

Council



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27 September 2022

A meeting of the **Council** of North Norfolk District Council will be held in the Council Chamber - Council Offices on **Wednesday, 5 October 2022 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 are requested to arrive at least 15 minutes before the start 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 livestreamed: [NNDC eDemocracy - YouTube](#) and anyone attending may be recorded.

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 M Taylor, 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. IN MEMORY OF PAUL NEALE

Members are requested to observe a one minute silence in memory of Paul Neale, a member of staff who sadly passed away on 7th August 2022.

2. APOLOGIES FOR ABSENCE

To receive apologies for absence, if any.

3. MINUTES

1 - 10

To confirm the minutes of the meeting of the Council held on 27 July 2022.

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. TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS

11 - 16

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)

6. CHAIRMAN'S COMMUNICATIONS

To receive the Chairman's communications, if any.

7. LEADER'S ANNOUNCEMENTS

To receive any announcements from the Leader.

8. PUBLIC QUESTIONS AND STATEMENTS

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

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

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

10. PORTFOLIO REPORTS

17 - 60

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 (listed alphabetically):

Cllr T Adams (Leader / Executive Support)
Cllr A Brown – Planning & Enforcement
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 & Legal
Cllr L Shires – Organisational Resources

11. RECOMMENDATIONS FROM CABINET 06 SEPTEMBER 2022

61 - 164

The following recommendations were made by Cabinet to Full Council at the meeting held on 6th September:

a) Outturn Report 2021/2022

RESOLVED

To recommend the following to Full Council:

1. The provisional outturn position for the General Fund revenue account for 2021/22;
2. The transfers to and from reserves as detailed within the report (and appendix C) along with the corresponding updates to the 2022/23 budget;
3. Allocate the surplus of £615,740 to the General Reserve;
4. The financing of the 2021/22 capital programme as detailed within the report and at Appendix D;
5. The balance on the General Reserve of £2.33 million;
6. The updated capital programme for 2022/23 to 2025/26 and scheme financing as outlined within the report and detailed at Appendix E;
7. The roll-forward requests as outline in Appendix G are approved.

b) Budget Monitoring 2022/2023 – Period 4

RESOLVED

To recommend to Full Council that £130,000 is released from the Major Repairs reserve to increase the existing capital budget for Fakenham Connect

c) Treasury Management Annual Report 2021/2022

RESOLVED

To recommend that Council be asked to resolve that the Treasury Management Annual Report for 2021/22 is approved.

d) Debt Recovery 2021/2022

RESOLVED

To recommend to Council the approval of the annual report giving details of the Council's write-offs in accordance with the Council's Debt Write-Off Policy and performance in relation to revenues collection.

12. RECOMMENDATIONS FROM THE OVERVIEW & SCRUTINY COMMITTEE 28TH SEPTEMBER 2022

The meeting of Overview & Scrutiny Committee was rescheduled and took place on 28th September – after the Full Council agenda was published. The Chairman will provide a verbal update on any recommendations.

13. COMMUNITY GOVERNANCE REVIEW

165 - 170

Summary:

Following a request from Trunch Parish Council, North Norfolk District Council has agreed to undertake a Community Governance Review within the parish to consider a reduction in the number of seats on the Parish Council from eleven to seven.

Recommendation:

That Trunch Parish Council be reduced to a membership of **nine (9)** which would better reflect the size of its electorate and is within the same range as other councils which also have nine seats (as shown in the attached appendix).

Cabinet Member(s) Tim Adams	Ward(s) affected Trunch
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Contact Officer, telephone number and email:
Rob Henry. X6327, robert.henry@north-norfolk.gov.uk

14. QUESTIONS RECEIVED FROM MEMBERS

None Received.

15. OPPOSITION BUSINESS

None Received.

16. NOTICE(S) OF MOTION

171 - 178

*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*

(For Motions 2 and 3, additional supporting information is provided at pages 171 – 178)

The following Notices of Motion have been received:

1. Freezing of Council Tax

‘The Independent Group at NNDC is putting forward this motion to the Leader of the District Council.

We are seeking your cooperation in helping to ease the social and financial problems that our residents are, or will be, facing over the coming year.

We are asking you to give consideration to freezing the 2023 council tax, when the financial planning procedure commences.

We feel this could offer comfort for residents to know that at least one financial payment will not be increased along with those we have no control over (Utilities, General taxation, Interest rates).

We fully appreciate that any commitment may be affected by edicts from the government preventing the freezing of council tax.

We are also seeking your assurance that this Authority will continue to look at ways that will help our more vulnerable residents at this time and into the forthcoming winter months’.

Proposed by Cllr John Rest, (Independent Group Leader)
Seconded by Cllr Jeremy Punchard

2. This Council notes that families and individuals in our district face a cost-of-living crisis.

‘People are facing rising food, energy and fuel prices, and increases that affect mortgage and rent payments.

People living in rural areas, like ours, are disproportionately

affected by fuel price increases because of the lack of public transport and longer distances to reach work, education and health services.

North Norfolk has the oldest population in the country which means a larger number of people who are on fixed income pensions, are being specifically affected.

As a Council, we want to do everything within our means to support our residents during this extremely difficult time.

We therefore propose the following:

Council **RESOLVES** to:

1. Thank our officers for the additional work already being done support residents amid this crisis
2. To hold a 'Cost of Living Summit', the outcome of which will be reported to Cabinet, along with any recommendations
3. To ask the Leader and Chief Executive to explore various options for providing additional support to our residents
4. To ask the Leader to write to relevant government ministers and our local MPs to ask for urgent action to relieve the cost-of-living crisis through such measures'

Proposed by Cllr L Shires, seconded by Cllr V Gay

3. Sewage Outflows Data

'Following a Liberal Democrat motion to Full Council, Anglian Water attended Overview & Scrutiny Committee earlier this year to explain the current situation in regard to combined sewage outflows into our waterways and bathing sites and how they intended to address this problem.

Members were positive that progress was being made when Anglian Water confirmed they were bringing forward their plan for the incorporation of water monitoring equipment at these potential sewage dispersal black spots to 2023 (from 2025). They also agreed to improve public access to information about the current state of bathing sites.

However, it appears that this information may not fully reflect the quantity and frequency of sewage dispersals into our waterways.

This Council therefore **RESOLVES** to ask Anglian Water to confirm the following for the North Norfolk area and the information be reported to Overview and Scrutiny for consideration:

How many current storm outflows in the North Norfolk area

are not being monitored?

How many storm outflows which discharge onto bathing beaches have monitors which are all fitted and working?

How many storm outflows which discharge onto shellfish beds with regular harvesting have monitors which are all fitted and working?

How many official bathing sites with storm outflows present do not have monitors fitted and working in place?

An outline of the plan to bring forward the implementation of monitoring of sewage discharge points, indicating the scale of the project and the timescales involved and the expected improvements to water quality'

Proposed by Cllr E Withington, seconded by Cllr J Toyne

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, 27 July 2022 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	Mrs A Fitch-Tillett
Mr T FitzPatrick	Mr V FitzPatrick
Mrs W Fredericks	Ms V Gay
Mrs P Grove-Jones	Mr C Heinink
Mr P Heinrich	Mr N Housden
Mr N Lloyd	Mr G Mancini-Boyle
Mr S Penfold	Mrs G Perry-Warnes
Mr J Rest	Mr E Seward
Miss L Shires	Mrs E Spagnola
Mrs J Stenton	Mr J Toye
Mr A Varley	Ms L Withington
Mr A Yiasimi	

Also in attendance:

The Chief Executive, the Director for Communities, the Monitoring Officer, the Democratic Services Manager, the Democratic Services Officer (Scrutiny)

36 MANCROFT ADVICE PROJECT (MAP) PRESENTATION

Dan Mobbs, The Chief Executive of the Mancroft Advice Project (MAP), one of the Chairman's nominated charities for her civic year, gave a presentation to members outlining their work. He spoke about the mission of MAP which was to ensure young people had the access to quality information, advice, counselling and support they need for their holistic development.

A short video was then shown, highlighting the ongoing work of MAP and how it had provided support to several young people in Norfolk. Mr Mobbs said that there were a few key trends that MAP was focussing on – including mental health issues and how to access support locally, the cost of living crisis and the isolation of living in a rural area.

He concluded by thanking members for their support and said that it was really appreciated.

Cllr L Shires commented that NNDC had recently launched a recruitment campaign for a steering group for the new Youth Council and MAP's input would be greatly appreciated.

Cllr A Yiasimi commented on the excellent work of MAP.

37 APOLOGIES FOR ABSENCE

Apologies had been received from Cllrs T Adams, N Dixon, P Fisher, G Hayman, Dr

V Holliday, R Kershaw, N Pearce, J Punchard, M Taylor, E Vardy and Dr C Stockton.

38 MINUTES

The minutes of the meeting of Full Council held on 22nd June 2022 were approved as a correct record subject to the following amendment on page 4, paragraph 3:

‘Cllr T FitzPatrick said that **Cabinet** members’ behaviour during portfolio holder reports was unacceptable’

39 ITEMS OF URGENT BUSINESS

None received.

40 TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS

None.

41 CHAIRMAN'S COMMUNICATIONS

The Chairman spoke about the civic events that herself and the Vice-Chairman had attended since the last meeting of Full Council:

29 June 2022 – Platinum Jubilee Reception, Royal Norfolk Showground
01 July 2022 – Royal Anglian Regiment, Reception and Beating of Retreat
02 July 2022 – Cromer Pier Show
22 July 2022 – Cromer Tennis Club Reception, Men’s Summer County Cup
24 July 2022 – Civic Service at Great Yarmouth Minster.

She told members that she had attended 15 civic functions since her inauguration in May.

42 LEADER'S ANNOUNCEMENTS

Cllr E Seward, Deputy Leader, spoke in the absence of the Leader, Cllr Adams. He began by Congratulating Cllr Adams and his partner, Amanda, on the birth of baby Ella on 18th July. He then thanked Norfolk Fire and Rescue Service colleagues across North Norfolk for their responses over the past week / 10 days in fighting a number of field and wild fires in the District as a result of the hot temperatures and very dry conditions. Sadly a fire at Ashmanhaugh on 19th July resulted in two households losing their homes and NNDC staff (Civil Contingencies Manager and Housing Staff) were involved in the multi-agency response both at the time of the incident and in the days which followed. He said it was important to remind local residents and visitors of the exceptional conditions which prevail at the present time and discourage use of BBQs in open areas, discarding rubbish and cigarette ends. Consequently, given the ongoing dry and hot temperatures, the Council had introduced a temporary ban on smoking on Cromer Pier to reduce the fire risk associated with discarded cigarette ends as a potential source of ignition on the very dry decking boards. This was a precautionary measure.

Cllr Seward reminded members that Monday 25th July was the second ‘Respect the Water Campaign and World Drowning Prevention Day’ and with 45 miles of coastline, large areas of The Broads and other areas of open water in the

District said that he would like to take the opportunity to thank colleagues in the RNLI beach lifeguard service, but also the RNLI and local volunteer lifeboat services for their partnership work with NNDC keeping residents and tourists safe in these environments.

Cllr Seward went on to say that as it was now peak holiday season, large numbers of visitors to the District were placing demands on many of the Council's services and facilities. The Council operated an evening and weekend 'Out of Hours' service so that contact could always be made with a Duty Officer outside of core business hours in case of emergency reporting about NNDC facilities, issues of anti-social behaviour, noise nuisance, unsafe structures or critical incidents. He reminded members to bear in mind that over the next few weeks many members of staff would take periods of leave if local members wanted an early response to an issue it would be best to contact service email addresses rather than trying to contact individual officers by email.

He then updated members on the Nutrient Neutrality issue, which had made some progress recently with a Ministerial announcement made on Wednesday 20th July, followed by a letter to local planning authorities from the Government's Chief Planning Officer detailing proposals being developed by Natural England to develop a strategic mitigation strategy to address the issue of water quality through the development of some form of developer credit scheme. Officers were involved with colleagues across Norfolk in further meetings and conversations to understand how this strategic mitigation scheme might be implemented and would keep members updated as to progress.

Cllr Seward concluded by saying that the Council had developed its Investment Plan for submission to Government detailing how it would propose spending its allocation of £1.23million of the UK Shared Prosperity Fund over the next three years. The Plan proposed spending monies under seven of the Government's indicative themes, albeit the largest annual allocation is Year 3 April 2024 – March 2025. Further details would be shared with members during the autumn.

43 PUBLIC QUESTIONS AND STATEMENTS

None received.

44 PORTFOLIO REPORTS

The Chairman invited members to put questions to Portfolio Holders.

Cllr C Cushing said that at the last meeting, himself and several colleagues had asked questions which were ruled out on grounds of the 'convention' that any staffing were should not be discussed. On behalf of Cllr Dixon, who was absent due to ill health, he said that no response had been received to Cllr Dixon's request for more information on this convention and where it was referenced either at NNDC or more widely. He sought clarification on this issue now. Cllr E Seward replied that he was aware that Cllr Dixon had emailed the Leader on this matter and that he had sought guidance from the Monitoring Officer. He confirmed that a response would be provided on Cllr Adams return from paternity leave. He added that the Chief Executive had offered to meet with the Group Leaders to clarify the various issues that had been raised at the last meeting.

Cllr J Rest commented that there was an error in the agenda. He said that the

names of the Portfolio Holder was not listed at the top of some of the reports. The Chairman replied that she had advised members of this at the start of the meeting and that the version on the website was corrected and up to date.

Cllr J Toye said that a resident had contacted him regarding concerns with noise issues relating to events. He asked Cllr N Lloyd, Portfolio Holder for Environmental Services, what powers could be used to deal with such problems. Cllr Lloyd replied that the Environmental Protection team worked closely with event organisers to ensure that it complied with noise limits. However, if a nuisance did occur, officers did have powers to intervene and stop the source of the noise.

Cllr V FitzPatrick referred to Cllr Gay's report and the reference to 43,000 visitors to the Council's leisure facilities during June 2022. He said that this was not the full story and referred to ongoing correspondence from a resident to Cllr Gay which raised concerns about management of the Reef in Sheringham. The resident outlined how they had been asked to leave the swimming pool after just 20 minutes and had received a reply stating that this approach allows the contractor, Everyone Active to run the leisure centre more effectively. Cllr FitzPatrick asked when the Council would run its leisure centres for the benefit of the public rather than the convenience of the contractor. Cllr Gay replied that she had already followed up on this. She explained that after Covid, a booking system was put in place for swimming and this had worked well. She said that she was concerned about someone being asked to leave after 20 minutes and had raised the matter with Everyone Active and they were looking into it. As a supplementary question, Cllr V FitzPatrick asked when the contractor would start to manage the leisure facilities more effectively. Cllr A Brown raised a point of order. He said that this was a repeat of the initial question.

Cllr P Heinrich asked the Portfolio Holder for Planning, Cllr A Brown, about the current situation with nutrient neutrality. He referred to the recent Ministerial statement on the matter and the detailed briefing for members from the Planning Policy Manager. Despite this guidance, there was very little information on timescales. He asked, given that developers are going to have to fund their own scheme or pay into the national nutrient mitigation scheme, he wondered how this would impact on the viability of schemes – particularly affordable housing. Cllr Brown replied that there was now some constructive movement on nutrient neutrality. Over 100k properties were affected across the UK (one third of the annual target) and it was inevitably impacting on supply and demand and there was no doubt that fewer properties being built would affect viability and it remained a significant obstacle. It was recognised that only 12% of water courses currently met acceptable standards and that there was a lot of work to be done to identify and then purchase suitable land for the required mitigation schemes. This would take considerable time. Cllr Brown said that the Council would work with Royal Haskoning (the consultant appointed by the Norfolk local authorities) to continue to calculate where the most nutrient pressure was so that sites that were not so affected could be released. It was hoped that by September, some schemes could be released.

Cllr S Penfold said that he welcomed the return of Greenbuild and the progress of the bus terminal / travel hub in North Walsham. Both were important schemes in helping the Council achieve its Net Zero target. He asked Cllr Seward, Portfolio Holder for Finance, whether he agreed that future Government and County plans to deliver on Net Zero, must include a rural transport strategy. Cllr Seward replied that he agreed. He said that main challenge faced by many rural communities across the country was one of isolation. Such communities were highly car dependent and those who did not have access to a car were impacted heavily. He said that the transport hub in North Walsham would become operational on 1st August and would

provide a safe and welcoming place to access buses. He concluded by saying that the scheme was an excellent example of councils at all levels working together.

Cllr E Spagnola said that she wished to ask Cllr V Gay, Portfolio Holder for Wellbeing, about the Carer Friendly Tick award, which the Council was working towards achieving. She asked if Cllr Gay could provide some examples of the benefits that had already been achieved with the Council seeking to embrace the five key standards of the scheme. Cllr Gay replied that the first benefit was that it had raised awareness throughout the Council. Secondly, there was an excellent officer working hard to achieve the standards. Thirdly, there was a draft policy that would be going through Joint Staff Consultative Committee in due course and other members would be welcome to attend this meeting.

Cllr T FitzPatrick asked Cllr Gay, Portfolio Holder for Leisure, about the opening times at the Sports Centre at Fakenham. He said that several residents in his ward had raised concerns with him that the stated opening times were not complied with and that on many occasions, the changing rooms were closed at least half an hour before the centre closed. He asked if Cllr Gay could investigate. She confirmed that she would.

Cllr E Withington asked Cllr L Shires, Portfolio Holder for Organisational Resources, about the Section 106 software and whether there was a planned update. Cllr Shires replied that it was scheduled for 4th September and she thanked the Planning Team and the IT team for working together on ensuring that there was no slippage.

Cllr G Mancini-Boyle asked Cllr N Lloyd, Portfolio Holder for Environment, about the Council's Net Zero Strategy and Action Plan and what work had been undertaken to date and approximate cost estimates. Cllr N Lloyd replied that the focus to date had been on 'easy wins' and some of these had been big achievements – such as the Reef which was one of the most environmentally friendly pools in the country. Moving forwards, there would be a focus on capital projects such as the solar car port at the Reef car park. He concluded by saying that there would not be a summary of costs but each project would be costed as they came forwards for consideration. He said that it would not be helpful to publish anticipated costs now as there were so many variables that could change – such as materials and energy costs, inflation and supply issues.

Cllr H Blathwayt asked Cllr A Fitch-Tillett, Portfolio Holder for Coast about the coast between Sea Palling and Winterton and asked whether the Environment Agency about the standard of the concrete blocks that were being used for coastal protection. Cllr A Fitch-Tillett said that she had recently had a conversation with a supplier of environmentally-friendly concrete products and said that she agreed that this was an important avenue to explore further. She said that she would speak to officers involved with Coastal Partnership East (CPE) to see if they could investigate further.

45 RECOMMENDATIONS FROM CABINET 11TH JULY 2022

No recommendations were made to Full Council at the 11th July meeting of Cabinet.

46 RECOMMENDATIONS FROM THE OVERVIEW & SCRUTINY COMMITTEE 15TH JUNE 2022

Recommendations from the meeting of Overview & Scrutiny Committee held on 15th June were considered at the June meeting of Full Council.

47 RECOMMENDATIONS FROM THE CONSTITUTION WORKING PARTY 7TH JUNE 2022

The Chairman of the Constitution Working Party, Cllr A Varley, introduced this item. He explained that there were two recommendations. The first related to the strengthening of estate matters and the second sought agreement to commence the process for recruitment of two independent persons to support the Standards Committee.

It was proposed by Cllr A Varley, seconded by Cllr V Gay and

RESOLVED

To approve the proposed amendments to the Constitution regarding estate matters (as set out in sections 3 and 4 of the report)

Cllr J Rest asked why the current Independent Person (IP) was being replaced. Cllr Varley replied that the current IP had reached the end of two terms in the role (8 years in total) and it was considered best practice to recruit a replacement to ensure that they were fully independent. It was felt that by appointing two IPs, there would be more resilience and flexibility.

Cllr G Perry-Warnes asked about the recruitment process. Cllr A Varley explained that the recommendation was to initiate the process. It had not yet commenced but would be in line with the process adopted previously and by other local authorities.

Cllr S Penfold asked whether the IP role was remunerated. The Monitoring Officer replied that there were different methods of remuneration and this could be in the form of expenses or a stipend.

It was proposed by Cllr A Varley, seconded by Cllr L Shires

RESOLVED

To approve the commencement of the recruitment process for two Independent Persons.

48 OUTSIDE BODY APPOINTMENTS

Cllr E Seward explained that the number of representatives from the District Council appointed to the Internal Rivers Drainage Board had been reduced from 5 members to 4.

RESOLVED

That Cllr Dr P Butikofer would be removed as a representative to the Internal Rivers Drainage Board

49 CROMER AND FAKENHAM LEVELLING-UP BIDS

The Deputy Leader, Cllr E Seward, introduced this item. He began by thanking the officers for their hard work in preparing the bids and the two local MPs for their support, which would be crucial to how they were progressed. He said that the Council had to submit applications which met the criteria and that had the best

chance of succeeding. The two bids that had been prepared were both very strong and met the criteria.

The Chief Executive apologised for the lateness of the report. A number of the officer team had recently had Covid. He said that there had been a presentation to Cabinet on 11th July. It had been explained that Cabinet had been advised that there was ongoing work regarding the costs for each project. This work was progressing well. The deadline for submission via the Government portal was midday on 2nd August. He concluded by saying that both bids reflected the Council's ambitions as well as the Government's levelling up agenda. He then invited the Corporate Director for Communities to introduce the Fakenham bid.

The Corporate Director for Communities explained that the bid for Levelling Up funding in Fakenham related to the proposed extension to the existing sports facility at Trap Lane in Fakenham; owned by the Council and operated by Everyone Active as part of the existing Leisure contract. The current facility comprised a sports hall, fitness suite, multi-use area, dance studio, changing rooms and reception area. The proposal saw an extension, which would include a 25m four-lane swimming pool with moveable floor and relocation of the fitness suite. Additionally, a new 3G all-weather artificial grass pitch was proposed to the north of the existing buildings. He showed members some images of the proposed facilities. He then explained that an allocation of £1,000,000.00 had been made within the cost amount for the provision of carbon reduction measures. The measures would be split between retrofitting the existing building and new provision on the new development. A public consultation process had received over 1000 responses, all overwhelmingly positive. He concluded by saying that FMG had provided a business model, setting out projected membership and usage of the facilities and details of this were set out in the exempt appendix.

The Chairman invited members to speak:

Cllr G Perry-Warnes asked what would happen if the project went over budget and if the Council would be liable for any excess payments or whether a 10% to reflect contribution to reflect the match-funding would be sufficient. The Director for Communities replied that the Council would be liable for funding any increase but everything had been done to mitigate this happening. Including 'inflating' the prices to reflect the likely award date, in line with industry standards.

Cllr J Toye asked whether there would be a full tender process later on if the bid was successful. The Director of Communities confirmed that the full process would be followed.

Cllr C Cushing thanked officers for all their hard work in such a short space of time. He asked if there was any indication of when the Government might respond. The Chief Executive replied that there was a lot of uncertainty at Government level generally, however, the message to local authorities was that it was 'business as usual'. It was expected that an analysis of the bids at government level would be made in October and an announcement on the awards would occur in November or December. The programme of delivery was for the period to March 2025. For Fakenham, if successful, it was anticipated that procurement would take place in the first six months of 2023.

Cllr N Housden referred to the costings and the projected commencement date and he asked whether the profiling of building costs could be adjusted in line with likely increases as the project progressed. The Director for Communities replied that once the bid was submitted that was it as far as funding was concerned. He added that he

was confident the project could be delivered within the proposed timeframe, however, if it slipped for any reason then that would put additional pressure on the cost. Cllr Housden then asked if inflation increased dramatically, if the project could come back to Full Council for further consideration before a decision to proceed was taken. The Director for Communities replied that if funding was awarded, then once the tenders were received, the Council would need to take a decision at that point as to whether to proceed or not.

Cllr J Rest sought reassurance that the submission of two bids would not cause a conflict with one another by effectively being in direct competition with each other. The Chief Executive replied that there was one bid for each Parliamentary constituency and they went through a separate appraisal process. He added that all efforts had been made to ensure that both bids were pitched at a scale that was robust and provided value for money, however, it was possible that one could be successful and the other not.

Cllr T FitzPatrick thanked the officers for their hard work. He said that it was a high quality bid, adding that it was important to apply for any Government funding that was available, especially for Fakenham and would support ambitions to 'level up'.

It was proposed by Cllr J Rest, seconded by Cllr T FitzPatrick and

RESOLVED to:

A. The Broadland Constituency proposal – Fakenham Sports and Leisure Hub (FLASH) project

1. Sign off the submission of the Levelling Up Fund bid for the Fakenham Leisure and Sports Hub for a total cost of £10,951,419.00 with grant amount of £9,856,277.00 being applied for.
2. That, in the event that the Levelling Up fund bid in respect of the Fakenham Leisure and Sports Hub is successful:
 - Agree to the release of the equivalent value of the Section 106 monies for off-site indoor sports provision for the Fakenham Urban Extension to the value of £408,337.00
 - Agree to underwrite the provision of match funding for the 3G pitch to a maximum value of £575,000.00 in the event that Football Foundation funding is not forthcoming or the funding does not meet the full contribution level.
 - Recognise the ongoing revenue cost implications associated with the enhanced facility and impact that will have on future revenue or contract payments.

The Chairman then asked the Chief Executive to introduce the bid submission for Cromer.

He began by explaining that this bid differed to the Fakenham one, as that was a complete project and this one was an 'umbrella' bid, aimed at reviewing and strengthening the tourism offer in Cromer. He said that if the principle of the project was endorsed, then there was scope to discuss with the Government, a priority

ranking of elements within any cost envelope that was approved.

The Chief Executive said that the financial modelling, reflecting construction inflation and 'optimism bias' had resulted in a bid valued at £8.5m. If the grant application was successful, detailed costs would be prepared for each project element, packaged as appropriate to achieve value for money.

He explained that, as for the Fakenham bid, there was a match-funding requirement of 10%. Detailed consideration had been given to how this match-funding sum might be financed relative to ongoing obligations and liabilities the Council had in respect of the maintenance and repair of tourism infrastructure assets and contract costs with respect to grounds maintenance, lighting, pest control etc where the provision of new infrastructure could realise efficiencies for the Council moving forward and it was proposed that the Council should seek to confirm matchfunding of the full £730,000 from the capital receipts budget, which would only be drawn down for this project if the Levelling Up application was successful. He added that Cromer Town Council and the Friends of North Lodge Park had provided match-funding offers of £120k between them.

The Chairman invited members to speak:

Cllr J Toye requested that the cycling offer was as strong as possible and that storage was considered too at the railway stations. The Chief Executive replied that the offer on the Runton Road car park included a cycle hire, repair and hub stop with lockers too. It was hoped to establish Cromer as a potential cycle hub area.

Cllr E Spagnola, said that as a local member, she welcomed the inclusion of changing places facilities and increased accessibility for everyone. She said that she lived in an area of the town that was quite poverty stricken and there were several children who were neuro-diverse and she was delighted to see the increase in access provision. In addition, the provision of a free splash pad and play are would make a huge difference to these families in particular.

Cllr L Shires agreed with Cllr Spagnola that there were high levels of inequality in Cromer for wellbeing and health. The provision of free, green areas for families to access easily would be true levelling up and should be welcomed.

Cllr S Penfold asked whether the Cromer bid linked up with any other projects such as the Deep History Coast. The Chief Executive replied that there were appropriate references throughout the bid to the Deep History Coast and that it would enhance the green flag status of the District. He added that there was strong community engagement with the project.

It was proposed by Cllr E Seward, seconded by Cllr V Gay and

RESOLVED that

B. The North Norfolk Constituency proposal – “Cromer – New Facets for Norfolk’s Gem” project

1. Council signs off the submission of the Levelling Up Fund bid for the Cromer, New Facets for Norfolk’s Gem project for a total cost of £8,495,000 with a grant amount of £7,645,000 being applied for.

In the event that the Cromer Levelling Up fund bid is successful:

2. Agree to the District Council providing £730,000 in match-funding financed from Capital Receipts.

50 QUESTIONS RECEIVED FROM MEMBERS

None.

51 OPPOSITION BUSINESS

None received.

52 NOTICE(S) OF MOTION

None received.

53 EXCLUSION OF PRESS AND PUBLIC

54 PRIVATE BUSINESS

The meeting ended at 7.50 pm.

Chairman

Registering interests

Within 28 days of becoming a member or your re-election or re-appointment to office you must register with the Monitoring Officer the interests which fall within the categories set out in **Table 1 (Disclosable Pecuniary Interests)** which are as described in "The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012". You should also register details of your other personal interests which fall within the categories set out in **Table 2 (Other Registerable Interests)**.

"Disclosable Pecuniary Interest" means an interest of yourself, or of your partner if you are aware of your partner's interest, within the descriptions set out in Table 1 below.

"Partner" means a spouse or civil partner, or a person with whom you are living as husband or wife, or a person with whom you are living as if you are civil partners.

1. You must ensure that your register of interests is kept up-to-date and within 28 days of becoming aware of any new interest, or of any change to a registered interest, notify the Monitoring Officer.
2. A 'sensitive interest' is as an interest which, if disclosed, could lead to the councillor, or a person connected with the councillor, being subject to violence or intimidation.
3. Where you have a 'sensitive interest' you must notify the Monitoring Officer with the reasons why you believe it is a sensitive interest. If the Monitoring Officer agrees they will withhold the interest from the public register.

Non participation in case of disclosable pecuniary interest

4. Where a matter arises at a meeting which directly relates to one of your Disclosable Pecuniary Interests as set out in **Table 1**, you must disclose the interest, not participate in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest, just that you have an interest. Dispensation may be granted in limited circumstances, to enable you to participate and vote on a matter in which you have a disclosable pecuniary interest.
5. Where you have a disclosable pecuniary interest on a matter to be considered or is being considered by you as a Cabinet member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it

Disclosure of Other Registerable Interests

6. Where a matter arises at a meeting which **directly relates** to one of your Other Registerable Interests (as set out in **Table 2**), you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

Disclosure of Non-Registerable Interests

7. Where a matter arises at a meeting which **directly relates** to your financial interest or well-being (and is not a Disclosable Pecuniary Interest set out in Table 1) or a financial interest or well-being of a relative or close associate, you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.
8. Where a matter arises at a meeting which **affects** –
 - a. your own financial interest or well-being;
 - b. a financial interest or well-being of a relative, close associate; or
 - c. a body included in those you need to disclose under Other Registrable Interests as set out in **Table 2**

you must disclose the interest. In order to determine whether you can remain in the meeting after disclosing your interest the following test should be applied

9. Where a matter **affects** your financial interest or well-being:
 - a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
 - b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest

You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.

If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

10. Where you have a personal interest in any business of your authority and you have made an executive decision in relation to that business, you must make sure that any written statement of that decision records the existence and nature of your interest.

Table 1: Disclosable Pecuniary Interests

This table sets out the explanation of Disclosable Pecuniary Interests as set out in the [Relevant Authorities \(Disclosable Pecuniary Interests\) Regulations 2012](#).

Subject	Description
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain. [Any unpaid directorship.]
Sponsorship	Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract made between the councillor or his/her spouse or civil partner or the person with whom the

	<p>councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council —</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land and Property	<p>Any beneficial interest in land which is within the area of the council.</p> <p>'Land' excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (alone or jointly with another) a right to occupy or to receive income.</p>
Licenses	<p>Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer</p>
Corporate tenancies	<p>Any tenancy where (to the councillor's knowledge)—</p> <p>(a) the landlord is the council; and</p> <p>(b) the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.</p>
Securities	<p>Any beneficial interest in securities* of a body where—</p> <p>(a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and</p> <p>(b) either—</p> <p>(i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or</p> <p>(ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were</p>

	spouses/civil partners has a beneficial interest exceeds one hundredth of the total issued share capital of that class.
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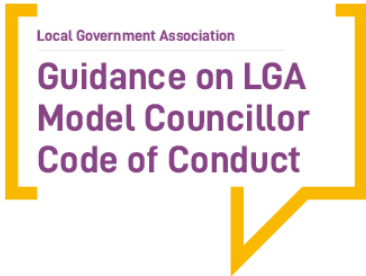
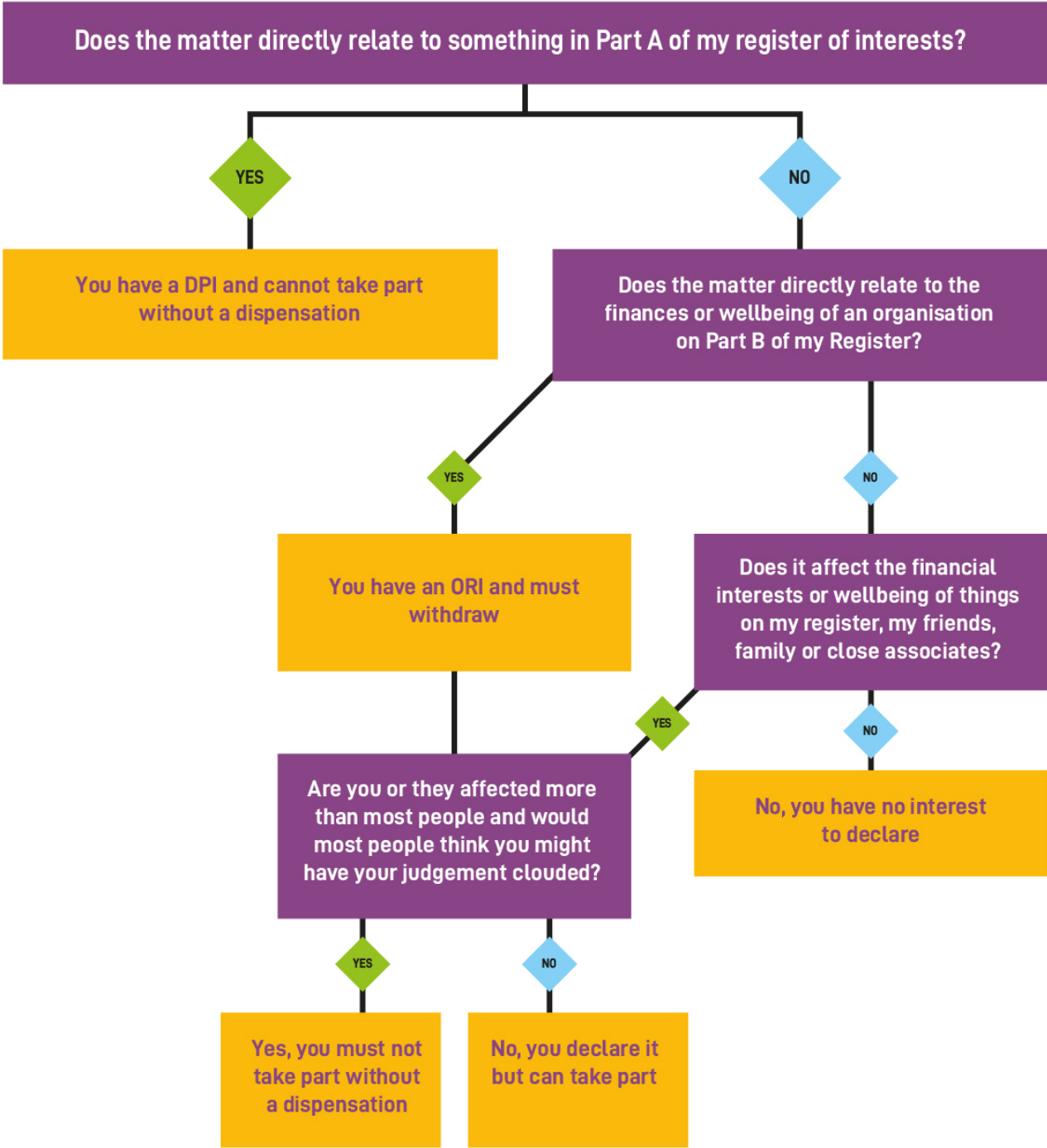
* 'director' includes a member of the committee of management of an industrial and provident society.

* 'securities' means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

Table 2: Other Registrable Interests

You have a personal interest in any business of your authority where it relates to or is likely to affect:

- a) any body of which you are in general control or management and to which you are nominated or appointed by your authority
- b) any body
 - (i) exercising functions of a public nature
 - (ii) any body directed to charitable purposes or
 - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union)



CABINET MEMBERS REPORT TO COUNCIL

5th October 2022

COUNCILLOR TIM ADAMS – LEADER OF THE COUNCIL

For the period 16 th July – 26 th September 2022
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1 Progress on Portfolio Matters.
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Elections

The Annual Canvass is ongoing with reminder forms recently dispatched to households who are required to respond but who are as yet to do so. The first stage of the canvass has seen a very favourable response with over 90% using the online method of response.

