

Help shape the future of Norfolk's council services

People and organisations in Norfolk are being invited to give their views to help shape the future of local government in the county.

Norfolk County Council is posing a series of questions and will use your replies to help it draw up plans for a future council structure. The feedback form is available at www.norfolk.gov.uk/LGRfeedback and people can answer as many or as few questions as they wish to.

County council chief executive Tom McCabe said: "We have an opportunity to build on the best features of our current councils and create something that delivers efficient and effective services, with strong community links, which meets your needs.

"We want to hear from people and organisations in Norfolk on what's good at the moment, what could be improved and what you'd like to see for your local area, before we draw up our detailed proposals."

At the moment, Norfolk is what's known as a two-tier area, with eight councils:

- A county council, which is responsible for services such as highways and transport, adult social care and children's services
- Seven district councils, which provide services such as bin collections, leisure and housing.

The Government wants to see all eight councils replaced with fewer, unitary councils - which are responsible for all services in their area.

The feedback form will be available from 23 April to 20 May. Views expressed will help shape the county council's proposals, with further engagement planned when a preferred option is identified.

A final proposal must be submitted to the Government by 26th September, before ministers take a final decision on the future shape of local government in Norfolk.

You can find out more about local government reorganisation at www.norfolk.gov.uk/LGR and by subscribing to the county council's email bulletin, Your Norfolk Extra - <https://newsupdate.norfolk.gov.uk/p/7M04-6FD/yournorfolkextra?source=ncchome>.

What do you want:

Costs

Delivery of services

Council feeling local

Norfolk Fire and Rescue Service is encouraging people to learn life-saving water safety skills this spring and summer, after attending 16 incidents last year where people sadly accidentally lost their lives in the water .

- Monday (28th April) marks the start of the National Fire Chiefs Council's Be Water Aware Week, which aims to raise awareness about the risk of accidental drowning and provide water safety advice ahead of the warmer months.
- Emyr Gough, Head of Prevention and Protection at Norfolk Fire and Rescue Service, said: "We want everyone, residents and visitors alike, to enjoy spending time on and near the water in Norfolk this year but we want people to do it safely.
- "Take some time now to learn what to do if someone gets into difficulty in the water and then please share that information with your friends and family. It could save someone's life."

- Call 999 for help if someone is in trouble in the water - do not attempt to rescue them yourself. Ask for the Coastguard if you are at the coast or on the Broads or Norfolk Fire and Rescue Service if you are inland. Tell the person in the water to float on their back and throw something to them like a throwline (but anything that floats can help save a life).
- Stay safe near any open water. Most people who drown had no intention of entering the water - such as people walking near it and slipping, tripping or falling.
- Respect the water - it's stronger than you think. Even calm looking waters can have strong currents, cold temperatures and hidden dangers.
- Cold water shock can affect your ability to swim. Even in the summer, enter water slowly to acclimatise rather than jumping in.
- Float to live - if you do get into difficulty in the water, lie back in a star position with your ears submerged and float to regain control of your breathing.
- Don't go into the water under the influence of alcohol and/or drugs. This can lead to drowning.
- Wear a lifejacket - however strong a swimmer you are. It is an essential piece of kit to keep you safe.
- Norfolk Fire and Rescue Service is part of the Norfolk Water Safety Forum, which is committed to educating the public and improving safety on our waterways and coastal areas. It is made up of Norfolk Police's Broads Beat, the RNLI, HM Coastguard, Norfolk Fire and Rescue Service and the Norfolk Community Safety Partnership.
- People are being given the opportunity to learn more about water safety and take part in some throwline training at two events organised by Norfolk Fire and Rescue Service next week.
- On Wednesday (30th April) between 10am and 2pm the crew from Stalham will be joined by our Urban Search and Rescue team and members of our Prevention team and the RNLI on The Green in Potter Heigham, giving water safety advice and throwline training to residents and businesses in the area. People are invited to turn up on the day to meet the friendly teams.
- On Friday (2nd May) Carrow Green Watch will be joined by Norfolk Constabulary's Broads Beat to deliver throwline training to local businesses and members of the public at Riverside in Norwich from 11am.

Fire and Rescue also shared warnings on fires as we go through a dry period.

Residents and visitors to Norfolk are being asked to help reduce the risk of wildfires in the county, as the county has already seen an increase in spring grassland and forest fires.

With more people heading outdoors over the Easter holidays, Norfolk Fire and Rescue Service (NRFS) is asking the public to be vigilant and report fires quickly.

Nationally, there have been several large wildfires and the National Fire Chiefs Council say above average temperatures and below average rainfall has heightened the risk.

Further information is available in our press release [here](#).

