

# ROLLESBY PARISH COUNCIL MEETING

to be held on Monday 17<sup>th</sup> January 2022 at 7.00pm, Village Hall,  
Rollesby

All Councillors are summoned to the above meeting, members of the public and press are invited.

Councillors and staff of the Council will take a lateral flow test one hour before attending a meeting. These give a result in 30 minutes. If members of the public are attending Councillors would be grateful if you would also undertake a test before coming to the Village Hall.

You can attend a centre:

<https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/testing/symptom-free-testing/individuals>

Or do them at home, these tests are free for you to obtain online and are also available free at any pharmacy or library:

<https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/testing/symptom-free-testing/individuals/self-testing>

Please attend wearing a mask, and do not remove this during the meeting. Do not move the chairs and sit where indicated.

Signed:

*Sarah Hunt*

Sarah Hunt  
Parish Clerk

1<sup>st</sup> December 2021

## AGENDA

1. Apologies and consideration of acceptance for absence.
2. Members' declarations of interest and requests for dispensations.  
If you have a Disclosable Pecuniary Interest in a matter to be discussed and it relates to something on your Register of Interests form then you must declare an interest. You may not participate in discussion or vote on the matter.  
You have a Personal Interest in a matter to be discussed if it affects:
  - Your wellbeing or financial position
  - That of your family or close friends
  - That of a club or society in which you have a management role
 In these instances, you must declare a personal interest and may speak on the matter only if members of the public are also allowed to speak at the meeting, however you may not vote in the matter.
3. To receive and agree minutes from Full Council Meeting held on Monday 6<sup>th</sup> December 2021.
4. **Public Forum**  
To receive comments from members of the public on matters on the agenda.
5. **To receive any reports:**
  - 5.1 County Councillor A Grant.
  - 5.2 District Councillors A Grant and L Mogford.

Rollesby Parish Council, 58 Hercules Road, Norwich, NR6 5HH  
Email: [rollesbypc@outlook.com](mailto:rollesbypc@outlook.com) Telephone: 07340028540

5.3 Police.

**6. Updates on matters not on the agenda.**

To report on progress on items from previous meetings. No decisions may take place during this item.

6.1 To note that the 50/50 funding application has been submitted for the Bus stop.

6.2 County Farms permission for 2<sup>nd</sup> bus stop install – chase email sent 13<sup>th</sup> January 2022.

**7. Planning.**

7.1 To consider planning applications received from Great Yarmouth Borough Council prior to the meeting.

7.1.1 Licensing Application – Horse and Groom.

7.1.2 621/1019/PAD – The Grange, Fleggburgh Road, Rollesby, NR29 5AJ.

Prior approval application for erection of new agricultural building 12m x 6m x 6.3m for the storage of machinery.

7.2 To receive notification of any decisions by Great Yarmouth Borough Council/Broads Authority.

7.3 Planning Inspectorate Appeal APP/U2615/W/21/3281701 – Oak Farm Court Road, Rollesby, Great Yarmouth, NR29 5HQ. Erection of 1 No. detached single storey dwelling with integrated garage and garden/amenity space. To consider any additional representations (Closing date 18<sup>th</sup> January 2022).

7.4 Neighbourhood Plan. To consider if any residents may wish to observe/count votes for the referendum.

**8. Finance and Governance**

8.1 To approve payments detailed plus any late payments received before the meeting. All to be made electronically.

Inland Revenue December £48.80

Sarah Hunt – salary/homeworking £221.27

Norfolk Pension Fund £74.89

S Hunt – refund One.com website hosting – domain £70.64

8.2 To receive Bank Reconciliation at meeting if available.

8.3 S106 money – update on availability for bus shelter. Cllr Day.

**9. Highways.**

9.1 The erection of two bus shelters on the A149. Update Cllr Ridout.

9.2 To note that an inspection is due to be undertaken by the Highways Ranger w/c 7<sup>th</sup> February 2022. To notify clerk of any issues that need reporting.