Provisional preparations for May 2023 are underway. Internal staff have been contacted to establish availability and line managers encouraged to release staff to fill key roles. Contact will be made shortly with external polling and count staff with a view to appointments being made in January.

The team will shortly be giving a presentation to both forthcoming prospective candidates events and also once again at the Town and Parish Council Engagement forum where advice will be given on the process around nominations, the election and encouraging participation.

We are still awaiting secondary legislation in respect of the 2022 Elections Act which is now due on 6th November 2022 however discussions will be taking place on the implementation of Voter ID which will be in place at the May 23 elections including a robust communication strategy.

Communications

During the last month, Communications have published 53 news articles/videos across the Council's multiple digital platforms: www.north-norfolk.gov.uk, Facebook, YouTube, Twitter, Instagram, LinkedIn and NextDoor and have released these to media where appropriate. These have been on a range of topics including the Council's consideration of issues relating to Second and Holiday Homes; Motorhomes; submission of Levelling Up bids; retaining three Green Flags for our Country Parks and Woodland Sites; Fire Safety; Battle of the Beaches; the opening of the North Walsham Travel Hub; changes to bin collections; promotion of Greenbuild online and preparations for Greenbuild Live; the Council's response to the passing of Her Majesty The Queen; Proclamation of the King; recruitment for NNDC Youth Council; Promotion of events for prospective councillors; completion of Church Approach works at North Walsham and commencement of the Phase 2 Market Place works and alternative car parking arrangements.

We currently have a combined social media following of 37,283 people directly consuming regular content about the Council's activities on our channels, though its

important to note there is some overlap between channels with some residents following us on more than one platform.

Our Battle of the Beaches competition was a huge success, reaching 349,000 people through Facebook and Twitter. Mundesley were worthy winners of the month-long contest which saw the public voting for their favourite of 16 North Norfolk beaches in a 'World Cup' format. More than 6,000 votes were cast and the fun competition was an excellent vehicle to promote perennial coastal messaging regarding tourism, beach safety, conservation, Blue Flag status etc to a much wider audience than has ever previously been achieved by the Council. The Eastern Daily Press and BBC Radio Norfolk carried positive stories about Battle of the Beaches.

The Comms Team have also spent a lot of time over the past few weeks preparing a new edition of the re-launched Outlook Council magazine which is to be delivered to all households in the District in mid-November. It is 24 pages printed on recycled paper and will be sent to c50,000 homes. This is the second of two trial editions of the magazine and an assessment of the trial will take place after the second magazine has been delivered.

As in the previous reporting period, work continues on the promotion and communication on the progress of the North Walsham Heritage Action Zone programme which has now entered a period of delivery of a number of significant projects in and around the town centre. The communications team has created diverse content about the new bus interchange, the Church Approach area and the marketplace, where works are on-going at the moment to deliver significant enhancement of this focal point for the town.

HR

The Council has now gone live with its new recruitment software, which will improve initial engagement with potential new employees through providing the infrastructure for digital applications and tracking of applications through interview stages and ultimately appointment.

The council continues to benefit from the new recruitment software. One such example is a greater insight into our recruitment activities, for example we now know that 40% of all applications that we receive are via the Indeed website, which is the one of the largest jobs boards on the internet.

The national pay offer for local government officers on nationally agreed terms and conditions is currently still being balloted by members. Although Unison have accepted the offer, GMB and Unite's ballots are still open with the GMB's closing on 21st October 2022.

Following the decision of Full Council of 22nd June 2022, a temporary increase for mileage amounts was approved, subject to monthly reviews. From 1st October the temporary increase will reduce by 0.05 to £0.55 per mile.

Corporate Delivery Unit

The Corporate Delivery Unit continues to support the Corporate Leadership Team and Managers to embed project management and governance arrangements for large and medium projects across the organisation. Further development has taken place of the In-Phase management reporting system to allow comparison of NNDC service performance data against other local authorities as requested by Overview

& Scrutiny Committee.

Corporate PA Team

The Corporate PA Team continues to support the Chief Executive and Directors as well as Management Team with a considerable number of projects. The Corporate Business Manager is leading on a piece of work across the organisation to improve internal communication.

Kaye Skinner led on the co-ordination of the Council's response to the sad passing of Her Majesty The Queen and the Proclamation of King Charles III in accordance with the Council's previously developed and agreed protocol.

2 Forthcoming Activities and Developments.

Norfolk Leaders and Chief Executives have continued to discuss the development of a County Deal for Norfolk albeit with the Conservative Leadership election in the period mid-July to early September progress has been slower than originally anticipated. However, this workstream has been given renewed focus in the past couple of weeks following the appointment of Simon Clarke as the new Secretary of State for Levelling Up, Homes and Communities with this work progressing throughout the summer period, particularly on the key themes of any Deal and the associated governance arrangements.

The Government has progressed its consultation with all local authorities around a new national asylum-seeker dispersal programme over the summer months and an East of England response has been prepared through EELGA's Strategic Migration Partnership. The District Council has provided a response which has said given the nature of our housing market with large numbers of second and holiday homes, small private rented sector and high levels of local housing need and the challenges of providing wrap around support services in an extensive rural area it believes that it will be difficult to accommodate asylum-seekers within the District in street-based housing such that alternative accommodation models might need to be considered. All three Group Leaders have been briefed on this issue and have indicated support for the Council's position as detailed above.

Nutrient Neutrality – countywide discussions are continuing to try and resolve the Nutrient Neutrality issue, as announced by Natural England in March and the subsequent Ministerial statement made on 20th July, with the Norfolk local authorities, through the Norfolk Duty to Cooperate framework, commissioning consultants Royal Haskoning to advise on mitigation measures which might be implemented to minimise the impact of new development on the local environment. This continues to be a significant issue for all authorities in Norfolk given the importance of housing delivery to meet existing and future needs and demands. Following the recent Conservative Leadership election and a number of policy statements being made about future economic growth and possible relaxation of planning regulations, further announcements on the issue of nutrient neutrality are anticipated.

3 Meetings attended

In the last two months, I have on one or more occasion met with:

- Joint Staff Consultative Committee
- Norfolk Leaders Group
- Norfolk Public Sector Leaders Board
- NNDC Group Leaders
- District Council Leaders
- Chief Executive and Corporate Business Manager.
- Cabinet Working Party for projects and Business Planning

Attended

- Rural Prosperity Fund discussion
- Cromer Artspace event
- Cost of Living Crisis briefing
- Cromer Cemetery
- Serco Engagement Event
- Greenbuild – Chris Packham Big Talk Event
- National Climate Change Partnership event
- Impact on Second Homes Restrictions briefing

CABINET MEMBERS REPORT TO COUNCIL

05 October 2022

COUNCILLOR A BROWN - CABINET MEMBER FOR PLANNING & ENFORCEMENT

For the period July to September 2022

1 Progress on Portfolio Matters.

General overview.

Nutrient Neutrality continues to be a key work area for this service. Members may recall I updated the last meeting of the work undertaken by our consultant's Royal Haskoning (RH). A final draft nutrient calculator and detailed catchment level plan, have been produced. As I write those matters are under consultation with Natural England. I await final briefing as to the adoption of the calculator and have confidence that catchment level plans will be published shortly.

We remain on target for delivery of the longer term strategy, being no later than February 2023. Regular meetings are in place with NNDC officers and Natural England (NE), enabling detailed discussion on individual cases and also a strategic overview as to delivery of NE mitigation across the Broads and Wensum catchments.

A developer and agents forum was supported by the Norfolk Group of Councils on 12 September. A bespoke mitigation calculator and detailed infrastructure map will be available shortly. These will reduce levels of mitigation required and give a clearer understanding of where the impacts of nutrient discharges are impacting. A business plan and work programme to deliver mitigation are being developed for the Norfolk Councils. I will look to deliver an updating workshop for our members on the measures being undertaken.

The Ministerial Statement of late July is geared towards delivery of nature based mitigation via NE. I am of the view that this approach is unlikely to deliver resolution any earlier than the measures already being developed by the Norfolk Councils.

I confirm that despite these constraints that planning decisions continue to be made. At the time of writing 85 decisions were issued in August. Regrettably the impact on permissions for substantive numbers of new dwellings remains in the affected areas. We are monitoring the impacts on housing land availability and deliverability closely.

I will continue to report on the issues surrounding Nutrient Neutrality and Implication for environment, development and planning in our district over the coming Meetings.

Development Management & Major Projects

Detailed reports are provided to Development Committee on these matters, Please refer to these reports for any detailed consideration on matters of speed and quality of decision to the Development Committee. In headline terms, 87.5% of Major applications and 80.64% of non-major applications are being determined within statutory timescales.

Our Director is reporting the Draft Planning Service Improvement Plan (PSIP) to the September meeting of Overview & Scrutiny, this will include a Strategy which includes undertaking customer satisfaction surveys, Agent & Developer Forum along with Parish / Town Council liaison meetings. A detailed action plan is to follow in December 2022. As part of the PSIP, a small realignment of teams is also taking place meaning that the Majors Team/DM Team arrangement will cease and be replaced by three equal DM teams, to ensure succession planning and a spread of experience and opportunities across all officers.

An officer “on call” service was launched this month, to support the Customer Services Team on development management queries and provide professional advice where needed.

Planning Policy & neighbourhood planning

Our team have finalised collating of Regulation 19 consultations, all those who made comments have been acknowledged and thanked and the responses are now published and available to view on the consultation portal.

<https://northnorfolk-consult.objective.co.uk/kse/event/36705/peoplesubmissions/section/>

The team will be reporting responses, outcomes and recommendations to coming meetings of the Planning Policy & Built Heritage Working Party (PPBH) though the Autumn. Dependent on those outcomes, I will be looking for the plan to be submitted to the Planning Inspectorate in early 2023.

The Blakeney Neighbourhood Plan is nearing its final stages. The Neighbourhood Plan Inspector has responded to the submitted plan with a series of questions for Blakeney Parish Council to answer. Those questions will need to be satisfied prior to confirmation that the plan meets the basic conditions, needed to move forward with a public referendum. I will report to the next meeting on the outcome of those matters.

Holt have completed Regulation 14 consultation and review of submissions. It is expected this plan will shortly move to submission. Wells Next the Sea will closed their Regulation 14 consultation on 9 September. Stalham is in the

early stages of the neighbourhood plan process.

Conservation, Design & Landscape

I am pleased to report that the Glaven Valley Conservation Area Appraisal and Management Plan (2022) was reported to August meeting of PPBH. At that meeting it was unanimously agreed to recommend the plan favourably to the next available Cabinet meeting for public consultation and that following consultation, the amended appraisal be brought back to Working Party for consideration and subsequent adoption by Cabinet.

Building Control

Workload remains higher than usual for the corresponding time last year. Regularisation works associated with house sales are increasing and can only be undertaken currently by the Local Authority, and not Approved Inspectors.

Building Control applications continue to be determined within the statutory timescale, on site checks and registration remain well within statute time limits.

Confirmation of the new appointment to Building Surveyor is in place, start date will be Late September. Short term locum support has been available to ensure performance and delivery of the service are not impacted in the interim.

Our mobile working app is now working in the field, and is being received positively by the team. The service delivers paperless on site working for the team. Savings on carbon footprint will be monitored and reported to me. The app enables live updating on site with access to historic records for our surveyors. We are working to improve the app and will take lessons learned from this launch forward to other service areas which can benefit from the efficiencies that the mobile app system can deliver.

Enforcement

The team have 231 current live cases; 240 have been created this year with 275 cases having been closed so far in 2022. The harm assessment form has enabled officers to make informed, clearer and quicker assessments as to expediency / action and where possible case closure.

100% of enforcement cases are acknowledged and input within time, with at least 95% of site inspections being undertaken within 10 days. The team are working through a backlog of 126 cases that have exceeded the (self-imposed) resolution deadline, recruitment to trainee officer, and conditions monitoring officer will enable this backlog to be reduced. I will report on this backlog and measures to reduce that number to our next meeting.

Staffing

Three Senior Planning Officers have left the development management

Service since my July report. The recruitment campaign to replace officers is moving forward, interviews will be completed by the time we meet. I will report in October as to completion of the recruitment process. Our Service Manager and Assistant Director have completed an interim plan to ensure cases are re allocated and service performance will be maintained.

2 Forthcoming Activities and Developments.

September 28 Overview & Scrutiny
September 29 Development Committee

October 5 Full Council

3 Meetings attended

August 16 Portfolio Holder Meeting
August 24 Business Planning
August 24 Portfolio Holder Meeting
August 30 Pre Development Committee

September 6 Cabinet

CABINET MEMBERS REPORT TO COUNCIL

05 October 2022

COUNCILLOR A FITCH-TILLETTS CABINET MEMBER FOR COAST

For the period July to September 2022

1 Progress on Portfolio Matters.

Cromer Phase 2 and Mundesley Coast Protection Scheme – Progress Update

Work has continued to progress finalising documents to be submitted for the necessary consents. Balfour Beatty has been appointed through the SCAPE framework to begin the pre-construction activities in preparation for the scheme. Discussions with the Environment Agency regarding the desired level of funding for the schemes have been productive, for Mundesley an update is required for the Outline Business Case and it appears that additional funding may be possible. Cromer is required to progress through the variation process for existing schemes, the partnership funding scores for the scope of the work sought are low and further consideration is required to make the case for the full funding to deliver all aspects of the revised scope of works.

Coastal Protection Maintenance

July:

- Beacon at the end of groyne 2 Cromer was replaced
- Repair works completed to the beacon stay at the end of groyne 1 Cromer
- Repair works to 2 sets of access steps at Ostend
- Inspections: all hand railing from Bacton to Ostend

August:

- Construction of 3 timber beach access steps
- Repair works to an access step over a revetment in Sidestrand
- New hand railing installed on the beach access steps near kingfishers at Walcott
- Repair works to a fractured pile at Overstrand
- Repair works to revetment at Overstrand (ongoing)
- Repair works to access steps at Overstrand
- East Runton anti-slip paint on ramp
- Cromer West anti-slip paint on ramp

September:

- Remedial works completed on access steps by Crown Inn, Sheringham
- Overstrand revetment works started
- Overstrand end of groyne removal (programmed for September)
- Paint Nav Beacons at Overstrand (programmed for September/October)

- FK undertook annual inspection with Trinity House for Navigation Beacons
- Post season inspections have been organised to start w/c 12/09/22

Coastal Transition Accelerator Fund

Project proposal form for internal approval has been submitted. The coastal team have attended the Environment Agency sessions to seek to develop and prepare the proposals for Outline Business Case approval. Internal cross council officer workshops are underway to seek to identify potential shared benefits, delivery options etc. to ensure the value of the opportunity is maximised.

Coastal Loss Innovative Funding and Finance

Final reports are awaited. A workshop is planned to share the findings with those involved to date and key national interested parties. This will also seek to identify further opportunities. There is also an opportunity to move forward the concepts developed to date, alongside other potential options, through the approved Flood and Coast Resilient Innovation Funds projects and Coastal Transition Accelerator Programme, this will be explored to ensure alignment between national and local projects and to ensure efficient use of resources.

Coastal Adaptation Supplementary Planning Document

NNDC, East Suffolk Council, Great Yarmouth Borough Council and The Broads Authority have a statement of common ground for planning matters on the coast. This has led to the co-development of a shared Coastal Adaptation Supplementary Planning Document. The document does not create new planning policy but seeks to provide guidance to planning decision makers and developers about appropriate development in and near coastal erosion risk areas, whilst also seeking to support and stimulate proposals that seek to enable homes and businesses to adapt and roll back from coastal erosion risk. The document underwent a public scoping consultation and is now being drafted. It is anticipated that a draft will be open for public consultation later in the year.

Norfolk Strategic Flood Alliance Coastal Members Forum

The inaugural meeting of this group was held at County Hall in July. The group discussed its potential role with regards oversight of coastal management across Norfolk through acting, for example, as a non-decision making elected member group for delivery of the Shoreline Management Plans.

Broadland Futures Initiative

The Broadland Futures Initiative (BFI) is a partnership lead by the Environment Agency to consider future flood risk management in the Broadland area. The main goal is to agree a framework for future flood risk management that better copes with our changing climate and rising sea level. The focus is on what happens from the mid-2020s onwards, however there is a need to start planning now to secure support and make well-informed decisions. Further information and updates can be viewed at [Broadland Futures Initiative \(broads-authority.gov.uk\)](https://broads-authority.gov.uk)

Local Government Association Special Interest Group Adaptation Working Group

The LGACSIG adaptation working group held a successful placemaking workshop at the Flood and Coast Conference in June 2022 developed and supported by CPE officers. The workshop focused on the viability of our coasts in the face of climate and coastal change and what we thought a resilient viable coast might look like or need in place to happen. We undertook the workshop with EA colleagues and ran it jointly with CGN who also considered the coastal planning issues and opportunities following the SMPR. The workshops were well attended and we captured over 800 years of experience across the event. We have some excellent feedback on the approach we took and the majority of attendees also made pledges to do their part for adaptation in their roles. A report will be available in October and this will inform upcoming APPG discussions about coast and climate change as well as be used for broader cross-government discussions about who else needs to be involved in creating resilient coasts.

2 Forthcoming Activities and Developments.

- Development of the Coastal Transition Accelerator Programme and CLIFF initiative.
- Development of updated Shoreline Management Plan Action Plan.
- Consideration of Shoreline Management Refresh Healthcheck actions for Overstrand.
- Meeting of Sandscaping Monitoring Committee to review and agree monitoring.

3 Meetings attended

- Wash & North Norfolk Marine Partnership
- Planning Policy
- Chaired LGA Coastal SIG Adaptation Working Group
- SCAPE Lunch & Learn – Neurodiversity
- Norfolk Coast Partnership Branding Interview
- Development Committee
- Cabinet
- Trimmingham, Northrepps and Overstrand Parish Councils
- LGA Coastal SIG AGM and Field Trip
- CTAP Site Visit
- Norfolk Coast Partnership Branding Workshop
- Norfolk Coast Partnership Strategy Group
- Cabinet Pre-Agenda
- Cabinet Working Party - Projects

CABINET MEMBERS REPORT TO COUNCIL

September 2022

COUNCILLOR WENDY FREDERICKS - CABINET MEMBER FOR HOUSING AND BENEFITS

1 April to 31 August 2022

1 Progress on Portfolio Matters.

Housing Strategy

New Affordable Homes

The forecast number of new affordable homes to be built in 2022/23 is significantly lower than the numbers achieved in the last few years as a result of fewer sites available and the delay caused by Nutrient Neutrality. We anticipate 52 affordable homes during the current financial year; However, we have a healthy affordable housing schemes pipeline, many of which are Rural Exception Housing Sites at various points in the development process. There are a total of 18 developments which will or could, subject to approvals, yield 354 new Affordable Homes in the next few years.

Grant for Energy Efficiency Improvement Works

North Norfolk District Council (NNDC) as part of the Norfolk Warm Homes Consortium of five Norfolk districts has been successful in a bid for £3.85 million of government grant to provide energy efficiency improvement works to homes occupied by low-income households. The funding is part of the government's sustainable warmth programme.

Our new Energy Officer started with us in March and has been promoting the scheme through several routes: a "Your money matters" spread in North Norfolk News, a video published on all NNDC social media and our website, a leaflet sent to all parish councils, followed by attendance at many parish council and other public meetings, and an article in the Council's Outlook magazine.

To date 66 Home Upgrade Grant applications have been received since March '22 and 32 have so far been approved, totaling £71k of grant works. For further information on grants: <https://www.north-norfolk.gov.uk/news/2022/april/warm-homes-grant-available-after-successful-bid/>

Housing Options and Homelessness Prevention

Your Choice Your Home

As at the 31 August 2022 there were **2687 households** on the housing waiting list of whom **507** were on the Housing Register (highest priority) broken down as follows:

- Priority Card x 1
- Band 1 x 279

- Band 2 x **230**

69% (**1,858**) of applicants are on the Housing Options waiting list and 12% (**319**) are on the transfer list.

Bedroom Need

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	8 Bed	Total
Priority Card	1	-	-	-	-	-	1
Band 1	145	65	37	26	2	4	279
Band 2	93	47	38	50	1	1	230
Housing Options	1145	461	127	108	2	15	1858
Transfer	149	89	35	40	1	5	319
Total:	1533	662	237	224	6	25	2687

Homes Let

01 Apr 2022 to 31 August 2022:

- **139** Households have secured social housing
- **28** Households have secured *Shared Ownership.

**During QTR 1 Meadow Walk an Extra Care living development (housing 21) for people over the age of 55 in Fakenham was completed.*

	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	8 Bed	Total
Social Housing	55	72	12	-	-	-	139
Shared Ownership		28		-	-	-	28
Total:	55	100	12	-	-	-	167

Temporary Accommodation

As of 31 August 2022, there were **46** households in Temporary Accommodation, of which:

5 (11%) were other households (e.g., couples with no Children)

15 (33%) were single adult households

26 (56%) were households with children

In order to minimise the levels of use of bed and breakfast we continue to actively seek opportunities to increase our own portfolio of homes for use as temporary Accommodation.

we are due to complete on a 2-bed house in Sheringham which will be used as emergency temporary accommodation. Being able to offer good quality temporary accommodation within the Centre of the district has been difficult to achieve and will make a huge difference to the families we are working with. We are also undertaking extensive renovations to a 3-bed bungalow in North Walsham, this will add an adapted property to our portfolio of suitable temporary accommodation. Once purchase/works are complete on both properties, we will have a portfolio of 18 properties to use as an alternative to Bed and Breakfasts.

Homelessness & Rough Sleeping

We continue to support **3** entrenched Rough Sleepers. Whilst it is not always possible to locate rough sleepers, we respond to reports from the community and via Street Link to quickly identify and verify rough sleepers and help the most vulnerable access the services they need. Between 01 April 22 and 31 August 2022 we have had 13 new RS cases –

No. of clients	Outcome
1	Moved from NSAP to social housing
1	Voluntarily left NSAP
3	Rough sleeper moved to social housing or NSAP (had been in Reeves Court)
1	Living with family – offered Reeves Court but declined
3	Reports received but unable to contact to verify
1	Declined all offers of support
1	Sourced his own accommodation
1	Moved to Reeves Court
1	Lost contact

During this quarter we have successfully recruited into 3 new posts, 2 internal candidates (complex health care officer & tenancy sustainment officer) were successful and have now been in post since 1st September as Pathways, Prevention & Sustainment Officers, this new role also saw an increase in their pay grade from a 9 to an 8 which reflects the complexity of their role. We are currently in the process of recruiting for a 3 member into this team. We have also recruited a Living Well Officer whose responsibility is to support families living in temporary accommodation.

Households Assessed and Duty Owed

Our Housing Options Service offers advice to anyone who has a housing problem, and offers support and assistance if someone is homeless, or threatened with homelessness, within the next 56 days.

At the end of August 2022, there were **116** live open cases:

- Prevention duty accepted: **33**
- Relief Duty accepted: **39**
- Decisions: **1**
- Final Duty: **16**
- Triage (mixture of new cases, rough sleepers, clients being supported through out-reach): **27**

For the same period **282** cases were closed, the majority of these were Triage Cases (222) where applicants were provided with support and advice. For all other cases the following outcomes were achieved:

Prevention Cases Closed:**18**

- Supported Housing: **3**
- Registered Provider Tenancy: **6**

- Private Rented Sector Tenancy: **7**
- Staying with family or Friends: **2**

Relief Cases Closed: **25**

- Activities were attempted to secure accommodation but unsuccessful: **15**
- Supported Housing: **3**
- staying with friends:
- Private rented sector: **4**
- Registered Provider Tenancy: **3**

Decisions: **9**

- Homeless and no priority need

Final Duties accepted: **6**

- Registered Provider Tenancy: **5**
- Fully Duty Accepted and ongoing outreach is being provided: **1**

Funding

The government has announced allocations for the first multi-year funding for the Rough Sleeping Initiative (RSI 2022- 25) to provide local councils with long-term funding to support those sleeping rough or at risk of rough sleeping. Our bid has been successful in securing £482,163.

Additionally in August we responded to the Government consultation which was seeking the views on the Governments approach to the funding for the Homelessness Prevention Grant provided to all local housing authorities in England, with the aim of determining new funding allocations based on current pressures for local authorities and enhancing data collection and assurance of how the grant is used. This applies to grant funding for 2023/24 onwards.

Domestic Abuse

We are continuing to review how we strengthen our approach to Domestic Abuse, to help develop our services we seeking to recruit on a one-year fixed term contract a Domestic Abuse Project Officer to support the Housing Options Team will develop, manage, deliver and review activity relating to Domestic Abuse in order to ensure progress against DAHA Accreditation.

Benefits

Under the **Household Support Fund** (round 2), we have now distributed funding to 482 pension age households through Post Office Pay-out. Each household will receive a payment of £185 which can be collected by simply taking their letter which contains a barcode, along with one piece of ID to any Post Office branch within one month. We will be monitoring the number of vouchers cashed and pro-actively supporting households with this.

We have now launched an online application form to allow households to apply for cost-of-living support through the Household Support – Emergency fund. We have £22,382 of funding which much be spent by 30th September 2022.

Further information on the Household Support Fund and the application process can be found here [Home | Household Support Fund \(north-norfolk.gov.uk\)](https://www.north-norfolk.gov.uk)

Round 3 of the Household Support Fund commences on 1st October and we are now having discussions across People Services and with Norfolk County Council on what this will look like. We do not know at this stage what amount of funding will be devolved to districts.

We are continuing to make payments under the **Energy Rebate (Discretionary) Scheme**. The funding of £226,350 is being targeted at low-income households across the district to help with the rising cost of household bills. So far, we have distributed £81,720 of the fund. All letters inviting eligible households to claim the payment will have been issued by 30th September. We will also be launching an online application form to invite people to apply for support with energy costs who are not liable for Council Tax but still incur utility costs, such as people living in Houses of Multiple Occupation.

We continue to administer **Discretionary Housing Payments (DHP)** to support tenancy sustainment and to support people to stay within the community. Cases are worked on as a panel which includes officers from the Benefits Team and Housing Options.

For 2022/23, North Norfolk has been allocated funding of £100,945 and up to 31st August 2022, we have spent 73% of our allocation across 91 households and a further 105 applications have been refused as the circumstances of the household are outside the scope of the scheme. Where we have not been able to provide support through the DHP scheme, the team will consider other funding options and signpost the customer accordingly.

Our work on reviewing the Council Tax Support (CTS) scheme for 2023/24 is moving forward. We have now been provided with two example CTS scheme models which we are now reviewing. The next stage will be to set up a working party and commence a public consultation.

We have recently advertised for 10 posts across the service. These are;

- 1 x Benefit Officer – permanent
- 4 x Local Government Apprentices (Business Support) (18 months)
- 3 x Local Government Apprentices (Benefits Officer) (18 months)
- 1 x Welfare & Benefit Advice Officer (12 months)
- 1 x Financial Inclusion Officer (12 months)

We took part in the Recruitment Day held at the Council Offices on 25th August, and we saw a pleasing number of people attend the event. We have received a high application response rate to the posts and interviews are taking place over the next two weeks.

Integrated Housing Adaptations Team

The team has received **241** new contacts year to date resulting in 95 recommendations for adaptations. There are still issues with contractor capacity and lengthy lead times, however this is being improved with the Flagship partnership. There is a lot of demand in the system, assessments are being completed quickly but an increase in the number of referrals coming into the service is increasing wait times for assessments. Increased demand has also led to increased wait times for schedules, this situation is being closely monitored and it is anticipated the Flagship partnership will continue to reduce the wait times for schedules. A further 18 cases were approved for July with a value of approximately £142,000, 17 cases were approved for August with a value of £113,108.27. This takes the total approved cases for the financial year to 82 with a total commitment of approximately £642,391.71.

In addition, 9 grants were completed in July and 16 grants in August taking the total for the financial year to 50 with a total spend of approximately £521,163

End to end time scales continue to be a primary focus for the team and we remain committed to reducing these. Changes to the DFG process are demonstrating a positive impact on targets with timescales for each stage showing a marked improvement.

2021-22 Average days between							
Initial contact date & triage	Triage & assessment date	Assessment & D (OT 2 date	D(OT)2 date & schedule	Schedule date & Approval	Approval date & start on site	Start on site date to completion	Case starts to case finish
24	94.3	22.8	137.7	68.6	116.1	34.3	497.7

2022-23 YTD Average days between							
Initial contact date & triage	Triage & assessment date	Assessment & D(OT)2 date	D(OT)2 date & schedule	Schedule date & Approval	Approval date & start on site	Start on site date to completion	Case starts to case finish
13.3	53.4	18.8	129.8	37.3	77.7	16.3	346.7

The Home repairs pilot has got underway with cases being referred into the scheme from IHAT, Social Prescribing, Energy Officer and Environmental Protection. To date we have received 11 referrals and have taken forward 6 of these to contractor site inspections. We have received quotations back for 2 cases and have approved these works. At the time of writing one case has approved work currently underway and the other is scheduled to begin week commencing 05/09/22 with a combined estimated spend of approximately £10,000.

We have welcomed a new Housing Adaptations Officer to the team, this brings the total assessing officers to 4. It is anticipated that the additional resource will help to reduce the wait times for assessments and improve efficiency within the service.

2 Forthcoming Activities and Developments.

3 Meetings attended

CABINET MEMBERS REPORT TO COUNCIL

September 2022

COUNCILLOR WENDY FREDERICKS - CABINET MEMBER FOR HOUSING AND BENEFITS

July to September 2022

1 Progress on Portfolio Matters.

Integrated Housing Adaptations Team

The team has received 241 new contacts year to date resulting in 95 recommendations for adaptations. There are still issues with contractor capacity and lengthy lead times, however this is being improved with the Flagship partnership. There is a lot of demand in the system, assessments are being completed relatively quickly but an increased numbers of referrals coming into the service is increasing wait times for assessments. Increased demand has also led to increased wait times for schedules, this situation is being closely monitored and it is anticipated the Flagship partnership will continue to reduce the wait times for schedules. A further 18 cases were approved for July with a value of approximately £142,000, 17 cases were approved for August with a value of £113,108.27. This takes the total approved cases for the financial year to 82 with a total commitment of approximately £642,391.71

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We have welcomed a new Housing Adaptations Officer to the team, this brings the total assessing officers to 4. It is anticipated that the additional resource will help to reduce the wait times for assessments and improve efficiency within the service.

3 Meetings attended

CABINET MEMBERS REPORT TO COUNCIL

05 October 2022

COUNCILLOR V GAY - CABINET MEMBER FOR LEISURE, CULTURE AND WELL BEING

For the period July to September 2022

1 Progress on Portfolio Matters - Culture

On September 2nd Cromer Artspace opened its second outdoor exhibition of pictures. This exhibition is presented in co-operation with the National Gallery and – in a smaller way – with North Norfolk District Council. There are thirty life size reproductions of paintings from the National Gallery to be discovered around Cromer. The exhibition will run until April 30th, 2023. Maps for the trail of pictures may be found in the North Norfolk Visitor Centre in Cromer.

The Go Go Mammoth trail closed in early September. Margaret's Mammoth which will remain at West Runton. Lumi, the climate change mammoth which was installed at Cart Gap, will also stay within the District.

The cultural work of the HAZ project is progressing and some future projects are outlined below.

2 Forthcoming Activities and Developments.

The cultural consortium of the North Walsham Heritage Action Zone is planning a series of guided walks around the town. These walks will be linked to the history of the Paston family and they will hope to involve children and families as well the Men's Shed, St. Nicholas Church and Healthier North Walsham. They will be conducted in partnership with UEA, Paston Footprints, the Letters In The Landscape project and Positivity Rocks.

There are two outdoor exhibitions of children's work in preparation – one drawing upon an earlier photography project and another drawing upon the children's musical works which have been mentioned in earlier reports.

As part of the District Council's Orchestras Live programme there will be a winter concert with associated workshops. These are in the early stages of planning and will be described for you in later reports, as will some pop up theatre events which may take shape this autumn.

3 Meetings attended
Along with Cllr. Adams, I attended the opening of <i>Pictures Around Cromer, The National Gallery Exhibition</i> on September 2 nd .

CABINET MEMBERS REPORT TO COUNCIL

05 October 2022

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

For the period July to September 2022

1 Progress on Portfolio Matters - Leisure

Leisure Centres

July and August are not usually peak months for leisure centre usage; however, we have recorded excellent results in terms of the visits to the 6 facilities.

There were 42470 visits across the 6 sites in July and then 45038 in August including an amazing 19250 visits to The Reef. This is the first time we have seen a facility achieve more than 19k visits in one month, a fantastic achievement for our new facility.

The cost of utilities obviously remains a concern for Everyone Active (EA) and we are communicating on this matter.

Countryside

The team have reported a very busy summer in terms of visitors to our woodland sites, particularly at Holt Country Park. As always, this was supported by ranger led events across the summer, which this year were unfortunately not as well attended as previously. We think that this may have been because the changes in the wider leisure team in recent times have affected preparations for our summer events. It should be noted that we do not see this as a long term issue and we will be working on the best way to avoid similar problems in the future. Halloween events are currently being planned. Finally, our visiting GoGo Mammoth will be leaving the park next week following the conclusion of BREAK's County wide trail.

Beaches

The Safer Seaside roadshow visited 3 of the 4 planned locations across August; unfortunately the visit to Mundesley was cancelled because of poor weather. These events were met with real enthusiasm by those who came to see us. Both locals and visitors were very complimentary that the Council would put on such an event and most people learnt something they did not

know. We were joined by the RNLI for this project and talks are underway to develop this further next year to include even more external agencies.

We have been working hard on the ongoing issues seen across North Norfolk regarding Jet Ski use. We recently set up a meeting with several key stakeholders, including the Police, the RNLI, NNDC, The Coastguard and others to discuss how we best deal with the issues we have been seeing. This was extremely positive and further discussions are planned.

Health and Wellbeing/Sports Development

North Norfolk District Council is supporting Cromer Lawn Tennis and Squash Association (CLTSA) with a number of projects, including promotion of their Pickleball sessions, Sustainability and making links with other local organisations. CLTSA is putting on an Open Day for NNDC staff to try the facilities, for which 20 staff are currently signed up.

The first Reef Super Sprint Triathlon is set to take place on October 2nd. Events of this nature have previously been held at Victory and there is a wish to create a series of events across the three leisure centres should this one be a success. The event is being jointly organised between NNDC and EA.

The Locality Officer has visited five BNHF (*Big Norfolk Holiday Fund*) provisions (EP Youth, Nomads, Camp Beaumont, Everyone Active Stalham and North Walsham) to assess the provision and provide feedback. He is working closely with the providers to help work on areas of need as well as look to increase provision within North Norfolk where it is most needed.

Through the Together Fund we have worked with Yendell's in North Walsham to secure funding (£1200) to support the Healthier Me project. We are now working closely with Birchwood Surgery to attract the required participants to enable the programme to start. We plan for this to be a pilot which could be replicated across North Norfolk.

We are also working with four other organisations to support them with the application process to secure funding through the Together Fund. These include;

1. Playing for Cake- A singing support group who help people suffering from long covid- applying for £3265
2. Stalham Swans- Female mental wellbeing support group who are applying for £2200
3. Nancy Oldfield Trust- Water sport activities for disadvantaged groups who are applying for £1500
4. Everyone Active- Activity for seniors amount to be confirmed.

Active NoW

Sean attended the Active NoW workshop and has taken the lead for the project for the North. He has started up a task and finish group which will develop our

plan on how to spend the £12k budget to best support provision in the North and he has also address the North Norfolk Health and Well Being Partnership.

Pier Pavilion

Openwide are concerned about the uptake for the summer and Christmas shows. As of this week (5th September) both were roughly 1/3 down on bookings compared to the same period in 2019. Overall including concerts and other shows they are 20% down. Away from the theatre they reported a good year in the bar but a poor year in the Tides Restaurant. They have been significantly impacted by the national problem of staff shortages in the hospitality sector.

Works to refurbish the bar area and toilets are still on course to take place in early 2023.

2 Forthcoming Activities and Developments.

Following a review of this year's Mammoth Marathon it has been agreed that the Mammoth Marathon will return in 2023. The organisation of this will begin soon.

3 Meetings attended

In addition to briefings and regularly scheduled meetings within the Council, I attended the raising of the Green Flag at Holt Country Park on August 11th.

