

Council



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09 November 2021

A meeting of the **Council** of North Norfolk District Council will be held in the Council Chamber - Council Offices on **Wednesday, 17 November 2021 at 6.00 pm.**

At the discretion of the Chairman, a short break will be taken after the meeting has been running for approximately one and a half hours

Members of the public who wish to ask a question or speak on an agenda item must notify Democratic Services 24 hours in advance of the meeting. Further information on the procedure for public speaking can be obtained from Democratic Services, Tel:01263 516010, Email:Emma.Denny@north-norfolk.gov.uk.

Please note that this meeting will be live-streamed:
<https://www.youtube.com/channel/UCsShJeAVZMS0kSWcz-WyEzg>

Anyone attending this meeting may take photographs, film or audio-record the proceedings and report on the meeting. Anyone wishing to do so should inform the Chairman. If you are a member of the public and you wish to speak on an item on the agenda, please be aware that you may be filmed or photographed.

Emma Denny
Democratic Services Manager

To: Mr T Adams, Ms P Bevan Jones, Mr D Birch, Mr H Blathwayt, Mr A Brown, Dr P Bütikofer, Mrs S Bütikofer, Mr C Cushing, Mr N Dixon, Mr P Fisher, Mrs A Fitch-Tillett, Mr T FitzPatrick, Mr V FitzPatrick, Mrs W Fredericks, Ms V Gay, Mrs P Grove-Jones, Mr G Hayman, Mr C Heinink, Mr P Heinrich, Dr V Holliday, Mr N Housden, Mr R Kershaw, Mr N Lloyd, Mr G Mancini-Boyle, Mr N Pearce, Mr S Penfold, Mrs G Perry-Warnes, Mr J Punchard, Mr J Rest, Mr E Seward, Miss L Shires, Mrs E Spagnola, Mrs J Stenton, Dr C Stockton, Mr J Toye, Mr E Vardy, Mr A Varley, Ms L Withington and Mr A Yiasimi



If you have any special requirements in order to attend this meeting, please let us know in advance
If you would like any document in large print, audio, Braille, alternative format or in a different language please contact us

A G E N D A

1. **APOLOGIES FOR ABSENCE**

To receive apologies for absence, if any.

2. **MINUTES**

1 - 10

To confirm the minutes of the meeting of the Council held on 22 September 2021.

3. **TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS**

11 - 12

Members are asked at this stage to declare any interests that they may have in any of the following items on the agenda. The Code of Conduct for Members requires that declarations include the nature of the interest and whether it is a disclosable pecuniary interest (see attached guidance and flowchart)

4. **ITEMS OF URGENT BUSINESS**

To determine any other items of business which the Chairman decides should be considered as a matter of urgency pursuant to Section 100B (4)(b) of the Local Government Act 1972.

5. **CHAIRMAN'S COMMUNICATIONS**

To receive the Chairman's communications, if any.

6. **LEADER'S ANNOUNCEMENTS**

7. **PUBLIC QUESTIONS AND STATEMENTS**

To consider any questions or statements received from members of the public:

Mr D Russell has requested to speak and pay tribute to two former NNDC councillors who have recently passed away: Mr Phillip Kemp and Mr Des Hewitt.

8. **APPOINTMENTS TO COMMITTEES, SUB-COMMITTEES, WORKING PARTIES AND OUTSIDE BODIES**

To approve any appointments to committees, sub-committees, working parties and outside bodies as advised by the Group Leaders.

9. **APPOINTMENT OF VICE-CHAIRMAN OF THE EMPLOYMENT & APPEALS COMMITTEE**

To appoint a Vice-Chairman of the Employment & Appeals Committee.

Nominations will be received at the meeting.

10. PORTFOLIO REPORTS

13 - 54

To receive reports from Cabinet Members on their portfolios.

Members are reminded that they may ask questions of the Cabinet Member on their reports and portfolio areas but should note that it is not a debate.

No member may ask more than one question plus a supplementary question, unless the time taken by members' questions does not exceed 30 minutes in total, in which case, second questions will be taken in the order that they are received (Constitution, Chapter 2, part 2, section 12.2)

Cabinet members:

Cllr S Butikofer (Leader)

Cllr A Fitch-Tillett – Coast

Cllr W Fredericks – Housing & Benefits

Cllr V Gay – Leisure, Culture & Wellbeing

Cllr R Kershaw – Sustainable Growth

Cllr N Lloyd – Environment

Cllr E Seward – Finance & Assets

Cllr L Shires – Organisational Resources

Cllr J Toye – Planning & Enforcement

11. RECOMMENDATIONS FROM CABINET 04 OCTOBER 2021

55 - 120

The following recommendations to Council were made at the meeting held on 4th October:

Agenda Item 8 – Determination of Council Tax Discounts 2022/23

Recommendations: Members recommend that Full Council shall resolve that under section 11A of the Local Government Finance Act 1992, and in accordance with the provisions of the Local Government Finance Act 2012 and other enabling powers one of the following applies:

Recommendation 1

- (a) The discounts for the year 2022/23 and beyond are set at the levels indicated in the table at paragraph 2.1.
- (b) The premium for long term empty properties (those that have been empty for a consecutive period longer than 24 months) is set at 100% of the Council Tax charge for that dwelling
- (c) The premium for long term empty properties (those that have been

- empty for a consecutive period longer than 60 months) is set at 200% of the Council Tax charge for that dwelling
- (d) The premium for long term empty properties (those that have been empty for a consecutive period longer than 120 months) is set at 300% of the Council Tax charge for that dwelling
 - (e) To award a Council Tax Hardship Discount of 100% as per the policy attached at Appendix B, under the provisions section 13A of the Local Government Finance Act 1992 (as amended)
 - (f) To continue to award a local discount of 100% for eligible cases of care leavers under section 13A of the Local Government Finance Act 1992 (as amended).
 - (g) That an exception to the levy charges may be made by the Section 151 Officer in conjunction with the Portfolio holder for Finance, on advice of the Revenues Manager in the circumstances laid out in section 3.6 of this report.

Recommendation 2

- (a) those dwellings that are specifically identified under regulation 6 of the Council Tax (Prescribed Classes of Dwellings)(England) Regulations 2003 will retain the 50% discount and;
- (b) those dwellings described or geographically defined at Appendix A which in the reasonable opinion of the Head of Finance and Asset Management are judged not to be structurally capable of occupation all year round and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947, will be entitled to a 35% discount.

In accordance with the relevant legislation

these determinations shall be published in at least one newspaper circulating in North Norfolk before the end of the period of 21 days beginning with the date of the determinations.

Reasons for Recommendations: To set appropriate council tax discounts which will apply in 2022/23 in accordance with the legal requirements and to raise additional council tax revenue.

Overview & Scrutiny Committee supported the recommendations at the meeting held on 13th October 2021.

There were no recommendations to Council from the Cabinet meeting held on 1st November 2021.

12. RECOMMENDATIONS FROM THE OVERVIEW & SCRUTINY COMMITTEE 13TH OCTOBER AND 10TH NOVEMBER

To consider any recommendations from the Overview & Scrutiny Committee meetings held on 13th October and 10th November.

There were no further recommendations to Council from 13th October meeting.

Please note that the 10th November meeting was held after the Full Council agenda was issued. The Chairman of the Overview & Scrutiny Committee will provide an oral update to Full Council.

13. APPROVAL OF THE STATEMENT OF LICENSING POLICY 2021-2026 AND THE STATEMENT OF PRINCIPLES UNDER THE GAMBLING ACT POLICY 2022-2025 121 - 188

Summary: To present the final policies to the Council's Statement of Licensing Policy under the Licensing Act 2003, and;

The Statement of Principles under the Gambling Act 2005

Options considered: None. The Policies were approved by Licensing and Appeals Committee on 27th September 2021.

Recommendation: That Council should approve both Policies as set out in the report.

Reasons for Recommendations: That the proposed versions to the Council's Statement of Licensing Policy under the Licensing Act 2003, and the Statement of Principles under the Gambling Act 2005, be approved and that these are then published in accordance with legislative requirements and timeframes.

Cabinet Member(s) Councillor Nigel Lloyd – Portfolio Holder	Ward(s) affected - ALL
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Tracy Howard 01263 591613 tracy.howard@north-norfolk.gov.uk
Lara Clare 01263 516252 lara.clare@north-norfolk.gov.uk

The Licensing & Appeals Committee meeting of 27th September 2021 resolved to recommend the approval of the policies to Full Council.

14. QUESTIONS RECEIVED FROM MEMBERS

None Received.

15. OPPOSITION BUSINESS

Please note that the total time allotted for this item is 30 minutes – as set out in the Constitution, Chapter 2, paragraph 3.7(d)

The following item of Opposition Business has been proposed by Cllr N Dixon, seconded by Cllr C Cushing:

There's mounting concern that this Council isn't doing enough in terms of supporting the growth of sustainable economic development across the District to retain and grow jobs within existing businesses and to attract inward investment, either for infrastructure or from the arrival of new businesses to areas with the greatest socioeconomic deprivation. Although at least two strands of its Corporate Plan should be capable of delivering new better paid and higher skill career opportunities at scale this Administration is failing to deliver.

In particular, the District, isn't achieving the creation of new sustainable, high skill career jobs within existing, or new businesses, in proportion with housing growth nor is it attracting infrastructure investment to help support internal growth or to attract new businesses. There's very little evidence of multi-agency work with adjoining Districts, the County Council, the New Anglia LEP or direct with central government; over the past two years there's nothing significant to show it has the determination to strive and drive to deliver on these commitments.

In fact, there are good reasons to suggest the socioeconomic deprivation gap across the District is widening mostly because those at the bottom end are becoming more deprived and disadvantaged. When is this Administration going to recognise that situation and what is it going to do, other than drawing up plans devoid of effective action and tangible outcomes, to actually deliver beneficial change to local

economies, improve social mobility and community wellbeing?

This motion calls on this Administration to redouble current efforts to:

1. Speak up for North Norfolk to win inward investment and create high skill career jobs on a scale comparable with our neighbouring Districts.
2. Work with partners and others agencies creatively so that North Norfolk isn't left out of the funding support streams that our neighbouring Councils seem to tap into.
3. Get alongside local businesses keen to grow and expand and cultivate the tentative enquiries from businesses seeking to migrate into North Norfolk.

16. NOTICE(S) OF MOTION

189 - 190

Please note that there is a total time limit of 30 minutes for this item – as set out in the Constitution, Chapter 2, paragraph 14.11.

The following Motions have been submitted:

1. Remote meetings - Allow elected members to attend online

Proposed by Cllr J Rest, seconded by Cllr A Fitch-Tillett

'We have long called for the ability to be able to attend and vote on line. Whilst we will always want councillors to be able to meet in person, there needs to be the provision for some to be online, for example if they are vulnerable, have caring responsibilities or difficulties with transport. It is also in line with reducing carbon emissions to zero by 2030. Northern Ireland recently agreed in its parliament to allow councils to meet and vote remotely, Wales and Scotland already allow this. England is being left behind.

This Council mandates the Leader to write to the new Secretary of State, to call for parity across the UK and enable councillors in England to meet and vote on line as they see fit.

This Council re-investigates the feasibility of hosting hybrid meetings in one room, such as the Council Chamber.'

2. Reduction of sewage discharges

Proposed by Cllr N Lloyd, seconded by Cllr E Withington:

(For full background information, please see attached document)

This Council resolves to:

- 1) Request the Leader of the Council write to the Chief Executive of Anglia Water and seek the following information:
 - a) Report to the year-round figures for sewage discharges (including Combined sewage outfall) across the North Norfolk District Council area

- b) Explain how this information shared with the public to help them make informed decisions as to water safety for recreational use
 - c) Explain what percentage of reporting of CSOs is live or from modelling?
 - d) Complete the process of identifying and classifying the performance (from both daily events and through extreme weather conditions) of CSOs in order to focus remedial action and investment across the district
 - e) Confirm which assets have been prioritised for investment and what plans are in place to reduce and prevent CSO events
 - f) Report on Anglian Water targets for reducing CSO events in the short term and longer Term
 - g) Report much money is being invested in infrastructure improvements in the area covered by North Norfolk District Council and what measures are being taking to ensure this infrastructure is climate resilient?
 - h) Explain what additional measures are being taken to reduce sewage discharges or other pollution incidents in those parts of the North Norfolk river systems including its canal and the coastal waters that lie within the area covered by North Norfolk District Council?
- 2) Request the Leader of the Council write to the Chair, Phillip Dunne MP, of the Parliamentary Environmental Audit Select Committee stating :
- a) This Council is in agreement with the Government U turn on supporting the amendment which will place a new legal duty directly on water companies to progressively reduce the adverse impacts of storm overflow discharges and provide enforcement of the duty by the secretary of state, or OFWAT (the Water Services Regulation Authority).
 - b) This Council considers it vital that in addition to setting targets for CSO prevention, the government places a legal obligation on the water companies to classify CSO discharge outlets according to their condition and subsequent performance and produce action plans for infrastructure improvement since there is currently no legal obligation to do so.
- 3) The Council Overview and Scrutiny committee consider including periodic review of sewage water discharge events in North Norfolk on their agenda's by engaging with Anglia Water and asking them to report to NNDC on the progress and investments being made.

17. EXCLUSION OF PRESS AND PUBLIC

To pass the following resolution – if necessary:

“That under Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item(s) of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph(s) _ of Part 1 of Schedule 12A (as amended) to the Act.”

18. PRIVATE BUSINESS

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COUNCIL

Minutes of the meeting of the Council held on Wednesday, 22 September 2021 in the Council Chamber - Council Offices at 6.00 pm

Members Present:

Ms P Bevan Jones	Mr D Birch
Mr H Blathwayt	Mr A Brown
Dr P Bütikofer	Mrs S Bütikofer
Mr C Cushing	Mr N Dixon
Mr P Fisher	Mr T FitzPatrick
Mr V FitzPatrick	Mrs W Fredericks
Ms V Gay	Mrs P Grove-Jones
Mr G Hayman	Mr C Heinink
Mr P Heinrich	Mr N Housden
Mr N Lloyd	Mr G Mancini-Boyle
Mr N Pearce	Mr S Penfold
Mrs G Perry-Warnes	Mr J Punchard
Mr J Rest	Mr E Seward
Mrs J Stenton	Mr J Toye
Mr E Vardy	Mr A Varley
Ms L Withington	Mr A Yiasimi

Also in attendance: The Chief Executive, the Director of Resources, the Democratic Services Officer (Scrutiny) the HR Manager

81 PRESENTATION ON THE CHAIRMAN'S CHARITY

The Chairman opened the meeting with the sad news of the death of the former elected member, Robin Combe. He asked the Leader to say a few words before commencing a minutes silence in memory of Mr Combe.

The Leader began by saying that Robin Combe had a huge heart. He stood up for what he believed in and cared passionately about his community. He was full of wisdom, advice and humour. He had served on the Council for 12 years as an elected member and was Chairman of the Liberal Democrat Group for several years. Duty had always been more important than his ego and he was extremely well respected by staff – particularly those in housing and planning. She concluded by saying that he had always been extremely supportive to her personally, always offering words of support and advice. The World would be a poorer place for his passing.

Members observed one minutes silence in memory of Mr Combe.

The Chairman then invited two representatives from his nominated charity, Norfolk & Waveney MIND, to speak about the charity and its work. Louise Jordan-Hall, Chairman of the Trustee Board began by thanking the Chairman for choosing to support MIND during his year in office. She said that he was looking forward to building a relationship with the Council. She then spoke about the work of the charity and how it focussed on the journey that individuals faced – not just the recovery, explaining that MIND was now busier than ever following the pandemic, with 60% of people seeking help, having no previous mental health issues. Calls to Norfolk & Waveney MIND had increased by 47% and requests for counselling by 203%.

Ms Jordan-Hall explained that the charity was working to the ‘super connector’ model – bringing services together and basing key services in the community. There were three main planks to their strategy – prevention, community resilience and crisis intervention.

Mr Jimi Matthews, Director of Performance & Assurance then outlined the services offered by MIND. He said that there were over 30 services, supporting the community as a whole. There was still a huge stigma around mental health. One in five people took time off work for stress but 90% of those people would cite a different reason on the sickness absence report. Very few managers had received support or training in how to deal with mental health issues at work, yet it was known that 1 in 7 people live with depression and 84% of people would experience a mental health issue during their lifetime. He said that Norfolk & Waveney MIND had supported 105 people in July 2021 alone.

Mr Matthews explained that recovery services were vital. There had been 89 suicides in Norfolk in the previous year and 5% of people were known to have had suicidal thoughts. He said that mental health affected everyone and he thanked members for their support and for helping to raise awareness for the people that needed it most.

82 APOLOGIES FOR ABSENCE

Apologies were received from Cllrs T Adams, A Fitch-Tillett, V Holliday, R Kershaw, M Millership, L Shires and E Spagnola.

Cllr G Hayman referred to the attendance of two elected members at a Leadership course. He asked whether it had been paid for by the Council. The Chairman said that there was no opportunity to raise questions as this item was for the receipt of apologies only. He said any questions should be directed to the Monitoring Officer outside of the meeting.

83 MINUTES

The minutes of the meeting held on 21st July were approved as a correct record and signed by the Chairman, subject to the following amendments:

Minute 69: Portfolio Holder Reports - Cllr G Hayman said that he did not regard attendance at parish council meetings as useful management information.

Cllr Hayman asked when the Administration would deliver on their election promises, as set out in the Corporate Plan.

84 ITEMS OF URGENT BUSINESS

None

85 TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS

None

86 CHAIRMAN'S COMMUNICATIONS

The Chairman spoke about recent civic events that he had attended: 3rd September – Breckland District Council Civic Reception

4th September – Norfolk County Council Summer Reception at How Hill
6th September – High Sheriff's Reception
9th September – Royal British Legion President's Reception at the Great Hospital, Norwich
15 September – Battle of Britain Remembrance Service
19 September – Royal British Legion centenary ceremony – parade of standards

The Chairman concluded by reminding Members that his civic reception was taking place on 6th October at Fakenham race course.

Cllr G Perry- Warnes asked when prayers would be returning to Full Council meetings. The Chairman replied that the current situation with the pandemic meant that many religious leaders did not feel able to attend a busy, physical meeting at this time. It was hoped that prayers would resume soon.

87 LEADER'S ANNOUNCEMENTS

The Leader updated members on the following issues:

Community Renewal Fund – Councils were still awaiting news on this. A response had been expected at the end of July. The Council had asked local MPs to pursue the matter.

The Ministry of Communities, Housing & Local Government (MCHLG) had been replaced by the Department for Levelling Up, Housing & Communities. She said that she was disappointed that local government was no longer reflected in the title. She added that she was currently involved in the early stages of discussions with other Leaders regarding a future County deal.

The Leader then spoke about the concern felt by many regarding support for Afghan refugees. She said that the Council had pledged support but that a resettlement programme must be done collaboratively. She outlined the lengthy and frustrating attempts by the Council to provide support and accommodation, resulting in the Home Office rejecting the proposal the previous week. She said that Afghans deserved better and she wanted to work with colleagues across the political groups to provide a solution to an obvious and immediate need. She invited the other group leaders to sign a joint letter to the Government.

88 PUBLIC QUESTIONS AND STATEMENTS

None received.

89 REVIEW OF POLITICAL BALANCE OF THE COUNCIL AND THE ALLOCATION OF SEATS TO COMMITTEES, SUB-COMMITTEES, WORKING PARTIES AND PANELS

The Chairman explained that this was a statutory report that was required following a change in the Council's political balance. He said that the report had been shared with Group Leaders prior to publication.

It was proposed by Cllr J Punchard, seconded by Cllr J Toye and

RESOLVED

1. That Council approves the revised political balance calculation as per section

2.6 of this report

2. That Council approves the allocation of seats to political groups as shown at Appendix A, taking into consideration any arrangements agreed by the Group Leaders
3. That delegation is given to the Group Leaders to make any appointments to committees, sub-committees, working parties & panels.

90 APPOINTMENTS TO COMMITTEES, SUB-COMMITTEES, WORKING PARTIES AND OUTSIDE BODIES

The Chairman asked the Group Leaders in turn whether they wished to announce any appointments (noting that that they had delegation from Council to make appointments at any time). No appointments were made.

Cllr S Penfold asked whether the full title of the North Norfolk Sustainable Communities Fund could be reflected in future reports.

91 PORTFOLIO REPORTS

The Chairman invite Portfolio Holders to present their reports:

Cllr W Fredericks, Portfolio Holder for Housing & Benefits, referenced residents' concerns regarding rising energy costs and the upcoming winter and said that the Customer Services team would be able to provide advice and signpost to support and assistance. She asked Members to consider donating to the Cromer Food Bank as they also had a fuel bank that could assist with top ups of oil and electricity tokens.

Cllr C Heinink thanked officers for the new format of the report, saying that the housing needs section in particular was very helpful. He asked whether there was a way to feed this information to Town & Parish Councils to help them better understand the need for community-led housing. Cllr Fredericks replied that she was working with Cllr Toye, Portfolio Holder for Planning, on preparing a presentation for town and parish councils to show the opportunities for accommodating affordable housing in their communities. She added that the Community Liaison Officer within the Housing Team was happy to go out with the Local Member and talk to town and parish councils about the opportunities and funding options.

Cllr V Gay, Portfolio Holder for Leisure, Culture & Wellbeing, said that she wanted to update Members on the new Reef Leisure Centre in Sheringham. She said that huge progress was being made (slides were displayed). Several members had visited the site on 7th September and at that time the signage was installed, thermal panels had just been tested and it was clear that a lot had happened since the previous visit in July. Cllr Gay said that she had visited again on 22 September and the skate park was now complete, the car park was finished and a fully equipped spinning studio was in place as well as a changing places bathroom. In conclusion she said that she was particularly pleased to see the swimming pool filled with water. She said that there had been some issues with the supply chain but that the final stages of the project were nearing and it would soon be complete. She thanked the officers for their continued hard work in pushing the project forward.

Cllr Gay then spoke about the introduction of beach wheelchairs during the summer season. They had been received very positively indeed and several people had been in contact to thank the Council for introducing them.

Cllr A Varley referenced the beach wheelchairs and asked whether they would be rolled out further across the District – including Bacton. Cllr Gay replied that this was being explored as there had been expressions of interest from several places.

Cllr N Housden asked whether the Reef would be open in time for the half-term holidays. Cllr Gay said that she could not commit to that as it was fast approaching.

Cllr G Hayman commented on the steep fall in ticket sales for the theatre at Cromer Pier. He asked what the Council was doing regarding provision of support and what would happen if the theatre went out of business. Cllr Gay replied that she would provide a more detailed response in writing but confirmed that support had been provided. She said that it had been very difficult for entertainment venues during the pandemic and many customers were still reluctant to go out. She said that she would like to compare how the Pier Theatre was faring in relation to other venues.

Cllr R Kershaw presented his report as written and invited questions. Cllr N Pearce commented on a likely Covid surge in the winter and asked whether the Council had set funds aside to help combat any issues. Cllr Seward, Portfolio Holder for Finance, replied that the Delivery Plan Reserve and the General Reserve would both cover any emergency issues should they arise. Covid was included in the Council's risk register and preparations were in place should a quick response be required.

Cllr N Lloyd, Portfolio Holder for Environment, introduced his report. He drew members' attention to National Recycling week and the Council was running a series of promotions to support the campaign.

Cllr E Withington asked about Electric Vehicle Charging Points (EVCP). She welcomed the news that Bank Loke was now coming on-stream and asked whether the Council would continue the roll-out of EVCPs across the District. She referred to issues with the power supply network and asked whether there was an opportunity to work with the County Council and lobby on this issue. She also asked about exploring opportunities for off-road charging points, which were proving problematic for many communities. Cllr Lloyd acknowledged the issue regarding the power networks but said that the Council had applied for a grant to support upgrading the system at the Reef to help with installation there. He said that the Council want to continue the rollout of EVCPs but wanted to focus on the completion of the initial projects in the market towns first. He said that he would look into working collaboratively with the County Council, as suggested. Regarding off-road charging, he said that the initial rollout had centred on installation in car parks with a large number of homes nearby with no drive-way. Other options were being explored, including installation on lamp-posts.

Cllr V FitzPatrick referred to the recent release of an animation highlighting the pledges made within the Council's Environmental Charter. He said that the reference to 17k views was one-dimensional and asked what the original target was. Cllr Lloyd replied that no target was set as this had not been done before. He said that it was well received and had achieved its function by having so many views. Cllr FitzPatrick asked how Cllr Lloyd could be pleased with the outcome if no target was set. He also asked whether it was not standard practice to measure how successful uptake was. Cllr Lloyd said that it was a new initiative and that he would have been happy with 1000 views.

Cllr S Penfold said he was pleased to see that Greenbuild was back. He asked whether the good practice generated by Greenbuild was shared by inviting members and officers from other authorities across Norfolk to attend. Cllr Lloyd said that he

was happy to follow up on this suggestion.

Cllr E Seward, Portfolio Holder for Finance & Assets, presented his written report. He added that he had recently been notified that the Fair Funding Review was now delayed until 2025/26.

Cllr L Shires, Portfolio Holder for Organisational Resources, was not present. Cllr T FitzPatrick commented on the detail within the written report but queried the absence of information regarding telephone calls to the Council offices. He referred to a recent briefing to Group Leaders which suggested that between 80-90k calls a year were made to the Council but that 21,166 went unanswered. He said that he was surprised that this was not mentioned at all, despite being one of the biggest complaints that members received from residents. He said that he wanted to see the customer satisfaction rate of people phoning the Council included in future reports and an explanation as to why, given the technology now available, these figures were so bad. The Leader replied that she shared his concerns. She said that a full written answer would be provided. She added that the figures were provided in a meeting and not substantiated. Since then, they had been looked at and did not seem to be as high as suggested. Cllr FitzPatrick said this was a very important matter. If the Leader had been given incorrect information then that was appalling. However, of even more importance, was the fact that for many months now, the Council had been lauded for the assistance it had provided to residents during the pandemic. If the figures were anywhere near those suggested, then there was a real possibility that a lot of people had failed to get the help that they needed. He asked that Cllr Shires' written response provided information on the number of people who had tried but then failed to get the support that they were seeking.

Cllr J Toye, Portfolio Holder for Planning, introduced his report. He said that he had some additional information regarding the number of long term empty homes, with the number falling from 704 to 460 for properties empty for over 6 months. Those properties empty for two years or more had come down from 179 to 156. Cllr Toye referenced the delay of the new Planning Bill and he said he was hopeful it was being reviewed.

Cllr C Cushing referred to the Council meeting on 23rd September 2020, which included a motion on second homes. He said that the Government was now taking action on this and he was surprised to see a cautious response from the Leader on this and wondered why there was not a consistent approach from the Administration on this. Cllr Toye said that he had been in touch with the Overview & Scrutiny Committee on looking at options on addressing the issue of second homes. In addition, he was working with the Democratic Services Team to set up a forum for the Town and Parish Councils to feed in their views. He wanted to find the right solution for North Norfolk. Cllr Cushing said taking part in the debate was a crucial start to taking positive action. Cllr Butikofer replied that the press did not always fully reflect comments. She said that North Norfolk was hugely impacted by this problem. All options should be thoroughly explored and it must be done in the right way.

Cllr Cushing said that he wished to raise a process issue with the Chairman regarding Portfolio Holder reports. He said that the session during this meeting was a good example of how the current process did not work. Cabinet members gave wordy updates and responses and soaked up the allocated time, removing the opportunity for members to hold Cabinet members to account. The Leader replied that the Constitution Working Party was reviewing the matter but she wanted to remind members that they could contact portfolio holders at any time and ask a question. They did not have to wait until Full Council. Cllr Gay confirmed that the

Constitution Working Party would consider this matter at the next meeting.

The Chairman advised Cllr Hayman that the session was now out of time and whether his question could be submitted in writing. Cllr Hayman said that it related to the matter that he had raised during 'Apologies for Absence' which had been ruled out. The Leader replied that if Cllr Hayman was referring to the attendance of two members on a training course, then she could confirm that the Council had not paid for their places on the course.

Cllr J Stenton asked about section 106 monies and whether members could get access to the data relating to this. Cllr Toye replied that he was happy to share this.

92 RECOMMENDATIONS FROM CABINET 06 SEPTEMBER 2021

1. Outturn Report 2020/21 (Period 12 Budget Monitoring report)

It was proposed by Cllr E Seward, seconded by Cllr S Butikofer and

RESOLVED to approve

- a) The provisional outturn position for the General Fund revenue account for 2020/21;
- b) The transfers to and from reserves as detailed within the report (and appendix C) along with the corresponding updates to the 2021/22 budget;
- c) Allocate the surplus of £752,223 to the Delivery Plan Reserve;
- d) The financing of the 2020/21 capital programme as detailed within the report and at Appendix D;
- e) The balance on the General Reserve of £2.326 million;
- f) The updated capital programme for 2021/22 to 2024/25 and scheme financing as outlined within the report and detailed at Appendix E;
- g) The outturn position in respect of the Prudential Indicators for 2020/21 as detailed in Appendix F and;
- h) The roll-forward requests as outline in Appendix H are approved.

2. Treasury Management Annual Report and Prudential Indicators for 2020/21

It was proposed by Cllr E Seward, seconded by Cllr S Butikofer and

RESOLVED to approve

The Treasury Management Annual report and Prudential Indicators for 2020/21.

3. Debt Recovery 2020/2021

It was proposed by Cllr E Seward, seconded by Cllr S Butikofer and

RESOLVED to approve

The Debt Recovery Annual Report 2020/2021

93 RECOMMENDATIONS FROM THE OVERVIEW & SCRUTINY COMMITTEE 15 SEPTEMBER 2021

The Chairman of the Overview & Scrutiny Committee, Cllr N Dixon, said that the committee had no further recommendations to Council.

94 EMPLOYMENT AND APPEALS COMMITTEE - MEMBERSHIP AND TERMS OF REFERENCE

The Chairman invited the Chief Executive to introduce this item. He began by saying that the report set out how the Council's governance arrangements regarding the appointment and discipline of statutory officers would be strengthened. He explained that the Employment & Appeals Committee was a formal committee that reported direct to Council. Guidance regarding new procedures had been issued in 2019 and the Chief Executive had reviewed the Council's arrangements with the HR Manager and the Monitoring Officer to ensure that they were fully compliant. He said that he wished to propose a slight change to recommendation 2 – in that the reference to 'pool' would be replaced with 'substitutes'. He emphasised that by appointing additional substitutes, any issues regarding conflicts of interest and the need to establish a separate appeals panel, would be addressed.

Cllr T FitzPatrick referred to the Chairman and Vice-Chairman of the Committee as set out in Appendix 2. He queried what would happen if the Chairman or Vice-Chairman were not present at a meeting of the Employment & Appeals Committee what would happen. The Chief Executive replied that Cllr Seward was appointed as Chairman of the Committee at the Annual meeting of Council on 26th May. There was not a Vice-Chairman at present. He said that he would address the issue raised by Cllr FitzPatrick, suggesting if the Chairman was not present or had a conflict of interest then the Vice-Chairman could chair the meeting. If they were not present then the committee could elect from the floor.

