

Cabinet



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Friday, 22 September 2023

A meeting of the **Cabinet** of North Norfolk District Council will be held in the Council Chamber - Council Offices on **Monday, 2 October 2023 at 10.00 am.**

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 so that the Chairman can re-order the agenda if necessary.

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 is livestreamed: <https://www.youtube.com/channel/UCsShJeAVZMS0kSWcz-WyEzq>

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: Cllr W Fredericks, Cllr L Shires, Cllr T Adams, Cllr A Brown, Cllr H Blathwayt, Cllr P Heinrich, Cllr C Ringer, Cllr A Varley and Cllr L Withington

All other Members of the Council for information.
Members of the Management Team, appropriate Officers, Press and Public



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

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A G E N D A

1. TO RECEIVE APOLOGIES FOR ABSENCE

2. MINUTES

1 - 12

To approve, as a correct record, the minutes of the meeting of the Cabinet held on 04 September 2023.

Please note that there is an exempt minute for Agenda item 15 – Rocket House, Cromer, which is not included in the public agenda pack.

3. PUBLIC QUESTIONS AND STATEMENTS

To receive questions and statements from the public, if any.

4. DECLARATIONS OF INTEREST

13 - 18

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)

5. 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

6. MEMBERS' QUESTIONS

To receive oral questions from Members, if any

7. RECOMMENDATIONS FROM OVERVIEW & SCRUTINY COMMITTEE

To consider any recommendations referred to the Cabinet by the Overview & Scrutiny Committee for consideration by the Cabinet in accordance within the Overview and Scrutiny Procedure Rules.

8. RECOMMENDATIONS FROM CABINET WORKING PARTIES

The following recommendations were made at the meeting of Planning Policy & Built Heritage Working Party meeting held on 11th September:

To recommend to Cabinet that:

1. The responses received to the first round of public consultation on the Glaven Valley Conservation Area Appraisal are noted, and the subsequent revisions made to the text and boundary are endorsed;
2. Another round of public consultation is undertaken on the revised appraisal document as laid out in the report, the results of which will be brought back to Working Party in due course.

Executive Summary	The Managing Performance Report attached, as Appendix A, enables the Council to assess delivery against objectives detailed in the Corporate Plan Delivery Plan 2019-2023 and operational service performance for the first quarter of the 2023/24 civic year – i.e. 1 st April – 30 th June 2023.
Options considered	Options considering action regarding performance are presented separately, issue by issue, to the appropriate Council Committee where committee approval is required.
Consultation(s)	The Section 151 officer and the Monitoring Officer reviewed this report prior to it being presented to Overview and Scrutiny Committee on 13 September 2023.
Recommendations	That Cabinet resolves to note this report, address any recommendations from Overview and Scrutiny committee and endorse the actions being taken by Corporate Leadership Team detailed in Appendix A – Managing Performance.
Reasons for recommendations	To ensure the objectives of the Council are achieved and service performance monitored, reviewed and as necessary improved.
Background papers	The 2019 – 2023 Corporate Plan and In-Phase performance management system

Wards affected	All
Cabinet member(s)	Cllr Tim Adams
Contact Officer	Steve Blatch, Chief Executive Email:- steve.blatch@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	The large part of this report is concerned with ensuring the objectives within the Corporate Plan 2019-23 are achieved.
Medium Term Financial Strategy (MTFS)	Achieving the objectives in the Corporate Plan 2019-23 and delivering services effectively and efficiently is a part of ensuring the MTFS is achieved.
Council Policies & Strategies	Corporate Plan 2019 – 23

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	Not applicable. Item not exempt.
Details of any previous decision(s) on this matter	Not applicable. Quarterly performance management report presented throughout the life of the Corporate Plan 2019-23.

10. ROUND 2 - LOCAL AUTHORITY HOUSING FUND (LAHF)

53 - 62

Executive Summary	<p>NNDC has been offered government grant through Round 2 of the Local Authority Housing Fund (LAHF) to acquire four homes to meet housing need.</p> <p>Three homes are to be initially used to meet the needs of resettled Afghan households and one is to provide Temporary Accommodation (TA) for homeless households.</p> <p>The grant available can cover up to 40% of the capital cost of homes with a further £20k per home for associated costs. This report considers options for delivering these four homes and the associated costs and implications.</p>
Options considered	<p>a) NNDC takes up the offer of Round 2 LAHF and delivers four homes – match funding the grant largely using existing Capital funding earmarked for Temporary Accommodation</p> <p>b) NNDC takes up the offer of Round 2 LAHF and works with a partner Registered Provider to deliver four homes</p> <p>c) NNDC takes up the offer of Round 2 LAHF and delivers four homes – match funding from borrowing</p> <p>d) NNDC does not take up the offer of Round 2 LAHF</p>
Consultation(s)	<p>Portfolio Holder for Housing & People Services Assistant Director People Services Housing Options Manager Estates and Asset Strategy Manager Flagship Housing Group – Head of Development</p>
Recommendations	<ol style="list-style-type: none"> 1. NNDC accept the Round 2 LAHF grant 2. Officers seek to work with Flagship to acquire three of the four homes, and officers seek to identify one LAHF home to acquire for use as TA to be match funded from our existing TA budget 3. In the likely event that Flagship are unable to find three homes to purchase, that officers seek to identify up to four homes to acquire to be match funded using the existing TA budget and HPG

	<p>funding</p> <p>4. Cabinet give delegated authority to the Section 151 Officer / other member of Corporate Leadership Team, in consultation with the Portfolio Holder for Housing and Peoples Services, to agree the specific purchase of up to four properties (within the identified budget limits).</p>
Reasons for recommendations	To seek approval for the Council to accept the LAHF grant and agree the delivery option recommended
Background papers	<p>Cabinet March 2023 – LAHF Round 1 Opportunity</p> <p>Cabinet June 2023 - Purchase of Temporary Accommodation Unit</p> <p>Cabinet June 2023 – Outturn Budget report 2022/23</p> <p>Cabinet November 2022 - Purchase of Temporary Accommodation Unit</p>

Wards affected	District-wide (potentially)
Cabinet member(s)	Councillor Wendy Fredericks - Portfolio Holder for Housing & Peoples Services
Contact Officer	Nicky Debbage / Graham Connolly, Housing Strategy & Delivery Manager, nicky.debbage@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	Meeting Our Local Housing Need
Medium Term Financial Strategy (MTFS)	One of the four homes will be used immediately for Temporary Accommodation for homeless households delivering savings compared to the cost of alternatives such as bed and breakfast. The remaining three homes can be used as Temporary Accommodation in the longer-term.
Council Policies & Strategies	Housing Strategy 2021 – 2025

Corporate Governance:	
Is this a key decision	Y
Has the public interest test been applied	NA
Details of any previous decision(s) on this matter	NA

11. PROPOSED 2023/24 SECTION 106 COMMUTED SUMS GRANTS TO SUPPORT DELIVERY OF AFFORDABLE HOMES 63 - 72

Executive Summary	<p>Cabinet in February 2021 agreed to the establishment of an annual budget in the Capital Programme to provide grants, using section 106 capital receipts held by the council, to support Registered Providers to deliver new affordable homes.</p> <p>A budget of £500k in 2021/22 and £300k per annum 2022/23 - 2024/25 was established. No grants have yet been paid so this budget has been carried forward.</p> <p>This report now details the programme of grants for 2023/24 and seeks support to provide s106 grant totalling £1,186,000, which will provide 71 affordable homes (an average of less than £17k grant funding per home).</p>
Options considered	<p>The housing section 106 monies held can only be used to fund delivery of affordable homes.</p> <p>The option of retaining the monies for alternative future affordable housing schemes is rejected as this runs the risk of some of the current proposed affordable housing schemes not going ahead.</p> <p>Additionally, as some section 106 receipts have a time limit on their use, not using them risks needing to repay them.</p>
Consultation(s)	<p>Portfolio Holder for Housing and Peoples Services Finance team S106 Officer</p>
Recommendations	<p>That Cabinet support the granting of £1,186,000 of existing s106 housing monies in 2023/24 to support Registered Providers deliver new affordable housing schemes as detailed in the report.</p>
Reasons for recommendations	<p>To provide support for £1,186,000 grant funding to help deliver affordable homes</p>
Background papers	<p>Cabinet February 2021 - Use of s106 Commuted Sums to support delivery of affordable homes in North Norfolk Cabinet March 2022 - Proposed 2022/23 programme of Section106 Commuted Sums to support delivery of affordable homes in North Norfolk</p>
Wards affected	<p>Holt, Stibbard, Coastal, Priory, Bacton, Suffield Park</p>
Cabinet member(s)	<p>Cllr Wendy Fredericks, Portfolio Holder Housing & Peoples Services</p>
Contact Officer	<p>Nicky Debbage, Housing Strategy & Delivery Manager, nicky.debbage@north-norfolk.gov.uk</p>

Links to key documents:	
Corporate Plan:	Meeting our Local Housing Need – specifically: <ul style="list-style-type: none"> - Supporting the delivery of more affordable housing, utilising partnership and external funding wherever possible. - Working with partners to deliver more rural exception sites
Medium Term Financial Strategy (MTFS)	NA
Council Policies & Strategies	Housing Strategy 2021-25

Corporate Governance:	
Is this a key decision	Yes
Has the public interest test been applied	NA
Details of any previous decision(s) on this matter	NA

12. AGE FRIENDLY COMMUNITIES

73 – 80

Executive Summary	<p>According to the latest Office for National Statistics (ONS) census data, North Norfolk is the local authority area with the highest average age in England and Wales. With a median age of 54, the average age of people living in North Norfolk is 14 years higher than the national average (40 years old).</p> <p>An Age-Friendly Community is a place that enables people to age well and live a good later life. Somewhere that people can stay living in their homes, participate in the activities they value, and contribute to their communities, for as long as possible.</p> <p>Alignment with the UK network for Age Friendly Communities and the World Health Organisation (WHO) Global Network of Age Friendly Cities and Communities will support the delivery of work by both NNDC and the North Norfolk Health and Wellbeing Partnership (NNHWP) in developing a culture of Age Friendly Communities across the district through sustainable projects and schemes.</p> <p>This alignment requires the political buy in of the Council</p>
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	<p>and to align with the World Health Organisation (WHO) Global Network of Age Friendly Cities and Communities there needs to be written confirmation of political support from the leader of the Council.</p>
<p>Options considered</p>	<ul style="list-style-type: none"> • To commit to the development of Age Friendly Communities and align with the UK and global networks of age friendly (cities and) communities. <p>This is the recommended option, as it would confirm commitment to supporting our demographic, which is the oldest population in the UK. It will also allow for access to peer support from other Age Friendly Communities nationally and globally, and to access resources which may not be available without the affiliations.</p> <p>Age Friendly Communities and the work surrounding it already has the endorsement and support of the NNHWP and its Older Persons Working Group. In committing to this alignment it may open up opportunities to access funding for this work.</p> <ul style="list-style-type: none"> • To not align with age friendly communities networks, and not commit to the development of age friendly communities and associated projects. <p>This option is not recommended as it would restrict the work of the NNHWP and its working groups in relation to Older People. Political buy-in is required to make the alignments as without it, any work completed would stand alone and be detached from national and global collaborations and there would be restricted access to support and potential resources including funding.</p>
<p>Consultation(s)</p>	<p>Consultation has been held with the NNHWP and its Older people working group, including public health.</p> <p>The NNHWP, of which NNDC are the lead organisation, released a strategy and action plan for 2023 to 2026. The strategy was devised in consultation with partners from across statutory and voluntary organisations and charities, and three priority areas were addressed at individual workshops, which included input from wider stakeholders.</p> <p>Older people were identified as a priority area and, in response, a number of actions were identified to support work in this area.</p> <p>The first of these actions was the adoption of Age Friendly Communities and alignment with the UK and global networks for age friendly communities.</p> <p>At the inaugural meeting of the NNHWP Older Peoples Working Group, it was agreed unanimously to support this</p>

	<p>action and to request the political buy-in required to make these alignments.</p>
Recommendations	<p>Cabinet to receive the report and to formally confirm</p> <ul style="list-style-type: none"> • Political commitment and support for the development of Age Friendly Communities in North Norfolk. • Alignment with UK network of Age Friendly Communities (Centre for better ageing). • Alignment with the WHO Global for Age Friendly Cities and Communities, which should be evidenced by written confirmation of the political support from the leader of the Council.
Reasons for recommendations	<p>Political support and endorsement is required to enable alignment with and access to networks which will provide guidance, resources and peer support to progress the achievement of Age Friendly Communities in North Norfolk.</p> <p>With the current older demographic of the district and predicted increase of older residents in North Norfolk aligning with Age Friendly Communities will assist in developing a culture of supporting older residents and visitors to live and enjoy healthy and active later lives.</p> <p>In turn, this will support other services and systems within the district, including those provided by NNDC and health services, by reducing admissions to hospital and use of resources which are better provided elsewhere, increasing community and individual resilience, helping maintain independence and improving wellbeing.</p> <p>The NNWHP have identified the development of Age Friendly Communities as an action within their 2023-2026 strategy and action plan. The Partnership's Older People Working group have agreed to support taking this task forward, alongside the work of NNDC and other partners, and support the request for political buy-in.</p>
Background papers	<ul style="list-style-type: none"> • North Norfolk Health and Wellbeing Partnership Strategy 2023-2026 • Centre for Better Ageing – becoming an Age Friendly Community • WHO - The Global Network for Age-friendly Cities and Communities • Centre for Better Ageing – The State of Ageing 2022

Wards affected	All wards
Cabinet member(s)	Cllr Liz Withington & Cllr Wendy Fredericks
Contact Officer	Lucy Cubitt, Service Development Officer (Early Help and prevention), 01263 516233 lucy.cubitt@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	Developing our communities: Engaged and supported individuals and communities Increase accessibility and inclusion for all Promote culture, leisure and sports activities Promote health wellbeing and independence for all
Medium Term Financial Strategy (MTFS)	No
Council Policies & Strategies	Corporate Plan 2023-2027 Quality of Life 2022-2024 Community Engagement Strategy 2022-2024 North Norfolk Health and Wellbeing Partnership Strategy 2023-2026

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	Yes
Details of any previous decision(s) on this matter	None

13. EXCLUSION OF PRESS AND PUBLIC

To pass the following resolution:

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

14. PRIVATE BUSINESS

CABINET

Minutes of the meeting of the Cabinet held on Monday, 4 September 2023 at the Council Chamber - Council Offices at 10.00 am

Committee

Members Present:

Cllr W Fredericks (Deputy Chair)	Cllr T Adams (Chair)
Cllr H Blathwayt	Cllr P Heinrich
Cllr A Varley	Cllr L Withington

Members also attending:

Cllr C Cushing, Cllr N Dixon, Cllr A Fitch-Tillett, Cllr J Toye and Cllr L Vickers

Officers in Attendance:

Chief Executive, S151 Officer, Monitoring Officer, Estates & Assets Strategy Manager and Democratic Services Manager

Also in attendance:

Public

Apologies for Absence:

Cllr L Shires
Cllr A Brown
Cllr C Ringer

32 MINUTES

The minutes of the meeting held on 29th June were approved as a correct record and signed by the Chairman.

33 PUBLIC QUESTIONS AND STATEMENTS

Cllr Jo Copplestone, Broadland District Council, was in attendance and made the following statement:

'Broadland District Council made representations in response to North Norfolk's Local Plan back in 2021, and within that response the Council identified that significant additional growth in North Walsham would significantly increase traffic volume on the arterial routes to Norwich particularly the B1150 in Coltishall.

Following this, North Norfolk DC undertook a transport assessment in Summer 2021 which would address any potential impact on the road, despite repeated requests to share the findings of the assessment, no information was forthcoming. Eventually a 'Technical Note', which was of limited scope was provided the day before North Norfolk began the Regulation 19 publication of their Local Plan.

Although there was an opportunity to discuss and potentially resolve local concerns about the transport impacts of planned growth of North Walsham, on residents of Coltishall, the opportunity to resolve this important cross border matter was missed, and local people did not get their say.

At a second meeting with NNDC last Summer, following objections to the local plan on the adequacy of the transport evidence prepared, the County Council told NNDC additional transport work was required. The promoter of the proposed housing sites at North Walsham engaged Consultants 'Aecom' to undertake a subsequent Transport Assessment, and our newly formed Coltishall & Horstead B1150 Group submitted our 'local points of concern' which need to be addressed by Aecom, before the traffic counts began last Autumn.

Extracts from the Transport Assessment for Coltishall by Consultants 'Aecom' were finally published in North Norfolk District Councils papers for the 'Planning Policy & Built Heritage Working Party' meeting on 7th August, and on the same day as County Council organised a virtual meeting at short notice with Myself and Cllr. Fran Whymark to discuss the recommendations from Aecom.

Notwithstanding our many 'points of concern', Aecom have only concentrated on increasing traffic flow through the villages as development in North Walsham starts. Their two recommendations for traffic 'Mitigation in Coltishall' are firstly, to remove 'obstructive parking' in the high street adjacent the War Memorial to allow a 'bus stop cage in place of parking'. Secondly, to improve the junction of Norwich Road and Wroxham Road to create a right turn lane onto the B1354, when heading north from Horstead direction. There are no mitigation measures to protect pedestrians and cyclists, nor have they addressed our main concern, the width constraint over the River Bure Bridge.

When further planned development in North Walsham of 1800 new homes comes forward, without any meaningful solutions & funding to improve the road infrastructure and River Bridge in Coltishall, traffic chaos will be exacerbated.

NNDC Officer said a Public Consultation on the Development Brief would take place at the end of August for six weeks, and despite many requests for details of the consultation, nothing is forthcoming nor is a copy of the Transport Assessment, despite an FOI request.

Fundamental problems with cross border communication have occurred throughout the NNDC Local Plan process, and I question the validity of the Transport Assessment to properly inform and justify a public consultation, which if allowed to proceed should include a Face-to-Face Public Meeting in Coltishall, so local people can have their say'.

The Leader thanked her for her comments and invited the Chairman of Development Committee and Portfolio Holder for Sustainable Development, Cllr P Heinrich, to respond. Cllr Heinrich said that he shared Cllr Copplestone's concerns and informed her that the Council was about to commence a consultation on the development brief for North Walsham and it had been agreed that officers would meet with representatives of the Coltishall & Horstead B1150 Special Interest Group. For clarity, the proposed consultation was on the North Walsham Development Brief and would not include the highway mitigation proposals that had been referenced. These mitigation measures were not sufficiently advanced to be consulted upon yet. That said, the Highways Authority had indicated that they did not anticipate any 'show stoppers' regarding the mitigation measures and this might be something that Cllr Copplestone may wish to consult Highways on. Once the highway works had been subject to a final safety audit, officers had suggested that a public consultation meeting was held in Coltishall, as requested. He added that there would be no decisions taken until the Local Plan examination was complete. In conclusion, Cllr Heinrich said that officers proposed that the highways proposals at Coltishall should be subject to a specific public consultation and once that is sufficiently advanced be

published and shared with Broadland District Council.

The Leader said that he welcomed further dialogue on the matter.

Cllr Copplestone replied that Broadland District Council had been provided with extracts from reports presented to NNDCs Planning Policy & Built Heritage Working Party and a meeting had been organised at very short notice, together with the County Councillor to discuss the recommendations. She said that every time they approached the District Council, they did not get anywhere. It was imperative that they saw the transport assessment as soon as possible. The B1150 Group were extremely concerned and had submitted a Freedom of Information as it had been so difficult to obtain information.

The Leader said that he would notify the Portfolio Holder, Cllr Brown, of the situation and ensure that Broadland District Council was kept updated.

34 DECLARATIONS OF INTEREST

None received.

35 ITEMS OF URGENT BUSINESS

None received.

36 MEMBERS' QUESTIONS

The Chairman advised members that they could ask questions throughout the meeting as matters arose.

37 RECOMMENDATIONS FROM OVERVIEW & SCRUTINY COMMITTEE

The Chairman of the Overview & Scrutiny Committee, Cllr Dixon, confirmed that there were no recommendations from the Committee to Cabinet.