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CABINET MEMBERS REPORT TO COUNCIL

05 October 2022

COUNCILLOR R KERSHAW - CABINET MEMBER FOR SUSTAINABLE GROWTH

For the period July to September 2022

1 Progress on Portfolio Matters.

North Walsham Town Centre Heritage Action Zone

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

- Repair and restoration works on the Cedars continue. Discussions are being held with a range of potential future users;
- Work on the Church Approach/Shambles slope, is almost complete, with just a few items awaiting delivery/installation. The space has been partially handed over to allow access and minor 'snagging' works and cleaning will be carried out by the contractors. Repair and redecoration work will soon be carried out on the rear wall of 28 Market Place which backs onto the public realm area on Church Approach and will contribute to the overall improvement of the space.
- The Travel Hub on New Road carpark, developed in partnership with Norfolk County Council (NCC) and North Walsham Town Council, has been completed creating three bus bays. Refurbishment of the public conveniences at New Road carpark has been completed and a 'changing places' facility and family room installed to improve the facilities available to the public.
- Improvements to the highways and public realm in the Market Place, will commence on 12 September. Works to be carried out in this phase include: widened footpaths and paved areas for pedestrians, paved road surface, installation of seating and planters, installation of bike racks, provision of power points and arrangements for market stalls and events, provision of new crossing points and increased capacity for loading and deliveries through new and better positioned bays. Cleaning and maintenance of existing areas and paving will also be undertaken
- The Building Improvement Grant scheme has been well received and a healthy number of applications are in the pipeline. Five grant applications have been approved to-date and work has commenced on-site on two properties. Twenty eight expressions of interest have been submitted.

Public Sector Procurement Event

NNDC, Norfolk County Council Procurement team, and the Norfolk Chambers of Commerce, held a free public sector procurement webinar on 7 September. The main theme of the event was to inspire and prepare SMEs to access wider public sector supply chain opportunities. Presentations provided guidance on tendering process, tips to write a tender, the importance of social value and how to support net zero commitments. Local SMEs that have successfully won contracts also spoke and will hopefully inspire more North Norfolk SMEs to explore public sector contract opportunities. Initial feedback from attendees was very positive with the majority stating that they had a greater understanding of the public sector procurement process and were much more confident to bid for public sector contract opportunities in the future.

Visitor Economy

The latest marketing campaign film, delivered by Visit North Norfolk is now live and entitled 'Wonderful Walk in North Norfolk'. 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.

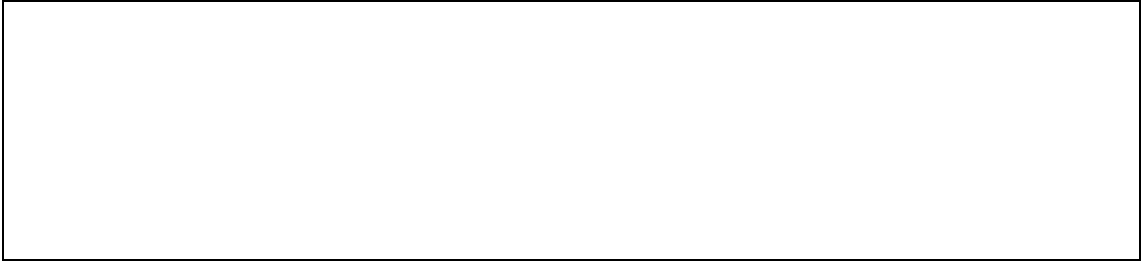
The video can be viewed at: <https://www.visitnorthnorfolk.com/>

2 Forthcoming Activities and Developments.

Local Flavours Event

NNDC will be sponsoring and represented at the Local Flavours event taking place at the Norfolk Showground on 21 September, alongside local businesses from within District. The purpose of the event is to bring together local food suppliers and customers to do business and to raise the profile of the strength and diversity of local producers within the local market place

3 Meetings attended



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CABINET MEMBERS REPORT TO COUNCIL

COUNCILLOR NIGEL LLOYD - CABINET MEMBER FOR ENVIRONMENTAL SERVICES, CLIMATE CHANGE AND ENVIRONMENT

For the period July to September 2022

1 Progress on Portfolio Matters.

Commercial and Public Protection

The team have been particularly busy throughout August, they played an integral role in ensuring that Cromer Carnival ran in a safe manner, advising event organisers through the Safety Advisory Group and by visiting food vendors on carnival day.

A taxi driver has had his license revoked after the team were informed of safeguarding concerns raised by Police colleagues.

Environmental Health Officers continue to visit food premises across the district ensuring that businesses are providing safe food. There have been requests for re ratings, where businesses have scored a 2 upon initial inspection but following words of advice and significant improvement have been re rated to a 5. A good example of our Officer improving standards in businesses.

The team assisted and informed businesses on a wide scale product recall for Salmonella.

The team have investigated a case of Legionella and Hepatitis A. Working with colleagues in the UK Health Protection Agency to identify the source and put in place suitable control measures.

Environmental Protection

The team have conducted a Drone flight over some Caravan Sites which are being affected by Coastal Erosion, the footage is very interesting and useful.

Signs have been installed by the team at Beach Road in Salthouse, advising of no overnight stays and responsible parking and use of this area.

Abatement notices under the Environmental Protection Act 1990 have been served for dog barking and amplified music and both appear to have had the desired effect.

Officers conducted noise monitoring visits throughout the Bannaroo event, ensuring that it passed with limited complaints, following concerns raised by the Local MP and residents in the build up to the event.

Environmental Services

Excellent summer weather has meant that large numbers of visitors have visited our seaside resorts and the team have spent the summer dealing with the challenges of this high number of visitors brings. Monitoring the Contract with Serco and ensuring that issues have been dealt with in a timely manner.

The team have also been busy planning and working with partners on the waste collection route optimisation which went live on Monday 5th of September. This has involved hosting two Member briefings.

Civil Contingencies

Incident response

There have been two suspected UXO's in August one at Walcott on the 24th of August and one at Blakeney on the 31st of August.

Ongoing liaison re FloodEx 22 exercise planning.

Ongoing participation in the NRF weekly Risk and Information Group meetings and Risk Assessment meetings, chaired RIG meeting on 19 Aug

Attended Exercise Birch (Bacton Gas Terminal COMAH exercise) drop-in session. Met with IT to run through audio visual kit in the NNDC Committee Room prior to the exercise on 8 September

Attended NRF Voluntary and Faith Group meeting

Attended Resilience Direct mapping drop-in session

Printed materials have been sent out to various flood warden groups to support second home initiatives, recruitment drives etc.

The CC manager has responded to Planning consultation re new Lower Tier COMAH site (Albert Bartlett, Worstead) and provided pre-application advice for a proposed chalet in Bacton

The team are arranging Exercise Birch on the 8 September in the NNDC Committee Room, this will be used by Bacton Gas Terminal operators to practice an emergency scenario.

FloodEx 22 national flooding exercise 19-23 September. Main day for coastal element play will be Thurs 22 Sep, but NNDC will have Local Coordination Group meetings from Tuesday onwards.

Exercise Bacton Vanguard rescheduled to November (when new Coastguard

officers will be in post)

Climate Change

The GreenBuild live event scheduled for 10th September in Fakenham town centre was cancelled in reverence to the passing of the Queen. My thanks go to the staff who worked so hard over the summer months to plan for the event, to Fakenham TC for agreeing to host the event and to all the exhibitors and speakers who had planned to attend. The Greenbuild virtual talks did take place and were well attended. Chris Packham gave a very interesting talk once again and was very complimentary on NNDC's climate change actions.

Trees for the forthcoming planting season have been ordered in anticipation of many projects kicking off soon.

Detailed analysis and data gathering work is continuing on carbon emission data across NNDC estates so that definitive and costed plans can be developed in order to make improvements to our assets. This work will include improvements to the structure and running of the Cromer Offices.

2 Forthcoming Activities and Developments.

Planting of trees throughout winter
Data analysis of carbon footprints across council assets

3 Meetings attended

Norfolk Waste Partnership
Serco Management
Project Board Meetings

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CABINET MEMBERS REPORT TO COUNCIL

05 October 2022

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

For the period July to September 2022

1 Progress on Portfolio Matters.

Finance

Audit 2019/20 – the Statements have been updated for agreed Changes, our interim s.151 officer is working with EY to try and resolve infrastructure asset issue.

Audit 2020/21 – work on this Audit has been temporarily suspended as it has been agreed that the 2019/20 audit should be signed off before the final work is completed.

SOA 2021/22 – Work is being undertaken to complete the necessary final year end entries and produce a Statement of Accounts. The date is still to be confirmed.

Finance System Upgrade – Civica are working with the NNDC implementation team to provide a working system to enable us to do full User Acceptance testing (UAT)

Estates and Assets

Disposal of assets. Solicitors have issued draft contracts regarding the sale of Parklands. Solicitors instructed in relation to disposal of community assets at West Beckham and Sheringham to the Town and Parish Councils and transfer of Mundesley Gunning placements to community group.

Planning application for the adjoining Reef site at Sheringham is progressing through the due process with determination anticipated in October.

Vacant Property –Former playgroup building and café at North Lodge Park, Cromer has been advertised and expressions of interest are due by 12th September.

The Cedars lease proposals are being considered with report to Cabinet. The Cedars barns have been advertised and proposals received will be assessed. Leases - Lease proposal for the collectors cabin has been approved by cabinet and solicitors will be instructed. Notice has been given by the landlord (NCC) of offices at Kings Arms Street, north Walsham to vacant Feb 2023

Legal

Eastlaw has been providing legal services to the Borough Council of King's Lynn and West Norfolk, and to two other external organisations.

Eastlaw is dealing with various legal cases and matters for the Council, including progressing health and safety cases to prosecution; working with the estates team to assist with leases and land transfer matters; providing legal assistance to the planning directorate with regard to planning enforcement notice appeals, and issues relating to nutrient neutrality.

Eastlaw is working with housing options presently to set up a rent guarantor scheme as part of the reduction in homelessness drive, enabling those who may struggle to be accepted for privately rented accommodation due to credit issues.

Freedom of Information request figures show that the Council's current performance at responding to requests within the statutory 20 working days is at 98%. The national target is set at 90%. In July, 41 requests were received and 40 of those were responded within the statutory timescales.

Democratic Services

Youth Council – the campaign to recruit young leaders for the steering group has been extended to the end of September at the request of local educational establishments. Once this group is in place, they will work together on shaping the Youth Council, with the aim of having it up and running by January 2023.

Prospective Candidates events – the Member Development Group has been working on a new format for these events, which have been very popular in the past. They will be in a hybrid format and take place on Wednesday 28th September between 6pm – 8pm and 10am – 12pm on Friday 7th October. Anyone wishing to attend should contact Democratic Services.

Livestreaming of Council meetings continues to be popular, with several meetings reaching over 100 views. Subscribers to the e-democracy channel now number 121 and we hope to build on this in the coming months.

Revenues

Collection as of 31 August 2022.

Council Tax collection was 46.08% against target of 46.10%, shortfall of collection of £14k compared to the previous months of £89k and £324k.

NNDR collection is 53.41% against target of 47.25%, an excess in collection of £1.52M. This is partly caused by the Covid Additional Relief Fund (CARF) awards that were applied at the close of 2021/22 and carried forward as a credit to the new NDR 2022/23 annual bills.

Council Tax Energy Rebate Scheme.

We closed our CT Energy Rebate Scheme on 30 June 2022 for those applying online, with final payments made on Friday 1 July 2022.

Out of 40,952 eligible customers, we have paid approx. 95% of our customers entitled to the £150.

The remaining customers have had the £150 transferred against their council tax account on 4 July 2022 with revised demand notices and letters issued.

The total rebate amount awarded to NNDC council tax customers is £6,115,500.

Government Returns:

- **Business Grants** – we continue to reconcile these and report data to government on a regular basis.
- **CT Energy Rebate Scheme** - we continue to reconcile these and report data to government each month.
- **CARF & Retail Relief Return** - we continue to reconcile these and report data to government each month.

NNDC is in the top quartile for paying out Covid Additional Relief Fund (CARF) as a percentage of allocation given. The government statistics show NNDC were 70 out of 310 authorities which is in the top 22% (quartile being within top 25%).

2 Forthcoming Activities and Developments.

Finance

Budget setting 2023/24 - detailed working papers will be going out to budget holders during September.

Budget Monitoring P6 – the team will prepare a position as at the end of September 2022 to inform members of the current year’s financial position.

Civica Finance System Upgrade – work will continue to build a test system after which work will commence on testing and training.

Audit 2020/21 - Completion of 2020/21 work is anticipated in the next couple of months.

Estates and Assets

Investigating possible location for new changing places toilet facilities in relation to availability of Lottery funding.

Legal

Eastlaw are looking at data protection training/update options for officers and Members

Democratic Services

Town & Parish Council Forum – the next meeting of this group will take place virtually on Monday 10th October and all clerks and parish councillors are welcome to attend. This session will focus on the local elections in May 2023.

Domestic Abuse Forum – this group will be reconvening in the Autumn, following a change in wider Norfolk support – with NIDAS now in place.

Revenues

Government Returns:

NNDR3

Business Grants

CT Energy Rebate Scheme

The CARF & Retail Relief Return

Papers

Debt Report for 2021/22 outturn figures

3 Meetings attended

CABINET MEMBERS REPORT TO COUNCIL

October 2022

COUNCILLOR LUCY SHIRES - CABINET MEMBER FOR ORGANISATIONAL RESOURCES

July 2022 – September 2022

1 Progress on Portfolio Matters.

Information Communications Technology

Paul Neale, who has worked in the Council for 27 years sadly passed away unexpectedly recently. He will be deeply missed by his Family, friends and colleagues.

Paul was a highly respected member of the infrastructure and his skills and expertise will be missed. His primary duties involved managing the cyber security systems and these tasks have had to be reallocated to other members of the team.

This will, inevitably, impact on progress in other areas until we are able to recruit a suitably experienced and capable individual. There is a significant risk that this will prove difficult and may well take an extended period.

The Public Sector Network conformance certificate has been received. This certifies the security and integrity of the Council's network and confirms it is suitable for use for the sharing of data with other Public sector organisations.

Work continues on the roll out Multi-Factor Authentication to improve security of access to the Council's infrastructure and data.

Provision of equipment and software to new starters and internal staff changing roles continues to demand considerable resources.

The replacement Multi-Function Device rollout, which sees a further reduction in the number of printers in use in the Council being supported, has commenced. When completed the number of MFD's used by the Council will have been reduced by approximately 40%.

Improved cloud to on-premise data backups implemented to ensure data availability and integrity.

Work has commenced to deploy customer satisfaction tools which will allow a consistent way to provide feed-back about our services across all of the

corporate contact systems (E-mail, web forms, telephony, web chat etc) operated by Customer Services.

Of the two FTE vacant senior web developer posts 1.4 remain to be filled. These vacancies remain unfilled and are still being advertised,

Training of the new developer has gone very well and he is proving to be a significant asset to the team

The update to the Cash receipting system has been further delayed after the 3rd party software failed testing again. A new version is being produced by the software developers and is expected imminently. The current version remains operational and customers have not experienced any difficulties as a result of the issues in implementing the new version.

The Civica Financials conversion project continues to progress with The Finance team IT and the Civica project team working effectively together. However, there remains a significant quantity of work to be undertaken to meet the expected go live in late November.

Recruitment has commenced to fill the vacant GIS role. The vacancy closes on the 24th September. To date we have not received any applications.

Work continues to support the ongoing enhancement of the Environmental Health management system "Assure".

Updates the Council customer contact management system "Workbench" to improve usability and visibility have been completed and published

Other forms development and improvement include:

- Contact Us
- Enquiry Management
- Request Assisted Waste Collections
- Notification of a Death updates
- Community connectors Let us know about social groups
- Azure learning

Significant Website updates:

- Sustainable Communities
- Chairman's charities
- Emergency Support Fund pages
- Recruitment Fair pages
- Equality Policy publication
- Coastal Management updates
- "Who does what" pages

The Council's website was updated to reflect the passing of Her Majesty Queen Elizabeth II within 2 hours of the announcement of her death.

Harry Bartram successfully completed his apprenticeship.
Rob Holmes passed L5 Management qualification with Distinction.

Customer Services

The Customer Services team has been busy helping our residents apply for Discretionary Energy Payments and dealing with the annual canvass.

In August, all Customer Services managed access channels to the council have seen an increase in contact volumes. There was a significant increase in call volumes of 34% in comparison to the previous month (June). The increase in customer contact was due to annual canvass forms and leaflets posted out to all NNDC households regarding changes to residents bin collection days.

This resulted in over 5400 calls and overall 6675 customer contacts to Customer Services in August. A 21% contact increase from July.

With the high cost of energy we are assisting, our residents to apply for energy payments as well as issuing Food Bank vouchers where needed. This continues to be a vital lifeline for some of our residents.

Customer Services carried out recruitment successfully earlier in the year for 2FTE. This recruitment was to maintain a high service performance against an anticipated increase in customer contact as part of further delivering the 'one front door' concept, mainly the transition of Revenue Services calls going live on 1 September.

Unfortunately, the resource levels acquired have now reduced back to where they previously were as a result of some of our Customer Services advisors moving internally to other departments within the council. We are in the process of carrying out recruitment and hope to have our new team members in place very soon.

Despite planning, training and the development of our contact centre to cope with this increase in call volumes, losing resource so close to the handover date has resulted in a significant increase in customer wait time due to the increase in demand. Whilst we are putting in measures to keep this to a minimum, until recruitment has been completed and training delivered, we are likely to continue to see an increased customer wait time.

Whilst we have used historical data to estimate what resource level we will need deliver the 'one front door' concept, it has not been possible to foresee events that have impacted on achieving our service standards e.g. Covid recovery and the cost of living crisis.

Following the passing of Her Majesty The Queen, Customer Services advisors are supporting the arrangements made for residents to sign books of condolence at our Cromer and Fakenham offices.

Property Services

Cromer pier substructure works commence on 20/09/2022 and are expected to continue for until the summer of 2023

A tender for improvements to the Pier bar servery and WC's is currently being prepared and will be published this month. Works to commence in January 2023 for 6-week period.

The PC re-provision in Fakenham has been delayed following the unearthing of an undocumented UK Power Networks cable. All rogue buried services have now been identified and site works to recommence before the end of September.

A number of delays in the supply chain have also delayed the completion of the Stearman's yard public convenience re-provisioning by approximately 4 weeks. Temporary facilities were placed on site to cover the delay period. The works are now expected to be completed by the end of September.

The refurbishment of the public conveniences in New Road are completed and the toilets have been brought back into service.

The Vicarage Street, North Walsham PC replacement is currently out to tender with final returns by 26/09/2022.

Works to support the refurbishment of The Cedars and the wider HAZ project in North Walsham are ongoing.

Work continues on refurbishment and commissioning of additional temporary accommodation units.

The next Phase of the LED lighting improvement programme is in progress following supply chain delays. Completion of the middle tier of the Council offices is expected in November with the lower level works commencing shortly afterwards.

Coach bay lining works for the following car parks: Hornbeam Road, Station Approach, Cadogan Road and Runton Road. Have all been completed.

Property Services are supporting the "Tackling homes in disrepair" scheme. The pilot scheme has commenced and is progressing well. The pilot will run until end March 2023.

Current tenders:

Public Convenience re-provision at the Leas in Sheringham; Fakenham Connect Crinkle Crankle wall remedial/safety works and Morris Street car

park boundary wall, storm damage repair have all been awarded and works will commence in the near future.

2 Forthcoming Activities and Developments.

Information Technology

Ongoing support for Operation London Bridge

Support Planning system updates with public notifications

General website content maintenance

Updating Assure API connections for reporting forms

Business rates change of address form

Azure investigation and further learning

Continue migration works for new finance system

Complete server anti malware upgrades

Complete MFD Rollout

Complete Council Offices and Fakenham network upgrade

Customer Services

Throughout September, the Benefits department will be sending energy grant letters to those in need and we expect continued contact from our most vulnerable residents regarding these.

With the change in 90% of all residents bin collection days from 5th September 2022, we expect to see an increase in customer contact regarding this as everyone gets use to their new day

Property Services

Resurfacing works to Mundesley Road car park commence 20th September

Works will Commence on:

Cornish Way Industrial Unit Roof

Fakenham Connect Roof Repairs

Play equipment repairs and maintenance programme.

Winter PC Repair and maintenance programme.

3 Meetings attended

OUTTURN REPORT 2021/2022

Summary: This report presents the provisional outturn position for the 2021/22 financial year which shows a General Fund underspend of £615,740. It also provides an update in relation to the Council's capital programme. Details are included within the report of the more significant year-end variances compared to the current budget for 2021/22. The report also makes recommendations for contributions to reserves.

The report provides a final budget monitoring position for the 2021/22 financial year. The report makes recommendations that provide funding for ongoing commitments and future projects.

Options considered:
Conclusions: The revenue outturn position as of 31 March 2022 shows an overall underspend of £615,740. The final position allows for £409,855 from budget and grant underspends to be rolled forward within Earmarked Reserves to fund ongoing and identified commitments for which no budget has been allocated in 2022/23. The position as reported will be used to inform the production of the statutory accounts which will then be subject to audit by the Council's external auditors.

Recommendations: **Members are asked to consider the report and recommend the following to Full Council:**

- a) The provisional outturn position for the General Fund revenue account for 2021/22;**
- b) The transfers to and from reserves as detailed within the report (and appendix C) along with the corresponding updates to the 2022/23 budget;**
- c) Allocate the surplus of £615,740 to the General Reserve;**
- d) The financing of the 2021/22 capital programme as detailed within the report and at Appendix D;**
- e) The balance on the General Reserve of £2.33 million;**
- f) The updated capital programme for 2022/23 to 2025/26 and scheme financing as outlined within the report and detailed at Appendix E;**
- g) The roll-forward requests as outline in Appendix G are approved.**

Reasons for
Recommendations:

To approve the outturn position on the revenue and capital accounts used to produce the statutory accounts for 2021/22.

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)

<i>Budget Monitoring Reports, NNDR returns</i>
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Cabinet Member(s) Cllr Eric Seward	Ward(s) affected All
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Contact Officer, telephone number and email:
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1. Introduction

- 1.1 This report presents the provisional outturn position for the 2021/22 financial year which will be used to inform the production of the Council's statutory accounts which will be subject to audit review ahead of presentation to the Governance, Risk and Audit Committee (GRAC).
- 1.2 Due to the impact of the Coronavirus pandemic the deadlines for the statutory annual accounts have been extended. The draft statements should have been published by the 31 July, with public inspection commencing before 1 August. Due to unavoidable resourcing issues within the finance team this deadline has not been met for 2021/22. A notification has been published on the Council's website. Work continues to be undertaken to get a draft set of accounts published as soon as possible. The external audit of the 2021/22 accounts is scheduled to commence in February 2023.
- 1.3 Commentary on the more significant year-end variances is included within the report with further supporting information provided within the detailed appendices.
- 1.4 The report also includes a current forecast position statement on the level of reserves along with the outturn and financing position for the 2021/22 capital programme. The capital programme for the period 2022/23 to 2025/26 has been updated to take account of the outturn position and is included within this report and appendices.
- 1.5 All budgets have been monitored during the year by Service and Finance Officers with regular reports being presented to Cabinet and Overview and Scrutiny. The period 10 budget monitoring report was presented to Cabinet in February which covered the first 10 months of the year up to the end of January 2022. At the time this report was forecasting a General Fund underspend of £414,439.

- 1.6 The outturn position for the year ending 31 March 2022 is a net £615,740 surplus. This report recommends contributing the 2021/22 surplus into the General Reserve in order to help offset the impacts of pay and inflation at above budgeted levels in 2022/23, resulting from international impacts. This report now presents the final budget monitoring position for the year. The contents of this report will be considered by the Overview and Scrutiny Committee on 14th September 2022.

2. Revenue Account – Outturn 2021/22

- 2.1 The revenue account position for the year shows a total surplus of £615,740 as detailed at Appendix A. This is after allowing for transfers to Earmarked Reserves for current and known commitments. The transfers to and from reserves in the year are made in line with the Council's policy framework for Earmarked Reserves as approved as part of the annual budget setting process. Earmarked Reserves are typically used to set aside funds for known or specific liabilities. Transfers to Earmarked Reserves have been made for the following:

- A) Where an underspend has occurred within a service, mainly due to the timing of work not being completed as planned (by 31 March 2022), and also where no future budget exists or where there is a one-off commitment that continues into the 2022/23 financial year.
- B) Where external funding has been received in 2021/22 for which the expenditure has not yet been incurred.
- C) Where the 2021/22 budget allowed for expenditure to be funded from an Earmarked Reserve, but the spend has not yet been incurred as planned and therefore the funds remain in the Earmarked Reserve until 2022/23.

2.2 Estimates included in the Accounts

The provisional outturn position includes some significant figures which are subject to external audit, these are in relation to Benefit Subsidy and Business Rates Retention.

- 2.3 **Benefits Subsidy** - The benefit subsidy return was completed and submitted by 13 May 2022 and will be subject to external audit review later in the year. Depending on the outcome from the external audit review there could be an impact on the overall financial position, for example should a subsidy repayment be due to the Department for Work and Pensions. It is for this reason that the Council holds a Benefits Earmarked Reserve to mitigate any such impact.

- 2.4 **Business Rates** - Under the current system an element of the business rates is retained locally (split between the County (10%) and Districts (40%)) with the balance (50%) being returned to Central Government. The budget for the year was informed by the baseline funding and the NNDR1 position. The outturn position is based on the National Non Domestic Rates (NNDR3) Return which is submitted annually. The draft NNDR3 return was submitted to Government during August 2022 and is subject to external audit as part of the final accounts audit, before being finalised. Due to resourcing challenges and business rates knowledge within the Finance Team the NNDR3 deadline

of 30 June 2022 was missed this year, however we have kept the relevant Government department fully informed.

- 2.5 In the same way that council tax operates a 'Collection Fund' which distributes the precepts/shares of council tax collected to the respective authorities, the business rates collection fund distributes the respective shares of business rates based on the NNDR return. Should the actual income collected from business rates exceed or not meet the anticipated amounts there would be a surplus or deficit on the fund. As with the benefits subsidy above, the Council operates a Business Rates Earmarked Reserve to help mitigate against any potentially negative impacts of these arrangements.
- 2.6 Table 1 shows the main variances across the standard expenditure headings which comprise the Net Cost of Services. Details of the variances at the service level are provided at section 3.

Table 1

2021/22 Subjective Analysis	2021/22 Updated Budget	2021/22 Outturn	Variance	
	£000	£000	£000	%
Employee Costs	13,359	15,796	2,437	18.2
Premises	3,100	3,449	349	11.3
Transport Related Expenditure	328	301	(27)	(8.2)
Supplies & Services	10,192	49,536	39,344	386.0
Transfer Payments	21,461	19,919	(1,542)	(7.2)
Capital Financing Costs	2,941	1,964	(977)	(33.22)
Income	(32,932)	(72,603)	(39,670)	120.5
Total cost of services	18,140	18,061	(79)	(0.4)

- 2.7 The reasons for some of the movements included in the summary above are as follows, further details are included at section 3:

A) Employee Costs – the majority of the variance on employee costs £2,359,001, is in relation to adjustments in current service costs on the Local Government Pension Scheme. This adjustment reflects the difference between the cash contributions the Council has made into the Pension Fund during the year and the value of pensions accumulated in the year calculated by the actuary. These additional costs are reversed out under net operating expenditure and have no bottom-line impact on the revenue outturn position although the increase is reflected in long term liabilities on the Balance Sheet. Capital Salaries. £95,781 Impact of less salary costs being charged to and funded from the Capital programme.

B) Premises – £75,271 Contract cleaning costs, these additional costs have been partially offset by an allocation of the general Covid support grant. £303,915 Repairs and Maintenance on the councils' assets including car parks, public conveniences and temporary accommodation. There has been a full year saving (£62,498) on sea defence costs.

- C) Supplies and Services** – The majority of this variance is in relation to grants and contribution payments made in response to the pandemic. These include Test and Trace, Household Support, Local and Additional restrictions and Restart grants. These payments were fully funded by the Department for Business, Energy and Industrial Strategy (BEIS) and Department for Health and Social Care. In addition to these other variances include £153,608 Computer costs. (£52,808) Postage and hybrid mailing (£116,011) Movement in the provision for bad and doubtful debts. £185,387 Bed and Breakfast charges, £387,363 Contractor payments including support for the leisure contract funded from the general Covid support grant.
- D) Transfer Payments** - This relates to the reduced value of housing benefits payments made in 2021/22. This reduction is offset by a reduction in Subsidy claimed from the Department for works and Pensions (DWP)
- E) Capital Financing Costs** – The current General fund position excludes the final capital adjustments; these do not have an impact of the Councils final outturn revenue position.
- F) Income** – There were significant income variances for the year, including:
- Car Parking – (£330,721) Season tickets, Penalty fees and car parking charges.
 - Grants – There is a favourable variance against budget of (£39,722,957). The majority of this relates to Covid 19 grants which included small business, grants such as Omicron Hospitality and Leisure and Restart grants and other grants supporting the wider community including test and trace and household support. A further allocation of general support grant was received which although not allocated within the net cost of services has been used to offset eligible expenditure.
 - Waste – (£211,831) trade waste and (£150,953) recycle credit income. (£254,903) Smoothing mechanism grant (this has been largely offset by contribution to partnership)
 - Business Rates pool share 2020/21 (£674,658) this is to be earmarked and spent on future eligible projects.
 - As a result of reduced housing benefit payments being made during 2021/22 there was a reduction of subsidy of £2,061,465 claimed from the DWP.

3 Revenue Account – Detailed Commentary 2021/22

- 3.1 This section of the report highlights the more significant direct cost and income variances compared to the current budget. Further commentary on some of the smaller variances is also included within Appendix B which accompanies this report. Accounting standards require a number of notional charges to be made to service accounts. Notional charges include transactions in relation to capital charges, revenue expenditure funded from capital under statute (REFCUS) and pension costs, and whilst they do not have an impact on the 'bottom line' i.e., the surplus or deficit for the year, they are included for reporting purposes. Appendix A shows the overall revenue

position including notional charges; however, to assist reporting and explaining 'real cash' variances, Table 2 provides a summary of the position excluding notional charges.

Table 2 - 2021/22 Revenue Account (Excluding Notional Charges)	Updated Budget £	Outturn £	Variance £
Service Area:			
Corporate Leadership /Executive Support	410,768	327,651	(83,117)
Communities	6,760,395	5,998,613	(761,782)
Place and Climate Change	3,913,527	3,677,887	(235,640)
Resources	4,376,052	3,982,153	(393,899)
Net Cost of Services	15,460,742	13,986,303	(1,474,439)
Parish Precepts	2,573,788	2,573,788	0
Net Interest Receivable/ Payable	(860,299)	(1,028,673)	(168,374)
MRP - Waste Contract	744,000	744,000	0
Capital Financing	1,027,574	1,319,152	291,578
Contribution to /(from) Earmarked Reserves	(1,193,098)	(6,455,613)	(5,262,515)
Contribution to /(from) General Reserve	(86,341)	3,291	89,632
Net Service Expenditure/Income to be met from government Grant & Taxpayers	17,666,366	11,142,248	(6,524,118)
Government Grants and Council Tax	(17,666,366)	(11,757,988)	5,908,378
Net (Surplus)/Deficit for the year	0	(615,740)	(615,740)

3.2 Service Variances – The following provides commentary of the more significant variances (over/under £50,000) across the different service areas, excluding those relating to capital charges and pension costs. More detailed variance explanations are provided within the detailed appendices. These figures represent service variances before any additional contributions to/ (from) reserves and revenue contributions to capital.

Service and Details
Communities - Environment and Leisure Services
Car Parking – Fee income (£21,662) Commission from electric vehicle charging points. (£315,375) Additional car parking income, from ticket income, excess parking charges and season tickets.
Leisure Complexes – £361,431 additional management fees funded from the general Covid 19 support grant. £21,746 Professional fees relating to The Reef. £42,154 No profit share in 2021/22. (£14,894) National recovery fund grant.
Waste Management and Disposal – (£19,468) Lower costs for trade waste disposal; and (£23,334) processing of recycled materials; £39,832 Consultancy and procurement costs (NEWS); £23,041 Serco contractor costs; (£43,367) Net Contribution towards from Partners re Smoothing Mechanism - (£134,544) Increased

fee income from trade waste customers; (£72,653) Increased fee income from garden waste customers; (£31,071) Increased income for bulky waste collections; (£27,655) Misc. recharges for Deed of Variation. (£150,953) Increased recycling credit income. A revenue contribution to capital (RCCO) of £71,000 has been made from these savings.

Communities - People Services

Benefits Administration – £23,000 Civica new claim form software funded from the benefits earmarked reserves. (£63,273) Additional Department for Works and Pensions (DWP) funding. (£32,862) Additional Administration subsidy.

Homelessness – Temporary accommodation costs £93,251 Repairs and maintenance, £17,390 utility costs. £185,357 Bed and Breakfast charges. £22,531 Rent deposit scheme. (£60,000) Allocation of Rough Sleeper Initiative (RSI) not spent (offset by a reduction in grant). (£65,038) Top up homelessness prevention grant (£32,138) Domestic abuse grant. (£254,088) Additional recoverable charges from subsidy and client contributions.

Community – £46,553 Additional staffing costs, some of which relate to fixed term posts funded by grant. (£7,800) Professional fees. (£83,654) Community Grants and contributions not made. Contain Outbreak Management Fund (COMF) and funding for posts. (£36,083) Surplus Home Improvement Agency (HIA) income.

Place and Climate Change – Planning

Planning Policy – (£59,837) Staff turnover savings. (£27,303) Slippage in Local Plan expenditure this will be offset by a reduced contribution from the New Homes Bonus reserve.

Conservation Design and landscape – (£5,000) Qualification budget not utilised. £12,358 Temporary staffing costs. £7,151 Enforcement board costs funded from earmarked reserves. (£41,852) Conservation area appraisals funded from the General reserve. (£16,750) Contribution budget, accruals in respect of prior year contributions to the Historic Environment Service - not offset by expenditure.

Building Control – (£60,063) Building Control fee income above budget, as this service is costed on a self-financing basis any surplus will be earmarked in the Building Control reserve.

Place and Climate Change – Economic Growth

Economic Growth – £20,306 Sheringham Little Theatre Repairs and Maintenance. £830,226 Covid-19 Additional restrictions grants (ARG) funded from government grant. (£27,000) balance Historic England for North Walsham Cultural Consortium.

Coast Protection – (£62,115) Sea Defences (request to roll forward); (£9,369) Consultancy.

Housing Strategy – £50,000 Shared ownership compensation scheme funded from the Housing earmarked reserve. (£14,759) Other professional fees including viability studies.

Environmental Strategy – £5,560 Additional staffing costs; £59,815 Tree planted for Every Person; £31,375 Professional fees. To be funded from the Delivery Plan

Reserve.
Resources – Finance, Assets and Legal
Revenue Services – £11,028 Additional overtime funded from new burdens funding. £37,005,552 Business support grants funded from government grants (£36,997,552). (£17,604) Professional fees. (£11,758) Postage and billing costs. £62,162 Court Costs recovered. (£11,389) Cost of collection allowance. (£235,577) New burdens grant funding.
Benefits Subsidy – Net position £404,884 reduced housing benefit payments made in 2021/22 offset by reduced subsidy claimed from Department for Works and Pensions (DWP)The shortfall largely relates to irrecoverable subsidy on temporary accommodation. (£137,410) Movement in the provision for bad and doubtful debts. £381,481 Test and Trace and household support payments, which are grant funded. (£67,746) net movement in relation to benefit overpayments. (£437,800) Test and Trace and Household support grants.
Corporate Finance – £114,306 Business rate levy contribution payments. (£674,658) 2020/21 Business rates pool share, to be earmarked in the business rates reserve, and allocated to future economic development projects.
Investment Properties – Premises costs including £43,441 R&M; £23,624 insurances, electricity, water and council tax; £6,500 for scaffolding; £34,761 Bad debt provision. (£4,539) Recharge of utilities and additional rental income.
Corporate and Democratic Core – £15,921 Agency staffing; £14,445 Bank charges; £8,790 R&M costs. (£100,000) Cyber support grant (transferred to Unspent Grants Reserve); (£27,861) Welcome Back Funding; (£29,582) Grant funding.
Resources – Organisational Resources
IT Support Services – £4,518 – Overtime costs. £84,791 - Computer Software Licences - this includes extended support for the finance system. £52,743 - Computer Maintenance. (£35,621) - Computer Lines and Modems.
Property Services - £52,933 Additional staffing and transport related costs; £12,019 repairs and maintenance; £6,104 Consumables - stock for operatives; £6,337 Covid costs relating to additional cleaning costs at playgrounds. £97,572 less salary costs funded from capital.

