

**Cabinet**  
**8 May 2024**  
**Public & Local Member Questions**

	<b>Public Question Time</b>
6.1	<p><b>Question from Richard Adcock</b></p> <p>The W.H.O Treaty is fast approaching to be signed next month by the government on the 26th of May 2024.          If the government signs the W H O treaty what impact does the council think this will have on the residents of Norfolk.          Will it affect our sovereignty, freedoms, democratic rights &amp; the way councils implement their decisions towards us?          As Mr Andrew Bridgen M P suggests.</p> <p><b>Response from the Leader and Cabinet Member for Strategy and Governance</b></p> <p>No, it'll have no impact on Norfolk County Council democratic processes.</p> <p><b>Supplementary question from Richard Adcock</b></p> <p>There are many things wrong in the world today.          In a democratic society at least at this moment in time the residents of Norfolk can ask questions of our elected representatives, will this STOP If the Government signs the W H O treaty.          As Mr Andrew Bridgen M P suggests?</p> <p><b>Response from the Leader and Cabinet Member for Strategy and Governance</b></p> <p>No, the process of allowing members of the public to contact members of Norfolk County Council's Cabinet will stay in place.</p>

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**Public & Local Member Questions**

	<b>Local Member Question Time</b>
7.1	<p><b>Question from Cllr Catherine Rowett</b></p> <p>Does the Cabinet have any strategy to address the problem of damage to rural roads and verges by the increasing numbers of very large agricultural vehicles, where farmers have to access their fields via narrow country lanes, given that market pressures encourage farmers to invest in larger machinery to cut costs?</p> <p><b>Response from the Cabinet Member for Highways, Infrastructure and Transport</b></p> <p>The Council recognises the concerns raised relating to large vehicles using the highway network especially in rural areas and the damage they can cause. However, it is national legislation that sets out the size of machinery that can legally use the highway network. The Council has previously raised with government similar concerns relating to the weight and size of agricultural machinery using the highway network and how this impacts on the asset. However, in Norfolk, supporting the agriculture industry is also essential.</p> <p>The Council's teams continue to identify and prioritise defects as part of their routine highways inspections in line with the Transport Asset Management Plan (TAMP). In addition, the Council also has an ongoing programme of proactive highway maintenance and improvements to ensure the network in Norfolk is safe and well maintained, both now and for the future.</p>
7.2	<p><b>Question from Cllr Jamie Osborn</b></p> <p>The proposed changes to the Dereham Road / Grapes Hill junction are due to be funded through money earmarked for sustainable transport (via the BSIP). The consultation on the proposals showed that the only group who were in favour of the changes were motorists. Cyclists and pedestrians were unhappy with the proposals, and bus users were neutral, according to the consultation. Does the Cabinet Member think that a scheme that only motorists support and which does not have the support of bus users, pedestrians, or cyclists is a good use of sustainable transport money?</p> <p><b>Response from the Cabinet Member for Highways, Infrastructure and Transport</b></p> <p>This project is funded by the Bus Service Improvement Plan, which is primarily focused on providing improvements for bus users and was initially identified as a key network improvement by the bus operators. This scheme will improve bus journey times and reliability by enabling the bus to get into the bus lane safely and get to the head of the junction ready for its right turn up Grapes Hill. The scheme provides better lane discipline making the environment safer for all users, including people who cycle, and doesn't remove any of the existing cycle facilities. For pedestrians, the minor narrowing of the footpath is offset by relocating existing highway signage to give more usable pavement space at pinch points.</p>