38 RECOMMENDATIONS FROM CABINET WORKING PARTIES

Planning Policy & Built Heritage Working Party – 10th July and 7th August

Cllr P Heinrich presented this item in the absence of the Portfolio Holder, Cllr A Brown. He proposed that the recommendations were taken en bloc.

Cllr A Varley spoke about the joint position statement for Knackers Wood. He said that he supported taking the proposals forward and although it was regrettable that they would lead to increased growth in the parish, he reminded members that the Council had a duty to ensure that any proposals did not have a detrimental impact on the environment.

Cllr Blathwayt said that the Knackers Wood proposals had been discussed by the Broads Authority and the main outcome was that, without adequate infrastructure in place, there could not be building in this area.

Cllr N Dixon referred to the recommendation for the North Walsham Development Brief Public Consultation and the earlier question from the member of the public. He said that he had raised concerns at the Planning Policy & Built Heritage Working Party meeting and he had highlighted that the transport assessment and the

mitigation measures adequately reflected the concerns of the residents of Coltishall and Horstead. He said that he recognised that it was NNDC's responsibility to concentrate on the North Walsham and the Development Brief and rely on the County Council assessment regarding the principal route that fed into North Walsham. He concluded by saying he believed it was important to strengthen the relationship between NNDC, Broadland District Council and the County Council to adequately reflect at officer level the kind of issues that would be of great concern as the project progressed.

It was proposed by Cllr P Heinrich, seconded by Cllr A Varley and

RESOLVED

To approve the following recommendations made by the Planning Policy & Built Heritage Working Party:

10th July 2023:

Local Plan Update – Examination Process

That delegated authority be given to the Planning Policy Manager in consultation with the Planning Portfolio Holder and Chairman of the Planning Policy & Built Heritage Working Party to respond to the Inspectors questions prior to and during : Examination hearings.

7th August 2023:

Holt Neighbourhood Plan

That having been subject to successful local referendum;

1a. The Holt Neighbourhood Plan be made (brought into force) as part of the statutory Development Plan for North Norfolk in accordance with section 38A(4) of the Planning and Compulsory Purchase Act 2004 (as amended) on the 25th August 2023;

1b. The issuing of the Decision Statement required under Regulation 19 of the Neighbourhood Planning (General) Regulations 2012 (as amended) in order to bring to the attention of the qualifying body, the people who live, work and or carry out business in the Neighbourhood Plan Area is delegated to the Assistant Director of Planning in conjunction with the Planning Policy Team Leader;

2. Acknowledge that the required consequential amendments to the adopted policies map and the required minor consequential changes to the referendum version of the neighbourhood plan through delegated powers to the Planning Policy Team Leader

Horning Knackers Wood – updated Joint Position Statement

To authorise the Assistant Director of Planning (in consultation with the Planning Policy Team Leader) as signatory to the updated Joint Position Statement (JPS) and incorporation of any minor changes as a result of Environment Agency or other Local Planning Authority sign off process.

Emerging Local Plan

That, as soon as reasonably practical, weight is given to the emerging Plan policies in line with para 48 of the NPPF as detailed in appendix 1 of the report to the

committee.

Adoption of Coastal Adaptation Supplementary Planning Document

That the Coastal Adaptation Supplementary Planning Document is adopted.

That the Planning Policy Manager, in consultation with the Portfolio Holder for Planning is authorised to make any presentational or typographical amendments to the Coastal Adaptation Supplementary Planning Document prior to it being published.

Agenda Item 10: North Walsham Development Brief Public Consultation

That the draft version of the North Walsham West Development Brief be used as a basis for a period of public consultation.

39 DELEGATED DECISIONS

The Leader introduced this item. He explained that it was a statutory report requiring that any decision exercised under delegated powers must be reported to Cabinet on a regular basis.

It was proposed by Cllr Adams, seconded by Cllr A Varley and

RESOLVED

To receive and note the report and the register of decisions taken under delegated powers.

Reason for the decision:

To comply with the requirements set out in the Constitution, Chapter 6, Part 5

40 BUDGET MONITORING PERIOD 4 2023 - 2024

In the absence of the Portfolio Holder for Finance, Property & Assets, the Chairman introduced this item. He said that there were various capital projects that needed to be included in the capital programme for the current budget year and there was a recommendation to Full Council to that effect.

The Chairman advised members that the interest budget was forecast to be £250k above budget, due to higher interest rates. This would be used to finance any short-term borrowing costs, should they occur.

He concluded by saying that there was a smaller than forecast overspend for the year of £25k, it was anticipated that an updated position would be provided when the period 6 report came forward.

Members were invited to speak:

Cllr C Cushing referred to page 30 of the report and the requirement to repay the Covid grants which had incurred almost £200k of interest. He asked, given that it was known that this funding would need to be paid back to the Government, why it had not been set aside in a reserve. The S151 Officer replied that the request for repayment from Government came with no warning and the money was held in an

account that was not instantly accessible and there was no time to move it to an accessible account in the timescale given, so short term borrowing was implemented. She added that all local authorities were in the same position, adding to the difficulty in accessing funding.

Cllr Cushing then asked if there was a further update about employee costs and the pay award. He asked if there was an update on this and whether the £550k set aside would be sufficient. The S151 Officer replied that negotiations were ongoing. The Council had budgeted for a 5% increase and it looked as though it may be slightly higher than this.

Cllr N Dixon referred to page 23 of the report and the list of recommendations to Full Council. He asked whether any of the capital budget requests had been included in the 2023/2024 Budget forecast when the budget was set by Full Council in February. The S151 Officer confirmed that they were not. She said that the first one was an urgent request and the second one was due to an unanticipated incident. The remaining recommendations referred to matters that had been approved in principle and members were aware of them but they had not been included in the capital programme. She confirmed that they were all fully funded.

The Chief Executive said that recommendations 4 – 7 had been reported before. He said that the Statutory Officers had reviewed all of the decisions taken in recent months and whilst the award of the funds had been reported to members, they had not been included in the capital programme. The recommendations would rectify this omission.

Cllr Dixon replied that it was expected to have to make some corrections but it was the number and magnitude of the requests that was surprising.

It was proposed by Cllr T Adams, seconded by W Fredericks and

RESOLVED

To Note the contents of the report and the current budget monitoring position.

To recommend to Full Council:

- 1) That a new capital budget of £0.050m is added to the capital programme to fund repair works to the Marrams Footpath, with funding coming from the Council's Capital Receipts.
- 2) That a new capital budget of £0.370m is added to the capital programme to demolish and rebuild the Public Conveniences at Albert Street, Holt with £0.120m to be funded from an insurance claim and £0.250m to be funded from the Council's Capital Receipts.
- 3) That a new capital budget of £1.040m is added to the capital programme in respect of the Local Authority Housing Fund.
- 4) That the current Provision of Temporary Accommodation Budget is increased by £0.178m to £0.983m for 2023/24 following receipt of the Local Authority Housing Fund grant.
- 5) That a capital budget of £1.458m be added to the capital programme for the Rural England Prosperity Fund expenditure and £0.266m be added to the

capital programme for the UK Shared Prosperity Fund expenditure as shown in paragraph 4.7 and note that this will be funded by external funding.

- 6) That a capital budget of £14.610m be added to the capital programme as shown in paragraph 4.8 and note that the project will be funded by external funding.

Reason for the decision:

To update members on the current budget monitoring position for the Council.

41 DEBT RECOVERY REPORT 2022 - 2023

The Chairman introduced this item, in the absence of the Portfolio Holder for Finance, Cllr Shires. He began by thanking the Council's Revenues team for their hard work. He explained that it was an annual report detailing the Council's collection performance for the year and he said that collection rates remained high and welcomed the proposals to change some of the delegated powers for officers to support the best use of staff resources going forward.

Cllr N Dixon referred to page 67, table 2, which set out income streams for National Non Domestic Rates (NNDR). He said that the bottom box for the provision of bad / doubtful debt provided a figure of £1,988 – which was considerably lower than all of the other figures in the table. He asked if this was correct. The Chairman said that a written answer would be provided.

It was proposed by Cllr T Adams, seconded by Cllr L Withington and

RESOLVED

1. 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.
2. To approve the suggested changes to the delegated authority as shown in appendix 2 for write offs.

Reason for the decision:

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 and the suggested delegated authorisation changes to ensure the Council seeks best use of its staff resources and manages the finances to ensure best value for money.

42 CROMER PHASE 2 AND MUNDESLEY COASTAL MANAGEMENT SCHEMES

The Portfolio Holder for Coast, Cllr H Blathwayt, introduced this item. He explained that three options had been explored, with the third option of continuing with the proposed scheme, whilst seeking to maximise on protection to communities and assets. He added that funding for the proposed scheme was available now including some funding from the Environment Agency (EA) to cover inflation costs. There would be ongoing engagement with affected communities on the proposals and they would be as open and flexible as possible to allow as many people as possible to attend.

Cllr A Varley thanked officers for fully engaging with local communities. He said that whilst there was no doubt that the scheme should go ahead, it must be remembered that there would be implications for the Council's carbon footprint but he welcomed that measures were in place to assess this and that mitigations would be implemented.

Cllr W Fredericks welcomed the reassurance regarding engagement with local communities. She recognised that sea defences were an emotive subject for local residents and engagement was key.

It was proposed by Cllr H Blathwayt, seconded by Cllr T Adams and

RESOLVED

To recommend to Full Council:

That Cabinet recommend that full Council:

- 1) Confirm its continued support for the approach being taken in the delivery of the Mundesley and Cromer Phase 2 Coastal Management Schemes.
- 2) Delegate the authority to Director of Place and Climate Change, in consultation with the Portfolio Holder, to approve quotations, tenders, funding applications, access agreements and contractual appointments/variations. This is so the schemes can continue to progress in a timely manner.
- 3) Approve increases in the delegated financial authority for the Director of Place and Climate Change (up to £1 million), for the Assistant Director of Place and Climate Change (up to £500,000) and for the Project Manager (up to £100,000) **for these two schemes only**.
- 4) Approve an increase to the value of the Cromer and Mundesley coastal protection schemes from £6.476m (approved by full Council on 1 March 2023) to £25m within the Capital Programme. This is subject to securing the additional grant funding of £18.524m for the scheme from the Environment Agency (EA).
- 5) Approve the descoping of the schemes if the grant funding secured from the EA is less than the Council has applied for so that expenditure will be fully met by the total grant to be awarded by the EA.

Reasons for the decision:

To enable continued and timely progression for the Mundesley and Cromer Phase 2 Coastal Management Schemes.

An increase to the delegated financial authority is required as the payments made to contractors and suppliers will be of large value due to the size of the schemes. The increased authority levels will enable invoices to be paid promptly and in accordance with the contractual terms and conditions.

Full Council need to approve all additions to the Capital Programme, in accordance with the Constitution. Whilst additional grant has been applied for from the EA, which if successful would bring the total value of the two schemes up to £25m, the Council may not be successful in securing the full amount. If this is the case then approval for the schemes to be scaled back is sought in advance to reduce any delays in delivery of the two schemes.

43 NORTH NORFOLK SUSTAINABLE COMMUNITIES FUND ANNUAL REPORT 2022-2023

The Chairman said that this report was essentially a record of confirmed success for the North Norfolk Sustainable Communities Fund (NNSCF) and he thanked staff for their hard work in supporting the Fund and the Grants panel. He added that the Administration hoped to continue to support this grant funding going forward, however, there were challenges and a further support would be coming back to outline various options.

Cllr A Varley thanked the officers and the Panel for their hard work in supporting the NNSCF. He particularly welcomed the focus on green and sustainable projects.

Cllr W Fredericks said that a number of communities had not applied for the fund and she urged all members to promote the NNSCF via their parish councils.

It was proposed by Cllr T Adams, seconded by A Varley and

RESOLVED

To approve a review of the NNSCF to ensure the achievement of the focus identified in the Corporate Plan 2023 – 2027.

Reason for the decision:

To ensure the NNSCF reflects the Developing Communities priorities in the Corporate Plan 2023 – 2027.

To ensure the fund is appropriately financed and is focussed on meeting the current and emerging needs of communities

44 CEDARS, NORTH WALSHAM - COMPLETION OF REFURBISHMENT UPDATE

The Chairman introduced this item. He explained that the refurbishment of the Cedars building formed part of the Historic England North Walsham Heritage Action Zone (HAZ) programme. With the refurbishment now complete, it was proposed to move forward with a mix of private and public sector lettings. Officers would continue with the marketing of the remaining vacant space through seeking to secure additional tenants. He added that a further review of the opportunities for other parts of the site continued and an options paper would be prepared once the outcome of Historic England's Statutory List review had been completed. The Chairman concluded by reminding members that there was an open day for the public to view the refurbished building on 7th September.

Cllr N Dixon referred to page 118 of the agenda and the reference to the Medium Term Financial Strategy (MTFS). He asked if any anticipated net surplus from rental income, had factored in the spending on the building. The Chairman replied that it was anticipated that there would be a net gain after a number of years.

The Estates and Asset Strategy Manager explained that depending on the outcome of the remaining areas of the site, then the capital expenditure would be covered and then the rental income, together with the service charge, would produce a net income.

Cllr Dixon said it would be helpful to have an update on this once the position was

clearer. The Chairman replied that there would be a further report coming to Cabinet, outlining the tenancy options for the remaining space on the site.

Cllr Cushing said that the report inferred that there was more work to be undertaken on the site. The Chairman replied that the building was separate from the rest of the site. There was an outbuilding, a parking compound and a listed wall that all needed to be assessed and their future considered.

It was proposed by Cllr T Adams, seconded by Cllr P Heinrich and

RESOLVED to

1. Confirm the letting of rooms within The Cedars building as detailed in the exempt appendix, with authority delegated to the Asset Strategy Manager to complete the licence agreements, with details of tenants being made public once licences are complete.
2. Request that the Asset Strategy Manager continues to advertise and seek tenants for the remaining space within the building with delegated authority to agree tenants in consultation with the finance and assets portfolio holder.
3. Receive a further report detailing options for the balance of The Cedars site and adjoining land off Hall Lane to the north once the outcome of the Historic England Statutory List review is known.

Reason for the decision:

To advise Members of the completion of refurbishment works to The Cedars building as part of the North Walsham Heritage Action Zone Programme and in the sound management of the Council's property portfolio.

45 ROCKET HOUSE BUILDING, CROMER - REPAIRS, MAINTENANCE AND ENERGY IMPROVEMENT WORKS

The Chairman introduced this item. He welcomed the members of the public in attendance and apologised in advance that most of the discussion would be in private session due to commercial sensitivities. He explained briefly that the building was suffering extensive corrosion to the steel frame along with extensive damp issues. The full extent of the problem had not been fully determined but the deterioration had happened more quickly than anticipated. Although the possibility of claiming some of the cost for repairs from the principle building contractor had been explored, a considerable amount of time had passed and the initial building contractor was no longer operating.

There were a number of issues that needed to be considered – including net zero targets, EPC ratings and accessibility issues relating to the lift. He said that it was of historical importance that the RNLI museum was able to continue to operate from the building but the Council had no obligation regarding this. The other tenant in the building had been extremely successful and supported local employment and contributing to the visitor offer. He concluded by saying that external funding options would need to be considered, alongside the other options that were set out in the confidential papers.

It was proposed by Cllr T Adams, seconded by Cllr W Fredericks and

RESOLVED to pass the following resolution:

“That under Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 3 of Part I of Schedule 12A (as amended) to the Act.”

That the public interest in maintaining the exemption outweighs the public interest in disclosure for the following reason – information relating to the financial or business affairs of any particular person (including the authority holding that information). The appended reports contain commercially confidential information.

The meeting went into private session at 11.02am.

Members considered the information contained within the confidential papers. *The meeting returned to public session at 11.39am.*

The Chairman thanked everyone for their input. He said that there had been a detailed and thorough discussion about the various options and issues and the potential impact on the tenants.

Members had agreed that a further report should be presented in due course on the potential options and there would be a further confidential discussion to once there was an update on the technical issues.

It was proposed by Cllr T Adams, seconded by Cllr P Heinrich and

RESOLVED

1. To consider the options detailed in the exempt appendix A and to advise officers as to which is the preferred option, or priority of options following a further confidential briefing on the technical issues affecting the site and building.
2. To request a further report to be presented to Cabinet in due course on the preferred option or options.

Reason for the Decision:

To respond to the need for essential repairs, maintenance and energy improvement works to the building.

46 EXCLUSION OF PRESS AND PUBLIC

47 EXEMPT MINUTES - AGENDA ITEM 15 ROCKET HOUSE BUILDING, CROMER - REPAIRS, MAINTENANCE AND ENERGY IMPROVEMENT LEVELS

This minute is exempt for the reasons stated by the Chairman during the public session.

The meeting ended at 11.40 am.

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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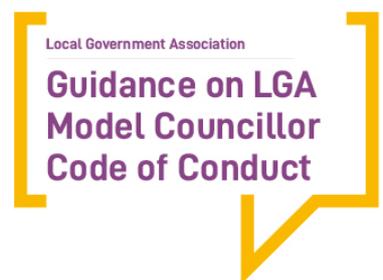
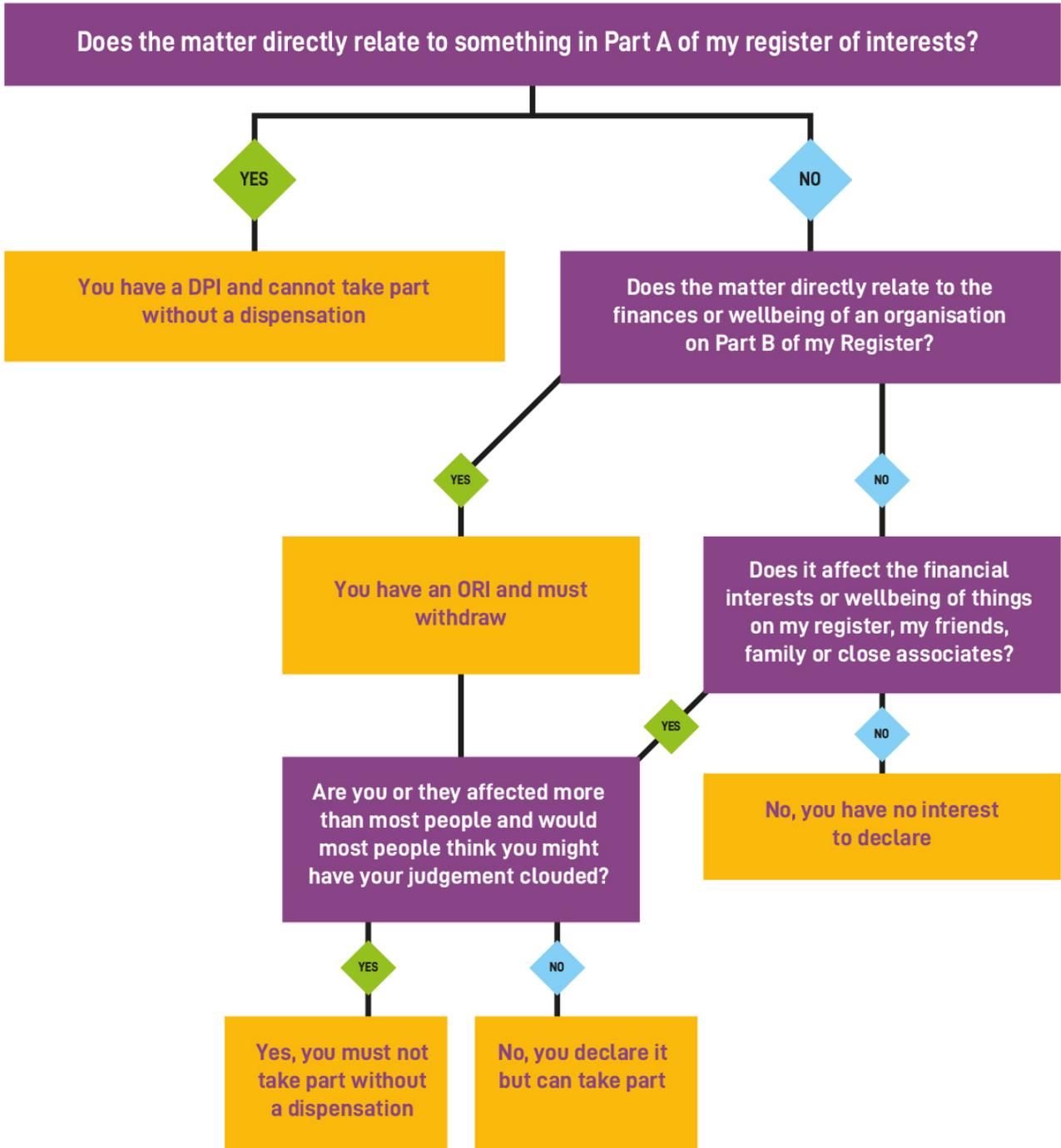
* 'director' includes a member of the committee of management of an industrial and provident society.