It was proposed by Cllr S Butikofer, seconded by Cllr P Heinrich and

RESOLVED

1. To agree the revised terms of reference for the Employment & Appeals Committee
2. To nominate 5 members to be appointed to the committee and 10 substitute members, and all those appointed to undertake appropriate training.

95 QUESTIONS RECEIVED FROM MEMBERS

96 OPPOSITION BUSINESS

97 NOTICE(S) OF MOTION

98 EXCLUSION OF PRESS AND PUBLIC

99 PRIVATE BUSINESS

The meeting ended at 7.28 pm.

Chairman

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Declarations of Interest at Meetings

When declaring an interest at a meeting, Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.

Does the interest directly:

1. Affect yours, or your spouse / partner's financial position?
2. Relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?
3. Relate to a contract you, or your spouse / partner have with the Council
4. Affect land you or your spouse / partner own
5. Affect a company that you or your partner own, or have a shareholding in

If the answer is "yes" to any of the above, it is likely to be pecuniary.

Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.

Does the interest indirectly affect or relate to any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?

If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

Is the interest not related to any of the above? If so, it is likely to be another interest. You will need to declare the interest, but may participate in discussion and voting on the item.

Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

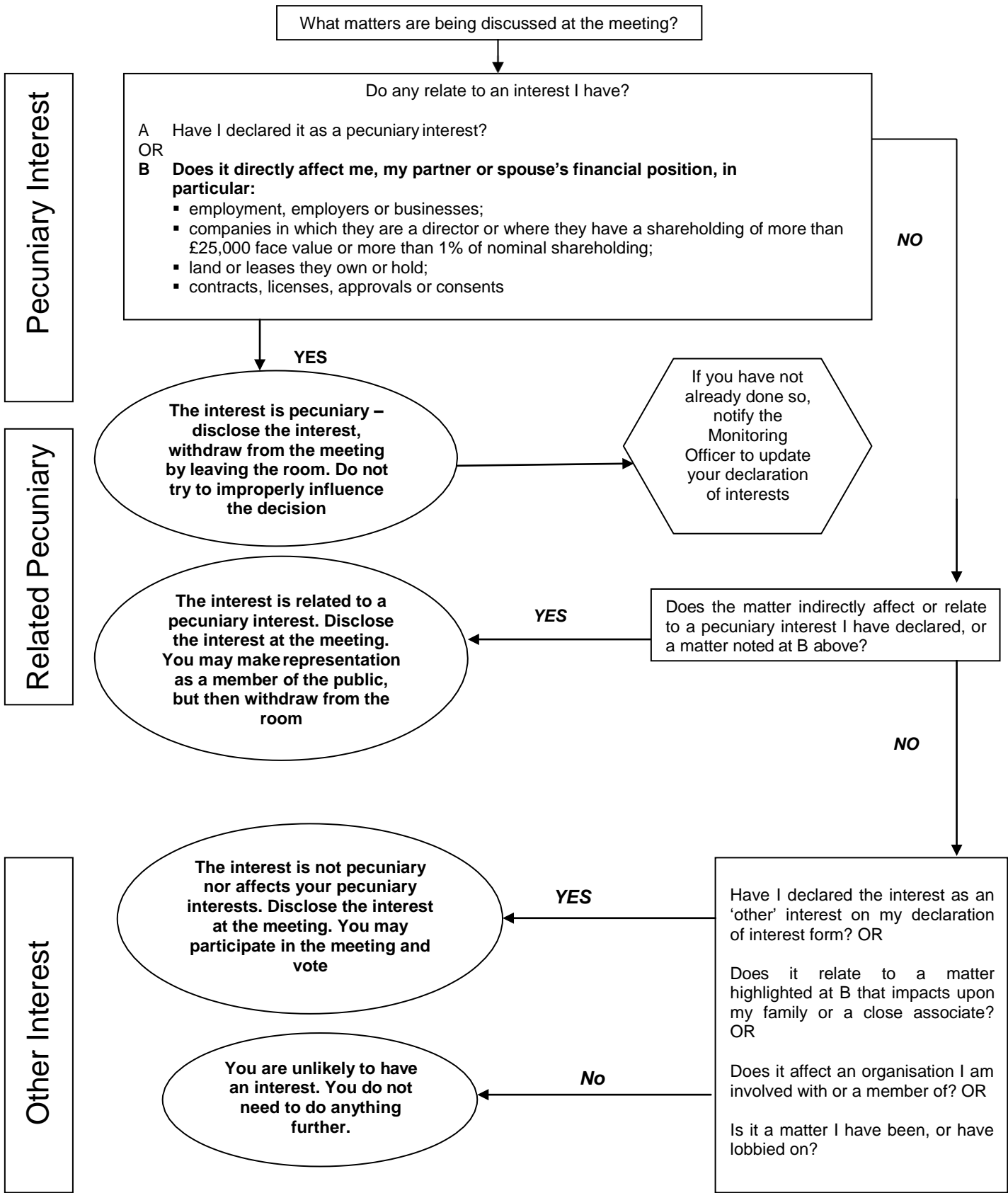
FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF

PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER IN THE FIRST INSTANCE

DEVELOPMENT COMMITTEE MEMBERS SHOULD ALSO REFER TO THE PLANNING PROTOCOL

Declarations of Interest at Meetings

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



CABINET MEMBERS REPORT TO COUNCIL**17 November 2021****COUNCILLOR A FITCH-TILLET - CABINET MEMBER FOR COAST**

For the period September to November 2021

1 Progress on Portfolio Matters.**Innovative Resilience Fund - Progress Update**

Coastal Partnership East is progressing within the Environment Agency funding process to secure £8.4M to deliver the Norfolk and Suffolk Coastal Transition programme. Work is progressing with preparing the Outline Business Case and resources are in the process of being put into place to assist with supporting the programme development.

Cromer Phase 2 and Mundesley Coast Protection Scheme – Progress Update

An Environmental Scoping opinion has been received by the Local Planning Authority. Due to high volumes of enquiries and staff shortages at the Marine Management Organisation, a scoping opinion has not been received from the marine element of the work. We have now received a MMO case officer but there will be a delay in the response from those programmed which will impact on the timescales for submission for consents and the project. Construction costs are likely to be higher due to industry wide increases to materials costs, this is being assessed and plans put in place to seek any additional funds if required. The draft detailed design is nearly completed and these were presented to and discussed with the Local Liaison Groups.

Sea Defence Revenue Maintenance

Maintenance of sea defences and beach accesses have continued and included repairs to groynes and navigation markers across the district.

Bacton to Walcott Sandscaping Scheme

Monitoring of sediment movement continued with data captured in September. Detailed analysis of the June and September monitoring is underway. Breeding birds were monitored throughout the breeding bird season and a comparison report is being drafted to compare all data collected through the scheme. This highlights that the Sandscaping scheme has not had a detrimental impact on breeding birds on the coastline. A guidance note will be produced to share the learning from the project. Ideas for trial windblown sand mitigation measures were shared with local residents and the parish councils, feedback has been reviewed and the team are preparing to install trial measures to manage windblown sand.

Coastal Loss Innovative Funding and Finance (CLIFF) Project

The CLIFF project, which is investigating potential methods of funding and financing initiatives to assist those who are at risk of losing their residential properties from erosion or permanent flood inundation, is coming to a close. All interviews for this phase with insurance and finance bodies has now been completed and the financial

model completed. The outputs of the model and the interviews will feed into the final phase report which is now being drawn together.

Shoreline Management Plan Refresh

A national Shoreline Management Plan Refresh is underway. This is not a review of policies but will seek to update the SMPs against new guidance and improved governance. The East Anglian Coastal Group, through Coastal partnership East are recruiting a SMP Co-ordinator to assist with delivering this work in the Anglian region and specifically for SMP 6 & 7.

National Activities

Coastal Partnership East and Portfolio Holder Cllr. Angie Fitch-Tillett continue to engage and lead on progressing national working groups through the Local Government Association Coastal Special Interest Group and Coastal Groups Network around the theme of Coastal Adaptation.

The team are involved with the national DEFRA Project investigation historical rates of coastal change and the National Coastal Erosion Risk Mapping project.

Norfolk and Suffolk Coastal Conference

The first joint Norfolk and Suffolk Coastal Conference on the 14 October was a success with 288 attending the day. Recordings of the presentations are currently available online.

2 Forthcoming Activities and Developments.

Continuation on development and delivery of above projects and initiatives,

3 Meetings attended

All Cabinet Meetings, including planning and budget presentations
All Ward Parish Councils
6.10.21 Chairman's Civic Reception
7.10.21 Norfolk & Suffolk Coast and Estuaries Conference
9.10.21 Presented Norfolk Coast Partnership Dark Skies Festival final session
11.10.21 Planning Policy and Built Heritage Working Party
13.10.21 Chaired LGA Coastal SIG Adaption Working Group
18.10.21 Broads Internal Drainage Board, Code of Conduct Training
20.10.21 CPE Procurement Presentation (SCAPE Model)
21.10.21 Development Committee
29.10.21 RFCC (East)
2.11.21 Chaired Norfolk Coastal Forum
3.11.21 Employment and Appeals Training, Greenbuild
4.11.21 Chaired Mundesley Coast Protection Scheme Liaison Meeting
5.11.21 Chaired Cromer Coast Protection Scheme Liaison Meeting

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CABINET MEMBERS REPORT TO COUNCIL

17 November 2021

COUNCILLOR WENDY FREDERICKS - CABINET MEMBER FOR HOUSING & BENEFITS

For the period – October to November 2021

1 Progress on Portfolio Matters.

Benefits

[Test & Trace Support Payment](#)

We are continuing to see a higher number of Test & Trace Support Payment applications. The table here shows the number of applications received since January 2021.

Month received	Number of standard applications	Number of discretionary applications	Number of local discretionary applications
January 2021	62	52	0
February 2021	12	18	0
March 2021	8	5	0
April 2021	1	1	0
May 2021	2	2	0
June 2021	7	7	0
July 2021	60	40	3
August 2021	40	43	0
September 2021	32	24	1
October 2021	36	22	1

The table here shows the total applications received since the scheme started on 28th September 2020. The DHSC scheme is due to end on 31st March 2022.

Scheme	Received	Approved	Rejected	Outstanding/Pending
Standard	312	147	161	4
Discretionary	267	116	145	6
Local Discretionary	5	5	0	0
Total	584	268	306	10

[Housing Benefit and Council Tax Support accessibility improvements](#)

The Benefits Team have been improving and modernising their accessibility options for customers contacting the service. Last year we implemented the Civica **online New Claim** form and we are now seeing more than 70% of new claims being submitted through this option. Last week we went live with the Civica **online change in circumstances** form which allows customers to report changes affecting their Housing Benefit and Council Tax Support. It also allows customers to upload evidence as part of the form submission. The form will reduce processing times, will encourage customers to report changes more quickly, and reduce overpayments from occurring.

We are currently testing the Civica online **Review Form**. The review form will support the Housing Benefit Award Initiative which is a scheme funded by the DWP to identify fraud and error in the benefits system. The review form will provide the customer with the current information used in the assessment for benefit, which they can check against to confirm if their circumstances are up to date.

All Civica online forms are intuitive, reference directly into the back office system, and the data is automatically loaded onto the Civica assessment system.

[Number of residents in receipt of Housing Benefit & Council Tax Support](#)

Date	Housing Benefit & Council Tax Support claimants	Council Tax Support only claimants	Housing Benefit only claimants	Total number of claimants
01/09/2021	3657	3772	395	7824
01/10/2021	3625	3762	391	7778
01/11/2021	3591	3780	389	7760

The number of people in receipt of Housing Benefit & Council Tax Support is starting to reduce as we start to see residents financial circumstances improve following the pandemic. We are also starting to see the number of Housing Benefit claims reduce as claimants migrate onto Universal Credit.

[Caseload outstanding as at 2nd November 2021](#)

Number of benefit cases outstanding to update has increased to 1628 partly due to the increase in Universal Credit notifications following the £20 uplift ending, and claimants ending their furloughed period.

Housing

Temporary Housing

There are currently **43** households in Temporary Accommodation, this includes the 7 rough sleepers currently accommodated as follows:

- 0 x Spot Purchase
- 3 x Reeves Court

- 4 X NSAP (Next Steps Accommodation Programme)

Following the Council's successful bid to secure £140,000 from the Government's Next Steps Accommodation Programme (NSAP) we have completed the purchase of four homes for single rough sleepers or people at a risk of rough sleeping, and all four are now occupied.

Cabinet have also agreed to the repurposing of £500k Disabled Facilities Grant budget (March 2021) to purchase accessible temporary accommodation units and £640k of Housing Reserves (October 2021) to purchase family temporary accommodation homes. The first of these further purchases has completed and the home (an ex-Flagship bungalow) is in use, meaning there are 12 council owned homes being used for temporary accommodation. Offers have been accepted on three further homes, to bring the total to 15.

The Council successfully bid for £35k from the government's Rough Sleepers Accommodation Programme (RSAP) as a contribution to the refurbishment of a one-bed self-contained flat for rough sleeper move-on housing. This project has now achieved planning permission and the works have been tendered and will start on site in November.

New Affordable Homes

We project that housing associations will provide 163 new affordable homes in 2021/22. These homes were due to be 71 affordable rent and 92 shared ownership, however, as a result of a Cabinet decision regarding use of Housing Reserves to convert shared ownership homes to affordable rent, the figures will now be 73 affordable rent and 91 shared ownership (with more conversion due to take place in 2022). So far 89 new affordable homes have been delivered in 2021/22

Housing Strategy

Full Council approved the new Housing Strategy at its meeting in July. Officers have begun work on the actions in the Housing Strategy action plan and reports on progress will be reported as actions complete.

Community Led Housing

We continue to provide support to existing and new community led housing groups – this year grant has been given to Stable Door (community led housing organisation in Sheringham) to help purchase an additional home and one new Community Land Trust has formed with the aim of providing affordable homes for local people.

Housing Options Team

The team continue to focus on supporting all clients that approach the service.

Your Choice Your Home

As at 31 Oct 2021 there were **2586** households on the housing list of whom:

- **402** were on the Housing Register (highest priority) broken down as follows:
- Priority Card x **5**

- Band 1 x **234**
- Band 2 x **163**

Breakdown as requested of need within Housing Register (1*, B1 & B2)

31-Oct-21

Count of Applicant Calculated Bedroom Need	Column Labels																		
	1	2	3	4	5	8	1 Total	2	2	3	4	8	2 Total	1*	1	2	3	1* Total	Grand Total
Row Labels	1	2	3	4	5	8	1 Total	2	2	3	4	8	2 Total	1*	1	2	3	1* Total	Grand Total
2 adults (including carer)		5					5		1				1						6
Access to children	1	1					2												2
Couple	25	1					26	6					6	1				1	33
Family 1 Child		41	3				44		20				20		1			1	65
Family 2 children under 10 years		10	5				15		6	2			8						23
Family 2 children, 1 child 10 or more years, both same sex				7			7			3			3						10
Family 2 children, 1 child 10 or more years, one of each sex				7			7			22			22			1		1	30
Family 3 children			1	15			16			3	30		33						49
Family 4 children				4			4				7		7						11
Family 5+ children						5	5					3	3						8
Other family			1	1	1	1	4		1	3			4						8
Single Person (blank)	99						99	56					56	2				2	157
Grand Total	125	58	24	20	1	6	234	62	28	33	37	3	163	3	1	1	5	402	

Lets

QTR 1 01 Apr 2021 to 30 June 2021 - **88** Households have secured social housing

QTR 2 01 Jul 2021 to 30 Sep 2021 - **97** Households have secured social housing

Homelessness

There is still a firm focus on Rough sleepers from MHCLG in that we are still reporting monthly stats in relation to rough sleepers within the district.

As at 31 October 2021 the authority is working with 12 Rough Sleepers.

5 x Rough sleeping within the district, of these 3 are entrenched

0 x Rough Sleepers currently being accommodated under Spot Purchase

3 x Rough Sleeper in Reeves Court

4 x Former Rough Sleepers accommodated in the NSAP properties

Following a recent discussion with MHCLG we are still focusing on finding solutions for our single clients to whom the authority is accommodating.

As at 31 October 2021, there were 154 active live cases:

- Final Duties accepted: 20
- Prevention duty accepted: 36
- Relief Duty accepted: 47
- Reviews: 2
- Triage (mixture of new cases, rough sleepers, clients being supported): 49

Integrated Housing Adaptations Team (IHAT)

The team has received 252 new contacts year to date resulting in 137 recommendations for adaptations. There are still issues with contractor capacity and some contractors have advised that they do not have capacity to provide quotes for works at the current time, this along with the increased complexity of jobs and shortage of materials is affecting completions. There is a lot of demand in the system, assessments are being completed relatively quickly but a backlog of cases needing schedules of work is building. This situation is being closely monitored. A further 2 grants were approved in October with a value of approximately £48,000 taking the total approved for the financial year to 45 with a total commitment of approximately £460,000. In addition 3 grants were completed in October taking the total for the financial year to 44 with a total spend of approximately £545,000 (this includes interim payments for some jobs which have started on site but not yet completed).

2 Forthcoming Activities and Developments.

3 Meetings attended

Cabinet Meetings
Business Planning Meetings
Portfolio Meetings
Portfolio and Director catchups
Planning Policy and Built Heritage Working Party
Flagship and Homes for Wells Meeting
Code of Conduct Training
Zero Budget Briefing
MPC Full Council
Mundesley Gun Emplacement Meeting
Mundesley Coastal Management Scheme Update
Team Planning Discussion Meeting

Civic Reception
Homes England Affordable Housing Grants Roadshow
Community Led Housing Event
Tackling Domestic Abuse Event
NNDC Coastal Forum

CABINET MEMBERS REPORT TO COUNCIL

17 November 2020

COUNCILLOR V GAY - CABINET MEMBER FOR LEISURE, WELLBEING AND CULTURE.

For the period up to and including October 2021

1 Progress on Portfolio Matters

Leisure Facilities

Since reopening the Council owned leisure facilities on 25 July the return to participation remains very strong. The current cumulative figures since April remain at 85% of pre-Covid numbers.

The three dual use facilities based at Cromer, North Walsham and Stalham reopened to the public on 1 October.

The new Reef Leisure Centre will open very soon, and anticipation is growing. Officers remain confident that participation will accelerate sufficiently to soon meet our original throughput estimates.

Countryside

The Council has retained its three Green Flags at Sadler's Wood North Walsham, Pretty Corner Woods Sheringham and Holt Country Park. Holt Country Park has been awarded a Green Flag for seventeen consecutive years.

The Countryside team organised some excellent Halloween events during the October half term break. There were a total of 103 adults and 94 children attending two Halloween trail events.

There are five Christmas wreath making workshops taking place in early December, and nearly all of the places are sold out.

Plans are now in place for the annual Father Christmas trails which will take place on 20th and 21st December at Holt Country Park.

Our volunteer groups remain vibrant, and the Holt group regularly attracts between 15 - 20 volunteers each week.

There are four volunteer tree planting days planned for December, two at Holt Country Park and two at Pretty Corner Woods.

The Countryside team has recently taken on the management of another site in Erpingham, Eagle Road. Officers are busy writing management plan for that site.

Plans are in place to complete works to the Holt Sensory Garden plus a new 'Reptile & Amphibian Area' before the end of the year. This will be followed by the installation of two new waymarked trails at Pretty Corner Woods.

Parkrun

Sheringham parkrun celebrated its 9th Anniversary on Saturday 6 November. The event remains really popular and is one of the finest examples of how a sports development project can operate in a long term sustainable way.

To date there has been a total of 394 events, with 11,315 finishers, and an average of 147.7 runners representing 997 different clubs with 486 different people volunteering.

Pier Contract

The Summer Show finished the season with greater numbers than previously reported. The total number of visitors this summer was 19,497. Which represents 64% of the pre-Covid numbers in 2019. This is higher than our Operator (Openwide Coastal) targeted and given the demographic of the audience and the fact that it is an indoor venue the numbers are very strong and comparable with other theatres nationwide.

Beaches

The Council's 'Save the Seal' campaign this proved very successful. The aim of the scheme was to promote the use of solid bamboo made Frisbees in place of the rings that sometimes get caught around the neck of a seal. The Leisure team set up pop up stall on the main beach promenades as part of our Blue Flag initiative. The scheme was very well received by members of the public and approximately 142 Frisbees were handed out.

Whilst the Council won't receive official results until January 2022, based on current data Officers believe that the water quality results have once again been 'Excellent' across our six Blue Flag beaches this year. Therefore all things being equal, we should be able to apply for the six Blue Flags once again in 2022.

The Council's beach wheelchairs have been a big hit this summer. Our social media post promoting the scheme reached thousands of people, and the wheelchairs were fully booked out during August and most of September. Feedback from customers has been really positive, with many families quoting that it was the first time their disabled member of the family had been on the beach for over 10 years.

2 Forthcoming Activities and Developments.

The Leisure Service is always at work improving its offer to our residents. It is examining ways of extending what it does in our woodlands and on our beaches. It is also preparing for the Mammoth Marathon in May 2022.

3 Meetings attended

In addition to regular briefings from the Leisure service, I have attended all meetings of the project board for The Reef. I visited The Reef again on 4/11/21.

By the time you read this I shall have attended a meeting about sports development with Active Norfolk on 9/11/21 and a meeting with the Cromer Lawn Tennis and Squash Association on 12/11/21.

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CABINET MEMBERS REPORT TO COUNCIL

September / October 2021

**COUNCILLOR VIRGINIA GAY - PORTFOLIO HOLDER FOR LEISURE,
WELLBEING & CULTURE**

1 Progress on Portfolio Matters.

Business as usual activity

Grants

Arts & Culture Fund – Financial year 2021 / 2022. As of 31st October, six grant applications have been awarded funding totalling £9,315.14. Two new applications to the Fund totalling £5,000 are currently being processed.

Community Transport Fund –Financial year 2021 / 2022. As of 31st October two grant applications have been awarded funding totalling 2,750.Two new applications to the Fund totalling £40,000 are currently being processed.

North Norfolk Sustainable Communities Fund (NNSCF) – Financial year 2021 / 2022. As of 31st August sixteen applications had been received requesting grants of between £1,000 and £15,000. The Panel recommended that thirteen projects totalling £86,106.75 were approved, one application was ineligible, one deferred and one refused. Eight applications have been received to the Under £1,000 NNSCF. Seven were approved and awards of £5,909.97 made. Grant funding of £92,016.72 awarded to date to twenty organisations. New applications to the NNSCF closing date 1.11.2021 are currently being processed.

Social Prescribing

Between 1st January and 31st October 2021, 677 Social Prescribing referrals have been received. This compares to 507 for the same period last year. People are now able to self-refer to Social Prescribing rather than having to be referred by an organisation. A phone duty line went live in July to triage requests for support from residents and professionals. General advice and support requests will be dealt with over the phone. A Social Prescribing referral will be made where more complex support is needed. There is also a dedicated North Norfolk Help Hub page on NNDC website which gives information about the Social Prescribing service and has links to other related support such as benefits, housing and Domestic Abuse

The Social Prescribing Service continues to respond to direct requests for support from residents impacted by Covid 19.

The contract with the North Norfolk Primary Care Network for the Social Prescribing Link Worker service that covers nine surgeries in North Norfolk ends in January 2022. Discussions regarding an extension of the contract are progressing.

A vacant Social Prescribing post has been filled on a temporary basis from October 2021 – October 2022 using an underspend from the Norfolk County Council Social Prescribing service budget.

Information, Advice & Guidance

Total core budget for IAA is £66,710. A grant of £55,000 has been awarded to Norfolk CA towards for the provision of generic IAA services in North Norfolk for the period 1.4.2021 –

31.03.2022. Fakenham has recently opened at face to face service at Fakenham Community Centre initially for one day a week. The Holt service is open one day a week for two hours and the North Walsham service five hours, five days a week. For the three month period between July & September 369 clients were supported, of those 129 were seen in person. A meeting with the new Chief Executive of Norfolk CA, Mark Hitchcock will be held on 9th November to discuss the service.

In consultation with the portfolio Holder for Culture & Wellbeing the remainder of the allocated budget £11,710 will be awarded to identified VCSE organisations to enhance IAA services to young people in North Norfolk and / or a VCSE organisation that provides specialist IAA support to residents in North Norfolk who may not be able to access or be supported by generic services IAA services. A meeting has recently been held with MIND. who have been invited to submit a proposal to offer face to face IAA support to young people in North Norfolk. Currently there is no face to face MIND service for young people in North Norfolk.

Covid 19 related activity

The Council continues to work with Norfolk County Council to provide a local Contact Tracing service in North Norfolk. This is for people who have tested positive for Covid 19 but where national or NCC contact tracers have been unable to reach them by phone. A team of Covid Support Workers are available to visit people to request that they register details of people they have been in contact with. Support is also offered to people who have tested positive for Covid 19 to enable them to self-isolate.

NNDC also deliver an Enhanced Contact Tracing service. This service is for the contacts of people who have tested positive for Covid 19 if they meet the criteria should be self-isolating. Daily data reports are received from Public Health. Covid Support officers initially try to contact people by phone to check if they need food, medication or other support to enable them to self-isolate. Face to face visits are carried out if a person cannot be contacted. Requests for emergency food or medication support are fulfilled by NNDC. Referrals for financial or long term support are referred to Social Prescribing or other services including the Norfolk Assistance Scheme as appropriate.

NNDC continues to work with NCC and Third Sector organisations to support Clinically Extremely Vulnerable residents and those experiencing financial hardship or requiring other support due to the impact of Covid 19.

Officers attend regular meetings to ensure NNDC is informed, prepared and equipped to deal with all issues relating to Covid including implementation changes to Government guidance, community outbreaks, surge testing, people requiring support whilst on holiday etc.

Domestic Abuse Forum

Cllr Fredericks is leading on a multi-agency Domestic Abuse Forum for North Norfolk. Pandora who provide face to face support to people experiencing domestic abuse from Cromer to the western boundary of district have recently started to use public meeting rooms at NNDC to see clients.

North Norfolk Armed Forces Covenant Pledge

The National Armed Forces Covenant represents a promise by the nation that those who serve or have served, and their families, are treated fairly.

North Norfolk District Council (NNDC) signed the Norfolk Armed Forces Covenant at an official ceremony on 7 March 2012.

To further demonstrate North Norfolk District Council's commitment to the Armed Forces Covenant and to ensure compliance with forthcoming legislation, a report to Cabinet proposing that NNDC publishes and signs its own Armed Forces Covenant Pledge was agreed on 4th October.

2 Forthcoming Activities and Developments.

Mental Health Hub Health funding has been secured to establish a hub in North Norfolk to support people with mental health needs. Cllr Shires Chairs the multi-agency group established to take this work forward. It is anticipated that the Hub will be operational in 2022. The contract is currently out to tender.

Household Support Fund The purpose of the grant is to provide support to vulnerable households in most need of support, who would otherwise struggle to buy food or pay essential utility bills or meet other essential living costs or housing costs this winter as the economy recovers. Norfolk will receive approximately £6.7m to be spent between 6th October 2021 and 31st March 2022.

At least 50% of the grant must be allocated to support households that include:

- a person who will be under the age of 19 as at 31st March 2022, or
- a person aged 19 or over in respect of whom a child-related benefit is paid or free school meals are provided during the Grant Period, and
- up to 50% of the grant is used to assist other households

The funding is being distributed to both statutory and voluntary organisations, NNDC will receive funding of £128,000. Proposed use of NNDC funding is proactive support to known vulnerable clients on an income or disability related benefit who live in a property with a low EPC rating or in fuel poverty. Majority of the NNDC funding will support people without children as significant funding allocated already to families by NCC.

3 Meetings attended

In addition to regularly scheduled meetings with officers, I have attended the following meetings:

AGM of the Clinical Commissioning Group -28/09/21;
NCC Health and Well Being Board - 29/09/21;
Health Inequalities with CCG - 5/10/21;
NCC Health and Well Being Strategy Interview - 8/10/21;
Health in Coastal Communities webinar - 12/10/21;
NCC Health and Well Being District Council Sub Committee meeting - 27/10/21;
Norfolk Citizens' Advice - 9/10/21; Health and Well Being Board Development Session.

1.11.2021

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CABINET MEMBERS REPORT TO COUNCIL

17 November 2021

COUNCILLOR V GAY - CABINET MEMBER FOR LEISURE, WELLBEING AND CULTURE

Culture update for the period September to November 2021

1 Progress on Portfolio Matters.

A very thorough report on cultural projects was provided in September. But since then a new leaflet for the Deep History Coast has been created in time for half term with a longer print run expected soon. The Go Go Discover project is on the point of selecting designs for its 2022 trail and the District Council has met Cromer Bigger Picture to advise on ways in which we might assist this splendid project.

The Cultural Consortium element of the HAZ (Heritage Action Zone) project is proceeding. On Saturday 30th October and Sunday 31st October three consecutive half day workshops took place. The workshops were offered free of charge to the public in North Walsham. They were set up and organised by North Walsham Art Trail (part of North Norfolk Studios) and run by Art at Work as part of the Cultural Programme of the HAZ project. The workshops were followed by an exhibition within St. Nicholas's Church.

2 Forthcoming Activities and Developments.

The projects mentioned will be continuing.

The next cultural event to take place within the HAZ project will be an informal consortium showcase to take place within The Cedars on the evening of the North Walsham Christmas lights switch on - November 27th.

3 Meetings attended

In addition to meetings of the HAZ board and officer briefings I have attended the following meetings:

Cromer Artspace Festival Launch - 20/10/22;

Cromer Bigger Picture - 28/10/22;

Norfolk Records Committee - 29/10/22;

Norfolk Joint Museums Committee - 29/10/22.

The Artspace Festival Launch was an especially lovely occasion which brought home the importance of artistic endeavour to our District.

CABINET MEMBERS REPORT TO COUNCIL

17 November 2021

COUNCILLOR R KERSHAW - CABINET MEMBER FOR SUSTAINABLE GROWTH

For the period September to November 2021

1 Progress on Portfolio Matters.

Covid-19 Business Support

The Council has distributed over £126m in Covid-related business grants, which required a significant amount of staff resource time and commitment. All of these schemes have now closed, with the Restart Grant being the last mandatory scheme. The Council's success in delivering these schemes has been recognised by nominations for two prestigious national awards. On 28 September, in recognition of its exceptional performance in the issuing of COVID-19 business grants and support for North Norfolk's businesses, NNDC won a Public Finance Award for 'Digital Finance Project of the Year'.

At the Spring Budget on 3 March 2021 the Chancellor of the Exchequer announced that Local Authorities could receive an additional top-up to the Additional Restrictions Grant (ARG) allocation (amounting to £760,411 for north Norfolk). In order to qualify, Councils needed to have fully defrayed all of their previous allocation by 30 June 2021 (subsequently extended by one month in line with the national restrictions extension), which the Council was successful in doing.

Utilising the ARG top-up allocation, following Cabinet approval, the Council is now developing a programme of various kinds of business support, including:

- Administering a 'Business Recovery & Resilience Grant Scheme' (BRRG)
- Supporting business digitalisation (through investing in the 'Go Digital' programme);
- Collaboration with Visit Norfolk Norfolk to support visitor economy businesses with marketing and workforce/skills support;
- Developing a programme for the care sector to support career pathways into social care.