Non-Service Income and Expenditure

- 3.3 The non-service expenditure and income predominantly relates to investment income. The original income budget for 2021/22 anticipated £1.035m would be earned in interest and dividends, at an average rate of 2.43%. A total of £1.041m was earned from investments over the year from at an average rate of interest of 2.29%. This resulted in a favourable variance against the budget of £6k in respect of investment income. There are other minor variances in relation to things such as grassed area deposits and car loans.

- 3.4 Investment balances were at times lower than anticipated in the budget due to the repayment of COVID 19 grants, and the overall rate of interest earned was slightly lower than budget. There was however, good knowledge of when the payments were to be made, allowing the Council's strategy of keeping liquid cash flow to continue. Short term borrowing was successfully carried out during the year to keep overall financial losses at a minimum.
- 3.5 The Council has taken a strategic decision to continue to invest in pooled funds using balances which are not anticipated to be required in the medium to long-term (three to five years). These pooled funds are anticipated to provide a higher income return than alternative financial instruments and achieved an average interest rate of 2.92% in the year. Due to the Russia events, market uncertainty has been high, capital values have decreased back to the levels they were at the beginning of the COVID pandemic. However, because of the consequential base rate increases, interest rates have reached the highest they have been in the last five years. At the end of the year, there is a large unrealised capital loss on the pooled fund investments, although at an individual fund level some three of these still are way above their initial investment value and their value at the end of the last financial year. The Council does not intend to sell these investments and will instead borrow short term cash should it be required, rather than redeem investments at this time. It is constantly recognised that the amount of interest earned far outweighs the cost of borrowing, even with the current rates of interest.
- 3.6 Borrowing Interest shows a favourable variance of £147k against the original budget of £155k. During the year, less borrowing was required than anticipated. This is due to the Council making use of cash inflows and increased interest rates to avoid making any planned borrowing when possible. Timing differences between the Council receiving money and being required to make COVID grant repayments to MHCLG meant that borrowing was only required towards the end of the financial year in March 2022.
- 3.7 The Treasury Management Annual Report is included as a separate item on this Agenda and provides more details on the performance of the Treasury Management activity for the year.

Retained Business Rate Income

- 3.8 Due to the risks and uncertainty surrounding Business Rates income during the Covid-19 pandemic, there was no Norfolk Business Rates Pool formed for 2021/22. However, the Pool has been reformed for the 2022/23 financial year.
- 3.9 To support businesses during the COVID 19 pandemic with the effects of the national lockdown, the Government granted some additional reliefs for the retail hospitality & leisure and nurseries sectors. The value of this relief totalled £10m for the North Norfolk District. Although full compensation was provided to the Authority by the Government through section 31 grants, the announcement was made after the NNDR1 form had been completed and the NDR budget for the year had been set. This meant that there has been a deficit created on the Collection Fund for the year as the amount of NDR income receivable is lower than budgeted for. This deficit is shared between North Norfolk District Council, Norfolk County Council and Central Government in the shares outlined above in 2.4. Due to cash flow problems

being experienced by Local Authorities, the Government paid over the entirety of the section 31 grant, whereas normally an Authority would only receive its proportionate share. The local share due to North Norfolk District Council is 40% of the grant received, and the remaining 60% has been accrued at year end in anticipation of returning it to Central Government.

- 3.10 There are large variances on Retained Business Rates due to the timing difference between Section 31 grant being received and accounted for, and the accounting for the Council's share of the deficit on the Collection Fund (which is one financial year later) and this also occurred in 2020/21. This money has been transferred to the Business Rates Reserve to offset the anticipated deficit which will affect the Council in the 2022/23 financial year alongside the money held in reserve from 2020/21 being transferred back to the general fund to cover the 2021/22 payment from 2020/21.

4 Reserves

- 4.1 The Council holds a General Reserve for which the recommended balance for 2021/22 is £2.1 million. The purpose of holding a General Reserve is to provide a working balance to help cushion the impact of uneven cash flows and to provide a contingency to help cushion the impact of unexpected events or emergencies. This report recommends contributing the 2021/22 surplus into the General Reserve in order to help offset the impacts of pay and inflation at above budgeted levels in 2022/23, resulting from international impacts.
- 4.2 In addition to the General Reserve the Council holds a number of Earmarked Reserves that are held to meet known or predicted liabilities. The Earmarked Reserves also provides a means at the year-end for carrying funds forward to the new financial year to fund ongoing commitments and known liabilities for which no separate revenue budget exists.
- 4.3 There are a number of Earmarked Reserves that have balances, yet the timing of the use of the reserve is yet to be agreed. For example, the Business Rates reserve which is held to negate any negative impacts on the General fund resulting from business rates appeals awarded.
- 4.4 Section 3 of the report has highlighted a number of service areas where an underspend has occurred in the year and a transfer to reserves had been made to ensure funds are available to meet future spending commitments. Unlike capital budgets, underspends on revenue budgets in the year are not automatically rolled forward at the year-end where there is an annual budget provision. Where the underspend represents a grant received which has not yet been fully utilised or there has been a delay in the planned use, the unspent grant has been rolled forward.
- 4.5 Central Government granted the Council money to help with the increased costs of responding to the pandemic and for other COVID 19 related purposes. Some of these grants are to be spent in the 2022/23 financial year, so have been moved to Earmarked Reserves until the corresponding expenditure occurs. A summary of the COVID 19 related grants received in

the year, along with expenditure incurred against these is shown in Appendix F.

4.6 The transfers to and from reserves (general and earmarked) are included within the reserves statement as detailed at Appendix C. This appendix outlines the purpose of each reserve and shows the planned use over the current four-year budget period. The updated budget projections were forecasting a movement of (£1,279,439) out of earmarked reserves. At outturn the final transfer made was (£6,452,322) outwards, resulting in a variance of (£5,172,883) the most significant movements are as follows.

- **Business Rates Reserve** – (£6,145,078) – This relates to a net transfer made to cover the repayment of Business rate reliefs paid in to us in 2020/21. This has been partially offset by a contribution into the reserve of £674,658 in respect of our share of the Business rates pool for 2020/21, where there is a requirement to spend the funding on specific projects.
- **Grants Reserve** - £537,534 – This largely relates to COVID grants which had unspent balances as at 31st March 2022 where expenditure is planned during 2022/23.
- **Housing Reserve** - £310,850 – There was a lower than budgeted transfer out of this reserve relating to lower capital financing required in 2021/22. The updated budget also assumed that a contribution of £310,183 was going to be made, this was instead used to make a revenue contribution to capital (RCCO)
- **Capital Projects Reserve** – (£350,477) Contribution made towards Capital expenditure in 2021/22.

4.7 The General Reserve balance as at 31 March 2022 stands at is £2.330 million, which is above the minimum recommended balance.

5 Capital Programme 2021/22

5.1 This section of the report presents the financing of the capital programme for 2021/22, together with the updated programme for the financial years 2022/23 to 2025/26. Appendix D provides the detail of the outturn for the 2021/22 capital programme for all service areas and variances prior to any adjustments to budgets. The updated capital programme for 2022/23 to 2025/26 after all carry forwards and bringing back of budgets have been done together with the financing for all schemes is attached at Appendix E.

5.2 The outturn position for the 2021/22 capital programme at Appendix D, highlights where schemes have variances that need to be reprofiled between years. The reasons for reprofiling include where schemes have not progressed as originally planned, and the funding is requested to be carried forward to the new financial year.

5.3 In total the expenditure on the capital programme for the year was £9,183,303 compared to an updated budget of £20,649,221 which resulted in an underspend of £11,465,918. This is the position before any reprofiling has been done. The budgets shown in Appendix D have only been adjusted or increased where approval was already given before the year end.

- 5.4 The significant underspend is largely due to the major factor still at play during 2021/21 of the COVID restrictions which were still in place for a large part of the year. This hampered the ability to get projects up and running and completed in the year. So, there were several projects which did not progress as originally planned.
- 5.5 There were seven schemes where there was an overspend for the year totalling £114,143. The most significant areas of overspend was expenditure of £72,746 on the sandscaping monitoring and windblown sand reimbursement scheme and expenditure of £16,750 on the Environmental Health IT System Procurement scheme. Expenditure on the other five schemes totalled £24,647. All of the expenditure has been financed using capital receipts. Some of these schemes were 2020/21 completed schemes which had residual payments that were paid in 2021/22.
- 5.6 For schemes which did not complete in 2021/22 and where there was an underspend of the allocation for the year the budgets have been reprofiled into 2022/23. The significant ones (i.e. over £100k of slippage) are detailed in the table below.

Table 3 - Budget Slippage from 2021/22 to the 2022/23 Capital Programme over £100,000

Capital Scheme	Re-profiled Amount £
Cornish Way	161,857
North Walsham Heritage Action Zone	833,776
Public Convenience Improvements	110,489
Car Park Ticket Machine Replacement Programme	140,572
Fakenham Urban Extension	1,800,000
Compulsory Purchase of Long Term Empty Properties	184,823
Community Housing Fund	835,160
S106 Enabling	450,000
Cromer Coast Protection Scheme	1,773,092
Coastal Adaptations	247,493
Mundesley - Refurbishment of Coastal Defences	1,414,017
The Reef Gym Equipment	161,834
North Walsham Artificial Grass Pitch	848,868
The Reef Leisure Centre	147,641
Total	9,109,623

- 5.7 There were three schemes where expenditure incurred in 2021/22 was in excess of the allocated budget for the year as a result of the schemes progressing quicker than planned and so, some budgets from 2022/23 have been brought back into 2021/22 to cover the expenditure. This was for the Cromer Pier - Steelworks and Improvements to Pavilion Theatre (£206,006),

the purchase of waste bins (£71,220) and the Refurbishment of Chalets in Cromer and Sheringham (£41,000). These are included in Appendix E which shows the updated budgets for the years 2022/23 to 2025/26.

6 Capital Programme 2022/23 Update

- 6.1 Appendix E shows the updated capital programme for the period 2021/22 to 2025/26. The capital programme has been updated to reflect the slippage identified within this report, together with the capital outturn position. It also includes schemes which have already received formal approval by Cabinet (up to the last Cabinet meeting), the 2022/23 budget report and P10 monitoring report which went to Full Council in March. Two schemes relating to Community renewal projects in Fakenham and North Walsham have been removed from the programme as funding was not secured.

7 Medium Term Financial Strategy

- 7.1 The content of this report includes details of budgets which will support the medium term financial strategy through the revised capital programme and movements in reserves

8 Financial and Resource Implications

- 8.1 This report is of a financial nature and the financial implications are included within the report content

9 Legal Implications

- 9.1 There are no legal implications as a direct consequence of this report

10 Risks

- 10.1 Financial risks are identified within the report content

11 Sustainability

- 11.1 No impact as a direct consequence of this report

12 Climate / Carbon impact

- 12.1 There is no impact as a direct consequence of this report

13 Equality and Diversity

- 13.1 There are no considerations as a direct consequence of this report

14 Section 17 Crime and Disorder considerations

- 14.1 There are no considerations to note as a direct consequence of this report

15 Conclusion and Recommendations

- 15.1 Members are asked to consider the report and recommend the following to Full Council:
- 15.2 a) The provisional outturn position for the General Fund revenue account for 2021/22
- 15.3 b) The transfers to and from reserves as detailed within the report (and appendix C) along with the corresponding updates to the 2022/23 budget
- 15.4 c) Allocate the surplus of £615,740 to the General Reserve
- 15.5 d) The financing of the 2021/22 capital programme as detailed within the report and at Appendix D
- 15.6 e) The balance on the General Reserve of £2.33 million
- 15.7 f) The updated capital programme for 2022/23 to 2025/26 and scheme financing as outlined within the report and detailed at Appendix E
- 15.8 g) The roll-forward requests as outline in Appendix G are approved

General Fund Summary Outturn 2021/22

	2021/22 Base Budget £	2021/22 Updated Budget £	2021/22 Outturn £	Variance £
Directorate				
Corporate Leadership/Executive Support	485,020	482,220	650,121	167,901
Communities	7,984,541	7,647,037	7,554,370	(92,667)
Place and Climate Change	4,966,394	5,479,014	4,875,946	(603,068)
Resources	4,327,759	4,531,733	4,980,613	448,880
Net Cost of Services	17,763,714	18,140,004	18,061,050	(78,954)
Parish Precepts	2,573,788	2,573,788	2,573,788	0
Capital Charges	(1,964,269)	(1,964,269)	(1,964,256)	13
Refcus	(977,167)	(977,167)	0	977,167
Interest Receivable	(1,014,929)	(1,014,929)	(1,036,620)	(21,691)
External Interest Paid	154,630	154,630	7,946	(146,684)
Revenue Financing for Capital:	614,741	1,027,574	1,319,152	291,578
MRP Waste Contract	744,000	744,000	744,000	0
IAS 19 Pension Adjustment	262,174	262,174	(2,110,489)	(2,372,663)
Net Operating Expenditure	18,156,682	18,945,805	17,594,570	(1,351,235)
Contribution to/(from) the Earmarked Reserves				
Capital Projects Reserve	0	0	(350,477)	(350,477)
Asset Management	(142,574)	(167,574)	(74,389)	93,185
Benefits	0	0	18,500	18,500
Building Control	(28,876)	(28,876)	47,586	76,462
Business Rates	324,058	324,058	(5,821,021)	(6,145,078)
Coast Protection	(42,039)	(42,039)	38,554	80,593
Communities	(242,000)	(275,000)	(226,574)	48,426
Delivery Plan	1,521,913	1,415,686	1,412,255	(3,431)
Elections	50,000	50,000	50,000	0
Economic Development & Tourism	0	(10,000)	42,000	52,000
Enforcement Board	0	0	(11,859)	(11,859)
Environmental Health	0	0	83,628	83,628
Environment	0	0	0	0
Grants	(25,104)	(160,977)	376,557	537,534
Housing	(328,010)	(740,843)	(429,993)	310,850
Land Charges	0	0	(4,445)	(4,445)
Legal	(15,520)	(15,520)	(34,810)	(19,290)
Major Repairs Reserve	89,859	355,694	329,207	(26,487)
New Homes Bonus Reserve	(97,471)	(97,471)	(57,321)	40,150
Organisational Development	(92,751)	(88,258)	(6,258)	82,000
Pathfinder	(21,627)	(21,627)	(17,987)	3,640
Planning Revenue	36,728	36,728	50,000	13,272
Property Investment Fund	(2,000,000)	(2,000,000)	(2,000,000)	0
Property Company	0	(265,835)	(265,835)	0
Restructuring/Invest to save	109,439	40,654	(101,034)	(141,688)
Sports Centres/ Facilities	0	(1,898)	(1,898)	(0)
Treasury Reserve	500,000	500,000	500,000	0
Contribution to/(from) the General Reserve	(86,341)	(86,341)	3,291	89,632
Amount to be met from Government Grant and Local Taxpayers	17,666,366	17,666,366	11,142,248	(6,524,118)
Collection Fund – Parishes	(2,573,788)	(2,573,788)	(2,573,788)	0
Collection Fund – District	(6,253,465)	(6,253,465)	(6,253,465)	0
Retained Business Rates	(7,381,242)	(7,381,242)	(567,471)	6,813,771
Revenue Support Grant	(90,295)	(90,295)	(90,295)	0
New Homes bonus	(722,562)	(722,562)	(722,562)	0
Rural Services Delivery Grant	(507,661)	(507,661)	(507,661)	0
Lower Tier Services Grant	(137,353)	(137,353)	(137,392)	(39)
Local Council Tax Support Grant	0	0	(133,944)	(133,944)
Council tax grant	0	0	(48,969)	(48,969)
Fees and Charges Support Grant	0	0	(141,787)	(141,787)
2020/21 Covid-19 General Grant	0	0	(580,654)	(580,654)
Income from Government Grant and Taxpayers	(17,666,366)	(17,666,366)	(11,757,988)	5,908,378
(Surplus)/Deficit	0	0	(615,740)	(615,740)

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Service Area Summaries Outturn 2021-22

Communities Service area

Environment and Leisure Services

	Updated Budget £	Outturn £	Variance £	Explanation for Major Variances
Commercial Services				
Gross Direct Costs	421,007	566,035	145,028	£100,805 Staffing costs associated with Covid work offset by Contain Outbreak Management Funding (COMF) funding. £5,286 Agency staffing. £65,875 Pension fund adjustment (current service costs). (£27,350) Balance of Local Outbreak Control Plan (LOCP) funding.
Gross Direct Income	(9,000)	(166,580)	(157,580)	COMF and Food Standards Agency (FSA) grant funding.
Support Service Charges	88,240	88,272	32	
	500,247	487,727	(12,520)	
Internal Drainage Board Levies				
Gross Direct Costs	419,627	415,551	(4,076)	Lower inflation than budgeted
Support Service Charges	220	216	(4)	
	419,847	415,767	(4,080)	
Travellers				
Gross Direct Costs	50,336	52,700	2,364	No Major Variances.
Capital Charges	(632,000)	(631,992)	8	
Gross Direct Income	(4,000)	(640)	3,360	No Major Variances.
Support Service Charges	980	984	4	
	(584,684)	(578,948)	5,736	
Public Protection				
Gross Direct Costs	198,682	220,612	21,930	(£3,608) Staffing costs associated with Covid work - offset by COMF funding. £33,388 Pension fund adjustment (current service costs). (£6,684) Lower costs for DBS checks and advertising.
Gross Direct Income	(197,000)	(202,715)	(5,715)	Pavement Licence grant.
Support Service Charges	127,850	127,860	10	
	129,532	145,757	16,225	
Street Signage				
Gross Direct Costs	12,000	5,182	(6,818)	Fewer street signs ordered and installed.
Gross Direct Income	0	(139)	(139)	No Major Variances.
Support Service Charges	19,470	19,464	(6)	
	31,470	24,507	(6,963)	
Environmental Protection				
Gross Direct Costs	660,455	747,674	87,219	£96,719 Pension fund adjustment (current service costs). £4,768 Higher transport related costs for Covid Support Officers. (£10,819) Lower equipment and materials purchases. (£11,645) Lower professional fees (Inc. Private water sampling and rechargeable works). £4,624 Higher costs for printing (Covid) and subscriptions.
Capital Charges	22,944	22,944	0	
Gross Direct Income	(63,075)	(44,765)	18,310	Reduced fee income for Private water sampling and risk assessments.
Support Service Charges	201,390	201,408	18	
	821,714	927,262	105,548	

Service Area Summaries Outturn 2021-22

Communities Service area

Environment and Leisure Services

	Updated Budget £	Outturn £	Variance £	Explanation for Major Variances
Environmental Health - Service Management				
Gross Direct Costs	69,614	76,631	7,017	Higher staffing costs to include training and Pension fund adjustments.
Capital Charges	30,018	30,024	6	
Gross Direct Income	0	0	0	No Major Variances.
Support Service Charges	(203,870)	(204,804)	(934)	
	(104,238)	(98,149)	6,089	
Environmental Contracts				
Gross Direct Costs	291,455	358,778	67,323	£55,871 Pension Fund adjustments (current service costs). The balance relates to higher staffing costs funded from the wider Environmental Health budgets.
Capital Charges	4,521	4,524	3	
Gross Direct Income	0	0	0	No Major Variances.
Support Service Charges	(295,976)	(295,944)	32	
	0	67,358	67,358	
Car Parking				
Gross Direct Costs	916,347	927,719	11,372	See Note A below:
Capital Charges	58,720	58,716	(4)	
Gross Direct Income	(2,714,171)	(3,049,122)	(334,951)	See Note B below:
Support Service Charges	150,679	154,921	4,242	
	(1,588,425)	(1,907,766)	(319,341)	
Note A: £7,749 R&M; £19,443 Flowbird maintenance contract; (£5,307) Grounds maintenance; £27,194 Rents - based on income; (£27,715) Business rates; £7,214 Utilities; (£17,539) Credit card charges; (£3,985) Advertising. The balance consists of misc. minor variances.				
Note B: (£4,765) Events licence fee; (£21,662) Commission from Electric Vehicle Charging points; (£315,375) Additional car parking income - cash, excess parking, credit cards and season tickets; £11,081 Lower rental income.				
Markets				
Gross Direct Costs	56,659	53,953	(2,706)	No Major Variances.
Gross Direct Income	(44,000)	(47,374)	(3,374)	Additional market trader fee income.
Support Service Charges	26,760	26,760	0	
	39,419	33,339	(6,080)	
Parks & Open Spaces				
Gross Direct Costs	298,014	304,054	6,040	Other professional fees to include topographic and drone surveys and feasibility designs.
Capital Charges	16,206	16,200	(6)	
Gross Direct Income	(11,150)	(9,819)	1,331	No Major Variances.
Support Service Charges	116,120	116,160	40	
	419,190	426,595	7,405	

Service Area Summaries Outturn 2021-22

Communities Service area

Environment and Leisure Services

	Updated Budget £	Outturn £	Variance £	Explanation for Major Variances
Foreshore				
Gross Direct Costs	116,599	103,337	(13,262)	(£24,816) Lower R&M costs; £5,404 Higher utility costs; £4,766 Pension fund adjustment (current service costs).
Capital Charges	27,880	27,876	(4)	
Gross Direct Income	0	(25)	(25)	No Major Variances.
Support Service Charges	100,470	100,476	6	
	244,949	231,664	(13,285)	
Leisure Complexes				
Gross Direct Costs	113,486	507,804	394,318	£361,431 Management fee - Covid support re furlough and key workers. (£6,652) - Hall hire costs lower. £5,351 R&M and grounds maintenance; £21,746 - Professional fees relating to the Reef construction contract; £6,216 Higher insurance premiums. The balance consists of misc. minor variances.
Capital Charges	743,441	743,448	7	
Gross Direct Income	(42,154)	(14,928)	27,226	£42,154 No profit share; (£14,894) National Leisure Recovery Fund grant.
Support Service Charges	98,190	98,244	54	
	912,963	1,334,568	421,605	
Other Sports				
Gross Direct Costs	107,762	103,962	(3,800)	(£6,793) Staffing costs; £2,046 Vehicle Hire; £7,869 Pension fund adjustments (current service costs); (£7,845) Mammoth Marathon.
Gross Direct Income	(16,024)	8,870	24,894	£16,024 Grant for Service delivery; £11,759 Mammoth Marathon (tfr to Receipts in Advance); (£2,734) Misc. fee income.
Support Service Charges	67,320	67,356	36	
	159,058	180,188	21,130	
Recreation Grounds				
Gross Direct Costs	13,800	13,772	(28)	No Major Variances.
Capital Charges	5,632	5,628	(4)	
Gross Direct Income	(1,000)	(1,090)	(90)	No Major Variances.
Support Service Charges	5,040	5,040	0	
	23,472	23,350	(122)	
Pier Pavilion				
Gross Direct Costs	10,780	(9,758)	(20,538)	(£17,425) Reduction in bad debt provision.
Capital Charges	17,020	17,016	(4)	
Gross Direct Income	(20,000)	0	20,000	No profit share.
Support Service Charges	30,350	30,360	10	
	38,150	37,618	(532)	
Beach Safety				
Gross Direct Costs	384,450	413,135	28,685	£30,076 Higher management fee for Lifeguard Service; £11,729 Equipment and Blue Flag applications; (£12,990) Furniture purchases.
Gross Direct Income	0	(2,730)	(2,730)	DEFRA Grant - Bathing Water Signs.
Support Service Charges	75,140	75,144	4	
	459,590	485,549	25,959	

Service Area Summaries Outturn 2021-22

Communities Service area

Environment and Leisure Services

	Updated Budget £	Outturn £	Variance £	Explanation for Major Variances
Woodlands Management				
Gross Direct Costs	194,472	271,013	76,541	See Note A below:
Capital Charges	1,346	1,344	(2)	
Gross Direct Income	(25,530)	(56,098)	(30,568)	(£20,330) - Higher income from car parking charges. (£6,942) Higher facility charges (on-line bookings at Holt Country Park); (£3,700) Concession rental income.
Support Service Charges	161,240	161,268	28	
	331,528	377,527	45,999	

Note A: £25,559 Pension Fund adjustment (service costs); £10,727 Purchase of barriers; £10,095 R&M costs; £10,921 Van hire and petrol/diesel; £8,484 Toilet hire, ground rent, refuse collection and misc. materials purchases; £9,100 Tree Planted for Everyone.

Cromer Pier

Gross Direct Costs	71,070	93,136	22,066	R&M - predominantly pipework repairs.
Capital Charges	20,738	20,736	(2)	
Support Service Charges	93,880	93,876	(4)	
	185,688	207,748	22,060	

Waste Collection And Disposal

Gross Direct Costs	4,240,328	4,473,696	233,368	See Note A below:
Capital Charges	443,571	443,568	(3)	
Gross Direct Income	(3,534,122)	(4,206,076)	(671,954)	See Note B below:
Support Service Charges	486,170	486,228	58	
	1,635,947	1,197,416	(438,531)	

Note A: (£19,468) Lower costs for trade waste disposal; (£23,334) Lower costs for processing of recycled materials; £39,832 Consultancy and procurement costs (NEWS); £23,041 Serco contractor costs; £211,536 Contribution towards the Smoothing Mechanism - recharged to partners.

Note B: (£134,544) Increased fee income from trade waste customers; (£72,653) Increased fee income from garden waste customers; (£31,071) Increased income for bulky waste collections; (£254,903) Contributions from partners towards the Smoothing Mechanism payment; (£27,655) Misc. recharges for Deed of Variation. (£150,953) Increased recycling credit income.

Cleansing

Gross Direct Costs	690,300	730,799	40,499	£20,131 Bin purchases. (£3,675) Bad debt provision. £24,043 Serco contractor costs.
Capital Charges	85,500	85,500	0	
Gross Direct Income	(58,834)	(78,839)	(20,005)	(£14,270) Waste Recycling Action Programme (WRAP) funding. (£5,735) Higher recharges for dog and litter bin emptying.
Support Service Charges	64,330	64,332	2	
	781,296	801,792	20,496	

Leisure

Gross Direct Costs	210,670	226,139	15,469	£24,903 Pension fund adjustments (current service costs). (£7,084) Saving in staffing and transport related costs.
Gross Direct Income	0	(231)	(231)	No Major Variances.
Support Service Charges	(210,670)	(207,900)	2,770	Variance in salary costs allocated to capital projects.
	0	18,008	18,008	

Service Area Summaries Outturn 2021-22

Communities Service area

Environment and Leisure Services

	Updated Budget £	Outturn £	Variance £	Explanation for Major Variances
Community Safety				
Gross Direct Costs	32,178	10,344	(21,834)	Vacant post - staff on secondment.
Support Service Charges	20,680	20,700	20	
	52,858	31,044	(21,814)	
Civil Contingencies				
Gross Direct Costs	90,162	88,995	(1,167)	No Major Variances.
Support Service Charges	33,660	33,660	0	
	123,822	122,655	(1,167)	
Assistant Director Environmental & Leisure Services				
Gross Direct Costs	69,559	74,715	5,156	Relocation costs.
Support Service Charges	0	0	0	
	69,559	74,715	5,156	
Total Environment and Leisure Services	5,102,952	5,067,290	(35,662)	

Service Area Summaries Outturn 2021-22

Communities Service area

People Services

	Updated Budget	Outturn	Variance	Explanation for Major Variances
	£	£	£	
Benefits Administration				
Gross Direct Costs	990,940	1,167,426	176,486	£150,297 Pension adjustments (current service) £23,000 Civica new claim form funded from the benefits earmarked reserves.
Capital Charges	71,343	71,340	(3)	
Gross Direct Income	(381,086)	(478,039)	(96,953)	(£63,273) Additional Department for Works and Pensions (DWP) funding. (£32,862) Additional Administration subsidy.
Support Service Charges	537,240	537,264	24	
	1,218,437	1,297,991	79,554	
Homelessness				
Gross Direct Costs	545,103	799,221	254,118	£93,251 Repairs and maintenance on temporary accommodation. £17,390 Higher utility costs on temporary accommodation. £185,357 Temporary accommodation bed and breakfast charges. £22,531 Rent deposit scheme. (£60,000) Allocation of Rough Sleeper Initiative (RSI) not spent (offset by a reduction in grant).
Capital Charges	28,482	28,488	6	
Gross Direct Income	(961,149)	(1,264,627)	(303,478)	£60,000 RSI funding, (£65,038) Top up homelessness prevention grant (£32,138) Domestic abuse grant. (£254,088) Additional recoverable charges from subsidy and client contributions.
Support Service Charges	603,790	603,792	2	
	216,226	166,873	(49,353)	
Housing Options				
Gross Direct Costs	492,031	596,743	104,712	£91,755 Pension adjustment re current service costs. Additional temporary staffing costs funded from grants.
Support Service Charges	(376,857)	(376,848)	9	
	115,174	219,895	104,721	

Service Area Summaries Outturn 2021-22

Communities Service area

People Services

	Updated Budget	Outturn	Variance	Explanation for Major Variances
	£	£	£	
Community				
Gross Direct Costs	792,684	836,878	44,194	See Note A below:
Gross Direct Income	(49,724)	(300,424)	(250,700)	Contain Outbreak Management Fund (COMF) and funding for posts. (£36,083) Surplus Home Improvement Agency (HIA) income.
Support Service Charges	183,840	182,991	(849)	Capital salaries
	926,800	719,445	(207,355)	

Note A: £46,553 Additional staffing costs, some of which relate to fixed term posts funded by grant. £77,805 Pension fund adjustment (current service costs). (£7,800) Professional fees. (£83,654) Grants and contributions not made. The balance consists of misc. minor variances.

Ad People Services

Gross Direct Costs	67,448	82,876	15,428	Pension fund adjustment (current service costs).
Support Service Charges	0	0	0	
	67,448	82,876	15,428	

Total People Services	2,544,085	2,487,080	(57,005)
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Total Communities Directorate	7,647,037	7,554,371	(92,666)
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Service Area Summaries Outturn 2021-22

Corporate Directorship

	Updated £	Outturn £	Variance £	Explanation for Major Variances
Human Resources & Payroll				
Gross Direct Costs	390,800	425,221	34,421	See Note A below: (£4,000) Skills funding grant; (£3,659) Bike Loan scheme; (£3,116) Apprentices - incentive payment.
Gross Direct Income	(1,000)	(11,775)	(10,775)	
Support Service Charges	(394,300)	(394,380)	(80)	
	(4,500)	19,066	23,566	
Note A: (£28,432) Staff vacancies; £52,140 Pension Fund adjustments (current service costs); (£17,850) Common training; £6,905 HR recruitment software set up costs; £12,433 Consultancy - general employment advice; £10,236 Other professional fees - HR process review; £3,030 Legal fees.				
Registration Services				
Gross Direct Costs	217,113	452,110	234,997	£21,273 Pension Fund adjustments (current service costs); (£6,628) Changes to working hours; £223,263 Running costs for County and PCC elections plus costs of canvassing.
Gross Direct Income	(43,000)	(296,422)	(253,422)	
Support Service Charges	121,740	121,752	12	
	295,853	277,440	(18,413)	
Corporate Leadership Team				
Gross Direct Costs	701,068	797,776	96,708	£120,364 Pension fund adjustments (current service costs); (£24,031) Staffing, training and travelling costs.
Gross Direct Income	0	(2,216)	(2,216)	
Support Service Charges	(614,735)	(614,784)	(49)	
	86,333	180,775	94,442	
Communications				
Gross Direct Costs	201,983	246,997	45,014	£37,707 Pension fund adjustments (current service costs); £5,453 Staffing and on costs; £4,867 Computer and equipment purchases; (£4,997) Marketing.
Capital Charges	71,452	71,448	(4)	
Gross Direct Income	0	(1,590)	(1,590)	Filming rights.
Support Service Charges	(273,435)	(279,582)	(6,147)	Capital Salaries
	0	37,274	37,274	
Corporate Delivery Unit				
Gross Direct Costs	164,828	197,346	32,518	Pension fund adjustments (current service costs).
Support Service Charges	(60,294)	(61,780)	(1,486)	Staff time charged to capital salaries
	104,534	135,566	31,032	
Total Corporate Directorate	482,220	650,121	167,901	

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Service Area Summaries Outturn 2021-22

Place and Climate Change
Planning

	Updated £	Outturn £	Variance £	Explanation for Major Variances
Development Management				
Gross Direct Costs	1,178,395	1,321,000	142,605	£161,117 Pension Fund adjustments (current service costs (£96,891) Staff turnover savings. (£7,105) Transport related savings. £66,932 Agency staff costs. £12,987 Books and periodicals.
Capital Charges	77,581	77,580	(1)	
Gross Direct Income	(932,206)	(932,195)	11	No Major Variances.
Support Service Charges	643,250	643,248	(2)	
	967,020	1,109,633	142,613	
Planning Policy				
Gross Direct Costs	593,675	570,326	(23,349)	£67,093 Pension Fund adjustments (current service costs) (£59,837) Staff turnover savings.(£27,303) Slippage in Local Plan expenditure this will be offset by a reduced contribution from the New Homes Bonus reserve.
Gross Direct Income	(46,538)	(49,763)	(3,225)	Neighbourhood Plan grant income offset by expenditure.
Support Service Charges	95,516	95,532	16	
	642,653	616,095	(26,558)	
Conservation, Design & Landscape				
Gross Direct Costs	154,751	119,241	(35,510)	£16,201 Pension Fund adjustments (current service costs) (£5,000) Qualification budget not utilised. £12,358 Temporary staffing costs. £7,151 Enforcement board costs funded from earmarked reserves. (£41,852) Conservation area appraisals funded from the General reserve. (£16,750) Contribution budget, accruals in respect of prior year contributions to the Historic Environment Service - not offset.
Support Service Charges	76,300	76,320	20	
	231,051	195,561	(35,490)	
Major Developments				
Gross Direct Costs	249,824	268,179	18,355	£38,912 Pension Fund adjustments (current service costs). (£16,040) Staff turnover savings. (£4,517) Transport and supplies and services savings.
Support Service Charges	104,490	104,496	6	
	354,314	372,675	18,361	
Building Control				
Gross Direct Costs	450,803	509,608	58,805	£73,818 Pension Fund adjustments (current service costs) (£1,702) Transport related expenditure. (£9,523) Supplies and services.
Gross Direct Income	(390,000)	(451,063)	(61,063)	Additional income generated from building control fees.
Support Service Charges	142,050	142,080	30	
	202,853	200,625	(2,228)	

Service Area Summaries Outturn 2021-22

Place and Climate Change
Planning

	Updated £	Outturn £	Variance £	Explanation for Major Variances
Combined Enforcement Team				
Gross Direct Costs	172,597	203,053	30,456	£26,984 Pension Fund adjustments (current service costs) (£15,794) Staff turnover savings offset by £21,467 temporary agency costs.
Support Service Charges	(172,597)	(172,572)	25	
	0	30,481	30,481	
Property Information				
Gross Direct Costs	187,190	196,691	9,501	£15,719 Pension fund adjustments (current service costs) (£4,205) Movement in the provision for bad and doubtful debts.
Gross Direct Income	(182,190)	(163,294)	18,896	£6,260 Street naming and numbering income. £12,827 Land Charge fees and charges.
Support Service Charges	51,290	51,348	58	
	56,290	84,745	28,455	
Ad Planning				
Gross Direct Costs	125,542	128,958	3,416	£17,352 Pension fund adjustments (current service costs) (£10,000) Generic training. (£3,231) Travel expenses.
Support Service Charges	(125,542)	(125,520)	22	
	0	3,438	3,438	
Total Planning	2,454,181	2,613,252	159,071	

Service Area Summaries Outturn 2021-22

Place And Climate Change
Sustainable Growth

	Updated £	Outturn £	Variance £	Explanation for Major Variances
Economic Growth				
Gross Direct Costs	124,107	1,017,120	893,013	£20,306 R & M Sheringham Little Theatre. £21,431 Tourism support grants. £830,226 Covid additional restrictions grants (ARG) North Norfolk growth site delivery strategy costs. £22,500 North Walsham Cultural consortium expenditure.
Capital Charges	2,037	2,040	3	
Gross Direct Income	0	(902,434)	(902,434)	(£827,775) Covid ARG grant to offset expenditure. (£49,500) Historic England grant, re North Walsham Cultural Consortium. (£25,159) Funding for North Norfolk growth sites delivery strategy.
Support Service Charges	346,840	346,848	8	
	472,984	463,574	(9,410)	
Tourism				
Gross Direct Costs	43,653	35,500	(8,153)	£3,686 Tourism support expenditure. (£11,849) Supplies and Service expenditure.
Gross Direct Income	0	(5,081)	(5,081)	Repaid Tourism sector grants.
Support Service Charges	19,450	19,440	(10)	
	63,103	49,859	(13,244)	
Coast Protection				
Gross Direct Costs	322,500	252,258	(70,242)	(£62,115) Sea Defences (request to roll forward); (£9,369) Consultancy.
Capital Charges	508,702	508,704	2	
Support Service Charges	395,280	395,280	0	
	1,226,482	1,156,242	(70,240)	
Business Growth Staffing				
Gross Direct Costs	309,037	358,537	49,500	£56,775 Pension fund adjustments (current service costs). There are smaller variances across supplies and services and transport related expenditure.
Gross Direct Income	(30,000)	(9,600)	20,400	Income from Kickstart administration.
Support Service Charges	(297,364)	(298,271)	(907)	Salaries charged to capital.
	(18,327)	50,666	68,993	
Housing Strategy				
Gross Direct Costs	163,422	225,769	62,347	£25,991 Pension fund adjustments (current service costs). £50,000 Housing Enabling Grant, funded from Community Housing Fund (CHF). (£14,759) Other professional fees including viability studies.
Capital Charges	977,167	0	(977,167)	Refcus
Support Service Charges	21,360	21,384	24	
	1,161,949	247,153	(914,796)	
Environmental Strategy				