* '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)



MANAGING PERFORMANCE QUARTER 1 2023/24	
Executive Summary	The Managing Performance Report attached, as Appendix A, enables the Council to assess delivery against objectives detailed in the Corporate Plan Delivery Plan 2019-2023 and operational service performance for the first quarter of the 2023/24 civic year – i.e. 1st April – 30th June 2023.
Options considered	Options considering action regarding performance are presented separately, issue by issue, to the appropriate Council Committee where committee approval is required.
Consultation(s)	The Section 151 officer and the Monitoring Officer reviewed this report prior to it being presented to Overview and Scrutiny Committee on 13 September 2023.
Recommendations	That Cabinet resolves to note this report, address any recommendations from Overview and Scrutiny committee and endorse the actions being taken by Corporate Leadership Team detailed in Appendix A – Managing Performance.
Reasons for recommendations	To ensure the objectives of the Council are achieved and service performance monitored, reviewed and as necessary improved.
Background papers	The 2019 – 2023 Corporate Plan and In-Phase performance management system

Wards affected	All
Cabinet member(s)	Cllr Tim Adams
Contact Officer	Steve Blatch, Chief Executive Email:- steve.blatch@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	The large part of this report is concerned with ensuring the objectives within the Corporate Plan 2019-23 are achieved.
Medium Term Financial Strategy (MTFS)	Achieving the objectives in the Corporate Plan 2019-23 and delivering services effectively and efficiently is a part of ensuring the MTFS is achieved.
Council Policies & Strategies	Corporate Plan 2019 - 23

Corporate Governance:	
Is this a key decision	No

Has the public interest test been applied	Not applicable. Item not exempt.
Details of any previous decision(s) on this matter	Not applicable. Quarterly performance management report presented throughout the life of the Corporate Plan 2019-23.

1. Purpose of the report

The Managing Performance Report attached, as Appendix A, enables the Council to assess;

- delivery against objectives detailed in the Corporate Plan Delivery Plan 2019-2023, and
- operational service performance for the first quarter of the 2023/24 civic year – i.e. 1st April – 30th June 2023.

2. Introduction & Background

The Council's Performance Management Framework sets out that we should report performance to Cabinet and Overview and Scrutiny on a quarterly basis. This report enables us to fulfil this requirement of the framework. More importantly however it ensures that all key activity within the Council is actively performance managed to ensure the Council's objectives are achieved.

3. Overview

- 3.1 The Managing Performance report (Appendix A) covers the first quarter of the 2022/24 reporting year – i.e. the period covering April, May and June 2023. It presents progress in delivering the Corporate Plan and Delivery Plan and reports management measures, all by exception. Also presented is benchmarking using the Headline Report for local authorities from LG Inform comparing value for money and performance measures for the Council compared to the CIPFA nearest neighbours data.
- 3.2 Good progress was made over the first quarter of 2023/24 in areas of core service delivery and in respect of key Corporate Plan projects and objectives as detailed in the report.
- 3.3 This was achieved alongside the preparations for the Full Council elections on 4th May and the delivery of the new member induction programme and the forming of the new council administration, new Committees and work undertaken to prepare a new Corporate Plan for the period 2023 – 2027, which was approved through Committee and Council processes in the July cycle of meetings.

4. Quarter 1 - 2023/24 - Managing Performance Report

- 4.1 The Quarter 1 2023/24 Managing Performance Report is attached as an Appendix to this report. It covers the period 1 April to 30 June 2023 and is a summary report with more detailed information and context available through the In-Phase system.
- 4.2 In terms of the Council's performance relative to similar authorities, comparative data is also measured using the LG Inform tool.

5. Delivery against the key priority objectives for the period 1 April to 30 June 2023

5.1 Local Homes for Local Need

- 5.1.1 During the first quarter of 2023/24 58 households on the Council's Housing List were housed, which is lower than the average of 71 households housed per quarter for the 2022/23 year (when a total of 285 households were accommodated over the whole year) and 81 households housed in the first quarter of 2022/23.
- 5.1.2 No new affordable homes were completed during this quarter, against a background of low completions in 2022/23 because of the impact of the pandemic in delaying the planning and delivery of pipeline schemes and because of Nutrient Neutrality delaying starts on some schemes (eg. Stalham – a total of 145 affordable units are delayed by the Nutrient Neutrality issue). 39 units of affordable housing given planning permission in the quarter.
- 5.1.3 At the end of the first quarter we had 72 households in Temporary Accommodation.
- 5.1.4 6 properties with works completed under the Government's Warm Homes grant programme this quarter. This is fewer than hoped for due to lack of contractor capacity and complex rules which appear to exclude many homes and applicants from eligibility – this issue is not unique to North Norfolk and is being pursued with partners in the Norfolk Warm Homes partnership.
- 5.1.5 Local Plan submitted for Examination providing new context for future housing delivery – examination expected to commence before end of 2023.
- 5.1.6 The Council has promoted small builders working with RSL partners in bringing forward small sites for housing development, notwithstanding the constraints of Nutrient Neutrality.

5.2 Boosting Business Growth and Sustainability

- 5.2.1 Launched the Invest North Norfolk webpages on the Council's internet providing a one-stop shop for advice and support for businesses in north Norfolk across a range of issues including grant funding, workforce and skills development, sites and premises, planning and licensing – [Home | Invest North Norfolk \(north-norfolk.gov.uk\)](http://north-norfolk.gov.uk).
- 5.2.2 Launch of the UK Shared Prosperity Fund and Rural England Prosperity Fund – [Home | UK Shared Prosperity Fund and Rural England Prosperity Fund \(north-norfolk.gov.uk\)](http://north-norfolk.gov.uk)
- 5.2.3 Works continue to a number of properties in North Walsham town centre supported with Heritage Action Zone Building Improvement Grant monies.
- 5.2.4 Local Plan submitted for Examination providing new context for future employment and business growth investment – examination expected to commence before end of 2023.

5.3 Customer Focus

- 5.3.1 Successful delivery of the Local Government elections on 4th May 2023 – involving 138 candidates for 40 district seats and 775 nominations for town and parish councils, including 13 contested parish areas. Average turnout for the District elections was 38.73%, almost the same as 2019 (38.31%). Successful introduction of Voter ID across the District with no significant issues experienced.

- 5.3.2 Face to face customer contacts in the quarter were 2733 as against 2438 at the Council's Cromer and Fakenham offices – an increase of 12% against the same quarter last year.
- 5.3.3 Telephone calls to the Customer Contact Centre was 13,341 for the quarter compared to 11,331 in the same quarter in 2022 (an increase of 17.7%) reflecting the Contact Centre taking on more frontline service calls including Benefits enquiries this year, and fielding calls for the 4th May elections. Average waiting time for the quarter was approx. 8.9 minutes, but this had improved to 4.3 minutes for the month of June.
- 5.3.4 The Council's work facilitating the development of the North Norfolk Youth Council through the Democratic Services Team continues – the outcomes of which were shared at the Full Council meeting on 19th July.
- 5.4 **Climate, Coast and the Environment**
- 5.4.1 Ground works commenced on the solar car port at The Reef, Sheringham.
- 5.4.2 A Carbon Audit of the Council's property assets and operations has been completed with data informing future asset management works, with an example of work being progressed being the investment made in the provision of new thermal insulation, doors and windows to the Council's Cornish Way industrial units in North Walsham at a cost of £170,000.
- 5.4.3 Local Plan submitted for Examination providing new context for future environmental policies around climate change and Net Zero – examination expected to commence before end of 2023.
- 5.5 **Quality of Life**
- 5.5.1 143,575 users of the Council's leisure and sports centres against a target of 140,860 which was the figure achieved in the same quarter in 2022. Support for the Victory Super Sprint Triathlon at North Walsham in conjunction with Everyone Active.
- 5.5.2 Visitors to Country Park events – 318 against a target of 320 and a figure of 519 in the same quarter in 2022.
- 5.5.3 RNLI beach lifeguards provision in preparation for our beaches at Sheringham, West Runton, East Runton, Cromer, Mundesley and Sea Palling although East Runton, Mundesley and Sea Palling have lost their Blue Flag status for 2023 due to a small number of water quality issues during 2022, the reasons for which the Council continues to discuss with Anglian Water and the Environment Agency.
- 5.5.4 Contract meeting held with Openwide to discuss forthcoming summer season for the Pier Pavilion Theatre with positive level of advance bookings reflecting 2019 (i.e. pre-COVID).
- 5.5.5 Opening of the new Queens Road toilets in Fakenham to include new Changing Place facilities as part of the Council's commitment to provide such a facility in each principal settlement. Ongoing investment to provide similar new facilities at Vicarage Street, North Walsham and first phase of The Leas, Sheringham.
- 5.6 **Financial Sustainability and Growth**
- 5.6.1 At 30th June 2023, we had collected 29.06% of Council Tax against a target of 28.75%; and 33.03% of Business Rates collected against a target of 27%.
- 5.6.2 Strong occupancy of Council-owned commercial property with 90.48% occupancy for industrial premises against a target of 80% (19 out of 21 properties) and seasonal concessions.
- 5.6.3 Updated Asset Management Plan
- 6. **Corporate Priorities**

This report is designed to ensure focus is provided on the objectives in the Corporate Plan 2019-23 and their achievement ensuring actions are completed and targets or direction of travel against measures are achieved.

7. Financial and Resource Implications

Prompt action to deal with any performance issues identified by this report will reduce the financial risk to the Council.

Comments from the S151 Officer:

The S151 Officer (or member of the Finance team on their behalf) will complete this section.

8. Legal Implications

Any legal implications will be addressed when any proposed course of action recommended by this report is planned.

Comments from the Monitoring Officer

The Monitoring Officer (or member of the Legal team on behalf of the MO) will complete this section. They will outline any legal advice provided.

9. Risks

Prompt action to deal with any performance issues identified by this report will support the continued delivery of high quality services and reduce risk to the Council.

10. Net Zero Target

The Corporate Plan 2019-23 Delivery Plan incorporates the Net Zero Strategy Objectives and Action Plan. When projects are brought forward from the Delivery Plan their Net Zero impact is part of the project management process.

11. Equality, Diversity & Inclusion

There are no negative equality and diversity implications of this report.

12. Community Safety issues

There are no negative community safety implications of this report.

13. Conclusion and Recommendations

Conclusion

Good progress was made over the first quarter of 2023/24 in areas of core service delivery and in respect of key Corporate Plan projects and objectives as detailed in the report.

This was achieved alongside the preparations for the Full Council elections on 4th May and the delivery of the new member induction programme and the forming of the new council administration, new Committees and work undertaken to prepare a new Corporate Plan for the period 2023 – 2027, which was approved through Committee and Council processes in the July cycle of meetings.

Recommendations

That Cabinet resolves to note this report, address any recommendations from Overview and Scrutiny committee and endorse the actions being taken by Corporate Leadership Team detailed in Appendix A – Managing Performance.

Managing Performance

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Managing Performance

Quarterly Report Chief Executive's Overview

Delivery against the key priority objectives for the period 1 April to 30 June 2023

Local Homes for Local Need

During the first quarter of 2023/24 58 households on the Council's Housing List were housed, which is lower than the average of 71 households housed per quarter for the 2022/23 year (when a total of 285 households were accommodated over the whole year) and 81 households housed in the first quarter of 2022/23.

No new affordable homes were completed during this quarter, against a background of low completions in 2022/23 because of the impact of the pandemic in delaying the planning and delivery of pipeline schemes and because of Nutrient Neutrality delaying starts on some schemes (eg. Stalham – a total of 145 affordable units are delayed by the Nutrient Neutrality issue). 39 units of affordable housing given planning permission in the quarter.

At the end of the first quarter we had 72 households in Temporary Accommodation.

6 properties with works completed under the Government's Warm Homes grant programme this quarter. This is fewer than hoped for due to lack of contractor capacity and complex rules which appear to exclude many homes and applicants from eligibility – this issue is not unique to North Norfolk and is being pursued with partners in the Norfolk Warm Homes partnership.

Local Plan submitted for Examination providing new context for future housing delivery – examination expected to commence before end of 2023.

The Council has promoted small builders working with RSL partners in bringing forward small sites for housing development, notwithstanding the constraints of Nutrient Neutrality.

Boosting Business Growth and Sustainability

Launched the Invest North Norfolk webpages on the Council's internet providing a one-stop shop for advice and support for businesses in north Norfolk across a range of issues including grant funding, workforce and skills development, sites and premises, planning and licensing – [Home | Invest North Norfolk \(north-norfolk.gov.uk\)](#).

Launch of the UK Shared Prosperity Fund and Rural England Prosperity Fund – [Home | UK Shared Prosperity Fund and Rural England Prosperity Fund \(north-norfolk.gov.uk\)](#)

Works continue to a number of properties in North Walsham town centre supported with Heritage Action Zone Building Improvement Grant monies.

Local Plan submitted for Examination providing new context for future employment and business growth investment – examination expected to commence before end of 2023.

Customer Focus

Successful delivery of the Local Government elections on 4 May 2023 – involving 138 candidates for 40 district seats and 775 nominations for town and parish councils, including 13 contested parish areas. Average turnout for the District elections was 38.73%, almost the same as 2019 (38.31%). Successful introduction of Voter ID across the District with no significant issues experienced.

Face to face customer contacts in the quarter were 2733 as against 2438 at the Council's Cromer and Fakenham offices – an increase of 12% against the same quarter last year.

Telephone calls to the Customer Contact Centre was 13,341 for the quarter compared to 11,331 in the same quarter in 2022 (an increase of 17.7%) reflecting the Contact Centre taking on more frontline service calls including Benefits enquiries this year, and fielding calls for the 4 May elections. Average waiting time for the quarter was approx. 8.9 minutes, but this had improved to 4.3 minutes for the month of June.

The Council's work facilitating the development of the North Norfolk Youth Council through the Democratic Services Team continues – the outcomes of which were shared at the Full Council meeting on 19 July.

Managing Performance

Quarterly Report Chief Executive's Overview continued

Climate, Coast and the Environment

Ground works commenced on the solar car port at The Reef, Sheringham.

A Carbon Audit of the Council's property assets and operations has been completed with data informing future asset management works, with an example of work being progressed being the investment made in the provision of new thermal insulation, doors and windows to the Council's Cornish Way industrial units in North Walsham at a cost of £170,000.

Local Plan submitted for Examination providing new context for future environmental policies around climate change and Net Zero – examination expected to commence before end of 2023.

Quality of Life

143,575 users of the Council's leisure and sports centres against a target of 140,860 which was the figure achieved in the same quarter in 2022. Support for the Victory Super Sprint Triathlon at North Walsham in conjunction with Everyone Active.

Visitors to Country Park events – 318 against a target of 320 and a figure of 519 in the same quarter in 2022.

RNLI beach lifeguards provision in preparation for our beaches at Sheringham, West Runton, East Runton, Cromer, Mundesley and Sea Palling although East Runton, Mundesley and Sea Palling have lost their Blue Flag status for 2023 due to a small number of water quality issues during 2022, the reasons for which the Council continues to discuss with Anglian Water and the Environment Agency.

Contract meeting held with Openwide to discuss forthcoming summer season for the Pier Pavilion Theatre with positive level of advance bookings reflecting 2019 (i.e. pre-COVID).

Opening of the new Queens Road toilets in Fakenham to include new Changing Place facilities as part of the Council's commitment to provide such a facility in each principal settlement. Ongoing investment to provide similar new facilities at Vicarage Street, North Walsham and first phase of The Leas, Sheringham.

Financial Sustainability and Growth

At 30 June 2023, we had collected 29.06% of Council Tax against a target of 28.75%; and 33.03% of Business Rates collected against a target of 27%.

Strong occupancy of Council-owned commercial property with 90.48% occupancy for industrial premises against a target of 80% (19 out of 21 properties) and seasonal concessions.

Updated Asset Management Plan

Conclusion

Continued strong progress was made over the first quarter of 2023/24 in areas of core service delivery and in respect of key Corporate Plan projects and objectives as detailed in the report.

This was achieved alongside the preparations for the Full Council elections on 4 May and the delivery of the new member induction programme and the forming of the new council administration, new Committees and work undertaken to prepare a new Corporate Plan for the period 2023 – 2027, which was approved through Committee and Council processes in the July cycle of meetings.

Actions and Performance Measure Keys

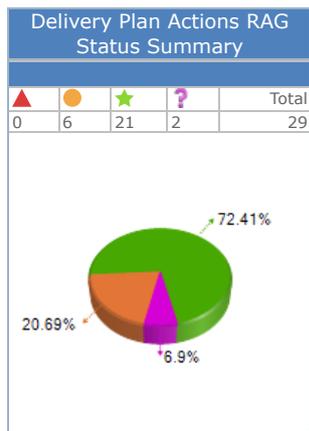
Actions - key to symbols

	The action may not be delivered, or may not deliver the planned outcomes, without intervention
	The action will be delivered but adjustments need to be made or the action may not be delivered as planned and/or may not deliver the planned outcomes
	The action is being delivered as planned
	The action has been completed as planned
n/r	Not relevant as the action has previously been completed or is not yet due to start.
	The Start date for the action is in the future
not set	The action is an ongoing activity throughout the life of the Corporate Plan so does not have a set Due Date
?	Missing information

Measures - key to symbols

Key	
Performance	Direction of Change
 Performance better than target	 Value Increasing (Smaller is Better)
 Performance just off target	 Value Decreasing (Smaller is Better)
 Performance worse than tolerance	 Value Increasing (Bigger is Better)
 No information	 Value Decreasing (Bigger is Better)
 Missing comparator	 No change
 No actual value	
- Measure is a quarterly measure so there is no data reported for this month	

Key Priorities Overview



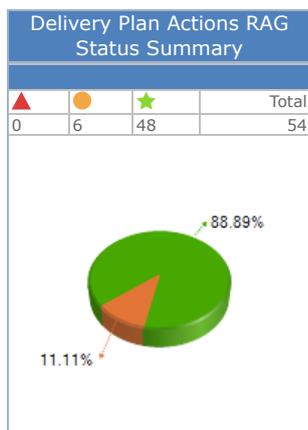
Delivery Plan Actions Summary	
Actions stage	
Not Started:4, In Progress:13, Completed:11, Blocked:0, Parked:0, Cancelled:1	

Local Homes for Local Need

Local Homes for Local Need Key Performance Indicator Update		
		Jun 2023
HO 007 Numbers on the Housing Register	Performance (YTD)	n/a
	Comments	
	Actual (YTD)	581
	Target (YTD)	
	Direction of change (YTD)	
	Benchmarking Comments	Benchmarking data is not available.
HS 001 Number of affordable homes built	Performance (YTD)	
	Comments	26/07/23 We project that only 27 new affordable homes will be delivered in 2023/24 and none of these have been delivered in the first quarter. The Council has 348 affordable homes in the development pipeline, a small number of sites (145 affordable homes) are delayed by nutrient neutrality. We expect that affordable housing delivery will improve from 2024/25 as sites with planning permission progress and issues around nutrient neutrality resolve
	Actual (YTD)	0
	Target (YTD)	25
	Direction of change (YTD)	
	Benchmarking Comments	Additional affordable homes. Annual dataset. Data last updated: 03/12/2022. Actual data: The Additional affordable homes for North Norfolk was 111 dwellings in the latest recorded period of 2021/22, this was less than the previous recorded period in 2020/21 with 155 dwellings and greater than the figure 5 years ago in 2017/18 with 109 dwellings . Area comparisons: North Norfolk had less affordable homes than the mean for North Norfolk CIPFA nearest neighbours of 116 dwellings in 2021/22, the districts in this comparison group had a minimum of 15 dwellings, maximum of 291 dwellings, a 25th percentile marker of 186 dwellings and a 75th percentile marker of 54 dwellings. Ranks: North Norfolk was ranked 24th out of 39 districts in the East of England, and 91st out of 181 districts in England for the latest recorded period, rank 1 being the highest number of Additional affordable homes. Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year. The Additional affordable homes provided as a percentage of all net additional homes dataset is also relevant. The Additional affordable homes provided as a percentage of all net additional homes for North Norfolk was 24% in the latest recorded period of 2021/22. The mean for North Norfolk CIPFA nearest neighbours was 23% in 2021/22.