	<b>Local Member Question Time</b>
	<p>The consultation gave an opportunity for all those potentially affected by the scheme to respond. Of the 63 people who responded, 7 said they predominantly cycled through the area, and 12 said they walked through. These respondents did highlight concerns and we have considered these as part of finalising the proposals. Whilst the majority of the respondents to the consultation said they drove through the area and were in favour of the scheme, this does not imply that the scheme does not have the support of those using the bus, walking or cycling, as very few of those network users replied.</p> <p>Bus passengers, and non-bus users, tell us that reliability is the key thing they want from a bus service and this proposal will reduce bus journey times and improve bus journey reliability, representing an excellent use of this sustainable transport funding.</p>
7.3	<b>Question from Cllr Colleen Walker</b>
	<p>Now the worst of the storm season has hopefully passed residents in Hemsby and along much of the Norfolk coastline will be counting the cost and wondering if there will be any help for them before next autumn or whether they will be forgotten until the next headlines of serious loss and damage. Has the Leader yet had any response from the Secretary of State to her letter of 30 January and what other urgent steps is she taking to stop residents suffering the consequences of erosion from feeling abandoned?</p>
	<b>Response from the Leader and Cabinet Member for Strategy and Governance</b>
	<p>There has been no response to this letter. We are chasing for a response to this.</p>
7.4	<b>Question from Cllr Terry Jermy</b>
	<p>The corporate plan and report from last year is long on narrative but short on detail of what targets were set, what progress was actually made against those targets, the reasons for any shortfall and what that means for service standards and delivery. Without those, Norfolk residents have to rely on the administration's version rather than objective measures. Will the Leader correct that omission by publishing data on targets and measurable achievements against those targets?</p>
	<b>Response from the Leader and Cabinet Member for Strategy and Governance</b>
	<p>Our Council Delivery Plan and Annual Review – both published annually - are a way to provide a narrative update on our priorities and activities for our residents in a concise and accessible way. Our priorities and plans stem from department strategies aligned to our corporate strategy Better Together, for Norfolk.</p> <p>As you know delivery is measured through our Corporate Vital Signs, which are reviewed by Cabinet quarterly and published with all other papers for anyone to read.</p>
	<b>Supplementary question from Cllr Terry Jermy</b>
	<p>Residents in Thetford have really noticed the County Councils reduced efforts to tackle weeds across the town. Thetford is also very often one of the last places to get our now sole weed spray for the year. Can the Cabinet Member for Highways, Infrastructure and Transport reassure Thetford residents that this issue that blights our communities is a priority and that Thetford will not be left until last again?</p>

	<b>Local Member Question Time</b>
	<p><b>Response from the Cabinet Member for Highways, Infrastructure and Transport</b></p> <p>Following a public consultation concerning reducing weed treatments from two treatments to one in December 2022, the Council agreed to implement a reduction from 2023. The reduction has two main benefits: environmental improvements by contributing towards the Council's glyphosate policy by halving the amount of product used on the highway network.</p> <p>With regard to weed treatment in Thetford, the programme will be reviewed to establish whether the treatment can be completed earlier in the weed growing season, although to be fully effective, the weedkiller needs to be applied when there is some weed growth present.</p>
7.5	<p><b>Question from Cllr Brenda Jones</b></p> <p>In the light of the revelation there are 1800 care vacancies, the administration has not been able to keep up with demand, and the demand for care services continues to grow, will the Leader reconsider the proposals put by Labour to February's budget Council to tackle the workforce crisis and structural flaws in the way the council commissions care services?</p> <p><b>Response from the Cabinet Member for Adult Social Care</b></p> <p>Thank you for your question. Just to be clear Norfolk County Council vacancies in this area are currently about 40.</p> <p>As we know, there are still significant workforce challenges in the care industry both locally and nationally.</p> <p>I am working in partnership with key stakeholders including Norfolk Care Association, Norfolk and Waveney's Integrated Care Board, and local Higher and Further Education institutions, as we continuously seek to respond to local and national challenges both in the long and short term. The Norfolk Care Careers Team has recently been strengthened to improve both workforce capacity and quality. The team supports individual members of the workforce and adult social care providers with recruitment, retention, well-being and skills. They also champion the professionalism of the sector, promote the career pathways available, and seek to recognise and act upon opportunities for integration within the wider system.</p>
7.6	<p><b>Question from Cllr Julie Brociek-Coulton</b></p> <p>Residents and I were pleased to see that gutters around the Angel Road Junior School building were cleared recently. Could the Cabinet Member for Corporate Services and Innovation advise whether there is a schedule of maintenance in place for the empty site to stop the building from falling into complete disrepair and preventing the site from being developed into a SEND school?</p> <p><b>Response from the Cabinet Member for Corporate Services and Innovation</b></p> <p>The Evolution Academy Trust (EAT) is still responsible for this site. The site tidy that took place recently was organised by that organisation, who are still the leaseholders for the site.</p>