New Funding Initiative to Support Bus Shelter Installations Across Norfolk

Norfolk County Council (NCC) is pleased to announce the launch of a new £800,000 funding scheme to support the installation of up to 100 new and improved bus shelters in town and parish council areas across Norfolk during the 2025/26 financial year. Under this initiative, NCC will contribute up to 80% of total project costs, with the remaining balance to be funded by town/parish councils or through Local Member Funds.

Delivered through the **Bus Grant** (formerly the Bus Service Improvement Plan) from central government, this scheme forms part of our ongoing commitment to enhancing public transport infrastructure and improving accessibility across the county.

This funding opportunity is aimed at helping local councils and members upgrade waiting facilities for bus passengers, high-quality shelters can significantly improve comfort, safety, and the overall travel experience. We know from feedback from Norfolk residents that investing in accessible bus stop infrastructure is key to encouraging greater use of bus services.

Providing new or improved bus shelters aligns with NCC's strategic public transport goals:

- Enhancing the quality and reliability of local bus services by making journeys more appealing to current and potential passengers.
- Improving comfort and accessibility, particularly for older residents, people with disabilities, and families.
- Encouraging a shift away from private car use—helping to reduce congestion, improve air quality, and support Norfolk's environmental objectives.
- Strengthening transport links in rural and underserved communities, ensuring public transport remains a practical and attractive option for all.

To help support participation in this scheme, we have prepared a guidance document and a cover letter outlining the funding conditions and application process. These will be distributed to all parish/town councils and NCC members in the coming days.

Please note: Borough and district councils are exempt from the formal application process but will have the opportunity to request funding through direct engagement with the Bus Grant team.

We encourage you to review the guidance and consider whether your community would benefit from new or upgraded bus shelter facilities. Town/parish councils should coordinate with their elected County Council member to complete an application.

Please feel free to discuss this opportunity with your local councils and constituents. The Bus Grant team looks forward to working with you to improve local bus stop infrastructure and deliver meaningful, lasting benefits for residents across Norfolk.

For any immediate questions, please contact robert.pratt@norfolk.gov.uk

Norfolk County Council waives fees for street parties to celebrate VJ Day

This year marks the 80th anniversaries VJ Day on 15 August and Norfolk County Council is offering communities the chance to close their road free of charge for celebrations.

The anniversary will be a time for reflection and celebration, and an opportunity for the nation to come together to honour and pay tribute to those that lived through and served during Second World War. The day marks Japan surrendering in the Far East, officially marking the end of the Second World War (VJ Day).

Communities across Norfolk can join the national celebrations by hosting their own street party between Friday 15 and Sunday 17 August 2025 (VJ80).

All street parties will require a temporary road closure, and you can apply by completing an application. Deadlines for applications are:

- VJ80 - Friday 18 July 2025

Further details and a link to the application form are available [here](#).

Poor mobile signal

If you have to stand on a chair in your bedroom to send a text message, or you find yourself without enough signal to make a call when you're out and about, we want to know!

It's all part of our efforts to map mobile coverage across the region so that we can identify black spots and lobby mobile operators and OFCOM to improve provision.

Since April last year, we've been collaborating with mobile analysts Streetwave by using devices in some waste collection vehicles to survey the quality of mobile network coverage from the four main UK providers: EE, O2, Three and Vodafone.

This has given us some excellent data, helping to build a good picture of coverage right across the county, but we can make this even more accurate by hearing about your experience with mobile coverage in Norfolk.

So next time you're at home and get frustrated that your local chippy can't hear your takeaway order, or your phone cuts out on what should have been a nice conversation with a friend, take some time to complete our anonymous [mobile experience form](#).

You can read more about the project and visit our mobile coverage checker to see which operator offers the best service in your area by [clicking here for the project's webpage](#).

Roads closed

There are 2 types of work. Planned and emergency

Work can be carried out by National Highways, NCC Highways and Utility Companies.

Less than 10% of works are done by National or NCC. 90% emergency by Utility

The Utility has to inform us within 24 hours of STARTING the work!

Where we know we challenge but difficult to stop

There are a lot of closures, and a County Select Committee is going to review the procedure..

Detours

Road rating

Website

One.network now run by Causeway

Scams

Rogue Trader Alert - Doorstep Cold Callers claiming issues with properties roof

Scam Alert - UK landline digital switchover scams

Scam Alert - Emails claiming to be from 'TV Licensing'

Rogue Trader Alert - Doorstep cold calling incidents

Safety Alert - Product Recall for Tower Air Fryers presenting a risk of fire

Scam Alert - Emails claiming to be from PayPal

Rogue Trader Alert - Doorstep Cold Caller selling garden furniture

Cold Calling Alert - Doorstep Cold Callers offering solar panel services

Cold Calling Alert - Doorstep Cold Callers attempting to sign consumers up to broadband contracts

Scam Alert - Facebook posts claiming to offer items from well known retailers for 'bargain' prices