Service Area Summaries Outturn 2021-22

Place And Climate Change
Sustainable Growth

	Updated	Outturn	Variance	
	£	£	£	Explanation for Major Variances
Gross Direct Costs	108,402	222,762	114,360	£19,102 Pension fund adjustment (current service costs); £5,560 Additional staffing costs; £59,815 Tree planted for Every Person; £31,375 Professional fees. To be funded from the Delivery Plan Reserve.
Gross Direct Income	(15,000)	0	15,000	No income received for the Green Build event.
Support Service Charges	22,740	22,740	0	
	116,142	245,502	129,360	
Coastal Management				
Gross Direct Costs	360,347	384,381	24,034	£48,824 Pension fund adjustment (current service costs); (£19,980) Staffing - changes to working arrangements; (£2,400) Training.
Gross Direct Income	(60,009)	(62,734)	(2,725)	Recharges for staffing costs.
Support Service Charges	(300,338)	(295,308)	5,030	Salaries charged to capital schemes
	0	26,340	26,340	
Ad Sustainable Growth				
Gross Direct Costs	88,928	109,770	20,842	£17,233 Pension fund adjustment (current service costs). The balance relates to higher staffing costs.
Support Service Charges	(86,428)	(86,412)	16	
	2,500	23,358	20,858	
Total Sustainable Growth	3,024,833	2,262,694	(762,139)	
Total Place and Climate Change	5,479,014	4,875,946	(603,068)	

Service Area Summaries Outturn 2021-22

Resources

Finance, Assets and Legal

	Updated £	Outturn £	Variance £	Explanation for Major Variances
Industrial Estates				
Gross Direct Costs	31,734	35,296	3,562	No Major Variances.
Capital Charges	15,912	15,912	0	
Gross Direct Income	(181,810)	(136,609)	45,201	Units at Hornbeam Road not let - reduced income relating to rents and service charges.
Support Service Charges	51,640	51,648	8	
	(82,524)	(33,754)	48,770	
Surveyors Allotments				
Gross Direct Costs	3,000	0	(3,000)	R&M budgets not spent.
Gross Direct Income	(50)	(50)	0	No Major Variances.
Support Service Charges	14,570	14,568	(2)	
	17,520	14,518	(3,002)	
Parklands				
Gross Direct Costs	34,768	44,397	9,629	Higher costs for R&M and electricity.
Gross Direct Income	(64,500)	(76,856)	(12,356)	Commission earned on sale of plot.
Support Service Charges	40,390	40,392	2	
	10,658	7,933	(2,725)	
Revenue Services				
Gross Direct Costs	732,277	37,834,296	37,102,019	£114,154 Pension Fund adjustments (current service costs) £11,028 Additional overtime funded from new burdens funding. £37,005,552 Business support grants funded from government grants. (£17,604) Professional fees. (£11,758) Postage and billing costs.
Gross Direct Income	(442,911)	(37,625,268)	(37,182,357)	(£36,997,552) Business support grants allocated. £62,162 Court Costs. (£11,389) Cost of collection allowance. (£235,577) New burdens grants
Support Service Charges	444,750	444,816	66	
	734,116	653,844	(80,272)	
Benefits Subsidy				
Gross Direct Costs	21,256,441	19,843,849	(1,412,592)	(£1,656,581) Housing benefit payments 2021/22. (£137,410) Movement in the provision for bad and doubtful debts. £381,481 Test and Trace and household support payments, which are grant funded.
Gross Direct Income	(21,256,441)	(19,696,522)	1,559,919	(£67,746) net movement in relation to benefit overpayments. (£437,800) Test and Trace and Household support grants. £2,061,465 Subsidy based on Final 2021/22 claim, due to reduced expenditure and irrecoverable subsidy on Temporary accommodation.
Support Service Charges	0	0	0	
	0	147,327	147,327	
Non Distributed Costs				
Gross Direct Costs	0	20,657	20,657	Higher Added Years costs.
Gross Direct Income	0	0	0	No Major Variances.
	0	20,657	20,657	

Service Area Summaries Outturn 2021-22

Resources

Finance, Assets and Legal

	Updated £	Outturn £	Variance £	Explanation for Major Variances
Estates				
Gross Direct Costs	258,454	320,378	61,924	£10,977 Higher staffing costs; £33,296 Pension fund adjustments (current service costs); £6,848 Consultancy; £6,325 Subscriptions. The balance consists of minor variances.
Gross Direct Income	0	(4,856)	(4,856)	Insurance recharges relating to Shared Equity properties.
Support Service Charges	0	0	0	
	258,454	315,522	57,068	
Admin Buildings				
Gross Direct Costs	521,817	603,153	81,336	See Note A below:
Capital Charges	(24,159)	(24,156)	3	
Gross Direct Income	(285,956)	(363,728)	(77,772)	See Note B below:
Support Service Charges	(150,296)	(150,372)	(76)	
	61,406	64,897	3,491	
Note A: £49,104 R&M; £2,439 Grounds maintenance; £42,164 Running costs - the majority of this relates to the contract cleaning costs; £10,675 Legal and surveyors fees; (£27,183) Bad debt provision.				
Note B: £2,831 Lower service charges; £2,000 Lower rental income; (£82,712) Higher rechargeable income of which the majority relates to Covid cleaning at the Cromer and Fakenham offices.				
Corporate Finance				
Gross Direct Costs	427,987	589,027	161,040	£66,582 Pension fund adjustments (Current Service costs) £114,306 Business rate levy contribution payments.
Capital Charges	16,145	16,140	(5)	
Gross Direct Income	0	(674,658)	(674,658)	2020/21 Business rates pool share
Support Service Charges	(444,132)	(444,132)	0	
	0	(513,623)	(513,623)	
Insurance & Risk Management				
Gross Direct Costs	201,007	232,485	31,478	£19,137 Legal fees; £13,125 Employers & Public Liability premiums..
Gross Direct Income	(650)	(31)	619	No Major Variances.
Support Service Charges	(200,357)	(200,424)	(67)	
	0	32,030	32,030	
Internal Audit				
Gross Direct Costs	70,000	75,146	5,146	Audit fees.
Support Service Charges	(70,000)	(69,996)	4	
	0	5,150	5,150	
Chalets/Beach Huts				
Gross Direct Costs	54,347	57,200	2,853	(£6,185) Lower R&M costs; £9,892 Purchase of new furniture.
Gross Direct Income	(229,362)	(260,937)	(31,575)	Additional rental income. Request made to roll this forward.
Support Service Charges	97,250	97,284	34	
	(77,765)	(106,453)	(28,688)	

Service Area Summaries Outturn 2021-22

Resources

Finance, Assets and Legal

	Updated £	Outturn £	Variance £	Explanation for Major Variances
Investment Properties				
Gross Direct Costs	146,352	255,013	108,661	£43,441 R&M; £23,624 Higher costs for insurances, electricity, water and council tax; £6,500 for scaffolding; £34,761 Bad debt provision.
Capital Charges	74,983	74,988	5	
Gross Direct Income	(245,743)	(250,282)	(4,539)	Recharge of utilities and additional rental income.
Support Service Charges	187,720	187,728	8	
	163,312	267,447	104,135	
Central Costs				
Gross Direct Costs	209,965	209,244	(721)	£6,330 Higher apprenticeship levy; £7,567 Pension fund adjustments (current service costs); (£4,953) Lower staffing costs; (£10,757) Lower than budgeted professional fees; £2,900 Subscription for Data Protection renewal fee.
Support Service Charges	(96,965)	(96,984)	(19)	
	113,000	112,260	(740)	
Corporate & Democratic Core				
Gross Direct Costs	510,179	564,844	54,665	£12,583 Audit fees; £15,921 Agency staffing; £14,445 Bank charges; £8,790 R&M costs.
Gross Direct Income	0	(165,663)	(165,663)	(£100k) Cyber support grant (transferred to Unspent Grants Reserve); (£27,861) Welcome Back Funding; (£29,582) Grant funding.(£8,220) Recoverable income relating to external audit.
Support Service Charges	1,258,620	1,260,336	1,716	
	1,768,799	1,659,517	(109,282)	
Members Services				
Gross Direct Costs	530,871	526,107	(4,764)	£30,089 Pension fund adjustment (current service costs) - this is offset by savings in training, travelling, allowances and the chairman's civic expenditure.
Support Service Charges	60,740	60,780	40	
	591,611	586,887	(4,724)	
Legal Services				
Gross Direct Costs	493,584	694,642	201,058	£90,366 Pension fund contribution (current service costs); £2,721 Client disbursements; £87,450 staffing costs; £10,000 Dilapidations Bond; £13,389 Bad debt provision.
Gross Direct Income	(329,946)	(486,842)	(156,896)	(£142,542) Legal fees; (£9,151) KLWN Client disbursements; (£5,798) Kickstart contribution.
Support Service Charges	(326,803)	(326,784)	19	
	(163,165)	(118,984)	44,181	
Ad Finance, Assets and Legal				
Gross Direct Costs	73,823	90,978	17,155	Pension fund adjustment (current service costs).
Support Service Charges	0	0	0	
	73,823	90,978	17,155	
Total Finance Assets and Legal	3,469,245	3,206,152	(263,093)	

Service Area Summaries Outturn 2021-22

Resources

Organisational Resources

	Updated £	Outturn £	Variance £	Explanation for Major Variances
It - Support Services				
Gross Direct Costs	1,622,609	1,895,126	272,517	See Note A below:
Capital Charges	125,566	125,568	2	
Gross Direct Income	0	(67)	(67)	No Major Variances.
Support Service Charges	(1,722,175)	(1,722,156)	19	
	26,000	298,471	272,471	

Note A: £4,518 - Overtime. £84,791 - Computer Software Licences - this includes extended support to Efinancials. £52,743 - Computer Maintenance. (£35,621) - Computer Lines and Modems. (£11,025) - Computer Purchases - Hardware. £6,134 - Migration of Skype to Teams. £167,186 - Pensions Deficit Funding (current service costs). £11,190 - Consultancy fees. (£10,456) - Computer Consumables. (£6,820) - Mobile phone rentals. £10,202 - Mobile phone purchases. (£4,247) - Training and digital promotion.

Poppyfields

Gross Direct Costs	24,700	12,546	(12,154)	(£2,827) R&M. (£9,750) Equipment and management fee.
Support Service Charges	15,900	15,900	0	
	40,600	28,446	(12,154)	

Property Services

Gross Direct Costs	470,691	634,405	163,714	See Note A below:
Capital Charges	31,825	31,824	(1)	
Gross Direct Income	(10,000)	(2,200)	7,800	£10,000 No grant income received for solar panels; (£2,200) Sale of obsolete items.
Support Service Charges	(710,651)	(613,059)	97,592	Reduction in salaries charged to capital.
	(218,135)	50,970	269,105	

Note A: £82,725 Pension fund adjustment (current service costs); £52,933 Additional staffing and transport related costs; £12,019 R&M; £6,104 Consumables - stock for operatives; £6,337 Covid costs relating to additional cleaning costs at playgrounds.

Playgrounds

Gross Direct Costs	57,414	56,002	(1,412)	No Major Variances.
Support Service Charges	42,150	42,156	6	
	99,564	98,158	(1,406)	

Community Centres

Gross Direct Costs	9,978	7,942	(2,036)	No Major Variances.
Gross Direct Income	0	(1,307)	(1,307)	No Major Variances.
Support Service Charges	12,260	12,264	4	
	22,238	18,899	(3,339)	

Service Area Summaries Outturn 2021-22

Resources

Organisational Resources

	Updated £	Outturn £	Variance £	Explanation for Major Variances
Tourist Information Centres				
Gross Direct Costs	109,798	120,624	10,826	£5,199 Staffing costs; £13,091 Pension fund adjustment (current service costs); £6,462 R&M.(£7,107) Lower utility charges; (£5,230)
Capital Charges	6,040	6,036	(4)	
Gross Direct Income	(25,000)	(25,138)	(138)	No Major Variances.
Support Service Charges	87,660	87,696	36	
	178,498	189,218	10,720	
Public Conveniences				
Gross Direct Costs	559,902	608,310	48,408	£43,828 R&M £9,776 Higher utility charges. (£4,000) Cleansing contract.
Capital Charges	58,767	58,764	(3)	
Gross Direct Income	0	0	0	No Major Variances.
Support Service Charges	110,597	111,972	1,375	
	729,266	779,046	49,780	
Digital Transformation				
Gross Direct Costs	172,248	192,170	19,922	£27,012 Pension fund adjustment (current service costs); (£6,213) Staffing costs.
Support Service Charges	(56,870)	(56,844)	26	
	115,378	135,326	19,948	
Reprographics				
Gross Direct Costs	83,489	79,179	(4,310)	£8,374 Pension fund adjustment (current service costs); (£7,921) Operating lease rentals; (£5,103) paper/stationery.
Gross Direct Income	(7,500)	(5,294)	2,206	No Major Variances.
Support Service Charges	(75,989)	(75,972)	17	
	0	(2,087)	(2,087)	
Customer Services - Corporate				
Gross Direct Costs	773,769	854,722	80,953	See Note A below:
Capital Charges	54,056	54,048	(8)	
Gross Direct Income	(21,250)	(22,270)	(1,020)	(£7,770) Service charge for Postal & Scanning services. £6,750 Other recoverable income.
Support Service Charges	(799,675)	(799,692)	(17)	
	6,900	86,809	79,909	
Note A: (£13,668) - Lower salaries and on costs as a result of staff vacancies offset by £6,366 - Overtime - extra days for part time staff due to the vacancies. £112,206 - Pension fund adjustment (current service costs). (£10,432) Lower stationery costs.(£8,125) Other professional fees. £7,095 Subscriptions. (£4,841) Bad debt provision. The balance consists of misc. minor variances.				
Ad Organisational Resources				
Gross Direct Costs	62,179	91,204	29,025	Staffing costs including Pension fund adjustments.
	62,179	91,204	29,025	
Total Organisational Resources	1,062,488	1,774,461	711,973	
Total Resources	4,531,733	4,980,613	448,880	

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Reserves Statement 2021-22 Outturn

Appendix C

Reserve	Purpose and Use of Reserve	Balance 01/04/21 £	Contributions In £	Contributions Out £	Outturn Movement 2021/22 £	Balance 01/04/22 £	Budgeted Movement 2022/23 £	Balance 01/04/23 £	Budgeted Movement 2023/24 £	Balance 01/04/24 £	Budgeted Movement 2024/25 £	Balance 01/04/25 £	Budgeted Movement 2025/26 £	Balance 01/04/26 £
General Fund - General Reserve	A working balance and contingency, current recommended balance is £2.1 million.	2,326,735	24,287	(20,996)	3,291	2,330,026	(76,043)	2,253,983	(63,206)	2,190,777	0	2,190,777	0	2,190,777
Earmarked Reserves:														
Capital Projects	To provide funding for capital developments and purchase of major assets.	906,095	0	(350,477)	(350,477)	555,618	0	555,618	0	555,618	0	555,618	0	555,618
Asset Management	To support improvements to our existing assets as identified through the Asset Management Plan.	956,418	62,467	(136,855)	(74,388)	882,030	5,466	887,496	5,466	892,962	10,466	903,428	10,466	913,894
Benefits	To be used to mitigate any claw back by the Department of Works and Pensions following final subsidy determination. Timing of the use will depend on audited subsidy claims. Also included in this allocation are service specific grants for service improvements that have not yet been offset by expenditure.	730,748	41,500	(23,000)	18,500	749,248	(32,303)	716,945	(8,877)	708,068	0	708,068	0	708,068
Building Control	Building Control surplus ring-fenced to cover any future deficits in the service.	176,529	47,586	0	47,586	224,115	0	224,115	0	224,115	0	224,115	0	224,115
Business Rates	To be used for the support of local businesses and to mitigate impact of final claims and appeals in relation to business rates retention scheme.	10,079,816	1,016,716	(6,837,737)	(5,821,021)	4,258,795	(18,000)	4,240,795	(18,000)	4,222,795	(18,000)	4,204,795	(18,000)	4,186,795
Coast Protection	To support the ongoing coast protection maintenance programme and carry forward funding between financial years.	261,335	62,000	(23,446)	38,554	299,889	(62,422)	237,467	0	237,467	0	237,467	0	237,467
Communities	To support projects that communities identify where they will make a difference to the economic and social wellbeing of the area.	796,350	0	(226,574)	(226,574)	569,776	(275,000)	294,776	(275,000)	19,776	0	19,776	0	19,776
Delivery Plan	To help achieve the outputs from the Corporate Plan and Delivery Plan.	2,914,166	1,700,000	(287,745)	1,412,255	4,326,421	(2,117,608)	2,208,813	(577,865)	1,630,948	(61,708)	1,569,240	0	1,569,240
Economic Development and Regeneration	Earmarked from previous underspends within Economic Development and Regeneration Budgets.	155,621	52,000	(10,000)	42,000	197,621	0	197,621	0	197,621	0	197,621	0	197,621
Election Reserve	Established to meet costs associated with district council elections, to smooth the impact between financial years.	53,000	50,000	0	50,000	103,000	50,000	153,000	(150,000)	3,000	50,000	53,000	50,000	103,000
Enforcement Works	Established to meet costs associated with district council enforcement works including buildings at risk .	101,984	0	(11,859)	(11,859)	90,125	0	90,125	0	90,125	0	90,125	0	90,125
Environmental Health	Earmarking of previous underspends and additional income to meet Environmental Health initiatives.	227,565	83,628	0	83,628	311,193	0	311,193	0	311,193	0	311,193	0	311,193
Environment Reserve	To fund expenditure relating to the Council's Green Agenda.	150,000	0	0	0	150,000	0	150,000	0	150,000	0	150,000	0	150,000
Grants	Revenue Grants received and due to timing issues not used in the year.	1,981,100	617,585	(241,029)	376,557	2,357,656	(51,476)	2,306,180	0	2,306,180		2,306,180		2,306,180

Reserves Statement 2021-22 Outturn

Appendix C

Reserve	Purpose and Use of Reserve	Balance 01/04/21	Contributions In	Contributions Out	Outturn Movement 2021/22	Balance 01/04/22	Budgeted Movement 2022/23	Balance 01/04/23	Budgeted Movement 2023/24	Balance 01/04/24	Budgeted Movement 2024/25	Balance 01/04/25	Budgeted Movement 2025/26	Balance 01/04/26
		£	£	£	£	£	£	£	£	£	£	£	£	£
Housing	Previously earmarked for stock condition survey and housing needs assessment. Also now contains the balance of the Housing Community Grant funding received in 2016/17.	2,516,351	96,221	(505,214)	(408,993)	2,107,358	(544,192)	1,563,166	(517,411)	1,045,755	0	1,045,755	0	1,045,755
Land Charges	To mitigate the impact of potential income reductions.	343,597	0	(4,445)	(4,445)	339,152	0	339,152	0	339,152	0	339,152	0	339,152
Legal	One off funding for Compulsory Purchase Order (CPO) work and East Law Surplus.	159,133	0	(34,810)	(34,810)	124,323	(29,612)	94,711	(29,612)	65,099	0	65,099	0	65,099
Major Repairs Reserve	To provide provision for the repair and maintenance of the councils asset portfolio.	0	355,695	(26,487)	329,207	329,207	280,000	609,207	280,000	889,207	280,000	1,169,207	280,000	1,449,207
New Homes Bonus (NHB)	Established for supporting communities with future growth and development and Plan review*	279,864	0	(57,321)	(57,321)	222,543	(160,000)	62,543	0	62,543	0	62,543	0	62,543
Organisational Development	To provide funding for organisation development to create capacity within the organisation, including the provision and support for apprenticeships and internships.	200,355	66,711	(93,969)	(27,258)	173,097	(12,446)	160,651	0	160,651	0	160,651	0	160,651
Pathfinder	To help Coastal Communities adapt to coastal changes.	107,553	0	(17,987)	(17,987)	89,566	0	89,566	0	89,566	0	89,566	0	89,566
Planning	Additional Planning income earmarked for Planning initiatives including Plan Review.	167,926	50,000	0	50,000	217,926	0	217,926	50,000	267,926	50,000	317,926	50,000	367,926
Property Investment Fund	To provide funding for the acquisition and development of new land and property assets	265,836	0	(265,836)	(265,836)	0	0	0	0	0	0	0	0	0
Property Company	To fund potetial housing development and property related schemes	2,000,000	0	(2,000,000)	(2,000,000)	0	0	0	0	0	0	0	0	0
Restructuring & Invest to Save Proposals	To fund one-off redundancy and pension strain costs and invest to save initiatives. Transfers from this reserve will be allocated against business cases as they are approved. Timing of the use of this reserve will depend on when business cases are approved.	1,000,029	130,453	(231,487)	(101,034)	898,995	130,453	1,029,448	0	1,029,448	0	1,029,448	0	1,029,448
Sports Hall Equipment & Sports Facilities	To support renewals for sports hall equipment. Amount transferred in the year represents over or under achievement of income target.	1,898	0	(1,898)	(1,898)	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Treasury	To smooth impacts on the Revenue account of movement in fair value changes of the Councils holdings in Pooled Funds	0	500,000	0	500,000	500,000		500,000		500,000	0	500,000	0	500,000
Total Reserves		28,860,002	4,956,849	(11,409,172)	(6,452,323)	22,407,679	(2,913,183)	19,494,496	(1,304,505)	18,189,991	310,758	18,500,749	372,466	18,873,215

Capital Outturn 2021-22

<u>Scheme</u>	Latest Budget 2021/22 £	Actual Expenditure 2021/22 £	Variance £	Reprofiling £
Boosting Business Sustainability and Growth				
Rocket House	39,619	0	(39,619)	39,619
Deep History Coast	5,000	4,669	(331)	0
Collectors Cabin	24,686	278	(24,409)	24,409
Cornish Way	162,667	810	(161,857)	161,857
Fakenham Connect	99,668	3,606	(96,062)	96,062
North Walsham Heritage Action Zone	1,765,886	932,110	(833,776)	833,776
Public Convenience Improvements	300,000	189,511	(110,489)	110,489
Unit 1 & 2, Surf Lifesaving School, Cromer Promenade	55,000	0	(55,000)	55,000
Purchase of Property Services Vehicles	25,000	0	(25,000)	25,000
Car Park Ticket Machine Replacement Programme	275,000	134,428	(140,572)	140,572
Weybourne Car Park Public Convenience	16,000	15,116	(884)	0
Fakenham Urban Extension	1,800,000	0	(1,800,000)	1,800,000
Bacton Car Park Programme	0	455	455	0
Community Renewal - Fakenham	800,000	0	(800,000)	0
Community Renewal - North Walsham	800,000	0	(800,000)	0
	6,168,526	1,280,982	(4,887,544)	3,286,784
Local Homes for Local Need				
Disabled Facilities Grants	1,000,000	877,598	(122,402)	0
Compulsory Purchase of Long Term Empty Properties	184,823	0	(184,823)	184,823
Shannoeks Hotel	0	4,383	4,383	0
Community Housing Fund	885,160	50,000	(835,160)	835,160
Provision of Temporary Accommodation	1,391,543	1,305,505	(86,038)	86,038
S106 Enabling	450,000	0	(450,000)	450,000
	3,911,526	2,237,486	(1,674,040)	1,556,021
Climate, Coast and the Environment				
Cromer Coast Protection Scheme	1,773,092	0	(1,773,092)	1,773,092
Coastal Erosion Assistance	48,797	3,431	(45,366)	45,366
Coastal Adaptations	247,493	0	(247,493)	247,493
Mundesley - Refurbishment of Coastal Defences	1,622,607	208,590	(1,414,017)	1,414,017
Cromer Pier - Steelworks and Improvements to Pavilion Theatre	96,480	302,486	206,006	(206,006)
Sea Palling Ramp	9,651	0	(9,651)	9,651
Replacement of Flood Gates at Cable Gap Bacton, The Ship Bacton & Walcott Post Office	45,500	0	(45,500)	45,500
Climate Change – Coastal Tools and Knowledge	11,275	20,634	9,359	(9,359)
Bacton and Walcott Coastal Management Scheme	0	5,931	5,931	(5,931)
Sandscaping Monitoring & Windblown Sand Reimbursement	0	72,746	72,746	(72,746)
	3,854,895	613,818	(3,241,077)	3,241,077

Capital Outturn 2021-22

<u>Scheme</u>	Latest Budget 2021/22 £	Actual Expenditure 2021/22 £	Variance £	Reprofiling £
Quality of Life				
Steelwork Protection to Victory Pool and Fakenham Gym	27,467	0	(27,467)	27,467
Fakenham Gym	62,500	0	(62,500)	62,500
The Reef Gym Equipment	502,534	340,700	(161,834)	161,834
North Walsham Artificial Grass Pitch	848,868	0	(848,868)	848,868
The Reef Leisure Centre	3,522,038	3,374,398	(147,640)	147,640
Sheringham Enabling Land	110,000	10,966	(99,034)	99,034
Refurbishment of Chalets in Cromer and Sheringham	60,000	105,519	45,519	(45,519)
Green Road Football Facility	60,000	9,777	(50,223)	50,223
	5,193,407	3,841,361	(1,352,046)	1,352,046
Customer Focus and Financial Sustainability				
Administrative Buildings	12,559	2,456	(10,103)	10,103
Council Chamber and Committee Room Improvements	7,814	0	(7,814)	7,814
Purchase of Bins	80,000	151,220	71,220	(71,220)
User IT Hardware Refresh	111,763	35,698	(76,065)	76,065
Storage Hardware	17,567	0	(17,567)	17,567
Members IT	23,543	0	(23,543)	23,543
Electric Vehicle Charging Points	90,055	2,080	(87,975)	87,975
Waste vehicles	968,204	935,603	(32,601)	32,601
Backup Network Upgrade	14,000	0	(14,000)	14,000
Cromer Office LED Lighting	60,000	0	(60,000)	60,000
Fire Wall Replacements	3,512	0	(3,512)	3,512
Refurbishment of IT Training Room	15,000	0	(15,000)	15,000
Citizen App	1,850	850	(1,000)	1,000
Planning S106 Software	40,000	0	(40,000)	40,000
Environmental Health IT System Procurement	0	16,750	16,750	0
Finance System Refresh	75,000	65,000	(10,000)	10,000
	1,520,867	1,209,657	(311,210)	327,960
TOTAL EXPENDITURE	20,649,221	9,183,303	(11,465,918)	9,763,888
Capital Programme Financing				
Grants	7,455,771	2,343,477		
Other Contributions	1,350,000	0		
Asset Management Reserve	396,374	103,352		
Revenue Contribution to Capital (RCCO)	0	381,183		
Capital Project Reserve	707,348	487,477		
Other Reserves	2,990,010	347,140		
Capital Receipts	3,259,476	1,210,674		
Internal / External Borrowing	4,490,242	4,310,001		
TOTAL FINANCING	20,649,221	9,183,303		

<u>Scheme</u>	Scheme Total Current Estimate	Updated Budget 2021/22	Updated Budget 2022/23	Updated Budget 2023/24	Updated Budget 2024/25	Updated Budget 2025/26
	£	£	£	£	£	£
Boosting Business Sustainability and Growth						
Rocket House	77,084	(0)	39,619	0	0	0
Deep History Coast	886,998	5,000	0	0	0	0
Collectors Cabin	25,000	278	24,408	0	0	0
Cornish Way	170,000	810	161,857	0	0	0
Fakenham Connect	100,000	3,606	96,062	0	0	0
North Walsham Heritage Action Zone	3,953,776	1,765,886	1,697,276	307,250	0	0
Public Convenience Improvements	737,000	189,511	335,362	0	0	0
Unit 1 & 2, Surf Lifesaving School, Cromer Promenade	55,000	0	55,000	0	0	0
Purchase of Property Services Vehicles	25,000	0	25,000	0	0	0
Car Park Ticket Machine Replacement Programme	275,000	134,428	140,572	0	0	0
Weybourne Car Park Public Convenience	16,000	16,000	0	0	0	0
Fakenham Urban Extension	1,800,000	0	1,800,000	0	0	0
Public Convenience Improvements Sheringham & North Walsingham	500,000	0	500,000	0	0	0
	8,620,858	2,115,519	4,875,156	307,250	0	0
Local Homes for Local Need						
Disabled Facilities Grants		Annual programme, subject to NCC funding	877,598	1,000,000	0	0
Compulsory Purchase of Long Term Empty Properties	675,500	0	184,823	0	0	0
Community Housing Fund	2,371,094	50,000	1,335,160	250,000	0	0
Provision of Temporary Accommodation	2,630,560	1,305,505	336,038	0	0	0
S106 Enabling	1,900,000	0	1,425,000	175,000	300,000	300,000
	7,577,154	2,233,103	4,281,021	425,000	300,000	300,000

<u>Scheme</u>	Scheme Total Current Estimate	Updated Budget 2021/22	Updated Budget 2022/23	Updated Budget 2023/24	Updated Budget 2024/25	Updated Budget 2025/26
	£	£	£	£	£	£
Climate, Coast and the Environment						
Cromer Coast Protection Scheme	8,822,001	0	3,516,184	0	0	0
Coastal Erosion Assistance	90,000	3,431	45,366	0	0	0
Coastal Adaptations	247,493	0	247,493	0	0	0
Mundesley - Refurbishment of Coastal Defences	3,221,000	208,590	2,959,860	0	0	0
Cromer Pier - Steelworks and Improvements to Pavilion Theatre	2,919,783	302,486	927,994	0		0
Sea Palling Ramp	10,000	0	9,651	0	0	0
Replacement of Flood Gates at Cable Gap Bacton, The Ship Bacton & Walcott Post Office	45,000	0	45,000	0	0	0
Climate Change – Coastal Tools and Knowledge	11,275	11,275	0	0	0	0
	15,366,552	525,782	7,751,548	0	0	0
Quality of Life						
Steelwork Protection to Victory Pool and Fakenham Gym	27,500	0	27,467	0	0	0
Fakenham Gym	62,500	0	62,500	0	0	0
Gym Equipment	1,013,000	340,700	161,834	0	0	0
North Walsham Artificial Grass Pitch	860,000	0	848,868	0	0	0
The Reef Leisure Centre	12,697,000	3,374,398	147,640	0	0	0
Sheringham Enabling Land	110,000	10,966	99,034	0	0	0
Refurbishment of Chalets in Cromer and Sheringham	101,000	101,000	0	0	0	0
Green Road Football Facility	60,000	9,777	50,223	0	0	0
	14,931,001	3,836,842	1,397,566	0	0	0

<u>Scheme</u>	Scheme Total Current Estimate	Updated Budget 2021/22	Updated Budget 2022/23	Updated Budget 2023/24	Updated Budget 2024/25	Updated Budget 2025/26
	£	£	£	£	£	£
Customer Focus and Financial Sustainability						
Administrative Buildings	1,713,878	2,456	10,103	0	0	0
Council Chamber and Committee Room Improvements	89,000	(0)	7,814	0	0	0
Purchase of Bins	691,834	151,220	8,780	0	0	0
User IT Hardware Refresh	275,000	35,698	131,065	0	0	0
Storage Hardware	60,000	(0)	17,567	0	0	0
Members IT	65,000	0	23,543	0	0	0
Electric Vehicle Charging Points	248,600	2,080	87,975	0	0	0
Waste vehicles	4,500,000	935,603	32,601	0	0	0
Backup Network Upgrade	14,000	0	14,000	0	0	0
Cromer Office LED Lighting	60,000	0	60,000	0	0	0
Fire Wall Replacements	36,000	0	3,512	0	0	0
Refurbishment of IT Training Room	15,000	0	15,000	0	0	0
Financial Management System	150,000	75,000	75,000	0	0	0
Planning S106 Software	40,000	0	40,000	0	0	0
Citizen App	45,000	850	1,000	0	0	0
	8,003,312	1,202,907	527,960	0	0	0
TOTAL EXPENDITURE	54,498,877	9,914,153	18,833,251	732,250	300,000	300,000
Capital Programme Financing						
Grants		3,167,894	8,478,186	92,500	0	0
Other Contributions		0	2,325,000	175,000	300,000	300,000
Asset Management Reserve		264,357	293,022	0	0	0
Revenue Contribution to Capital (RCCO)		310,183	0	0	0	0
Capital Project Reserve		487,477	219,871	0	0	0
Other Reserves		347,140	2,907,560	250,000	0	0
Capital Receipts		1,027,100	4,429,371	214,750	0	0
Internal / External Borrowing		4,310,002	180,241	0	0	0
TOTAL FINANCING		9,914,153	18,833,251	732,250	300,000	300,000

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COVID Grants Position 2021/22 Outturn

Grant Title	Received from	Total Allocation available			Total Expenditure	Movement 2021/22	Treatment and Impact on Net cost of Service	Closing Balance
		B/F Balance	Received in 2021/22	2021/22				
		£	£	£	£	£	£	
General Covid Grant	DLUHC	(780,224)	(580,654)	(1,360,878)	558,647	(22,007)	Variance on GF - contra cont. to Grants Reserve	(802,232)
Test and Trace Standard	DHSC	(17,500)	(51,500)	(69,000)	161,500	110,000	No Variance On Net Cost Of Service - Debtor Provision	92,500
Test and Trace Discretionary	DHSC	(54,000)	(8,000)	(62,000)	97,500	89,500	No Variance On Net Cost Of Service - Debtor Provision	35,500
Test and Trace Administration	DHSC	(21,218)	(29,746)	(50,964)	23,114	(6,632)	Variance on Net cost of Services Contra cont. to Grants reserve.	(27,850)
Local Discretionary Test and Trace Scheme	NCC		(50,000)	(50,000)	7,800	(42,200)	Variance on Net cost of Services Contra cont. to Grants reserve.	(42,200)
Tourism Support Funding	NCC	(16,197)	0	(16,197)	16,197	16,197	Variance on Net cost of Services Contra cont. from Grants reserve.	(0)
Local Restrictions Grant Schemes		(1,044,467)	(296,800)	(1,341,267)	599,170	302,370	No Variance On Net Cost Of Service - Creditor Provision	(742,097)
Business Lockdown Grant Schemes		(1,972,736)	0	(1,972,736)	769,605	769,605	No Variance On Net Cost Of Service - Creditor Provision	(1,203,131)
Omicron Hospitality & Leisure	BEIS		(8,070,885)	(8,070,885)	6,670,710	(1,400,175)	No Variance On Net Cost Of Service - Creditor Provision	(1,400,175)
Additional Restrictions Support		(1,758,013)	(938,678)	(2,696,691)	2,664,817	1,726,139	No impact on net cost of Service transfer from Government Receipts in Advance	(31,874)
Restart Grant		0	(26,166,249)	(26,166,249)	27,201,481	1,035,232	No Variance On Net Cost Of Service - Debtor Provision	1,035,232
Small Business Grants		(9,544,000)	0	(9,544,000)	9,474,000	9,474,000	No Variance On Net Cost Of Service - Creditor Provision	(70,000)
Welcome Back Fund	European		(27,861)	(27,861)	27,861	0	-	0
Covid -19 Hardship Fund	MHCLG	(180,097)		(180,097)	0	0	No movement in 2021/22	(180,097)
Household Support Payments	NCC		(128,800)	(128,800)	121,633	(7,167)	Variance on Net cost of Services Contra cont. to Grants reserve.	(7,167)
Protect And Vaccinate	DLUHC		(57,861)	(57,861)	9,048	(48,813)	No Variance On Net Cost Of Service - Creditor Provision	(48,813)

COVID Grants Position 2021/22 Outturn

Grant Title	Received from	Total Allocation			Total Expenditure	Movement 2021/22	Treatment and Impact on Net cost of Service	Closing Balance
		B/F Balance	Received in 2021/22	available 2021/22				
		£	£	£	£	£	£	
Clinically Extremely Vulnerable (CEV) funding	NCC	(42,000)		(42,000)		0	No movement in 2021/22	(42,000)
DHSC - COMF	DHSC		(149,846)	(149,846)	149,846	0	-	0
NCC - COMF Funding	NCC	(97,194)	(200,000)	(297,194)	97,194	(102,806)	Variance on Net cost of Services Contra cont. to Grants reserve.	(200,000)
Local Outbreak Control Plan (LOCP)	NCC	(100,000)		(100,000)	73,316	73,316	Variance on Net cost of Services Contra cont. from Grants reserve.	(26,684)
National Leisure Recovery Fund	Sport England		(14,894)	(14,894)	14,894	0		0
Business Support	DLUHC	(170,000)		(170,000)	0	0	No movement in 2021/22	(170,000)
New Burdens 4 Restart & Arg	BEIS		(127,300)	(127,300)	17,218	(110,082)	Variance on Net cost of Services Contra cont. to Grants reserve.	(110,082)
New Burdens 5 - Stage 1 payment	BEIS		(25,620)	(25,620)	0	(25,620)	Variance on Net cost of Services Contra cont. to Grants reserve.	(25,620)
Cyber Support Grant	DLUHC		(100,000)	(100,000)	0	(100,000)	Variance on Net cost of Services Contra cont. to Grants reserve.	(100,000)
New Burdens 6 Omicron & ARG	BEIS		(82,657)	(82,657)	0	(82,657)	Variance on Net cost of Services Contra cont. to Grants reserve.	(82,657)
COVID - CTAX new burdens hardship	DLUHC	(10,654)		(10,654)	0	0	No movement in 2021/22	(10,654)
COVID - NDR new burdens hardship	DLUHC	(11,700)		(11,700)	0	0	No movement in 2021/22	(11,700)
		(15,820,000)	(37,107,352)	(52,927,351)	48,755,550	11,648,198		(4,171,802)

2021/22 Under spends and Grants - Requests to Roll Forward

Ref	Service Area	Service	Amount £	Amount Agreed by Management Team	Under spend and details of request	Request Made by (Service Mgr/Budget Holder)	Recommended Treatment / Reserve Allocation
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1) Requests to roll forward service underspends.