	<b>Local Member Question Time</b>
	At present maintenance remains with this Responsible Body and it is not appropriate for NCC to put anything in place until such time as it is surrendered back. We continue to work with EAT in the meantime.
	<b>Supplementary question from Cllr Julie Brociek-Coulton</b>
	Next month will see the third anniversary of Angel Road Junior School closing and being relocated. Why has the process of returning the school back to the Council taken so long?
	<b>Response from the Cabinet Member for Children's Services</b>
	The Secretary of State, in approving the disposal, conditioned the return to coincide with the renewal of the lease for the Infant School.
7.7	<b>Question from Cllr Mike Sands</b>
	Another road scheme in the city overruns bringing disruption to road users and business. Rather than just claiming all is well and he knows best, will Cllr Plant now put his hands up and admit those who know the city ought to have a bigger voice in our roads and traffic management schemes and bring back a public facing joint body councillors and the public can engage with instead of having decisions that aren't working imposed on them from behind closed doors?
	<b>Response from the Cabinet Member for Highways, Infrastructure and Transport</b>
	<p>The County Council has a strong, national reputation as being a local authority that delivers on the ground, at pace, through strong, collaborative relationships with transport providers and a wide range of stakeholders. Our success in delivery of the Transport for Norwich programme has acted as a springboard to securing significant funding from government for initiatives such as zero emission buses and our Bus Service Improvement Plan, all of which strongly support our Local Transport Plan, Environment Policy and Norfolk Climate Strategy.</p> <p>We consult on all our transport proposals and this feedback is shared with County and District (including City) Council members who are invited to fully participate in discussions. The governance we have in place for transport issues in Norwich involves County and District (including City) Council councillors and lead officers working together on a Steering Group in a way that enables open and frank discussions to be held, allowing the best possible transport solutions and strategies to be developed. Discussions that take place will clearly and transparently inform the subsequent decisions I take on highway matters as the Cabinet Member.</p>
	<b>Supplementary question from Cllr Mike Sands</b>
	Can the Cabinet Member for Highways, Infrastructure and Transport confirm the number of highways compensations for the most recent financial year and compare them against historical numbers and explain why the numbers have gone up so far so quickly?
	<b>Response from the Cabinet Member for Highways, Infrastructure and Transport</b>

	<b>Local Member Question Time</b>
	<p>The volume of highway compensation claims vary depending on several factors including the weather. Although not as cold as many previous years, the past year has seen a number of significant storm events (11 named storms so far compared with 2 for the previous year). This has led to an increase in the number of claims received by the Council.</p> <p>In total, 841 highway claims were received in 2023/24, compared with 557 for the year before. To date, 690 of the 2023/24 claims have been denied, with 428 from the year before being denied.</p>
7.8	<p><b>Question from Cllr Alison Birmingham</b></p> <p>New checks brought in under the UK's Brexit trade agreement will cost businesses in Norfolk through higher overheads and prices passed on to consumers. Has the Cabinet Member for Growing the Economy made an assessment of the impact of these increases on local businesses and the cost of living crisis?</p> <p><b>Response from the Cabinet Member for Economic Growth</b></p> <p>It is of course a matter for National Government. However, our economic development team, including the Growth Hub, will work with businesses using best practice from businesses we have been working with. We are also developing a new Economic Strategy for Norfolk to support local businesses meet challenges and take advantage of opportunities.</p>
7.9	<p><b>Question from Cllr Mike Smith-Clare</b></p> <p>Although it is disappointing there was no bid for Wensum Lodge from a community interest group, the scale of the task makes that unsurprising. However that does not mean Wensum Lodge should be lost to the community. Will the administration join with Labour county councillors in committing to ensuring Wensum Lodge remains in public or community ownership and is used for arts, cultural and educational purposes?</p> <p><b>Response from the Cabinet Member for Communities and Partnerships</b></p> <p>As Cllr Smith-Clare notes <b>no</b> community group put in a proposal during the 'moratorium' period, during which information on the condition and running costs of the site were provided to interested parties. The site is now being formally marketed and Norfolk County Council will consider any bids from community groups, alongside commercial offers.</p> <p>As such, NCC is willing to consider offers from public sector or voluntary groups for the site. However given the importance of the site, will need to have confidence that they have sufficient finance and structures in place to manage a large and complex site.</p>
7.10	<p><b>Question from Cllr Matt Reilly</b></p> <p>Recent discussion about rail services in Norfolk have once again highlighted Haughley Junction and Ely as requiring investment. However the Trowse swing bridge that acts as a bottleneck into Norwich station is not getting much of a mention despite an upgrade being crucial to improving services from Norwich. Will the Cabinet Member for Highways, Infrastructure and Transport confirm Trowse remains</p>