		Mar 2023
CE 002 Number of long term empty homes (6 months or more as at October each year)	Performance (YTD)	n/a
	Comments	
	Actual (YTD)	483
	Target (YTD)	
	Direction of change (YTD)	

Benchmarking Comments	<p>The benchmarking data for long term empty properties is not available. This dataset shows the Total vacant dwellings. Annual dataset. Data last updated: 14/04/2023. Actual data: The Total vacant dwellings for North Norfolk was 1,614 dwellings in the latest recorded period of 2022/23, this was greater than the previous recorded period in 2021/22 with 1,508 dwellings and less than the figure 5 periods ago in 2018/19 with 1,646 dwellings. Area comparisons: North Norfolk had higher vacant dwellings than the mean for North Norfolk CIPFA nearest neighbours of 1,551 dwellings in 2022/23, the districts in this comparison group had a minimum of 886 dwellings, maximum of 2,667 dwellings, a 25th percentile marker of 1,125 dwellings and a 75th percentile marker of 1,806 dwellings. Ranks: North Norfolk was ranked 27th out of 39 districts in the East of England, and 120th out of 164 districts in England for the latest recorded period, rank 1 being the highest Total vacant dwellings. Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus.</p>
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Delivery Plan Actions Summary
Actions stage
In Progress:7, Completed:47

Local Homes for Local Need delivery plan actions completed this quarter

Objective(s)/ Department	Action	30/06/2023
<ul style="list-style-type: none"> Objective 1.2.2b: Increase the Supply of Housing - Delivery by Others - De-risk Housing Development Strategic Housing Economic Growth 	<input checked="" type="checkbox"/> 1.2.2b.3 Encourage small and medium-sized builders and developers	Performance ✔
		Comments 26/07/23 This action is now complete. We have an offer to SME builders working in partnership with Broadland Housing Association and the Flagship Housing Group. The offer is on the Council's website Home Small sites for new homes in North Norfolk (north-norfolk.gov.uk) . The Council's Comms team has raised awareness via social media. We have had offers of land as a result of the promotional activity. As yet no SME developer has been in contact.
		Owner Graham Connolly
		Start Date 01/10/2022
		Due Date 31/12/2022
		Estimated end date/ Completion date 30/06/2023
<ul style="list-style-type: none"> Objective 1.4.2: Making Best Use of Existing Homes - Supporting access to home ownership Strategic Housing 	<input checked="" type="checkbox"/> 1.4.2.1 The council will work with partners to raise awareness and understanding of shared ownership	Performance ✔
		Comments 31/7/23 Research was carried out with the main Shared Ownership providers in North Norfolk to understand opportunities and challenges. The findings from this research were considered and resulting actions (publicity & training) are being implemented linked to delivery of new shared ownership properties as they become available.
		Owner Nicky Debbage
		Start Date 01/10/2021

			30/06/2023
		Due Date	31/12/2022
		Estimated end date/ Completion date	30/06/2023

Local Homes for Local Need delivery plan actions exceptions report

Objective(s)/ Department	Action	Stage		30/06/2023
<ul style="list-style-type: none"> Objective 1.1: Developing and adopting a new Local Plan Planning Policy Quality of Life Strategy 2022 - 2024 Action Plan 	<input checked="" type="checkbox"/> 1.1.1 Formulate policies and proposals (Local Plan) to facilitate the delivery of housing supply	In Progress	Performance	★
			Comments	The Local Plan has been submitted for examination. Hearing sessions expected to be complete by the end of 2023 following which the Plan can be adopted by the Council.
			Owner	Mark Ashwell
			Start Date	04/02/2020
			Due Date	01/04/2023
			Estimated end date/ Completion date	01/04/2023
<ul style="list-style-type: none"> Objective 1.2.2a: Increase the Supply of Housing - Supporting delivery by others - Affordable Housing Strategic Housing Major Planning Projects 	<input checked="" type="checkbox"/> 1.2.2a.2 Make the planning process easier for affordable housing providers	In Progress	Performance	●
			Comments	
			Owner	Geoff Lyon
			Start Date	01/01/2022
			Due Date	31/03/2022
<ul style="list-style-type: none"> Objective 1.2.2b: Increase the Supply of Housing - Delivery by Others - De-risk Housing Development Place and Climate Change 	<input checked="" type="checkbox"/> 1.2.2b.4 Fakenham Roundabout	In Progress	Performance	●
			Comments	Project has stalled due to escalating materials and construction costs. Original cost estimate is insufficient to complete works - with an additional circa £1m required at time of writing. Landowner investigating changes to S106 agreement and draft planning conditions pursuant to current submission, however, has indicated that the funding shortfall will be met by them. Applications to NCC to extend existing Business Rates funding availability (£900k) were successful. This funding is to be match funded by NNDC (£900k). This funding has been included within the 2023/24 budget. Earliest opportunity for works now Autumn 2024 and this is the current target date. Delay a direct result of nutrient neutrality issues around the housing delivery. However, initial design works continuing and traffic regulation order being progressed.
			Owner	Martyn Fulcher
			Start Date	01/12/2021
			Due Date	31/12/2023
<ul style="list-style-type: none"> Objective 1.2.2b: Increase the Supply of Housing - Delivery by Others - De-risk Housing Development Strategic Housing Major Planning Projects 	<input checked="" type="checkbox"/> 1.2.2b.2 Investigate de-risking options	In Progress	Performance	●
			Comments	The consultants recommendations from action 1.2.2a.2 will be used to inform this action. The outcome will form part of the programme of the Planning Service Improvement Plan to be completed during Summer/Autumn 2023 linked, in part, to affordable housing pre-apps.
			Owner	Geoff Lyon
			Start Date	01/01/2022
			Due Date	31/03/2022
			Estimated end date/ Completion date	31/05/2023
		In Progress	Performance	●

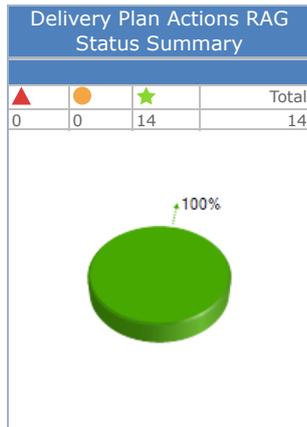
		30/06/2023	
<ul style="list-style-type: none"> ▪ Objective 1.5.2b: Supporting Vulnerable Residents - Provision of Specialist Housing - Care/ Extra Ca ▪ Strategic Housing ▪ Key Priorities 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> 1.5.2b.1 Working with partners to deliver 500 units of Housing with Care / Extra Care 	Comments	31/7/23 A number of sites have been identified for new extra care schemes. One site in Stalham was submitted for Planning consent but is delayed as a result of nutrient neutrality requirements. We are also actively working with a housing provider on a site in North Walsham and a further potential site in Cromer
		Owner	Nicky Debbage
		Start Date	31/03/2021
		Due Date	31/12/2028
		Estimated end date/ Completion date	31/12/2028

Local Homes for Local Need delivery plan actions cancelled this quarter
No entries this quarter

Boosting Business Sustainability and Growth

Boosting Business Sustainability and Growth Key Performance Indicator Update

		Jun 2023
EG 011 Number of businesses supported	Performance (YTD)	★
	Comments	
	Actual (YTD)	48
	Target (YTD)	30
	Direction of change (YTD)	✖
	Benchmarking Comments	Benchmarking data is not available.



Delivery Plan Actions Summary
Actions stage
Not Started:2, In Progress:7, Completed:5

Boosting Business Sustainability and Growth delivery plan actions completed this quarter

No entries this quarter

Boosting Business Sustainability and Growth delivery plan actions exceptions report

Objective(s)/ Department	Action	Stage			30/06/2023
<ul style="list-style-type: none"> ▪ Economic Growth ▪ Key Priorities ▪ Objective 2.3: Taking a proactive approach to unlocking development sites 	<input checked="" type="checkbox"/> 2.3.2 New investment opportunities	Not Started	Performance	★	
			Comments		
			Owner	Stuart Quick	
			Start Date	16/11/2022	
			Due Date	30/04/2023	
			Estimated end date/ Completion date	30/04/2023	
<ul style="list-style-type: none"> ▪ Economic Growth ▪ Objective 2.7: Facilitating the transition of our town centres ▪ Key Priorities 	<input checked="" type="checkbox"/> 2.7.2 - Support the work of the High Street Task Force - community engagement work in Stalham	Not Started	Performance	★	
			Comments		
			Owner	Stewart Damonsing	
			Start Date	01/11/2022	
			Due Date	30/04/2023	
			Estimated end date/ Completion date	30/04/2023	
		In Progress	Performance	★	
			Comments	The Local Plan has been submitted for examination. Hearing sessions expected to be completed by the end of 2023 following which the Plan can be adopted by the Council.	

			30/06/2023	
<ul style="list-style-type: none"> ▪ Objective 2.1: Developing and adopting a new Local Plan ▪ Planning Policy ▪ Quality of Life Strategy 2022 - 2024 Action Plan 	<input checked="" type="checkbox"/> 2.1.1 Deliver the local plan, ensuring a sufficient focus on facilitating business development		Owner	Mark Ashwell
			Start Date	04/02/2020
			Due Date	01/04/2023
			Estimated end date/ Completion date	01/04/2023
<ul style="list-style-type: none"> ▪ Objective 2.2: Developing and implementing new Economic Growth Strategy 2020 - 2023 ▪ Economic Growth ▪ Key Priorities 	<input checked="" type="checkbox"/> 2.2.1 Economic Growth Strategy 2020 - 2023	In Progress	Performance	★
			Comments	A Project Inception Document has been produced and agreed by the Portfolio Holder for Sustainable Growth. This outlines the various elements that will be delivered by this work, including evidence gathering and consultation. A final document will be produced for adoption by the Council in early 2024.
			Owner	Stuart Quick
			Start Date	01/04/2022
			Due Date	30/04/2023
			Estimated end date/ Completion date	30/04/2023
<ul style="list-style-type: none"> ▪ Objective 2.4: Analyse local business needs ▪ Economic Growth 	<input checked="" type="checkbox"/> 2.4.1 Analyse evidence of local business needs and opportunities and engage local businesses	In Progress	Performance	★
			Comments	
			Owner	Stuart Quick
			Start Date	11/04/2022
			Due Date	04/04/2023
	Estimated end date/ Completion date	04/04/2023		
	<input checked="" type="checkbox"/> 2.4.2 Develop a range of engagement tools to build relationships with local businesses	In Progress	Performance	★
			Comments	
			Owner	Stuart Quick
			Start Date	25/04/2022
Due Date			05/04/2023	
Estimated end date/ Completion date	05/04/2023			
<ul style="list-style-type: none"> ▪ Objective 2.5: Providing support and advice for new business start-ups and growing businesses ▪ Economic Growth 	<input checked="" type="checkbox"/> 2.5.1 Develop a mechanism for providing suitable support to business start-ups and micro businesses	In Progress	Performance	★
			Comments	
			Owner	Stuart Quick
			Start Date	25/04/2022
			Due Date	30/04/2023
Estimated end date/ Completion date	08/04/2023			
<ul style="list-style-type: none"> ▪ Objective 2.6: Encouraging links between local education providers, apprentices and businesses ▪ Economic Growth 	<input checked="" type="checkbox"/> 2.6.1 Work with partners to identify skills deficiencies & monitor apprenticeships	In Progress	Performance	★
			Comments	
			Owner	Stuart Quick
			Start Date	11/04/2022
			Due Date	31/03/2023
Estimated end date/ Completion date	30/04/2023			

Boosting Business Sustainability and Growth delivery plan actions cancelled this quarter

No entries this quarter

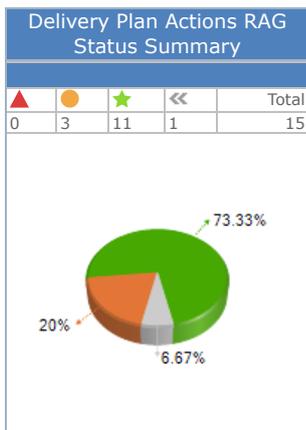
Customer Focus

Customer Focus Key Performance Indicator Update

Jun 2023

CL 002 Number of Ombudsman referral decisions	Performance (YTD)	★
	Comments	
	Actual (YTD)	4
	Target (YTD)	9
	Direction of change (YTD)	✖
	Benchmarking Comments	<p>Number of Ombudsman complaints - referred back for local resolution Annual dataset. Data last updated: 11/11/2022. Actual data: The Number of Ombudsman complaints - referred back for local resolution for North Norfolk was 3 decisions in the latest recorded period of 2021/22, this was equal to the previous recorded period in 2020/21 with 3 decisions and less than the figure 5 years ago in 2017/18 with 9 decisions. Area comparisons: North Norfolk had less Decisions than the mean for North Norfolk CIPFA nearest neighbours of 5 decisions in 2021/22, the districts in this comparison group had a minimum of 0 decisions, maximum of 12 decisions, a 25th percentile marker of 6 decisions and a 75th percentile marker of 3 decisions. Ranks: North Norfolk was ranked 27th out of 39 districts in the East of England, and 96th out of 181 districts in England for the latest recorded period, rank 1 being the highest Number of Ombudsman complaints - referred back for local resolution. Source name: Local Government & Social Care Ombudsman, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year.</p> <p>The Number of decisions on complaints made by the Ombudsman and Number of Ombudsman complaints datasets are also relevant. The Number of decisions on complaints made by the Ombudsman for North Norfolk was 11 decisions in the latest recorded period of 2021/22. The mean for North Norfolk CIPFA nearest neighbours was 16 decisions in 2021/22. The Number of Ombudsman complaints for North Norfolk was 15 complaints in the latest recorded period of 2021/22. The mean for North Norfolk CIPFA nearest neighbours was 15 complaints in 2021/22.</p>
CL 003 Number of Ombudsman referral decisions successful outcomes for the Council	Performance (YTD)	★
	Comments	
	Actual (YTD)	4
	Target (YTD)	0
	Direction of change (YTD)	✔

	Benchmarking Comments	<p>Number of Ombudsman complaints - not upheld Annual dataset. Data last updated: 11/11/2022. Actual data: The Number of Ombudsman complaints - not upheld for North Norfolk was 1 decisions in the latest recorded period of 2021/22, this was equal to the previous recorded period in 2020/21 with 1 decisions and less than the figure 5 years ago in 2017/18 with 4 decisions. Area comparisons: North Norfolk had less decisions than the mean for North Norfolk CIPFA nearest neighbours of 2 decisions in 2021/22, the districts in this comparison group had a minimum of 0 decisions, maximum of 4 decisions, a 25th percentile marker of 3 decisions and a 75th percentile marker of 1 decisions. Ranks: North Norfolk was ranked 22nd out of 39 districts in the East of England, and 77th out of 181 districts in England for the latest recorded period, rank 1 being the highest Number of Ombudsman complaints - not upheld. Source name: Local Government & Social Care Ombudsman, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year.</p> <p>The Number of Ombudsman complaints - upheld dataset is also relevant. The Number of Ombudsman complaints - upheld for North Norfolk was 1 decisions in the latest recorded period of 2021/22. The mean for North Norfolk CIPFA nearest neighbours was 2 decisions in 2021/22.</p>
CS 001 Number of complaints	Performance (YTD)	★
	Comments	
	Actual (YTD)	29
	Target (YTD)	90
	Direction of change (YTD)	✖
	Benchmarking Comments	Benchmarking data is not available.
CS 002 Number of compliments	Performance (YTD)	★
	Comments	
	Actual (YTD)	9
	Target (YTD)	9
	Direction of change (YTD)	✔
	Benchmarking Comments	Benchmarking data is not available.



Delivery Plan Actions Summary
Actions stage
 In Progress:1, Completed:13, Cancelled:1

Objective(s)/ Department	Action	30/06/2023	
<ul style="list-style-type: none"> ▪ Key Priorities ▪ Democratic Services ▪ Objective 3.4: Developing an Engagement Strategy ▪ 3 - Customer Focus 	<input checked="" type="checkbox"/> 3.4.6 Further develop and embed the new Youth Council	Performance	★
		Comments	The Youth Council is now established and meeting regularly. They have agreed priorities for the forthcoming year and are continuing to recruit new members. Engagement with District Councillors is being strengthened via attendance at Full Council meetings.
		Owner	Emma Denny
		Start Date	01/10/2022
		Due Date	30/06/2023
		Estimated end date/ Completion date	30/06/2023

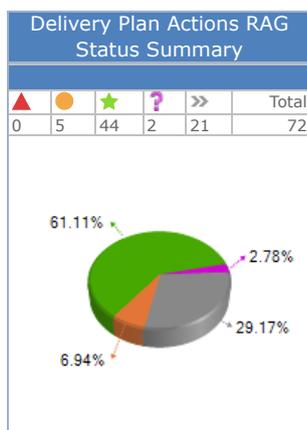
Customer Focus actions exceptions report

Objective(s)/ Department	Action	Stage	30/06/2023	
<ul style="list-style-type: none"> ▪ Objective 3.1: Developing a new Customer Charter with published service standards ▪ Organisational Resources 	<input checked="" type="checkbox"/> 3.1.6 Digital Customer Service Improvement	In Progress	Performance	★
		Comments		
		Owner	Sean Kelly	
		Start Date	01/06/2020	
		Due Date	30/04/2023	
		Estimated end date/ Completion date	30/04/2023	

Customer Focus actions cancelled this quarter

No entries this quarter

Climate, Coast and the Environment Key Performance Indicator Update		
Mar 2023		
EC 001 Council carbon footprint (tCO2e)	Performance (YTD)	❗
	Comments	The carbon footprint figure for 2022/23 will be available in autumn 2023. The footprint has gradually fallen from 6,633 (tCO2e) in 2018/19 to 2,825 (tCO2e) in 2021/22.
	Actual (YTD)	2,825
	Target (YTD)	
	Direction of change (YTD)	?
	Benchmarking Comments	Benchmarking data is not available.
EC 002 Number of trees planted	Performance (YTD)	★
	Comments	Project Completed. A total of 115,820 trees were planted over the course of the project.
	Actual (YTD)	43,961
	Target (YTD)	20,000
	Direction of change (YTD)	❌
	Benchmarking Comments	Benchmarking data is not available.