US1	Corporate	Corporate Leadership Team	24,287	24,287	To support the creation of an apprentice post within the Corporate PA team.	Lynda McElligott	General
US2	Communities	Cleansing	15,000	15,000	To replace some of the bin housings which are damaged. The replacement of these bins has not been included within the 2022/23 budget.	Scott Martin	Environmental Health
US3	Place and Climate Change	Coast Protection	62,000	62,000	Budget to complete Overstrand Sea Defence Maintenance scheme – completion delayed due to delays from Marine Management Organisation in discharging licence conditions. Move to Coastal Management Reserve.	Rob Goodliffe	Coast Protection
US4	Corporate	HR	27,861	27,861	This will be used for adhoc project work within the team, I am also anticipating increased salary costs as the HR Advisor posts are going to a JE panel	James Claxton	Organisational Dev
Page 107	Corporate	Common Training	38,850	38,850	Due to the impact of COVID, the council's learning and development activities suffered. Projects due for completion in the new financial year include upgrades to Skillgate, performance management, and customer services learning across the council. To create the £38,850 roll forwards, £21k is to be used from a reserve amount of £31K.	James Claxton	Organisational Dev
US5	Organisational Resources	Property Services	11,000	11,000	Expenditure required for replacement of oven and dishwasher.	Russell Tanner	Asset Management
US6	Resources	Property Services	11,000	11,000	March lighting inspections for Sheringham and Cromer and repairs to be financed - 6 x lantern heads ordered for replacement at £700 each. .	Russell Tanner	Asset Management
US7	Finance, Assets and Legal	Estates	30,000	30,000	Min expenditure of £9,000 to deal with the beach hut plot repairs at Overstrand, caused by the recent storms. Coastal Team have budget estimate for the repair, but may increase as it has not been possible to quantify exactly. Chalets at the donkey shelter repair works are required as they were not undertaken as part of the recent repair programme as PS overspent. Estimated cost of £20,000. £1,000 for replacement curtains and other equipment that has been damaged or lost.	Renata Garfoot	Asset Management

2021/22 Under spends and Grants - Requests to Roll Forward

Ref	Service Area	Service	Amount £	Amount Agreed by Management Team	Under spend and details of request	Request Made by (Service Mgr/Budget Holder)	Recommended Treatment / Reserve Allocation
US8	Sustainable Growth	Economic Growth	25,000	25,000	The slippage in our budget is as a direct result of my service focusing on our Covid response and the administration of a range of support grants and schemes. The amount specified will be used to fund a 'North Walsham Vision' Study in 22/23 which has been identified as a critical piece of complementing work to the North Walsham HAZ, but sits outside the parameters of its funding and we were not able to deliver this in the 21/22 financial year due to competing priorities.	Stuart Quick	Economic Development and Tourism
US8	Environment & Leisure	Commercial	50,000	50,000	Underspend in staffing budgets due to staff working on Covid related tasks - Test and Trace, support for self-isolation, and compliance and enforcement duties. Some staffing costs have been funded from various grants (COMF and LOCP) leaving an under spend in the staffing base budgets. The under spend is to be earmarked for backfilling staff or using agency staff/consultants to fulfil works not undertaken during the pandemic.	Emily Capps	Environmental Health

294,998 294,998

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2) Unspent grants - grants received in the year that remain unspent at 31 March 2022

Grant 1	Environment & Leisure	Commercial & Public Protection	13,219	13,219	Carry over of the grant funding to allow the service to undertake regulatory work following the impacts and displacement of statutory activities during the Covid pandemic.	Tracy Howard	Environmental Health
Grant 2	People Services	Benefits	41,500	41,500	The Benefits service would request the roll forward of underspends in its budget. This income has come from grants and burdens funding through the DWP for the administration of Housing Benefit and Council Tax Support.	Trudi Grant/Lindsay Circuit	Benefits
Grant 3	People Services	Housing	32,138	32,138	Carry forward of the Domestic abuse grant to enable funding of people services restructure approved by cabinet in October 2021.	Lisa Grice	Housing
Grant 4	People Services	Housing	28,000	28,000	Homelessness Prevention Top up Grant was awarded towards the end of the financial year with limited time to spend the full amount, the service has been successful in preventing a number of cases and would like to continue to use the rest of the fund to prevent further to support & prevent households facing eviction due to financial difficulties.	Lisa Grice	Housing

114,857 114,857

TOTAL

409,855 409,855

0

Budget Monitoring Report 2022/23 – Period 4

Summary: This report summarises the budget monitoring position for the revenue account, capital programme and reserves statement to the end of July 2022

Options considered: Not applicable

Conclusions: The overall position at the end of July 2022 shows a £4,149,811 underspend for the current financial year on the revenue account, this is however currently expected to deliver a full year underspend of £472,234 (but these may be impacted by in year cost pressures as shown in paragraph 2.4).

Recommendations: **It is recommended that Cabinet:**

- 1) **Note the contents of the report and the current budget monitoring position.**
- 2) **That £30,000 is released from the Asset Management reserve for health and safety works at Mundesley road car park, North Walsham.**
- 3) **That it is recommended to Full Council that £130,000 is released from the Major Repairs reserve to increase the existing capital budget for Fakenham Connect.**

Reasons for Recommendations: To update Members on the current budget monitoring position for the Council.

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)

System Budget monitoring reports

Cabinet Member(s) Cllr Eric Seward	Ward(s) affected All
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Contact Officer, telephone number and email: Alison Chubbock 07967 325037 Alison.chubbock@north-norfolk.gov.uk

1. Introduction

1.1 This report compares the actual expenditure and income position at the end of July 2022 to the Updated budget for 2022/23. The original Base Budget as agreed by Full Council in February 2022 has been updated to reflect approved budget virements.

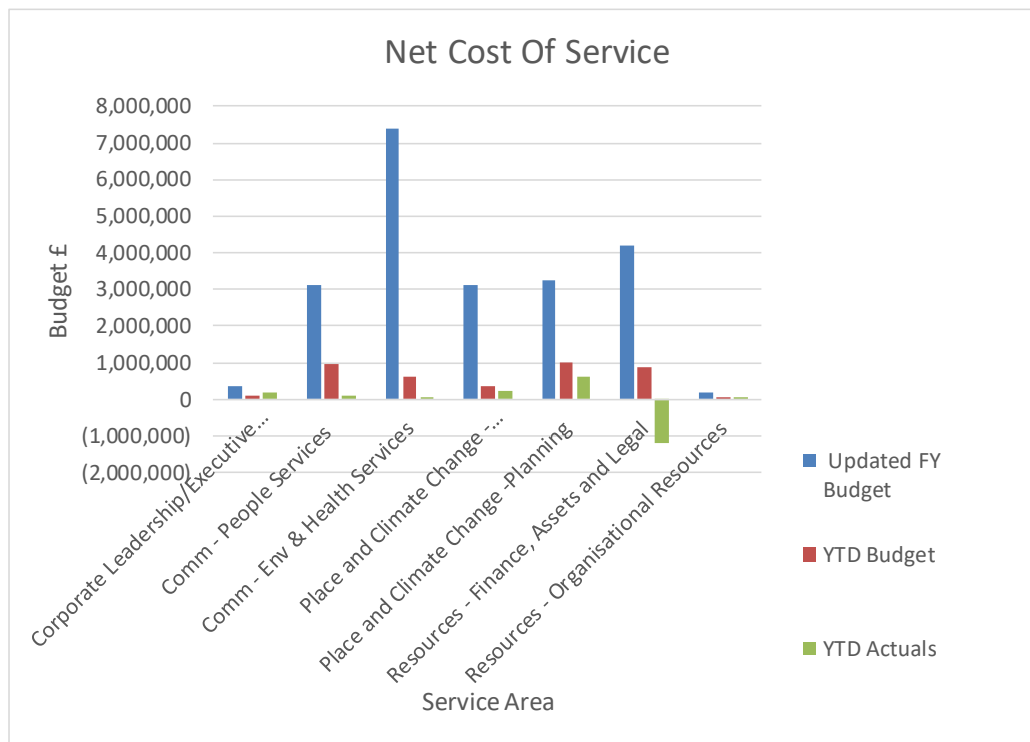
2. Revenue

2.1 The General Fund Summary at Appendix A shows the high level budget monitoring position as at 31 July 2022 and highlights a year to date variance of £4,149,811 underspend against the profiled updated budget. There is an under spend of £3,960,868 in relation to the service variances with the remainder relating to non-service specific budgets.

	Budget YTD £	Actuals YTD £	YTD Variance £	Estimated FYE £
Net Cost of Service	£3,963,449	£2,581	(£3,960,868)	£15,000
External interest – Received/Paid	(£330,372)	(£519,313)	(£188,941)	(£487,234)
Income from Government Grant and Taxpayers	(£8,824,782)	(£8,824,782)	0	0
Total FYE				(£472,234)

2.2 The Chart below illustrates these variances per service area and Appendix B provides further details of the individual service variances. Variances are reported against the updated budget in the Council's General Fund summary as shown in Appendix A. There has been movement within the service areas between the Base budget approved by Full Council and the current updated budget position, this reflects changes in service budget allocation including the transfer of the car park budget and management. From 1 June 2022 this budget transferred from Communities to Resources.

Variance by Service Area



- 2.3 A significant part of the variance relates to Serco contract payments. Accruals have been brought forward from 2021/22 relating to variable billing for which we have not yet received any invoices - this is due to reconciliation issues. In addition, we have only received invoices for 2022/23 in respect of the fixed price elements of the contract (bin collections, cleansing and grounds maintenance) – a payment was made but coded only to Waste – this needs to be allocated across various service areas.
- 2.4 The current financial position excludes the likely impacts of increasing Inflation. The 2022/23 base budget allowed for a 2% increase on employee budgets, however currently the national pay award is likely to be far higher than this value once agreed. Based on current negotiations the shortfall could be in the region of £474k. Other budgets across the Council are likely to be adversely affected by the current economic trends including utilities, contract expenditure and running costs inflation. These additional costs may be largely offset by the additional investment income anticipated, however as part of the outturn report the surplus is recommended to be transferred to the General reserve and this could be used to mitigate any negative impacts.
- 2.5 Table 1 below shows the over/underspend to date for the more significant variances, this is compared to the updated budget. The estimated full year variance is what the likely financial position will be at the end of the financial year.

Table 1 – Service Variances	Over/(Under) spend to date against updated budget +/- £20,000 As per General Fund Summary £	Estimated Full Year Variance Against Updated Budget £

Corporate		
Corporate Leadership and Executive support – Additional employee costs alongside planned recruitment for Director of Resources and interim Section 151 cover.	£52,013	£60,000
Human Resources and Payroll - The majority of this variance is in respect of recruitment costs, which will be allocated to the service areas.	£21,201	0
Communities – Environment & Leisure		
Parks and Open Spaces – (£62,835) Cleansing & Grounds maintenance contract payments not made - invoices awaited from contractor. (£83,386) Income relating to a Section 106 agreement, this will be ringfenced and drawn down at a later date.	(£142,977)	0
Other Sports - £19,313 Additional costs associated with the Mammoth Marathon. £13,989 additional staffing including redundancy costs.	£33,471	£30,000
Beach safety – Cleansing contract payments not yet made awaiting invoices from the contractor.	(£68,527)	0
Waste Collection and Disposal – (£984,483) Accruals brought forward for contractor invoices relating to 2021/22. £1,025,241 First quarter payments to Serco coded to Waste - to be allocated across various services. (£90,187) Additional commercial fee income.	(£51,576)	0
Cleansing – Accrual brought forward from 2021/22 not yet offset by expenditure.	(£393,323)	0
Communities – Peoples Services		
Benefits Administration – Staff turnover due to vacancies and secondments. (£46,063) Service grants received from Department for Works and Pensions to be offset by additional expenditure.	(£72,864)	0
Homelessness - Increased Bed and Breakfast accommodation charges to be offset by subsidy and client contributions. Additional grant funding to be allocated to staffing and service provision.	(£127,466)	0
Housing Options – (See Homelessness) – Additional grant income to be allocated to staffing budget.	£34,038	0
Community – This significant variance is mostly made up of grants and contributions	(£670,059)	0

drawn down which were not budgeted for. These include (£35k) Contribution from NHS for the Community Transformation Fund (Waiting Well); Grants of (£347k) Covid Recovery Fund, (£125k) Contain Outbreak Management Fund (COMF) and (£120k) Ukraine Funding - all to be used for staffing and partnership payments.		
Place and Climate Change – Planning		
Development Management – Staff turnover savings from vacant posts. (£47,915) Fee income and pre-application advice. (£165,691) Section 111 & Section 106 income ringfenced to be offset by appropriate expenditure.	(£247,638)	(£25,000)
Planning Policy – Staff turnover savings due to vacant posts.	(£28,311)	(£15,000)
Conservation, Design & Landscape – Staff turnover savings due to vacant posts. (£10,047) Grant income received.	(£41,629)	(£20,000)
Major Developments – Staff turnover due to vacant posts.	(£29,097)	(£15,000)
Building Control - Fee income over the profiled budget - as this is a self-financing service any surplus/deficit position on the fee earning element of the service will be met with a corresponding earmarked reserve movement at the year end.	(£54,797)	0
Place and Climate Change – Sustainable Growth		
Coastal Management – Staff turnover due to vacant posts, this will not result in a full year effect but will require less financing from earmarked reserves.	(£44,005)	0
Resources – Finance, Assets and Legal		
Revenue Services – (£1,759,283) Covid - 19 Grant accruals b/f from 2021/22 awaiting final reconciliation work and repayment to Department for Business, Energy & Industrial Strategy (BEIS).	(£1,762,560)	0
Corporate Finance – Staff Turnover savings due to vacant posts - this will be offset by temporary agency support. Contribution accrual not fully offset by expenditure.	(£88,758)	0
Investment properties – Service charge	£22,234	0

accruals not yet offset by income.		
Corporate and Democratic Core – Accrual in respect of 2021/22 audit fees not yet offset by expenditure. (£125k) Unbudgeted grant received from Central Government for consultancy, admin and support costs relating to the Levelling Up Bid process.	(£207,843)	0
Resources – Organisational Resources		
Car parking – (£123,462) Car Park and Cleansing contract invoices not yet received. Higher than anticipated R & M and Business rate costs of £53,672. (£60,811) Car park income is up against the profiled budget. This budget will continue to be monitored and an estimated Full Year Effect calculated for P6 monitoring.	(£130,601)	0
Property Services – Accrual relating to the Re-opening of the High Street project not yet offset by Income.	£82,865	0
Customer Services - Corporate – (£24,847) Staff turnover savings due to vacant posts. (£10,610) Service charge Income.	(£34,175)	
Net Position	(£3,950,384)	£15,000

3. Non-Service Variances to period 4 2022/23

Investment Interest

- 3.1 The interest budget for 2022/23 anticipates that a total of £1,149,481 will be earned from Treasury investments and loans made for service purposes. Overall, an average balance of £42.8m is assumed, at an average interest rate of 2.68%.
- 3.2 At the end of period 4, a total of £545,572 has been earned, resulting in a favourable variance against the year-to-date budget of £162,516. The average rate of interest achieved was 3.59% from an average balance available for investment of £45m. At the end of the year a favourable variance against the budget of £487,234 is anticipated. A total of £32.0m has been invested in pooled funds which are valued at £33.3m at the end of period 4. The increase in interest and decrease in capital value are both consequences of the increasing base rate following the economic events of Russia.
- 3.3 The Council has a balanced portfolio with a diverse range of funds investing in different instruments. The Council can expect the valuation of its pooled investments to continue to be volatile, but this is in line with expectations when the investments were placed. The risks inherent in the volatile nature of these investments are mitigated as the Council intends to hold them for the long term. Interest rates continue to outperform borrowing rates, therefore holding onto investments still provides the best rate of return for the Council.

Borrowing Interest

- 3.4 The budget for 2022/23 anticipates that £2,000 would be paid in interest for short-term borrowing for cash flow purposes.
- 3.5 At period 4, a total of £3,662 has been paid resulting in an adverse variance against the budget of £1,662. At the end of the year an adverse variance against the budget of £23,858 is anticipated. This is following increased borrowing interest rates from economic events. As highlighted in point 3.3. the increase in interest rates for the Council's long-term deposits (pooled funds) outweigh the increased cost of borrowing.
- 3.6 Interest for long-term borrowing has been budgeted for £143,532 for financing the Reef Leisure Centre and purchase of Waste Vehicles.
- 3.7 At period 4, there had been no commitments to long-term borrowing for capital purposes. At end of the year, if long-term borrowing is not undertaken a favourable variance of £143,532 against budget is forecast, although at the present time we are assuming that the borrowing will be taken. This may change dependent on future cash inflows and the timing of the repayment of excess grant funding from central government. The decision to undertake short-term or long-term borrowing will be made in line with our borrowing strategy.

Retained Business Rates

- 3.8 There is currently no variance showing against Non-Domestic Rates income for the financial year at this stage of the year. The final variance will not be known until the NNDR3 form is completed at the end of the financial year and the grant actually due to the authority has been determined. Any large value appeals or anything which may significantly affect the NNDR income will be reported in future reports if required.

4. Capital

- 4.1 Total Capital expenditure amounted to £631,777 (including budgeted capital salaries) across all projects in the first four months of 2022/23.
- 4.2 A capital budget of £30,000 is required to undertake urgent repairs to the surface of the Mundesley road car park in North Walsham. This is to address public health and safety issues and protect the Council from the risk of future insurance claims. It is recommended that £30,000 is released from the Asset Management reserve.
- 4.3 Included in the current capital programme is a budget for works at Fakenham Connect, this £100,000 is in relation to repair works to the grade listed boundary walls. Procurement for this work has now been undertaken and has identified a shortfall in resources of £130,000. The Council leases the Fakenham Connect Building and has legal obligations for its repair and maintenance. Due to the building specification, it is necessary that this work is undertaken in favourable weather conditions. It is recommended that £130,000 is released from the Major Repairs reserve to allow this work to proceed this autumn.

4.4 The Capital Programme has been updated to reflect changes as per the Outturn Report 2021/22 which is also on this agenda, and can be found at Appendix C. No further changes have been made.

5. Reserves

5.1 The Council's current Reserve Statement is included as part of the Outturn report at Appendix C, this gives the latest position of amounts allocated to services.

6. Corporate Plan Objectives

6.1 Corporate Plan objectives are supported by the Councils allocated budgets

7. Medium Term Financial Strategy

The report provides an update on the budget monitoring position to the end of July 2022 which forms part of the Medium Term financial Strategy

8. Financial and Resource Implications

The report is financial in nature and financial implications are included within the content of the report.

9. Legal Implications

None as a direct consequence of this report

10. Risks

10.1 The detail within section 2 of the report highlights the more significant variances including those that are estimated to result in a full year impact.

10.2 The estimated outturn will continue to be monitored during the year.

11. Sustainability

None as a direct consequence of this report

12. Climate / Carbon impact

None as a direct consequence of this report

13. Equality and Diversity

None as a direct consequence of this report

14. Section 17 Crime and Disorder considerations

None as a direct consequence of this report

15. Conclusion and Recommendations

15.1 The revenue budget is showing an estimated full year underspend for the current financial year of £472,234. The overall financial position continues to be closely monitored and it is anticipated that the overall budget for the current year will be achieved.

12.2 The Council will continue to try and address any forecast deficit which may arise during the year by looking to make further savings and reallocate resources within the current budget as the reserves are already under pressure and only represent a one-off source of funding which is not sustainable in the medium term. Should the Council not be able to make

these adjustments in year then reserves will be required to balance the budget although this requirement is not anticipated at the current time.

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Treasury Management Annual Report 2021/22

Summary:	This report sets out the Treasury Management activities actually undertaken during 2021/22 compared with the Treasury Management Strategy for the year.
Options considered:	This report must be prepared to ensure the Council complies with the CIPFA Treasury Management and Prudential Codes.
Conclusions:	Treasury activities for the year have been carried out in accordance with the CIPFA Code and the Council's Treasury Strategy.
Recommendations:	That Council be asked to resolve that the Treasury Management Annual Report for 2021/22 is approved.
Reasons for Recommendations:	Approval by Council demonstrates compliance with the CIPFA Codes.

Cabinet Member(s) Cllr Eric Seward	Ward(s) affected
Contact Officer, telephone number and email: Alison Chubbock, 07967 325037, alison.chubbock@north-norfolk.gov.uk	

1. Introduction

- 1.1 The Authority has adopted the Chartered Institute of Public Finance and Accountancy's *Treasury Management in the Public Services: Code of Practice* (the CIPFA Code) which requires the Authority to approve treasury management semi-annual and annual reports.

The Authority's treasury management strategy for 2021/22 was approved at a meeting on 24th February 2021. The Authority has borrowed and invested substantial sums of money and is therefore exposed to financial risks including the loss of invested funds and the revenue effect of changing interest rates. The successful identification, monitoring and control of risk remains central to the Authority's treasury management strategy.

Treasury risk management at the Authority is conducted within the framework of the Chartered Institute of Public Finance and Accountancy's Treasury Management in the Public Services: Code of Practice (the CIPFA Code) which requires the Authority to approve a treasury management strategy before the start of each financial year and, as a minimum, a semi-annual and

annual treasury outturn report.

The Prudential Code includes a requirement for local authorities to provide a Capital Strategy, a summary document approved by full Council covering capital expenditure and financing, treasury management and non-treasury investments. The Authority's Capital Strategy, complying with CIPFA's requirement, was approved by full Council on 24th February 2021.

Treasury risk management at the Authority is conducted within the framework of the TM Code. This Code now also includes extensive additional requirements for service and commercial investments, far beyond those in the 2017 version

2. Main body of report

External Context

Economic background: Following Russia's invasion of Ukraine in February, global inflationary pressures have intensified sharply, leading to a sizeable deterioration in the outlook for world and UK growth.

Bank Rate was 0.1% at the beginning of the reporting period. April and May saw the economy gathering momentum as the shackles of the pandemic restrictions were eased. Despite the improving outlook, market expectations were that the Bank of England would delay rate rises until 2022. Rising, persistent inflation changed that.

UK CPI was 0.7% in March 2021 but thereafter began to steadily increase. Initially driven by energy price effects and by inflation in sectors such as retail and hospitality which were re-opening after the pandemic lockdowns, inflation then was believed to be temporary. Thereafter price rises slowly became more widespread, as a combination of rising global costs and strong demand was exacerbated by supply shortages and transport dislocations. The surge in wholesale gas and electricity prices led to elevated inflation expectations. CPI for February 2022 registered 6.2% year on year, up from 5.5% in the previous month and the highest reading in the National Statistic series. Core inflation, which excludes the more volatile components, rose to 5.2% y/y from 4.4%.

The government's jobs furlough scheme insulated the labour market from the worst effects of the pandemic. The labour market began to tighten and demand for workers grew strongly as employers found it increasingly difficult to find workers to fill vacant jobs. Having peaked at 5.2% in December 2020, unemployment continued to fall and the most recent labour market data for the three months to January 2022 showed the unemployment rate at 3.9% while the employment rate rose to 75.6%. Headline 3-month average annual growth rate for wages were 4.8% for total pay and 3.8% for regular pay. In real terms, after adjusting for inflation, total pay growth was up 0.1% while regular pay fell by 1.0%.

With the fading of lockdown – and, briefly, the ‘pingdemic’ – restraints, activity in consumer-facing sectors improved substantially as did sectors such as oil and mining with the reopening of oil rigs but materials shortages and the reduction in the real spending power of households and businesses dampened some of the growth momentum. Gross domestic product (GDP) grew by an upwardly revised 1.3% in the fourth calendar quarter of 2021 according to the final estimate (initial estimate 1.0%) and took UK GDP to just 0.1% below where it was before the pandemic. The annual growth rate was revised down slightly to 7.4% (from 7.5%) following a revised 9.3% fall in 2020.

Having increased Bank Rate from 0.10% to 0.25% in December, the Bank of England hiked it further to 0.50% in February and 0.75% in March. At the meeting in February, the Monetary Policy Committee (MPC) voted unanimously to start reducing the stock of its asset purchase scheme by ceasing to reinvest the proceeds from maturing bonds as well as starting a programme of selling its corporate bonds.

In its March interest rate announcement, the MPC noted that the invasion of Ukraine had caused further large increases in energy and other commodity prices, with the expectation that the conflict will worsen supply chain disruptions around the world and push CPI inflation to around 8% later in 2022, even higher than forecast only a month before in the February Monetary Policy Report. The Committee also noted that although GDP in January was stronger than expected with business confidence holding up and the labour market remaining robust, consumer confidence had fallen due to the squeeze in real household incomes.

GDP growth in the euro zone increased by 0.3% in calendar Q4 2021 following a gain of 2.3% in the third quarter and 2.2% in the second. Headline inflation remains high, with CPI registering a record 7.5% year-on-year in March, the ninth successive month of rising inflation. Core CPI inflation was 3.0% y/y in March, was well above the European Central Bank’s target of ‘below, but close to 2%’, putting further pressure on its long-term stance of holding its main interest rate of 0%.

The US economy expanded at a downwardly revised annualised rate of 6.9% in Q4 2021, a sharp increase from a gain of 2.3% in the previous quarter. In its March 2022 interest rate announcement, the Federal Reserve raised the Fed Funds rate to between 0.25% and 0.50% and outlined further increases should be expected in the coming months. The Fed also repeated its plan to reduce its asset purchase programme which could start by May 2022.

Financial markets: The conflict in Ukraine added further volatility to the already uncertain inflation and interest rate outlook over the period. The Dow Jones started to decline in January but remained above its pre-pandemic level by the end of the period while the FTSE 250 and FTSE 100 also fell and ended the quarter below their pre-March 2020 levels.

Bond yields were similarly volatile as the tension between higher inflation and flight to quality from the war pushed and pulled yields, but with a general upward trend from higher interest rates dominating as yields generally climbed.

The 5-year UK benchmark gilt yield began the quarter at 0.82% before rising to 1.41%. Over the same period the 10-year gilt yield rose from 0.97% to 1.61% and the 20-year yield from 1.20% to 1.82%.

The Sterling Overnight Rate (SONIA) averaged 0.39% over the quarter.

Credit review: In the first half of FY 2021-22 credit default swap (CDS) spreads were flat over most of period and are broadly in line with their pre-pandemic levels. In September spreads rose by a few basis points due to concerns around Chinese property developer Evergrande defaulting but then fell back. Fitch and Moody's revised upward the outlook on a number of UK banks and building societies on the Authority's counterparty to 'stable', recognising their improved capital positions compared to 2020 and better economic growth prospects in the UK.

Fitch also revised the outlook for Nordea, Svenska Handelsbanken and Handelsbanken plc to stable. The agency considered the improved economic prospects in the Nordic region to have reduced the baseline downside risks it previously assigned to the lenders.

The successful vaccine rollout programme was credit positive for the financial services sector in general and the improved economic outlook meant some institutions were able to reduce provisions for bad loans. However, in 2022, the uncertainty engendered by Russia's invasion of Ukraine pushed CDS prices modestly higher over the first calendar quarter, but only to levels slightly above their 2021 averages, illustrating the general resilience of the banking sector.

Having completed its full review of its credit advice on unsecured deposits, in September Arlingclose extended the maximum duration limit for UK bank entities on its recommended lending list from 35 days to 100 days; a similar extension was advised in December for the non-UK banks on this list. As ever, the institutions and durations on the Authority's counterparty list recommended by Arlingclose remains under constant review.

Revised CIPFA Codes, Updated PWLB Lending Facility Guidance

In August 2021 HM Treasury significantly revised guidance for the PWLB lending facility with more detail and 12 examples of permitted and prohibited use of PWLB loans. Authorities that are purchasing or intending to purchase investment assets primarily for yield will not be able to access the PWLB except to refinance existing loans or externalise internal borrowing. Acceptable use of PWLB borrowing includes service delivery, housing, regeneration, preventative action, refinancing and treasury management.

CIPFA published its revised Prudential Code for Capital Finance and Treasury Management Code on 20th December 2021. The key changes in the two codes are around permitted reasons to borrow, knowledge and skills, and the management of non-treasury investments.

The principles of the Prudential Code took immediate effect although local authorities

could defer introducing the revised reporting requirements until the 2023/24 financial year if they wish.

To comply with the Prudential Code, authorities must not borrow to invest primarily for financial return. This Code also states that it is not prudent for local authorities to make investment or spending decision that will increase the CFR unless directly and primarily related to the functions of the authority. Existing commercial investments are not required to be sold; however, authorities with existing commercial investments who expect to need to borrow should review the options for exiting these investments.

Borrowing is permitted for cashflow management, interest rate risk management, to refinance current borrowing and to adjust levels of internal borrowing. Borrowing to refinance capital expenditure primarily related to the delivery of a local authority's function but where a financial return is also expected is allowed, provided that financial return is not the primary reason for the expenditure. The changes align the CIPFA Prudential Code with the PWLB lending rules.

Unlike the Prudential Code, there is no mention of the date of initial application in the Treasury Management Code. The TM Code now includes extensive additional requirements for service and commercial investments, far beyond those in the 2017 version.

The Authority will follow the same process as the Prudential Code, i.e. delaying changes in reporting requirements to the 2023/24 financial year.

Local Context

On 31st March 2021, the Authority had net investments of £34.81m arising from its revenue and capital income and expenditure. The underlying need to borrow for capital purposes is measured by the Capital Financing Requirement (CFR), while usable reserves and working capital are the underlying resources available for investment.

Lower official interest rates have lowered the cost of short-term, temporary loans and investment returns from cash assets that can be used in lieu of borrowing. The Authority pursued its strategy of keeping borrowing and investments below their underlying levels, sometimes known as internal borrowing, in order to reduce risk and keep interest costs low

The treasury management position at 31st March 2022 and the change during the year is shown in the table below.

Treasury Management Summary

	31.3.21 Balance £m	Movement £m	31.3.22 Balance £m	31.3.22 Rate %
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Long-term borrowing	0.000	0.000	0.000	0.00
Short-term borrowing	7.000	6.000	13.000	0.36
Total borrowing	7.000	6.000	13.000	
Long-term investments	32.000	0.000	32.000	2.92
Short-term investments	9.810	0.960	10.770	0.06
Total investments	41.810	0.960	42.770	
Net Investments	34.810	0.960	29.770	

There was an increased amount of borrowing at the end of the financial year to fund a £8.6m repayment to central government on the 8th March 2022 to repay part of the first tranche of COVID business grants.

Borrowing Update

The Authority has not planned any borrowing to invest primarily for commercial return and so is unaffected by the changes to the Prudential Code.

The Council mainly sources its borrowing through brokers to borrow only from other local government authorities/police services/fire services/pension funds. The Council takes measures to ensure no money is borrowed from authorities deemed to be at financial risk.

Borrowing strategy

At 31st March 2022 the Authority held £13m of short-term loans, an increase of £6m to the 31st March 2021, as part of its strategy for funding current years' capital programmes. Outstanding short-term loans on 31st March are summarised in the table below.

Borrowing Position

	31.3.21 Balance £m	Net Movement £m	31.3.22 Balance £m	31.3.22 Weighted Average Rate %	31.3.22 Weighted Average Maturity (years)
Local authorities (short-term)	7.00	4.00	11.00	0.36	<1
Fire & Rescue authorities (short-term)	0.00	2.00	2.00	0.36	<1
Total borrowing	7.00	6.00	13.00		

The Authority's chief objective when borrowing has been to strike an appropriately low risk balance between securing low interest costs and achieving cost certainty over the period for which funds are required, with flexibility to renegotiate loans should the Authority's long-term plans change being a secondary objective.

With short-term interest rates remaining much lower than long-term rates, the Authority considered it more cost effective in the near term to use internal resources or borrowed rolling temporary / short-term loans instead. The net movement in temporary / short-term loans is shown in the table above.

The Authority has an increasing CFR due to the capital programme and an estimated borrowing requirement as determined by the Liability Benchmark which also takes into account usable reserves and working capital. Having considered the appropriate duration and structure of the borrowing need based on realistic projections, it was decided to take short-term borrowing to fulfil any funding requirements. The Authority borrowed no medium/long term loans as long term loans.

PWLB funding margins have lurched quite substantially and there remains a strong argument for diversifying funding sources, particularly if rates can be achieved on alternatives which are below gilt yields + 0.80%. The Authority will evaluate and pursue these lower cost solutions and opportunities with its advisor Arlingclose.

Treasury Investment Activity

CIPFA published a revised Treasury Management in the Public Services Code of Practice and Cross-Sectoral Guidance Notes on 20th December 2021. These define treasury management investments as investments that arise from the organisation's cash flows or treasury risk management activity that ultimately represents balances that need to be invested until the cash is required for use in the course of business.

The Authority holds significant invested funds, representing income received in advance of expenditure plus balances and reserves held. During the year, the Authority's investment balances ranged between £35.623 and £71.748 million due to timing differences between income and expenditure. The investment position is shown in the table below.

On 6th April 2021 the Authority received central government funding to support small and medium businesses during the coronavirus pandemic through grant schemes. £26.166m was received, temporarily invested in short-dated, liquid instruments such as call accounts and Money Market Funds

Treasury Investment Position

	31.3.21 Balance £m	Net Movement £m	31.3.22 Balance £m	31.3.22 Income Return %
Money market Funds			10.770	

Other Pooled Funds.	9.810	0.960	3.000	0.06
- <i>Cash plus funds</i>	3.000	0.000	3.000	0.42
- <i>Short-dated bond funds</i>	3.000	0.000	5.000	0.48
- <i>Strategic bond funds</i>	5.000	0.000	8.000	1.96
- <i>Equity income funds</i>	8.000	0.000	5.000	3.46
- <i>Property funds</i>	5.000	0.000	8.000	5.08
- <i>Multi asset income funds</i>	8.000	0.000		3.48
Total investments	41.810	0.960	42.770	2.20

Both the CIPFA Code and government guidance require the Authority to invest its funds prudently, and to have regard to the security and liquidity of its treasury investments before seeking the optimum rate of return, or yield. The Authority's objective when investing money is to strike an appropriate balance between risk and return, minimising the risk of incurring losses from defaults and the risk of receiving unsuitably low investment income.

Ultra low short-dated cash rates, which were a feature since March 2020 when Bank Rate was cut to 0.1%, prevailed for much of the 12-month reporting period which resulted in the return on sterling low volatility net asset value (LVNAV) Money Market Funds being close to zero even after some managers have temporarily waived or lowered their fees. However, higher returns on cash instruments followed the increases in Bank Rate in December, February and March. At 31st March, the 1-day return on the Authority's MMFs ranged between 0.55% - 0.70%.