9.3 To consider information regarding the setting up of a Community Speed Watch.

**10. Administrative Matters.**

10.1 To consider the adoption of a Scheme of Delegation and options regarding future meetings.

10.2 Correspondence:

Email	Norfolk Co Co	Western Link update	For info.
Email	Citizens Advice Bureau	Request for donation	For decision.

**11. Matters for next Agenda and information.**

12. **Date of next meeting** – Monday 7<sup>th</sup> February 2022

# Minutes of ROLLESBY PARISH COUNCIL MEETING

held on Monday 6<sup>th</sup> December at 7.15pm

Present: Cllrs J Coote, S Day (Chair), S Ridout, H Thirtle.

Clerk: Sarah Hunt

3 Parishioners were present.

P C Gary May was in attendance (part).

1. Apologies and consideration of acceptance for absence.  
Cllr R Rudrum – illness. Cllr B Sturrock – alternative engagement. C Tacon – Absent.
2. Members' declarations of interest and requests for dispensations.  
None.
3. The minutes from Full Council Meeting held on Monday 15<sup>th</sup> November 2021 were AGREED as a true and correct record and signed by the Chair.

#### 4. Public Forum

The Meeting was addressed with regard to planning application 06/21/0970/D.  
Parish footpaths were discussed.

#### 5. To receive any reports:

- 5.1 County Councillor A Grant – not present.
- 5.2 District Councillors A Grant and L Mogford – not present.
- 5.3 Police – PC Gary May attended prior to the closure of the meeting.

#### 6. Updates on matters not on the agenda.

It was NOTED that the precept and concurrent functions form had been submitted to Great Yarmouth Borough Council. The Band D figure increased from 343 to 351 for 2022/23. With £10,000 precepted this gives Council Tax of £28.49/property, and increase of £3.71 or 14.97% and a real time increase of £0.31/month over 12 months.

#### 7. Planning.

- 7.1 To consider planning applications received from Great Yarmouth Borough Council prior to the meeting.

OBJECTION to be sent. Items of note:

Highways safety – Martham Road at this point has a vehicle survey which demonstrated that vehicles have not reduced speed when coming from the 60mph limit to the 30mph where the development is situated. Consequently with a narrow entrance/exit to the site there will be vehicular stacking in an area that is heavily trafficked and has a known speeding issue. Traffic calming should be addressed as part of any further development.

Footway – there is no footway from this development allowing residents to access the village, with the shops/schools/facilities.

Visibility – the adjacent hedges are situated on an earth bank, and the bank and hedges cause a visibility issue for any vehicles exiting the development.

Neighbouring properties – neighbouring properties will be completely

Rollesby Parish Council, 58 Hercules Road, Norwich, NR6 5HH

Email: [rollesbypc@outlook.com](mailto:rollesbypc@outlook.com) Telephone: 07340028540

overlooked by the intended properties.

Highways Safety – This follows several other developments with access onto/from the same very short stretch of roadway. This would make four development highways access within a few hundred yards, including previous developments and the Hall Farm Animal Rescue which has recently been given approval and will, of necessity, have many traffic movements. With Back Lane opposite it makes an area of increasing concern for the Parish Council.

Clerk to request of District Councillors that this be called in. It was AGREED that Cllr S Day attend Committee.

- 7.2 To receive notification of any decisions by Great Yarmouth Borough Council/Broads Authority. None.
- 7.3 Settlements and Services consultation – Broads Authority. No response to be sent.
- 7.4 Neighbourhood Plan. NOTED that the Examiner Report has been received and circulated. Plan to be available to residents on website.

## 8. Finance and Governance

- 8.1 It was RESOLVED to approve the following payments PROPOSED Cllr Day, seconded Cllr Coote.

Inland Revenue December made)	£48.80 (no payment to be
Sarah Hunt – salary/homeworking	£221.27
Sarah Hunt – wreath/phone credit	£45.00
Norfolk Pension Fund	£74.89
Broads Society membership	£16.00
Eddies Gardening Services- 7 cuts Rollesby Broad	£315.00
Pathway	£ 70.00
Playingfield	£2250.00
Community Heartbeat Trust refund G Tooke	£80.00
Broadland Computers AVAST cloudcare (annual)	£20.00
WAVE – Allotment Water direct debit	£48.15
Burghwood Landscapes - churchyard cutting	£600.00

NOTED the Inland Revenue account has been credited by £244.94 has been to the Parish Council HMRC account and no payment will be made until this has been offset to future payments.