Delivery Plan Actions Summary
Actions stage
Not Started:26, In Progress:24, Completed:22

Climate, Coast and the Environment actions completed this quarter			
Objective(s)/ Department	Action		30/06/2023
<ul style="list-style-type: none"> Objective 4.09: Buildings and energy Climate & Environment Key Priorities 	<input checked="" type="checkbox"/> 4.09.BE02a Undertake energy audits of all our buildings	Performance	★
		Comments	An estimate received from an external consultant to review all our properties was not considered value for money. The estates team continue to prioritise buildings as they become vacant and from data showing which of our buildings have the highest energy consumption. This is now business as usual.
		Owner	Kate Rawlings
		Start Date	02/08/2022
		Due Date	30/06/2023
		Estimated end date/ Completion date	30/06/2023

Objective(s)/ Department	Action	Stage	30/06/2023	
<ul style="list-style-type: none"> ▪ Key Priorities ▪ Objective 4.04: Continuing to Take a Lead Role Nationally in Coastal Management Initiatives ▪ CTAP 	<input checked="" type="checkbox"/> 4.4.7 Coastal Transition Accelerator Programme	In Progress	Performance	★
			Comments	The North Norfolk Coastal Accelerator Transition Programme will be locally known and publicised as Coastwise. At the end of July NNDC received confirmation that the Environment Agency had signed off the full £15M (including DEFRA contributions) to Coastwise. It is requested the due date for the programme is now amended on InPhase to reflect the programme timeframe until 31 March 2027.
			Owner	Rob Goodliffe
			Start Date	25/05/2022
			Due Date	30/04/2023
Estimated end date/ Completion date	31/03/2027			
<ul style="list-style-type: none"> ▪ Objective 4.02: Developing and implementing a new Local Plan ▪ Planning Policy ▪ Quality of Life Strategy 2022 - 2024 Action Plan 	<input checked="" type="checkbox"/> 4.2.1 Formulate a local plan that supports the transition to a low-carbon future	In Progress	Performance	★
			Comments	The Local Plan has been submitted for examination. Hearing sessions expected to be complete by the end of 2023 following which the Plan can be adopted by the Council.
			Owner	Mark Ashwell
			Start Date	04/02/2020
			Due Date	01/04/2023
Estimated end date/ Completion date	01/04/2023			
<ul style="list-style-type: none"> ▪ Objective 4.04: Continuing to Take a Lead Role Nationally in Coastal Management Initiatives ▪ Coastal Partnership East 	<input checked="" type="checkbox"/> 4.4.6 Share best practice and seek to influence national policy regarding coastal management	In Progress	Performance	★
			Comments	Continued engagement with Local Government Association Coastal Special Interest Group including input and leading on national topic themes such as adaptation. Continued support and input into the East Anglian Coastal Group and (Eastern) Regional Flood and Coast Committee. Input into DEFRA Historic Erosion Rates project. Completion of Phase 1a and 1b of the Coastal Loss Innovative Funding and Finance Project which seek to provide evidence and information to influence national approach of solutions or at risk residential properties, will in future link into CTAP. Input into National Coastal Erosion Risk Mapping project at board and technical levels. Charing the Anglian Coastal Monitoring Group. As this is a continuous activity I suggest the due date is removed.
			Owner	Tamzen Pope
			Start Date	04/02/2020
			Due Date	31/05/2023
Estimated end date/ Completion date	31/03/2024			
<ul style="list-style-type: none"> ▪ Objective 4.09: Buildings and energy ▪ Climate & Environment 	<input checked="" type="checkbox"/> 4.09.BE03 Prioritise efforts to switch away from oil and carbon-intensive fuels by 2030	In Progress	Performance	●
			Comments	Work continues to review the Council's estate and prioritise buildings for decarbonisation, suitable grants for decarbonisation capital and other resources continue to be explored. Further staff and capital resources are needed to meet the Council's ambitious 2030 Net Zero target. The recently announced Net Zero fund will help with this.
			Owner	Kate Rawlings
			Start Date	08/08/2022
			Due Date	not set
Estimated end date/ Completion date	not set			
		Not Started	Performance	●

			30/06/2023	
<ul style="list-style-type: none"> Objective 4.09: Buildings and energy Climate & Environment Key Priorities 	<input checked="" type="checkbox"/> 4.09.BE07 New council-controlled buildings/ refurbishments to be Net Zero by 2030		Comments	An Internal Carbon Pricing process and various decision making models are being developed to ensure that the cost of new buildings and refurbishments include the carbon cost of these projects and bring net zero initiatives and technologies to the forefront of decisions. However this needs to be embraced across all council services.
			Owner	Kate Rawlings
			Start Date	09/01/2023
			Due Date	not set
			Estimated end date/ Completion date	not set
<ul style="list-style-type: none"> Objective 4.09: Buildings and energy Organisational Resources Key Priorities 	<input checked="" type="checkbox"/> 4.09.BE05 Implement new LED and control system in the Cromer office	In Progress	Performance	★
			Comments	
			Owner	Sean Kelly
			Start Date	01/04/2022
			Due Date	31/03/2023
	Estimated end date/ Completion date	31/03/2024		
	<input checked="" type="checkbox"/> 4.09.BE06 23/24 Implement new LED and control system in the Fakenham office	Not Started	Performance	?
			Comments	
			Owner	Sean Kelly
			Start Date	01/04/2023
Due Date			not set	
Estimated end date/ Completion date	not set			
<ul style="list-style-type: none"> Objective 4.12: Transport Climate & Environment 	<input checked="" type="checkbox"/> 4.12.T02 Adopt a target for EV charge-points at Council owned carparks	Not Started	Performance	★
			Comments	Discussions have been had with Norfolk County Council and various third party operators to explore options for increasing EV provision at Council owned car parks. A paper outlining these options will be brought to CLT over the summer.
			Owner	Kate Rawlings
			Start Date	01/07/2022
			Due Date	not set
	Estimated end date/ Completion date	not set		
	<input checked="" type="checkbox"/> 4.12.T03 Shift to hydrotreated vegetable oils for all Council refuse collection vehicles	Not Started	Performance	●
			Comments	The council continues to investigate HVO purchasing options to ensure a reliable supply from a sustainable source. Meanwhile the recent change in collection routes appears to have resulted in a reduction of miles travelled by the fleet and therefore its contribution to our carbon footprint.
			Owner	Kate Rawlings
			Start Date	09/01/2023
Due Date			not set	
Estimated end date/ Completion date	not set			
<ul style="list-style-type: none"> Objective 4.13: Business travel Climate & Environment 	<input checked="" type="checkbox"/> 4.13.Bt01 Review New Ways of Working policy	In Progress	Performance	●
			Comments	
			Owner	James Claxton
			Start Date	09/01/2023
			Due Date	30/11/2023
Estimated end date/ Completion date	31/07/2023			
<ul style="list-style-type: none"> Objective 4.16: Water Climate & Environment 		Not Started	Performance	★
			Comments	

			30/06/2023	
	<input checked="" type="checkbox"/> 4.16.H2O02 Identify priority actions for saving water at Council-owned and occupied properties		Comments	The Council has moved to a different water supplier who provides more detailed and up to date information on water use at council properties. This will allow better decisions to be made regarding priority actions for saving water
			Owner	Kate Rawlings
			Start Date	16/10/2022
			Due Date	not set
			Estimated end date/ Completion date	not set
	<input checked="" type="checkbox"/> 4.16.H2O03 Identify priority actions for improving water management across the district	In Progress	Performance	
			Comments	The Council continues to engage with external parties at all levels but water management remains an area of concern for the district
			Owner	Kate Rawlings
			Start Date	30/10/2022
			Due Date	not set
<ul style="list-style-type: none"> ▪ Objective 4.20: Offsetting ▪ Climate & Environment <input checked="" type="checkbox"/> 4.20.Of02 Explore carbon offsetting opportunities	Not Started	Performance		
		Comments	Discussions have been had with local environmental partners and land owners on opportunities to off set carbon locally. Tools for measuring carbon capture on the council's estate are also being investigated.	
		Owner	Kate Rawlings	
		Start Date	10/01/2023	
		Due Date	not set	
		Estimated end date/ Completion date	not set	

Climate, Coast and the Environment actions cancelled this quarter

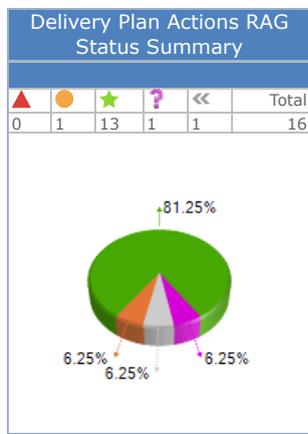
No entries this quarter

Quality of Life

Quality of Life Key Performance Indicator Update

		Jun 2023
LE 004 Participation at Council Sporting Facilities	Performance (YTD)	★
	Comments	
	Actual (YTD)	143,575
	Target (YTD)	140,860
	Direction of change (YTD)	↕
	Benchmarking Comments	Benchmarking data is not available.

		Mar 2023
AP 001 Level of investment made in upgrading public conveniences (£)	Performance (YTD)	▲
	Comments	<ul style="list-style-type: none"> A total of £781,840.88 on Public Convenience improvements at Fakenham/Sheringham/ Wells/ North Walsham to date for 2022/23. Some final accounts have not yet been received. A total of £9,985.00 on Weybourne (waterless loo purchase).
	Actual (YTD)	791,825.88
	Target (YTD)	1,260,873.00
	Direction of change (YTD)	n/a
	Benchmarking Comments	Benchmarking data is not available.
AP 002 Number of changing places facilities provided	Performance (YTD)	●
	Comments	Facilities have been installed at the North Norfolk Visitor Centre in Cromer and at Stearmans Yard, Wells and The Reef at Sheringham. Work is currently in progress at Queen's Road, Fakenham due to be completed by May 2023.. Two further facilities are to be provided in Vicarage Street, North Walsham (open July 2023) and The Leas in Sheringham by August 2023.
	Actual (YTD)	2
	Target (YTD)	4
	Direction of change (YTD)	↕
	Benchmarking Comments	Benchmarking data is not available.
LE 015 Number of Blue Flag beaches	Performance (YTD)	●
	Comments	Three of the Council's Blue Flag beaches have been downgraded to Seaside Awards due to a reduction in bathing water quality from 'Excellent' to 'Good'. This is beyond the control of the District Council.
	Actual (YTD)	3
	Target (YTD)	6
	Direction of change (YTD)	↘
	Benchmarking Comments	Benchmarking data is not available.
LE 016 Number of Green Flag open spaces	Performance (YTD)	★
	Comments	
	Actual (YTD)	3
	Target (YTD)	3
	Direction of change (YTD)	→
	Benchmarking Comments	Benchmarking data is not available.



Delivery Plan Actions Summary
Actions stage
 In Progress:8, Completed:6, Cancelled:2

Quality of Life actions completed this quarter
 No entries this quarter

Quality of Life actions exceptions report

Objective(s)/ Department	Action	Stage	30/06/2023	
<ul style="list-style-type: none"> Key Priorities People Services Objective 5.11: Development of strong, sustainable and healthy local communities 	<input checked="" type="checkbox"/> 5.11.2 Develop policy & programmes in response to the Cost of Living pressures faced by residents	In Progress	Performance ★	
			Comments	Cost of Living Group was time limited and is not currently meeting. Range of measures implemented to support residents with Cost Of Living. Has become Business as Usual. Group will reform if necessary.
			Owner	Sonia Shuter
			Start Date	16/11/2022
			Due Date	30/04/2023
Estimated end date/ Completion date	30/04/2023			
<ul style="list-style-type: none"> Leisure and Localities Key Priorities Objective 5.11: Development of strong, sustainable and healthy local communities 	<input checked="" type="checkbox"/> 5.11.3 Develop a new Play Strategy for the District	In Progress	Performance ●	
			Comments	Discussions are taking place between the Leisure Team, senior officers, the leader and portfolio holder as to the best approach for this strategy.
			Owner	Colin Brown
			Start Date	16/11/2022
			Due Date	30/04/2023
Estimated end date/ Completion date	30/04/2024			
<ul style="list-style-type: none"> Objective 5.6: Continued investment in Cromer Pier as an iconic heritage and cultural attraction Property Services Quality of Life Strategy 2022 - 2024 Action Plan 	<input checked="" type="checkbox"/> 5.6.1a Maintain and enhance the physical structure of Cromer Pier	In Progress	Performance ★	

			Comments	<p>Essential sub-structure works on the iconic Cromer Pier commenced at the beginning of October 2022.</p> <p>The works, which will cost around £1.2m, are vital for the structural integrity of the much loved Cromer landmark and will help in future proofing it for years to come. They will be delivered in two simultaneous phases:</p> <p>Sub-structure works:</p> <p>Underneath the Pier, the programme of structural steel works has started, including the replacement or reinforcement of trusses, steel sections, deck bearers and tie-bars. Some of the works will involve the removal of areas of decking, and subsequent replacement where required with EKKI timbers from FSC forests in West Africa.</p> <p>A steel gantry will be installed beneath the decking, making future inspections and maintenance more efficient and cost-effective, allowing repairs to be made by the Council's Property Services teams and sub-contractors, rather than specialist contractors.</p> <p>The last programme of works saw repairs to the sacrificial concrete encasements protecting the pier legs from continual wave action. These works were completed by specialist diving teams, strengthening the steel support legs that are embedded into the seabed.</p> <p>Sub-structure works, undertaken by UK Industrial Services, began in October 2022. The works are managed by NNDC's Property Services team and the Hemsley Orrell Partnership, structural engineers and pier experts, based in Hove.</p> <p>While the works are undertaken, Cromer Pier, including the Pavilion Theatre & Bar, Box Office, Tides Restaurant, the shop and toilets will remain fully operational and the public will still be able to access them.</p> <p>Works are on track as planned and are scheduled to be completed by October 2023. This is a few months later than intended due to issues with the availability of the steels required.</p>
			Owner	Russell Tanner
			Start Date	04/02/2020
			Due Date	30/06/2023
			Estimated end date/ Completion date	31/10/2023
<ul style="list-style-type: none"> ▪ Objective 5.10: Maximising the level of external funding to support community projects ▪ Project Enabling (closed) 	<input checked="" type="checkbox"/> 5.10.1 Identify new opportunities for funding to implement and promote the Quality of Life Strategy	In Progress	Performance	★
			Comments	<p>North Norfolk District Council has been successful in attracting funding to support the implementation of its Quality of Life Strategy including Covid Recovery Funding, Health and Wellbeing Partnership Funding, Better Care Funding (Social Prescribing in Secondary Care), ICB funding (Waiting Well), Primary Care Network funding (Social Prescribing Link Worker), Coastal Transition Accelerator Partnership Funding, Household Support Funding, Energy Rebate funding, UK Shared Prosperity Funding, Rural England Prosperity Fund and Shelter System Change support funded by DLUHC.</p>
			Owner	Karen Hill
			Start Date	04/02/2020
			Due Date	31/10/2022

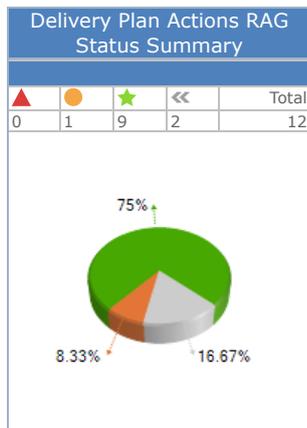
				30/06/2023
			Estimated end date/ Completion date	30/09/2023

Quality of Life actions cancelled this quarter

No entries this quarter

Financial Sustainability and Growth

Financial Sustainability and Growth Key Performance Indicator Update		
		Mar 2023
AC 001 Council Tax Band D (NNDC element) (£)	Performance	n/a
	Comments	
	Actual	158.67
	Target	
	Direction of change	⬇️
	Benchmarking Comments	<p>Average Band D - paid to local services (excl. parishes). Annual dataset. Data last updated: 23/03/2023. Actual data: The Average Band D - paid to local services (excl. parishes) for North Norfolk was 164 GBP in the latest recorded period of 2023/24, this was greater than the previous recorded period in 2022/23 with 159 GBP and greater than the figure 5 periods ago in 2019/20 with 149 GBP. Area comparisons: North Norfolk had less Council Tax than the mean for North Norfolk CIPFA nearest neighbours of 197 GBP in 2023/24, the districts in this comparison group had a minimum of 159 GBP, maximum of 230 GBP, a 25th percentile marker of 219 GBP and a 75th percentile marker of 184 GBP. North Norfolk had less Council Tax than the mean for East of England of 208 GBP in 2023/24, the districts in this comparison group had a minimum of 110 GBP, maximum of 396 GBP, a 25th percentile marker of 232 GBP and a 75th percentile marker of 169 GBP. North Norfolk had less Council Tax than the mean for England of 209 GBP in 2023/24, the districts in this comparison group had a minimum of 110 GBP, maximum of 396 GBP, a 25th percentile marker of 232 GBP and a 75th percentile marker of 179 GBP. Ranks: North Norfolk was ranked 32nd out of 39 districts in the East of England, and 141st out of 164 districts in England for the latest recorded period, rank 1 being the highest Average Band D - paid to local services (excl. parishes). Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus.</p>



Delivery Plan Actions Summary

Actions stage

In Progress:1, Completed:9, Cancelled:2

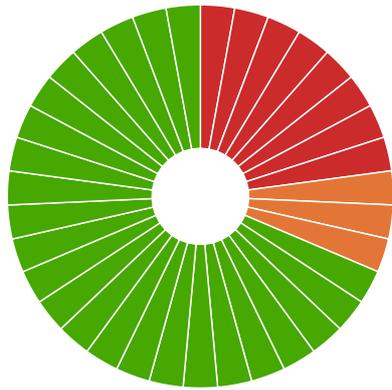
Financial Sustainability and Growth actions completed this quarter			
Objective(s)/ Department	Action	30/06/2023	
		Performance	★
		Comments	Page 47
		Owner	Renata Garfoot
		Start Date	04/02/2020

		30/06/2023	
<ul style="list-style-type: none"> Objective 6.2: Taking a more commercial approach to the delivery of discretionary services Estates and Assets 	<input checked="" type="checkbox"/> 6.2.3 Explore the opportunities to generate income from advertising and sponsorship	Due Date	30/11/2022
		Estimated end date/ Completion date	14/04/2023
<ul style="list-style-type: none"> Objective 6.3: Forming a development company to take our property ambitions forward Estates and Assets 	<input checked="" type="checkbox"/> 6.3.3 Take a strategic approach to commercial development opportunities	Performance	
		Comments	
		Owner	Renata Garfoot
		Start Date	04/02/2020
		Due Date	30/04/2023
		Estimated end date/ Completion date	30/04/2023

Financial Sustainability and Growth actions exceptions report				
Objective(s)/ Department	Action	Stage	30/06/2023	
<ul style="list-style-type: none"> Objective 6.2: Taking a more commercial approach to the delivery of discretionary services Finance Resources Key Priorities 	<input checked="" type="checkbox"/> 6.2.1 Develop a Financial Sustainability Strategy	In Progress	Performance	
			Comments	This work has not been started due to resource issues. It will be started once those issues have been resolved and to ensure that it is consistent with the goals of the new Corporate Plan.
			Owner	Tina Stankley
			Start Date	04/02/2020
			Due Date	31/12/2022
			Estimated end date/ Completion date	30/06/2023

Financial Sustainability and Growth actions cancelled this quarter	
No entries this quarter	

Performance Focus



This following section of the report shows all management performance measures that are not achieving target i.e. that are showing as red or amber year-to-date. The context and explanation for that level of performance and any actions being taken is given. The performance levels shown are the year-to-date figures for monthly, quarterly and annual measures.