Similarly, deposit rates with the Debt Management Account Deposit Facility (DMADF) initially remained very low with rates ranging from 0% to 0.1%, but following the hikes to policy rates increased to between 0.55% and 0.85% depending on the deposit maturity. The average return on the Authority's DMADF deposits was 0.01%. This facility was only used for a few days during April 2021.

Given the risk and low returns from short-term unsecured bank investments, the Authority maintained its diversification in more secure and/or higher yielding asset classes as shown in the table above with £32m that is available for longer-term investment invested in pooled funds. Notably the CCLA LAMIT property fund which is solely responsible for the 5.08% return on the £5m invested in Property Funds. This fund has been seen a much desired fund to be an investor of during the 2021-22 year, with many bidders offering to buy shares of other authorities.

The progression of risk and return metrics are shown in the extracts from Arlingclose's quarterly investment benchmarking in the table below.

Investment Benchmarking – Treasury investments managed in-house

On 10/03/2022, Arlingclose reviewed the Council's financial strength rating and North Norfolk District Council was promoted to Gold status from Silver, this puts the Council is the top 5% of authorities under Arlingclose for cash and investment management.

Debt	0.4
Interest	1.3
Income	0.1
Reserves	0.8
Budget	1.2
Financial Strength	Gold

Updated: 10/03/2022

Externally Managed Pooled Funds: £32m of the Authority's investments is invested in externally managed strategic pooled equity, property and bank funds where short-term security and liquidity are lesser considerations, and the objectives instead are regular revenue income and long-term price stability. These funds generated an average total return of £934,179.02 (90% of total investment income)

In the nine months to December improved market sentiment was reflected in equity, property and multi-asset fund valuations and, in turn, in the capital values of the Authority's property, equity and multi-asset income funds in the Authority's portfolio. The prospect of higher inflation and rising bond yields did however result in muted bond fund performance. In the January- March quarter the two dominant themes were tighter UK and US monetary policy and higher interest rates, and the military invasion of Ukraine by Russia in February, the latter triggering significant volatility and uncertainty in financial markets.

In light of Russia's invasion, Arlingclose contacted the fund managers of our MMF, cash plus and strategic funds and confirmed no direct exposure to Russian or Belarusian assets had been identified. Indirect exposures were immaterial. It should be noted that any assets held by banks and financial institutions (e.g. from loans to companies with links to those countries) within MMFs and other pooled funds cannot be identified easily or with any certainty as that level of granular detail is unlikely to be available to the fund managers or Arlingclose in the short-term, if at all.

Because these funds have no defined maturity date, but are available for withdrawal after a notice period, their performance and continued suitability in meeting the Authority's medium- to long-term investment objectives are regularly reviewed. Strategic fund investments are made in the knowledge that capital values will move both up and down on months, quarters and even years; but with the confidence that over a three- to five-year period total returns will exceed cash interest rates.

Non-Treasury Investments

The definition of investments in CIPFA’s revised 2021 Treasury Management Code covers all the financial assets of the Authority as well as other non-financial assets which the Authority holds primarily for financial return. Investments that do not meet the definition of treasury management investments (i.e. management of surplus cash) are categorised as either for service purposes (made explicitly to further service objectives) and or for commercial purposes (made primarily for financial return).

The Authority also held £2.999m of such investments in:

- Directly owned property £0.390m
- loans to housing associations £2.609m

A full list of the Authority’s non-treasury investments is below:

- Grove Lane Depot, Holt, Norfolk – Valued at £0.390m
- Loan to Broadland Housing Association – Outstanding value of £2,423,080
- Loan to Homes for Wells – Outstanding value of £186,252

These investments generated £100,623.33 of investment income for the Authority after taking account of direct costs, representing a rate of return of 3.86%.

Treasury Performance

The Authority measures the financial performance of its treasury management activities both in terms of its impact on the revenue budget and its relationship to benchmark interest rates, as shown in the table below.

Performance

	Actual £m	Budget £m	Over/ under	Actual %	Over/ under
Short-term Borrowing from other LAs	0.0077	0.01000	Under	0.36	Under
Long-term Borrowing	0.0000	0.1446	Under	N/A	Under
Total borrowing	0.0077	0.1546	Under	0.36	Under
Money Market Fund	0.0060	0.0003	Over	0.06	Over
Pooled Funds	0.9342	0.9293	Over	2.92	Over
Total treasury investments	0.9402	0.9296	Over	2.29	Over

Compliance

The Chief Finance Officer reports that all treasury management activities undertaken during the year complied fully with the CIPFA Code of Practice and the Authority's approved Treasury Management Strategy. Compliance with specific investment limits is demonstrated in the table below.

Compliance with the authorised limit and operational boundary for external debt is demonstrated in the table below.

Debt Limits

	2021/22 Maximum £	31.3.22 Actual £	2021/22 Operational Boundary £	2021/22 Authorised Limit £	Complied? Yes/No
Borrowing	13.000m	13.000m	23.530m	28.400m	Yes
Total debt	13.000m	13.000m	23.530m	28.400m	Yes

Since the operational boundary is a management tool for in-year monitoring it is not significant if the operational boundary is breached on occasions due to variations in cash flow, and this is not counted as a compliance failure.

Investment Limits

	2021/22 Maximum	31.3.22 Actual	2021/22 Limit	Complied? Yes/No
Local authorities & other government entities	nil	nil	Unlimited	Yes
Secured investments	nil	nil	Unlimited	Yes
Banks (unsecured)	nil	nil	£5m	Yes
Building societies (unsecured)	nil	nil	£5m	Yes
Registered providers (unsecured)	nil	nil	£10m	Yes
Money market funds	£19.190	£10.770m	£20m	Yes
Strategic pooled funds	£32m	£32m	Unlimited	Yes
Real estate investment trusts	nil	nil	£10m	Yes
The UK Government	£26.3m	nil	Unlimited	Yes
Other investments	nil	nil	£5m	Yes
Any group of pooled funds under the same management	£7m	£7m	£15m	Yes
Negotiable instruments held in a broker's nominee account	nil	nil	£10m	Yes
Foreign countries	nil	nil	£6m	Yes

Treasury Management Indicators

The Authority measures and manages its exposures to treasury management risks using the following indicators.

Security: The Authority has adopted a voluntary measure of its exposure to credit risk by monitoring the value-weighted average credit score of its investment portfolio. This is calculated by applying a score to each investment (AAA=1, AA+=2, etc.) and taking the arithmetic average, weighted by the size of each investment. Unrated investments are assigned a score based on their perceived risk.

	31.3.22 Actual	2021/22 Target	Complied?
Portfolio average credit score	4.79	6.0	Yes

Liquidity: The Authority has adopted a voluntary measure of its exposure to liquidity risk by monitoring the amount of cash available to meet unexpected payments within a rolling three-month period, without additional borrowing.

	31.3.22 Actual	2021/22 Target	Complied?
Total sum borrowed in past 3 months without prior notice	£0m	£10m	Yes

Interest Rate Exposures: This indicator is set to control the Authority's exposure to interest rate risk. The upper limits on the one-year revenue impact of a 1% rise or fall in interests was:

Interest rate risk indicator	31.3.22 Actual	2021/22 Limit	Complied?
Upper limit on one-year revenue impact of a 1% <u>rise</u> in interest rates	£0.04m	£0.6m	Yes
Upper limit on one-year revenue impact of a 1% <u>fall</u> in interest rates	£0.04m	£0.6m	Yes

The impact of a change in interest rates is calculated on the assumption that maturing loans and investment will be replaced at current rates.

Maturity Structure of Borrowing: This indicator is set to control the Authority's exposure to refinancing risk. The upper and lower limits on the maturity structure of all borrowing were:

	31.3.22 Actual	Upper Limit	Lower Limit	Complied?
Under 12 months	100%	100%	0%	Yes
12 months and within 24 months	0%	100%	0%	Yes
24 months and within 5 years	0%	100%	0%	Yes
5 years and within 10 years	0%	100%	0%	Yes

10 years and above	0%	100%	0%	Yes
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Time periods start on the first day of each financial year. The maturity date of borrowing is the earliest date on which the lender can demand repayment.

Principal Sums Invested for Periods Longer than a year: The purpose of this indicator is to control the Authority's exposure to the risk of incurring losses by seeking early repayment of its investments. The limits on the long-term principal sum invested to final maturities beyond the period end were:

	2021/22	2022/23	2023/24
Actual principal invested beyond year end	£32m	£32m	£32m
Limit on principal invested beyond year end	£50m	£50m	£50m
Complied?	Yes	Yes	Yes

Other

IFRS 16: The implementation of the new IFRS 16 Leases accounting standard has been delayed for a further year until 2022/23.

Prudential Indicators: The Prudential Indicators for 2021/22 will be reported to a future committee cycle once the end of year capital accounts have been completed.

3. Corporate Plan Objectives

3.1 This report contributes towards the overall financial performance of the Council

4. Medium Term Financial Strategy

4.1 The Councils Treasury Management supports the Medium Term Financial Strategy through protecting Council funds and cashflows and minimising borrowing costs.

5. Financial and Resource Implications

5.1 The report is financial in nature and implications are included within the content of the report

6. Legal Implications

6.1 This report must be prepared to ensure the Council complies with the CIPFA Treasury Management and Prudential Codes

7. Risks

7.1 Risks are included within the report content.

8. Sustainability

8.1 None as a direct result of this report.

9. Climate / Carbon impact

9.1 None as a direct result of this report.

10. Equality and Diversity

10.1 None as a direct result of this report.

11. Section 17 Crime and Disorder considerations

11.1 None as a direct result of this report

12. Conclusion and Recommendations

12.1 Treasury activities for the year have been carried out in accordance with the CIPFA Code and the Council's Treasury Strategy

12.2 That Council be asked to resolve that the Treasury Management Annual Report for 2021/22 is approved

Debt Recovery 2021-22

Summary: This is an annual report detailing the council's collection performance and debt management arrangements for 2021/22
The report includes a:

- A summary of debts written off in each debt area showing the reasons for write-off and values.
- Collection performance for Council Tax and Non- Domestic Rates.
- Level of arrears outstanding
- Level of provision for bad and doubtful debts

Recommendation: To approve the annual report giving details of the Council's write-offs in accordance with the Council's Debt Write-Off Policy and performance in relation to revenues collection.

Cabinet member(s): Eric Seward
Wards affected: All
Contact Officer, telephone number, and e-mail: Sean Knight 01263 516347
Sean.Knight@north-norfolk.gov.uk

1. Introduction

1.1. The Corporate Debt Management annual report is one of the performance management measures to provide members with outturn figures for 2020/21 for the following:

- A summary of debts written off in each debt area showing the reasons for write off and values.
- Collection performance for Council Tax and Non - Domestic Rates (NNDR).
- Level of arrears outstanding
- Level of provision for bad and doubtful debts

2. Background

2.1. Writing off bad debts is a necessary function of any organisation collecting money. The Council is committed to ensuring that debt write offs are kept to a minimum by taking all reasonable steps to collect monies due. There will be situations where the debt recovery process fails to recover some or all of the debt and will need to be considered for write off. The Council views such cases very much as exceptions and this report identify those debts.

3. Performance

3.1. Below are a summary of the Council's three main income streams and the level of debt associated with each, for the last four financial years.

Table 1

Income Area	Year/Date	Total Arrears at 31 st March All Years (after write offs)* (£)	Current Years Arrears Included (after write – offs)** (£)	% of Current Arrears v Net Debit	Provision for Bad/Doubtful Debt for all years (£)
Council Tax	2018/19	2,297,629*	997,954**	1.40%	778,470
	2019/20	2,599,769	1,192,173	1.60%	863,985
	2020/21	3,451,400	1,610,836	2.10%	1,155,777
	2021/22	3,654,527	1,548,794	1.90%	1,272,071

Table 2

Income Area	Year/Date	Total Arrears at 31 st March All Years (after write offs)* (£)	Current Years Arrears Included (after write – offs)** (£)	% of Current Arrears v Net Debit	Provision for Bad/Doubtful Debt for all years (£)
NNDR	2018/19	323,870	192,064	0.71%	195,124
	2019/20	1,655,968	724,063	2.60%	958,258
	2020/21	410,374*	179,520**	1.40%	243,423
	2021/22	393,786	106,462	0.56%	254,611

3.2. *This is the cumulative arrears (excludes costs) for all years including 2021/22.

3.3. ** This is the arrears figure as at 31/3/2022. Collection of the 2021/22 debt is ongoing and £408k council tax and £199k NNDR has been collected since 17 August 2022 against the previous 2021/22 year's arrears.

3.4. The table below shows the level of sundry debt outstanding at the year-end. For 2021/22, this will exclude the residue of Housing Benefit Overpayments, which is shown separately.

Table 3

Income Area	Year	Total Arrears at 31 st March All Years (after write offs) (£)	Net Debit Raised End of Year (£)	% outstanding against debit at year end (£)	Provision for Bad/Debt for all years (£)
Sundry Income	2018/19	1,330,004	5,579,524	23.84%	762,096
	2019/20	610,999	22,839,235	2.68%	78,407
	2020/21	1,111,194	5,585,812	19.89%	210,170
	2021/22	643,957	7,085,105	9.09%	189,373

3.5. The above figures for 2018/19 previously included overpayments being recovered through weekly reclaim against ongoing Housing Benefit. The value of overpayments from 2019/20 onwards are not treated as a corporate debt as they have not been invoiced. The value of these debts are recorded against the subsidy claim.

3.6 The table below shows the breakdown of 2021/22 residual housing benefit overpayments in finance and the level of housing benefit overpayments in Benefits outstanding at the year-end.

Table 4

Income Area	Year	Total Arrears at 31st March All Years (after write offs) (£)	Net Debit Raised End of Year (£)	% outstanding against debit at year end (£)	Provision for Bad/Debt for all years (£)
Sundry Income Residual Housing Benefit Overpayments (in Finance)	2020/21	75,581	0.00	100	72,926
	2021/22	67,028	0.00	100	64,810
Housing Benefit Overpayments (put to invoice in the Benefits Service)	2020/21	769,139	147,641	88.06%	549,075
	2021/22	670,571	135,492	74.21%	711,593

3.7. During 2021/22, as part of the ongoing recovery from the pandemic, we continued to offer a payment break or a payment plan for those who were suffering financial hardship.

During the pandemic we saw a significant shift from the number of people claiming Housing Benefit moving across to claim their Housing Costs through Universal Credit instead. This has made recovery of Housing Benefit more difficult and time consuming as we are not allowed to recover directly from Universal Credit.

Table 5

Income Area	Year/Date	Net Collectable Debit (£)	Number of Accounts	Average Amount per Account (after adjustments) (£)	Total of all Years Arrears (£)
Council Tax	2018/19	71,201,165	54,938	1,296	2,297,629
	2019/20	74,697,433	55,169	1,354	2,599,769
	2020/21	77,133,527	55,463	1,391	3,451,400
	2021/22	81,511,373	55,825	1,460	3,654,527
NNDR	2018/19	27,210,079	7,334	3,710	323,870
	2019/20	27,870,878	7,652	3,642	1,655,968
	2020/21	12,809,134	7,879	1,626	410,374
	2021/22	19,105,144	8,158	2,342	393,786
Sundry Income	2018/19	5,579,524	6,093	1,870	1,329,966
	2019/20	5,585,812	5,364	1,041	1,111,194

	2020/20	5,585,812	5,364	1,041	1,111,194
	2021/22	7,085,105	5,637	1,257	657,258

3.8. The above figures for 2018/19 previously included Housing Benefit Overpayments being recovered through weekly reclaim against the ongoing Housing Benefit. The value of overpayments from 2019/20 onwards does not treat these as a corporate debt as they have not been invoiced. The value of these debts are recorded against the subsidy claim.

3.9. The Provision for Bad/Debt for Sundry Income for all years is £776,403 which includes (£64,810 + £711,593 see table 4) for housing benefit overpayments. £670,571 is the level of housing benefit overpayments in the Benefit Service and £53,727 is the residual housing benefit overpayments in the Finance.

3.10 The table below shows the breakdown of 2021/22 residual housing benefit overpayments in finance and the level of housing benefit overpayments in Benefits outstanding at the year-end.

Table 6

Income Area	Year/Date	Net Collectable Debit (£)	Number of Accounts	Average Amount per Account (after adjustments) (£)	Total of all Years Arrears (£)
Sundry Income (residual Housing Benefit overpayments in finance).	2020/21	58,486	12	4,874	58,486
	2021/22	53,727	12	4,477	53,727
Housing Benefit overpayments put to invoice in the Benefits Service.	2020/21	873,380	538	1,623	769,139
	2021/22	768,149	483	1,590	670,571

Table 7

Income Area	2017/18	2018/19	2019/20	2020/21	2021/22	Target 2021/21
Council Tax	98.74%	98.72%	98.51%	98.01%	98.1	98.2%
NNDR	99.40	99.15%	97.32%	98.41%	99.24	98.7%

3.11. There have been a number of changes over the past few years that have affected council tax charges. From April 2013, support for council tax was localised. The Government reduced the level of funding that it had previously provided to cover the cost of the support (council tax benefit). All those of working age who had previously been on 100% benefit had to

pay a minimum of 8.5%. In addition some people on benefits were also affected by other welfare reform changes – e.g. under occupation of properties in the social sector, the benefit cap and Universal Credit, putting additional pressure on incomes. In addition to the welfare, changes there were a number of technical changes to council tax. These included an increase in the charge for empty properties with additional premiums for those empty for more than two, five and ten years, a reduction in the second homes discounts and those properties undergoing structural repair and alteration. These changes affected the level of council tax to be collected and the ability of some residents to pay. The target for council tax collection continues to be challenging given the above.

3.12 There are no longer national indicators for the collection of Council Tax and Non-Domestic (Business) Rates. The performance indicator (PI) is retained as a local PI, and continues to be monitored monthly. An important part of debt management is to ensure that bills are sent out accurately and timely and that council tax and business ratepayers are aware of any appropriate discounts, exemptions, reliefs and benefit entitlement they may apply. Information is sent with the annual bills and is shown on our web site with service information being provided on these. The ongoing promotion of Direct Debit also forms an important part of debt management where 75% of council taxpayers are paying by direct debit and 29% of NNDR customers pay by direct debit.

3.13 The Government has made the Small Business Rate Relief (SBRR) scheme more generous from 1 April 2017. Small businesses with a Rateable Value below £12,001 are now entitled to receive 100% relief (increase funded by Government). Small businesses with a Rateable Value between £12,000 and £15,001 may now be entitled to receive a percentage reduction in their rates bill. There has been a number of new relief schemes to help small businesses with Non-Domestic Rates over the past few years.

3.14 The Government's NDR Retail Discount Scheme was implemented from 2019/20 to award retail businesses with a third off their net rates bill. This was increased to 50% from 2020/21 and then changed to the 100% NDR Expanded Discount Scheme. A Nursery Discount Scheme for 100% was also implemented alongside the Business Grant Schemes.

3.15 The temporary NDR Growth person that we employed to identify growth and increase revenue to NNDC was offered a permanent position in another service so this position no longer exists.

3.16 Since March 2020 because of the pandemic and the effect of this on customers' ability to pay, we took the unprecedented step to stop all council tax and Non-Domestic Rates recovery work. Customers were given the opportunity to defer or delay paying us whilst they sort out their personal and business finances. We started sending out soft reminders from August 2020 with court attendances starting again later in the same year. This has impacted on the collection performance.

3.17 Non-Domestic Rates had the introduction of the Covid Additional Relief Fund (CARF) for 2021/22.

3.18 The 100% NDR Retail Discount was reduced from 1 July 2022 to 66% and then from 1 April 2022 to 50%.

4. Write-Offs

4.1. The table below shows in summary the amounts of debts that have been written off over the last four years. Since 2019/20 Sundry Income is now illustrated separately to the residual Housing Benefit overpayments.

Table 8

Income Area	2018/19 (£)	2019/20 (£)	2020/21 (£)	2021/22 (£)
Council Tax	141,522	165,133	65,638	133,790
NNDR	135,839	45,671	94,863	3,957
Sundry Income (includes residual Housing Benefit write-offs)	11,380			
Housing Benefit	37,070			
Sundry Income only		9,248	9,962	12,595
Sundry Income (residual Housing Benefit overpayments in finance).		12,497	1,382	2,536
Housing Benefit overpayments put to invoice in the Benefits Service.		20,556	40,391	61,398

4.2. The table below details the category of debts that have been written off over the year 2021/22 (includes costs) for all years.

Table 9

Category	Council Tax(£)	NNDR(£)	Sundry Income(£)	Sundry Income (£) (residual Housing Benefit overpayments in finance)	Housing Benefit overpayments put to invoice in the Benefits Service (£)
Unable to collect Uneconomic/ bailiff unable to collect	-131	21	4,288	-33	644
Debtor deceased	8,787		132		28,537
Debtor absconded	34,775	298	596		2,928
Debtor in bankruptcy Or liquidation or other Insolvency proceedings	83,068	2,522	1,145		19,258
Debt cannot be proved (conflict of evidence)	2,311	1,116			0.00
Ill health & no means	1,200		210		0.00
Undue hardship	5				7,001
Debt remitted by the Court					0.00
Irrecoverable	1,966		3,674	2,694	0.00
Detained/Prison					3,030
Other	1,809		-23	-123	0.00
Totals	133,790	3,957	10,022	2,536	61,398

4.3 The level of Housing Benefit overpayment debt written-off increased in 2021/22 due to an exercise carried out against older outstanding cases which had exhausted all debt collection recovery options. We have started to make enquiries into the use of High Court Enforcement to help recover debt against cases where no engagement has been made by the customer and other recovery channels have been exhausted.

4.4 The level of Non-Domestic (Business) Rates debts written off has reduced since last year. The Council Tax and Non-Domestic (Business) Rates debts that have been written off are principally debts from insolvency and people absconding. Whilst every effort is made to trace debtors there is a number of debtors that cannot be traced and the debt has to be written off.

5. Implications and Risks

5.1. The information gained from this report will help improve monitoring and our ability to consider the risks in a more accurate way

6. Financial Implications and Risks

6.1. The Council is already required to make provision for bad and doubtful debts. The additional information gained from this report will help improve monitoring and our ability to consider the appropriateness of the provisions in a more accurate way.

7. Sustainability

7.1 This report does not raise any issues relating to Sustainability.

8. Equality & Diversity

8.1 The Debt Management & Recovery Policy takes account of the impact that getting into debt can have on people and their families, so it also encourages people to pay, and aims to provide reasonable facilities and assistance for them to do so.

8.2 Before writing off debt, the Council will satisfy itself that all reasonable steps have been taken into account to collect it and that no further recovery action is possible or practicable. It will take into account the age, size and types of debt, together with any other factors that it feels are relevant to the individual case. All write-offs are dealt with in the same fair and consistent way in line with equality and diversity issues.

8.3 While you can be sent to prison for up to 3 months if the court decides you don't have a good reason to not pay your Council Tax and you refuse to do so it is not our Council's policy to take such action where there is an inability to pay and there is a range of support which the Council offers in order to avoid this.

9. Section 17 Crime and Disorder considerations

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

CORPORATE DEBT MANAGEMENT AND RECOVERY POLICY

INTRODUCTION

Effective debt management is crucial to the success of any organisation. It is essential that this authority has clear policies and strategies to help prevent debt in the first instance and then manage the recovery of debt where prevention has failed. If the Council is to achieve its aim of first class resource management, then it must seek to recover all debts due and sustain collection rates. It also has a key role in the prevention of debt, and in providing advice and assistance to clients where there is genuine hardship.

This policy has therefore been designed to address these concerns. Its implementation aims to deliver measurable service improvement and adherence to recognised good practice. Members need to be confident that debt is being managed within the parameters set by this document.

The following policies have been prepared within this framework:

Debt Write -Off policy as shown in Appendix 2.

POLICY AIMS

The key aims of this policy are as follows:

- ◆ To identify debtors as early as possible, and consider fully the debtors circumstances and ability to pay, and so distinguish from the outset between the debtor who won't pay, and the debtor who genuinely can't pay.
- ◆ To work with the client to clear the debt as soon as possible. To ensure a professional, consistent and timely approach to recovery action across all of the Council's functions.
- ◆ To cost effectively pursue all debts owed to the Council, seeking to maintain and improve on the levels of income collected by the authority.
- ◆ To promote a co-ordinated approach towards sharing debtor information and managing multiple debts owed to the Council. To actively work alongside approved advice agencies to seek early identification of clients who are failing to meet multiple debt liabilities.
- ◆ To only write debt off once all avenues have been exhausted for the recovery of debt. This is in accordance with the Council's write-off policy.
- ◆ To treat individuals consistently and fairly regardless of age, sex, gender, disability, ethnicity, race or sexual orientation, and to ensure that individual's rights under General Data Protection Regulations (GDPR) and Human Rights legislation are protected.

SUPPORTING THE COUNCIL'S CORPORATE PRIORITIES

This Policy supports the Council's drive towards continuous improvement whilst recognising equality and diversity issues. It is reflective of the values and standards adopted by this Council within the Corporate Plan and contribute towards the following priorities:

First Class Resource Management – To manage the Council's resources efficiently and effectively and to make sensible choices in setting priority led service budgets which do not burden council tax payers with unnecessary or unjustifiable costs.

Better Access to Council Services – To improve customer service through all access channels, and to move towards a fully integrated front office with multi-agency enquiry-handling capacity.

The Policy also supports the wider aim of improving service provision through partnership working by seeking to maximise the benefits of external debt advisory agencies.

DEBTS COVERED BY THIS POLICY

The main section involved in debt recovery is Finance.

The debts involved are primarily:

- Council Tax
- National Non Domestic Rates
- Overpaid Housing Benefit
- Sundry Income

The policy will apply to all sections of the Council and focus on collecting the charge set rather than how the charge is arrived at. Ability to pay is a paramount concern when considering debt recovery. For Council Tax a discretionary scheme (Council Tax Support) is provided on application, which is designed to offset the effects of low income on ability to pay.

Charging policy, statutory or discretionary will never completely remove the problems of people and families on low incomes. The approach to recovery must therefore be sensitive to individual circumstances and take into account multiple debts owed to ensure that arrangements are manageable. The primary aim remains the recovery of debt and improved data sharing will support this aim.

THE LEGAL AND POLICY FRAMEWORK FOR RECOVERY

The Council has a legal duty to ensure cost-effective billing, collection and recovery of all sums due to the Council. This policy is in addition to existing legislation and will provide a framework for procedures to be developed and improved.

This debt recovery policy is concerned primarily with the recovery of debts prior to legal action being taken, but the principles should still be applied wherever appropriate even if litigation has commenced.

Local Taxation

Council Tax recovery procedures are laid down by statute in The Council Tax (Administration and Enforcement) Regulations 1992 and subsequent amendments.

National Non-Domestic Rates recovery procedures are laid down by statute in The Local Government Finance Act 1988 and subsequent regulations and amendments.

The Council appoints Enforcement Agents to recover local taxation arrears in accordance with an enforcement protocol. Changes to legislation came in from April 2014 under The Taking Control of Goods (Fees) Regulations 2014 nationally standardising fees and charges and an enforcement protocol for bailiffs. Since this date, bailiffs became known as Enforcement Agents. The changes to the legislation are to ensure that the rates and charges added by the Enforcement Agents are transparent and nationally set making it easier for debtors to understand the consequences of non-compliance and the powers available to Enforcement Agents. The Enforcement Agent Code of Practice & Enforcement Agent Instructions with the statutory fees recoverable is shown in Appendix 3.

Housing Benefits

Housing Benefit overpayments are reclaimed in accordance with Regulations 98-105 of The Housing Benefit (General) Regulations 1987 (as amended) And Sections 105 & 106 of the Welfare Reform Act 2012 and Social Security Overpayment and Recovery) Regulations 2013. The Benefit Overpayment Policy sets out the basis under which these debts are recovered and is shown in Appendix 4.

Miscellaneous Income

Sundry Debt arrears are collected within a well-established framework, but written guidelines are required. On certain debts, interest may be charged for late payment. The debtor will be made aware of any additional costs in advance so that they have the opportunity to avoid this wherever possible. Customers will also be made aware of legal fees and costs that will be incurred for non-payment.

THE POLICY

- Full names, contact address, email address and a phone number will be established wherever possible prior to service provision or invoicing/billing.
- All Council bills and invoices will be raised as soon as practicable on a daily basis and will include clear, relevant and full information as to:
 - What the bill is for;
 - When payment is due;
 - How to pay;
 - How to contact us if there is a query in relation to the bill or in relation to making payment.
- All letters and reminders will:
 - Be written in plain English;
 - Explain fully what has been agreed and the consequences of non-payment;
 - Include appropriate contact details.
- Debtors will be encouraged to make prompt contact if they disagree with a bill or have difficulty in making payment on time. Contact can be made by:
 - Website
 - Email
 - Telephone
 - Letter
 - In person at the Council Offices.

- Problems and bill discrepancies raised will be resolved as quickly as possible to prevent unnecessary delays in payment and incorrect debits.
- All debtors seeking help due to financial difficulties will:
 - Be given the opportunity to have their ability to pay assessed by the relevant collection unit;
 - Be invited to provide details of their means by listing their income and expenditure. (Evidence to confirm the accuracy of the means statement will be requested if necessary);
 - Be invited to use the money and debt advice services available from the Citizens Advice Bureau (CAB) and other similar organisations;
 - Be asked if they have other debts owing to the Council that they also wish to be considered;
 - Be given access to the Council's interpreter service if required.
- If legal proceedings have already commenced, consideration will be given to whether the debt can firstly be attached to earnings or benefits, the priority of the debts owed and the level of repayments currently being made.
- If a specific recovery action has already commenced e.g. attachment of earnings or the debt has been passed to an Enforcement Agency, the action taken will usually continue. However, any arrears not included in the action will be considered in line with existing arrangements and this policy.
- If it is found that the debtor has the ability to pay, but refuses to pay, then recovery action will continue promptly within the existing arrangements for the type of debt.
- If it is found that the debtor is suffering severe hardship or has difficulty managing their own affairs, the following will be considered:
 - Can we reduce the debt? Are they entitled to take up relevant benefits, discounts, exemptions, reliefs or any other reductions to minimise the potential for debt accrual?
 - Does the debtor owe money to other Council services? If so the debtor will be advised that, with their consent, all their Council debts may be taken into consideration when deciding on an arrangement. The advantage to the debtor in making a common arrangement is that they may save time and costs. However, it is for the debtor to decide if this is an option they want to pursue.
- If a debtor takes up the offer to deal with all Council debts collectively, the various services will communicate the debtor's details confidentially between themselves and will endeavour to take a holistic approach to collection without prejudice to their own service. An officer will be identified as a single point of contact for the debtor and will act as a liaison between services.
- Where there is no continuous liability a special long-term arrangement may be made according to the ability to pay and the existing recovery provisions such as an attachment of earnings.
- Where liability is continuous e.g. Council Tax, NNDR any arrangement made will normally require payments over and above the on-going monthly liability. Future instalments must be paid when due as a condition of the arrangement.

Longer term arrangements for older arrears will be strictly monitored and reviewed. If there is no improvement by the review date and if the amount payable cannot be reduced (by awarding Council Tax Support or other reliefs, discounts, exemptions etc.), the Council will reserve the right to continue with legal action, and in the case of Local Taxation, obtain a Liability Order from the Magistrates' Court. This is to protect the Council's interests and prevent the debt from becoming statute barred and irrecoverable. Nevertheless regular contact with the debtor will be made and part payments will be accepted to reduce the overall debt. Furthermore it is not in the debtor's best interest to have a long term arrangement when liability is continuous, since the level of debt will increase as time goes by and the debtor's situation deteriorate rather than improve.

- If a debtor is receiving Income Support or Job Seekers Allowance, this will usually limit the ability to pay to no more than the amount that can be paid directly to creditors by the Department of Work and Pensions (DWP). Where appropriate, a separate agreement will be made for additional debts and Liability Orders depending on the individual's circumstances.
- Debtors given time to pay will be advised to contact the Council immediately should they experience a change of circumstances affecting their ability to pay. This is to discuss the options available to prevent recovery action and additional costs.

If a debtor fails to co-operate by:

- Refusing to provide details of their means, and/or
- Not consenting to multiple debts being dealt with together, and/or
- Failing to pay a special arrangement on time without contact, then recovery action will be taken promptly in the normal way.

- If there are council tax arrears on properties of over £1,000, then we are able to apply for a charging order. This basically means we register our interest against a property and when it is sold, we receive the payment out of the proceeds of sale. Some customers ask us to use this method where they have no or low income and are in the process of selling their property. This method is also used where other recovery action has not been successful and the property is empty or a second home. This helps bring the property back into use. Where the property is occupied and there is very large debt because of repeated non-payment, then this method will be considered on a case by case basis with the portfolio member.

LIMITATIONS ON DEBT RECOVERY

All Enforcement Agents appointed will work to an agreed Enforcement Agent Code of Practice & Enforcement Agent Instructions as shown in Appendix 3.

PROCEDURES AND TRAINING

This policy will be made available to all staff dealing with income collection and recovery. This will be reinforced with training and management supervision of all staff involved in collecting debt.

MONITORING

Each section will be responsible for ensuring that this policy is adhered to and effective. Management information will be required for each debt stream on a monthly basis.

Revised
17 August 2022.

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DEBT WRITE OFF POLICY

1. This forms part of the Council's Corporate Debt Management and Recovery policy (Appendix 2).
2. The Council is committed to ensuring that debt write offs are kept to a minimum by taking all reasonable steps to collect monies due. There will be situations where the debt recovery process fails to recover some or all of the debt and will need to be considered for write off. The Council views such cases very much as exceptions and this document provides the framework within which procedures must be documented and followed.
3. The Debt Management and Recovery policy takes account of the impact that getting into debt can have on people and their families, so it also encourages people to pay, and aims to provide all reasonable facilities and assistance for them to do so. Before writing off debt, the Council will satisfy itself that all reasonable steps have been taken to collect it and that no further recovery action is possible or practicable. It will take into account the age, size and types of debt, together with any other factors that it feels are relevant to the individual case.
4. The Council will only consider write off in the following circumstances:

Category	Requirement	Action
De-minimus / Uneconomic to collect	Debts less than £25.00 would not be cost effective to pursue. Sundry Income Debts of £100 plus which have been returned from tracing agents and where legal costs will exceed the debt.	Submit for Write Off
Debtor deceased – No Estate	Insufficient funds in estate to discharge debt.	Submit for Write Off
Debtor absconded / Unable to Trace / Detained or Imprisonment *	All attempts to trace debtor have failed. Including tracing agent for debts over £25.00. Including long-term imprisonment (12 months) or more.	Submit for Write Off
Debtor in bankruptcy or liquidation or other insolvency proceedings including Debt Relief Orders**	A claim against the debtor has been lodged with the administrators. No dividend is to be paid or the balance after the dividend is submitted.	Submit for Write Off
Debt cannot be proved (conflict of evidence)	An explanation should be given as to why recovery cannot be made.	Submit for Write Off
Ill Health & no means	Written evidence of one of the following criteria: 1. Terminal illness and limited means 2. Where payment would cause further ill health 3. Old age and frailty and no financial	Submit for Write Off

Appendix 2

	assistance 4. Severely mentally impaired and no financial assistance 5. Long term hospitalisation or residential care and no means to pay	
Undue hardship and debt remaining following negotiated settlement.	Where the debtor can provide written evidence of genuine financial difficulty, showing evidence of inability to pay even small instalments, or that such payment will cause undue hardship.	Submit for Write Off
Debt remitted by the Court	Action in the Magistrates Court has resulted in the Magistrates remitting the debt, leaving the Council with no alternative but to write off the amount.	Submit for Write Off
Irrecoverable / Out of Jurisdiction***	The debtor has moved out of legal jurisdiction or the debt has been returned nulla bona and all other recovery avenues have failed.	Submit for Write Off

** If a debtor's whereabouts become known after the write-off has been approved, then the debt should be written back on.*

*** If a dividend is subsequently paid, then the debt should be written back on.*

**** If the debtor subsequently moves back into legal jurisdiction, then the debt should be written back on.*

5. Debts will normally only be considered for write off where the account is "closed" (i.e. no recurring debt). Only in exceptional circumstances will amounts on "live" (i.e. ongoing accruing debt) accounts be considered for write off. Such cases must demonstrate that further recovery action will not achieve collection of the debt.
6. The Director for Resources will be accountable to Cabinet Committee for the effective management of debt write offs and will ensure that appropriate performance management arrangements are introduced across all Council service and debt areas.
7. Decisions on the write off of individual debts will be taken in accordance with the Council's Scheme of Delegation. They must also comply with all relevant statutory requirements and those of the Director for Resources or designated representative(s).
8. Cabinet Committee will receive an annual report from the Director for Resources summarising performance on debt write offs during the previous year.
9. Each Service Head will be responsible for the initial recovery of debt within their service. Where the debt is collected through Sundry Income the Director for Resources will be responsible. Once recovery action is required, this must be passed to the recovery section who will then take ownership of the debt.
10. The Heads of Service will be responsible for the regular review of debts and will consider the need for write off of individual debts within their jurisdiction, monthly.