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	<p>one of the key priorities of the county council as the strategic transport authority for rail investment in the region and update us on what steps are being taken to secure the investment needed?</p>
	<b>Response from the Cabinet Member for Highways, Infrastructure and Transport</b>
	<p>I can confirm that Trowse remains one of the key priorities of the county council.</p> <p>The county council has a long history of working with national, regional and local partners to secure investment into the railways. Over the last few years, officers and I have worked very closely with organisations including Transport East, train operators, government and Network Rail. This work has led to some very significant investment. This includes complete renewal of all the train fleet operated by Greater Anglia, the first time the fleet for a whole franchise has been renewed. In Norfolk this covers the Norwich to London, Cambridge, Sheringham, Great Yarmouth and Lowestoft services.</p> <p>As Cabinet Member, as well as representing the county on local groups, I represent the council on Transport East and – together with officers – the various task forces that Transport East or other regional bodies lead: East West Rail Mainline Partnership Board and Eastern Section Board; Great Eastern Mainline Partnership; Ely Task Force; and the Rail Leadership Meeting that brings together these strands of work, which is held in Westminster and to which MPs are invited.</p> <p>There is a lot of activity seeking improvements to rail for Norfolk, which is achieving positive results. At the end of last year, there was government commitment to the much-needed improvements at Haughley Junction and Ely area enhancements. These now need pushing over the line to secure final funding awards. The opportunity to secure investment is a live issue now for these schemes and we don't want this to be missed, hence the increased coverage at this time.</p> <p>I will continue to represent the county's interests across the various rail groups highlighted, and Trowse will remain a priority. I look forward to working with Network Rail on their forthcoming Norfolk and East Suffolk area study, which will provide additional evidence around constraints to improved rail services and – I anticipate – a step towards securing investment to overcome bottlenecks such as Trowse.</p>
7.11	<b>Question from Cllr Chrissie Rumsby</b>
	<p>Whatever happened to proposals for a country park that was supposed to make good some of the shortfall for the commitment unanimously agreed by council in 2024 that we would increase trees by a million by the end of 2024 – that is a million after discounting those that have been lost for other reasons or not survived once planted, a target that will be missed by a considerable margin?</p>
	<b>Response from the Cabinet Member for Environment and Waste</b>
	<p>The case for woodland creation in Norfolk is a strong one, not only to help fulfil our commitment to plant 1 million trees across the county but to help provide important benefits such as carbon storage, biodiversity, and areas for recreation. The Country Park proposals put to Infrastructure and Development Committee last year is</p>