The BRRG scheme has now launched and the first panel meeting was recently held. The first awards will shortly be issued.

Community Renewal Fund

The £220million Community Renewal Fund was announced by the Government earlier in the year to help stimulate economic growth in areas across the UK as part of its response to the impact of the Covid pandemic. Local authorities around the country meeting certain criteria, which included North Norfolk, were invited to submit bids for funding to support specific regeneration/growth projects in their area.

On 3 November it was confirmed that although bids to support 14 projects in Norfolk were successful in securing a total of £6.5m from the Fund, NNDC's proposals for projects in Fakenham and North Walsham were not supported. The Council will now seek to understand how it can benefit from the winning bids and how it can ensure the successful delivery of the projects that will be delivered within the District. It is understood that ten

projects will still have delivery within the District, providing activity worth £810,117 in North Norfolk.

North Walsham Town Centre Heritage Action Zone

A number of key activities have commenced/are presently being undertaken, summarised as follows.

- The tender contract to carry out the repairs and restoration work required to bring the Cedars back into use has recently been issued and will close on 29 November. Potential future users are being solicited via a marketing campaign.
- Between 20 September 2021 and 15 October 2021 a wide range of community engagement activities were undertaken to share the design proposals, invite feedback and to inform the final designs. Feedback from local residents has confirmed that many people who use the town centre are in favour of making it more safe and accessible, encouraging active travel, and improving the public realm through greening and creating areas for rest and relaxation. A report of the findings is presently being prepared which the Council will seek to share and advise on the next steps.
- The Building Improvement Grant scheme is now open to applications. Details can be found at: [Social Pinpoint | Building Improvement Grant \(mysocialpinpoint.co.uk\)](https://mysocialpinpoint.co.uk). An accredited Conservation Architecture firm has recently been appointed to support the scheme and ensure the effective delivery on the funds on a number of identified key projects.

Visitor Economy

The Council has continued to collaborate with Visit North Norfolk and to liaise closely with Visit Norfolk and other local authorities and Destination Management Organisations in the region. This has helped keep local tourism businesses informed and has encouraged greater collaboration and support for collective action. Visit North Norfolk's campaign for November and December is 'Wild and Natural North Norfolk'. This can be found on the VNN [home page](#), [YouTube](#) and the accompanying [blog](#).

The film and blog will be promoted via ads on Facebook, Instagram and Google Remarketing as well as e-comms to a database of around 30,000 consumers.

Economic Impact of Tourism Report

This report, received annually, provides a useful understanding of the volume and value of tourism to the District. In recent years, North Norfolk has continued to receive a steady rise in both the number and length of stay of visitors, historically contributing over £500 million to the District through direct, indirect and induced spend. However, unsurprisingly, the recently received report (for 2020) indicates a drop in numbers across the board for all metrics, reflecting the impact of the Covid-19 pandemic. The total value of tourism dropped from £528,931,378 (2019) to £237,339,241 (-55%). The number of day trips fell 56% and the number of overnight trips fell by 53%.

Nevertheless, since the easing of lockdown measures in early summer, accommodation providers have reported strong numbers for bookings through to the winter period, further aided by the restrictions on international travel. NNDC will continue to work with partners to support the sector through grants and marketing support.

2 Forthcoming Activities and Developments.
<ul style="list-style-type: none">• Delivery of grants/package of wider business support (funded through the ARG top up fund).• VNN new website to go live in November. The Economic Growth team will shortly implement a membership grant scheme to help businesses to promote their business.• Continue to support the North Norfolk Kickstart Gateway programme to help 16-14yrs old into employment• Finalise and publish the HAZ place making consultation report and progress designs
3 Meetings attended

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CABINET MEMBERS REPORT TO COUNCIL

17 November 2021

COUNCILLOR NIGEL LLOYD - CABINET MEMBER for Environmental Services, Climate Change & Environment

For the period September to November 2021

1 Progress on Portfolio Matters.

Environmental Services

All ES Operational staff trained on 'Chapter 8' requirements to enable us to monitor Serco to ensure safe working on the highway.

Continued management of issues related to Serco performance, shortage of drivers has continued to cause localised service disruption. Fuel disruption in late Sep/Early Oct further added to problems, but Serco were able to secure some fuel supplies most days.

Deployment of 8 new electric vans for toilet cleaners and supervisors

Deployment of new litter bins purchased as part of £14k 'Binrastructure' funding from WRAP. This includes six new big belly bins in Cromer, Hoveton, Mundesley and Overstrand and some on-street recycling bins in Cromer, Overstrand and Sheringham).

Officers met with Broads Authority and Parish Council regarding replacement of Boat Waste facilities in Hoveton. Plans being drawn up.

Residual waste composition analysis has been undertaken. Results will be available in next few weeks/months.

MRF contract extension has been approved by Cabinet.

Ongoing workload challenges from easing of lockdown and reinstating of trade waste contracts and associated admin.

Commercial and Public Protection

Incident on the Broads (Belaugh) where a boat sank where 8 people were rescued. Self-catering accommodation with own jetty and boat-use. Investigated by the Broads Authority and verified by NNDC as being comprehensive. Fracture in the bilge pump was unforeseen and would not have been revealed by inspection and therefore the duty holder could not

have prevented the incident. May lead to a future project on boat safety with the various agencies and will raise with the health and safety liaison group.

We have received poor results for shellfish sampling days for Wells the pool. Specific local issues that may be attributing to the contamination. Could be related the periods of the excessively high rainfall we have been experiencing in this area. The Environment Agency and Anglian water haven't identified any incidents that could have contributed to the results; however there is dredging which could have impacted on the water quality. The risk is that the mussel bed would be downgraded to a C which may result in an unfeasible option for the industry.

Health and safety accidents/incidents being reported and increasing. Matters include falls from height and burn injuries. Enforcement action has also been taken to prohibit play equipment and inflatable bouncy castle which are a risk of causing serious injury or a fatality.

Food hygiene intervention programme is focusing on premises of high risk and unrated/new businesses. Officers anecdotally have revealed that standards in hygiene and cleaning have deteriorated slightly as a trend and some food hygiene ratings have reduced to less than a 5. Safeguards available to food business operators including the option to appeal their rating if they don't agree with the officer's assessment or pay to request a revisit.

The final version of the Statement of Licensing Policy, and Gambling Policy has been prepared.

Investigations in connect with the illegal keeping of Dangerous Wild Animals is still ongoing.

Environmental Protection

Statutory Nuisance complaints and reports of Environmental Crimes continue to keep the team busy.

The team have issued a fixed penalty notice for fly tipping relating to an incident which occurred at Pretty Corner Woods in Sheringham.

Two abatement notices have been served for amplified music.

Several members of the team have attended training on hoarding management and will continue to link in with Social Services and the North Norfolk Help Hub on this matter.

The team arranged and hosted a training event for other Council's within the district on the subject of Private Water Supply sampling. This event was very well received and has ensured that our officers and those around the county are now competent to collect water samples.

The goats enjoyed a successful summer on the cliffs and have now returned to their winter grazing.

Covid Support

The team continue to perform contact tracing calls and are supporting residents with self-isolation, they are contacting approximately 70 people per day. This is a seven day a week service and vital in the control and containment of Covid-19. The Covid Support Officers continue to provide business support when requested and EHOs have recently written to venues hosting Christmas events to remind them of the importance of good ventilation. Through the Safety Advisory Group risk assessments and Covid control continue to be reviewed.

Civil Contingencies

This area of work is now receiving support from the Norfolk Resilience Forum two days a week, in the absence of the Civil Contingencies Manager. The temporary officer is reviewing plans specifically around winter preparedness, flooding, business continuity and rest centres.

The high tides and weather combination in mid-October saw the Council liaising with flood wardens and closing the flood gates it is responsible for along the coast. The event passed with little impact.

Climate Change

At the time of writing, Greenbuild 2021 has begun. There are over 15 speakers and more than 700 people signed up across the 10 different events. Events ranged from workshops on tree identification, to debates about rewilding and regenerative agriculture, to webinars and Q&A sessions which focus on decarbonisation as well as much more.

The first 8,000 trees have been planted in Trunch this planting season with planting projects coming up at Cromer Academy this November.

A draft tree planting strategy has been prepared and is being considered by Overview and Scrutiny on the 10th November. The strategy sets a framework and direction for the 110,000 tree project and considers what trees will be planted, where trees will be planted, the legal framework for tree planting and the procurement processes for delivering 110,000 trees.

The draft Carbon Reduction Strategy and Action plan is progressing and NNDC officers are working closely with consultants, Net-Zero East to publish a draft document by December 2021.

There was a successful end to our season long 'Safer Seals' campaign. Working closely with the 'Friends of Horsea Seals' group and the RSPCA, we hope our campaign highlighted the problem of using hollow frisbee rings on our beaches and the importance of keeping dogs restrained around seals on

the beach. The pup season is just beginning and so we ask people to be respectful of these creatures by not disturbing them at this critical time. Money raised during the campaign (just short of £500) has been handed over to the RSPCA the funds will be earmarked towards seal protection in North Norfolk.

2 Forthcoming Activities and Developments.

Tree give away event at Holt Country Park on 27th November.

3 Meetings attended

- Attended the LARAC conference to hear the latest developments in the waste and recycling industry.
 - Little news from DEFRA regarding outcomes of recent waste consultations. Confirmation that 'new burdens' will be funded.
 - Still looks likely that food waste collections will be mandatory. Timescales unclear.

Monthly management meetings with Serco to discuss progress against contract terms.

CABINET MEMBERS REPORT TO COUNCIL

17 November 2021

**COUNCILLOR E SEWARD - CABINET MEMBER FOR FINANCE, ASSETS,
LEGAL AND DEMOCRATIC SERVICES**

For the period September to November 2021

1 Progress on Portfolio Matters.

Finance

Zero Based Budgeting (ZBB) – Operational managers have now completed their Zero Based Budgeting returns. The Finance team have undertaken a quality assurance process, prior to their review by Cabinet. The Council's budget will now be prepared based on provisional allocations of Gold and Silver level budgets for each service area which were made by Cabinet earlier this month.

Provisional Local Finance Settlement – this was announced on Wednesday 27 October and was supported by a very helpful update to all Members by Lucy Hume from the finance team. The finance team are working on projections and likely scenarios to feed in to the Medium Term Financial Strategy (MTFS) and budget process for 2022/23. There was no sign of either the Fair Funding Review, or the review of the Business Rates Retention System and it now seems unlikely that either of these reviews will come forward before 2024/25 although officers will keep this under review and update if any further information is received. The final settlement announcement is expected in February 2022.

2019-20 Statement of Accounts – The audit of the draft statement of accounts is due to begin on 6th December. It is hoped that the final version will be ready to sign off at the March meeting of Governance, Risk and Audit Committee (GRAC). The audit has experienced delays due to resourcing issues being experienced by auditors nationally, as well as shifting accounts preparation deadlines caused by COVID 19 and the Redmond Review recommendations.

Property Services

Decarbonisation – data provided for baseline audit to enable an improvement plan to be developed for Council assets to help reduce carbon emissions.

Disposal of assets – Offers have been received and are being assessed for Parklands. Report to be prepared for Cabinet to consider.

Acquisitions – offers agreed on 2 further properties for use as temporary accommodation.

Vacant property – Proposals received for the Art Deco Block, Cromer and North Lodge Park which are currently being assessed. The Melbourne Slope lease proposal is also progressing. There is a room at Fakenham Connect, 2 units at

Cornish Ways and Hornbeam Road North Walsham currently being marketed.

Marrams, Cromer – assessing viability of current repairs against potential redevelopment and improvement of the site.

Legal Services

Trainees - Three trainee solicitors have been appointed. One was a legal assistant within the team and has a lot of experience. Another has worked for other local authorities in a legal capacity and had previously worked on a short temporary contract with eastlaw. The third has worked in a local authority and a well-respected High Street firm of solicitors.

New appointment - a Legal, Finance and Democratic Services Assistant has joined the Council, providing assistance to the teams and linking departments within the directorate.

Eastlaw - continue to provide legal services to the Council and also externally (other local authorities and public sector organisations) bringing in additional income.

Lease of the Reef – work is ongoing to finalise the lease of the new facility in Sheringham to Everyone Active. Lease with Tenant solicitors for comments.

Lease of Sheringham Little Theatre – lease out with Tenant for comments.

Lease Blue Sky Café, Runton Road, Cromer – new rental calculated which includes alterations to property. Draft lease provided to client.

Public Open Space transfer - West Side Market Lane, Wells, Hopkins Homes site. Transfer in progress.

Section 106 - agreement for Trinity College land at Fakenham completed to allow major residential and associated development to proceed.

Urgent Works Notice - served in relation to premises at Norwich Street, Fakenham.

Revenues

Grants award – following the Council's successful Public Finance Award last month we have also now been highly commended by the Institute of Revenues Rating & Valuation (IRRV) for our work relating to the payment of business grants as part of our Covid support work. We continue to do reconciliation returns to government for each grant scheme and monthly grant returns for the Additional Restrictions Grant (ARG) Scheme.

Council Tax collection – as at 31 October 2021 our collection rate is 64.23% against a target of 63.80%, this equates to excess collection over the target of £352k.

Non-Domestic (Business) Rates (NDR) collection - as at 31 October 2021 our collection rate is 65.42% against target of 67.50%, a shortfall in collection of £420k. This deficit is due to the NDR debit raise caused by post Budget changes and not a reduction in performance.

The relief awarded will be compensated through a Section 31 Grant, however the reason for a drop in collection is because the 100% relief was reduced from 1 July 2021 to 66% so this is a reduction in relief which we need to collect. The re-billing exercise that the Revenues team undertook in June took account of this so 1,800 or so businesses have had this debit spread over their remaining instalments and hence why the performance is shown as down generally.

QRC2 Government Return – this is the quarterly return to central government to report on how much council tax and non-domestic rates are collected during quarter 2 2021-22 and was submitted on time.

CTB1 Government Return – this is the annual return on the council tax base which again was submitted on time to central government. This showed an increase in Band D equivalent property numbers of 359.4 since last year and a reduction of 84.6 Band D equivalent long-term empty properties which is extremely encouraging and a positive direction of travel for the Council.

Democratic Services

Staffing - A long-standing member of the team has recently left and we are currently going through the recruitment process to replace them.

Committees - The Council's formal committees have returned to meeting in person in the Council Chamber. So far this has worked quite well, although we do anticipate potential challenges as we head into the winter months and Members and officers may be required to isolate. Smaller committees may struggle to achieve quorum if Covid cases continue to rise.

Governance improvements - A new Cabinet Working Party for projects has been established and the first meeting was held on 20th October. The Overview & Scrutiny Committee is also in the process of establishing a panel to scrutinise projects.

2 Forthcoming Activities and Developments.

Finance

Upcoming Reports – a number of reports are due to be considered over the following months as follows;

- Budget Monitoring Report Period 10
- Capital Strategy
- Treasury Management Strategy
- Investment Strategy
- 2021/22 Budget/Council Tax setting to include;
 - Medium Term Financial Strategy 2022/2023 onwards;
 - 2022/23 fees & charges; and
 - 2022/23 capital programme

Legal

- Enforcement appeal relating to Arkady, Holt Road, Cley pending consideration of planning applications.

- Varying section 106 agreements to transfer affordable housing tenure to affordable rented housing on different sites.

Revenues

- Following the successful presentation to cabinet members for two level 3 Business Administration Apprentices, we have now advertised for the two positions. The details with a video on the merits of becoming an apprentice is on our website.
- Working on improvements to automate part of the processing of council tax schedules.
- Creating a list of online forms for IT to create that would improve speed of application for customers and efficiencies within revenues.
- Starting to prepare for year-end/annual billing and the latest announcements to reliefs by the chancellor.
- Starting to prepare for the NNDR1 government return.

3 Meetings attended

Nothing further to report.

CABINET MEMBERS REPORT TO COUNCIL

17 November 2021

COUNCILLOR L SHIRES - CABINET MEMBER FOR ORGANISATIONAL RESOURCES

For the period September to November 2021

1 Progress on Portfolio Matters.

Information Communications Technology

Changes and enhancements being made to the IT infrastructure to support the move to the cloud for Microsoft software have continued. This includes MS Teams enhancements, email enhancements, security improvements and migrating the intranet to the cloud. The look and feel of the Intranet has also been refreshed. Work will continue to improve the functionality available on the intranet and its integration with Microsoft teams.

Laptops and other IT equipment have been rolled out to new starters. There are ongoing software patching of servers, pcs and laptops to ensure the IT estate remains as secure as possible. All our web forms are being updated to remain consistent with central government best practice guidance for web form look and feel. These are due to go-live by the end of November.

Vacancies in the Applications Management and Business System are currently being recruited following a number of staffing changes.

The IT team have developed the new call handling script for telephony elements of the Customer Services Call Centre software C3. The options menu has been significantly simplified and customers can talk to an agent much more quickly. An external web form and internal workflow based upon the Councils Workbench system has been developed to improve management and reporting of customer complaints. This will launch by December 1st

Work has continued on the upgrade of the Environmental Health system "Assure" including the ongoing rollout of automatically updated statutory registers. The Bulky Waste collections web form is now live which allows residents and businesses to book and pay for Bulky Waste collections 24/7.

A number of other web forms are approaching 'go live' including Food Registration, Food Hygiene Re-Inspection Booking and Benefits

Circumstances Change Notification.

The Tree Preservation Order register is now available as an online map based system improving access to the information which helps protect our local environment. The IT team has also provided support and assistance for the Online Greenbuild event.

The Council's asset management System "Concerto" has been upgraded.

A significant number of software patches have been applied to the Planning System "Uniform" including the Public Access components. A web form for reporting suspected breaches in planning control, to improve reporting and management of these issues has been developed and recently gone live.

Work continues to improve automated reporting on a variety of IT supported business processes through integration with the corporate reporting tool "InPhase".

Work to prepare and submit the zero based budget information has been completed.

Customer Services

Customer Services Week was celebrated at the beginning of October which saw great participation across the council with many of our staff being nominated by their colleagues as Customer Service Heroes! We asked customers and staff how they would like to be treated and promoted the "Service with Respect" campaign. We also let our residents know what we as a council are doing to improve Customer Services via a short video interview with the Customer Services Team Leader.

We have listened to feedback from our customers and the Automated Telephone System has been overhauled with the number of options dramatically reduced. Now only two options remain, to make a payment or speak to an advisor. This significantly shortens the time it takes to speak to a Customer Services Advisor. This change has been produced in line with the new CS strategy. We have already received positive feedback from many customers thankful to be speaking to a "real human" so quickly and we have also changed the on hold music, much to the relief of everyone.

We have seen face to face enquiries increase in numbers since July 2021 when lockdown restrictions began to ease. However, in comparison to the same period two years ago there is still a 58.7% reduction in face to face enquiries. We are exploring the reasons as to why our customers our visiting our offices and working to implement the concepts within the CS strategy to improve customer access to services across all channels.

Recruitment for fixed term contracts within the Digital Mailroom has been successful with an internal appointment and a return to the Digital Mailroom

for on staff member, and two further fixed term covers appointed The Digital Mailroom, like Customer Services has been a positive entry route into the organisation and we always support further development of colleagues. Two new starters will be joining the team during November.

Work to prepare and submit the zero based budget information has been completed.

Property Services

Public convenience refurbishment works at Wells and Fakenham is progressing, with offsite construction of the new facilities continuing prior to installation and commissioning in the new year. Construction inflation continues to be a significant issue for all live and future works, we have seen a 12.5% increase on the current WC programme of works above. The Beach Huts and Chalet programme of works has commenced at Sheringham. The completion date is planned for 31st March 2022. The Marrams Bowls Club and Fakenham Community Centre roof works are complete. Scoping and evaluation works continue at North Walsham Town Football Club in respect of significant remedial maintenance and facility improvements.

The Cromer offices LED programme is being reappraised, again due to increased costs. We are currently waiting for the revised specification and costings. It is likely that this will be carried out in two phases. The final installation and preparation works have been completed on the Electric Vehicle Charge Points at Bank Loke car park, North Walsham, we are awaiting a commissioning date from the third party operators.

The new Cromer Offices cleaning contractor, Rafters Ltd, continue to perform well. About With Friends, the canteen services at Cromer Offices have reported a reasonable increase in footfall since the end of the summer holidays. They have now added a hot soup option to their menu.

The contract for the Lusher's Passage upper storey conversion to Temporary Accommodation works in Sheringham has been awarded. Works will commence mid-November with a 12-week programme. The preparation work to remove asbestos have been completed. The work to commission additional Temporary Accommodation units and repair and maintenance of existing provision is ongoing and is a significant resourcing issue.

Asbestos removal and external drainage works are now complete in The Cedars, North Walsham. The works tender for refurbishment works is now live with a return date of 29th November. The property services works are now complete in Fairmeadow House, Itteringham and the furniture has been removed.

Work to prepare and submit the zero based budget information has been completed.

2 Forthcoming Activities and Developments.

Information Communications Technology

We are awaiting the intranet move to the cloud before Member iPads will be recalled to migrate them to Microsoft management software and Exchange online. This will happen towards the end of November.

After the network outage in October we are investigating as to why it happened and how we can mitigate any future similar issues by improving our Business Continuity arrangements.

Patching and Cloud migration, issuing new equipment and the Service Desk are ongoing activities.

Customer Services

We will be introducing a new self-serve online booking system to allow our customers to book a face to face meeting with one of our advisors. This gives the option to the customer to select a more convenient time to visit our offices. We will also be introducing online video appointments should our customers wish to see an advisor without attending the offices.

We are looking to centralise and formalise current scanning for Building Control, utilising the current software within the Digital Mailroom to prepare for mobile device use in the future. This will enable effective and efficient mechanisms moving forward and bring Building Control in line with the current process for Development Control.

Property Services

In addition to progressing existing project works and ongoing R&M a significant programme of out of season repair and maintenance works in Public Conveniences will commence.

3 Meetings attended

Cabinet x 2
Business Planning x 2
Zero Based Budgeting workshops x 2

Portfolio

IT Portfolio meetings x 5
Cllr Adams re: Cromer
Cedar House
Finance Briefing x 2
Customer Services x 2
Property Services x 2
Organisational Resources x 2

Mental Health Champion

North Wellbeing Hub – CCG x 3
North Norfolk Mental Health Joint Working Group – NSFT & CCG x 2
Health Inequalities - CCG
Healthier North Walsham – PCN NN2
MHSTS Steering Group – CCG

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CABINET MEMBERS REPORT TO COUNCIL

November 2021

COUNCILLOR J TOYE - CABINET MEMBER FOR PLANNING & ENFORCEMENT

For the period September 2021 to November 2021

1 Progress on Portfolio Matters.

General overview.

This month has seen the COP26 conference and the Council's Virtual Green Build event. Those events continue to highlight the challenges of carbon reduction, bio diversity and climate change. Planning and development will maintain a significant role to play in delivering on a sustainable future, alongside other Council services.

It has been a busy time in all areas of the planning portfolio, plenty of key planning decisions are being made, moving our new local plan forward and consultation on new Bills and Regulations with Central Government.

It is a good opportunity to give my thanks to officers for their continued, dedicated, hard work and our members for their support of this portfolio area.

New Structure:

With the introduction of a new Directorate an opportunity arose to review the structure of the Portfolio to enable better service delivery.

Geoff Lyon has moved to manage the Development Management & Major Projects teams, bringing the Service lead under a single lead.

Mark Ashwell continues in his role as Planning Policy Manager, and will also take interim control of the Conservation, Design and Landscape Service for 18 Months. We are viewing our services under the newly adopted team plans, our aim will be an agile service that reflects the coming changes for Planning and responds well to the Design challenges laid down by Government.

Officers will be interviewing for a Planning & Building Control Manager this month. That post will work with the service managers to deliver process review, encourage efficient and timely working practices, support the software system and manage our Planning Processing Team / Technical Support Officers.

I believe this new structure will respond well to the challenges we face and help to deliver an effective service.

Development Management & Major Projects Performance

I am pleased to report that our latest figures for speed of decision stand up to month end October 2021 are continuing to improve, from a low point in late Spring / Early summer 2021. Detailed reports are provided to Development Committee on these matters, as such I would direct any detailed consideration to reporting on matters of speed and quality of decision to the Development Committee.

Officers and I will continue to monitor and explore performance and customer service improvements as part of ongoing improvements under our agreed Action.

Major projects:

The S106 legal agreement for the Outline planning application for up to 950 dwellings (Use Class C3), employment development (Use Classes B1/B2/B8), a primary school and children's nursery (Use Class D1), a hotel (Use Class C1), local retail (Use Classes A1/A3/A4/A5) at north of Rudham Stile Lane & east of Water Moor Lane, Fakenham, Norfolk, NR21 9QU, for The Master Fellows & Scholars of Trinity College Cambridge was completed and planning permission issued in October. Officers have subsequently met with Fakenham Town Council to confirm the potential s106 mitigation that will be available and the delivery of future reserved matters applications.

Planning Policy & neighbourhood planning

The Planning Policy and Built Heritage Working Party (PPBH) continue to work towards publication of the plan for Regulation 19 Consultation. Key documents are being refreshed before consultation is undertaken, and final housing allocations have now been agreed. Our expectation is for consultation to commence in January 2022.

PPBH received a report in October detailing that the Council will continue to meet a 5-year Housing Supply (5.22) and will pass the Housing Delivery Test (104%) as detailing in the NPPF.

Building Control

Preparations are underway to introduce a mobile working app for the building surveyors expanding upon the introduction of our new software system and moving towards a "paper-less" process for our service. This will benefit from reduced printing and also process efficiencies delivering savings and environmental benefits. Pilot projects will run in the new year with Spring 2022 as our Go Live.

Workloads remain high, applications are around 10-15% above expectations for year to date, income similarly follows this trend. Market capture remains high at around 86% of business in the district, (National average is 65%). 100% of decisions are issued in time with 95% of all cases are valid for inspection within 5 days.

Our Service Manger and Senior officers attended a national conference on the Building Safety Bill this month and are cascading leaning to the team.

Enforcement

The team have 394 current live cases with 44 pending closure.

External consultancy support is available to boost capacity in the team.

The web based complaint reporting process went live on 8 November, this will give greater continuity in reporting of complaints and enable quicker review / validation of investigations. The team will be supported by our administrative officers inputting the complaints into the software system, enabling time to be maximised on investigation and updating interested parties.

Mobile working options are being reviewed, and similar options to those available in Building Control will be made available to ensure efficient practices for our investigations. I will update future meetings on progress with this project.

Staffing

Development Management – 2 Planning officers have joined the service since last reporting, ensuring recent vacancies are now filled.

Major Projects – James Mann will leave the Team leader role this month, I regret the recruitment campaign has not been successful in finding a replacement for James. Please see below for my findings on the National Picture for Planning recruitment.

Enforcement – Kevin Peacock will be promoted to team leader in December. Interviews are underway this month to back fill this vacancy.

Challenges for Recruitment in Panning - a National Overview

2 Forthcoming Activities and Developments.

Planning Policy & Build Heritage Working Party – 6th December 2021

Development Committee – 16th December 2021

3 Meetings attended

Cabinet
Planning Policy & Build Heritage Working party
Development Committee
Parish councils
Broads IDB
Norfolk Rivers IDB – Visit to Scarrow Beck conservation work.
Meetings with developers and residents regarding future plans.
Code of conduct Training
RSN Seminar – Rural town centres, High streets and Village Hubs
Portfolio Meetings.

4 Recruitment of Planning Officers.

At the last development committee, I said that I believed there is a national shortage of planners and equally increased workloads. There are articles online from regional publications which share that view.

e.g.

[Cheshire East battling to clear a backlog of planning applications | Knutsford Guardian](#)

In the Autumn 2021 issue of planning from planningresource.co.uk there is an article about planning recruitment. In their it has that more than half of respondents are finding it hard to recruit professional planners 55%. It is almost equally as hard to recruit team leaders at 43%. As part of the plan going forward we are recruiting at the trainee level which is what 79% of authorities do.

Workloads at other authorities are also equally as high as in North Norfolk, which compounds the issues raised by recruitment. Officers continue to work to find the best way to fill vacancies in a way that we have the necessary skills and specialisations. As mentioned previously we have 2 new planning officers and this is a good result given the difficulties surrounding recruitment.

This information reinforces the incredible effort put in by Officers to achieve the figures shared at Development committee as this has all been done on the back of a major systems update.

DETERMINATION OF COUNCIL TAX DISCOUNTS 2022/23

Summary: This report sets out alternative options for the level of council tax discounts which Full Council will resolve shall apply to classes of dwelling for the financial year 2022/23.

The determinations are made by the Council under sections 11A and 11B, and of the Local Government Finance Act 1992, subsequent enabling powers and Regulations made under the Act.

Options considered: The recommendations take advantage of the reforms included in the Local Government Finance Act 2012 as amended to generate additional revenue.

Conclusions: The legislation provides local authorities with the power to make changes to the level of council tax discount in relation to classes of property. The Council has to approve its determinations for each financial year. The calculation of the tax base for 2022/23 will be made on the assumption that the determinations recommended below will apply.

Recommendations: Members recommend that Full Council shall resolve that under section 11A of the Local Government Finance Act 1992, and in accordance with the provisions of the Local Government Finance Act 2012 and other enabling powers one of the following applies:

Recommendation 1

- (a) The discounts for the year 2022/23 and beyond are set at the levels indicated in the table at paragraph 2.1.
- (b) The premium for long term empty properties (those that have been empty for a consecutive period longer than 24 months) is set at 100% of the Council Tax charge for that dwelling
- (c) The premium for long term empty properties (those that have been empty for a consecutive period longer than 60 months) is set at 200% of the Council Tax charge for that dwelling
- (d) The premium for long term empty properties (those that have been empty for a consecutive period longer than 120 months) is set at 300% of the Council Tax charge for that dwelling

- (e) To award a Council Tax Hardship Discount of 100% as per the policy attached at Appendix B, under the provisions section 13A of the Local Government Finance Act 1992 (as amended)
- (f) To continue to award a local discount of 100% for eligible cases of care leavers under section 13A of the Local Government Finance Act 1992 (as amended).
- (g) That an exception to the levy charges may be made by the Section 151 Officer in conjunction with the Portfolio holder for Finance, on advice of the Revenues Manager in the circumstances laid out in section 3.6 of this report.

Recommendation 2

- (a) those dwellings that are specifically identified under regulation 6 of the Council Tax (Prescribed Classes of Dwellings)(England) Regulations 2003 will retain the 50% discount and;
- (b) those dwellings described or geographically defined at Appendix A which in the reasonable opinion of the Head of Finance and Asset Management are judged not to be structurally capable of occupation all year round and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947, will be entitled to a 35% discount.

Reasons for Recommendations:

In accordance with the relevant legislation these determinations shall be published in at least one newspaper circulating in North Norfolk before the end of the period of 21 days beginning with the date of the determinations.