11. Negotiated settlements generally result in the need for a write off. Any negotiation of a settlement at court will be the responsibility of the Court Officer, as such, situations cannot be planned and we need to respond immediately. Any other negotiated settlement will require approval according to the Scheme of Delegation i.e. the write off amount is the sum being remitted through negotiation.
12. Prior to write off being proposed, the debt will be reviewed to ensure that no further recovery action is possible or practicable.
13. Following the appropriate investigation, those debts still considered irrecoverable will be proposed for write off. The following information needs to be provided for each debt to the officer who authorises the write offs:
 - Debtors name
 - Debtors address
 - Description of debt
 - Period of debt and / or date of invoice
 - Amount to be written off
 - Reason for write offSupporting documentation must be retained and available that shows:
 - Evidence to support write off
 - Recovery history
 - Details of tracing and enquiries carried outIn considering a debt for write-off, the following conditions will apply:
 - Each case will be considered on its merits
 - Each request will be supported by relevant documentation
 - Each case will receive authorisation from the appropriate authorised officer.
14. Appropriate records of all authorised write offs will be maintained and reviewed periodically against live caseload. This will enable any trends to be identified and will support the review of the Policy every 12 months.
15. Authorisation levels are reflected in the Scheme of Delegation within the following parameter.

Section Manager / Team Leader	up to £2,000
Head of Service / Revenues Manager	up to £10,000
Section 151 Officer or Deputy Section 151 Officer	up to £20,000
Director for Resources or Chief Executive in consultation with the Portfolio Member	over £20,000
16. The revenues manager will record all write-off decisions, and provide a summary to the Director for Resources. This will be available for further Scrutiny, for Audit purposes and for reporting to Cabinet.
17. The Director for Resources will submit an annual report to Cabinet identifying the following:
 - A summary of debts written off in each debt area showing reason for write-off, values and number of cases.
 - Collection performance for each service area
 - Level of arrears outstanding
 - Level of provision for bad and doubtful debts

Appendix 2

Reviewed 17 August 2022.

Enforcement Agent Code of Practice

Any Enforcement Agent engaged by this Council shall adhere strictly to the provisions contained in the appropriate legislation relevant to taking control of goods and any other instructions laid down by this Council as may be in force at the relevant time.

The Enforcement Agent will not raise or charge any costs or fees in excess of the costs and fees allowed under the regulations in force as shown in the table below:-

Schedule of Enforcement Fees (other than under a High Court Writ)

Fee Stage	Fixed Fee	Percentage fee (regulation 7): percentage of sum to be recovered exceeding £1500
Compliance Stage	£75.00	0%
Enforcement Stage	£235.00	7.5%
Sale or disposal stage	£110.00	7.5%

The above figures are not including VAT.

The Enforcement Agent shall not represent himself as an employee or representative of the Council, unless directly employed by the Council.

- The Enforcement Agent shall not follow any irregular practices with regard to taking control of goods or attempting to take control of goods, or in the execution of warrants and shall not cause nuisance or trespass in the execution of his duties.
- The Enforcement Agent may conduct his business out of normal office hours, (8:30 - 5:00) but shall at all times consider the reasonableness of the time and the debtor's personal and business movements.

- The Enforcement Agent shall not discriminate against or in favour of a debtor on the grounds of ethnic origin, sex, religion, status, race, colour, creed or disability.
 - No removal of goods is to be undertaken without prior authorisation, preferably in writing, by the Client, against the long term sick, the disabled (either mental or physical) those in hospital, those recently bereaved, those on Income Support, or those where in the opinion of the attending Enforcement Agent to do so would cause the Council unwarranted publicity.
 - All Enforcement Agents are required to be Certificated Enforcement Agents of the County Court and either corporate or individual members of CIVEA or working towards it and shall not have, nor permit any of his personnel to have, any criminal convictions or disqualification including those under the Rehabilitation of Offenders Act 1974 and shall sign a declaration to that effect.
 - Debtors are to be given a minimum 14 days notice before enforcement visits commence.
 - The Enforcement Agent shall indemnify the Council against any and all actions arising from any act or omission not occasioned by the Council and those where the Enforcement Agent was aware that there was an act or omission prior to the action taking place.
 - Cases where the taking control of and removal of “Tools of the Trade” over the statutory £1350 limit is being sought shall be referred on a case by case basis to the Revenues Team Leaders/Revenues Manager. No such removal shall take place without this referral having been made.
 - Whilst permitted in legislation, visits are not to be made on Sundays.
- **Enforcement Agent Instructions**



1. General

1.1 It is the Council's policy to be firm yet fair when dealing with our taxpayers.

1.2 Although the Council's preferred method of recovery is Attachment of Earnings or Benefits the Council's Policy is that the most appropriate method shall be used from information available to recover the sums due.

1.3 No method of recovery shall be used which is either not in the Council's best interests or which may bring the Council into disrepute. At all times an attempt should be made to minimise the detrimental effect on the family of the taxpayer whilst ensuring the debt is paid. Special care shall be taken when dealing with vulnerable groups i.e. the elderly, the long term sick, the disabled (either mental or physical) those in hospital, those recently bereaved, or those on Income Support/Job Seekers Allowance Income Based.

1.4 If there is a genuine inability to pay and the debt is small the Enforcement Agent should pass the information and circumstances to the office so that an informed decision as to the appropriate action can be made.

2. ENFORCEMENT AGENT WORKING PRACTICES.

2.1 The Contractor shall not sub-contract the provision of the service or any parts thereof to any person.

2.2 Work shall be issued to the Enforcement Agent electronically.

2.3 The Enforcement Agent shall conduct his/her affairs in accordance with statutory requirements and comply with the [North Norfolk District Councils Code of Conduct for Enforcement Agents](#), Enforcement Agent Guidelines, Enforcement Agents Code of Practice, and any nationally approved Code of Practice.

2.4 All visits shall be carried out in accordance with legislation.

2.5 The Enforcement Agent shall commence processing all cases issued to him within 3 days of instruction unless otherwise agreed by the Council.

2.7 The Enforcement Agent shall, on each visit to a debtors premises, present his identification without being requested to do so once it has been confirmed that he is speaking to the debtor.

2.8 The Enforcement Agent shall thoroughly and accurately complete the appropriate visiting documentation provided to him by his employer.

2.11 The Enforcement Agent shall seek completion of signed controlled goods agreements where required.

2.12 The Enforcement Agent shall have regard to the Council's [Special Arrangement Policy](#) when considering entering into Controlled goods agreements with the debtor.

2.13 Goods taken into control shall be detailed on the appropriate Enforcement Agency documentation. In the case of electrical goods, serial numbers shall be listed on the inventory.

2.14 In exceptional circumstances, i.e. where the Council or the Enforcement Agent is aware of a debtors imminent intention to move away or another Enforcement Agents' imminent involvement in one of our cases, the normal process will be by-passed and immediate action to take control of/remove goods to secure the Councils' position shall take place.

2.17 The Enforcement Agent shall provide sufficient and accurate evidence, including a nulla bona certificate, in cases where required.

2.18 The Enforcement Agent shall obtain authorisation from the Revenues Manager or Revenues Team Leader prior to the removal of goods taken control of.

2.19 The Enforcement Agent shall attend Court to act as witness if so required.

2.20 The Enforcement Agent shall immediately inform the Revenues Manager or Revenues Team Leader of any cases of physical or verbal abuse or where any action could lead to an official complaint or legal challenge being directed at the Council.

2.21 The Enforcement Agent shall be notified by the Council within five working days of the posting to an individual's account of payments received or amendments made which alter the balance of any Liability Order currently being processed by him/her.

COUNCIL'S SPECIAL ARRANGEMENT POLICY

- When making special payment arrangements the Enforcement Agent shall endeavour to ensure the arrangement ends within the same financial year, or

does not exceed a period of 12 months, having sought approval from a member of the Revenues Team.

- Debtors can be offered the option of weekly or fortnightly instalments instead of monthly.
- If the debtor requests that the instalment profile is extended over a year end or twelve month period written or verbal authorisation shall be sought from a member of the Revenues Team
- Remember when making these arrangements to notify the Debtor that the new year's instalments will need to be paid when due.
- All arrangements shall be made subject to the debtor signing a controlled goods agreement.
- Any failure by the debtor to maintain the special arrangement shall result in further recovery action being taken.

Revised 17 August 2022

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BENEFIT OVERPAYMENT POLICY

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- 10.0 CALCULATION OF OVERPAYMENTS
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BENEFIT OVERPAYMENTS POLICY

1.0 COUNCIL RESPONSIBILITIES

1.1 The Council recognizes that overpayments of benefit do occur. In order to reduce the loss to public funds the Council ensures that firm but fair action must be applied in the administration of overpayments. Positive action in the recovery of overpayments has a deterrent effect. However, in the overpayments process and that of recovering any overpayment of benefit the Council has the responsibility to:

- a) Act in accordance with Primary Legislation (being that of an Act of Parliament, Order or other Statutory Requirement);
- b) Comply with the requirements of Secondary Legislation (being that of the Housing Benefit Regulations, Claims and Payment Regulations, Decision Making and Appeals Regulations etc);
- c) Comply with any changes to the above stated Primary or Secondary Legislation;
- d) Identify the overpayment promptly;
- e) Stop the overpayment continuing;
- f) Classify the overpayment correctly;
- g) Determine if the overpayment is recoverable;
- h) If recoverable:
Determine from whom recovery should be sought, and

- Determine the most appropriate method of recovery;
- i) Notify claimants and other affected persons of any decision in accordance with the regulations;
 - j) Ensure implementation of effective financial control during the overpayments process.
 - k) Pursue debt by the most effective recovery method.

2.0 BEST PRACTICE

- 2.1 This policy reflects best practice in the procedure for dealing with and the recovery of overpaid housing benefit.
- 2.2 The policy should be flexible in its approach to recovery of overpayments. Each case will be considered on its own merits. The Council recognises that a policy, which, for example, requires recovery in all cases or where recovery is always made from specific categories of claimants, is unlawful.
- 2.3 This policy has regard for the rights of individuals and obligations of the Council under the provisions of the Human Rights Act 1998.

3.0 APPLICATION OF THE POLICY

- 3.1 The policy should be applied to all cases where an overpayment of benefit may occur and all identified recoverable overpayments; that is any amount of housing benefit which has been paid, but to which there is no entitlement whether on initial decision or on a subsequent revised or superseded decision. In most cases overpayments can arise in consequence of:
- a) Payments being made in advance;
 - b) Late disclosures of changes in circumstances;
 - c) Errors made by the claimant in completing the application form or subsequent review form;
 - d) Claimant fraud;
 - e) Official errors made by the Council or other Statutory Benefits Departments; Overpayments in the case of e) above are only recoverable if the claimant or person from whom recovery is sought could reasonably have been aware that the overpayment was occurring at the time when the overpayment occurred.

4.0 IDENTIFICATION OF OVERPAYMENTS

- 4.1 The Council will endeavour to act on any information received in relation to a claimant's change of circumstances within service target of having sufficient information to identify an actual or potential overpayment which has occurred or may be occurring.
- 4.2 Such action should, in the first instance, include suspending further ongoing payments of incorrect benefit.
- 4.3 The Council will endeavour to identify any changes of circumstances, resulting in an overpayment by:

- a) Identifying communications from the DWP notifying of Income Support or Income based Jobseekers Allowance having stopped.
- b) Identifying communications from fraud sections requiring action;
- c) Identifying incoming post that indicates a change of circumstances.
- d) Identifying internal post from area and other NNDC offices which indicates a change of circumstances

5.0 DECISIONS ON RECOVERABILITY

- 5.1 In all cases where an overpayment of benefit has arisen NNDC will have regard for legislative procedures in deciding whether an overpayment is recoverable?
- 5.2 In doing so the Council will consider whether an official error caused or contributed to the overpayment.
- 5.3 The Council will have regard for legislative requirements in deciding to recover any overpayment or part thereof, which was caused by official error, or to which an official error materially contributed.

6.0 CLASSIFICATION OF OVERPAYMENTS

- 6.1 All overpayments, whether recoverable or not, must be classified by an officer of the Council who is appropriately trained to sufficient standards that will allow for the correct application of the law in this decision making process.
- 6.2 Officers responsible for the classification of an overpayment must record the classification and reasons for it on file.

7.0 WHO SHOULD THE OVERPAYMENT BE RECOVERED FROM?

- 7.1 Before recover action is undertaken, in each case consideration should be awarded to the relevant facts of the individual case. This may mean that further specific information will need to be obtained from affected parties prior to a decision being made. Recovery should be made from the most appropriate person who may be:
 - a) The claimant, or
 - b) The person to whom the payment was made, or
 - c) The person who misrepresented the material fact or failed to disclose the Fact or
 - d) The partner of the claimant. However regulations provide that this can only be the case where the partner was living as a member of the claimant's family at the time of the overpayment and at the time of the decision being made in respect of recovery.
- 7.2 Recovery of fraudulent overpayments should, in the first instance, be sought to be made from the person who misrepresented or failed to disclose material facts giving rise to the overpayment.

8.0 METHOD OF RECOVERY

8.1 Appropriate means of recovery should be considered in all cases under **Regulation 102 of the Housing Benefit Regulations 2006**. Recovery action should be taken by one of the following methods:-

- a) **Ongoing housing benefit deductions;** - The Regulation prescribes the maximum weekly deduction that can be made to recover an overpayment from ongoing entitlement. There are prescribed rates of deduction depending on whether the overpayment has arisen as a result of fraud or not. These rates may be updated annually by the Department for Work and Pensions on the 1st April.
- b) **Deductions from other DWP benefits** – Where there is no ongoing entitlement to Housing Benefit recovery can be sought from an attachment of other DWP welfare benefits through the Payment Deduction Programme. This is the electronic method of requesting an attachment of benefit.
- c) **Deductions from housing benefit payments made by other local authorities;** – If a debtor has moved to another Council area and is in receipt of Housing Benefit there, a letter can be sent to the Authority requesting that they make deductions from the claimants ongoing benefit entitlement at the suitable rate. The Housing Benefit overpayment would be passed to a Sundry Debtor to create an account in order for payments to be credited to NNDC.
- d) **Invoices** – An invoice will be raised for overpayments which cannot be recovered from ongoing Housing Benefit. Invoices will be raised for overpayments of £25 or more. The first principle will be to seek payment in full. Where a claimant can show that this is unaffordable, then instalments will be negotiated, by officers in accordance with the Corporate Debt Policy and Department for Works and Pensions best practice guidance.
- e) **Direct Earnings Attachment** – The Welfare Reform Act 2012 allows NNDC to ask employers to make deductions from the employees pay. Where a debt is at invoice stage, the debtor will be sent a reminder. Where the debt remains outstanding, the debt can be recovered directly from the debtor's earnings.
- f) **Collection of Overpayments from Landlords** – Where the claimant is no longer entitled to Housing Benefit, the overpayment will be sought from the landlord where they have failed to report a material change which they would have reasonably expected to realise had occurred. The overpayment will be invoiced. Where the landlord fails to settle the account the overpayment will be recovered directly from future Housing Benefit payments for other current tenants. The current tenants are protected and the deduction counts as their rent payment. This is referred to as Blameless Tenant recovery.
- g) **Debt Collection Agencies** – where an invoice has been raised and the payment has not been received the debt can be passed to a debt collection agency to collect.
- h) **Court action** - where an invoice has been raised and a reminder issued and nonpayment of the debt continues the debt can be passed to legal services for action in the County Court via a County Court Judgement. A Claim Letter will be sent to the debtor first as a pre-warning that County Court action will take place. This gives the debtor a further opportunity to dispute the debt, or advise the authority that they are seeking financial assistance.
- i) **Recovery action (Post County Court Judgement)** – the HB overpayment is registered as a judgement of the court. Unpaid debts can be recovered by a number of enforcement methods – warrant of execution, attachment of earnings, third party debt order, charging order, bankruptcy or High Court Enforcement (see 8.2 below).

The Council will determine the most appropriate option for recovery of the debt.

Recovery action will commence after taking into consideration the claimants eligibility to underlying entitlement or a new claim pending. This will allow for the claimant to provide further information or make any reapplication for housing benefit, thereby reducing any overpayment, in addition to allowing time for the affected persons to register any appeal rights that they may wish to enact, and or to reach a mutually acceptable arrangement for the recovery of the overpayment.

- 8.2 From 12th April 2018, we now have access to a new recovery tool called the Housing Benefit Debt Service (HBDS). This is administered by the DWP and allows us to retrieve debtor's employment, self-employment, private pension information and address details directly from the HMRC.

Following the introduction of HBDS, we anticipate more debts being recovered via a Direct Earnings Attachment. Where these recovery options do fail and we are unable to engage with the debtor and once a County Court Judgement has been obtained, we are able to consider use of High Court Enforcement. This is where a Writ of Execution (a cost to NNDC of £66 if not successful) will be obtained from the High Court authorising a High Court Enforcement Officer to recover the amount owed by the debtor or take sufficient goods to be sold at auction to raise what is owed. The Enforcement Agent will not raise or charge any costs or fees in excess of the costs and fees allowed under the regulations in force as shown in the table below:-

Schedule of Enforcement Fees (other than under a High Court Writ)

Fee Stage	Fixed Fee	Percentage fee (regulation 7): percentage of sum to be recovered exceeding £10,000
Compliance Stage	£75.00	0%
First enforcement Stage	£190.00	7.5%
Second enforcement Stage	£495.00	0%
Sale or disposal stage	£525.00	7.5%

The above figures are not including VAT.

- 8.3 In respect of ongoing housing benefit deductions, the standard rates should be applied as per the amounts laid down by Regulations, unless having regard to the health and/or financial circumstances and/or housing risk or need of the person from whom recovery is sought a lesser sum is deemed appropriate. Regulations provide that in all cases a minimum of 50p per week housing benefit must remain in payment.

- 8.4 Where recovery is sought from a bankrupt, recovery should be sought via ongoing benefit entitlement or from other prescribed benefits before considering any court action.
- 8.5 Where the case involves the death of a claimant, the deceased's representative or executor should be approached to seek recovery from the estate. However, the overpayment should not be recovered from ongoing benefit deductions from the surviving spouse.
- 8.6 'Excess Council Tax Benefit/Support ' will be added back onto the Council Tax account and collected in accordance with the Council Tax recovery Regulations.

9.0 PERIOD OF OVERPAYMENT CALCULATION

- 9.1 The period over which the overpayment is calculated should be from the start date of the overpayment.

10.0 CALCULATION OF OVERPAYMENTS

- 10.1 Where an overpayment is identified the Council will invite claimants to provide sufficient information to establish any underlying benefit entitlement.
- 10.2 The Council will endeavour to carry out the calculation of the overpayment within 14 days of its receipt of any written notice of change and any further information that is reasonably required for the correct administration of the overpayments procedure as is required by regulations.

11.0 MAXIMUM AMOUNT

- 11.1 The full amount of the overpayment should be recovered, unless after having regard to the health and or financial circumstances and/or housing risk or need of the person from whom recovery is sought, a lesser amount would be more appropriate.

12.0 MAXIMUM PERIOD OF RECOVERY

- 12.1 In all cases the overpayment should be recovered as quickly as possible. However, the maximum period over which the debtor should be allowed to repay the overpayment is that of six years.
- 12.2 The maximum period of six years may be exceeded if the method of recovery is deductions from ongoing benefit entitlement of other DWP benefits, having regard to the maximum deductions allowed by the regulations.

13.0 DECISION NOTICES

- 13.1 All decision notices must be dated and issued to all the "affected persons" as prescribed by regulations within 14 days of the Council having reached that decision.

13.2 All decision notices must fully comply with the requirements of legislation, including the reasons for the decision, the right to request a statement of reasons and time limits for doing so, the affected person's right of revision/appeal and time limit for doing so.

13.3 Copies of the actual decision notice must be retained on file for a period of not less than 13 months in order that they may be retrieved and produced in the event of a future review/appeal/complaint or civil proceedings.

14.0 RECOVERY OF OVERPAYMENT DEBT

14.1 The Council will seek to recover all recoverable overpayments of benefit in its statutory duty to reduce any loss to public funds. In doing so the Council will have regard for:

- a) The period of time that the debt may take to be recovered;
- b) The effect of recovery on the affected person from whom recovery is sought;
- c) The ability to repay of the affected person from whom recovery is sought.

14.2 All methods of recovery may be considered at any time, having regard for the circumstances of any individual case.

14.3 The Council may reconsider the methods used to recover overpayments at the end of each financial year for effectiveness and efficiency.

15.0 Policy Performance

15.1 From April 2005 there are three performance measures that Councils have to report quarterly on to the Department of Works & Pensions in relation to overpayments:-

- The amount of HB overpayments recovered during the period as a percentage of the total amount of HB overpayments identified during the period.
- The amount of overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period.
- The amount of overpayments written off during the period as a percentage of the total amounts of HB overpayment debt outstanding at the start of the period plus amount of overpayments identified during the period

Revised

17 August 2022

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Appendix 1 - Trunch Community Governance Review

To consider a reduction in seats on the Parish Council from 11 to seven (7).

7 seat Councils (selection of 10)	
Parish	electorate
TRUNCH	812
Trimingham	375
Thursford	173
Binham	458
Aylmerton	386
Barsham	189
Morston	83
Sea Palling	408
Wiveton	101
Stody	145
Honing	270
Average	259

11 seat Councils		
Parish	electorate	vacancies
TRUNCH	812	5
Bacton	1223	1
Beeston Regis	829	1
Blakeney	576	0
Catfield	795	3
Hickling	814	1
Horning	944	2
Overstrand	842	5
Potter Heigham	888	1
Roughton	786	3
Sutton	964	4
Tattersett	781	5
Average	855	

9 Seat Councils	
Parish	electorate
Trunch	812
Corpusty	569
Happisburgh	619
High Kelling	448
Northrepps	851
Scottow	756
Sculthorpe	575
Southrepps	707
Tunstead	613
Walcott	566
Weybourne	441
Worstead	772
Average	629

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Community Governance Review – Trunch Parish Council – Reduction in seats

Summary:

Following a request from Trunch Parish Council, North Norfolk District Council has agreed to undertake a Community Governance Review within the parish to consider a reduction in the number of seats on the Parish Council from eleven to seven.

Recommendation:

That Trunch Parish Council be reduced to a membership of **nine (9)** which would better reflect the size of its electorate and is within the same range as other councils which also have nine seats (as shown in the attached appendix).

<i>Appendix 1:- Parish Council number comparisons</i>	
Cabinet Member(s) Tim Adams	Ward(s) affected Trunch
Contact Officer, telephone number and email: Rob Henry. X6327, robert.henry@north-norfolk.gov.uk	

1. Introduction

Following a request from Trunch Parish Council, North Norfolk District Council is agreeing to undertake a Community Governance Review within the parish to consider a reduction in the number of seats on the Parish Council from eleven to seven.

2. Background

Trunch Parish Council have advised that they have 'constantly struggled' to attract new membership and fill seats on their council. They feel a reduction in numbers from eleven to seven would 'help the situation enormously to maintain a quality council' and would help them remain quorate.

Since October 2019 there have been seven resignations on the Parish Council and in this time, three new Councillors have been co-opted.

Trunch currently (as at 1st September 2022) has an electorate of 812 and has five vacancies on its Parish Council as at Friday 9th September.

I have provided an appendix showing how Trunch compares in terms of electorate with other Councils with eleven seats and also how it would compare to a selection of councils with seven seats.

In summary of that, currently the average electorate of Parish Councils with 11 seats is 855 which is not dissimilar to Trunch whereas the selection of councils with seven seats have an average of 259 electors which is vastly different.

Other parish councils of a similar size and electorate have varying current membership with two others having the same number of vacancies as Trunch (5) and the others having lower number of vacancies or none at all.

3. Conclusion

The new requested number of seats proposed for Trunch Parish Council would sit within the suggested numbers which were originally published following research by the Aston Business School in 1992. These figures are still supported by the Local Government Boundary Commission for England (LGBCE) and suggest that for a parish council representing between 501 and 2500 has between six and 12 councilors.

Trunch Parish Council would therefore remain within that bracket although as already mentioned above, it would have a significantly higher electorate than other parish councils in North Norfolk with the same number of seats.

The LGBCE guidance also suggests that 'the conduct of Parish Council business does not usually require a large body of councilors' and that historically, many parish councils do find it difficult to attract sufficient candidates to stand for election.

4. Recommendations

With the advice that the Parish Council has struggled to attract new membership and is currently operating at a number where only 2 further resignations would seeing them at their lowest permitted number we agree that some changes do need to be made.

The Clerk and Chairman have assured that they have undertaken several means of trying to engage with the community to attract new membership but no new interest has been forthcoming.

We also do acknowledge that this will allow the parish council to maintain service delivery while not being under such pressure to attract new membership in order to remain quorate.

That being said, by reducing the seats on the Council to seven, the parish would have a significantly higher electorate to Councilor ratio and would be an anomaly when measured against other parish councils in the district.

It is therefore **recommended** that Trunch Parish Council be reduced to a membership of **nine (9)** which would better reflect the size of its electorate and is within the same range as other councils which also have nine seats as is also shown in the attached appendix.

5. Implications and Risks

Implications are that Trunch Parish Council will require less Councillors to serve its community and there will be a higher elector per councilor ration than some other parishes.

6. Financial Implications and Risks

There are no financial implications or risks relating to this report

7. Sustainability

There are no sustainability implications relating to this report.

8. Equality and Diversity

There are no considerations in relation to this.

9. Section 17 Crime and Disorder considerations

There are no considerations required in relation to this.

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Cost of Living Motion

This Council notes that families and individuals in our district face a cost-of-living crisis.

Households across the UK are facing the highest pressure on household budgets in 70 years, and the typical family will be £2,800 a year worse off through a combination of tax rises and soaring energy prices according to the Resolution Foundation. In contrast, the richest 1% of earners in the UK have seen unprecedented tax cuts based on the myth that making the rich richer benefits everyone. Next year tax cuts will see someone earning £200,000 gain £5,220 a year, rising to £55,220 for a £1 million earner. Those on £20,000 will gain just £157.

People are facing rising inflation, especially food prices, and interest rate increases that affect their mortgage payments due to the weakness of the pound which could reach a two hundred year low on investor concerns about the British economy following Brexit.

People living in rural areas, like ours, are disproportionately affected by fuel price increases because of the lack of public transport and longer distances to reach work, education, and health services.

In March 2021, a typical North Norfolk household paid on average £892 per year for energy. Ofgem increased the energy price cap by 54 per cent in April this year and the Prime Minister recently announced that a typical household will pay no more than £2,500 per year for each of the next two years. This sees an increase for North Norfolk households of £1,608 on their energy bills since 2021.

However, there is no price cap on solid fuel bottled gas or heating oil which many of our residents rely on to heat their homes. The £100 grant recently announced by the Prime Minister, will not offset the fact that off-grid energy remains uncapped.

North Norfolk has the oldest population in the country which means a larger number of people who are on fixed income pensions, are being specifically affected.

The Government broke their manifesto promise and suspended the pensions 'triple lock' for 2022/3, meaning that North Norfolk's 27,472 pensioners will see a rise of 3.1 per cent this year (instead of 8.3 per cent under the triple lock formula).

Council thanks our officers for the additional work already being done to support residents amid this crisis, including:

- Processing the £150 Council Tax rebates promptly and well before the government's deadline
- A successful bid for the Warm Homes Grant as part of the Norfolk Warm Homes Consortium
- Appointing an Energy Officer to improve the energy efficiency of homes on the district
- Establishing processes to enable access to the Household Support Fund

- Expanding the support, supplies and signposting available from our Social Prescribing Team through the height of COVID and beyond
- Extremely successful homelessness prevention work which includes the temporary accommodation project
- Managing partnership grants with non-for-profit organisations to provide financial and other advice across the district
- Signposting of benefits and other support.

But there is much more to do both nationally and locally. Therefore, Council resolves to hold a Cost-of-Living Summit:

- To listen to residents and businesses
- To invite organisations from the private sector and voluntary sector in a joint pledge to support North Norfolk through this cost-of-living crisis
- To develop a robust plan with a wide range of partners, to help the most vulnerable people in our community in both the short and long term.
- Within three weeks of this meeting, to be led by the Cabinet.
- Submitting recommendations from the summit to go to the next Cabinet meeting following the summit.

Council resolves to ask the Leader and Chief Executive to explore:

- Expanding our Council Tax Reduction Scheme to reduce the tax burden for lower income households & over sixty-five
- Ways to protect funding for partnership grants delivering advice services to residents in next year's budget and future years as far as possible
- Ways to continue and widen the remit of the social prescribing team to support residents
- Collaborating with partners to improve access to affordable food across our district
- Ways to improve energy efficiency in local homes beyond the current officer post
- Working with local communities to create warm spaces for people to go to

Council asks the leader to write to relevant government ministers and our local MPs to ask for urgent action to relieve the cost-of-living crisis through such measures as:

- Provide proper and immediate financial support for consumers of heating oil, Bottled gas, solid fuels, those reliant on generators for electricity and those on prepayment meters.
- Increase Rural Fuel Duty Rate Relief and expand the number of rural areas covered
- Consider reducing VAT to 17.5% putting money back into the pockets of average families, boosting the economy and helping to support local retailers
- Deliver a real and immediate increase in investment in UK renewables and an energy plan for the UK which immediately reduces costs for the end user and leads to the decarbonisation of the UK energy network in the long term.
- Immediately re-introduce the pensions triple lock to support North Norfolk's pensioners.

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Sewage Discharge Data in the North Norfolk Area

Anglian Water attended Overview and Scrutiny at NNDC earlier this year following a Liberal Democrat motion expressing concern about combined sewage outflow into our waterways and bathing sites. The purpose was for Anglian Water to explain their current situation in regard to combined sewage outflows and their plans to progress towards the prevention of sewage being discharged into our waterways and seas.

Following the national concern about this and the Government's failure to incorporate target setting to force water companies to prevent these potentially health and environmental damaging discharges of sewage into our waters Anglian Water confirmed they saw this as a priority area for them.

NNDC members were positive that change would be moving forward when Anglian Water confirmed they were bringing forward their plan for the incorporation of Water monitoring equipment at these potential sewage dispersal black spots to 2023 from 2025

Anglian Water also agreed to make improvements to the access to their information about the current state of our bathing sites for the public

Some of the information which is available for the public is shown below in Appendix 1. Thankfully across North Norfolk along with our Blue Flag status for 5 of our main beaches they show excellent water quality in all but one bathing site.

However, from the EDP in August and NNDC Cllrs recent visit to Stalham Water Treatment plant the information available is potentially not a true reflection of both the quantity and frequency of sewage dispersals into our waterways. The waters have been muddied by claims sewage stats could not be trusted because monitoring equipment attached to outfalls was either faulty or had not been installed. It is therefore difficult with this level of doubt in the accuracy of data for NNDC to scrutinise the current situation in North Norfolk.

This Council therefore asks that Anglian Water be requested to confirm the following for the North Norfolk area and the information be reported to Overview and Scrutiny for consideration.

How many current storm outflows in the North Norfolk area are not being monitored?

How many storm outflows which discharge onto bathing beaches have monitors which are all fitted and working?

How many storm outflows which discharge onto shellfish beds with regular harvesting have monitors which are all fitted and working?

How many official bathing sites with storm outflows present do not have monitors fitted and working in place?

An outline of the plan to bring forward the implementation of monitoring of sewage discharge points, indicating the scale of the project and the timescales involved and the expected improvements to water quality

Appendix 1

Information from the Government SwimFo site in regard to our local bathing water quality. For more information click on the link below

<https://environment.data.gov.uk/bwg/profiles/data-prf.html?bw=ukh1305-10100>

Name	Location	Pollution risk	Abnormal situation	Classification 2017	Classification 2018	Classification 2019	Classification 2021	In-season	In-season	In-season	In-season
Heacham	King's Lynn and West Norfolk	unavailable	🚫	★☆☆ sufficient	★☆☆ sufficient	★☆☆ sufficient	☹️☆☆ poor	IE: 220 EC: 320 13 Aug 2022	IE: 140 EC: 160 18 Aug 2022	IE: 18 EC: 45 27 Aug 2022	IE: 250 EC: 82 01 Sep 2022
Hunstanton Main Beach	King's Lynn and West Norfolk	unavailable	🚫	★☆☆ sufficient	★☆☆ sufficient	★☆☆ sufficient	★☆☆ sufficient	IE: 200 EC: 82 13 Aug 2022	IE: 82 EC: 64 18 Aug 2022	IE: 100 EC: 82 27 Aug 2022	IE: 10 EC: 10 01 Sep 2022
Hunstanton (Old Hunstanton)	King's Lynn and West Norfolk	unavailable	🚫	★★★☆☆ good	★★★☆☆ good	★★★☆☆ good	★★★☆☆ good	IE: 380 EC: 200 13 Aug 2022	IE: 91 EC: 10 18 Aug 2022	IE: 10 EC: 64 27 Aug 2022	IE: 18 EC: 45 01 Sep 2022
Wells	North Norfolk	unavailable	🚫	★★★☆☆ good	★★☆☆☆ sufficient	★★☆☆☆ sufficient	★★☆☆☆ sufficient	IE: 10 EC: 10 09 Aug 2022	IE: 73 EC: 10 18 Aug 2022	IE: 10 EC: 10 24 Aug 2022	IE: 10 EC: 10 02 Sep 2022
Sheringham	North Norfolk	unavailable	🚫	★★★★ excellent	★★★★ excellent	★★★★ excellent	★★★★ excellent	IE: 10 EC: 10 09 Aug 2022	IE: 10 EC: 10 20 Aug 2022	IE: 10 EC: 10 26 Aug 2022	IE: 10 EC: 18 03 Sep 2022
West Runton	North Norfolk	unavailable	🚫	★★★★ excellent	★★★★ excellent	★★★★ excellent	★★★★ excellent	IE: 10 EC: 10	IE: 130 EC: 64	IE: 10 EC: 45	IE: 10 EC: 10
East Runton	North Norfolk	unavailable	🚫	★★★★ excellent	★★★★ excellent	★★★★ excellent	★★★★ excellent	IE: 18 EC: 280 21 Jul 2022	IE: 27 EC: 10 01 Aug 2022	IE: 10 EC: 10 20 Aug 2022	IE: 18 EC: 27 03 Sep 2022
Cromer	North Norfolk	unavailable	🚫	★★★★ excellent	★★★★ excellent	★★★★ excellent	★★★★ excellent	IE: 10 EC: 10 09 Aug 2022	IE: 10 EC: 10 20 Aug 2022	IE: 18 EC: 150 26 Aug 2022	IE: 10 EC: 27 03 Sep 2022
Mundesley	North Norfolk	unavailable	🚫	★★★★ excellent	★★★★ excellent	★★★★ excellent	★★★★ excellent	IE: 10 EC: 10 21 Jul 2022	IE: 10 EC: 36 01 Aug 2022	IE: 1400 EC: 2200 17 Aug 2022	IE: 10 EC: 18 03 Sep 2022
Sea Palling	North Norfolk	unavailable	🚫	★★★★ excellent	★★★★ excellent	★★★★ excellent	★★★★ excellent	IE: 73 EC: 10 21 Jul 2022	IE: 10 EC: 10 01 Aug 2022	IE: 140 EC: 130 17 Aug 2022	IE: 10 EC: 10 03 Sep 2022



Interactive Swimfo Map showing water quality live and recommendations for suitability for swimming in designated bathing waters.

Pollution risk forecasts: Sheringham

Forecasts indicate increased risk of pollution due to weather and other predictable factors, are only valid up to midnight of the day they are issued.

Displaying results from the current or most-recent bathing water season only. You can [see all historical results](#), but note that this may **take some time** and use considerable data bandwidth.

Table key

pollution risk forecasts are not available at this site. | no increased risk of pollution. | increased risk of pollution, click or tap for details

show entries

Search:

Date	Sheringham
08 Sep 22 08:40	No pollution incidents reported
07 Sep 22 08:40	No pollution incidents reported
06 Sep 22 08:41	No pollution incidents reported
05 Sep 22 08:40	No pollution incidents reported
04 Sep 22 08:40	No pollution incidents reported
02 Sep 22 08:40	No pollution incidents reported
01 Sep 22 08:41	No pollution incidents reported

<https://environment.data.gov.uk/bwq/profiles/data-prf.html?bw=ukh1305-10100>