		Jun 2023
AS 004 Percentage of rent arrears on all debts 90 days and over	Performance (YTD)	?
	Comments	Arrears data, 24.37%, has only just become available for July 2023. Arrears are being monitored on a case by case basis. These debts are being actively managed to recover the debt.
	Actual (Period) (YTD)	
	Target (YTD)	10.00
	Direction of change (YTD)	?
	Benchmarking Comments	Benchmarking data is not available.
AU 001 Percentage of Priority 1 (Urgent) audit recommendations completed on time	Performance (YTD)	▲
	Comments	Three of the five urgent recommendations that were due to be implemented on or before 30 June 2023 were implemented on time. The other two recommendations have now been completed but this was after the due date.
	Actual (Period) (YTD)	60.00
	Target (YTD)	100.00
	Direction of change (YTD)	✖
	Benchmarking Comments	Benchmarking data is not available.
AU 002 Percentage of Priority 2 (Important) audit recommendations completed on time	Performance (YTD)	▲
	Comments	Two of the eleven important recommendations that were due to be implemented on or before 30 June 2023 were implemented on time. Five recommendations have now been completed but this was after the due date. One recommendation has been completed but not signed off by the Internal Auditors. Five recommendations are past their due date and are still outstanding. CLT will review these recommendations and ask for action to proceed to implementation promptly.
	Actual (Period) (YTD)	18.18
	Target (YTD)	70.00
	Direction of change (YTD)	✖
	Benchmarking Comments	Benchmarking data is not available.
AU 004 Percentage of audit days delivered	Performance (YTD)	▲
	Comments	Seventeen of the planned nineteen audit days were delivered. This will need to be monitored to ensure the programme progresses as planned.
	Actual (Period) (YTD)	89.47
	Target (YTD)	100.00
	Direction of change (YTD)	✔
	Benchmarking Comments	Benchmarking data is not available.
BC 001 Building Control income (£)	Performance (YTD)	▲
	Comments	A shortfall of income had been identified against increased budget costs. Building Control Fees and charges were uplifted commencing 1 July 2023 with an approx. 20% uplift.
	Actual (Period) (YTD)	94,404.00

		Jun 2023
	Target (YTD)	124,374.00
	Direction of change (YTD)	
	Benchmarking Comments	Total Income - Building control. Annual dataset. Data last updated: 23/03/2023. Actual data: The Total Income - Building control for North Norfolk was 359 GBP (000) in the latest recorded period of 2020/21, this was less than the previous recorded period in 2019/20 with 420 GBP (000) and less than the figure 5 years ago in 2016/17 with 416 GBP (000) . Area comparisons: North Norfolk had a greater income than the mean for North Norfolk CIPFA nearest neighbours of 344 GBP (000) in 2020/21, the districts in this comparison group had a minimum of 0 GBP (000), maximum of 1,238 GBP (000), a 25th percentile marker of 395 GBP (000) and a 75th percentile marker of 21 GBP (000). Ranks: North Norfolk was ranked 15th out of 39 districts in the East of England, and 45th out of 181 districts in England for the latest recorded period, rank 1 being the highest income. Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year.
BE 028 (HB2) Speed of processing: change in circumstances for housing benefit and CT support claims	Performance (YTD)	
	Comments	We have seen a slight improvement to our Housing Benefit Speed of Processing times for changes in circumstances as a result of a reduction in our outstanding workloads. We have also cleared some older outstanding enquiries from customers where we have been waiting for further evidence to be provided before the enquiry could be processed. Customers frequently report changes in circumstances over the phone, and we are reviewing options around the handling of telephone calls to ensure prompt recording and assessment of the change end to end. Using a vacant post, we have recruited a permanent Visiting Officer to support collection of evidence from vulnerable and/or elderly customers. We are also continuing to train new staff to increase the resource for processing customer enquiries, and we are recruiting further Business Support Apprentices who will undertake administrative duties for the team.
	Actual (Period) (YTD)	17.00
	Target (YTD)	14.00
	Direction of change (YTD)	
	Benchmarking Comments	Time taken to process housing benefit change events - Quarterly. Quarterly dataset. Data last updated: 01/08/2023. Actual data: The Time taken to process housing benefit change events - Quarterly for North Norfolk was 6 days in the latest recorded period of 2022/23 Q4, this was less than the previous recorded period in 2022/23 Q3 with 16days and greater than the figure 5 periods ago in 2021/22 Q4 with 5 days . Area comparisons: North Norfolk took more time than the mean for North Norfolk CIPFA nearest neighbours of 3 days in 2022/23 Q4, the districts in this comparison group had a minimum of 1 days, maximum of 5 days, a 25th percentile marker of 2 days and a 75th percentile marker of 3 days. North Norfolk took more time than the mean for East of England of 3 days in 2022/23 Q4, the districts in this comparison group had a minimum of 1 days, maximum of 11 days, a 25th percentile marker of 2 days and a 75th percentile marker of 3 days. North Norfolk took more time than the mean for England of 3 days in 2022/23 Q4, the districts in this comparison group had a minimum of 1 days, maximum of 11 days, a 25th percentile marker of 2 days and a 75th percentile marker of 3 days. Ranks: North Norfolk was ranked 36th out of 39 districts in the East of England, and 152nd out of 164 districts in England for the latest recorded period, rank 1 being the quickest Time taken to process housing benefit change events - Quarterly. Source name: Department for Work and Pensions, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per quarter. Also, the benchmarking data including Council Tax Support Claims is not available, this dataset shows the housing benefit claims only.
CE 005 Percentage of long term empty homes as a proportion of the taxbase	Performance (YTD)	

	Comments	The number of long term empty properties as a percentage to the tax base has seen a reduction over the past few months to 30 June 2023. The reasons for this are due in part at least, to the market. There are a few intervention strategies designed to prevent properties from being empty and encouraging owners to bring very long-term empties properties back into use. The current numbers of empty properties are being monitored by the Revenues Manager, however there is insufficient capacity to participate in active enforcement against empty homes, especially considering the complexity around this. The new Housing strategy includes this issue, but any resources will need to be targeted given local housing needs and recognise that there are rarely instant solutions in bringing long-term empties back into use via the corporate Enforcement Board.
	Actual (Period) (YTD)	1.09
	Target (YTD)	1.20
	Direction of change (YTD)	↓
	Benchmarking Comments	% vacant dwellings - the benchmarking data for long term empty properties is not available, this dataset shows the % vacant dwellings. Annual dataset. Data last updated: 14/04/2023. Actual data: The % vacant dwellings for North Norfolk was 2.8% in the latest recorded period of 2020/21, this was less than the previous recorded period in 2019/20 with 3.0% and less than the figure 5 periods ago in 2016/17 with 2.9%. Area comparisons: North Norfolk had a lower percentage than the mean for North Norfolk CIPFA nearest neighbours of 2.9% in 2020/21, the districts in this comparison group had a minimum of 1.6%, maximum of 4.2%, a 25th percentile marker of 2.3% and a 75th percentile marker of 3.5%. Ranks: North Norfolk was ranked 10th out of 39 districts in the East of England, and 68th out of 181 districts in England for the latest recorded period, rank 1 being the lowest % vacant dwellings. Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year.
EP 001a Percentage of responses to nuisance complaints within 2 working days	Performance (YTD)	?
	Comments	The Environmental Protection Team is currently experiencing resourcing pressures due to team absences and officers resigning. This currently means that the operational capability of the Team is down by 50%. In order to resolve the situation the team is currently advertising a number of posts and undertaking a recruitment drive. Other absences are being actively managed in accordance with Council policy.
	Actual (Period) (YTD)	
	Target (YTD)	80.00
	Direction of change (YTD)	?
	Benchmarking Comments	Benchmarking data is not available.
EP 001b Percentage of responses to fly-tipping (private land) complaints within 2 working days	Performance (YTD)	▲
	Comments	Currently fly tipping data is under review due to changes associated with the introduction of new software systems.
	Actual (Period) (YTD)	0.00
	Target (YTD)	80.00
	Direction of change (YTD)	→
	Benchmarking Comments	Benchmarking data is not available.
EP 001c Percentage of responses to fly-tipping (public land) complaints within 2 working days	Performance (YTD)	▲
	Comments	Currently fly tipping data is under review due to changes associated with the introduction of new software systems.
	Actual (Period) (YTD)	0.00
	Target (YTD)	80.00
	Direction of change (YTD)	→
	Benchmarking Comments	Benchmarking data is not available.
FS 001 PM 32 Average number of days revenue outstanding (Debtor Days)	Performance (YTD)	?!
	Comments	Data is not currently available for this measure. The measure is under review as a result of the implementation of the new finance system.
	Actual (Period) (YTD)	
	Target (YTD)	
	Direction of change (YTD)	?
	Benchmarking Comments	Benchmarking data is not available.
HS 003 Energy Efficiency - grant spent (£)	Performance (YTD)	▲

Jun 2023		
	Comments	31/08/23 Spend in quarter 1 (and also for quarter 2) is carry forward from the funding available up to March 2023 and for which the government has allowed spending to September 2023. Norfolk Warm Homes our delivery partner has yet to start delivery against funding allocated for 2023/24 and 2024/25. Norfolk Warm Homes has to deliver improvements to 92 homes across Norfolk in 2023/24 and we will monitor progress against target as works commence from September 2023.
	Actual (Period) (YTD)	32,775.57
	Target (YTD)	200,000.00
	Direction of change (YTD)	n/a
	Benchmarking Comments	Benchmarking data is not available.
LE 011 Number of Child Visitors to Parks and Countryside Events	Performance (YTD)	
	Comments	Events across all three Green Flag Sites were delivered over Easter and Whitsun and were well attended. Overall we were slightly under target but this is not of concern.
	Actual (Period) (YTD)	161
	Target (YTD)	170
	Direction of change (YTD)	
	Benchmarking Comments	Benchmarking data is not available.
LE 012 Total number of Visitors to Parks and Countryside Events	Performance (YTD)	
	Comments	Events across all three Green Flag Sites were delivered over Easter and Whitsun and were well attended. Overall we were slightly under target but this is not of concern.
	Actual (Period) (YTD)	318
	Target (YTD)	320
	Direction of change (YTD)	
	Benchmarking Comments	Benchmarking data is not available.
PL 001 Planning income (£)	Performance (YTD)	
	Comments	Fees for planning applications are set by Government and the Council has very little control or influence over the level and types of applications made – they are more a reflection of national and sub-regional economic conditions. Whilst it is too early to predict the year end position it is worth noting that the cumulative position after three months this year is markedly better than the position after three months last year – although worse than the position after three months of 2021/22.
	Actual (Period) (YTD)	168,462.00
	Target (YTD)	216,249.00
	Direction of change (YTD)	
	Benchmarking Comments	Benchmarking data is not available.

Round 2 Local Authority Housing Fund	
Executive Summary	<p>NNDC has been offered government grant through Round 2 of the Local Authority Housing Fund (LAHF) to acquire four homes to meet housing need.</p> <p>Three homes are to be initially used to meet the needs of resettled Afghan households and one is to provide Temporary Accommodation (TA) for homeless households. The grant available can cover up to 40% of the capital cost of homes with a further £20k per home for associated costs. This report considers options for delivering these four homes and the associated costs and implications.</p>
Options considered	<ul style="list-style-type: none"> a) NNDC takes up the offer of Round 2 LAHF and delivers four homes – match funding the grant largely using existing Capital funding earmarked for Temporary Accommodation b) NNDC takes up the offer of Round 2 LAHF and works with a partner Registered Provider to deliver four homes c) NNDC takes up the offer of Round 2 LAHF and delivers four homes – match funding from borrowing d) NNDC does not take up the offer of Round 2 LAHF
Consultation(s)	<p>Portfolio Holder for Housing & People Services Assistant Director People Services Housing Options Manager Estates and Asset Strategy Manager Flagship Housing Group – Head of Development</p>
Recommendations	<ol style="list-style-type: none"> 1. NNDC accept the Round 2 LAHF grant 2. Officers seek to work with Flagship to acquire three of the four homes, and officers seek to identify one LAHF home to acquire for use as TA to be match funded from our existing TA budget 3. In the likely event that Flagship are unable to find three homes to purchase, that officers seek to identify up to four homes to acquire to be match funded using the existing TA budget and HPG funding 4. Cabinet give delegated authority to the Section 151 Officer / other member of Corporate Leadership Team, in consultation with the Portfolio Holder for Housing and Peoples Services, to agree the specific purchase of up to four properties (within the identified budget limits).
Reasons for recommendations	<p>To seek approval for the Council to accept the LAHF grant and agree the delivery option recommended</p>
Background papers	<p>Cabinet March 2023 – LAHF Round 1 Opportunity</p>

	Cabinet June 2023 - Purchase of Temporary Accommodation Unit Cabinet June 2023 – Outturn Budget report 2022/23 Cabinet November 2022 - Purchase of Temporary Accommodation Unit
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Wards affected	District-wide (potentially)
Cabinet member(s)	Councillor Wendy Fredericks - Portfolio Holder for Housing & Peoples Services
Contact Officer	Nicky Debbage / Graham Connolly, Housing Strategy & Delivery Manager, nicky.debbage@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	Meeting Our Local Housing Need
Medium Term Financial Strategy (MTFS)	One of the four homes will be used immediately for Temporary Accommodation for homeless households delivering savings compared to the cost of alternatives such as bed and breakfast. The remaining three homes can be used as Temporary Accommodation in the longer-term.
Council Policies & Strategies	Housing Strategy 2021 – 2025

Corporate Governance:	
Is this a key decision	Y
Has the public interest test been applied	NA
Details of any previous decision(s) on this matter	NA

1. Purpose of the report

- 1.1 This report sets out details of the Round 2 Local Authority Housing Fund (LAHF) grant that NNDC has been offered to acquire four homes to meet housing need. The report considers options for delivering these four homes and the associated implications, and recommends NNDC does accept the grant and acquire four homes to help meet housing need.

2. Introduction & Background – Round 1 Progress

- 2.1 In December 2022 the Department for Levelling Up, Housing and Communities (DLUHC) wrote to selected councils offering Local Authority Housing Fund (LAHF) grant funding to help meet the costs of acquiring homes to be used, initially, to provide move-on and settled accommodation for Afghan and Ukrainian households.
- 2.2 NNDC was awarded up to £1,245,210 through LAHF across two streams:

- Main element: £1,040,000 to provide a minimum of 10 homes for Ukrainian households.
 - Bridging element: £205,210 to provide a minimum of one larger 4+ bed home(s) for Afghan households in bridging accommodation.
- 2.3 The grant funding could cover up to 40% of the acquisition costs of the main element / Ukrainian homes and up to 50% of the cost of the Bridging element home. Additional grant of £20,000 per property is also available for associated costs (purchase, refurbishment, etc.). If the Council acquired all 11 homes ourselves this would have required significant match funding (over £1.4m), take considerable staff resources and expose the Council to risk, especially as the grant has tight timescales pressures (homes to be acquired before April 2024). Therefore Cabinet agreed that NNDC would work in partnership with Flagship Housing who would acquire (and match fund) the homes. The homes would then become part of the overall stock of affordable housing in the district; managed and maintained by Flagship, but with NNDC having full nomination rights to the homes.
- 2.4 With support from NNDC, Flagship have now agreed the purchase of 10 x new homes on two sites in the District. These homes are currently still under construction but will be complete before April 2024. The homes are all two or three-bed, and will therefore fulfil the Main Element Ukrainian homes part of the LAHF grant.
- 2.5 Flagship were unable to identify a new build 4-bed home to deliver the Bridging element of the LAHF grant. Accommodation for larger homeless families is very difficult (and expensive) to secure, and in the longer-term a 4-bed home would be extremely useful to NNDC to help meet these needs. Therefore Cabinet on 29 June agreed that NNDC use the Bridging element of the LAHF grant to help acquire a 4-bed home, which will be used to resettle Afghan households in Bridging accommodation, but could, in the longer-term, be used as TA for larger families. This home has now been purchased and is undergoing repairs to make it ready to let.

3. LAHF Round 2 Offer

- 3.1 On 7 June 2023 DLUHC contacted NNDC (as one of 230 eligible Councils) with an offer of further Round 2 LAHF of £560,000. The funding is again available as two elements:
- Resettlement element - to provide a minimum of 3 homes for Afghan households who are currently in bridging accommodation (or have left bridging hotels and are homeless, at risk of homelessness, or living in unsuitable temporary accommodation).
 - TA element – to provide a minimum of 1 home for ‘general needs’ homeless households
- 3.2 The grant can cover 40% of total capital costs plus £20,000 per property for associated costs such as refurbishment. This equates to an average grant rate per property of £140,000 per home (£120k plus £20k). The timescales for Round 2 are the same as Round 1, i.e. the Council agrees to deliver by 29 March 2024.
- 3.3 In Round 2 there are no specific size requirements for homes but the guidance says “the vast majority of properties acquired will be family sized homes (2 to 4+ bedrooms)” and that “priority should be placed on acquiring larger properties which can accommodate a family as those with larger

families have found it particularly difficult to find accommodation”.

3.4 Four options for Round 2 LAHF have been identified which are considered in more detail below:

- a) NNDC take up offer of Round 2 LAHF and delivers 4 x homes – match funding largely with existing Capital funding earmarked for TA
- b) NNDC take up offer of Round 2 LAHF and works with a partner Registered Provider (RP) to deliver 4 x homes (3 x with RP, 1 x NNDC)
- c) NNDC take up offer of Round 2 LAHF and delivers 4 x homes – match funding from borrowing
- d) NNDC does NOT take up offer of Round 2 LAHF

3.5 Option a.) NNDC take up offer of Round 2 LAHF and delivers 4 x homes – match funding with existing Capital funding earmarked for TA

The Council could accept the LAHF grant and deliver four homes itself, using existing capital budget to match fund the acquisition of all four homes. LAHF grant of an average of £120k can cover up to 40% of the four homes, plus there is a further £20k per home of grant available to help with purchase costs or other associated costs, such as initial repairs. Therefore, based on a total cost of £300k per property, match funding of at least £640k would be required.

3.6 NNDC had an annual budget of £250k per annum for TA purchase in the capital programme for the next 3-years (2023/24 – 25/26). However, given the current pressures on homelessness (with 60+ households in TA) the Budget Outturn report for 2022/23 recommended bringing forward the remaining years’ budgets to increase the 2023/24 TA budget to £750k. Some of this budget is already spent or committed - for the purchase of a TA property and to match fund the Round 1 LAHF home. These two most recent homes, purchased in 2023/24, brings the Council’s portfolio of TA and move-one homes to a total of 19.

3.7 The Council has recently received a further £168k of Homeless Prevention Grant, which can also be used to help purchase TA. This means there is sufficient budget available to match fund the Round 2 LAHF grant to allow purchase of four homes without the need for borrowing. There is also the possibility of further government funding available to support Afghan resettlement which could potential be used to help match fund purchase and ‘free up’ some of the other funding (see Section 5. Financial and Resource Implications for capital budget details).

3.8 Pros of option a.):

- NNDC would receive funding of £560k to add four homes to the long term stock of affordable homes to help meet housing need.
- The terms of the grant mean that homes purchased would not be eligible for Stamp Duty meaning a saving of £11,500 on a purchase price of £300k
- One of the four LAHF homes would be available to provide TA to a homeless households in this year.
- The remaining three homes would be available to meet wider housing needs (including use as TA) in the longer-term.

3.9 Cons of option a.):

- Match funding of at least £640k would be required, this would use all of the remaining TA budget and our additional allocation of Homeless Prevention Grant.
- Finding four suitable family homes of good quality, requiring limited repair works, and with good energy standards at an average cost of £300k will be challenging.
- To meet the LAHF timetable for four homes (in addition to the two homes we have recently purchased) will mean NNDC adding six further homes to our portfolio in 2023/24. This will add workload pressures for the teams involved (Assets for acquisition, Property Services for initial works/maintenance, and Housing Options for management).
- Whilst all four LAHF homes will be available to meet wider housing needs in the longer-term, it is likely that three of the homes, used for Afghan resettlement, will be required for that purpose for the foreseeable future.

3.10 Option b.) NNDC take up offer of R2 LAHF and works with RP to deliver 3 x homes (3 x with RP, 1 x NNDC)

This option is similar to the approach we have taken with Round 1, i.e. Flagship acquiring most of the homes and NNDC acquiring one. For Round 2 NNDC would pass grant to Flagship who would acquire three family homes. Initially these would be used for Afghan resettlement but in the longer-term the homes would become part of the ‘normal’ stock of affordable homes in the District (with NNDC having full nomination rights to the homes to meet housing need). NNDC would acquire the fourth home to be used as TA.

- 3.11 The challenge with this approach would be to find three suitable homes. Flagship will only purchase new build homes and there are very few new homes available in the District or likely to be available within the LAHF timeframe. Whilst officers continue to work with Flagship to identify any suitable new homes, it is unlikely that this will be possible.
- 3.12 If we were able to agree with Flagship the purchase of up to three homes, NNDC would still purchase one home for TA using LAHF funding of £120k plus the additional £20k. This would require an estimated £160k of NNDC match funding. There is sufficient existing TA capital budget for this and there would still be budget remaining to support further TA purchase (see Section 5. Financial and Resource Implications for capital budget details)
- 3.13 Pros of option b.):**
- NNDC would receive funding of £560k to add four homes to the long term stock of affordable homes to help meet housing need.
 - Flagship would provide match funding for three of the homes (and be responsible for their management and maintenance)
 - NNDC would be able to purchase one TA home partly funded from LAHF grant and still have sufficient budget remaining to purchase one large, or possibly two smaller, further TA units.
 - The terms of the LAHF grant mean that homes purchased would not be eligible for Stamp Duty meaning a saving of £11,500 on a purchase price of £300k
- 3.14 Cons of option b.):**
- Finding three new build homes (or a combination of new homes and Flagship agreeing to repair a home it had intended to dispose of) will be

challenging and it is unlikely that three homes can be found within the timescales

- Whilst all four LAHF homes will be available to meet wider housing needs in the longer-term, it is likely that three of the homes, used for Afghan resettlement, will be required for that purpose for the foreseeable future.