To set appropriate council tax discounts which will apply in 2022/23 in accordance with the legal requirements and to raise additional council tax revenue.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)

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Cabinet Member(s) Cllr Eric Seward	Ward(s) affected All

Contact Officer, telephone number and email:
Lucy Hume, 01263 516246, lucy.hume@north-norfolk.gov.uk

1. Introduction

- 1.1 Local Authorities are required to approve their Council Tax discount determinations each year. The legislation provides local authorities with powers to make changes to the level of council tax discount in relation to certain types of properties.
- 1.2 All billing authorities are able to reduce or end the nationally set 50% council tax discount for second homes. The exception to this rule is that billing authorities cannot change the discount for second homes of people who are liable for council tax on dwellings provided by an employer, i.e. tied accommodation, as established under regulation 6 of the Council Tax (prescribed classes of dwellings) (England) Regulations 2003.
- 1.3 It is for the billing authority to determine whether changes on discounts apply to all or parts of its area. An area can be as small as one property (provided it can be defined geographically) and different discounts can apply in different parts of the area.
- 1.4 Properties that are classed as Long Term Empty (those that have not been occupied for a period of 24 months) can attract a premium on their Council Tax, which is currently 100% of the charge.
- 1.5 The Council also has powers under Section 13A of the Local Government Finance Act 1992 (as amended) to introduce discounts to particular taxpayers.
- 1.6 Since April 2013 North Norfolk District Council (as a billing authority) has had additional powers to vary the levels of council tax discount offered in the District. Reductions in the discounts offered will generate additional revenue for both the District Council and preceptors.

2. Current Discounts and amendments for 2022/23

- 2.1 There are four classes of dwellings where the Council has discretion to vary the discount offered to council tax payers. The table below sets out the current discount levels as agreed by Full Council in December 2020. Maintaining these discount levels is in line with the current strategy to reduce the forecast budget gap. It is proposed that these levels continue from 1st April 2022.

Class	Description	2019/20 Discount	Proposed Discount from 1 st April 2020
Class A	Dwellings which are not the sole or main residence, are furnished, but their continuous occupation is restricted by	10%	10%

	planning regulations to less than 28 days a year.		
Class B	All other dwellings which are not the sole or main residence, are furnished, and their continuous occupation is not restricted by planning regulations to less than 28 days a year.	No Discount	No Discount
Class C	All dwellings which are unoccupied and substantially unfurnished.	No Discount	No Discount
Class D	Dwellings that are unoccupied and unfurnished and: <ul style="list-style-type: none"> • require or are undergoing major repair to make them habitable • are undergoing structural alteration • have undergone major repair work to render them habitable, if less than six months have elapsed since the date on which the alteration was substantially completed and the dwelling has continuously remained unoccupied and unfurnished since that date 	No Discount	No Discount

3. Empty Homes Premium and Section 13A Discounts

- 3.1 Between 2013 and 2019 the Council has charged the maximum premium of 50% (on top of the usual 100% charge) on long term empty properties ie those that have been empty continuously for 24 months or more.
- 3.2 Introduced in March 2018 and passed through the report stage of the House of Lords on 18 July 2018, the Council has been given additional legal powers to increase the levy premium level to a maximum from 50% to 100%, which would effectively mean a 200% charge on qualifying properties. This has been in place since the 2019/20 financial year. In the 2020/21 financial year, the Council introduced a levy of 200% on properties unoccupied for longer than 60 months, and in the 2021/22 financial year a levy of 300% was introduced on properties that had been empty for 120 months.
- 3.3 The levy premium cannot apply to homes that are empty due to the occupant living in armed forces accommodation for job-related purposes, or to annexes being used as part of a main property.
- 3.4 Currently, there are fewer than 150 properties that fall within the bracket within North Norfolk, so this isn't being viewed as a significant revenue generating exercise for the Council, rather a policy tool to encourage efficient use of available housing within the district..
- 3.5 Officers are aware there are cases where long term empty properties are undergoing significant renovations in order to bring them back into use, and would like to incentivise this where possible. Officers are recommending that discretion be provided

to the Section 151 Officer in conjunction with the Portfolio holder, on advice of the Revenues Manager to provide exceptions to the Levy charge in these cases. There are anticipated to only be a small number of qualifying properties in the District, so is not considered to be a significant financial risk to the Council.

- 3.6 For the 2022/23 financial year, the Council would like to introduce a new discount under Section 13A of the Local Government Finance Act 1992 (as amended) to give 100% relief to those experiencing hardship. The policy that would apply to this discount and determine who would be eligible, can be found at Appendix B, with the application form shown at Appendix C. Billing Authorities must pay 100% of the relief granted (rather than their usual proportionate share with respect to Council Tax), which puts financial pressure on the authority. It is expected that there will be fewer than 5 cases per year, which means the financial pressure will be small.

4. Classes of Property

4.1 The Regulations differentiate between classes of property as follows:

- “Class A” - properties are those which are not an individual’s sole or main residence, are furnished and have seasonal planning prohibition (i.e. preventing occupation for a continuous period of at least 28 days)
- “Class B” - properties are those which are not an individual’s sole or main residence, are furnished and have no restrictions with regard to occupation.

4.2 In effect Class A properties are second homes where occupancy is restricted for a period of at least 28 days a year where Class B properties have no restrictions on occupancy.

5. Formal Determinations

5.1 The Council has to approve its determinations for each financial year. It should be noted that the schedule of Class “B” property exceptions shown in Appendix A and referred to in recommendation 2) above, is believed to include all dwellings potentially entitled to retain a discount for the year commencing 1 April 2022 for the reason stated. Under the wording of the 2003 regulations, changes cannot be made to the schedule once the determinations have been made. Should further properties be notified to the Council for possible inclusion in the list for exemptions, they may only be added when the determinations for 2023/24 are made for operation from 1 April 2023.

6. Financial Implications and Risks

6.1 The calculation of the tax base for 2022/23 will be made alongside the budget, based on the level of discounts approved by Members. The taxbase dictates the expected income to the Council from Council Tax in the following year. Any increase in discounts will reduce the taxbase, and therefore also income.

7. Sustainability

7.1 This report does not raise any issues relating to Sustainability

8. Equality and diversity

8.1 This report does not raise any issues relating to Equality and Diversity

9. Section 17 Crime and Disorder considerations

9.1 This report does not raise any issues relating to Crime and Disorder considerations

North Norfolk District Council
Reduction in Council Tax Discounts for Second Homes
Schedule of Class 'B' Property Exceptions for the year 2022/23

Dwellings described or geographically defined, which are judged not structurally capable of occupation all year around and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947.

<u>Property Reference</u>	<u>Property Name/ Number</u>	<u>Property Address</u>	<u>Post Code</u>
Anne Stannard Way, Bacton			
710567	Arfrada, 3	Anne Stannard Way, Bacton, Norwich, Norfolk	NR12 0HX
Coast Road Chalet Park, Bacton			
779616	2	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710835	3	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710836	4	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710837	5	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710838	6	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710839	7	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710842	10	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710843	11	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710844	12	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710845	13	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710846	14	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710847	15	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710848	16	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710849	17	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710850	18	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710851	19	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710852	20	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Appendix A

772237	21	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710854	22	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710855	23	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
776071	24	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
781175	25	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710858	26	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710860	28	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710861	29	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710862	30	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710863	31	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710864	32	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710865	33	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
779802	34	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710867	35	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710868	36	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710869	37	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710870	38	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710871	39	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710873	41	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778948	42	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710874	43	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710833	45	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
777495	46	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710877	47	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710878	47A	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710879	48	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710880	49	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710881	50	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710882	51	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710883	52	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710884	53	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710885	54	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710886	55	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710887	56	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Appendix A

710888	57	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710889	58	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710890	59	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710891	60	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710892	61	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710893	62	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710894	63	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710895	64	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710897	65	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710896	66	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710898	67	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710899	68	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710900	69	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710901	70	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710902	71	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710903	72	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710904	73	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710905	74	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710906	75	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778525	76	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
062510	77	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710909	78	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710910	79	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710911	80	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778551	81	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710914	83	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710915	84	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710916	85	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710917	86	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710918	87	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710919	88	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Mill Lane, Bacton

Appendix A

778888	Crest-O-Cliff	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HS
779428	Hydaway	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HN
774277	Rest Haven	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HN

New Zealand Way, Bacton

772331	2	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
770682	3	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
778690	4	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
773905	5	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
762930	6	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
763225	7	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
763260	8	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
762797	9	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW

Sea View Estate, Bacton

710648	Popycott, 1	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710654	7	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710655	8	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710656	9	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710657	10	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710646	11	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710641	12	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710659	15	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710660	16	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710661	17	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710662	18	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710663	19	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710642	20	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710664	21	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH

Appendix A

710665	22	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710667	24	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710668	25	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710669	26	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710670	27	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710671	28	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710643	29	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710647	30	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710674	33	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
760703	34	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710676	35	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710666	Brenholme, 36	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH

Watch House Lane, Bacton

710777	Falaig M Hara, 2	Watch House Lane, Bacton, Norwich, Norfolk	NR12 0HL
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Abbotts Way, Eccles-on-sea

012370	Alouette	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
756512	Amberwood	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712403	Bennebroek	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712379	Freaneezy	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712380	Gaytime	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712382	Kingfishers	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712404	Reviellie	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712392	St Ives	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712385	The Beach House	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712376	Tranquility	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712397	Tresco	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA

Beach Road, Eccles-on-sea

715614	Braemar	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715608	Everne	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715627	Field View	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715634	Four Winds	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715626	Hillside	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715611	Idlehours	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715618	Lattice Chalet	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
761175	Lisfannon	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715622	Munden	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715630	Oasis	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715624	Sandilands	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715599	Sea Gulls	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715621	The Old Kit Bag	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715617	Wylaway	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715609	Y Not	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715605	You & I	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL

Bush Drive, Eccles-on-sea

712438	Aingarh	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712495	Badgers Set	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712473	Bali-Hai	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712496	Blue Bay	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712498	Cedar Wood	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712484	Dingly Dell	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712476	Dresden	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712493	Endways	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712506	Redwing	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712481	Sea Urchin	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF

Church Lane, Eccles-on-sea

712407	Appleby	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712429	Campana	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712410	Campanella	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
767987	Dunes Edge	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712417	Majorca	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712413	Marineville	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712421	Sandsend	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712424	Sea Whistles	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712425	Sunnyside	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712426	Sunray	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY

Crowden Road, Eccles-on-sea

712455	Argus	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
770505	Bung Ho	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712470	Cliff Royal	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712462	Sea Lows	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712463	Spartyme	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712468	White Lodge	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712472	Zermatt	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ

Hedgehog Walk, Eccles-on-sea

712607	Orkney	Hedgehog Walk, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SZ
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Bush Drive, Happisburgh

752939	Bruins Rest	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724196	Flamingo	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN

Appendix A

724197	Fourwinds	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724198	Green Tiles	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724201	Holidays	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724202	Kirk-Cu-Brae	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
778617	Leisure Hour	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724204	Linden	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724205	Puffin	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724206	Samphire	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724208	Sand Castle	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724212	Silver Sand	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724213	Slide Away	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724215	Surf Cottage	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724219	Windhill	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN

Cart Gap Road, Happisburgh

724376	The Bungalow	Cart Gap Road, Happisburgh, Norwich, Norfolk	NR12 0QL
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Doggetts Lane, Happisburgh

061248	Romany, 5	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724151	Jeckells Hyde, 8	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724137	10	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724143	Eastward Ho, 11	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724139	14	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724149	The Brambles, 16	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724144	Pershore, 17	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724141	O'Meara Bungalow	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724148	Sea Edge	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724147	Seadrift	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL

Appendix A

Wroxham Way, Happisburgh

724372	Haleholm, 42	Wroxham Way, Happisburgh, Norwich, Norfolk	NR12 0RX
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Staithe Road, Hickling

713184	The Bungalow	Staithe Road, Hickling, Norwich, Norfolk	NR12 0YW
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Bureside Estate, Horning

714003	1B	Bureside Estate, Crabbetts Marsh, Horning, Norwich, Norfolk	NR12 8JP
713987	15	Bureside Estate, Crabbetts Marsh, Horning, Norwich, Norfolk	NR12 8JP

Ferry View Estate, Horning

062364	Cresta Cottage	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT
778976	Oakdale	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT
713848	Waters Edge	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT

Horning Reach, Horning

714025	Bonnington	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714028	Jada	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714033	The Birches	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714037	The Bungalow	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR

Brimbelow Road, Hoveton

052371	Bure Banks	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
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Appendix A

014717	Bure Croft	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
059714	Bureway	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014730	Morlands	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
059715	Rosemere	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
057285	Summer Craft	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014776	Summer Haven	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
774241	Summer Lodge	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014744	Summer Vale	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014745	Summer Vista	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014742	Summerville	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
773269	Sunrest	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
714750	The Patch	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
058865	The Wherry	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
774664	Willow Cabin	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ

Horsefen Road, Ludham

782444	Toad Hall	Horsefen Road, Ludham, Great Yarmouth, Norfolk	NR29 5QG
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Thurne Dyke, Ludham

713919	Churne	Thurne Dyke, Ludham, Great Yarmouth, Norfolk	NR12 8QA
713922	Thurne Mouth	Thurne Dyke, Ludham, Great Yarmouth, Norfolk	NR12 8QA

North West Riverbank, Potter Heigham

717005	Olken, 1	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715991	Toorak, 1B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715988	Tonga, 1C	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715992	Royston, 1D	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715993	Pot Pourri, 1E	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

Appendix A

715994	Sunflowers, 1F	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
754931	Joybelle, 1G	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715996	Summertime, 2A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715997	Fairway, 2B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715998	Dolphins, 2C	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715999	Bluewaters, 2D	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716000	Repps Reach, 2E	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716001	Terre Nuove, 3A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716002	Cedar Lodge, 3B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717016	Rest Awhile, 4	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716003	The Bield, 4A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716004	Rania, 4B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716008	Touchwood, 5A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716005	5B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716006	Leaside, 6	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717047	Pachelbel, 6	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717048	Little Quay, 7	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717049	River Rest, 8	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717019	Nine, 9	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717050	Downriver, 10	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717052	Burton Garth, 11	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717044	Wee Ben, 14	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
061826	Woodstock, 14A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779412	Kalinda, 19	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
059675	The Haven, 20	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
058228	The Rosary, 21	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779837	Dutch Tutch, 22	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
060391	Four Es, 24	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
062684	Windy Ridge, 26	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779056	Rand View, 29	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717067	Paddock Wood, 31	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717068	Thurnholme, 32	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
767419	37	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717051	Crystal Haven	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

Appendix A

760276	Mands	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715989	Swan Haven	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717064	The Sanctuary	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715990	The Willows	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

River Bank, Potter Heigham, Great Yarmouth, Norfolk.

017103	The Rands, 56-56A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
057220	Milldene, 76A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
057388	Patika Pa, 55	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
058415	Sunnyside, 76	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717007	Bath Hurst, 51	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
779255	Melrose, 85A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717009	Eveholme, 93	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717013	Highs Mill	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
780021	Risdene, 90	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717020	Rosemary Cottage, 62	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717021	St Elmo, 75	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717040	Idleways, 97	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
777927	Fishers Haven, 90A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717045	Dyde Down, 87	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
780694	Eastcote, 73	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717071	The Nook, 57-58	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717073	Herongate, 59	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717074	Maisonette, 60	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
771303	Willow Creek, 61	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717076	Broad View, 63	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717077	Tower View, 64	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717078	Bullrush, 66	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717079	Reedsmere, 67	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717081	Heron Cottage, 70	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717082	Herwinia, 72	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717083	The Fens, 74	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE

Appendix A

717084	Sunnyside, 76	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717086	Topping, 78	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717093	Millway, 85C	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717095	Jokers Wild, 86	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717096	Manderley, 88	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717100	Tencholme, 99B	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717101	Four Winds, 99A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717106	Ambleside, 86B	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
755550	Rivendell, Plot 79	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759643	St Clair	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759644	River Holme	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759645	The Rosary	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
759646	Marsh View	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759786	Primrose	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759787	Silver Ley	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759806	Ellesmere	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759893	Pastime	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
760184	Le Chalet	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
760231	Mill View	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
760269	23 Riverside	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
760448	Octagon Lodge	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
761608	River View, 27	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
761764	Thurne View, North West	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
762518	Up River, North East	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
762883	Moon River Cottage	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
763336	Calypso, 82	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
764919	Vespers	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
766222	Deekside	North West Riverbank, Potter Heigham, Great Yarmouth	NR29 5ND
717024	The Nest, 89	North East Riverbank, Potter Heigham, Great Yarmouth	NR29 5NE
773123	Ivydene, 30	North West Riverbank, Potter Heigham, Great Yarmouth	NR29 5ND

Clink Lane, Sea Palling, Norwich, Norfolk.

Appendix A

717969	Nutshell	Clink Lane, Sea Palling, Norwich, Norfolk.	NR12 0UL
717970	Seaway	Clink Lane, Sea Palling, Norwich, Norfolk.	NR12 0UL

The Marrams, Sea Palling, Norwich, Norfolk.

061870	Meadow View	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718091	Oriel	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718093	Sea Home	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718094	Linga Longa	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718097	Sunnyside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718098	Santa Monica	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718100	Kia Ora	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718101	Sandy Lodge	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718103	Tween Whyles	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718105	Sea Breezes	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718106	Timbers	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718107	Vi La Vaer	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718108	Splinters	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718109	Peddlers Peace	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718110	Tramore	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718111	Stanfield	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718112	Hillcroft	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718113	Duneside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718115	Brambledene	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718116	Jandola	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718117	Tiny Tots	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718121	Cliffside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
758355	Hazeldene	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
761287	Venta	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN

Sand Hills, Sea Palling, Norwich, Norfolk.

Appendix A

018035	Primary Guest House at The School	Waxham Road, Sea Palling, Norwich, Norfolk.	NR12 0UP
718063	Grenut	Sand Hills, Sea Palling, Norwich, Norfolk.	NR12 0UN
718065	Little House	Sand Hills, Sea Palling, Norwich, Norfolk.	NR12 0UN

Moor Road, Sutton, Norwich, Norfolk

720253	Moorlands	Moor Road, Sutton, Norwich, Norfolk	NR12 9QN
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Seaview Crescent, Walcott, Norwich, Norfolk.

061806	Blue Moon	Seaview Crescent, Ostend Road, Walcott, Norwich	NR12 0NZ
724604	1	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724605	10	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724606	11	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724607	12	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724609	14	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724610	15	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724611	16	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724614	19	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724616	Sea Breeze, 20	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724618	Sea Breeze, 22	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724619	4	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724620	5	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724622	7	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724623	8	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724625	Calm Seas	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724626	Golden Sands	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724627	Sunnyside	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL

Hill Gap, Waxham, Norwich, Norfolk.

Appendix A

773282 Bide a Wee

Hill Gap, Waxham, Norwich, Norfolk.

NR12 0DY



North Norfolk District Council's Council Tax Discretionary Reduction (Hardship Relief) Policy

Contents

1. Introduction and Purpose of Policy Document

2. Council Tax – Discretionary Reduction Policy

2.1 Introduction

2.2 Legislation

2.3 North Norfolk District Council

2.4 Criteria

2.5 The Application

2.6 The Decision Making Process

2.7 Review of Decision

2.8 Recovery of a Hardship Relief Award

2.9 Fraud

1. Purpose of Policy Document

1.1 This policy sets out the Council's approach to the awarding of discretionary hardship relief in respect of Council Tax liability. It has been designed to ensure that all customers making an application for relief are treated in a fair, consistent and equal manner.

1.2 This policy has been written to:

- Set guidelines for the factors that should be considered when making a decision to award or refuse an application
- Set out the delegated authority to award relief in appropriate circumstances
- Advise how customers dissatisfied with the decision made, can appeal.
- Safeguard the interest of the local taxpayers by ensuring that funds that are allocated for the award of relief are used in the most effective and economic way

2. Council Tax Discretionary Reduction Policy

2.1 Introduction

2.1.1 Councils have the power to reduce the amount of Council Tax a person has to pay to such an extent as they see fit. This includes the power to reduce an amount to nil, and may be exercised in relation to particular cases or by determining a class of property in which liability is to be reduced to an extent provided for by the determination. There is a cost to the Council in respect of any hardship relief awarded and is met by the Council's collection fund.

2.2 Legislation

2.2.1 Council Tax hardship awards are included in Section 13A Local Government Finance Act 1992 as amended by Local Government Act 2003, section 76. Section 76 gives councils the authority to make a discretionary payment of Council Tax where it is satisfied that the taxpayer would sustain exceptional hardship if it did not do so.

2.3 North Norfolk District Councils Policy

2.3.1 North Norfolk District Council has not defined any specific class of property on which to award a section 13A discount.

2.3.2 Applications for a reduction will usually only be considered in individual cases where severe hardship or extenuating circumstances can be demonstrated.

2.3.3 Where an application is successful, the award will be paid/credited directly to the Council Tax account.

2.4 Criteria

2.4.1 Each hardship application will be assessed on its individual merits. When assessing applications, the following considerations will be made:

- All applications are only intended as short term assistance and awards will not extend beyond the current financial year, and should not be considered as a way of reducing Council Tax liability indefinitely
- Hardship relief or remission will be the exception and not the rule
- Council Tax hardship relief will not be awarded for any reason other than to reduce Council Tax liability
- Relief is not to be granted in order to prevent recovery action being instigated by the Council or to stop bankruptcy proceedings commenced by the Council or any other body
- The applicant must detail the reasons for the application, explaining the specific circumstances and hardship being experienced

- There must be evidence of hardship or personal circumstances that justifies a reduction in Council Tax liability. There is no definition in the legislation for 'hardship' and as the scheme is aimed at covering unforeseen events it is not possible to list precise criteria. Applications will be accepted on the basis that the applicant or household would suffer exceptional financial hardship if financial assistance were not given.
- Exceptional circumstances for hardship under the Council Tax regulations will usually be circumstances that are outside the control of the household and beyond normal risks faced by a household. The household must demonstrate that it has done all it can to mitigate those risks and is taking action to minimise them.
- The Council's finances allow for a reduction to be made and it is reasonable to do so in light of the impact on other Council Tax payers
- The Council Tax payer (applicant) must be able to demonstrate that all reasonable steps have been taken to meet their full Council Tax liability prior to application including exploring entitlement to all other reliefs, discounts, exemptions, reductions, discretionary payments and valuation office appeals.
- The Council Tax payer does not have access to other assets that could be realised and used to pay Council Tax.
- Application for hardship relief should be one of last resort. Applicants will be expected to have explored and secured any lawful entitlement to other benefits, incomes and reductions in preference to claiming hardship relief. This particularly includes an application for Council Tax Support.
- The liable person for an unoccupied domestic property must have made their best efforts to sell or let the property and not asked for an unreasonable rent or sale price and must show that to levy an empty Council Tax charge would cause them exceptional financial hardship.
- The Council's finances allow for a reduction to be made.
- The amount outstanding must not be the result of wilful refusal to pay or culpable neglect.

2.4.2 Hardship relief will normally be awarded for a short, fixed period depending on the nature and likely duration of the hardship. In all cases relief will end in the following circumstances:

- At the end of a financial year
- There is a change of liable person
- The Council Tax payer enters any form of formal insolvency
- The Council Tax payer's financial circumstances significantly change.
- At the end of any fixed period notified to the Council Tax payer at the time of the award

2.5 The Application

2.5.1 All applications should be made in writing or by completing the web form available on our web site. The form can be completed by an advocate/appointee or a recognised third party acting on their behalf, and must contain the necessary information including a full financial statement. Postal application forms and any supporting information should be completed and returned to:

North Norfolk District
Holt Road
Cromer
Norfolk
NR27 9LJ

2.5.2 It is the responsibility of the Council Tax payer applying for relief to provide sufficient information and documentary evidence to support their applications. If the Council Tax payer applying does not, or will not, provide the required evidence; the application will still be considered, but only on the basis of the information and evidence provided. No costs will be borne by the Council in the provision of this evidence.

2.5.3 Further information may be requested to support an application. Where a request for further information is made information must be provided within 4 weeks. Failure to provide information within 4 weeks may lead to the refusal of the application unless good cause can be shown.

2.6. The Decision Making Process

2.6.1 Upon receipt of a signed application and all supporting documentation and Information; a standard decision making process will be followed:

- Initial applications will be checked by Revenues Team Leaders within 28 days of receipt of a signed application to ensure all supporting information / evidence has been included.

- Cases will then be forwarded to the Revenues Manager and the case presented at the next available discretionary panel hearing. A decision will be made by the representatives attending the panel hearing.
- Once a decision has been approved the Council Tax payer will be notified in writing of the decision within 28 days and revised Council Tax demand notices will be issued where applicable
- Whilst every effort will be made to meet the deadlines outlined above, failure by the Council to do so does not qualify the claimant for relief or any financial compensation.

2.7. Review of Decision

2.7.1 The Council will not accept a request from a Council Tax payer for a re-determination of its decision unless further evidence can be provided.

- If a claimant is dissatisfied with refusal of their application, they may appeal to the Valuation Tribunal for England (VTE) either by completing the online appeal form at <https://www.valuationtribunal.gov.uk/>. The claimant has two months to do this from the date of North Norfolk District Council's reply.

The Valuation Tribunals contact details are

Valuation Tribunal
 3rd Floor
 Crossgate House
 Wood Street
 Doncaster
 DN1 3LL
Email: appeals@valuationtribunal.gov.uk
Telephone 0300 123 2035

2.8 Recovery of a Hardship Relief Award

2.8.1 If an award is subsequently cancelled the amount will be withdrawn from the applicant's Council Tax account and will be payable as the Council Tax due under the regulations.

2.9 Fraud

2.9.1 The Council reserves the right to withdraw any award made under this scheme where fraud or error has occurred

2.9.2 The Council reserves the right to withdraw any award where the applicant has failed to provide, or, has knowingly provided false or misleading information.

Application for Council Tax Reduction under Section 13A of the Local Government Finance Act 1992

* Please note that if a joint bill has been issued then the application must also be made in joint names

Name of applicant/s:

Contact Address:

Mobile/Telephone:

Email Address

Address of property for which relief is being claimed:

Owners Name/s:

Is the property currently vacant? YES/NO

What is the value of equity in the property? £

Is the property currently marketed for sale? *YES/NO

*Please provide details of marketing agent/ estate agent for the property

Is the property currently marketed for rent? *YES/NO

*Please provide details of marketing agent/ estate agent for the property

Please provide details of any other properties or land owned by yourself and value of any rental income you are in receipt of

If you have left a property empty to move to more suitable accommodation or to receive or provide care due to old age, disablement, illness, alcohol or drug abuse or mental disorder, then please provide details below

Please provide the detailed reasons why you are applying for a reduction in Council Tax. This should fully explain the circumstances that are creating financial difficulty and how long you expect these circumstances to continue.

Has an application for Council Tax Reduction been made? YES/NO

Are you receiving financial assistance from any other source? *YES/NO

*please provide details:

Have you approached any organisation to assist with your current financial situation such as Citizen Advice Bureau/ Welfare Rights etc? *YES/NO *please provide details?

Please provide details of any stocks/shares/savings/ money you may have or money you are owed

Please provide any additional information you wish to provide in support of your application

Your application will not be processed unless the enclosed financial information sheet is completed and returned.

All applicants must provide documentary evidence in support of their claim. At a minimum these should include the following:-

- Confirmation • of all income received
- Bank • Statements
- Any • additional information to support the application
- Written • Details of any Savings/Stocks/Shares

I declare that the information given on this form is, to the best of my knowledge, accurate and complete.

I understand that a copy of this form may also be sent to the Welfare Rights who may be able to offer me further advice and assistance.

I also understand that whilst this application for relief is pending I am not entitled to withhold payment of Council Tax due to the Council.

Signed:

Capacity of person signing:

Date:

Daytime telephone number:

**Please return your completed form to:-
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN**

For information: In line with Data Protection law we may use information you give us to prevent or detect fraud or other crimes. We may also share it with other Council Services or public organisations if they need it to carry out their legal duties.

FINANCIAL INFORMATION SHEET

Council Tax Hardship Application

Name 1:
Address 1:

Income	Amount	Weekly/Monthly
Wages	£	
JSA/Income Support	£	
Working Tax Credit	£	
Disabled Tax Credit	£	
Child Tax Credit	£	
Retirement Pension	£	
Works Pension	£	
Guaranteed Pension Credit	£	
Savings Credit	£	
Child Benefit	£	
Incapacity Benefit/ESA	£	
Maintenance	£	
Non Dependant Contribution	£	
D L A	£	
Any Other Income	£	
Total Income	£	

Expenditure	Amount	Weekly/Monthly
Rent/Mortgage	£	
Council Tax	£	
Water Rates	£	
House Insurance	£	
Life Insurance	£	
Gas/Electricity/Fuel	£	
Housekeeping/Fuel	£	
Telephone/Mobile	£	
TV Rental	£	
TV Licence	£	
Travel Expenses	£	
Car Running Costs (Petrol, Oil etc.)	£	
Car Insurance	£	
Car Tax	£	
Car Repayments	£	
Catalogues	£	
Loans	£	
Credit/Store Cards	£	
Hire Purchase/Credit Repayments	£	
Fines	£	
Child Care	£	
Clothing	£	
Other Expenses (please specify)	£	
Total Expenditure	£	

I hereby certify that the above information is an accurate record of my present financial position	Signed
	Date

FINANCIAL INFORMATION SHEET

Council Tax Hardship Application

Name 2:
Address 2:

Income	Amount	Weekly/Monthly
Wages	£	
JSA/Income Support	£	
Working Tax Credit	£	
Disabled Tax Credit	£	
Child Tax Credit	£	
Retirement Pension	£	
Works Pension	£	
Guaranteed Pension Credit	£	
Savings Credit	£	
Child Benefit	£	
Incapacity Benefit/ESA	£	
Maintenance	£	
Non Dependant Contribution	£	
D L A	£	
Any Other Income	£	
Total Income	£	

Expenditure	Amount	Weekly/Monthly
Rent/Mortgage	£	
Council Tax	£	
Water Rates	£	
House Insurance	£	
Life Insurance	£	
Gas/Electricity/Fuel	£	
Housekeeping/Fuel	£	
Telephone/Mobile	£	
TV Rental	£	
TV Licence	£	
Travel Expenses	£	
Car Running Costs (Petrol, Oil etc.)	£	
Car Insurance	£	
Car Tax	£	
Car Repayments	£	
Catalogues	£	
Loans	£	
Credit/Store Cards	£	
Hire Purchase/Credit Repayments	£	
Fines	£	
Child Care	£	
Clothing	£	
Other Expenses (please specify)	£	
Total Expenditure	£	

I hereby certify that the above information is an accurate record of my present financial position	Signed
	Date

North Norfolk District Council
Reduction in Council Tax Discounts for Second Homes
Schedule of Class 'B' Property Exceptions for the year 2022/23

Dwellings described or geographically defined, which are judged not structurally capable of occupation all year around and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947.