- 8.2 No bank reconciliation available – no bank statement received.
- 8.3 S106 money available to Rollesby for projects and discussion of any future projects. To note that a Cllr Grant has been asked to ascertain if the Badger Building agreement could be used to fund the bus shelter installation. NOTED.
- 8.4 Bowls Club agreement. CONFIRMED that £5.00 rental is received annually.

## 9. Highways.

- 9.1 The erection of two bus shelters on the A149. An update was received from Cllr S Ridout.
  - 9.1.1 Bus Stop at King George’s. The meeting received and considered quotations. It was RESOLVED to

accept the supply and install quotation from Macemain Amstad of £6,064.00.

It was AGREED to apply for Highways 50/50 funding and to utilize the S106 money available for the project from Badger Building.

- 9.1.2 Bus stop on Norfolk County Farms land. No response yet received.

P C Gary May joined the meeting and item 5.3 was taken at this point.

Parishioners are encouraged to report any areas of the Parish where they are feeling unsafe via the new 'Streetsafe' initiative. This is available on the Norfolk Constabulary website. This enables agencies to work together to address any issues.

#### **10. Administrative Matters.**

10.1 The meeting dates for 2021/22 were AGREED as submitted.

10.2 Defibrillator on School premises – it was RESOLVED not to take on the maintenance costs. Cllr H Thirtle to approach District Councillors for a contribution.

10.3 Correspondence:

Email	Norfolk Co Co	Budget Consultation	Noted.
Email	Vattenfall	Community Benefit Fund	Noted.
Email	Broads Auth.	Notification of adoption of the marketing guide	Noted.

#### **11. Matters for next Agenda and information.**

Bin at recreation ground to Recreation Ground charity meeting.

12. ***Date of next meeting*** – Monday 17<sup>th</sup> January 2021

In accordance with the Public Bodies (admission to meetings) Act 1960 the chair of the meeting RESOLVED to exclude the press and public during consideration of the following item due to the confidential nature of the business to be transacted.

#### **13. To ratify hours and salary of the Parish Clerk.**

Contract to be amended to state 5 hours per week.

The meeting closed at 8.24pm.

## The Horse and Groom, Main Road, Rollesby, Great Yarmouth

licensing <licensing@great-yarmouth.gov.uk>

Wed 05/01/2022 12:34

To: rollesbypc@outlook.com <rollesbypc@outlook.com>

 2 attachments (2 MB)

Full application\_Redacted.pdf; Guidance - making a Representation.pdf;

Good afternoon

The Council deals with applications for new premises licences under the Licensing Act 2003. It has been decided to notify parish council's of new licensing applications within their jurisdiction.

Please find attached application for a new premises licence in relation to The Horse and Groom, Main Road, Rollesby, Great Yarmouth.

The applicant has applied for the following licensable activities and timings:

Recorded music (indoors): 10.30am – 11pm each day,

Live music (indoors): 7pm – 11pm, Fri & Sat and midday – 10pm, Sunday,

Supply of alcohol (on and off the premises): 10.30am – 11pm, Mon to Thurs. 10.30am – midnight, Fri & Sat.  
10.30am to 10pm, Sunday

Should you wish to submit a representation, the closing date for representations is 1 February 2022.

I also attach guidance in relation to submitting a representation, for your information.

If you have any queries, please feel free to contact me.

