relevant time as regards the property and the ratepayer, they

will not need to re-apply for relief in each new valuation period.

Certain changes in circumstances will need to be notified to the local authority by the ratepayer (other changes will be picked up by the local authority). The changes which must be notified are:

- (a) the ratepayer taking up occupation of a property they did not occupy at the time of making their application for relief, and
- (b) an increase in the rateable value of a property occupied by the ratepayer in an area other than the area of the local authority which granted the relief.

Notification of these changes must be given to the local authority within 4 weeks of the day after the day on which the change happened. If this happens, there will be no interruption to the ratepayer's entitlement to the relief. A notification that the ratepayer has taken up occupation of an additional property must be by way of a fresh application for relief; notice of an increase in rateable value must be given in writing.

Full details on the eligibility criteria and on how to apply for this relief are available from your local authority.

Charity and Community Amateur Sports Club (CASC) Relief

Charities and registered CASCs are entitled to 80% relief where the property is occupied by the charity or the CASC, and is wholly or mainly used for the charitable purposes of the charity (or of that and other charities), or for the

purposes of the CASC (or of that and other CASCs). The local authority has discretion to give further relief on the remaining bill.

Full details can be obtained from your local authority.

Non-Profit Making Organisation Relief

The local authority has discretion to give relief to non-profit making organisations. Full details can be obtained from your local authority.

Hardship Relief

The local authority has discretion to give relief in special circumstances. Full details can be obtained from your local authority.

Deferred payment of 2009/10 rates liabilities

Ratepayers in 2009/10 were able to defer payment of 3% of their 2009/10 rates bill and, where applicable, 60% of the increase in that bill due to the ending of the 2005 rating list transitional relief scheme. The right to apply for deferral has now ended. For those ratepayers who applied for this scheme, the deferred amount to be collected in 2010/11 and 2011/12 will be included in the bills for each of those years respectively.

Rating advisers

Ratepayers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However,

ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (RICS – website www.rics.org) and the Institute of Revenues Rating & Valuation (IRRV – website www.irrv.net) are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct. Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

Rate Relief for businesses in rural areas

Certain types of properties in a rural settlement with a population below 3,000 may be entitled to relief. The property must be the only general store, the only post office or a food shop and have a rateable value of less than £8,500, or the only public house or the only petrol station and have a rateable value of less than £12,500. The property has to be occupied. An eligible ratepayer is entitled to relief at 50% of the full charge whilst the local authority also has discretion to give further relief on the remaining bill. In addition, the local authority can give relief on certain other occupied property in a rural settlement where the rateable value is less than £16,500.

Full details can be obtained from your local authority.

Council tax banding & appeals

The amount of council tax you pay varies depending on the band that your house or other dwelling has been put into by the Valuation Office. These are based on open market values as at 1 April 1991.

Council tax payers may appeal to the Valuation Office against the banding of their property when:

- a property is demolished
- physical changes in the area affect the value of a property.
- a property is converted

You can also appeal within six months of:

- becoming the new taxpayer
- a valuation change to your property made by the Listing Officer
- a valuation band change to a similar property to yours as a result of a Valuation Tribunal decision

Making an appeal does not mean you can withhold payment of council tax.

If your appeal is successful, future payments will be reduced and any overpayment will be refunded.

Contact

If you have any queries regarding the valuation or banding of your property, or wish to appeal, please contact:

The Listing Officer
Rosebery Court,
Central Avenue
St Andrews Business Park
Norwich, Norfolk NR7 0HS
Tel: 01603 241000
Fax: 01603 241099
Website: www.voa.gov.uk

Liability, exemptions and discounts for council tax

You can also appeal against the Council's decision that you are liable for council tax, whether an exemption and/or discount should be allowed.

In the first instance appeals of this nature should be made in writing to:

Revenue Services Manager
North Norfolk District Council
Holt Road
Cromer
Norfolk NR27 9EN

For benefit appeals, please write to the Benefits Manager at the same address.

Is my property exempt from council tax?

You may be entitled to an exemption from council tax if your property is:

Unoccupied

- uninhabitable or undergoing repair, rendering it uninhabitable (exemption up to 12 months only)
- empty and owned by a charity (exemption up to 6 months only)
- empty and unfurnished (exemption up to 6 months only)
- left empty by a person in detention
- left empty by a patient in a hospital or care home
- left empty following the death of the resident
- a dwelling where occupation is prohibited by law or an Act of Parliament
- empty and held for occupation by a minister of religion from which to perform his/her duties
- left empty by people receiving care
- left empty by people providing care
- left empty by a student who owns the property
- unoccupied and in the possession of the mortgagee
- left empty by a person who is bankrupt
- an empty caravan pitch or boat mooring
- an unoccupied annexe unable to be let separately



Occupied

- hall of residence
- occupied by students
- occupied by the Ministry of Defence for armed forces accommodation
- occupied and owned, solely or partly, by a member of a visiting force
- occupied only by persons who are under 18
- occupied only by persons who are severely mentally impaired
- an annexe or similar self-contained property occupied by certain dependant relatives of the resident(s) living in the main dwelling
- a dwelling which is the main residence of a person with diplomatic privilege or immunity

**If you think any of these may apply,
please contact Council Tax on
01263 516071**

Do I qualify for a discount?