<u>Property Reference</u>	<u>Property Name/ Number</u>	<u>Property Address</u>	<u>Post Code</u>
Anne Stannard Way, Bacton			
710567	Arfrada, 3	Anne Stannard Way, Bacton, Norwich, Norfolk	NR12 0HX
Coast Road Chalet Park, Bacton			
779616	2	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710835	3	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710836	4	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710837	5	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710838	6	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710839	7	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710842	10	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710843	11	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710844	12	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710845	13	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710846	14	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710847	15	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710848	16	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710849	17	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710850	18	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710851	19	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710852	20	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Appendix A

772237	21	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710854	22	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710855	23	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
776071	24	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
781175	25	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710858	26	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710860	28	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710861	29	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710862	30	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710863	31	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710864	32	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710865	33	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
779802	34	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710867	35	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710868	36	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710869	37	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710870	38	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710871	39	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710873	41	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778948	42	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710874	43	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710833	45	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
777495	46	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710877	47	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710878	47A	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710879	48	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710880	49	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710881	50	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710882	51	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710883	52	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710884	53	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710885	54	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710886	55	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710887	56	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Appendix A

710888	57	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710889	58	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710890	59	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710891	60	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710892	61	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710893	62	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710894	63	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710895	64	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710897	65	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710896	66	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710898	67	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710899	68	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710900	69	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710901	70	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710902	71	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710903	72	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710904	73	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710905	74	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710906	75	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778525	76	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
062510	77	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710909	78	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710910	79	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710911	80	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778551	81	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710914	83	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710915	84	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710916	85	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710917	86	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710918	87	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710919	88	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Mill Lane, Bacton

Appendix A

778888	Crest-O-Cliff	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HS
779428	Hydaway	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HN
774277	Rest Haven	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HN

New Zealand Way, Bacton

772331	2	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
770682	3	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
778690	4	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
773905	5	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
762930	6	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
763225	7	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
763260	8	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
762797	9	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW

Sea View Estate, Bacton

710648	Popycott, 1	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710654	7	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710655	8	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710656	9	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710657	10	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710646	11	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710641	12	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710659	15	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710660	16	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710661	17	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710662	18	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710663	19	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710642	20	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710664	21	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH

Appendix A

710665	22	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710667	24	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710668	25	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710669	26	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710670	27	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710671	28	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710643	29	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710647	30	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710674	33	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
760703	34	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710676	35	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710666	Brenholme, 36	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH

Watch House Lane, Bacton

710777	Falaig M Hara, 2	Watch House Lane, Bacton, Norwich, Norfolk	NR12 0HL
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Abbotts Way, Eccles-on-sea

012370	Alouette	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
756512	Amberwood	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712403	Bennebroek	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712379	Freaneezy	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712380	Gaytime	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712382	Kingfishers	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712404	Reviellie	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712392	St Ives	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712385	The Beach House	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712376	Tranquility	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712397	Tresco	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA

Beach Road, Eccles-on-sea

715614	Braemar	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715608	Everne	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715627	Field View	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715634	Four Winds	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715626	Hillside	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715611	Idlehours	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715618	Lattice Chalet	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
761175	Lisfannon	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715622	Munden	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715630	Oasis	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715624	Sandilands	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715599	Sea Gulls	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715621	The Old Kit Bag	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715617	Wylaway	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715609	Y Not	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715605	You & I	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL

Bush Drive, Eccles-on-sea

712438	Aingarh	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712495	Badgers Set	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712473	Bali-Hai	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712496	Blue Bay	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712498	Cedar Wood	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712484	Dingly Dell	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712476	Dresden	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712493	Endways	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712506	Redwing	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712481	Sea Urchin	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF

Church Lane, Eccles-on-sea

712407	Appleby	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712429	Campana	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712410	Campanella	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
767987	Dunes Edge	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712417	Majorca	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712413	Marineville	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712421	Sandsend	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712424	Sea Whistles	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712425	Sunnyside	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712426	Sunray	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY

Crowden Road, Eccles-on-sea

712455	Argus	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
770505	Bung Ho	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712470	Cliff Royal	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712462	Sea Lows	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712463	Spartyme	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712468	White Lodge	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712472	Zermatt	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ

Hedgehog Walk, Eccles-on-sea

712607	Orkney	Hedgehog Walk, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SZ
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Bush Drive, Happisburgh

752939	Bruins Rest	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724196	Flamingo	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN

Appendix A

724197	Fourwinds	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724198	Green Tiles	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724201	Holidays	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724202	Kirk-Cu-Brae	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
778617	Leisure Hour	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724204	Linden	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724205	Puffin	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724206	Samphire	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724208	Sand Castle	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724212	Silver Sand	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724213	Slide Away	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724215	Surf Cottage	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724219	Windhill	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN

Cart Gap Road, Happisburgh

724376	The Bungalow	Cart Gap Road, Happisburgh, Norwich, Norfolk	NR12 0QL
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Doggetts Lane, Happisburgh

061248	Romany, 5	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724151	Jeckells Hyde, 8	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724137	10	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724143	Eastward Ho, 11	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724139	14	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724149	The Brambles, 16	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724144	Pershore, 17	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724141	O'Meara Bungalow	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724148	Sea Edge	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724147	Seadrift	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL

Appendix A

Wroxham Way, Happisburgh

724372	Haleholm, 42	Wroxham Way, Happisburgh, Norwich, Norfolk	NR12 0RX
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Staithe Road, Hickling

713184	The Bungalow	Staithe Road, Hickling, Norwich, Norfolk	NR12 0YW
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Bureside Estate, Horning

714003	1B	Bureside Estate, Crabbetts Marsh, Horning, Norwich, Norfolk	NR12 8JP
713987	15	Bureside Estate, Crabbetts Marsh, Horning, Norwich, Norfolk	NR12 8JP

Ferry View Estate, Horning

062364	Cresta Cottage	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT
778976	Oakdale	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT
713848	Waters Edge	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT

Horning Reach, Horning

714025	Bonnington	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714028	Jada	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714033	The Birches	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714037	The Bungalow	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR

Brimbelow Road, Hoveton

052371	Bure Banks	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
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Appendix A

014717	Bure Croft	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
059714	Bureway	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014730	Morlands	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
059715	Rosemere	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
057285	Summer Craft	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014776	Summer Haven	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
774241	Summer Lodge	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014744	Summer Vale	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014745	Summer Vista	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014742	Summerville	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
773269	Sunrest	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
714750	The Patch	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
058865	The Wherry	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
774664	Willow Cabin	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ

Horsefen Road, Ludham

782444	Toad Hall	Horsefen Road, Ludham, Great Yarmouth, Norfolk	NR29 5QG
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Thurne Dyke, Ludham

713919	Churne	Thurne Dyke, Ludham, Great Yarmouth, Norfolk	NR12 8QA
713922	Thurne Mouth	Thurne Dyke, Ludham, Great Yarmouth, Norfolk	NR12 8QA

North West Riverbank, Potter Heigham

717005	Olken, 1	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715991	Toorak, 1B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715988	Tonga, 1C	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715992	Royston, 1D	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715993	Pot Pourri, 1E	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

Appendix A

715994	Sunflowers, 1F	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
754931	Joybelle, 1G	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715996	Summertime, 2A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715997	Fairway, 2B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715998	Dolphins, 2C	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715999	Bluewaters, 2D	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716000	Repps Reach, 2E	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716001	Terre Nuove, 3A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716002	Cedar Lodge, 3B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717016	Rest Awhile, 4	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716003	The Bield, 4A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716004	Rania, 4B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716008	Touchwood, 5A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716005	5B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716006	Leaside, 6	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717047	Pachelbel, 6	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717048	Little Quay, 7	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717049	River Rest, 8	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717019	Nine, 9	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717050	Downriver, 10	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717052	Burton Garth, 11	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717044	Wee Ben, 14	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
061826	Woodstock, 14A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779412	Kalinda, 19	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
059675	The Haven, 20	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
058228	The Rosary, 21	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779837	Dutch Tutch, 22	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
060391	Four Es, 24	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
062684	Windy Ridge, 26	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779056	Rand View, 29	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717067	Paddock Wood, 31	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717068	Thurnholme, 32	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
767419	37	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717051	Crystal Haven	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

Appendix A

760276	Mands	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715989	Swan Haven	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717064	The Sanctuary	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715990	The Willows	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

River Bank, Potter Heigham, Great Yarmouth, Norfolk.

017103	The Rands, 56-56A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
057220	Milldene, 76A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
057388	Patika Pa, 55	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
058415	Sunnyside, 76	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717007	Bath Hurst, 51	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
779255	Melrose, 85A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717009	Eveholme, 93	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717013	Highs Mill	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
780021	Risdene, 90	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717020	Rosemary Cottage, 62	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717021	St Elmo, 75	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717040	Idleways, 97	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
777927	Fishers Haven, 90A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717045	Dyde Down, 87	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
780694	Eastcote, 73	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717071	The Nook, 57-58	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717073	Herongate, 59	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717074	Maisonette, 60	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
771303	Willow Creek, 61	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717076	Broad View, 63	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717077	Tower View, 64	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717078	Bullrush, 66	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717079	Reedsmere, 67	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717081	Heron Cottage, 70	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717082	Herwinia, 72	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717083	The Fens, 74	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE

Appendix A

717084	Sunnyside, 76	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717086	Topping, 78	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717093	Millway, 85C	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717095	Jokers Wild, 86	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717096	Manderley, 88	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717100	Tencholme, 99B	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717101	Four Winds, 99A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717106	Ambleside, 86B	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
755550	Rivendell, Plot 79	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759643	St Clair	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759644	River Holme	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759645	The Rosary	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
759646	Marsh View	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759786	Primrose	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759787	Silver Ley	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759806	Ellesmere	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759893	Pastime	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
760184	Le Chalet	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
760231	Mill View	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
760269	23 Riverside	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
760448	Octagon Lodge	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
761608	River View, 27	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
761764	Thurne View, North West	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
762518	Up River, North East	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
762883	Moon River Cottage	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
763336	Calypso, 82	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
764919	Vespers	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
766222	Deekside	North West Riverbank, Potter Heigham, Great Yarmouth	NR29 5ND
717024	The Nest, 89	North East Riverbank, Potter Heigham, Great Yarmouth	NR29 5NE
773123	Ivydene, 30	North West Riverbank, Potter Heigham, Great Yarmouth	NR29 5ND

Clink Lane, Sea Palling, Norwich, Norfolk.

Appendix A

717969	Nutshell	Clink Lane, Sea Palling, Norwich, Norfolk.	NR12 0UL
717970	Seaway	Clink Lane, Sea Palling, Norwich, Norfolk.	NR12 0UL

The Marrams, Sea Palling, Norwich, Norfolk.

061870	Meadow View	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718091	Oriel	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718093	Sea Home	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718094	Linga Longa	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718097	Sunnyside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718098	Santa Monica	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718100	Kia Ora	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718101	Sandy Lodge	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718103	Tween Whyles	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718105	Sea Breezes	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718106	Timbers	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718107	Vi La Vaer	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718108	Splinters	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718109	Peddlers Peace	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718110	Tramore	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718111	Stanfield	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718112	Hillcroft	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718113	Duneside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718115	Brambledene	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718116	Jandola	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718117	Tiny Tots	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718121	Cliffside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
758355	Hazeldene	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
761287	Venta	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN

Sand Hills, Sea Palling, Norwich, Norfolk.

Appendix A

018035	Primary Guest House at The School	Waxham Road, Sea Palling, Norwich, Norfolk.	NR12 0UP
718063	Grenut	Sand Hills, Sea Palling, Norwich, Norfolk.	NR12 0UN
718065	Little House	Sand Hills, Sea Palling, Norwich, Norfolk.	NR12 0UN

Moor Road, Sutton, Norwich, Norfolk

720253	Moorlands	Moor Road, Sutton, Norwich, Norfolk	NR12 9QN
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Seaview Crescent, Walcott, Norwich, Norfolk.

061806	Blue Moon	Seaview Crescent, Ostend Road, Walcott, Norwich	NR12 0NZ
724604	1	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724605	10	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724606	11	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724607	12	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724609	14	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724610	15	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724611	16	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724614	19	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724616	Sea Breeze, 20	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724618	Sea Breeze, 22	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724619	4	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724620	5	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724622	7	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724623	8	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724625	Calm Seas	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724626	Golden Sands	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724627	Sunnyside	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL

Hill Gap, Waxham, Norwich, Norfolk.

Appendix A

773282 Bide a Wee

Hill Gap, Waxham, Norwich, Norfolk.

NR12 0DY



**North Norfolk District Council's
Council Tax
Discretionary Reduction
(Hardship Relief) Policy**

Contents

1. Introduction and Purpose of Policy Document

2. Council Tax – Discretionary Reduction Policy

2.1 Introduction

2.2 Legislation

2.3 North Norfolk District Council

2.4 Criteria

2.5 The Application

2.6 The Decision Making Process

2.7 Review of Decision

2.8 Recovery of a Hardship Relief Award

2.9 Fraud

1. Purpose of Policy Document

1.1 This policy sets out the Council's approach to the awarding of discretionary hardship relief in respect of Council Tax liability. It has been designed to ensure that all customers making an application for relief are treated in a fair, consistent and equal manner.

1.2 This policy has been written to:

- Set guidelines for the factors that should be considered when making a decision to award or refuse an application
- Set out the delegated authority to award relief in appropriate circumstances
- Advise how customers dissatisfied with the decision made, can appeal.
- Safeguard the interest of the local taxpayers by ensuring that funds that are allocated for the award of relief are used in the most effective and economic way

2. Council Tax Discretionary Reduction Policy

2.1 Introduction

2.1.1 Councils have the power to reduce the amount of Council Tax a person has to pay to such an extent as they see fit. This includes the power to reduce an amount to nil, and may be exercised in relation to particular cases or by determining a class of property in which liability is to be reduced to an extent provided for by the determination. There is a cost to the Council in respect of any hardship relief awarded and is met by the Council's collection fund.

2.2 Legislation

2.2.1 Council Tax hardship awards are included in Section 13A Local Government Finance Act 1992 as amended by Local Government Act 2003, section 76. Section 76 gives councils the authority to make a discretionary payment of Council Tax where it is satisfied that the taxpayer would sustain exceptional hardship if it did not do so.

2.3 North Norfolk District Councils Policy

2.3.1 North Norfolk District Council has not defined any specific class of property on which to award a section 13A discount.

2.3.2 Applications for a reduction will usually only be considered in individual cases where severe hardship or extenuating circumstances can be demonstrated.

2.3.3 Where an application is successful, the award will be paid/credited directly to the Council Tax account.

2.4 Criteria

2.4.1 Each hardship application will be assessed on its individual merits. When assessing applications, the following considerations will be made:

- All applications are only intended as short term assistance and awards will not extend beyond the current financial year, and should not be considered as a way of reducing Council Tax liability indefinitely
- Hardship relief or remission will be the exception and not the rule
- Council Tax hardship relief will not be awarded for any reason other than to reduce Council Tax liability
- Relief is not to be granted in order to prevent recovery action being instigated by the Council or to stop bankruptcy proceedings commenced by the Council or any other body
- The applicant must detail the reasons for the application, explaining the specific circumstances and hardship being experienced

- There must be evidence of hardship or personal circumstances that justifies a reduction in Council Tax liability. There is no definition in the legislation for 'hardship' and as the scheme is aimed at covering unforeseen events it is not possible to list precise criteria. Applications will be accepted on the basis that the applicant or household would suffer exceptional financial hardship if financial assistance were not given.
- Exceptional circumstances for hardship under the Council Tax regulations will usually be circumstances that are outside the control of the household and beyond normal risks faced by a household. The household must demonstrate that it has done all it can to mitigate those risks and is taking action to minimise them.
- The Council's finances allow for a reduction to be made and it is reasonable to do so in light of the impact on other Council Tax payers
- The Council Tax payer (applicant) must be able to demonstrate that all reasonable steps have been taken to meet their full Council Tax liability prior to application including exploring entitlement to all other reliefs, discounts, exemptions, reductions, discretionary payments and valuation office appeals.
- The Council Tax payer does not have access to other assets that could be realised and used to pay Council Tax.
- Application for hardship relief should be one of last resort. Applicants will be expected to have explored and secured any lawful entitlement to other benefits, incomes and reductions in preference to claiming hardship relief. This particularly includes an application for Council Tax Support.
- The liable person for an unoccupied domestic property must have made their best efforts to sell or let the property and not asked for an unreasonable rent or sale price and must show that to levy an empty Council Tax charge would cause them exceptional financial hardship.
- The Council's finances allow for a reduction to be made.
- The amount outstanding must not be the result of wilful refusal to pay or culpable neglect.

2.4.2 Hardship relief will normally be awarded for a short, fixed period depending on the nature and likely duration of the hardship. In all cases relief will end in the following circumstances:

- At the end of a financial year
- There is a change of liable person
- The Council Tax payer enters any form of formal insolvency
- The Council Tax payer's financial circumstances significantly change.
- At the end of any fixed period notified to the Council Tax payer at the time of the award

2.5 The Application

2.5.1 All applications should be made in writing or by completing the web form available on our web site. The form can be completed by an advocate/appointee or a recognised third party acting on their behalf, and must contain the necessary information including a full financial statement. Postal application forms and any supporting information should be completed and returned to:

North Norfolk District
Holt Road
Cromer
Norfolk
NR27 9LJ

2.5.2 It is the responsibility of the Council Tax payer applying for relief to provide sufficient information and documentary evidence to support their applications. If the Council Tax payer applying does not, or will not, provide the required evidence; the application will still be considered, but only on the basis of the information and evidence provided. No costs will be borne by the Council in the provision of this evidence.

2.5.3 Further information may be requested to support an application. Where a request for further information is made information must be provided within 4 weeks. Failure to provide information within 4 weeks may lead to the refusal of the application unless good cause can be shown.

2.6. The Decision Making Process

2.6.1 Upon receipt of a signed application and all supporting documentation and Information; a standard decision making process will be followed:

- Initial applications will be checked by Revenues Team Leaders within 28 days of receipt of a signed application to ensure all supporting information / evidence has been included.

- Cases will then be forwarded to the Revenues Manager and the case presented at the next available discretionary panel hearing. A decision will be made by the representatives attending the panel hearing.
- Once a decision has been approved the Council Tax payer will be notified in writing of the decision within 28 days and revised Council Tax demand notices will be issued where applicable
- Whilst every effort will be made to meet the deadlines outlined above, failure by the Council to do so does not qualify the claimant for relief or any financial compensation.

2.7. Review of Decision

2.7.1 The Council will not accept a request from a Council Tax payer for a re-determination of its decision unless further evidence can be provided.

- If a claimant is dissatisfied with refusal of their application, they may appeal to the Valuation Tribunal for England (VTE) either by completing the online appeal form at <https://www.valuationtribunal.gov.uk/>. The claimant has two months to do this from the date of North Norfolk District Council's reply.

The Valuation Tribunals contact details are

Valuation Tribunal
 3rd Floor
 Crossgate House
 Wood Street
 Doncaster
 DN1 3LL
Email: appeals@valuationtribunal.gov.uk
Telephone 0300 123 2035

2.8 Recovery of a Hardship Relief Award

2.8.1 If an award is subsequently cancelled the amount will be withdrawn from the applicant's Council Tax account and will be payable as the Council Tax due under the regulations.

2.9 Fraud

2.9.1 The Council reserves the right to withdraw any award made under this scheme where fraud or error has occurred

2.9.2 The Council reserves the right to withdraw any award where the applicant has failed to provide, or, has knowingly provided false or misleading information.

Application for Council Tax Reduction under Section 13A of the Local Government Finance Act 1992

* Please note that if a joint bill has been issued then the application must also be made in joint names

Name of applicant/s:

Contact Address:

Mobile/Telephone:

Email Address

Address of property for which relief is being claimed:

Owners Name/s:

Is the property currently vacant? YES/NO

What is the value of equity in the property? £

Is the property currently marketed for sale? *YES/NO

*Please provide details of marketing agent/ estate agent for the property

Is the property currently marketed for rent? *YES/NO

*Please provide details of marketing agent/ estate agent for the property

Please provide details of any other properties or land owned by yourself and value of any rental income you are in receipt of

If you have left a property empty to move to more suitable accommodation or to receive or provide care due to old age, disablement, illness, alcohol or drug abuse or mental disorder, then please provide details below

Please provide the detailed reasons why you are applying for a reduction in Council Tax. This should fully explain the circumstances that are creating financial difficulty and how long you expect these circumstances to continue.

Has an application for Council Tax Reduction been made? YES/NO

Are you receiving financial assistance from any other source? *YES/NO

*please provide details:

Have you approached any organisation to assist with your current financial situation such as Citizen Advice Bureau/ Welfare Rights etc? *YES/NO *please provide details?

Please provide details of any stocks/shares/savings/ money you may have or money you are owed

Please provide any additional information you wish to provide in support of your application

Your application will not be processed unless the enclosed financial information sheet is completed and returned.

All applicants must provide documentary evidence in support of their claim. At a minimum these should include the following:-

- Confirmation • of all income received
- Bank • Statements
- Any • additional information to support the application
- Written • Details of any Savings/Stocks/Shares

I declare that the information given on this form is, to the best of my knowledge, accurate and complete.

I understand that a copy of this form may also be sent to the Welfare Rights who may be able to offer me further advice and assistance.

I also understand that whilst this application for relief is pending I am not entitled to withhold payment of Council Tax due to the Council.

Signed:

Capacity of person signing:

Date:

Daytime telephone number:

**Please return your completed form to:-
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN**

For information: In line with Data Protection law we may use information you give us to prevent or detect fraud or other crimes. We may also share it with other Council Services or public organisations if they need it to carry out their legal duties.

FINANCIAL INFORMATION SHEET

Council Tax Hardship Application

Name 1:
Address 1:

Income	Amount	Weekly/Monthly
Wages	£	
JSA/Income Support	£	
Working Tax Credit	£	
Disabled Tax Credit	£	
Child Tax Credit	£	
Retirement Pension	£	
Works Pension	£	
Guaranteed Pension Credit	£	
Savings Credit	£	
Child Benefit	£	
Incapacity Benefit/ESA	£	
Maintenance	£	
Non Dependant Contribution	£	
D L A	£	
Any Other Income	£	
Total Income	£	

Expenditure	Amount	Weekly/Monthly
Rent/Mortgage	£	
Council Tax	£	
Water Rates	£	
House Insurance	£	
Life Insurance	£	
Gas/Electricity/Fuel	£	
Housekeeping/Fuel	£	
Telephone/Mobile	£	
TV Rental	£	
TV Licence	£	
Travel Expenses	£	
Car Running Costs (Petrol, Oil etc.)	£	
Car Insurance	£	
Car Tax	£	
Car Repayments	£	
Catalogues	£	
Loans	£	
Credit/Store Cards	£	
Hire Purchase/Credit Repayments	£	
Fines	£	
Child Care	£	
Clothing	£	
Other Expenses (please specify)	£	
Total Expenditure	£	

I hereby certify that the above information is an accurate record of my present financial position	Signed
	Date

FINANCIAL INFORMATION SHEET

Council Tax Hardship Application

Name 2:
Address 2:

Income	Amount	Weekly/Monthly
Wages	£	
JSA/Income Support	£	
Working Tax Credit	£	
Disabled Tax Credit	£	
Child Tax Credit	£	
Retirement Pension	£	
Works Pension	£	
Guaranteed Pension Credit	£	
Savings Credit	£	
Child Benefit	£	
Incapacity Benefit/ESA	£	
Maintenance	£	
Non Dependant Contribution	£	
D L A	£	
Any Other Income	£	
Total Income	£	

Expenditure	Amount	Weekly/Monthly
Rent/Mortgage	£	
Council Tax	£	
Water Rates	£	
House Insurance	£	
Life Insurance	£	
Gas/Electricity/Fuel	£	
Housekeeping/Fuel	£	
Telephone/Mobile	£	
TV Rental	£	
TV Licence	£	
Travel Expenses	£	
Car Running Costs (Petrol, Oil etc.)	£	
Car Insurance	£	
Car Tax	£	
Car Repayments	£	
Catalogues	£	
Loans	£	
Credit/Store Cards	£	
Hire Purchase/Credit Repayments	£	
Fines	£	
Child Care	£	
Clothing	£	
Other Expenses (please specify)	£	
Total Expenditure	£	

I hereby certify that the above information is an accurate record of my present financial position	Signed
	Date

APPROVAL OF THE STATEMENT OF LICENSING POLICY 2021-2026 AND THE STATEMENT OF PRINCIPLES UNDER THE GAMBLING ACT POLICY 2022-2025

- Summary: To present the final policies to the Council’s Statement of Licensing Policy under the Licensing Act 2003, and;

The Statement of Principles under the Gambling Act 2005
- Options considered: None. The Policies were approved by Licensing and Appeals Committee on 27th September 2021.
- Recommendations: **That Council approves the Statement of Licensing Policy 2021-2026 and the Statement of Principles under the Gambling Act Policy 2022 -2025**
- Reasons for Recommendations: That the proposed versions to the Council’s Statement of Licensing Policy under the Licensing Act 2003, and the Statement of Principles under the Gambling Act 2005, be approved and that these are then published in accordance with legislative requirements and timeframes.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)

None

Cabinet Member(s) Councillor Nigel Lloyd – Portfolio Holder	Ward(s) affected - ALL
Contact Officer, telephone number and email: Tracy Howard 01263 591613 tracy.howard@north-norfolk.gov.uk Lara Clare 01263 516252 lara.clare@north-norfolk.gov.uk	

1. Introduction

- 1.1 Two of the major regulatory regimes under which the Council has statutory responsibilities are the licensing of alcohol supplies, regulated entertainment and late night refreshment under the Licensing Act 2003; and of non-remote

gambling activities such as betting, prize gaming (including bingo and poker), provision of gaming machines and promotion of lotteries under the Gambling Act 2005.

- 1.2 A more detailed overview and relevant documents are included later in the report and appendices. Both of these Acts require licensing authorities to publish written policies, setting out how they intend to exercise the licensing and enforcement powers conveyed to them under the Acts, the principles that they will follow, and their expectations of licensees. These policies must be periodically reviewed, so as to ensure that they reflect the current legislation, and are relevant to the issues arising in the authority's area.

2. Licensing Policies

- 2.1 North Norfolk District Council last reviewed its licensing policies in 2015 (Licensing Act 2003) and 2018 (Gambling Act 2005). Both policies are due for review and replacement. Licensing Act 2003 by January 2021 and the Gambling Act 2005 by January 2022, in order to satisfy the statutory requirements of the Acts. (The timescale for the Licensing Act was not met due to the global pandemic and dealing with Covid –19 (however a 2021 issue date is scheduled with the approval of both of these policies).
- 2.2 The revised policy documents under both Acts have been revised to take into account any recent legislative change and case law. These documents can be found in **Appendix 1** (Licensing) and **Appendix 2** (Gambling).
- 2.3 Both Acts specify a number of requirements for consultation on policy change, including lists of the categories of people who should be consulted, and the 6- week consultation on the revised policies has been carried out with regard to these requirements, and to the Government's consultation principles. Both policies have undergone a 6-week consultation process to statutory consultees and promoted on the Council's website and social media platforms. Only one response was received on 29th September 2021 with regard to the Gambling Policy and this was mainly a typographical error in relation to section 15 of the policy on 'Public Health'. The response can be found in **Appendix 3** of this report. Changes have been made to the final version of the Gambling Policy since receiving this response. No other responses have been received.
- 2.4 The final decision to adopt the policies under these Acts must be made by Full Council. The Licensing and Appeals Committee have resolved the recommendation to adopt both revised policies (with any additional revisions after considering the consultation responses).
- 2.5 **Changes to the Statement of Principles of Licensing Policy (Licensing Act 2003)**
- 2.6 The Statement has undergone a thorough review, with a number of changes being made to bring the policy up to date and in line with the latest [Section 182 Guidance](#) document (published April 2018 changes can be seen in **Appendix 1**).
- 2.7 There are no major changes proposed to the policies adopted by the licensing authority, nor the approach that will be taken to the exercise of functions

under the Act. The amendments made aim to improve the advice and statements of expectations made to licensed businesses, current and prospective, and to other persons affected by those businesses

2.8 Changes to the Gambling Licensing Policy (Statement of Principles) (Gambling Act 2005)

2.9 The gambling legislation has seen far fewer changes in recent years, with the majority of amendments affecting the regulation of remote gambling, regulated by the Gambling Commission, rather than non-remote gambling which falls to licensing authorities. As a consequence, fewer changes have been proposed to the Statement of Principles. The Policy remains substantially unchanged, save for some tidying up to remove duplication and to improve clarity. A typographical error has been corrected in section 15 of the policy following consultation. The final report can be seen in **Appendix 2**.

2.10 New sections have been added in respect of the Cultural Activities, Planning, Review Process, Promotion of Equality and Entitlement to Work in the UK. These changes are in line with the [Gambling Commission's guidance](#) to licensing authorities.

2.11 Both policies should be approved and issued on 31st January 2022.

3. Corporate Plan Objectives

3.1 Quality of Life

4. Medium Term Financial Strategy

N/A

5. Financial and Resource Implications

N/A

6. Legal Implications

6.1 It is a legal duty for the Council to have both Policy Statements in place and up-to-date.

7. Risks

7.1 Not meeting statutory requirements or policies to provide a framework for service delivery.

8. Sustainability

N/A

9. Climate / Carbon impact

N/A

10. Equality and Diversity

N/A

11. Section 17 Crime and Disorder considerations

- 11.1 The Statement of Licensing Policy underpins the Council's approach to tackling one of the main Licensing Objectives of Reducing Crime and Disorder in the District working with businesses and partner agencies to secure North Norfolk as a safe place to live, work and visit.

12. Conclusion and Recommendations

- 12.1 Approval of the both Policies by Full Council.

DRAFT



NORTH NORFOLK DISTRICT COUNCIL

Licensing Policy

North Norfolk District Council
Holt Road
Cromer
NR27 9EN

Telephone: 01263 516189

E-mail: Licensing@north-norfolk.gov.uk

www.northnorfolk.gov.uk

Approved by Licensing Committee on: 27th September 2021
Approved by Council on: 17th November 2021
Effective: 1st December 2021

Table of Contents

Item	Section
Introduction and Summary	1
The Policy	2
Main Principles	3
Crime and Disorder	4
Public Safety	5
Prevention of Public Nuisance	6
Prevention of Harm to Children	7
Licensing Hours	8
Partnership Working and Integrating Strategies	9
Standard Conditions	10
Enforcement	11
Cultural Activities	12
Live Music, Dancing and Theatre	13
Planning	14
Temporary Event Notices	15
Personal Licences	16
Premises Licence / Club Premises Certificate Applications	17
Review Process	18
Responsible Authorities and Other Persons	19
Promotion of Equality	20
Administration, Exercise and Delegation of Functions	21
Other Relevant Matters	22
Portman Group Code of Practice	23
Entitlement to Work in the UK	24
Further Advice	25
Annexes	
Table of Delegations of Licensing Functions	A
The Portman Group Code of Practice	B

North Norfolk District Council

Licensing Policy 2021-2026

1 Introduction and Summary

- 1.1 North Norfolk District Council is the licensing authority under the Licensing Act 2003 and is responsible for granting premises licences, club premises certificates, temporary events notices and personal licences in the District in respect of the sale and/or supply of alcohol and the provision of regulated entertainment and late night refreshment.
- 1.2 North Norfolk is one of the 7 Districts which make up the county of Norfolk. It is predominantly a rural area with 5 market towns covering some 400 square miles with a population of approximately 105,000. There are approximately 1000 licences issued annually for public houses, restaurants, clubs, community centres and halls in the District where alcohol is sold or entertainment is provided on a regular or occasional basis and there are retail outlets for the sale of alcohol. Under the terms of the Licensing Act, the retail sale of alcohol and the provision of regulated entertainment can only take place in suitable premises that have been licensed by the Council and the people operating and managing these premises must hold appropriate licences.
- 1.3 This policy sets out the manner in which applications for licences, which are required by the Licensing Act 2003, will be considered by North Norfolk District Council.
- 1.4 Each application will be considered on its individual merits.
- 1.5 The policy will not seek to introduce 'zones' where specific activities are concentrated.
- 1.6 The policy will not be used to fix the hours during which alcohol can be sold and, in general, shops will be permitted to sell alcohol during the hours, which they are normally open for trade.
- 1.7 This policy statement will not seek to regulate matters which are provided for in any other legislation e.g. planning, health and safety, employment rights, fire safety etc.