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	<p>currently under review to explore new funding models and to look at various partnerships and new approaches which could help NCC fulfil this aim. NCC is committed to planting more trees and we are continually looking for ways to do this. A good example of this, is our Expression of Interest for DEFRA's Forest for the Nation Competition, for the second National Forest to be situated in Norfolk and Suffolk. This expression of interest was submitted in March and the result of the first round is expected soon.</p> <p>It has been well reported that in the early years of the 1 Million Trees for Norfolk initiative we suffered from the impacts of COVID and Since the commitment was made in November 2019 there have been 4 planned planting seasons and the numbers of trees planted by NCC and partners has increased year on year with the total currently sitting at over half a million and set to rise further this year as partner's planting figures from this planting season are to be added. We are collecting all possible data and engaging with old and new stakeholders.</p> <p>The delivery of this important programme will be considered fully and further through discussions at the relevant committees and ultimately by Cabinet.</p>
7.12	<p><b>Question from Cllr Ben Price</b></p> <p>What action does the Cabinet plan to take against their consultants WSP, in relation to what appears to have been poor quality research, surveys and advice concerning the bat colonies in the area of the proposed NWL road, and what recompense will be sought for the wasted £47m that's been spent on the basis of their inadequate advice?</p> <p><b>Response from the Cabinet Member for Highways, Infrastructure and Transport</b></p> <p>Extensive bat surveys over several years along with expertise and advice from bat specialists have given us a good understanding of the area and are informing our proposals for the Norwich Western Link. The project team have had regular contact with Natural England over a number of years and their input has helped to shape the approaches that have been taken.</p> <p>The county council and Natural England are committed to continuing to discuss the issues with the aim of finding a solution and we believe we can provide further information for Natural England to consider in support of this.</p> <p><b>Supplementary question from Cllr Ben Price</b></p> <p>In the event that the answer to the above question is no action and no recompense, we assume that the Cabinet takes personal liability for the loss, so will the Leader and Highways member resign?</p> <p><b>Response from the Leader and Cabinet Member for Strategy and Governance</b></p> <p>We will continue to work with Government and Natural England to deliver the Norwich Western Link as promised in our Manifesto and for the majority of Norfolk residents who support it.</p>
7.13	<b>Question from Cllr Brian Watkins</b>



	<b>Local Member Question Time</b>
	<p>With the Council moving towards a change of governance and the endorsement of the County Deal in July, most Norfolk people still know little or nothing about its likely implications. When the Council backed the 'in principle agreement' in December, you acknowledged that much work needed to be done to improve the level of public understanding. People want to know what changes and what benefits they will see if the deal happens. As things stand now, what would you tell someone at a public meeting who asked you, 'How is this going to help me and my family?'</p>
	<b>Response from the Leader and Cabinet Member for Strategy and Governance</b>
	<p>It is our intention to resume our engagement around devolution to strengthen our residents' understanding of what it means for them once Council has voted in July. If that is passed, we will then increase our public awareness programme even further in support of the May 2025 election of the Directly Elected Leader.</p> <p>Devolution can help people in many different ways: Having the adult education budget means we can help boost local skills providers to offer education that is needed and supports our local businesses. Growing our economy and creating better jobs means our young people can remain in the county and earn more, instead of having to move to get good work because wages are higher elsewhere. Funding to unlock housing sites will help with building more affordable homes in places where they're much needed but where developers would struggle alone. Investment in transport, better routes and infrastructure can make the difference between a young person being able to access college or an apprenticeship, or older people connecting with services they need. These are changes that individually may not always be felt on a day to day basis, but together combine to improve people's lives significantly.</p>
	<b>Supplementary question from Cllr Brian Watkins</b>
	<p>A new Care Leavers' Fund has recently been launched nationally to support young people about to leave local authority care. It will provide match funding for local projects aimed at helping them to make the best start in life. Whilst the Council is already working hard to provide a good range of support for care leavers, its ability to drive the scale of change needed is limited. Can the Cabinet member detail how the Council intends to take advantage of this new programme to help transform the life chances of our county's care leavers as they transition into adulthood?</p>
	<b>Response from the Cabinet Member for Childrens Services</b>
	<p>We fully support the Governments additional support for care leavers, and we look forward to working with the Norfolk Community Foundation (NCF).</p> <p>NCF have been awarded funds that will be focused on two existing areas of the foundation's care leaver support, as well as setting up a new Independent Living Fund that supports care leavers to live independently and grow self-esteem.</p> <p>This is in addition to and complements our already strong local offer to Care Leavers which supports our care experienced young people on a range of fronts to thrive and succeed in adult life.</p>