The full council tax assumes there are two or more adults living in a dwelling. If only one adult lives in a dwelling, the council tax is reduced by 25%. People in the following groups may not be liable for council tax and may not count towards the number of adults resident in a dwelling:

- full time students and non-British spouses of students, student nurses, apprentices and Youth Training trainees
- patients resident in hospital
- people who are being looked after in care homes
- people who are severely mentally impaired
- people who are staying in certain hostels or night shelters
- 18 and 19 year olds who attends or have just left school
- certain types of care workers, usually working for charities
- people caring for someone with a disability who is not a spouse, partner or child under 18
- members of religious communities (monks and nuns)
- people in prison (except those in prison for non-payment of council tax or a fine)
- people with diplomatic privileges or immunities
- members and dependants of International Headquarters and defence organisations
- members and dependants of visiting forces

Circumstances where other discounts may apply

In 2004 the discount allowed on a property which is unoccupied but furnished was cut from 50% to 10%. This affects mainly holiday and second homes.

The Council must determine the level of these discounts on an annual basis and it may change the level of discount or classes of dwellings affected or the exceptions from year to year.

Class A dwellings ~ (second homes)

These are furnished properties in which no one lives as their sole or main residence and which are restricted by a planning condition preventing occupation for a continuous period of at least 28 days, for example holiday chalets.

The Council has decided that this class of dwelling will be an exception to its discount policy and will keep a 50% discount for the year 2011/2012.

These properties will still be entitled to their exemption as in previous years for the period of time they cannot be occupied.

If you think any of these may apply, please contact Council Tax on 01263 516071

Class B dwellings ~ (second homes)

These are furnished properties in which no one lives as their sole or main residence and which are not restricted by a planning condition preventing occupation for a continuous period of at least 28 days. A discount of 10% will be given to this class of property for the year 2011/2012.

The Council is also able to determine a different discount for properties within this class, which need to be described and/or geographically defined. For the year 2011/2012 the Council has described a number of properties which they consider not structurally capable of occupation all year round and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947. These properties will retain the 50% discount for the year 2011/2012.

If your property falls into this category, it will be reflected in your bill.

Class C dwellings ~ (long term)

There will be no discount for dwellings which are unoccupied and substantially unfurnished. You must start paying once any exempt period has expired.

Properties unoccupied and substantially unfurnished for less than six months are exempt from council tax.

Exceptions

There are exceptions within Class A and B which the Government has said will retain a 50% discount regardless and these are:

- pitches occupied by a caravan
- moorings occupied by a boat
- a second home where the owner is required to live in a job-related property which is supplied by their employer.

Reductions for disabled people

The council tax bill may be reduced for dwellings which have a special room set aside for the needs of a resident disabled person. An extra bathroom or kitchen required by the disabled person or extra space to allow the use of a wheelchair indoors may also qualify.

The relief is equivalent to reducing the valuation band to the one below and ensures that disabled people do not pay more because of a need for extra space. The reduction includes band A dwellings.

If you think any of these may apply, please contact Council Tax Registration on **01263 516071** or download an application form from our website www.northnorfolk.org

**If you think any of these
may apply, please contact
Council Tax on
01263 516071**

You are now able to view your Council Tax account online

The service will allow you to view:

- A full statement of your account
- A list of your payments
- The instalments to be paid
- Discount or exemption details

You will also be able to:

- Register for electronic (paper free) billing
- Set up a Direct Debit for easier payment and choice of payment dates
- Submit information to us regarding changes to your account such as a change of address or change of name
- Apply for certain discounts and exemptions
- Make an offer to pay your Council Tax arrears

Once registered you can relax knowing you can access the service at a time and a place convenient to you knowing that your details will always remain secure.

To register for your online Council Tax account, simply take the following steps:

1. Go to our website at **www.northnorfolk.org**
2. Select the Council Tax option from the left hand side of the page
3. Find the list which is headed "Online access to your Council Tax account"
4. Select "Register Now"
5. Follow the step-by-step onscreen process to setup your online account

You will then be taken through a simple step by step process to set up your online account.

Once you have completed your registration you will have access to the full range of online services North Norfolk District Council has to offer to help make keeping on top of your Council Tax that little bit easier.

If you have any queries or you need any assistance in setting up your account please contact us on **01263 516230**.

Direct Debit - for Council Tax

Payment by Direct Debit is the most cost-effective and secure way for you to pay your Council Tax. It is also by far the cheapest method of payment for the council to administer, allowing us to make better use of public funds.