3.15 Option c.) NNDC take up offer of Round 2 LAHF and delivers 4 x homes – match funding with borrowing

The Council could accept the LAHF grant but not choose to use the existing TA budget (retaining this for TA purchases) but instead to borrow the full match funding required of at least £640k. At the current PWLB interest rates, borrowing £640k for 15-years would cost around £36k p.a. in interest alone. The pros and cons of this option are very similar to those set out above for option a.) with the addition of:

3.16 Additional Pros of option c.):

- Borrowing, rather than using the existing TA capital budget, will allow us to purchase four homes partly funded from LAHF, plus purchase two further homes for TA with the remaining existing capital budget. This would mean a total of six additional homes - three additional homes for TA now, and three more homes (initially used for Afghan resettlement but available for TA in the long-term).

3.17 Additional Cons of option c.):

- Borrowing to provide match funding of at least £640k would mean an annual interest cost of £36k. There would be very limited savings achieved as a result of this as three of the homes acquired would be used for Afghan resettlement – and only one used to provide TA for households we would otherwise have to accommodate in alternative, more expensive TA.
- Acquiring four LAHF homes AND two further ‘normal’ TA homes would mean (with two TA homes already purchased this year) acquiring eight additional homes by April 2024 – this would add significant workload pressures which it is unlikely could be met within existing staffing resources.

3.18 Option d.) NNDC does NOT take up offer of R2 LAHF

NNDC could decide to not take up this opportunity and focus on purchase of TA units using our existing available TA capital budget.

3.19 Pros of option d.):

- Available funds and staffing resources would be used to purchase four TA units (two currently recently acquired plus two further homes with the remaining TA capital budget). This would require no further borrowing.

3.20 Cons of option d.):

- The Council misses the opportunity to add a further four affordable homes to the longer-term stock in the District
- Reputational – the Council would not be using the grant offered and therefore could be seen as not maximising opportunities to tackle housing need.

4. Corporate Priorities

Providing more affordable homes in the District is in line with the new Corporate Plan priority of “Meeting Our Local Housing Need” and specifically the aims of “Increasing our portfolio of Temporary Accommodation to support residents in crisis” and “Working with national, regional and local partners to support the needs of refugees”.

Adding to the Council’s stock of good quality TA homes helps deliver savings when compared to the costs of more expensive, and inferior, bed and breakfast type TA.

5. Financial and Resource Implications

The Capital (and staffing) resource implications of the four options a. – d. are set out in the main body of the report (paragraphs 3.5 – 3.20). The impact on the current / potential TA budget, assuming Option a.) NNDC acquires four additional LAHF homes is pursued, is set out in the table below. This demonstrates that, with the additional LAHF grant and the additional Homeless Prevention Grant, there is sufficient budget available to cover the cost of the two recently purchased homes (Round 1 LAHF and ‘normal’ TA) plus match fund Round 2 LAHF grant to purchase a further four homes.

2023/24 TA Capital budget (including carry forward from 2022/23 and brought forward 2024/25 and 2025/26 allocations)	£748,543
Additional grant from LAHF Round 1	+£177,500
Additional Homeless Prevention Grant	+£168,280
Additional LAHF Round 2 grant available	+£560,000
Total funds potentially available	£1,654,323
Agreed purchase of LAHF Round 1 home	-£330,000
Agreed purchase of TA unit	-£118,500
Purchase of 4 x LAHF Round 2 homes	-£1,200,000
Total forecast expenditure	-£1,648,500
Remaining TA budget	£5,543

6. Legal Implications

The council is able to hold in the General Fund, and let on license, homes to be used for TA for homeless households.

The Memorandum Of Understanding for acceptance of the LAHF grant has been checked by Eastlaw. The Memorandum commits NNDC to using best endeavours to meet the LAHF requirements. However, if we are unable to deliver we are able to return grant with no penalties.

Legal input will be required to ensure effective conveyancing and to identify any legal constraints on properties that are considered for purchase.

7. Risks

- 7.1 The LAHF provides grant for homes for both Afghan refugees and to provide Temporary Accommodation for homeless households. The fund aims to relieve pressure on existing limited temporary and affordable housing. The LAHF is a national scheme which will see additional funding for housing purposes in North Norfolk. There is some risk that local people in housing need might feel the Council's focus is on meeting the needs of refugees rather than existing residents and this situation would need to be sensitively managed.
- 7.2 If the Council is able to work in partnership with Flagship to acquire any of the four homes the Council will pass some of the financial risks associated with purchasing and managing the acquired properties to Flagship.
- 7.3 However, in all options NNDC will be required to acquire at least one home for TA, and it is likely that NNDC will need to acquire all four homes (if suitable new homes cannot be identified and agreed with Flagship). Therefore it is likely that NNDC will be responsible for the acquisition, long-term management and maintenance of homes of the four homes and for managing the associated financial risks, which can be summarised as:
- Risk of failing to deliver homes within target prices and costs over-running
 - Risk of failure to deliver homes within tight timescales given limited staffing resources
 - Risk of homes incurring rising management and maintenance costs
- 7.4 There is a reputational risk with DLUHC if NNDC fails to deliver four homes by April 2024. Our initial research indicates that there are suitable homes available within the target price level of £300k. We can manage this risk by identifying suitable properties as soon as possible and being able to move swiftly to agree purchase, which will leave time to complete purchases and carry out any repairs and safety checks before the April 2024 deadline.
- 7.5 However, the risks of not taking the funding are:
- Risk of losing opportunity to add to affordable housing stock
 - Risk of not meeting the housing needs of the funds eligible households. Afghan households may still present to the Council as homeless and we would still be responsible for providing them with Temporary Accommodation and supporting them to find secure accommodation. This would put further strain on housing and staff resources, but without the benefit of the additional LAHF homes.
 - Risk the increasing use of inappropriate and expensive temporary accommodation.

8. Net ZeroTarget

Homes purchased for use as TA will achieve good energy standards and improvements to heating and insulation will be undertaken where required to ensure this – we aim to ensure homes purchased have an Energy Performance Certificate rating of at least B or can achieve this within the

agreed budget. However, the addition of this property to our estate will increase the Council's carbon footprint. This will need to be off-set in order to achieve the carbon net zero policy by 2030. As the homes purchased will be existing homes, the overall 'community' emissions will not increase as a result of purchases.

9. Equality, Diversity & Inclusion

Initially three of the homes will be used to provide resettlement accommodation to Afghan refugee households. Long-term these homes would be available to households on the Council's housing list as temporary accommodation. Therefore there are not considered to be any negative impacts on EDI.

10. Community Safety issues

The council will work with partner agencies to ensure the safety of households accommodated in this property.

11. Conclusion and Recommendations

- 11.1 If NNDC takes up the offered Round 2 LAHF funding this would result in four additional affordable homes in the District. Three of the four homes would initially be used to house resettled Afghan households and one will be used as Temporary Accommodation for homeless households
- 11.2 NNDC could acquire all four homes using existing TA and HPG to match fund the LAHF grant. There is sufficient available budget to allow this. This will mean adding six further homes to our portfolio in one year – bringing the total homes held to 23. This will add workload pressures for the staff involved in the acquisition, management and maintenance of these homes.
- 11.3 Working with Flagship to deliver up to three of these homes would mean that the match funding (and future management and maintenance) of these homes would be Flagship's responsibility - meaning less risk and financial pressure for NNDC. Whilst officers will continue to seek to work in partnership with Flagship, given the lack of suitable new build homes in the District, this route is unlikely to be possible.
- 11.4 NNDC could acquire all four homes financed from borrowing and also purchase further TA homes using the existing TA budget. This would result in significant borrowing costs and significant risk and workload pressures – this approach is not recommended.
- 11.5 Not taking up the grant funding is a missed opportunity and could leave the Council open to accusations of not seeking to tackle housing need – this is not recommended.
- 11.6 In summary, If NNDC does accept the LAHF grant we will need to purchase at least one home for use as TA. Working with Flagship to acquire the remaining homes would involve less risk, budget and staff resources for NNDC. Whilst it is recommended officers continue to pursue this route, it is recognised it is unlikely to be possible. Therefore the likely outcome, if the LAHF grant is accepted, is that NNDC will need to purchase all four homes, provide the

match funding and be responsible for ongoing management and maintenance of the homes

11.7 It is recommended that:

- NNDC accept the LAHF grant
- Officers seek to work with Flagship to acquire three of the four homes, and officers seek to identify one LAHF home to acquire for use as TA to be match funded from our existing TA budget
- In the likely event that Flagship are unable to find three homes to purchase/repair, that officers seek to identify up to four homes to acquire (one for TA, up to three for Afghan resettlement) to be match funded using the existing TA budget and HPG funding
- Cabinet give delegated authority to the Section 151 Officer / other member of Corporate Leadership Team, in consultation with the Portfolio Holder for Housing and Benefits, to agree the specific purchase of up to four properties (within the identified budget limits).

Proposed 2023/24 Section106 Commuted Sums grants to support delivery of affordable homes	
Executive Summary	<p>Cabinet in February 2021 agreed to the establishment of an annual budget in the Capital Programme to provide grants, using section 106 capital receipts held by the council, to support Registered Providers to deliver new affordable homes.</p> <p>A budget of £500k in 2021/22 and £300k per annum 2022/23 - 2024/25 was established. No grants have yet been paid so this budget has been carried forward.</p> <p>This report now details the programme of grants for 2023/24 and seeks support to provide s106 grant totalling £1,186,000, which will provide 71 affordable homes (an average of less than £17k grant funding per home).</p>
Options considered	<p>The housing section 106 monies held can only be used to fund delivery of affordable homes.</p> <p>The option of retaining the monies for alternative future affordable housing schemes is rejected as this runs the risk of some of the current proposed affordable housing schemes not going ahead.</p> <p>Additionally, as some section 106 receipts have a time limit on their use, not using them risks needing to repay them.</p>
Consultation(s)	<p>Portfolio Holder for Housing and Peoples Services Finance team S106 Officer</p>
Recommendations	<p>That Cabinet support the granting of £1,186,000 of existing s106 housing monies in 2023/24 to support Registered Providers deliver new affordable housing schemes as detailed in the report.</p>
Reasons for recommendations	<p>To provide support for £1,186,000 grant funding to help deliver affordable homes</p>
Background papers	<p>Cabinet February 2021 - Use of s106 Commuted Sums to support delivery of affordable homes in North Norfolk Cabinet March 2022 - Proposed 2022/23 programme of Section106 Commuted Sums to support delivery of affordable homes in North Norfolk</p>
Wards affected	Holt, Stibbard, Coastal, Priory, Bacton, Suffield Park
Cabinet member(s)	Cllr Wendy Fredericks, Portfolio Holder Housing & Peoples Services
Contact Officer	Nicky Debbage, Housing Strategy & Delivery Manager, nicky.debbage@north-norfolk.gov.uk

Links to key documents:

Corporate Plan:	Meeting our Local Housing Need – specifically: <ul style="list-style-type: none"> - Supporting the delivery of more affordable housing, utilising partnership and external funding wherever possible. - Working with partners to deliver more rural exception sites
Medium Term Financial Strategy (MTFS)	NA
Council Policies & Strategies	Housing Strategy 2021-25

Corporate Governance:	
Is this a key decision	Yes
Has the public interest test been applied	NA
Details of any previous decision(s) on this matter	NA

1. Purpose of the report

This report details the proposed programme of housing enabling grants for 2023/24 and seeks support to provide s106 grant totalling £1,186,000 which will provide 71 affordable homes (an average of £16,704 grant funding per home).

2. Background - Section 106 commuted sums held by North Norfolk District Council

2.1 The council seeks developers to provide, as part of a market housing development, affordable homes on-site wherever possible. This ensures that affordable homes are delivered, integrated into market developments and that they are made available to Registered Providers at a price that is viable as affordable housing. However, occasionally there are reasons why on-site provision would not be appropriate and instead developers make a financial contribution, a s106 contribution or 'commuted sum', in lieu of the on-site provision of affordable homes. The other circumstance in which s106 receipt may be received is via uplift clauses. This is for larger scale developments where delivery of on-site affordable homes is demonstrated not to be viable at the time of Planning, but a review mechanism is included in the section 106 agreement. This review mechanism allows us to reassess viability based on actual costs and sales values and, where a profit above that expected in the original viability is achieved, to receive some of this 'excess' profit in s106 commuted sums.

- 2.2 The level of s106 commuted sums for housing currently held by NNDC is £2,450,606. Details of housing s106 monies are set out in Appendix A to this report. N.B. the council also currently holds £921k of non-housing s106 monies, which are held for a variety of uses such as parks, play areas, allotments, healthcare, etc., some of which are to be paid onto Parish or Town Councils.
- 2.3 The housing receipts were received in lieu of on-site provision of affordable housing and can only be used to help deliver affordable housing. In some cases the s106 includes a requirement for the receipts to be spent within 10 years or they should be returned to the developer. This includes some receipts from 2014, so plans to use s106 receipts to help deliver new affordable homes are needed. A budget of £500k for this activity was established in the 2021/22 capital programme, proposals for grants have been previously been presented to Cabinet but, as a result of delays to a number of development schemes, no s106 grants have so far been given.
- 2.4 This report now proposes to carry forward the 2021/22 and 2022/23 budgets and sets out specific recommendations to use £1,186,000 of the s106 receipts in 2023/24 as detailed below (and summarised in the table at paragraph 11.). The allocation of £1,186,000 of grants recommended in this report will leave £1,264,606 of s106 receipts to be used in future years. It should also be noted that we anticipate receipt of further s106 receipts shortly totally c.£425k.

3. Grant Support for Affordable Housing

- 3.1 Delivering affordable homes viably is always a challenge for Registered Providers (RP), that position has worsened in the last two years with rapidly increasing material and labour costs but a government imposed cap on rent rises. The schemes outlined in this report are largely funded by borrowing by the RP against the future rental income from properties. Additionally, the schemes have been awarded Homes England grant funding. Homes England grant rates vary between schemes but typically general needs rented homes receive grant rates of around £45-70k per home, extra care attracts higher grant rates (£70-80k per home), and whilst shared ownership homes attract a lower grant rate (around £45k per home) this is relatively generous (after taking into account capital receipts from sales of shares). Borrowing and grant combined are very unlikely to cover the build costs of units and other forms of subsidy are required, RPs generally subsidise new homes from capital receipts (from sales of other assets or revenue surpluses from other homes). However, only so much 'internal' subsidy is possible and abnormal costs can threaten viability and mean developments may not go ahead.
- 3.2 North Norfolk is an especially challenging area to deliver affordable homes. Costs in the district are high, due to the rural location and a lack of developers / builders. Some additional costs are often associated with developing smaller rural sites, such as additional infrastructure, and economies of scale are not possible on these sites. There is an additional challenge in the East of the district where costs are not significantly lower but sales values (in the case of shared ownership homes) are relatively low and so are market rents (which are used as the benchmark to set affordable rents). In all parts of the district the Local Housing Allowance levels (which are set by government as the maximum level to which housing benefit can be

paid and which we use as the maximum rent that can be charged by an RP) are low, which again threatens viability of new homes.

- 3.3 The schemes below all require additional grant funding to ensure they are delivered and to give RPs confidence to continue to develop in the challenging environment in North Norfolk.

Hempstead Road Holt

- 3.4 This development of 51 homes was originally due to deliver 23 (45%) affordable homes. However, the developer, Hopkins Homes, successfully argued that viability meant that no affordable housing could be delivered on site via the s106 and developer contributions. Subsequently Flagship have agreed, with NNDC support, to purchase the 23 homes originally planned to be delivered as affordable from Hopkins. Flagship have some Homes England grant to support this purchase but require significant additional grant to be able to purchase all 23 homes and ensure they are affordable. Therefore NNDC propose to support the scheme with a combination of funds. Local Authority Housing Fund grant (government grant to help ease housing pressures) will help purchase seven homes. However, s106 grant will also be required to secure the 23 affordable homes (17 homes for rent and 6 homes for shared ownership). The council currently holds £721,645 of s106 commuted sums from an uplift clause agreement relating to previous Hopkins developments in Holt which could be used to support delivery of these 23 homes.
- 3.5 It is recommended that £660k of s106 funds be granted to Flagship in 2023/24 to deliver 23 affordable homes on this development (grant of £28,696 per home)

Swanton Novers Community Led Housing

- 3.6 Swanton Novers is a new Community Land Trust, a group of local residents who established the Trust (supported by NNDC) to deliver new affordable homes for local households. The CLT was formally established in August 2020 and have worked in partnership with Broadland Housing Association to bring forward plans to develop an Exception Housing Site.
- 3.7 The agreed model for the development will be that Broadland HA will act for Swanton Novers CLT. The CLT will own the land and thus retain community ownership and some control over homes. Broadland will take a long lease on the land and build, own and manage the new homes on the site.
- 3.8 A planning application for seven affordable rented homes has been submitted for the site, but has been delayed due to the need to find a nutrient neutrality solution for the site. Broadland believe they are now close to achieving this. This will add costs to what is already an expensive to build scheme – the standard of the homes will be high and, with only a small number of homes, economies of scale cannot be achieved. It is anticipated that homes will be completed by 2024//25.
- 3.9 Whilst there are no s106 commuted sums arising from developments in Swanton Novers, there are older s106 monies from Langham or receipts from shared equity sales in Wells that could now be used on this scheme.

- 3.10 It is recommended that £150k of s106 funds be granted to Broadland in 2023/24 to deliver seven homes on this 100% affordable rented development (grant of £21,429 per home)

Salthouse Exception Housing Scheme

- 3.11 This is a small Exception Housing Scheme on Purdy Street to be built on land previously owned by Norfolk County Council. This is an especially badly needed and high profile Exception Scheme as Salthouse is one of the parishes with the highest levels of Second and Holiday homes (48% as at April 2023). This is a small scheme in a visible location which requires high quality, well designed homes but does not benefit from economies of scale. The scheme will deliver five affordable rented homes, a Planning application has been submitted for these homes which we expect to be decided soon and for homes to complete in 204/25.
- 3.12 There are £46k of s106 commuted sums held from a previous development in Salthouse which have been informally promised to this development for some time. It is therefore recommended that these £46k of s106 funds be granted to Broadland in 2023/24 to deliver five affordable rented homes on this development (grant of £9,200 per home)

Exception Housing Scheme in Warham

- 3.13 This Exception Housing Scheme, on land east of Stiffkey Road in Warham, was originally planned as a Homes for Wells development. The scheme already has Planning Permission and is for 12 Affordable Rent homes. Homes for Wells had already had NNDC funding agreed to help deliver this scheme (a loan of £25k for pre-development costs and a further grant of £75k for development costs had been agreed – both from the Community Housing Fund). Flagship has now taken on this development from Homes for Wells who were unable to progress the scheme. Homes for Wells have repaid the pre-development loan now sale of the site to Flagship has taken place
- 3.14 The scheme will still use Homes for Wells local allocations policy (as this was part of the Planning Permission) but as the development is no longer community-led, Community Housing Funding is not appropriate. Whilst there are no s106 commuted sums arising from developments in Warham, there are older s106 monies from Langham or receipts from shared equity sales in Wells that could now be used on this scheme.
- 3.15 It is recommended that £100k of s106 funds be granted to Flagship in 2022/23 to deliver this 100% affordable development of 12 homes (grant of £8,333 per home)

Exceptions Housing Scheme in Walcott

- 3.16 This Exception Housing Scheme, on Ostend Road, Walcott, has Planning Permission for 16 affordable rent homes (plus 2 market homes). The homes proposed will be very energy efficient – built using Passivhaus principles. Originally the scheme was to be developed by a small independent builder and purchased by Flagship, However, Flagship will now deliver the scheme themselves and plan to submit an application to vary the scheme, taking away the market units to deliver a 100% affordable scheme and possibly increasing the number of homes from 18 to 20-23.

