Keep Norfolk Buzzing
In the following pages, you can find out more about some of the fantastic things we have achieved together for our district in the last year.

Protecting and investing in our unique environment has been a priority for the Council for a number of years. Broadland residents recycle more waste than any other district in Norfolk and we have continued to lead the way in waste disposal this year by rolling-out food waste collections to a further 1,500 homes.

This year, our support for Broadland’s most vulnerable people continued. We undertook work in nearly 200 homes to help residents remain living independently and were also able to support nearly 400 residents with chronic conditions through our Broadly Active classes.

In Broadland, we have a superb record of securing inward investment to support economic growth and service delivery. To be able to continue this high level of service, there will be a small increase in Council Tax.

The introduction of a joint officer team has meant we are able to keep the Council Tax increase for Broadland residents to a minimum – between £4.38 and £5 a year for a Band D property. We are proud to be able to do this as it is expected that Council Tax will rise considerably across the country.

This leaflet explains where your Council Tax goes and some examples of where we have invested in work to improve the lives of Broadland residents.

We can all be proud of the incredible things we have delivered and continue to prosper into the new financial year.

If you require this information in large print, audio, Braille, alternative format or in a different language please Tel: (01603) 431133 and we will do our best to help.
Norfolk County Council. Including social services, trading standards, fire and rescue, transport, highways and education.

Adult Social Care (Norfolk County Council).


Broadland District Council. For services including recycling, planning and environmental health.

Town and Parish Councils. Services from maintaining village halls and playgrounds to cutting grass verges.

Residents of Drayton, Hellesdon and Great Witchingham will also receive a special expenses charge for footpath lighting maintenance.

The council tax attributable to Norfolk County Council includes a precept to fund Adult Social Care.

Samples of bills

Your combined Council Tax Bill

Norfolk County Council
Norfolk County Council – Adult Social Care Precept
Norfolk Police and Crime Commissioner
Broadland District Council
Parish
Special expenses

Total Amount Payable 100%

Instalments and other information:

For further information regarding your council tax please visit www.broadland.gov.uk/counciltax
The last year in numbers...

Provided **training** for

195 small businesses

and **103** voluntary and community organisations.

We approved

17 Start-up and Enterprise grants to the value of **£11,800**.

Helping to secure

**£1m** for The Nest - a community hub - run by Community Sport Foundation

Shared over

100 offers from local businesses through our ‘Buy in Broadland’ vouchers.

Rolled out our food waste collection service to

1500 new homes.

Inspected and awarded **804** businesses with a food hygiene rating of five.
Nearly 400 residents were referred to our Broadly Active classes to help them manage their chronic conditions.

Celebrated the achievements of five historical female figures with ties to Broadland with our blue plaque scheme.

Saw 170 licensed private hire vehicle drivers complete their safeguarding training.

Supported 14 rising sports stars with our Sports Champion Grants.

Managed over 150 publically accessible amenity and woodland sites, including parts of the Marriott’s Way.
Our community highlights...

Our Choices programme delivered training courses to help people like Andrea get back into work after nearly 20 years.

We awarded 14 Sports Champion Grants to rising stars.

Catton Park was recognised as one of the UK’s very best green spaces.

We celebrated your community heroes at our annual Community at Heart Awards.

We continued to support the Dementia Action Alliance, to help those affected by dementia find the support they need.

We gave away 2,500 packets of sunflower seeds to help Keep Norfolk Buzzing.
Our Economic Development team were involved in establishing Broadland’s fourth Parkrun, in Lingwood.

We supported local businesses with innovative schemes, such as the free DinoBus taking visitors from Norwich city centre to Roarr! Dinosaur Adventure.

Announced the delivery of the North West Woodlands Country Park which will benefit our residents and visitors.

Our Community Infrastructure Fund part funded the newly opened Rackheath Pavilion.

We have been working with Norfolk County Council to plan a series of exciting projects along the Bure Valley Railway.

Our team adapted 197 homes to enable residents to continue to live independently.
We can help

If you have a problem paying your Council Tax, please get in touch with the Council Tax team.

Call: 01603 430600 or email: counciltax@broadland.gov.uk.

Many people who could get help, worry unnecessarily. Check out the enclosed ‘Council Tax Explained’ leaflet but if in any doubt, a single phone call to one of our friendly team can help you find out one way or another - and also help you make a claim if appropriate.

Call: 01603 430602 or email: benefits@broadland.gov.uk

Don’t let debt spiral out of control. We have two money and debt advisors who can help. We will discuss your situation with you including what options are available. We can talk to your creditors and you may be able to apply for discretionary help with your bills, amongst other things.

Call us on: 01603 430646 or 01603 430147.

"I was struggling to meet my day to day living costs, not being able afford to do the things I used to enjoy doing. I lost my partner and we were already counting the pennies. I was scared and started to worry about money. My friend told me about some of the help that is available out there from the council. I followed it up and I was amazed by the help and support they offered in complete confidence. They were so easy and friendly to talk to that I felt confident and so at ease. I now feel much more financially stable."

If you or your family find yourself in a situation similar to this, there are plenty of people keen to help, such as:

• Your social landlord
• Your Council
• Age UK (50 years and above+)
• Citizens Advice