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	We welcome working alongside NCF given our long-standing relationship with them and have been in contact with them about how we can work in collaboration on progressing this work.
7.14	<p><b>Question from Cllr Rob Colwell</b></p> <p>After hearing of the costs associated with other directly elected leader/mayors elsewhere in the country, residents have been in contact with me about the potential cost to this council in introducing our own DEL? Can the leader outline the potential expense of introducing this new role into our governance?</p> <p><b>Response from the Leader and Cabinet Member for Strategy and Governance</b></p> <p>Unlike Mayoral Combined Authorities who have their own staff (e.g. Chief Executive, Monitoring Officer, support structures) and running costs, Norfolk's devolution deal does not require us to create a new local authority and an additional layer of governance in Norfolk. A directly elected leader would be supported by the County Council's existing officers and systems. As stated in the report to Full Council on 1 December 2023, a 2025 Election would cost the Council an additional c.£190,000 for the additional polling cards, postal voting papers and ballot papers. As part of negotiating the devolution deal, Government has committed £750,000 of capacity funding which will contribute to the costs. All other costs associated with the County Council elections are accounted for as part of the four-year County Council Election cycle.</p> <p><b>Supplementary question from Cllr Rob Colwell</b></p> <p>With the announcement that an academy trust is thinking of scrapping the teaching assistant role, and fear others might follow, teachers telling me they're quitting because of the lack of TA support in growing class sizes. Additionally, many classes have significant numbers of students with special educational needs, due to a lack of specialist places in the county making the job without TAs even more difficult. What reassurance can be given to teachers across the county that you are taking the SEN crisis in our schools seriously.</p> <p><b>Response from the Cabinet Member for Children's Services</b></p> <p>It is, of course, for individual schools and multi-academy trusts to determine how they organise their SEND provision and teaching assistants are an important part of that provision alongside whole school training for SEND and the support of other professionals. The commitment of the council to SEND and AP (Alternative Provision) provision and support has been significant and sustained over the past five year period, initially through the councils £120million capital investment to build special schools and specialist resource bases and most recently with the announcement last year of further capital funding agreed with the DfE for two more special schools and also a joint DfE / NCC revenue investment of £100million+ to support greater inclusion in local mainstream schools through our Local First Inclusion programme (LFI).</p> <p>LFI has already in its first year developed a new School &amp; Community Team working across our 15 school and community zones to support schools and families for children at 'SEN Support', with these teams complementing the support that schools provide directly from their delegated £39million annual funding for SEND and also</p>

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	the 'top up' from the High Needs Block of £30million+. We will continue to work alongside schools to provide funding and advice and guidance to ensure that best practice is shared to ensure county-wide consistency.
7.15	<p><b>Question from Cllr David Sayers</b></p> <p>Could the Cabinet Member please clarify the extent to which Norfolk County Council is taking responsibility for ensuring walkways and pavements comply with December 2021 Department for Transport best practice for making walkways inclusive of all? Additionally, what measures is this council implementing to address any existing barriers and ensure that pedestrian infrastructure across Norfolk is truly inclusive and accessible to all members of the community?</p> <p><b>Response from the Cabinet Member for Highways, Infrastructure and Transport</b></p> <p>Developer Services / Major Developments have been aware of Inclusive Mobility since the original document was published in 2002, and the design standards used by developers for new footways and cycle paths are in accordance with that document. The 2021 revision, it does not appear to have made any fundamental changes to the key chapters related to our area of work.</p> <p>Additionally, cycle paths on new developments would be expected to be designed in accordance with the principles of LTN1/20.</p> <p>Our Infrastructure Development and Highways Project Teams complete Equality Impact Assessments (EQIA's) for their schemes and undertake consultations when changes to the highway are proposed with stakeholders including representative groups for walking, cycling and those people with health conditions or impairments. We have removed barriers on footway/cycleways in Kings Lynn as part of the town deal project and we have a feasibility underway to remove barriers across Norwich following a cargo bike audit.</p> <p>Norfolk County Council's Walking, Wheeling and Cycling Strategy (2024) which was adopted by Cabinet on 8 April 2024, sets out the Council's commitment to removing barriers to provide a network that is accessible, inclusive and considers the needs of all users. (there are more details on p36 and p37 of the document)</p> <p><a href="https://www.norfolk.gov.uk/media/33439/Walking-Wheeling-and-Cycling-Strategy-2024_Accessible/pdf/mpWalking_Wheeling_and_Cycling_Strategy_2024_Accessible.pdf?m=1712670313813">https://www.norfolk.gov.uk/media/33439/Walking-Wheeling-and-Cycling-Strategy-2024_Accessible/pdf/mpWalking_Wheeling_and_Cycling_Strategy_2024_Accessible.pdf?m=1712670313813</a></p> <p><b>Supplementary question from Cllr David Sayers</b></p> <p>In light of recent remarks by experts following announcements to potential cuts to sickness benefits for individuals with depression or anxiety, what proactive steps is the council taking to counteract the potential detrimental impact on vulnerable members of our community? Additionally, how does the council plan to assert its voice against such callous policies, ensuring the welfare of those with mental health conditions remains a priority despite the Conservative government's apparent disregard?</p> <p><b>Response from the Cabinet Member for Public Health and Wellbeing</b></p>