- 1.8 The licensing authority wishes to encourage licensees to provide a wide range of entertainment activities within the District throughout their opening hours and to promote live music, dance, theatre etc for the wider cultural and social benefit of the community.
- 1.9 The activities which require a licence under the provisions of the Licensing Act 2003 and which this policy statement covers include:
- Retail sale of alcohol
 - Supply of alcohol to club members
 - Provision of 'regulated entertainment' – to the public, to club members or with a view to profit
 - A performance of a play
 - An exhibition of a film
 - An indoor sporting event
 - Boxing or wrestling entertainment (indoor or outdoor)
 - A performance of live music
 - Any playing of recorded music
 - A performance of dance
 - Entertainment of a similar description to a performance of live music, any playing of recorder music or a performance of dance
 - The provision of late night refreshment (i.e. supply of hot food and/or drink from any premises between 11pm and 5am).
- 1.10 Deregulation exempted certain activities from the scope of licensing. The Live Music Act 2013, the Legislative Reform (Entertainment Licensing) Order 2014 and the Deregulation Act 2015 have exempted entertainment from needing to be authorised under the Act in certain instances. Therefore reference should be made to current legislation and Home Office Revised Guidance issued under section 182 of the Act. [Revised Guidance issued under section 182 of the Licensing Act 2003 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk) to confirm which activities require a licence.
- 1.11 The licensing authority may **not** specify conditions relating to public nuisance and child protection, for entertainment which is not amplified and takes place between 08:00 hours and 23:00 hours.
- 1.11 The licensing objectives set out in the Licensing Act 2003 include 'the protection of children from harm'. The Council is aware of significant problems arising from and associated with under age drinking. In its role as licensing authority, the Council will take all possible steps, with the other designated authorities, to ensure that alcohol is not sold or supplied to children.
- 1.12 This policy shall apply to all applications and notices given under the Act in respect of the following:
- Premises licences
 - Club Premises Certificates
 - Personal Licences
 - Temporary Event Notices

2 The Policy

- 2.1 The Licensing 2003 Act requires that the Council carries out its various licensing functions so as to promote the following four licensing objectives:
- the prevention of crime and disorder
 - public safety
 - the prevention of public nuisance
 - the protection of children from harm

The legislation provides a clear focus on the promotion of four statutory objectives which must be addressed when licensing functions are undertaken. Each objective is of equal importance. It is important to note that there are no other licensing objectives, so that these four objectives are paramount considerations at all times.

The legislation also supports a number of other key aims and purposes. These are vitally important and should be principal aims for everyone involved in licensing work. They include:

- the necessary protection of local residents, whose lives can be blighted by disturbance, and anti-social behaviour associated with the behaviour of some people visiting licensed premises of entertainment;
 - the introduction of better and more proportionate regulation to give businesses, greater freedom and flexibility to meet customers expectations
 - greater choice for consumers, including tourists, about where, when and how they spend their leisure time;
 - the encouragement of more family friendly premises where younger children can be free to go with the family;
 - the further development within communities of our rich culture of live music, dancing and theatre, both in rural areas and in our towns and cities; and the regeneration of areas that need the increased investment and employment opportunities that a thriving and safe night-time economy can bring.
- 2.2 The 2003 Act further requires that the Council publishes a 'Statement of Licensing Policy' every five years that sets out the policies the Council will generally apply to promote the licensing objectives when making decisions on applications made under the Act. The Council's first statement of Licensing Policy was adopted in October 2004 and used in determining licence applications from 2005.
- 2.3 During the five-year period the policy will be kept under review and the Council may make such revisions as considered appropriate, for instance in the light of feedback from the local community on whether the statutory objectives are being met.
- 2.4 When determining applications for licences the Council must also have regard to this policy statement and to the Guidance issued under section 182 of the Licensing Act 2003.

- 2.5 Before publishing this policy statement the Council will consult with the following:
- the chief officer of police for the area (Norfolk Constabulary)
 - the fire authority for the area (Norfolk Fire Service)
 - persons/bodies representative of local holders of premises licences
 - persons/bodies representative of local holders of club premises certificates
 - persons/bodies representative of local holders of personal licenses; and
 - persons/bodies representative of businesses and residents in it area
- 2.6 The views of all these persons/bodies listed will be given appropriate weight when the policy is determined. It is recognised that it may be difficult to identify persons or bodies' representative for all parts of industry affected by the provisions of the 2003 Act, but the Council will make reasonable efforts to identify persons or bodies concerned.
- 2.7 In determining its policy, the Council will have regard to the guidance issued under Section 182 of the Licensing Act 2003 and give appropriate weight to the views of those it has consulted.

3 Main Principles

- 3.1 Nothing in the 'Statement of Policy' will:
- undermine the rights of any person to apply under the 2003 Act for a variety of permissions and have the application considered on its individual merits, and/or
 - override the right of any person to make representations on any application or seek a review of a licence or certificate where they are permitted to do so under the 2003 Act
- 3.2 Licensing is about regulating licensable activities on licensed premises, qualifying clubs and temporary events within the terms of the 2003 Act, and any conditions that are attached to premises licences or club premises certificates will be focused on matters which are within the control of individual licensee or club, i.e. the premises and its vicinity.
- 3.3 Whether or not incidents can be regarded as being "in the vicinity" of licensed premises is a question of fact and will depend on the particular circumstances of the case. In dispute, the question will ultimately be decided by the courts. When considering these matters, the Council will primarily focus on the direct impact of the activities taking place at licensed premises on members of the public living, working or engaged in normal activity in the area concerned.
- 3.4 Whether or not incidents can be regarded as being "in the vicinity" of licensed premises is a question of fact and will depend on the particular circumstances of the case. In cases of dispute, the question will ultimately be decided by the courts. The Council, in addressing this matter, will primarily focus on the direct impact of the activities taking place at the licensed premises on members of the public living, working or engaged in normal activity in the area concerned.

- 3.5 Licensing law is not the primary mechanism for the general control of nuisance and anti-social behaviour by individuals once they are away from the licensed premises and, therefore, beyond the direct control of the individual, club or business holding the licence, certificate or authorisation concerned. Nonetheless, it is a key aspect of such control and licensing law will always be part of a holistic approach to the management of the evening and night-time economy throughout the district.
- 3.6 The Council acknowledges that the licensing function cannot be used for the general control of anti-social behaviour by individuals once they are beyond the direct control of the licensee of any premises concerned. In this respect, the Council recognises that, apart from the licensing function, there are a number of other mechanisms available for addressing issues of unruly behaviour that can occur away from licensed premises, including:
- 3.7
- Planning and environmental health controls
 - CCTV
 - Ongoing measures to create a safe and clean environment in these areas in partnership with local businesses, transport operators and other Council Departments
 - To designate parts of the District as places where alcohol may not be consumed publicly
 - Regular liaison with Police on law enforcement issues regarding disorder and anti-social behaviour, including the issue of fixed penalty notices, prosecution of those selling alcohol to people who are drunk; confiscation of alcohol from adults and children in designated areas and instantly closing down licensed premises or temporary events on the grounds of disorder, or likelihood of disorder or excessive noise from the premises
 - The power of the police, other responsible authority or a local resident or business or District Councillor to seek a review of the licence or certificate

4 Crime and Disorder

- 4.1 The Council acknowledges that the Police are the main source of advice on crime and disorder.
- 4.2 Licensed premises, especially those offering late night/early morning entertainment, alcohol and refreshment for large numbers of people, can be a source of crime and disorder problems. The Council will expect Operating Schedules to satisfactorily address these issues from the design of the premises through to the daily operation of the business.
- 4.3 Applicants are recommended to seek advice from Council Licensing Officers and Police, as well as taking into account, as appropriate, local planning and transport policies, tourism, cultural, community engagement and crime prevention strategies, when preparing their plans and Schedules.

- 4.4 In addition to the requirements for the Council to promote the licensing objectives, it also has a duty under Section 17 of the Crime and Disorder Act 1998 to do all it reasonably can to prevent crime and disorder in North Norfolk's District. The Local Authority also acknowledges powers contained within the Violent Crime Reduction Act 2006.
- 4.5 The Council will consider attaching Conditions to licences and permissions to deter and prevent crime and disorder both inside and immediately outside the premises, and these may include Conditions drawn from the Model Pool of Conditions relating to Crime and Disorder.
- 4.6 New psychoactive substances (NPS) mimic the effects of illegal drugs (like cocaine, cannabis and ecstasy) while being designed to evade controls. The sale of new psychoactive substances (NPS) – so called “legal highs” – is not regulated under the 2003 Act. However, the licensing authority will consider whether conditions are appropriate to prevent the sale of such products alongside the sale of alcohol at a licensed premises, including at off-licences, or, for example, for on-trade premises to impose a door policy. Some NPS products may contain controlled drugs, and therefore be illegal, in which case the Licensing Authority will involve the Police and consider applying for a review of the premises licence on crime and disorder grounds. But some NPS are not illegal. There is evidence that such NPS products can cause harms, particularly if taken in combination with alcohol.

Cumulative Impact

- 4.7 The Council will not take ‘need’ into account when considering an application, as this is a matter for planning control and the market. However, it recognises that the cumulative impact of the number, type and density of licensed premises in a given area, may lead to serious problems of nuisance and disorder outside and some distance from the premises.
- 4.8 Representations may be received from a responsible authority/ interested party that an area has become saturated with premises making it a focal point for large groups of people to gather and circulate away from the licensed premises themselves, creating unacceptable problems of disorder and nuisance over and above the impact from the individual premises.
- 4.9 In these circumstances, the Council may consider that the imposition of conditions is unlikely to address these problems and may consider the adoption of a special policy of refusing new premises licences or club premises certificates because the area is saturated with licensed premises and the granting of any more would undermine one of the licensing objectives.
- 4.10 The Council will take the following steps when considering whether to adopt a special saturation policy:
- identification of serious concern from a responsible authority or representatives of residents about nuisance and disorder

- where it can be demonstrated that disorder and nuisance is arising as a result of customers from licensed premises, identifying the area from which problems are arising and the boundaries of that area
 - assessing the causes
 - adopting a policy about future licence applications from that area
- 4.11 The absence of a special policy does not prevent any responsible authority or interested party making representations on a new application for the grant of a licence on the grounds that the premises will give rise to a negative cumulative impact on one or more of the licensing objectives.
- 4.12 The Council will not use such policies solely:
- as the grounds for suspension or revocation of a licence when representations are received about problems with existing licensed premises, or,
 - to refuse modifications to a licence, except where the modifications are directly relevant to the policy, for example where the application is for a significant increase in the capacity limits

5 Public Safety

- 5.1 Licence holders have a responsibility to ensure the safety of those using their premises, as part of their duties under the 2003 Act. This concerns the safety of people using the relevant premises rather than public health which is addressed in other legislation. Physical safety includes the prevention of accidents and injuries and other immediate harms that can result from alcohol consumption such as unconsciousness or alcohol poisoning.
- 5.2 A number of matters should be considered in relation to public safety, these could include:
- Fire safety
 - Ensuring appropriate access for emergency services such as ambulances
 - Good communication with local authorities and emergency services
 - Ensuring the presence of trained first aiders on the premises and appropriate first aid kits
 - Ensuring the safety of people when leaving the premises (for example through the provision of information on late-night transportation)
 - Ensuring appropriate and frequent waste disposal, particularly of glass bottles
 - Ensuring appropriate limits on the maximum capacity of the premises; and
 - Considering the use of CCTV.
- 5.3 The measures that are appropriate to promote public safety will vary between premises and the matters listed above may not apply in all cases. The Council expects applicants to consider, when making their application, which steps it is

appropriate to take to promote the public safety objective and demonstrate how they will achieve that.

- 5.4 Whenever security operatives/door supervisors are employed at licensed premises to carry out any security function they must be licensed by the Security Industry Authority (SIA). Competent and professional door supervisors are key to public safety at licensed premises. If a licensee directly employs security operatives he/she will need to be licensed by the SIA as a supervisor/manager.
- 5.5 The Council will consider attaching Conditions to licences and permissions to promote safety, and these may include Conditions drawn from the Model Pool of Conditions relating to 'Public Safety'

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6 Prevention of Public Nuisance

- 6.1 Licensed premises, especially those operating late at night and in the early hours of the morning, can cause a range of nuisances impacting on people living, working or sleeping in the vicinity of the premises.
- 6.2 The concerns mainly relate to noise nuisance, light pollution and noxious smells and due regard will be taken of the impact these may have. The Council will expect Operating Schedules to satisfactorily address these issues. Applicants are advised to seek advice from the Council's Environmental Protection Service before preparing their plans and Schedules. The Council expects operating schedules to satisfactorily address these issues, as appropriate.
- 6.3 The Council will consider attaching Conditions to licences and permissions to prevent public nuisance, and these may include Conditions drawn from the Model Pool of Conditions relating to 'Public Nuisance'.

7 Prevention of Harm to Children

Access to Licensed Premises

- 7.1 The wide range of premises that require licensing means that children can be expected to visit many of these, often on their own, for food and/or entertainment.
- 7.2 The 2003 Act makes it an offence to permit children under the age of 16 who are not accompanied by an adult to be present on premises being used exclusively or primarily for supply of alcohol for consumption on those premises under the authorisation of a premises licence, club premises certificate or where that activity is carried on under the authority of a temporary event notice.
- 7.3 In addition, it is an offence to permit the presence of children under 16 who are not accompanied by an adult between midnight and 5am at other premises supplying alcohol for consumption on the premises under the authority of any premises licence, club premises certificate or temporary event notice. Outside of these hours, the offence does not prevent the admission of unaccompanied children under 16 to the wide variety of premises where the consumption of alcohol is not the exclusive or primary activity. Between 5am and midnight the offence would not necessarily apply to many restaurants, hotels, cinemas and even many pubs where the main business activity is the consumption of both food and drink. This does not mean that children should automatically be admitted to such premises and the following paragraphs are therefore of great importance notwithstanding the new offences created by the 2003 Act.
- 7.4 The Council will judge the merits of each separate application before deciding whether to impose conditions limiting the access of children to individual premises. The following are examples of premises that will raise concern:

- Where there have been convictions for serving alcohol to minors or with a reputation for allowing underage drinking or proxy sales
- There is a known association with drug taking or dealing
- It is known that unaccompanied children have been allowed access
- Where adult entertainment is provided
- In some cases, the premises are used exclusively or primarily for the sale of alcohol for consumption on the premises

7.5 The Council recognises the Norfolk Safeguarding Children's Board as the lead responsible authority in relation to the protection of children from harm.

7.6 The Council will consider any of the following options when dealing with a licence application where limiting the access of children is considered necessary to prevent harm to children:

- Restrictions on the hours when children may be present
- Restrictions or exclusions on the presence of children under certain ages when particular specified activities are taking place
- Restrictions on the parts of the premises to which children may have access
- Age restrictions (below 18)
- Restrictions or exclusion when certain activities are taking place
- Requirements for an accompanying adult
- Full exclusion of people under 18 from the premises when any licensable activities are taking place

7.7 No conditions will be imposed requiring that children be admitted to any premises and, where no limitation is imposed, this will be left to the discretion of the individual licensee.

7.8 The 2003 Act details a number of offences designed to protect children in licensed premises and the Council will work closely with the police to ensure the appropriate enforcement of the law, especially prohibiting the sale and supply of alcohol to children.

Access to Cinemas

7.9 In the case of premises giving film exhibitions conditions will be imposed restricting access only to those who meet the required age limit in line with any certificate granted by the British Board of Film Classification or, in specific cases, a certificate given to the film by the Council itself.

Children and Public Entertainment

7.10 Many children go to see and/or take part in an entertainment arranged especially for them, for example children's film shows and dance or drama school productions, and additional arrangements are required to safeguard them while at the premises.

- 7.11 Where entertainment requiring a licence is specially presented for children, the Council will require the presence of an appropriate number of adult staff to ensure public safety and their protection from harm.
- 7.12 The Council will expect the submitted Operating Schedules to satisfactorily address these issues.
- 7.13 The Council will consider attaching Conditions to licences and permissions to prevent harm to children, and these may include Conditions drawn from the Model Pool of Conditions relating to the Protection of Children from Harm.
- 7.14 As agencies regulated under section 11 of the Children Act 2004, the licensing authority is obliged to have in place safeguarding processes. The licensing authority must also consider the need to protect children from sexual exploitation when undertaking licensing functions.
- 7.15 The Act provides a legal responsibility to make sure that children and young people are protected from harm at licensed premises. The Guidance requires that children must be protected from “physical, psychological and moral harm”, premises allowing access to persons under the age of 18 are expected to have systems in place to safeguard children and young people. For further details of the safeguarding of children in licensed premises please see the Child Sexual Exploitation Leaflet on the following webpage: https://www.safeguardingsheffieldchildren.org/assets/1/child_sexual_exploitati_on_leaflet_v2.pdf.
- 7.16 The authority recognises that vulnerable persons can also include adults.

Adult Entertainment

- 7.17 Where regulated entertainment provided on premises is commonly of an adult or sexual nature the licensing authority may, where relevant representations are received, give appropriate and additional consideration as to whether to grant a premises licence when the premises are in the vicinity of:
- Residential housing
 - Schools
 - Play areas
 - Children’s nurseries or preschool facilities
 - Places of religious worship or education
 - Historic buildings
 - Tourist attractions
 - Predominantly family shopping areas
 - Community facilities or public buildings e.g. youth clubs, libraries and sports centres
- 7.18 In so far as it relates to the licensing objectives, and taking into account location, the licensing authority may determine the nature of any external signage for premises providing adult entertainment. The licensing authority will

also request via a condition that the entertainment occurring on the premises should only be visible to those who have chosen to enter, regardless of the location.

- 7.19 The licensing authority is especially concerned that premises providing adult entertainment promote the protection of children from harm objective and will expect operating schedules to address this by adopting strict entrance policies, security measures and staff training and management policies to ensure that this and the other licensing objectives are promoted.
- 7.20 North Norfolk District Council has resolved to adopt schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982, as amended by the Policing and Crime Act 2009, in relation to lap dancing and other sexual entertainment venues and the Licensing and Regulatory Committee will have regard to this when an application is made to operate such a venue.

8 Licensing Hours

- 8.1 The Council will generally deal with the issue of licensing hours having due regard to the individual merits of each application. However, consideration will be given to imposing stricter conditions in respect of noise control where premises are situated in mainly residential areas.

Shops, Stores and Supermarkets

- 8.2 The Council will generally consider licensing shops; stores and supermarkets to sell alcohol for consumption off the premises at any times they are open for shopping.
- 8.3 In doing so the Council will have due regard to the need to ensure that the times such premises are allowed to sell alcohol for consumption off the premises does not create issues of public nuisance and endanger public safety. For example, the Council may consider that there are very good reasons for restricting those hours where police representations are made in respect of isolated shops known to be the focus of disorder and disturbance.
- 8.4 It is important to note that “opening hours”, the times when premises are open to the public, are not necessarily identical to the hours during which licensable activities may take place.

9 PARTNERSHIP WORKING AND INTEGRATING STRATEGIES

- 9.1 The revised Home Office Guidance issued under section 182 of The Act recommends that Statements of Licensing Policies (the Policy) should provide clear indications of how the licensing authority will secure the proper integration of its licensing policy with local crime prevention, planning, transport, tourism, equality schemes, cultural strategies and other relevant

plans. While many local strategies are not directly related to the promotion of the licensing objectives, they indirectly impact upon them.

We will therefore in conjunction with Norfolk's Licensing Forum endeavour to:

- Work with partner agencies that are involved either directly or indirectly in delivering the Policy, including responsible authorities, local businesses and the local community.
- Identify and galvanise new and existing opportunities to develop, strengthen and foster partnership in order to improve delivery of the Policy.
- Undertake consultation and communication on licensing issues with all licensees, communities and their representatives.
- Ensure pro-active enforcement in line with the council's Enforcement Policy in order to achieve the licensing objectives.
- Work to reduce crime and disorder where it exists in close proximity to licensed premises.

- 9.1 There are many stakeholders in the hospitality leisure and tourism industry, covering a wide range of disciplines. Many are involved, directly or indirectly, in the promotion of the licensing objectives, particularly those relating to the prevention of crime and disorder and public nuisance.
- 9.2 Many of their strategies deal in part with the licensing function, and the Council will set up multi-disciplinary working groups to ensure proper integration of local crime prevention, planning, transport, tourism, community engagement and cultural strategies; and ensure sensitive implementation of the policy where compliance is required of non-professionals/volunteers.
- 9.3 The Council will arrange for protocols with the Police to enable them to report to the Committee responsible for transport matters on the need for the swift and safe dispersal of people from those areas of towns and villages subject to congestion and thus avoid concentrations, which can produce disorder and disturbance.
- 9.4 Arrangements will be made for the Licensing Committees to receive reports on the following matters to ensure these are reflected in their decisions:
- the needs of the local tourist economy, community engagement and cultural strategy for the North Norfolk District, and,
 - the employment situation in the North Norfolk District and the need for investment and employment where appropriate
 - Police reports on crime and disorder in the North Norfolk District
- 9.5 The Council recognises that there should be a clear separation of the planning and licensing regimes and licensing applications are independent of the planning application process and permissions.

- 9.6 The Council recognises the need to avoid so far as possible duplication with other regulatory regimes. However, some regulations do not cover the unique circumstances of some entertainment and the Council will consider attaching Conditions to premises licences and club premises certificates where these are necessary for the promotion of the licensing objectives and are not already provided for in any other legislation.

10 Standard Conditions

- 10.1 The Council will not impose conditions unless it has received a representation from a responsible authority, such as the police, environmental health officer or other persons, such as a local resident or local business, which is a relevant representation, or is offered in the applicants Operating Schedule. Any conditions will be proportional and appropriate to achieve the Licensing Objectives

11 Enforcement

- 11.1 Once licensed, it is essential premises are maintained and operated so as to ensure the continued promotion of the licensing objectives and compliance with the specific requirements of the 2003 Act and the Council will make arrangements to monitor premises and take appropriate enforcement action to ensure this.
- 11.2 The Council has an enforcement protocol, agreed with all seven Norfolk Local Authorities, Norfolk Constabulary, Norfolk Fire Service, Customs and Excise and Trading Standards. This should provide for a more efficient deployment of staff and police officers who are commonly engaged in enforcing licensing law and inspection of licensed premises. These protocols will provide for the targeting of agreed problem and high-risk premises, but with a lighter touch being applied to those premises, which are shown to be well managed and maintained.
- 11.3 All enforcement actions taken by the Council will comply with the Councils Enforcement Policy and the Enforcement Concordat, which the Council has adopted. To this end the key principles of consistency, transparency and proportionality will be maintained.
- 11.4 A closure power is provided for in the Anti-Social Behaviour, Crime and Policing Act 2014 which replaces section 161 of the Act. This new closure power can be used to protect victims and communities by quickly closing premises that are causing nuisance or disorder. Further guidance on this power can be found on the gov.uk website, under the Anti-Social Behaviour, Crime and Policing Act: anti-social behaviour guidance.

Licence Fees

- 11.5 The licensing authority will suspend a premises licence or club premises certificate if the annual fee is not paid when it is due. However, this does not apply immediately if the payment was not made before or at the time of the due date because of an administrative error, or because the holder disputed liability for the fee before or at the time of the due date. In either of these cases, there is a grace period of 21 days. This period is intended to allow the licensing authority and the licence or certificate holder an opportunity to resolve the dispute or error. If the dispute or error is not resolved during this 21-day period, the licence or certificate will be suspended.
- 11.6 Should a licence or certificate be suspended; the licensing authority will notify the holder in writing specifying the date on which the suspension will take effect; this date will be at least five clear working days after the day the authority gives the notice.
- 11.7 A suspension will cease to have effect on the day on which the licensing authority receives payment of the annual fee from the licence or certificate holder.
- 11.8 Norfolk Constabulary Licensing Team will be informed of the suspension and removal of suspension.
- 11.9 The relevant fee for the premises licence is based on the rateable value of the premises. The fee structure is set by the government, not the council. The rateable value of your property can be found on the Valuation Office Agency website (GOV.UK)
- 11.10 Any premises where a licensable activity is carried out must be licensed. Otherwise, this will be an unauthorised licensable activity which carries a £20,000 fine and/or up to six months in prison.

12 Cultural Activities

- 12.1 The Council recognises the need to encourage the provision of a broad range of events in North Norfolk's District to promote live music, dance, theatre and other entertainments for enjoyment by a wide-cross section of the public.
- 12.2 When considering applications for regulated entertainment events, the Council will be conscious of the need for there to be a balance between the promotion of the entertainment, and concerns that are relevant to licensing objectives
- 11.3 The Council is aware of the need to avoid where possible attaching conditions to a premises licence, or club certificate, that may inadvertently deter live entertainment by imposing indirect costs of a disproportionate nature. For example, a blanket requirement that any pub providing live music entertainment must have door supervisors.
- 11.4 The Live Music Act 2012, the Legislative Reform (Entertainment Licensing) Order 2014 and the Deregulation Act 2015 have exempted entertainment in certain instances.

13 Live Music, Dancing and Theatre

- 13.1 In its role of implementing local authority cultural strategies, the Council recognises the need to encourage and promote live music, dance and theatre for the wider cultural benefit of the community, particularly for children.
- 13.2 When considering applications for such events and the imposition of conditions on licences or certificates, the Council will carefully balance the cultural and community needs with the necessity of promoting the licensing objectives.
- 13.3 Consideration will be given to the particular characteristics of any event, including the type, scale and duration of the proposed entertainment, especially where limited disturbance only may be caused.

14 Planning

- 14.1 Planning and licensing regimes will be properly separated to avoid duplication and inefficiency.
- 14.2 Licensing applications will not enable a "re-hearing" of the Planning application and licensing decisions will not override decisions taken by the Planning Committee or permissions granted on appeal. There is no legal basis for the licensing authority to refuse a licence application because it does not have Planning permission.

- 14.3 There are circumstances when as a condition of planning permission a terminal hour has been set for the use of premises for commercial purposes. Where these hours are different to the licensing hours, the applicant must observe the earlier closing time. Premises operating in breach of their planning permission would be liable to prosecution under planning law.

15 Temporary Event Notices

- 15.1 The Act requires that a minimum of 10-working days' notice must be given for a standard temporary event notice and a minimum of 5-working days' notice for a late temporary event notice. Section 193 of the 2003 Act defines "working day" as any day other than a Saturday, a Sunday, Christmas Day, Good Friday, or a day which is a bank holiday under the Banking and Financial Dealings Act 1971 on England and Wales. "Working days" notice means working days exclusive of the day on which the event is to start, and exclusive of the day on which the notice is given.
- 15.2 There is no discretion to relax either the 10-working days' notice or the five-working days' notice, so the Council encourage notice givers to provide the earliest possible notice within 12 months of event likely to take place. The maximum notice of 12 months should enable the Norfolk Constabulary and the Council's Public Protection Team to make sensible assessment as notices made too far in advance could lead to objections that could be otherwise avoided.

16 Personal Licences

- 16.1 An application for a personal licence and 'disclosure of convictions and declaration' form should be dated by the applicant within one calendar month of the application being received by the Council. This is to ensure that the information on application is as current as the basic disclosure.
- 16.2 If the Police object to the grant of a personal licence, the matter will be referred to a Licensing Sub-Committee for determination.
- 16.3 The Policing and Crime Act 2017 gives licensing authorities a discretionary power to revoke or suspend personal licences. The process which must be undertaken by the licensing authority is set out in section 132A of the 2003 Act. The decision to revoke or suspend a personal licence will be made by the Licensing Committee or Licensing Sub-Committee, but the actions required before making a final decision will be made by an officer.

17 Premises Licence/Club Premises Certificate Applications

- 17.1 Applications for the grant or variation of a premises licence or club premises certificate should be accompanied by a plan, which will be endorsed and issued with the premises licence/ club premises certificate

- 17.2 Applications for the grant or variation of a premises licence or club premises certificate should be accompanied by a 'certificate of display'. This acknowledges the applicants' understanding for the displaying notices and should avoid any undue delay in the application process.
- 17.3 Applications for the grant or variation of a premises licence or club premises certificate should be accompanied by a 'certificate of service'. This acknowledges the applicants understanding for giving a copy of the application to the responsible authorities and should avoid any undue delay in the application process.
- 17.4 Where applications have to be advertised, licensing officers will routinely check that public notices are displayed at the premises and in a local newspaper as part of the application validation process.
- 17.5 North Norfolk District Council is required under the Licensing Act 2003 to suspend premises licenses and club premises certificates where the annual fee has not been paid. The Council will notify each licence holder/club when the annual fee is due setting out the fee that is due. Where the fee has not been paid or there has been no claim of administrative error, the Council will serve a notice to suspend the licence.

18 Review Process

- 18.1 The review process represents a key protection for the community where problems associated with the licensing objectives are occurring after the grant or variation of a premises licence. At any stage, following the grant of a premises licence, a responsible authority, or other persons, may apply to the Council to review the licence because of a matter arising at the premises in connection with any of the four licensing objectives.
- 18.2 In every case, the representation must relate to particular premises for which a premises licence is in existence and must be relevant to the promotion of the licensing objectives. After a licence or certificate has been granted or varied, a complaint relating to a general (crime and disorder) situation in a town centre should generally not be regarded as a relevant representation unless it can be positively tied or linked by a causal connection to particular premises, which would allow for a proper review of the licence or certificate. For instance, a geographic cluster of complaints, including along transport routes related to an individual public house and its closing time could give grounds for a review of an existing licence as well as direct incidents of crime and disorder around a particular public house.
- 18.3 The Council recognises that the promotion of the licensing objectives relies heavily on a partnership between licence holders, authorised persons, other persons and responsible authorities in pursuit of common aims. It is therefore equally important that reviews are not used to drive a wedge between these groups in a way that would undermine the benefits of co-operation. The

Council encourages the good practice for authorised persons and responsible authorities to give licence holder's early warning of their concerns about problems identified at the premises concerned and of the need for improvement. A failure to respond to such warnings is expected to lead to a decision to request a review.