Kind regards

Elaine

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**Elaine M. Hignett**

Licensing and Enforcement Officer

Licensing and Elections

Environmental Services

Great Yarmouth Borough Council

**Email:** Elaine.Hignett@great-yarmouth.gov.uk

[www.great-yarmouth.gov.uk](http://www.great-yarmouth.gov.uk)

**Telephone:** 01493846530





Great Yarmouth  
& East Suffolk  
UK City of Culture Bid

MJ Awards finalist for Senior Leadership Team and Delivering Better Outcomes  
LGC Awards winner for Driving Growth

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**GREAT YARMOUTH**  
BOROUGH COUNCIL

**Planning and Growth  
Development Management**  
Town Hall, Hall Plain  
Great Yarmouth  
Norfolk, NR30 2QF

**Planning Applications Team**  
**Tel: (01493) 846242**  
**Email: [plan@great-yarmouth.gov.uk](mailto:plan@great-yarmouth.gov.uk)**

Parish Clerk to Rollesby  
Mrs S Hunt  
58 Hercules Road Hellesdon  
NORWICH  
NR6 5HH

DX: 41121 Great Yarmouth 1  
Director of Planning and Growth: David Glason

Please ask for: Mr C Green  
Direct Line: 01493 846355  
4th January 2022

Dear Sir/Madam

**Application No:** 06/21/1019/PAD (Please quote on all correspondence)  
**Development:** Prior approval application for erection of new agricultural building 12m x 6m x 6.3m for the storage of machinery  
**Location:** The Grange Fleggburgh Road Rollesby GREAT YARMOUTH NR29 5AJ

**Applicant:-**

Mr C Tacon  
The Grange  
Fleggburgh Road  
Rollesby  
GREAT YARMOUTH  
NR29 5AJ

**Agent:-**

M Construction Services  
Andrew Buesnel  
Toad Hall The Hill  
Yarmouth Road Smallburgh  
NORWICH  
NR12 9AD

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Great Yarmouth Borough Council has received an application for planning permission and should be grateful if you would let me have any comments you may wish to make on the proposal.

In accordance with the code of practice on consultations on planning applications, your comments should be forwarded to me by **25th January 2022**.

The documentation can be found on Great Yarmouth Borough Councils website on the following address: <https://www.great-yarmouth.gov.uk/article/2728/Search-Planning-Applications>, Please wait a few days before trying to view the documents as there is currently a delay in loading items to the website.

In the event of additional time being required, an application for an extension should be made in writing before this date, giving detailed reasons for this request and the date by which your comments will be available.

Yours faithfully



## Director of Planning and Growth

### ***Setting up a Community Speed Watch***

Any community can be considered for a Community Speed Watch scheme. Originally it was envisaged CSW would be better suited to villages and rural areas rather than towns, however initiatives involving Local Action Teams within towns are viable. Smaller communities could link together with others. Make sure you involve your local Council if you haven't already as their support will be vital.

### ***Coordinator and Volunteers***

There should be a minimum of six volunteers in the scheme, each willing to contribute a at least one hour per week. Small communities who are unable to reach this figure are encouraged to link with other interested local councils and groups, with a view to joining together for a wider-area scheme and sharing the equipment.

Volunteers must be over 18 years of age and will be subject to a vetting procedure. Volunteers who do not wish to be involved in speed monitoring may assist with administrative support and each scheme must include at least one person in this category. Some volunteers may, of course, be able to do both. Each team will need to have a designated co-ordinator and deputy. The co-ordinator is responsible for the equipment and administration.

### ***Training and Vetting***

Training for volunteers will include paperwork, codes of conduct, use of the equipment and health and safety issues. This is broken in to two parts, an online training presentation to cover the paperwork and legalities and a practical session to cover using the device, roadside safety and recording information. This practical training may be cascaded to new volunteers by scheme members, but direct approval must be given by Norfolk Safety Camera Partnership following vetting. New members must sign two copies of the agreement to state they will abide by the scheme Codes of Conduct; one copy being sent to the Community Speed Watch Administrator at the partnership. All team members will be asked to sign an annual Health & Safety sheet which will be issued to the coordinator, to confirm they have refreshed their knowledge on the Code of Conduct and Health & Safety issues by reading handbook or watching the online training presentation on an annual basis.

### ***Community Speed Watch Sites***

Every Community Speed Watch location used for monitoring traffic is chosen by the community. Each site will be risk assessed, which will include the safe positioning for the signs used during a monitoring session. Once evaluated and approved the Community Speed Watch Administrator will issue a site code.