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	We believe the Government is putting in place appropriate support for people with these conditions.
7.16	<p><b>Question from Cllr Steffan Aquarone</b></p> <p>Consultations are a vital tool in reaching out to our residents on important issues. However, residents are reporting the inaccessibility and difficulty in navigating consultations, which only serves to limit responses. A resident has contacted me about their experience answering the savings consultation noting its pages upon pages of background information making it difficult to make a considered response, they also noted the lack of advertising the consultation seemed to have. Why are this council's consultations a source of constant frustration for members of the public and what is being done to ensure we are using the best practice possible in our outreach efforts?</p> <p><b>Response from the Leader and Cabinet Member for Strategy and Governance</b></p> <p>As a member of the Consultation Institute, we follow best practice and our consultation materials are accessible and produced in different formats such as Easy Read, home print and large print. We also produced videos in British Sign Language posted on the landing page of our digital consultation platform. Residents can email <a href="mailto:HaveYourSay@norfolk.gov.uk">HaveYourSay@norfolk.gov.uk</a> or call our customer service centre to request Braille, alternative format or different languages.</p> <ul style="list-style-type: none"> <li>• We promoted three Community &amp; Environmental Services (CES) which ran from Thursday 15 February to 22 March and two Adult Social Care (ASC) consultations launched on Monday 19 February and continue until 17 May.</li> </ul> <p>Our promotional methods include print, media and digital channels covering:</p> <ul style="list-style-type: none"> <li>• Press releases to all media partners and channels across Norfolk</li> <li>• Email briefing to members of our Norfolk Resident's Panel</li> <li>• Social media promotion through paid Facebook advertisements and organic posts on X (previously known as Twitter), Facebook, and Nextdoor</li> <li>• Posters displayed at all 19 recycling sites along with leaflets for staff to share with customers</li> <li>• Letters and copies of the survey posted to those individuals directly impacted by our Adult Social Care proposals, along with a dedicate phone helpline and a number of drop-in events in libraries across the county</li> <li>• Members briefing to all NCC councillors</li> <li>• Letters sent to key stakeholders</li> <li>• Letter to 520 Parish Councils, and promotion via Norfolk Association of Local Councils</li> <li>• NCC Managers Briefing</li> <li>• Information on the staff intranet and staff newsletters (including Friday Takeaway)</li> <li>• Information on the Council's website <a href="http://www.norfolk.gov.uk">www.norfolk.gov.uk</a> including the landing page and links to service areas on the site</li> </ul> <p><b>Supplementary question from Cllr Steffan Aquarone</b></p>

	<b>Local Member Question Time</b>
	In considering reductions in the opening hours of household waste recycling centres, what measures have been taken to limit the impact on the take home pay of our loyal and helpful staff at the centres, and what evidence can be provided to show these measures have worked?
	<b>Response from the Cabinet Member for Environment and Waste</b>
	The decision on the opening hours of household recycling centres has not been made.