



NORWICH
City Council



We are Norwich

This is our community-led plan for
2024 to 2029



Together we can make Norwich a
great place to live, work and visit

Contents

Page



About us

1



About our plan

2



Big idea 1: An open council that listens to what people need now

3



Big idea 2: A Norwich that has the money it needs to do well

5



Big idea 3: A fairer Norwich

7



Big idea 4: Look after our local environment

9



Big idea 5: Making Norwich strong for the future

11



For more information

14

About us



We are Norwich City Council.
We work with people, groups and businesses to make Norwich better.

We have lots of different services for people in Norwich. Things like:

- Supporting people with social care. This is care and support you might need at home, in the community or in a care home.



- Helping people with their housing.



- Emptying bins, looking after roads and street lights.



- Supporting local businesses.



About our plan



Our plan says what we will do to make Norwich better over the next 5 years.



We have spoken to lots of people, groups and businesses in Norwich. They have told us what is important to them.



We listened to what people said and used this to write a plan.



This plan has 5 big ideas to help make Norwich a better and healthier place to live.



We will support communities to lead the changes in this plan.

Big idea 1: An open council that listens to what people need now



We will work with lots of different people, groups and businesses. This will help us to understand everyone's needs.

We will:



- Keep listening to what people who live in Norwich say about living here.



- Have a better way to look at **complaints**. A **complaint** is when you tell us you are unhappy about something.



- Make sure we have a really good mix of people working for the council.



- Have great services that are easy for people to use.



- Support people to use more of our services **online**. **Online** means on a computer, tablet or a phone.



We will still see people face to face if they do not like doing things online.

Big idea 2: A Norwich that has the money it needs to do well



We want Norwich to be a great place for people to live, work and visit.

We will:

- Make sure that more people can get better jobs that have good pay.



- Help new businesses when they first start working in Norwich.

We want to have lots of different types of jobs for people to do.



- Train people so they can do better paid jobs.





- Make sure that nobody is paid less than the **living wage**.

The **living wage** is how much money people need for things like food and housing.



- Make the city centre more **accessible**. **Accessible** means how easy it is for people to get around and join in things.

Big idea 3: A fairer Norwich

We want a fairer Norwich, where all people have better health and live longer.



We will:

- Help more people have enough money to live, good jobs and good housing.



- Make Norwich a cleaner and safer place to live.



- Help more people to be healthy and feel good about their lives.



- Build homes that do not cost too much.





- Have jobs that pay more money.



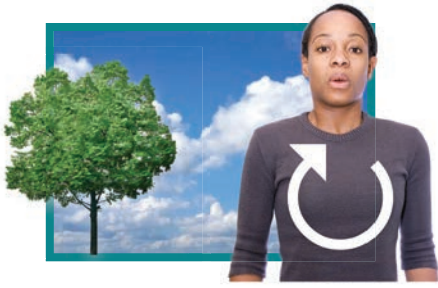
- Look after council houses in the best way. Things like fixing something properly if it breaks.



- Work with other organisations to help people who have nowhere to live.



- Make sure everyone has the chance to join in things that happen in Norwich.
Things like festivals and concerts.



Big idea 4: Look after our local environment

The **environment** is the world we live in and the air we breathe.



By 2030 we want to work in a way that will not make the environment worse.

We will:



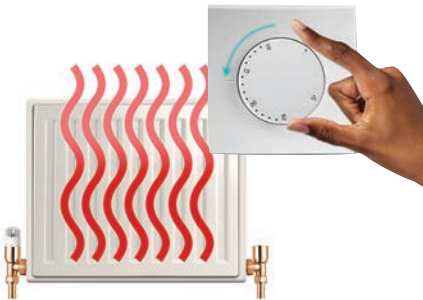
- Have less fumes from transport like cars and buses.



- Make sure the businesses we work with think about the environment too.



- Make our parks better for people. We want more plants, flowers and animals to grow and live in them.



- Have housing that is better for the environment. Things like making houses feel warmer so you can turn the heating down.



- Get more people to recycle things.



- Show people things they can do to look after the environment more.

Big idea 5: Making Norwich strong for the future



We want Norwich to be ready for the future.



We want our communities to think of ideas and changes we can make.

We will:



- Make a plan for dealing with problems that could harm Norwich in the future.

Things like floods or people losing their jobs.



- Build more homes near where people work and live.

People will not need to travel as far and this will help the environment.



- Make sure our staff have good training to know how to make Norwich even better.



- Have good jobs with good wages.



Some of these jobs will be to do with helping the environment.

Things like recycling and windmills.



- Make Norwich a safe place to live and work in.



- Support people from across Norwich to be able to use **technology**.

Technology is things like phones, computers and tablets.



When we make any plans about Norwich, we will work together with:

- people who live and work here
- charities and community groups
- businesses



Thank you

Thank you for reading our plan



By working together we can make our ideas for Norwich happen.



For more information

Contact us if you have any questions or want more information about our plan:



Phone:

0344 980 3333



Email:

communications@norwich.gov.uk