The personal safety of volunteers is a primary consideration. We want you to work as a team to monitor safely. All sites will have been chosen to comply with the following conditions:

- Safe for volunteers to operate at
- Able to safely accommodate equipment, including safe positioning of CSW signs
- Good visibility to motorists to maximise educational impact and reduce the risk of sudden reactions

If these principles cannot be adhered to then a location is not suitable for deployment and will not be approved by Norfolk Community Speed Watch.

### ***Equipment Care***

The initial scheme was funded by a donation from a local business and by Norfolk Constabulary, however the Speedwatch Team must agree to look after the equipment and keep it in good condition. Additional funding has come from other sources as a result of the success of the scheme

in the eastern area of the county. The cost of training volunteers, risk assessing potential sites and ongoing administration is borne by Norfolk Safety Camera Partnership.

There must be one person, namely the coordinator, to take responsibility for all of the equipment and the reflective jackets and signs must be kept in a clean serviceable condition.

Any costs to the Constabulary to repair or replace the equipment will be claimed from the scheme insurance. Radar maintenance issues will be covered during the Radar input.

### **If you would like to proceed with an application we follow a three-step process**

#### ***Step 1***

- I will send you the required applications forms. These should be completed by yourself and all the volunteers. Once completed these are sent back to me via post.
- One volunteers will take on the role of coordinator. The Coordinator is my point of contact when the group is up and running. The Coordinator is expected to have computer access and knowledge of how to attach a word format attachment. Other Coordinator responsibilities include storing the equipment safely, rota's for the team and sending in the speed monitoring session returns.
- The application forms will be processed through the vetting/CRB checks and once the results are known I will contact the coordinator to inform them and move on to the next stage.

#### ***Step 2***

- I will contact the coordinator and arrange a mutually convenient date and time to meet with them to carry out the risk assessments for the sites the team wish to monitor.
- Once we have agreed on the sites I will type up a site sheet and forward this to the coordinator so they may distribute round the team.
- The roads the team can monitor under the scheme are 30 or 40mph roads.

#### ***Step 3***

- I will send the coordinator a link for the online training presentation which everyone is expected to watch.
- I will then ask the coordinator to speak with the other members of the team and come up with three dates on which the members could attend the practical training. The training can be held Monday to Saturday, but unfortunately Saturday dates are few and far between. Times for the training can either be morning or afternoon and these should be stated with the dates provided.
- Once the dates have been agreed, I will liaise with the training officer to see which is the most convenient for his busy schedule and then will go back to the coordinator with that date.
- The training takes about 1 hours and all the members should stay for the duration so that they are trained fully.
- Once the training has been completed the equipment is handed over to the coordinator and the team is free to set its own schedule of monitoring. I will then keep in contact with the coordinator from time to time.

Hope this helps and if you have any further questions then please do not hesitate to contact me. I have also attached the speed watch booklet should anybody require further details before committing.

# **Rollsby Parish Council**

## **Scheme of Delegation adopted January 2022**

### **S101 delegation of powers**

The Scheme of Delegation (s101 of the 1972 LGA), provides delegating authority to the Clerk for making decisions on behalf of the council as and when appropriate. S101 requires formally agreed Terms of Reference by the Council which this document provides.

This scheme of delegation is a temporary measure to facilitate effective decision making whilst there are COVID related difficulties that prevent Council from fulfilling its duties and functions under the LGA 1972.

This allows the Clerk to take on the executive role during this time.

### **Delegation of Power**

Section 101 of the Local Government Act 1972 provides:

- That a Council may delegate its powers (except those incapable of delegation) to a committee or an officer.
- A Committee may delegate its powers to an officer.
- The delegating body may exercise Powers that have been delegated.

Any delegation to the Proper Officer shall be exercised in compliance with the Council's Standing Orders, any other policies or conditions imposed by the Council and within the law.

The Proper Officer may nominate another named Officer to carry out any powers and duties, which have been delegated to the Proper Officer by Council.

In an emergency the Proper Officer is empowered to carry out any function of the Council.