- 18.4 Where the request originates from other persons – e.g. a local resident, residents' association, local business or trade association – the Council will first consider whether the complaint made is relevant, vexatious, frivolous or repetitious.

19 Responsible Authorities and other persons

- 19.1 Responsible authorities are public bodies that are statutory consultees that must be notified of licensing applications. A list of the responsible authorities in respect of applications and notices made to the Council can be found on the following [link](#):

For all premises, responsible authorities includes:

- The Licensing Authority
 - The Chief Officer of Police
 - The local fire and rescue authority
 - The relevant enforcing authority under The Health and Safety at Work etc. Act 1974
 - Environmental Health
 - Planning
 - Social Services- responsible for, or interested in, matters relating to the protection of children from harm
 - Public Health
 - Trading Standards; and
 - Home Office Immigration Enforcement (on behalf of the Secretary of State)
- 18.2 When dealing with licensing applications for premises licences and club premises certificates the Council is obliged to consider representations from two categories of persons, referred to as 'responsible authorities' and 'other persons'. This allows for a broad range of comment to be received both for and against licensing applications.
- 18.3 The Council has carefully considered its role as the Licensing Authority as a Responsible Authority under the Act. It will achieve a separation of responsibilities through procedures and approved delegations within the authority to ensure procedural fairness and eliminate conflicts of interest. A separation is achieved by allocating distinct functions (i.e. those of Licensing Authority and Responsible Authority) to different officers within the Public Protection Team. The Council does not expect to act as a Responsible Authority on behalf of third parties but accepts that there may be exceptional circumstances where this approach may be required.

20 Promotion of Equality

- 20.1 The Council recognise that the Equality Act 2010 places a legal obligation on public authorities to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation; to advance equality of opportunity; and to foster good relations, between persons with different protected characteristics. The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- 20.2 Information on the Councils approach and compliance with the Equalities Act 2010 can be found on the Councils website via the following [link](#):

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21 Administration, Exercise and Delegation of Functions

- 21.1 The Council will be involved in a wide range of licensing decisions and functions and has established a Licensing Committee to administer them.
- 21.2 Appreciating the need to provide a speedy, efficient and cost-effective service to all parties involved in the licensing process, the Committee has delegated certain decisions and functions and has established Sub-Committees to deal with them.
- 21.3 Further, with many of the decisions and functions being purely administrative in nature, the grant of non-contentious applications, including for example, those licences and certificates where no representations have been made, has been delegated to Council Officers. The Council accepts the Secretary of State's recommendation and delegation will be achieved as set out in Annex A. This form of delegations is without prejudice to Officers referring an application to a Sub-Committee, or a Sub-Committee to Full Committee, if considered appropriate in the circumstances of any particular case.
- 21.4 Regulation 24 of the Licensing Act 2003 (Hearings) Regulations requires the Council to give all parties at the licensing hearings an equal maximum period of time to present their case. For the purpose of this regulation it is the Council's policy that a maximum of 15 minutes will be allowed unless varied at the Chairman's discretion to allow flexibility where necessary.
- 21.5 Copies of applications and letters of representation will be included within the report to the Licensing Sub Committee and distributed prior to hearings. Applicants, responsible authorities and other persons wishing to present additional evidence in support of their application/ representation should do so at least 3-working days before the hearing starts. Failure to do so may result in the Licensing Sub Committee disregarding this additional information.

22 Other Relevant Matters

- 22.1 Adult entertainment. The Licensing Authority has adopted Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 and premises offering regular entertainment of a sexual nature must be licensed as a sex establishment under those provisions. The Council acknowledges that there is an exemption which allows sexual entertainment to be provided at premises licensed under the Licensing Act 2003, as long as it is on no more than 11 occasions within 12 months and with at least 1 month between each occasion. Premises using this exemption should ensure that procedures are in place to exclude children when entertainment of this nature is offered.
- 22.2 Gaming machines in licensed premises – automatic entitlement. There is provision in the Gambling Act 2005 (GA2005) for premises licensed to sell alcohol for consumption on the premises to automatically have two gaming machines of category C and/or D.

- 22.3 Gaming Machine Permit – If a premises wishes to have more than 2 machines of categories C and/or D, then it needs to apply for a permit and the Council will consider that application based upon the licensing objectives, any guidance issued by the Gambling Commission under Section 25 of the Act, and such matters as the licensing officers consider relevant.
- 22.4 Exempt Gaming – Premises licensed under the Licensing Act 2003 may offer gaming such as poker and bingo provided the stakes and prizes do not exceed permitted levels. Details of these limits are available from the Council or the Gambling Commission.
- 22.5 Data Protection - The Licensing Authority also recognises its responsibilities under the Data Protection Act 2018, and the General Data Protection Regulations (GDPR) when it comes to handling and storing personal data, and has created a data retention and sharing policy which can be found on the Council's website via the following [link](#)

23 Portman Group Code of Practice

- 23.1 The Portman Group operates, on behalf of the alcohol industry, a Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks. The Council commends the Code. Further details of the Portman Group Code of Practice can be found at Annex B

24 Entitlement to Work in the UK

- 24.1 Following an amendment to the 2003 Act by the Immigration Act 2016, individuals applying for a personal licence, a premises licence for the sale of alcohol or late night refreshment, must be entitled to work in the UK. If the applicant isn't entitled to work in the U.K., then the application must be rejected. However, this requirement does not apply to a premises licences for entertainment only, or a club premises certificate, or a TEN.
- 24.2 The Council in its role as the licensing authority will require applicants for the relevant licences to provide appropriate documented proof that they have permission to be in the UK and to undertake work in a licensable activity.

25 Further Advice

- 25.1 Information and advice on all aspects of licensing can be obtained by either:
- Visiting the Council's website www.north-norfolk.gov.uk
 - By email to licensing@north-norfolk.gov.uk
 - By telephone 01263 516189

- By writing to:

Licensing Team
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN

25.2 The Licensing Act 2003 and Guidance issued under Section 182 can be viewed on the Home Office Website at:

<https://www.gov.uk/government/organisations/home-office>

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Annex A: Table of Delegations of Licensing Functions

Matter to be dealt with	Sub Committee	Officers
Application for personal Licence	If a police objection	If no objection made
Application for personal Licence with unspent convictions	All cases	
Application for premises licence/club premises Certificate	If a relevant representation made	If no relevant representation made
Application for provisional statement	If a relevant representation made	If no relevant representation made
Application to vary premises licence/club premises Certificate	If a relevant representation made	If no relevant representation made
Application to vary Designated premises supervisor	If a police objection	All other cases
Request to be removed as designated premises supervisor		All cases
Application for transfer of premises licence	If a police objection	All other cases
Application for interim Authorities	If a police objection	All other cases
Application to review Premises licence/club Premises certificate	All cases	
Decision on whether a Complaint is irrelevant, Frivolous, vexatious, etc		All cases
Decision to object when local authority is a consultee and not the relevant authority considering the application	All cases	
Determination of a police objection to a temporary Event notice	All cases	
Decision whether to consult other responsible authorities on minor variation application		All cases
Determination of minor variation application		All cases
Minor Variation to a Premises Licence/ Club Premises Certificate		All cases
Determination of application to vary premises licence at community premise to include alternative licence condition	If Police Objection	All other cases

Annex B: The Portman Group Code of Practice

The Portman Group operates, on behalf of the alcohol industry, a Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks. The Code seeks to ensure that drinks are packaged and promoted in a socially responsible manner and only to those who are 18 years old or over. Complaints about products under the Code are considered by an Independent Complaints Panel and the Panel's decisions are published on the Portman Group's website (www.portman-group.org.uk), in the trade press and in an annual report. If a product's packaging or point-of-sale advertising is found to be in a breach of the Code, the Portman Group may issue a Retailer Alert Bulletin to notify retailers of the decision and ask them not to replenish stocks of any such product or to display such point-of-sale material, until the decision has been complied with. The Code is an important weapon in protecting children from harm because it addresses the naming, marketing and promotion of alcohol products sold in licensed premises in a manner, which may appeal to or attract minors. The Council commends the Code.

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NORTH NORFOLK DISTRICT COUNCIL



Gambling Licensing Policy (Statement of Principles)

North Norfolk District Council
Council Offices
Holt Road
Cromer
NR27 9EN

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Recommended by Licensing and Appeals Committee on: 27th September
2021

Approved by Council on: 17th December 2021

Effective: 1st January 2022

**North Norfolk District Council
Gambling Act 2005
Statement of Principles
Contents**

Item	Paragraph
Part A - Overview	
The licensing objectives	1
Introduction	2
Declaration	3
Responsible Authorities	4
Interested parties	5
Exchange of information	6
Enforcement	7
Licensing authority functions	8
Part B – Premises licences	
General Principles	9
Decision Making	10
Definition of “premises”	11
Gambling Commission’s Relevant Access Provisions	12
Location	13
Local Risk Assessments and Local Area Profile	14
Public Health and Gambling	15
Planning Permission & Building Regulations	16
Duplication with other regulatory regimes	17
Licensing Objectives	18
Conditions	19
Adult Gaming Centres	20
(Licensed) Family Entertainment Centres	21
Casinos	22
Bingo Premises	23
Betting premises	24
Tracks	25
Application and Plans	26
Travelling Fairs	27
Provisional Statements	28
Reviews	29
Part C - Permits / Temporary and Occasional Use Notices	
Unlicensed Family Entertainment Centre gaming machine permits	30
(Alcohol) Licensed premises gaming machine permits	31
Prize Gaming Permits	32
Club Gaming and Club Machines Permits	33
Temporary Use Notices	34
Occasional Use Notices	35
Small Society Lotteries	36
Part D – Committee, Officer Delegation and Contacts	
1. Committee decisions and scheme of delegation	37
2. Contacts	38
Annexes	
List of Persons Consulted	1
Responsible Authorities	2
Table of Delegation of Licensing Functions	3

PART A

OVERVIEW

1 The Licensing Objectives

- 1.1 In exercising most of their functions under the Gambling Act 2005 (hereafter referred to as the Act), licensing authorities must have regard to the licensing objectives as set out in Section 1 of the Act. The licensing objectives are:
- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime
 - Ensuring that gambling is conducted in a fair and open way
 - Protecting children and other vulnerable persons from being harmed or exploited by gambling
- 1.2 It should be noted that the Gambling Commission has stated: “The requirement in relation to children is explicitly to protect them from being harmed or exploited by gambling”.
- 1.3 This licensing authority is aware that, as per Section 153 of the Act, in making decisions about premises licences and temporary use notices it should aim to permit the use of premises for gambling in so far as it thinks it:
- in accordance with any relevant code of practice issued by the Gambling Commission
 - in accordance with any relevant guidance issued by the Gambling Commission (<http://www.gamblingcommission.gov.uk/PDF/GLA5-updated-September-2016.pdf>)
 - reasonably consistent with the licensing objectives
 - in accordance with the Authority’s Gambling Licensing Policy Statement of Principles

2 Introduction

- 2.1 North Norfolk District Council is situated in the County of Norfolk, which contains seven District Councils in total. The Council area has a population of approximately 105,00 covering an area of 400 square miles making it one of the smaller districts in Norfolk. The Council’s area is mainly rural/coastal and has 5 market towns. Licences that can be issued under the Gambling Act 2005 in North Norfolk District Council’s areas relate to, for example, betting shops, permitting gambling machines in licenced premises, family entertainment centres, adult gaming centres, bingo venues, and race tracks.
- 2.2 The mainstays of North Norfolk’s economies are tourism, agriculture and service industries. The majority of these sectors have suffered decline in employment and are prone to cyclical and seasonal variations.

- 2.3 Licensing authorities are required by the Act to publish a statement of the principles which they propose to apply when exercising their functions. This statement must be published at least every three years. The statement must also be reviewed from “time to time” and any amended parts re-consulted upon. The statement must be then re-published. The Council’s first gambling policy was adopted on 1st November 2006.
- 2.4 North Norfolk District Council will consult widely upon this statement of principles before finalising and publishing. A list of persons who have been consulted is provided in **Annex 1**.
- 2.5 The Act requires that the following parties are consulted by licensing authorities:
- The Chief Officer of Police
 - One or more persons who appear to the authority to represent the interests of persons carrying on gambling businesses in the authority’s area
 - One or more persons who appear to the authority to represent the interests of persons who are likely to be affected by the exercise of the authority’s functions under the Act
- 2.6 Our consultation took place between the 5 July 2018 and 3 September 2018 and followed HM Government Consultation Principles (published 2018), which is available at; <https://www.gov.uk/government/publications/consultation-principles-guidance>
- 2.7 The full list of any comments made and the consideration by the Council of those comments will be available by request to the Public Protection Manager at the Council.
- 2.8 The policy was approved at a meeting of the Full Council on the 21 November 2018 and was published via the Council’s website on the 14 January 2019.
- 2.9 Should you have any comments as regards this statement of principles please send them via email or letter to:
The Licensing Manager
- North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN
licensing@north-norfolk.gov.uk
- 2.9 It should be noted that this policy statement will not override the right of any person to make an application, make representations about an application, or apply for a review of a licence, as each will be considered on its own merits and according to the statutory requirements of the Act.

3 Declaration

- 3.1 In producing the final statement, this Licensing Authority declares that it has had regard to the licensing objectives of the Act, the Guidance to local authorities issued by the Gambling Commission and any responses from those consulted on the statement.

4 Responsible Authorities

- 4.1 The licensing authority is required to state the principles it will apply in exercising its powers under Section 157(h) of the Act to designate, in writing, a body which is competent to advise the authority about the protection of children from harm. The principles are:
- the need for the body to be responsible for an area covering the whole of the licensing authority's area
 - the need for the body to be answerable to democratically elected persons, rather than any particular vested interest group
- 4.2 This Authority designates the Norfolk Local Safeguarding Children Board for this purpose, <https://www.norfolkscb.org/>.
- 4.3 The contact details of all the Responsible Authorities under the Act are attached at **Annex 2**.

5 Interested parties

- 5.1 Interested parties can make representations about licence applications or apply for a review of an existing licence. These parties are defined in the Gambling Act 2005 as follows:
"For the purposes of this Part a person is an interested party in relation to an application for or in respect of a premises licence if, in the opinion of the licensing authority which issues the licence or to which the applications is made, the person;
- a) lives sufficiently close to the premises to be likely to be affected by the authorised activities
 - b) has business interests that might be affected by the authorised activities
 - c) represents persons who satisfy paragraph (a) or (b)"
- 5.2 The licensing authority is required to state the principles it will apply in exercising its powers under the Act to determine whether a person is an interested party. The principles are:
- Each case will be decided upon its merits. This Authority will not apply a rigid rule to its decision making. It will consider the examples of considerations provided in the Gambling Commission's guidance for local authorities. It will also consider the Gambling Commission's guidance that "has business interests" should be given the widest possible interpretation

and include partnerships, charities, faith groups and medical practices.

- Interested parties can be persons who are democratically elected such as Councillors and MP's. No specific evidence of being asked to represent an interested person will be required as long as the Councillor/MP represent the wards likely to be affected. Likewise, Parish Councils likely to be affected will be considered to be interested parties. Other than these however, this Authority will generally require written evidence that a person/body (e.g. an advocate/relative) 'represents' someone who either lives sufficiently close to the premises to be likely to be affected and/or has business interests that might be affected by the authorised activities. A letter from one of these persons, requesting the representation is sufficient.

- 5.3 If individuals wish to approach Councillors to ask them to represent their views, then care should be taken that the Councillors are not part of the Licensing Committee dealing with the licence application. If there are any doubts, then please contact the Councils Public Protection Team.

6 Exchange of Information

- 6.1 Licensing authorities are required to include in their statements the principles to be applied by the authority in exercising the functions under Sections 29 and 30 of the Act with respect to the exchange of information between it and the Gambling Commission and the functions under Section 350 of the Act with respect to the exchange of information between it and the other persons listed in Schedule 6 to the Act.
- 6.2 The principle that this Licensing Authority applies is that it will act in accordance with the provisions of the Act in its exchange of information which includes the provision that the Data Protection Act 2018 will not be contravened. The Licensing Authority will also have regard to any guidance issued by the Gambling Commission to local authorities on this matter, as well as any relevant regulations issued by the Secretary of State under the powers provided in the Act.

7 Enforcement

- 7.1 Licensing authorities are required by regulation under the Act to state the principles to be applied by the authority in exercising the functions under Part 15 of the Act with respect to the inspection of premises; and the powers under Section 346 of the Act to institute criminal proceedings in respect of the offences specified.
- 7.2 This Licensing Authority's principles are it will be guided by the Gambling Commission's guidance for local authorities and will endeavour to be:
- **Proportionate:** regulators should only intervene when necessary: remedies should be appropriate to the risk posed and costs identified and minimised
 - **Accountable:** regulators must be able to justify decisions and be subject to public scrutiny

- **Consistent:** rules and standards must be joined up and implemented fairly
- **Transparent:** regulators should be open and keep regulations simple and user friendly
- **Targeted:** regulations should be focused on the problem and minimise side effects

7.3 The Licensing Authority will endeavour to avoid duplication with other regulatory regimes so far as possible.

7.4 This Licensing Authority inspection programme will be risk-based and take into account;

- The licensing objectives
- Relevant codes of practice
- Guidance issued by the Gambling Commission, in particular at Part 36
- This statement of principles

7.5 The main enforcement and compliance role for this Licensing Authority in terms of the Act is to ensure compliance with the premises licences and other permissions which it authorises. The Gambling Commission is the enforcement body for the operating and personal licences. It is also worth noting that concerns about manufacture, supply or repair of gaming machines are not dealt with by the Licensing Authority but should be notified to the Gambling Commission.

8 Licensing Authority functions

8.1 Licensing authorities are required under the Act to:

- be responsible for the licensing of premises where gambling activities are to take place by issuing *Premises Licences*
- issue *Provisional Statements*
- regulate *members' clubs* and *miners' welfare institutes* who wish to undertake certain gaming activities via issuing Club Gaming Permits and/or Club Machine Permits
- issue *Club Machine Permits* to *Commercial Clubs*
- grant permits for the use of certain lower stake gaming machines at *unlicensed Family Entertainment Centres*
- receive notifications from alcohol licensed premises (under the Licensing Act 2003) for the use of two or fewer gaming machines
- issue *Licensed Premises Gaming Machine Permits* for premises licensed to sell/supply alcohol for consumption on the licensed premises, under the Licensing Act 2003, where there are more than two machines
- register *small society lotteries* below prescribed thresholds
- issue *Prize Gaming Permits*
- receive and Endorse *Temporary Use Notices*
- receive *Occasional Use Notices*
- provide information to the Gambling Commission regarding details of licences issued (see section above on 'information exchange')

- maintain registers of the permits and licences that are issued under these functions

8.2 It should be noted that Licensing Authorities are not involved in licensing remote gambling at all; this is regulated by the Gambling Commission via operating licences.

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PART B
PREMISES LICENCES: CONSIDERATION OF APPLICATIONS

9 General Principles

9.1 Premises licences are subject to the requirements set-out in the Gambling Act 2005 and regulations, as well as specific mandatory and default conditions which are detailed in regulations issued by the Secretary of State. Licensing Authorities are able to exclude default conditions and also attach others, where it is deemed to be appropriate to ensure licensing objectives are met.

10 Decision making

10.1 This Licensing Authority is aware that in making decisions about premises licences it should aim to permit the use of premises for gambling in so far as it thinks it:

- in accordance with any relevant code of practice issued by the Gambling Commission
- in accordance with any relevant guidance issued by the Gambling Commission
- reasonably consistent with the licensing objectives
- in accordance with the authority's statement of licensing policy

10.2 It is appreciated that as per the Gambling Commission's Guidance for local authorities "moral objections to gambling are not a valid reason to reject applications for premises licences" (except as regards any 'no casino resolution' - see section on Casinos below – Paragraph 21) and also that unmet demand is not a criterion for a Licensing Authority.

11 Definition of "premises"

11.1 In the Act, "premises" is defined as including "any place". Section 152 therefore prevents more than one premises licence applying to any place. But a single building could be subject to more than one premises licence, provided they are for different parts of the building and the different parts of the building can be reasonably regarded as being different premises. This approach has been taken to allow large, multiple unit premises such as a pleasure park, pier, track or shopping mall to obtain discrete premises licences, where appropriate safeguards are in place. However, the Licensing Authority shall pay particular attention if there are issues about sub-divisions of a single building or plot and shall ensure that mandatory conditions relating to access between premises are observed.

11.2 The Gambling Commission states in its guidance to licensing authorities that: "In most cases the expectation is that a single building/plot will be the subject of an application for a licence, for example, 32 High Street. But, that does not mean 32 High Street cannot be the subject of separate premises licences for

the basement and ground floor, if they are configured acceptably. Whether different parts of a building can properly be regarded as being separate premises will depend on the circumstances. The location of the premises will clearly be an important consideration and the suitability of the division is likely to be a matter for discussion between the operator and the Licensing Officer. However, the Commission does not consider that areas of a building that are artificially or temporarily separated, for example by ropes or moveable partitions, can properly be regarded as different premises.”

- 11.3 This Licensing Authority takes particular note of the Gambling Commission’s Guidance to Licensing Authorities which states that: Licensing Authorities should take particular care in considering applications for multiple licences for a building and those relating to a discrete part of a building used for other (non-gambling) purposes. In particular, they should be aware of the following:
- The third licensing objective seeks to protect children from being harmed by gambling. In practice that means not only preventing them from taking part in gambling, but also preventing them from being in close proximity to gambling. Therefore, premises should be configured so that children are not invited to participate in, have accidental access to or closely observe gambling where they are prohibited from participating
 - Entrances to and exits from parts of a building covered by one or more premises licences should be separate and identifiable so that the separation of different premises is not compromised and people do not “drift” into a gambling area. In this context it should normally be possible to access the premises without going through another licensed premises or premises with a permit
 - Customers should be able to participate in the activity named on the premises licence
- 11.4 The guidance also gives a list of factors which the licensing authority should be aware of, which may include:
- Do the premises have a separate registration for business rates?
 - Is the premises’ neighbouring premises owned by the same person or someone else?
 - Can each of the premises be accessed from the street or a public passageway?
 - Can the premises only be accessed from any other gambling premises?
- 11.5 This Authority will consider these and other relevant factors in making its decision, depending on all the circumstances of the case.

12 The Gambling Commission’s relevant access provisions for each premises type

12.1 Casinos

- The principal access entrance to the premises must be from a street
- No entrance to a casino must be from premises that are used wholly or mainly by children and/or young persons

- No customer must be able to enter a casino directly from any other premises which holds a gambling premises licence

12.2 Adult Gaming Centre

- No customer must be able to access the premises directly from any other licensed gambling premises

12.3 Betting Shops

- Access must be from a street or from another premises with a betting premises licence
- No direct access from a betting shop to another premises used for the retail sale of merchandise or services. In effect there cannot be an entrance to a betting shop from a shop of any kind and you could not have a betting shop at the back of a café – the whole area would have to be licensed.

12.4 Tracks

- No customer should be able to access the premises directly from:
 - a casino
 - an adult gaming centre

12.5 Bingo Premises

- No customer must be able to access the premise directly from:
 - a casino
 - an adult gaming centre
 - a betting premises, other than a track

12.6 Family Entertainment Centre

- No customer must be able to access the premises directly from:
 - a casino
 - an adult gaming centre
 - a betting premises, other than a track

12.7 The Gambling Commission's guidance to licensing authorities contains further guidance on this issue, which this Authority will also take into account in its decision-making.

13 Location

13.1 This Licensing Authority is aware that demand issues cannot be considered with regard to the location of premises but that considerations in terms of the licensing objectives are relevant to its decision-making. As per the Gambling Commission's guidance for local authorities, this Authority will pay particular attention to the protection of children and vulnerable persons from being harmed or exploited by gambling, as well as issues of crime and disorder.

14 Local Area Profiling

- 14.1 The Social Responsibility Code, which is part of the Gambling Commissions, Licensing Conditions and Codes of Practice, most recently published in January 2018 (effective from 4 April 2018) requires licensees to assess the local risks to the licensing objectives posed by their gambling operations at each of their premises, and have policies, procedures and control measures to mitigate those risks. Additionally, applicants have to undertake a local assessment when applying for a new or variation of a premises licence, to take account of significant changes in the local circumstances or when there are significant changes at the licensee's premises.
- 14.2 Licensees should share their Risk Assessment with the Licensing Authority when applying for a premises licence or applying for a variation to existing licenced premises, or otherwise on request.
- 14.3 The Licensing Authority is aware that there is no mandatory requirement to have a local area profile but recognises that one may offer a number of benefits. Should evidence be obtained to identify local risk areas then these will be reflected in a separate document and made available from the Public Protection Team and on the Council's website.
- 14.4 Enquiries with relevant organisations have not revealed any data to suggest that there are any areas within the District that could be identified as a risk.

15 Public Health and Gambling

- 15.1 The District Council will work with Norfolk County Council Public Health Team to support the national position of the Gambling Commission on the prevention of problem gambling¹, which the commission states should be a Public Health issue that is tackled in a comprehensive way alongside other public health issues like alcohol, drug misuse, or obesity, addressed by a range of organisations and agencies working co-operatively.
- 15.2 Public Health's role is to focus on the prevention of harm to vulnerable people within Norfolk, and any health harms that can be caused, or exacerbated by gambling. North Norfolk District Council, as the Local authority, welcomes the support and assistance from Norfolk County Council to residents based in North Norfolk to support a move towards the prevention of health harms for individuals and communities being considered in the Gambling licensing process.
- 15.3 Norfolk County Council can support North Norfolk District Council and the the Statement of principles, and, where appropriate, a Local profile that identifies the wider health harms relating to gambling that includes mental health, housing, community welfare and debt. All these areas are connected to poor health outcomes, not only for an individual, but for the surrounding family and the community.

¹ <https://www.gamblingcommission.gov.uk/PDF/Gambling-related-harm-as-a-public-health-issue.pdf>

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16 Planning Permission / Building Regulations

- 16.1 In determining applications the Licensing Authority will not take into consideration matters that are not related to gambling and the licensing objectives. An example would be, the likelihood of the applicant obtaining planning permission or building regulations approval for their proposal.
- 16.2 The Licensing Authority is aware that a premises licence, once it comes into effect, authorises premises to be used for gambling.

17 Duplication with other regulatory regimes

- 17.1 This Licensing Authority seeks to avoid any duplication with other statutory/regulatory systems where possible, including planning as indicated above.

18 Licensing objectives

- 18.1 Premises licences granted must be reasonably consistent with the licensing objectives. With regard to these objectives, this Licensing Authority has considered the Gambling Commission's Guidance to local authorities and some comments are made below.
- 18.2 **Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime.** This Licensing Authority is aware that the Gambling Commission takes a leading role in preventing gambling from being a source of crime. The Gambling Commission's guidance does however envisage that Licensing Authorities should pay attention to the proposed location of gambling premises in terms of this licensing objective. Thus, where an area has known high levels of organised crime this authority will consider carefully whether gambling premises are suitable to be located there and whether conditions may be suitable, such as, the provision of door supervisors. This Licensing Authority is aware of the distinction between disorder and nuisance and will consider factors (for example whether police assistance was required and how threatening the behaviour was to those who could see it) so as to make that distinction.
- 18.3 **Ensuring that gambling is conducted in a fair and open way.** This Licensing Authority has noted that the Gambling Commission states that it generally does not expect Licensing Authorities to be concerned with ensuring that gambling is conducted in a fair and open way as this will be addressed via operating and personal licences. The only exception to this is for tracks, which is covered in paragraph 25 below.

- 18.4 **Protecting children and other vulnerable persons from being harmed or exploited by gambling.** This Licensing Authority has noted the Gambling Commission's guidance for local authorities' states that this objective means preventing children from taking part in gambling (as well as restriction of advertising so that gambling products are not aimed at or are, particularly attractive to children). The Licensing Authority will therefore consider, as suggested in the Gambling Commission's guidance, whether specific measures are required at particular premises, with regard to this licensing objective. Appropriate measures may include supervision of entrances/machines, segregation of areas etc.

As regards the term "vulnerable persons" it is noted that the Gambling Commission does not seek to offer a definition but states that "it will for regulatory purposes assume that this group includes people who gamble more than they want to; people who gambling beyond their means; and people who may not be able to make informed or balanced decisions about gambling due to a mental impairment, alcohol or drugs". This Licensing Authority will consider this licensing objective on a case by case basis.

19 Conditions

- 19.1 Any conditions attached to licences will be proportionate and will be:
- relevant to the need to make the proposed building suitable as a gambling facility
 - directly related to the premises and the type of licence applied for
 - fairly and reasonably related to the scale and type of premises
 - reasonable in all other respects
- 19.2 Decisions upon individual conditions will be made on a case by case basis, although there will be a number of measures this Licensing Authority will consider utilising should there be a need to ensure the licensing objectives are met'. such as the use of supervisors, appropriate signage for adult only areas etc. There are specific comments made in this regard under some of the licence types below. This Licensing Authority will also expect the licence applicant to offer his/her own suggestions as to way in which the licensing objectives can be met effectively.
- 19.3 This Licensing Authority will also consider specific measures which may be required for buildings which are subject to multiple premises licences. Such measures may include the supervision of entrances; segregation of gambling from non-gambling areas frequented by children; and the supervision of gaming machines in non-adult gambling specific premises in order to pursue the licensing objectives.
- 19.4 This Authority will ensure that where category C or above machines are on offer in premises to which children are admitted:
- all such machines are located in an area of the premises which is

separated from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance

- only adults are admitted to the area where these machines are located
- access to the area where the machines are located is supervised
- the area where these machines are located is arranged so that it can be observed by the staff or the licence holder
- at the entrance to and inside any such areas there are prominently displayed notices indicating that access to the area is prohibited to persons under 18

19.5 This Licensing Authority is aware that tracks may be subject to one or more than one premises licence, provided each licence relates to a specified area of the track. As per the Gambling Commission's guidance, this Licensing Authority will consider the impact upon the third licensing objective and the need to ensure that entrances to each type of premises are distinct and that children are excluded from gambling areas where they are not permitted to enter.

19.6 It is noted that there are conditions which the Licensing Authority cannot attach to premises licences which are:

- any condition on the premises licence which makes it impossible to comply with an operating licence condition
- conditions relating to gaming machine categories, numbers, or method of operation
- conditions which provide that membership of a club or body be required (the Gambling Act 2005 specifically removes the membership requirement for casino and bingo clubs and this provision prevents it being reinstated)
- conditions in relation to stakes, fees, winning or prizes

19.7 **Door Supervisors**

If the Licensing Authority is concerned that a premises may attract disorder or be subject to attempts at unauthorised access (for example by children and young persons) then it may require that the entrances to the premises are controlled by a door supervisor, and is entitled to impose a condition on the premises licence to this effect.

20 **Adult Gaming Centres**

20.1 This Licensing Authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures to, for example, ensure that under 18 year olds do not have access to the premises.