All you need is a bank or building society account, your Council Tax payments will automatically be taken from your account without you having to worry about dealing with it yourself. No more trips to the high street and having to queue to pay!

You can be reassured in the knowledge that every Direct Debit is protected by three main safeguards:

- An immediate money back guarantee from the bank or building society if an error is made.
- Advance notice from us should there be any change to the date or the amount of the Direct Debit.
- The right to cancel at any time.

If you wish to pay your Council Tax by Direct Debit please download a form from **www.northnorfolk.org** or alternatively call us on **01263 516230** and we will set this up over the phone for you.

Keeping North Norfolk Clean

Help keep North Norfolk the cleanest district in the country - North Norfolk is a beautiful place and was awarded the accolade of being the 'Cleanest District in Britain' in the 2009 Tidy Britain awards. The District Council has entered the biennial competition again for 2011 and we fully intend to win, but to do so we need your help!

- Please don't drop litter – put it in a bin or take it home
- Please clear up after your dog – always scoop the poop!
- If you know of a litter or dog fouling problem, let us know the details so we can deal with it

Environmental Health Service officers will be out and about across the District in 2011 encouraging responsible dog ownership and offering information and education about keeping our environment clean – but where needed they will also be serving fixed penalty notices to litter louts and irresponsible dog owners.

If you have information that you think might help us to keep North Norfolk the cleanest district in the country, phone **01263 516085** or email **ep@north-norfolk.gov.uk**

Cleaning North Norfolk costs less

North Norfolk District Council has contracted Kier Street Services Ltd. to provide waste and recycling, street cleansing, grounds maintenance, public convenience cleaning and organic waste treatment services across the district from April 2011. The contract will see a reduction in costs of £3.45m over eight years. Residents will see little change other than the name on the sides of vehicles, the re-introduction of winter bedding and the provision of trade waste recycling sacks. Please note our new Waste, Recycling and Cleansing contact number – 0300 1231163 (calls charged at local rates)



North Norfolk – the cleanest district in Britain 2009-2011

Whistleblowing

NNDC is committed to providing the best quality services to North Norfolk residents, but if you know that someone is letting the side down we would like to hear from you, in strictest confidence,



**In writing by post to the Monitoring Officer, NNDC,
Holt Road, Cromer NR27 9EN**



by email to monitoring.officer@north-norfolk.gov.uk or



by telephone to 01263 516045

Benefit Fraud - is a criminal offence and it costs us all money.

While the vast majority of our customers are honest and tell us when their circumstances change, there are some that do not and they are stealing from every other member of the community, including those on low incomes. North Norfolk District Council and the Department of Work and Pensions will continue to work in partnership to identify, investigate and bring to book those who abuse the benefit system

Anyone who has any suspicions that someone they know is a benefit cheat can call NNDC's **benefit fraud hotline on 0800 328 5878**. They can be assured that all calls will be treated in the strictest confidence.

National Fraud Initiative

Please note that data held by NNDC will be used for cross-system and cross-authority comparison for the prevention and detection of fraud. The Electoral Register, Housing Benefits, Payroll, Council Tax and creditors records are provided to the Audit Commission for the purposes of data matching.



**If you'd like to know more contact Julie Cooke at
julie.cooke@north-norfolk.gov.uk or telephone 01603 516040**

Contact points for help and advice

North Norfolk District Council

Our main enquiry lines for specific enquiries are:

Benefits	01263 516349	Environmental Health	01263 516189
Business Rates	01263 516110	General Enquiries	01263 513811
Council Tax	01263 516071	Minicom	01263 516005
Planning	01263 516150	Fax	01263 515042
Strategic Housing	01263 516375	Website	www.northnorfolk.org

Please write to us at North Norfolk District Council, Holt Road, Cromer NR27 9EN

Or call in at the above address or Fakenham Connect, Oak Street, Fakenham (behind the library).

Opening hours:

Our offices are open for enquiries between 8.30am to 5.00pm on Mondays to Thursdays and 8.30am to 4.30pm on Fridays. (Fakenham Connect is closed between 12:30 and 13:30 each day)

Norfolk County Council

Contact us about services throughout Norfolk, including children's services (such as schools), adult social services, highway maintenance, waste disposal, libraries, museums, fire and rescue, economic development and business advice.

Website	www.norfolk.gov.uk	General enquiries	0344 800 8020
Email	information@norfolk.gov.uk	Fax	0344 800 8012
Address	County Hall, Martineau Lane, Norwich, NR1 2DH		

See page 20 for our main phone numbers and details of the places across the county where you can speak to us in person.

Norfolk Police Authority

If you want more information about the Police Authority, or you would like the information in another language, on tape or in large print, please contact us at: Chief Executive to the Police Authority, Jubilee House, Falconers Chase, Wymondham, Norfolk NR18 0WW

Telephone:	01953 424 455
Fax:	01953 424 462
Email:	policeauthority@norfolk.pnn.police.uk
Website:	www.norfolk-pa.gov.uk