Where officers are contemplating any action under delegated powers, which is likely to have a significant impact in a particular area, they should also consult a minimum of two Members, and must ensure that they obtain appropriate legal, financial and other specialist advice before action is taken.

### **The following items may not be delegated to the Clerk:**

- To appoint the Chairman and Vice-Chairman in May each year
- To sign off the Governance Statement by 30th June each year
- To set the precept
- To appoint the Clerk
- To make byelaws
- To borrow money
- To consider any matter required by law to be considered by Council.

### **To the Proper Officer** LGA 1972 s101

The Council's Scheme of Delegation authorises the Clerk to the Council to act with delegated

authority in the circumstances detailed below:

**To take action:**

1. To take action on any issue that cannot wait until the next Parish Council meeting; as a temporary measure the Proper Officer is empowered to take any and all decisions that would normally be taken by Full Council, or a committee or a working group. Consultation may be by email or by telephone or by virtual meeting, followed by a confirmation email.
2. If circumstances do not permit the input of all Members, the Clerk would be expected to consult the Chair or Vice Chair if the Chair is unavailable and take his/her view into account.

**Financial thresholds:**

3. To authorise expenditure on items where the Council has previously approved the budget to a maximum of £3,000 per transaction having emailed all Members, or to a higher level where the Council has agreed & minuted the expenditure at a prior meeting.  
For the avoidance of doubt, this includes any payments that will be overdue before the next scheduled Council Meeting or where discounts may be lost to the Council; to include normal salaries and all items specifically budgeted for, contracted for or expenditure previously agreed by Council at a meeting.
4. To incur expenditure on behalf of the Council, which is necessary to carry out any repair, replacement or other work or essential project which is urgent, whether or not there is any budgetary provision for the expenditure, subject to a limit of £1,000.00 per transaction, having informed all members.
5. To take any action regarding minor repairs or purchases (up to a cost of £1,000.00 per transaction) having informed all Members.

**Planning Matters:**

6. Planning applications will be received by the Clerk and responses determined by the Clerk following consultation with Council.

**Delegation Limitations, Record keeping & Reporting:**

7. Records will be kept demonstrating a clear trail (particularly around decision making in any form).
8. All decisions will be reported at the next available Full Council Meeting.
9. Delegated actions shall be in accordance with Standing Orders and Financial Regulations and in line with directions given by Council from time to time and this Scheme of Delegation, and where applicable any other rules/regulations and legislation.

## Norwich Western Link project update

Norwich Western Link <Norwichwesternlink@norfolk.gov.uk>

Fri 07/01/2022 15:25

To: rollesbypc@outlook.com <rollesbypc@outlook.com>

Dear Sarah Hunt

You may have seen articles in the Eastern Daily Press newspaper this week which may have raised some questions for you about our Norwich Western Link project, to connect Broadland Northway to the A47 west of Norwich, and I'm getting in touch to provide some further information as a result.

Work on the project is continuing and the project team are focused on getting our proposals developed to the point where we can ask for your feedback on them in our pre-planning application public consultation. This then will help us get our proposals finalised before we submit the planning application.

You may be aware that this consultation has been delayed compared to our original timetable. This is because we are taking more time to consider the findings of our 2021 ecology surveys, and this work will feed into the proposals we show in the consultation. I realise any delay is frustrating but it's important we take the time needed to get this right. This work is still ongoing but I should be in a position to give you a further update in the near future, so I'll be in touch again soon.

In terms of Thursday's EDP story in particular, this was prompted by a Norwich City Council report that is due to be considered by their cabinet next week. Nearly a year ago the city council stated that their support for the Norwich Western Link would be dependent upon certain conditions being met. Some of these conditions, notably those around environmental mitigation, form part of the work we are currently working on in preparation for the upcoming consultation and planning application. Others are linked to the wider Transport for Norwich Strategy which was updated and agreed by the county council towards the end of last year. There's still a lot of work ahead to deliver the aims within this strategy including creating an action plan, which is the next step, and the city council will continue to work with us in developing this.