20.2 This Licensing Authority may consider measures to meet the licensing objectives such as:

- Proof of age schemes
- CCTV

- Supervision of entrances / machine areas
- Physical separation of areas
- Location of entry
- Notices / signage
- Specific opening hours
- Self-exclusion schemes
- Provision of information leaflets/helpline numbers for organisations such as GamCare

This list is not mandatory or exhaustive and is merely indicative of example measures.

21 (Licensed) Family Entertainment Centres

21.1 This Licensing Authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority, for example, that there will be sufficient measures to ensure that under 18 year olds do not have access to the adult only gaming machine areas.

21.2 This Licensing Authority may consider measures to meet the licensing objectives such as:

- CCTV
- Supervision of entrances/machine areas
- Physical separation of areas
- Location of entry
- Notices/signage
- Specific opening hours
- Self-exclusion schemes
- Provision of information leaflets/helpline numbers for organisations such as GamCare
- Measures/training for staff on how to deal with suspected truant school children on the premises

This list is not mandatory or exhaustive and is merely indicative of example measures.

22 Casinos

22.1 There are currently no casinos operating within the District

22.2 The Licensing Authority has not passed a resolution under S166 of the Gambling Act 2005 not to issue casino premises licences. Any future decision to pass such a resolution will only be taken after a full consultation process has been undertaken and the statement of principles would be updated.

23 Bingo premises

23.1 Children and young people are allowed into bingo premises; however,

they are not permitted to participate in the bingo and if category B or C machines are made available for use these must be separated from areas where children and young people are allowed.

24 Betting premises

- 24.1 **Betting machines** – A *'betting machine'* is not a gaming machine and the Council is aware that it can attach a condition to restrict the number of betting machines. This Licensing Authority will, as per the Gambling Commission's guidance, take into account the size of the premises, the number of counter positions available for person-to-person transactions and the ability of staff to monitor the use of the machines by children and young persons (it is an offence for those under 18 to bet) or by vulnerable people, when considering the number/nature/circumstances of betting machines an operator wants to offer.

25 Tracks

- 25.1 This Licensing Authority is aware that tracks may be subject to one or more than one premises licence, provided each licence relates to a specified area of the track.
- 25.2 This Authority expects the premises licence applicant to demonstrate suitable measures to ensure that children do not have access to adult only gaming facilities. It is noted that children and young persons will be permitted to enter track areas where facilities for betting are provided on days when dog-racing and/or horse racing takes place, but that they are still prevented from entering areas where gaming machines (other than category D machines) are provided.
- 25.3 This Licensing Authority may consider measures to meet the licensing objectives such as:
- Proof of age schemes
 - CCTV
 - Supervision of entrances/machine areas
 - Physical separation of areas
 - Location of entry
 - Notices/signage
 - Specific opening hours
 - Self-exclusion schemes
 - Provision of information leaflets/helpline numbers for organisations such as Game Care

This list is not mandatory or exhaustive and is merely indicative of example measures.

- 25.4 **Gaming machines** – Where the applicant holds a pool betting operating licence and is going to use the entitlement to four gaming machines,

machines (other than category D machines) should be located in areas from which children are excluded.

- 25.5 **Betting machines** – This Licensing Authority will, as per the Gambling Commission's guidance, take into account the size of the premises and the ability of staff to monitor the use of the machines by children and young persons (it is an offence for those under 18 to bet) or by vulnerable people, when considering the number/nature/circumstances of betting machines an operator proposes to offer.

26 Applications and plans

- 26.1 Section 151 of the Act requires applicants to submit plans of the premises with their application, in order to ensure that the Licensing Authority has the necessary information to make an informed judgement about whether the premises are fit for gambling.
- 26.2 Plans for tracks do not need to be in a particular scale but should be drawn to scale and should be sufficiently detailed to include the information required by regulations.
- 26.3 Some tracks may be situated on agricultural land where the perimeter is not defined by virtue of an outer wall or fence, such as point-to-point racetracks. In such instances, where an entry fee is levied, track premises licence holders may erect temporary structures to restrict access to premises.
- 26.4 In the rare cases where the outer perimeter cannot be defined, it is likely that the track in question will not be specifically designed for the frequent holding of sporting events or races. In such cases betting facilities may be better provided through occasional use notices where the boundary premises do not need to be defined.
- 26.5 This Authority appreciates that it is sometimes difficult to define the precise location of betting areas on tracks. The precise location of where betting facilities are provided is not required to be shown on track plans, both by virtue of the fact that betting is permitted anywhere on the premises and because of the difficulties associated with pinpointing exact locations for some types of track. Applicants should provide sufficient information that this authority can satisfy itself that the plan indicates the main areas where betting might take place. For racecourses in particular, any betting areas subject to the "five times rule" (commonly known as betting rings) must be indicated on the plan. It is appreciated that racecourses may need the flexibility to provide different facilities on different days without the need to vary the licence and this will be reflected in the application process.

27 Travelling Fairs

- 27.1 This Licensing Authority is responsible for deciding whether (where

category D machines and/or equal chance prize gaming without a permit is to be made available for use at travelling fairs) the statutory requirement that the facilities for gambling amount to no more than an ancillary amusement at the fair is met and will also consider whether the applicant falls within the statutory definition of a travelling fair

- 27.2 It is noted that the 27-day statutory maximum for the land being used as a fair applies on a per calendar year basis and that it applies to the piece of land on which the fairs are held, regardless of whether it is the same or different travelling fairs occupying the land. This Licensing Authority will work with its neighbouring authorities to ensure that land which crosses our boundaries is monitored so that the statutory limits are not exceeded.

28 Provisional Statements

- 28.1 Developers may wish to apply to this Authority for provisional statements before entering into a contract to buy or lease property or land to judge whether a development is worth taking forward in light of the need to obtain a premises licence. There is no need for the applicant to hold an operating licence in order to apply for a provisional statement.
- 28.2 Section 204 of the Gambling Act provides for a person to make an application to the licensing authority for a provisional statement in respect of premises that he or she:
- expects to be constructed
 - expects to be altered
 - expects to acquire a right to occupy
- 28.3 The process for considering an application for a provisional statement is the same as that for a premises licence application. The Applicant is obliged to give notice of the application in the same way as applying for a premises licence. Responsible authorities and interested parties may make representations and there are rights of appeal.
- 28.4 In contrast to the premises licence application, the Applicant does not have to hold or have applied for an operating licence from the Gambling Commission and they do not have to have a right to occupy the premises in respect of which their provisional application is made.
- 28.5 The holder of a provisional statement may then apply for a premises licence once the premises are constructed, altered or acquired. The Licensing Authority will be constrained in the matters it can consider when determining the premises licence application, and in terms of representations about premises licence applications that follow the grant of a provisional statement, no further representations from relevant authorities or interested parties can be taken into account unless:
- they concern matters which could not have been addressed at the provisional statement stage
 - they reflect a change in the applicant's circumstances

28.6 In addition, the authority may refuse the premises licence (or grant it on terms different to those attached to the provisional statement) only by reference to matters:

- which could not have been raised by objectors at the provisional statement stage
- which in the authority's opinion reflect a change in the operator's circumstances
- where the premises has not been constructed in accordance with the plan submitted with the application. This must be a substantial change to the plan and this Licensing Authority notes that it can discuss any concerns it has with the Applicant before making a decision

29 Reviews

29.1 Requests for a review of a premises licence can be made by interested parties or responsible authorities; however, it is for the Licensing Authority to decide whether the review is to be carried-out. This will be on the basis of whether the request for the review is relevant to the matters listed below:

- in accordance with any relevant code of practice issued by the Gambling Commission
- in accordance with any relevant guidance issued by the Gambling Commission
- reasonably consistent with the licensing objectives
- in accordance with the authority's statement of licensing policy

29.2 The request for the review will also be subject to the consideration by the authority as to whether the request is frivolous, vexatious, or whether it will certainly not cause this authority to wish to alter/revoke/suspend the licence, or whether it is substantially the same as previous representations or requests for review.

29.3 The Licensing Authority can also initiate a review of a particular premises licence, or a particular class of premises licence on the basis of any reason which it thinks is appropriate.

29.4 Once a valid application for a review has been received by the Licensing Authority, representations can be made by responsible authorities and interested parties during a 28-day period. This period begins 7 days after the application was received by the licensing authority, who will publish notice of the application within 7 days of receipt.

29.5 The Licensing Authority must carry out the review as soon as possible after the 28-day period for making representations has passed.

29.6 The purpose of the review will be to determine whether the licensing authority should take any action in relation to the licence. If action is justified, the options open to the licensing authority are:

- add, remove or amend a licence condition imposed by the licensing authority
- exclude a default condition imposed by the Secretary of State (e.g. opening hours) or remove or amend such an exclusion
- suspend the premises licence for a period not exceeding three months
- revoke the premises licence

29.7 In determining what action, if any, should be taken following a review, the Licensing Authority must have regard to the principles set out in Section 153 of the Act, as well as any relevant representations.

29.8 In particular, the Licensing Authority may also initiate a review of a premises licence on the grounds that a premises licence holder has not provided facilities for gambling at the premises. This is to prevent people from applying for licences in a speculative manner without intending to use them.

29.9 Once the review has been completed, the Licensing Authority must, as soon as possible, notify its decision to:

- the licence holder
- the applicant for review (if any)
- the Commission
- any person who made representations
- the chief officer of police or chief constable
- Her Majesty's Commissioners for Revenue and Customs

PART C
PERMITS / TEMPORARY & OCCASIONAL USE NOTICE

30 Unlicensed Family Entertainment Centre gaming machine permits
(Statement of Principles on Permits – Schedule 10 paragraph 7)

- 30.1 Where a premise does not hold a premises licence but wishes to provide gaming machines, it may apply to the Licensing Authority for this permit. It should be noted that the applicant must show that the premises will be wholly or mainly used for making gaming machines available for use (Section 238).
- 30.2 The Act states that a Licensing Authority may prepare a *statement of principles* that they propose to consider in determining the suitability of an applicant for a permit and in preparing this statement, and/or considering applications, it need not (but may) have regard to the licensing objectives and shall have regard to any relevant guidance issued by the Commission under Section 25 of the Act.
- 30.3 It should be noted that a Licensing Authority cannot attach conditions to this type of permit.
- 30.4 This Licensing Authority has adopted the following Statement of Principles, in respect of unlicensed FECs:
- 30.5 The Licensing Authority will expect the applicant to show that there are policies and procedures in place to protect children from harm. Such policies/procedures will be considered on their merits; however, they may include appropriate measures on staff training on how to deal with suspected truancy, how to deal with unsupervised very young children being on the premises and children causing problems around the premises.
- 30.6 The Licensing Authority will also expect the applicants demonstrate a full understanding of the maximum stakes and prizes of the gambling that is permissible in unlicensed FECs, and that staff are trained to have a full understanding of the maximum stakes and prizes.
- 30.7 The Licensing Authority will require the following to be submitted in addition to the application form and fee:
- Proof of the applicant's identity and age
 - Proof of the applicant's right to occupy the premises for which the permit is sought
 - (Where the applicant is an individual) a Basic Disclosure Certificate (BDC) dated no earlier than one calendar month on the day the application is received by the licensing authority. Holders of operating licences issued by the Gambling Commission are exempt from this requirement

- An insurance certificate (or certified copy) confirming the availability of public liability insurance covering the proposed activity
- A plan scale 1:100 of the premises showing:
 - The boundary of the premises including any internal and external walls, entrances, exits, doorways and windows, and indicating the points of access available to the public
 - The location of any fixed or temporary structures
 - The location of any counters, booths, offices or other locations from which staff may monitor the activities of persons on the premises
 - The location of any public toilets within the boundary of the premises
 - The location of CCTV cameras
 - The location of any ATM or other cash/change machines
 - The proposed location of the Category 'D' machines
 - Details of non category 'D' machines (e.g. skill with prizes machines)

31 (Alcohol) Licensed premises gaming machine permits (Schedule 13 paragraph 4(1))

31.1 Automatic entitlement: 2 machines

There is provision in the Act for premises licensed to sell alcohol for consumption on the premises to automatically have 2 gaming machines, of categories C and/or D. The premises merely need to notify the Licensing Authority.

31.2 The Licensing Authority can remove the automatic authorisation in respect of any particular premises if:

- provision of the machines is not reasonably consistent with the pursuit of the licensing objectives
- gaming has taken place on the premises that breaches a condition of Section 282 of the Gambling Act (i.e. that written notice has been provided to the Licensing Authority, that a fee has been provided and that any relevant code of practice issued by the Gambling Commission about the location and operation of the machine has been complied with)
- the premises are mainly used for gaming
- an offence under the Gambling Act has been committed on the premises

31.3 Permit: 3 or more machines

If a premises wishes to have more than 2 machines, then it needs to apply for a permit and the licensing authority must consider that application based upon the licensing objectives, any guidance issued by the Gambling Commission issued under Section 25 of the Gambling Act 2005, and "*such matters as they think relevant.*"

31.4 This Licensing Authority considers that "such matters" will be decided on a case by case basis but generally there will be regard to the need to protect children and vulnerable persons from harmed or being exploited by gambling and will expect the applicant to satisfy the authority that there will

be sufficient measures to ensure that under 18 year olds do not have access to the adult only gaming machines. Measures which will satisfy the authority that there will be no access may include the adult machines being in sight of the bar, or in the sight of staff that will monitor that the machines are not being used by those under 18. Notices and signage may also be help. As regards the protection of vulnerable persons, applicants may wish to consider the provision of information leaflets/helpline numbers for organisations such as GamCare.

31.5 It should be noted that the Licensing Authority can decide to grant the application with a smaller number of machines and/or a different category of machines than that applied for. Conditions (other than these) cannot be attached.

31.6 It should also be noted that the holder of a permit must comply with any Code of Practice issued by the Gambling Commission about the location and operation of the machine.

32 Prize Gaming Permits

32.1 The Act states that a licensing authority may “prepare a statement of principles that they propose to apply in exercising their functions under this Schedule” which “may, in particular, specify matters that the Licensing Authority proposes to consider in determining the suitability of the applicant for a permit”.

32.2 This Licensing Authority has prepared a Statement of Principles which is that the applicant should set out the types of gaming that he or she is intending to offer and that the applicant should be able to demonstrate:

- that they understand the limits to stakes and prizes that are set out in Regulations
- that the gaming offered is within the law
- clear policies that outline the steps to be taken to protect children from harm

32.3 The Licensing Authority shall also require (where the applicant is an individual) a Basic Disclosure Certificate (BDC) dated no earlier than one calendar month on the day the application is received by the Licensing Authority. Holders of operating licences issued by the Gambling Commission are exempt from this requirement.

32.4 In making its decision on an application for this permit the Licensing Authority does not need to (but may) have regard to the licensing objectives but must have regard to any Gambling Commission guidance. (Gambling Act 2005, Schedule 14 paragraph 8(3)).

32.5 It should be noted that there are conditions in the Gambling Act 2005 by which the permit holder must comply, but that the Licensing Authority cannot attach conditions. The conditions in the Act are:

- the limits on participation fees, as set out in regulations, must be complied with
- all chances to participate in the gaming must be allocated on the premises on which the gaming is taking place and on one day; the game must be played and completed on the day the chances are allocated; and the result of the game must be made public in the premises on the day that it is played
- the prize for which the game is played must not exceed the amount set out in regulations (if a money prize), or the prescribed value (if non-monetary prize)
- participation in the gaming must not entitle the player to take part in any other gambling

33 Club Gaming and Club Machines Permits

33.1 Members Clubs and Miners' welfare institutes (but not Commercial Clubs) may apply for a Club Gaming Permit or a Clubs Gaming machines permit. The Club Gaming Permit will enable the premises to provide gaming machines (3 machines of categories B, C or D), equal chance gaming and games of chance as set-out in forthcoming regulations. A Club Gaming machine permit will enable the premises to provide gaming machines (3 machines of categories B, C or D).

33.2 Licensing authorities may only refuse an application on the grounds that:

- the applicant does not fulfil the requirements for a members' or commercial club or miners' welfare institute and therefore is not entitled to receive the type of permit for which it has applied
- the applicant's premises are used wholly or mainly by children and/or young persons
- an offence under the Act or a breach of a permit has been committed by the applicant while providing gaming facilities
- a permit held by the applicant has been cancelled in the previous ten years
- an objection has been lodged by the Commission or the police

33.3 There is also a 'fast-track' procedure available under the Act for premises which hold a Club Premises Certificate under the Licensing Act 2003 (Schedule 12 paragraph 10). As the Gambling Commission's Guidance for local authorities' states: "Under the fast-track procedure there is no opportunity for objections to be made by the Commission or the police, and the ground upon which an authority can refuse a permit are reduced." and "The grounds on which an application under the process may be refused are:

- that the club is established primarily for gaming, other than gaming prescribed under schedule 12

- that in addition to the prescribed gaming, the applicant provides facilities for other gaming
- that a club gaming permit or club machine permit issued to the applicant in the last ten years has been cancelled

33.4 There are statutory conditions on club gaming permits that no child uses a category B or C machine on the premises and that the holder complies with any relevant provision of a code of practice about the location and operation of gaming machines.

34 Temporary Use Notices

34.1 Temporary use notices allow the use of premises for gambling where there is no premises licence but where a gambling operator wishes to use the premises temporarily for providing facilities for gambling. Premises that might be suitable for a temporary use notice, according to the Gambling Commission, would include hotels, conference centres and sporting venues.

34.2 The Licensing Authority can only grant a temporary use notice to a person or company holding a relevant operating licence, i.e. a non-remote casino operating licence.

35 Occasional Use Notices

35.1 The Licensing Authority has little discretion as regards these notices aside from ensuring that the statutory limit of 8 days in a calendar year is not exceeded.

36 Small Society Lotteries

36.1 The Licensing Authority will register and administer smaller non-commercial lotteries and applicants for lottery licences must apply to the licensing authority in the area where their principal office is located.

36.2 The Licensing Authority must be satisfied that the 'society' is established and conducted:

- for charitable purposes (as defined in S2 of the Charities Act 2006);
- for the purpose of enabling participation in, or of supporting, sport, athletics or a cultural nature activity; or
- for any other non-commercial purpose other than private gain.

In determining whether the Society is non-commercial the Licensing Authority may require applicants to provide copies of the society's constitution or terms of reference.

36.3 For new applications, the Licensing Authority shall require the

promoter of the lottery to produce a Basic Disclosure Certificate (BDC) dated no earlier than one calendar month on the day the application is received by the Licensing Authority.

36.4 The Licensing Authority may refuse an application for registration if in their opinion:

- The applicant is not a non-commercial society
- A person who will or may be connected with the promotion of the lottery has been convicted of a relevant offence
- Information provided in or with the application for registration is false or misleading

36.5 Where the Licensing Authority intends to refuse registration of a Society, it will give the Society an opportunity to make representations and will inform the Society of the reasons why it is minded to refuse registration and supply evidence on which it has reached that preliminary conclusion. In any event, the Licensing Authority will make available on its web-site its procedures on how it handles representations.

36.6 The Licensing Authority may revoke the registered status of a society if it thinks that they would have had to, or would be entitled to; refuse an application for registration if it were being made at that time. However, no revocations will take place unless the Society has been given the opportunity to make representations. The Licensing Authority will inform the society of the reasons why it is minded to revoke the registration and will provide an outline of the evidence on which it has reached that preliminary conclusion.

PART D
COMMITTEE, OFFICER DELEGATION AND CONTACTS

37 Committee decisions and scheme of delegation

- 37.1 The Licensing Authority is involved in a wide range of licensing decisions and functions and has established a Licensing Committee to administer them.
- 37.2 Licensing Sub-Committees made up of three Councillors from the main Licensing Committee will sit to hear applications where representations have been received from interested parties and responsible authorities. Ward Councillors will not sit on a Sub-Committee involving an application within their ward.
- 37.3 Where a Councillor who is a member of the Licensing Committee is making or has made representations regarding a licence on behalf of an interested party, in the interests of good governance they will disqualify themselves from any involvement in the decision making process affecting the licence in question.
- 37.4 The Council's Licensing Officers will deal with all other licensing applications where either no representations have been received, or where representations have been received and it is agreed by the parties that a hearing is not necessary.
- 37.5 Decisions as to whether representations are irrelevant, frivolous or vexatious will be made by Council Officers, who will make the decisions on whether representations or applications for licence reviews should be referred to the Licensing Sub-Committee. Where representations are rejected, the person making that representation will be given written reason as to why that is the case. There is no right of appeal against a determination that representations are not admissible.
- 37.6 The table shown at **Annex 3** sets out the agreed delegation of decisions and functions to Licensing Committee, Sub-Committee and Officers.
- 37.7 This form of delegation is without prejudice to Officers referring an application to a Sub-Committee or Full Committee if considered appropriate in the circumstances of any particular case.

38 Contacts

38.1 Further information about the Gambling Act 2005, this Statement of Licensing Policy or the application process can be obtained from:

Licensing Team
North Norfolk District Council
Holt Road
Cromer
NR27 9EN

Tel: 01263 516189
E-mail: Licensing@north-norfolk.gov.uk
Website: www.northnorfolk.gov.uk

38.2 Information is also available from:

Gambling Commission
Victoria Square House
Victoria Square
Birmingham
B2 4BP

Tel: 0121 230 6666
Website: www.gamblingcommission.gov.uk

Annex 1

List of Persons Consulted

North Norfolk District Council

Gambling Commission

Norfolk Constabulary (Chief Officer of Police and the Police and Crime Commissioner)

Norfolk Fire Service

Norfolk Safeguarding Children Board

Norfolk County Council

HM Revenue and Customs

Norfolk Trading Standards

Public Health, Norfolk County Council

Association of British Bookmakers

Gamblers Anonymous

Gamcare

Responsible Gambling Trust t/a Gambleaware

British Amusement Catering Trade Association (BACTA)

British Beer and Pub Association

Housing Associations;

- Broadland Housing Association
- Cotman Housing Association
- Orbit Housing Association
- Peddars Way Housing Association
- Victory Housing Trust
- Wherry Housing Association

Market Town Surgeries;

- Cromer Group Practice
- Staithe Surgery, Stalham
- Paston Surgery, North Walsham
- Fakenham Medical Practice
- Holt Medical Practice

Norfolk Chamber of Commerce and Industry

Association of Licensed Multiple Retailers

Gambling Therapy, Gordon Moody Association, Dudley

Parish Clerks and Town Councils

Holders of Gambling Act 2005 licences/permits and registrations issued by North Norfolk District Council

Annex 2

RESPONSIBLE AUTHORITIES	
<p>The Licensing Authority North Norfolk District Council Holt Road Cromer Norfolk NR27 9EN</p> <p>Tel: 01263 516189 Email: licensing@north-norfolk.gov.uk</p>	<p>The Gambling Commission Victoria Square House Victoria Square Birmingham B2 4BP</p> <p>Tel: 0121 230 6666 Email: info@gamblingcommission.gov.uk</p>
<p>The Chief Officer of Police Norfolk Constabulary Licensing Team, Bethel Street Norwich NR1 1NN</p> <p>Tel: 01603 276024 Email: licensingteam@norfolk.pnn.police.uk</p>	<p>Fire Authority Divisional Commander Fire Station Friars Lane Great Yarmouth NR30 2RP</p> <p>Tel: 01493 843212 Email: Gtyar@fire.norfolk.gov.uk</p>
<p>Planning Authority North Norfolk District Council Holt Road Cromer Norfolk NR27 9EN</p> <p>Tel: 01263 516150 Email: planning@north-norfolk.gov.uk</p>	<p>Environmental Health North Norfolk District Council Holt Road Cromer Norfolk NR27 9EN</p> <p>Tel: 01263 516085 Email: ep@north-norfolk.gov.uk</p>
<p>Norfolk Safeguarding Children Board, Room 60 Lower Ground Floor County Hall Martineau Lane Norwich NR1 2DH</p> <p>Tel 01603 223409 Email: nscb@norfolk.gov.uk</p>	<p>HM Revenue and Customs Excise Processing Teams BX9 1GL United Kingdom</p> <p>Tel: 0300 322 7072 Option 7 Email: NRUBetting&Gaming@HMRC.gsi.gov.uk</p>

Annex 3

TABLE OF DELEGATIONS OF LICENSING FUNCTIONS

MATTER TO BE DEALT WITH	FULL COUNCIL	LICENSING COMMITTEE/ SUB-COMMITTEE	OFFICERS
Final Approval of Statement of Principles	X		
Policy to permit casino	X		
Fee Setting - when appropriate			X (with Cabinet approval)
Application for premises licences		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Application for a variation to a licence		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Application for a transfer of a licence		Where representations have been received from the Commission	Where no representations received from the Commission
Application for a provisional statement		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Review of a premises licence		X	
Application for club gaming /club machine permits		Where representations have been received and not withdrawn	Where no representations received/ representations have been withdrawn
Cancellation of club gaming/ club machine permits		X	
Applications for other permits			X
Cancellation of licensed premises gaming machine permits			X
Consideration of temporary use notice			X
Decision to give a counter notice to a temporary use notice		X	
Determination of Small Society Lottery applications			X

APPENDIX 3 – CONSULTATION RESPONSE TO THE STATEMENT OF GAMBLING POLICY 2022-2025

From: kettlestonepc@googlemail.com <kettlestonepc@googlemail.com>

Sent: 29 September 2021 16:40

As you know, under the relevant legislation, gambling is ‘co-regulated’ by the Gambling Commission and by local authorities, who have the local knowledge that enables them to consider and enforce licensing. So most of this document is pretty standard and has not changed.

As can be seen, the only significant change is in section 15 with the addition of the public health section – as a result of work done by the Commission (advised by the then RGSB), this issue is now seen as increasingly important in the issuing and management of licences.

In this draft document, however, this new section is very strangely worded, and looks like it is boilerplate text that has been thoughtlessly inserted into the text (for example, if you look at West Norfolk’s updated statement it includes similar text in its section 16). This is something that should be commented on, not only because it is weird that a doc by NNDC says (for example) in 15.3 ‘We will support the local authority ...’ – they *are* the local authority; it should say something like: NNDC welcomes the support of Norfolk County Council Public Health in tackling gambling alongside other public health issues...’ – i.e., they need to express it properly so it makes sense in the context of the document.

But, more significantly, the fact that they have added this text without proper thought indicates a lack of commitment to a public health approach to gambling, which is so important. They need to write their policy *in their own words*, explaining the implications of a new focus on gambling licensing that includes a public health approach for North Norfolk.

Such an explanation might include the following two points:

1. That ‘destination gambling’ – e.g., gambling that people do when they are on holiday, is potentially less harmful than regular gambling. That is, e.g., a tourist ‘having a flutter’ at a seaside resort such as Wells is potentially less problematic than a local punter betting regularly in a Fakenham betting shop. Thus, regulation that takes account of public health might give more attention to controlling licences in less-touristy locations.
2. On the other hand, there is some evidence that children living in seaside towns which often have ‘family entertainment centres’ (which children are allowed to enter and gamble on category D machines) are more at risk of gambling and, potentially, of gambling problematically. So a public health approach might lead the Council to focus more on the protection of children and young people in these locations. This could be a particular issue with the licensing requirement that there

should be a clear physical separation between these premises – which under-18s are allowed to enter – and the over-18 areas from which they should be excluded – a regulatory requirement that is not always well-observed.

These are just two examples of how a public health approach might operate in practice – not necessarily points to be included in the policy. But what the policy *does* require is some evidence that officers have properly thought through the implications of the public health approach and, in this updated policy document, properly expressed this in words relevant to the NNDC area.

Additional evidence that they haven't treated it as a proper policy development exercise, but are just 'going through the motions' is that the title of their file is 'LAcours Statement of Principle Template'! (LACoRS is the 'Local Authorities Coordinators of Regulatory Services', that is, a national body that assists local authorities with regulation) – this is probably where they got the boilerplate text from, and they've not even bothered to rename the file!

Motion 2:

Proposed by Cllr N Lloyd, seconded by Cllr E Withington.

Motion calling for reduction of sewage discharges

Preamble to Motion

Now, more than ever, water quality is at the forefront of public consciousness. National news reports have revealed the shocking levels of sewage pollution that plague England's rivers and coastal areas. Public outrage is growing as they see pollution events occurring in many ecologically important areas many of which sustain high levels of biodiversity whilst also being important in terms of recreation, well-being and tourism.

In September this year the Government told wastewater plants in England they may be able to discharge effluent that has not been fully treated because of disruption caused by "supply chain failure". The Environment Agency subsequently introduced a waiver that would mean some companies would not have to go through the third stage in the treatment of sewage if they did not have the right chemicals.

In October the Government voted to reject an attempt by the House of Lords to toughen up the approach to the discharge of sewage in the Environmental Bill .

The move sparked an uproar on social media and appalled environmental campaigners.

In a change of heart the following day, the Government now says it will force water companies to make a "progressive reduction" in the sewage it dumps in rivers. Environment Secretary George Eustice has now promised to bolster measures by making them a legal duty.

North Norfolk has 6 Blue Flag beaches and many ecologically important water ways including parts of the Broads and the renowned chalk streams. Protecting these water courses and our coastal areas are vital if we are to maintain North Norfolk's natural beauty and remain attractive to the visitors that sustain our tourist industry.

Sewage effluent entered into the Eastern region's rivers, Broads and coastline more than 4,000 times last year. This Council finds this situation unacceptable and resolves to....

Motion - The Council resolves to:

- 1) Request the Leader of the Council write to the Chief Executive of Anglia Water and seek the following information:
 - a) Report to the year-round figures for sewage discharges (including Combined sewage outfall) across the North Norfolk District Council area

- b) Explain how this information shared with the public to help them make informed decisions as to water safety for recreational use
 - c) Explain what percentage of reporting of CSOs is live or from modelling?
 - d) Complete the process of identifying and classifying the performance (from both daily events and through extreme weather conditions) of CSOs in order to focus remedial action and investment across the district
 - e) Confirm which assets have been prioritised for investment and what plans are in place to reduce and prevent CSO events
 - f) Report on Anglian Water targets for reducing CSO events in the short term and longer Term
 - g) Report much money is being invested in infrastructure improvements in the area covered by North Norfolk District Council and what measures are being taking to ensure this infrastructure is climate resilient?
 - h) Explain what additional measures are being taken to reduce sewage discharges or other pollution incidents in those parts of the North Norfolk river systems including its canal and the coastal waters that lie within the area covered by North Norfolk District Council?
- 2) Request the Leader of the Council write to the Chair, Phillip Dunne MP, of the Parliamentary Environmental Audit Select Committee stating :
- a) This Council is in agreement with the Government U turn on supporting the amendment which will place a new legal duty directly on water companies to progressively reduce the adverse impacts of storm overflow discharges and provide enforcement of the duty by the secretary of state, or OFWAT (the Water Services Regulation Authority).
 - b) This Council considers it vital that in addition to setting targets for CSO prevention, the government places a legal obligation on the water companies to classify CSO discharge outlets according to their condition and subsequent performance and produce action plans for infrastructure improvement since there is currently no legal obligation to do so.
- 3) The Council Overview and Scrutiny committee consider including periodic review of sewage water discharge events in North Norfolk on their agenda's by engaging with Anglia Water and asking them to report to NNDC on the progress and investments being made.