- 3.17 The high energy standards of the proposed homes means their cost is higher than standard homes and means they are unviable for Flagship without extra support. S106 monies can be used to provide top-up funding to Flagship to secure the affordable housing units. The level of s106 top up grant requested of £200k was £12,500 per home, a higher grant level reflecting the higher costs of this scheme associated with Passivhaus standards. However, if the number of units are increased to 23, this gives a unit grant rate of £8,696.
- 3.18 It is recommended that £200k of s106 funds be granted to Flagship in 2023/24 to deliver this 100% affordable development (grant of £12,500 – 8,696 per home, depending on final numbers)

Retention of a home agreed for disposal

- 3.19 Flagship dispose of a number of homes each year when they believe the homes are no longer viable as affordable housing. Most of these homes have low energy efficiency standards and often have other investment needs. 18 Flagship homes were disposed of in North Norfolk in 2022/23. NNDC officers work with Flagship to try to identify alternative solutions for these homes to stop them being sold on the open market. This has meant that some homes have been sold on to other housing organisations (e.g. Homes For Wells) to remain as rented homes, or sold to first time buyers on a shared ownership basis, or in one case sold to NNDC to use as Temporary Accommodation.
- 3.20 Flagship proposed to dispose of a 2-bed family house in one of the main towns. This was unusual as most disposals tend to be in village locations and have inherent investment needs (e.g. being built using non-traditional methods such as precast reinforced concrete, or not being on mains services). The property has major investment needs, however, if these could be funded then Flagship are willing to retain this home. This is the first property where such agreement has been reached.
- 3.21 It is recommended that £30k of s106 funds be granted to Flagship in 2023/24 to retain this property as an affordable rented home.

Grant cancelled or on hold

- 3.22 Previous Cabinet reports in 2021 and 2022 have recommended s106 support to other affordable housing schemes which are still likely to proceed and will continue to require financial support. The two schemes are the Extra Care Housing and general needs housing schemes in Stalham. These schemes received in principle Planning support but have been unable to be granted permission until nutrient neutrality mitigation can be identified. Cabinet had agreed that these schemes should be granted £300k for Extra Care (to deliver a 100% affordable development of 66 homes) and £150k for the general needs scheme (to deliver a 100% affordable development of 40 homes). If these scheme proceed there will still be sufficient s106 monies available to support them and a further report will be brought to Cabinet to approve the grant funding.
- 3.23 Cabinet had also previously agreed to support a Flagship scheme in Catfield with £200k to help deliver 18 affordable homes. Unfortunately this site will no longer go ahead as the land has been withdrawn.

4. Corporate Plan Objectives

The proposals in this report will help to ensure delivery of around 71 affordable homes which help meet the Corporate Plan objective “Meeting our local housing need” and the specific priorities “Supporting the delivery of more affordable housing, utilising partnership and external funding wherever possible” and “Working with partners to deliver more rural exception sites”.

5. Financial and Resource Implications

The s106 monies are held by NNDC in lieu of on-site provision of affordable homes and are ‘earmarked’ or ‘ring-fenced’ funds that can only be used for this purpose – not to support any other NNDC activity. Additionally, some of the receipts have time limits on when they must be used by from the date of their receipt, and failure to use them in-time could mean they must be returned to the developer. Therefore, plans to spend these receipts to deliver affordable homes represents effective financial planning.

6. Legal Implications

Section 106 of the Town and Country Planning Act 1990 (as amended), allows the Planning Authority to apply obligations as a mechanism to make a development proposal acceptable in planning terms. Securing affordable housing is one of those obligations and can be in the form of commuted sums in lieu of on-site provision of affordable homes. These s106 commuted sums can then only be used for the purpose for which they were provided. In some cases the s106 monies have conditions relating to when and where the funds must be used. Typically the wording requires that the monies are used within 10 years of receipt and best endeavours to use in the arising parish, then the surrounding areas, then anywhere in NNDC.

Funding agreements will need to be entered into by the Registered Providers to receive the recommended s106 grant monies. These Funding Agreements will require that NNDC has nominations rights in perpetuity to the affordable homes and that, if ever the grant-funded homes are disposed of, then the grant monies would be repaid to NNDC.

7. Risks

The key risks and mitigations associated with this report are:

- The specified developments do not go ahead - mitigated by using a Funding Agreement with monies to paid at key stages in the development process, i.e. post Planning permission being granted and repaid should the project not go ahead.
- The use of the s106 monies leaves limited funding to support future affordable housing delivery – mitigated as the recommendations in this report total £1,186,000k, leaving £1,264,606 of existing s106 monies available, with more commuted sums expected to be receive this financial year.
- The risk of not planning appropriate use of the s106 monies is that no use is identified within the timescales set in the s106 agreement and the money has to be repaid.

8. Net ZeroTarget

The homes that will be enabled by the grant proposed in this report will be owned by Registered Provider partners so will have no direct implications for the Council's net zero strategy. The new homes to be built will be to high energy efficiency and environmental standards minimising the impact on the overall 'community' emissions.

9. Equality, Diversity & Inclusion

The new homes delivered will be used to house those on the Council's housing list. There are not considered to be any negative impacts on EDI.

10. Community Safety issues

No direct implications

11. Conclusion and Recommendations

The proposals in this report help deliver the Corporate Plan objective "Meeting our local housing need". The report recommends the use of £1,186k of the existing s106 monies held specifically to deliver affordable homes. In total the s106 enabling grant provision being recommended is as follows:

Scheme	No. of homes	S106 Grant £
Hopkins Hempstead Road	23	£660,000
Swanton Novers	7	£150,000
Salthouse	5	£46,000
Warham	12	£100,000
Walcott	23	£200,000
Retain home agreed for disposal	1	£30,000
TOTAL	71	£1,186,000
Total s106 housing commuted sums held		£2,450,606
s106 housing commuted sums remaining after recommended grants		£1.264,606

Appendix A

Source of Section 106 Affordable Housing funds held by NNDC

:

Scheme	Date	£
Wood Farm Barns, Helhoughton	2014	£15,000
Former Langham Glass site, Langham	2014	£500,000
Jonas Farm Barns, Roughton	2016	£69,250
McCarthy & Stone scheme, Holt Road, Cromer	2016	£3,801
Swan Homes - Pyes Close, Blakeney	2017-18	£150,000
Bard Hill Barns, Salthouse	2018	£46,000
Norwich Road, North Walsham (uplift clause)	2019	£689,560
NNDC receipt from sale of shared equity homes, Wells & Cromer	2020, 2021 & 2022	£255,350
Three sites in Holt (uplift clause)	2021	£721,645
TOTAL		£2,450,606

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AGE FRIENDLY COMMUNITIES	
Executive Summary	<p>According to the latest Office for National Statistics (ONS) census data, North Norfolk is the local authority area with the highest average age in England and Wales. With a median age of 54, the average age of people living in North Norfolk is 14 years higher than the national average (40 years old).</p> <p>An Age-Friendly Community is a place that enables people to age well and live a good later life. Somewhere that people can stay living in their homes, participate in the activities they value, and contribute to their communities, for as long as possible.</p> <p>Alignment with the UK network for Age Friendly Communities and the World Health Organisation (WHO) Global Network of Age Friendly Cities and Communities will support the delivery of work by both NNDC and the North Norfolk Health and Wellbeing Partnership (NNHWP) in developing a culture of Age Friendly Communities across the district through sustainable projects and schemes.</p> <p>This alignment requires the political buy in of the Council and to align with the World Health Organisation (WHO) Global Network of Age Friendly Cities and Communities there needs to be written confirmation of political support from the leader of the Council.</p>
Options considered	<ul style="list-style-type: none"> • To commit to the development of Age Friendly Communities and align with the UK and global networks of age friendly (cities and) communities. <p>This is the recommended option, as it would confirm commitment to supporting our demographic, which is the oldest population in the UK. It will also allow for access to peer support from other Age Friendly Communities nationally and globally, and to access resources which may not be available without the affiliations.</p> <p>Age Friendly Communities and the work surrounding it already has the endorsement and support of the NNHWP and its Older Persons Working Group. In committing to this alignment it may open up opportunities to access funding for this work.</p> <ul style="list-style-type: none"> • To not align with age friendly communities networks, and not commit to the development of age friendly communities and associated projects. <p>This option is not recommended as it would restrict the work of the NNHWP and its working groups in relation to Older People. Political buy-in is required to make the alignments as without it, any work completed would stand alone and be detached from national and global collaborations and there</p>

	would be restricted access to support and potential resources including funding.
Consultation(s)	<p>Consultation has been held with the NNHWP and its Older people working group, including public health.</p> <p>The NNHWP, of which NNDC are the lead organisation, released a strategy and action plan for 2023 to 2026. The strategy was devised in consultation with partners from across statutory and voluntary organisations and charities, and three priority areas were addressed at individual workshops, which included input from wider stakeholders.</p> <p>Older people were identified as a priority area and, in response, a number of actions were identified to support work in this area.</p> <p>The first of these actions was the adoption of Age Friendly Communities and alignment with the UK and global networks for age friendly communities.</p> <p>At the inaugural meeting of the NNHWP Older Peoples Working Group, it was agreed unanimously to support this action and to request the political buy-in required to make these alignments.</p>
Recommendations	<p>Cabinet to receive the report and to formally confirm</p> <ul style="list-style-type: none"> • Political commitment and support for the development of Age Friendly Communities in North Norfolk. • Alignment with UK network of Age Friendly Communities (Centre for better ageing). • Alignment with the WHO Global for Age Friendly Cities and Communities, which should be evidenced by written confirmation of the political support from the leader of the Council.
Reasons for recommendations	<p>Political support and endorsement is required to enable alignment with and access to networks which will provide guidance, resources and peer support to progress the achievement of Age Friendly Communities in North Norfolk. With the current older demographic of the district and predicted increase of older residents in North Norfolk aligning with Age Friendly Communities will assist in developing a culture of supporting older residents and visitors to live and enjoy healthy and active later lives.</p> <p>In turn, this will support other services and systems within the district, including those provided by NNDC and health services, by reducing admissions to hospital and use of resources which are better provided elsewhere, increasing community and individual resilience, helping maintain independence and improving wellbeing.</p>

	The NNWHP have identified the development of Age Friendly Communities as an action within their 2023-2026 strategy and action plan. The Partnership's Older People Working group have agreed to support taking this task forward, alongside the work of NNDC and other partners, and support the request for political buy-in.
Background papers	<ul style="list-style-type: none"> • North Norfolk Health and Wellbeing Partnership Strategy 2023-2026 • Centre for Better Ageing – becoming an Age Friendly Community • WHO - The Global Network for Age-friendly Cities and Communities • Centre for Better Ageing – The State of Ageing 2022

Wards affected	All wards
Cabinet member(s)	Cllr Liz Withington & Cllr Wendy Fredericks
Contact Officer	Lucy Cubitt, Service Development Officer (Early Help and prevention), 01263 516233 lucy.cubitt@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	<p>Developing our communities:</p> <p>Engaged and supported individuals and communities</p> <p>Increase accessibility and inclusion for all</p> <p>Promote culture, leisure and sports activities</p> <p>Promote health wellbeing and independence for all</p>
Medium Term Financial Strategy (MTFS)	No
Council Policies & Strategies	<p>Corporate Plan 2023-2027</p> <p>Quality of Life 2022-2024</p> <p>Community Engagement Strategy 2022-2024</p> <p>North Norfolk Health and Wellbeing Partnership Strategy 2023-2026</p>

Corporate Governance:	
Is this a key decision	No

Has the public interest test been applied	Yes
Details of any previous decision(s) on this matter	None

1. Purpose of the report

1.1 Age Friendly Communities

The purpose of this report is to introduce Age Friendly Communities, and to demonstrate the benefits of the achievement of Age Friendly Communities to the Council and residents.

1.2 Alignment with WHO and the centre for better ageing

Alongside the commitment to developing Age Friendly Communities across our district, political buy in is also required to align North Norfolk District with the UK network for better ageing and the WHO Global Network for Age Friendly Cities and Communities. A requirement of alignment with the WHO Global Network for Age Friendly Cities and Communities written confirmation needs to be provided by the Leader of the Council on behalf of the Council.

2. Introduction & Background

North Norfolk is home to the oldest population in the UK, where one in three residents are over the age of 65 (ONS 2022). In addition, we welcome millions of visitors to the district annually, many of whom also fall into this age category.

“In the last ten years, there has been an increase of 17.8% in people aged 65 years and over, a decrease of 5.6% in people aged 15 to 64 years, and a decrease of 4.0% in children aged under 15 years.” 2021 Census

2.1 Background to Age Friendly Communities

An Age-Friendly Community is a place that enables people to age well and live a good later life. Somewhere that people can stay living in their homes, participate in the activities they value, and contribute to their communities, for as long as possible.

The UK Network of Age-Friendly Communities is a growing movement, with over 60 places across the country committed to making their community a better place to age in. Almost 25 million people are living in an Age-Friendly Community.

The Age-Friendly Communities approach was developed by the World Health Organisation in 2007, in consultation with older people around the world. It is built on the evidence of what supports healthy and active ageing in a place and supports older residents to shape the place that they live.

By following this approach, local groups, leaders, councils, businesses and older residents will all work together to identify and make changes in both the physical and social environments. This includes improving transport, outdoor spaces, volunteering and employment, leisure and community services.

2.2 The World Health Organisation Age Friendly approach

Age-Friendly Communities is an evidence-based, globally- recognised approach for creating communities that are better places to age:

Targeted use of resources

Age Friendly Communities supports communities to understand the unique challenges and opportunities that demographic change poses to their place and then make decisions about where to use limited resources to make the biggest difference.

Takes a preventative approach

Age-Friendly Communities work to support people to remain active and more connected for longer, resulting in better health outcomes, and less reliance on critical and crisis responses.

Embeds the voice of older people

At the heart of an Age-Friendly Community is the meaningful engagement and involvement of older people. They ensure that older people can shape their local community and place, so that services and spaces work for people as they age.

System-wide, partnership approach

Many different people and sectors affect how well we age in our local area. Age-Friendly Communities bring public, private and voluntary sector partners together so everyone can understand their role and take action to make improvements. The North Norfolk Health and Wellbeing Partnership Older People group has already agreed commitment to the scheme.

Brings everything together

Becoming an Age-Friendly Community is not just about starting new things, it's a way to bring together and make visible all the work that is already happening in your community which is age-friendly.

Support from the UK Network of Age-friendly Communities

By becoming members of the UK Network, North Norfolk District Council would be joining a growing movement of places, giving us access to contacts, ideas and expertise from the UK and across the globe, for no cost.

The Centre for Ageing Better works with the Network to provide guidance, connect places and offer support to member communities in their efforts to become more age-friendly.

Support for the Network includes access to:

- Weekly peer learning events sharing good age-friendly practice and research
- An annual in-person conference
- Training and workshops on embedding the age-friendly approach
- Case studies of good practice
- Connections to peer across the country facing similar challenges

3. **Proposals and Options**

Led by North Norfolk District Council, and in collaboration with the member organisations of the North Norfolk Health and Wellbeing Partnership and its Older People Working group, we propose to align with the UK network of age

friendly communities and Global network of age friendly cities and communities in order to utilize the resources and best practice examples available to support with shaping age friendly communities across the North Norfolk District.

Work will commence utilizing existing resources, such as the Community Connector team to complete some initial scoping exercises to engage with older residents in their communities across the district. This initial feedback, along with data provided by Public Health, will be used to steer projects, schemes and services that support healthy ageing and community resilience that is relevant and impactful for the unique area needs.

4. Corporate Priorities

Developing our communities:

Engaged and supported individuals and communities

* Ensuring that people feel well informed about local issues, have opportunities to get involved, influence local decision making, shape their area and allow us to continue to improve the services they receive.

* Ensuring that the needs of harder to reach groups are not overlooked; through identifying, understanding and removing barriers that might hinder engagement with the council.

* Supporting our communities to become more resilient, self-reliant, and inclusive and embrace their diversity

Increase accessibility and inclusion for all

* Building upon our dedicated statement of wanting to make North Norfolk more accessible and inclusive for all.

* Creating active environments for all ages and abilities.

Promote culture, leisure and sports activities

* Championing North Norfolk as a place where residents and visitors can enjoy inclusive cultural opportunities, and healthy leisure and sport activities.

* Working with partners to support and develop participatory and community sports and cultural events.

Promote health wellbeing and independence for all

* Tackling the COVID legacy of loneliness and isolation felt by those most impacted across our communities.

* Growing the work in reaching out to our communities and provide additional focus to the work being undertaken to support the most vulnerable.

* Working with partners to promote healthy lifestyles and address health inequalities faced by our communities.

5. Financial and Resource Implications

The decision by the Council to commit to the alignment with the global and UK networks for age friendly communities, will not in itself cost anything other than officer time. There are no annual subscription charges or contributions to be made to become aligned with the global and UK networks.

However, any further work beyond this will require funding. The Council does not currently have a specific budget for any such work. The North Norfolk Health and Wellbeing Partnership does have access to some limited funding, and it is possible that some of this may be utilised for this purpose.

If any initiatives do require funding by NNDC then budget savings will need to be found to fund these or an external source of funding will need to be identified.

Officers will work to secure resources for each community project as it is being developed.

The options to acquire funding for a dedicated age friendly communities coordination post is being explored, and an application to the National Lottery Reaching Communities Fund is being considered. However this may have Human Resource implications for the Council which would need to be considered and approved before any such appointment is made. This is not a requirement of alignment with the networks, nor the development of age friendly communities, but would support the work in a dedicated capacity.

6. Legal Implications

None identified

7. Risks

Not aligning with the UK and/or global networks will risk NNDC and the Health and Wellbeing Partnership from being able to access helpful resources and may reduce opportunities for wider collaborative working and potential funding sources in future.

Political support and buy-in is required to align with the networks, regardless of whether NNDC, the partnership or any other organization on behalf of the district lead on the Age Friendly Community work.

8. Net Zero Target

No adverse effects

9. Equality, Diversity & Inclusion

Aligning with Age Friendly community networks and developing Age Friendly Communities in North Norfolk will help in progressing further work that will ensure that all residents have the opportunity to age well in the district. The subsequent work after alignment will include developing a range of projects that will support an array of groups within communities, alongside the focus upon our older residents, such as those with disabilities and other vulnerable groups and individuals.

10. Community Safety issues

None

11. Conclusion and Recommendations

- North Norfolk has the oldest population in the UK
- Every year the district welcomes millions of visitors, many of whom older individuals
- The district remains popular with retirees for relocation
- The NNDC Corporate plan commits to developing our communities, including engagement and supporting communities, inclusivity and accessibility
- The North Norfolk Health and Wellbeing partnership have identified Older people as a key priority for work within their 2023-2026 strategy and action plan

- The NNHWP older people work group have agreed to commit to developing age friendly communities across the district, with a community led focus
- Political buy-in is required to align with the UK network for age friendly communities and the WHO Global network of age friendly cities and communities, which will provide useful resources, good practice examples and opportunities for collaboration and peer support.
- Recommendations are to agree commitment to the development of age friendly communities, to align with both the UK and global networks and to support the work of the North Norfolk Health and Wellbeing partnership in developing age friendly communities in the district.

S151 Officer comment.

This report is seeking the support of the Council to align with the UK network for Age Friendly Communities and the World Health Organisation (WHO) Global Network of Age Friendly Cities and Communities and to work with the NNWHP in supporting older people to age well in the district. There are no financial implications associated with this. However any work beyond this will incur expenditure for which there is currently no budget. Therefore before any work commences either a budget or an external source of funding will need to be identified that will cover the expenditure. If there is any consideration being given to employing a member of staff (as described in Paragraph 5 this will need to be approved by full Council first as it will be an increase to the establishment.