It's important to mention that I and my cabinet colleagues fully appreciate the positive difference the Norwich Western Link will make to so many people in Norfolk. Removing traffic congestion from small unsuitable roads and reducing journey times are the direct benefits but there are many more benefits too. These include helping ambulances and other blue light services reach people more quickly in emergency situations, helping to improve road safety and air quality close to people's homes by taking traffic out of residential areas, supporting our businesses by making journeys more efficient, reducing transport costs and making it easier for customers to reach them, and enabling people living in areas currently blighted by traffic to walk and cycle and generally have a better quality of life. The Norwich Western Link, along with all of the other sustainable transport measures continuing to be introduced across the city, will provide the necessary infrastructure we need to accommodate growth and ensure the balance of transport systems, environment and economy for Norfolk and Norwich is fit for the future.

As mentioned above, I plan to provide a further update on the project in the near future. In the meantime, if you have any queries please let me know.

Best wishes,

Martin

Cllr Martin Wilby  
Cabinet Member for Highways, Transport and Infrastructure  
Norfolk County Council

[www.norfolk.gov.uk]  **Norfolk** County Council   



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## A request for support

Mark Hitchcock <m.hitchcock@ncab.org.uk>

Fri 24/12/2021 13:06

To: rollesbypc@outlook.com <rollesbypc@outlook.com>

Dear Ms Dickson,

I am writing to you to ask the Rollesby committee to consider a donation to the work of Norfolk Citizens Advice.

We are a local charity staffed by Norfolk volunteers and paid advisers working to help anyone resolve any type of issue. Our accredited advice is of the highest quality and our service is independent, impartial and free.

We have been working in Norfolk for over 80 years but, along with the rest of society, the pandemic badly disrupted our services. However, we have adapted our service considerably and have provided advice to local people via phone, email and webchat as we rapidly scaled up our digital services. After lockdown we started to reopen our offices to clients for face to face advice. In that time, we have helped people to solve their own problems, find a way forward out of the worst possible issues and work to return to a healthy and productive life.

In the West Flegg ward, since March 2019, we have worked to resolve a broad range of issues:

Benefits & tax credits	57
Benefits Universal Credit	76
Consumer goods & services	13
Debt	148
Education	0
Employment	65
Financial services & capability	21
GVA & Hate Crime	6
Health & community care	62
Housing	42
Immigration & asylum	2
Legal	17
Other	4
Relationships & family	46
Tax	2
Travel & transport	4
Utilities & communications	6
<b>Grand Total</b>	<b>571</b>

In Norfolk:

- Over 70% of our clients who received help with debt saw a reduction in their need for health services.
- Clients who received help with debt saw an average financial benefit of £429.
- 84% of clients who received help with benefits issues resolved their problem.
- For every £1 we spend, we help to create £25 in wider economic and social value.

I would be very grateful for your support in helping us to provide this vital service.

I would also appreciate any support in recruiting new volunteers and helping citizens across Norfolk to access high quality advice. If your parish would appreciate a visitor to talk about our work or has interest in hosting an 'outreach' advice centre in your parish, please do let me know.

Thank you for considering supporting Norfolk Citizens Advice. I wish you a very Merry Christmas and a peaceful and safe 2022.

**Mark Hitchcock**

Chief Executive





A local charity for the whole community

<https://www.ncab.org.uk/>

*A charitable company limited by guarantee and registered in England & Wales*

*Registered Head Office: The Forum, Millennium Plain, Norwich, Norfolk, NR2 1TF      Tel: 01603 273110*

*Company Registration Number: 3617412      Charity Registration Number:1071297*

*FRN: 617678 - Firm Name: Norfolk Citizens Advice are authorised and regulated by the Financial Conduct Authority*

We are registered with the Information Commissioner's Office under ICO reference Z7186731 and will process your personal data in accordance with the General Data Protection Regulation and Data Protection Act 2018. Please ask for a copy of our Privacy Policy for more information on how your personal data will be processed and stored. Emails from Citizens Advice may be confidential and are intended solely for the use of the individual to whom they are addressed. If you are not the intended recipient of this email, you must neither take any action based upon its contents, nor copy or show it to anyone. Please contact the sender if you believe you have received this email in error.