

Council



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12 September 2023

A meeting of the **Council** of North Norfolk District Council will be held in the Council Chamber - Council Offices on **Wednesday, 20 September 2023 at 6.00 pm.**

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

Members of the public who wish to ask a question or speak on an agenda item must notify Democratic Services 24 hours in advance of the meeting. Further information on the procedure for public speaking can be obtained from Democratic Services, Tel: 01263 516010, Email: emma.denny@north-norfolk.gov.uk. Please note that this meeting will be live-streamed: <https://www.youtube.com/channel/UCsShJeAVZMS0kSWcz-yEzq>

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 T Adams, Cllr P Bailey, Cllr M Batey, Cllr K Bayes, Cllr D Birch, Cllr H Blathwayt, Cllr J Boyle, Cllr A Brown, Cllr G Bull, Cllr S Bütikofer, Cllr E Coleman, Cllr C Cushing, Cllr N Dixon, Cllr P Fisher, Cllr A Fitch-Tillett, Cllr T FitzPatrick, Cllr W Fredericks, Cllr M Hankins, Cllr C Heinink, Cllr P Heinrich, Cllr V Holliday, Cllr N Housden, Cllr R Macdonald, Cllr G Mancini-Boyle, Cllr P Neatherway, Cllr L Paterson, Cllr S Penfold, Cllr P Porter, Cllr J Punchard, Cllr C Ringer, Cllr L Shires, Cllr R Sims, Cllr E Spagnola, Cllr M Taylor, Cllr J Toye, Cllr K Toye, Cllr E Vardy, Cllr A Varley, Cllr L Vickers and Cllr L Withington

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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Email districtcouncil@north-norfolk.gov.uk **Web site** www.north-norfolk.gov.uk

A G E N D A

1. **TRIBUTES TO FORMER DISTRICT COUNCILLORS PETER TERRINGTON AND JOHN LEE**

Following the recent passing of former District Councillor Peter Terrington and former Leader and Chairman of the Council, John Lee, members are invited to pay tribute and show their respect by observing a minute's silence.

2. **PRESENTATION ON THE CHAIRMAN'S CHARITY**

There will be a short presentation by representatives from 'Sir Norman Lamb's Coalition of Young People', which is the Chairman's nominated charity for the civic year.

3. **APOLOGIES FOR ABSENCE**

To receive apologies for absence, if any.

4. **MINUTES**

1 - 12

To confirm the minutes of the meeting of the Council held on 19 July 2023.

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

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)

6. **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.

7. **PUBLIC QUESTIONS AND STATEMENTS**

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

Mr Musson has requested to ask a question on behalf of the Coltishall & Horstead B1150 Special Interest Group

8. **CHAIRMAN'S COMMUNICATIONS**

To receive the Chairman's communications, if any.

9. **LEADER'S ANNOUNCEMENTS**

To receive any announcements from the Leader.

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

The Group Leaders will inform Council of any changes to appointments on committees, sub-committees, working parties, panels and outside bodies.

11. PORTFOLIO REPORTS

19 - 60

To receive reports from Cabinet Members on their portfolios:

Cllr T Adams - Executive Support & Legal Services

Cllr H Blathwayt – Coast

Cllr A Brown – Planning & Enforcement

Cllr W Fredericks – Housing and People Services

Cllr P Heinrich – Sustainable Growth

Cllr C Ringer – IT, Environmental & Waste Services

Cllr L Shires – Finance, Estates & Assets

Cllr A Varley – Climate Change & Net Zero

Cllr L Withington – Community, Leisure & Outreach

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

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

12. RECOMMENDATIONS FROM CABINET 04 SEPTEMBER 2023

61 - 144

At the Cabinet meeting held on 4th September, the following recommendations were made to Full Council:

Agenda item 9: Budget Monitoring Period 4 2023-2024

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.

The Overview & Scrutiny Committee considered the recommendations at their meeting on 13th September. As this meeting took place after the Full Council agenda was published, the Chairman of the Committee will provide a verbal update on the Committee's recommendations and comments at the meeting.

Agenda item 10: Debt Recovery Report 2022-2023

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.

The Overview & Scrutiny Committee considered the recommendations at their meeting on 13th September. As this meeting took place after the Full Council agenda was published, the Chairman of the Committee will provide a verbal update on the Committee's recommendations and comments at the meeting.

Agenda Item 11 - Cromer Phase 2 and Mundesley Coastal management Schemes

To 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.

13. RECOMMENDATIONS FROM GOVERNANCE, RISK & AUDIT COMMITTEE 12 SEPTEMBER 2023 145 - 156

The following recommendations were made to Full Council by the Governance, Risk & Audit Committee (GRAC) at the meeting held on 12 September 2023:

Agenda Item 9: GRAC Annual Report 2022- 2023

It was recommended that Council notes the report, affirms the work of the Governance, Risk & Audit Committee, and considers any concerns raised within the key issues section of the report.

Agenda item 12: Audit Committees and Independent Co-opted members

1. To recommend to Full Council that 1 co-opted independent Member be appointed to the Governance Risk and Audit Committee ["GRAC"], for a 4 year period, subject any further, emerging advice
2. Delegated authority be given to the Monitoring Officer, in consultation with the Chairman of GRAC, to undertake recruitment arrangements.

Please note that the report that was presented to the Committee is attached for context but that the Committee amended the original recommendations and the resolution above reflects these amendments.

14. RECOMMENDATIONS FROM THE OVERVIEW & SCRUTINY COMMITTEE 13 SEPTEMBER 2023 157 - 164

The Committee made the following recommendation to Full Council at the meeting held on 13th September:

Agenda Item 15: Overview and Scrutiny Committee Annual Report 2022 – 2023

That Full Council notes the report, affirms the work of the Overview & Scrutiny Committee and considers the following concerns raised within the key issues section of the report:

- A high number of apologies and limited substitute availability needs to be addressed by Group Leaders.
- Some requested information has not been provided in a timely or satisfactory manner and needs to be addressed by officers.
- Delayed finance reports have had an ongoing impact on the work programme that needs to be addressed by officers.
- Non-attendance of the PCC at short notice impacted the Committee's crime and disorder update, and substitutes will

therefore be requested in future.

As the meeting took place after the Full Council agenda was published, the Chairman will provide a verbal update outlining any further recommendations made at the meeting.

15. FORMATION OF THE INDEPENDENT REMUNERATION PANEL
165 - 170

Executive Summary	The purpose of this report is to advise members of the need to refresh and convene a meeting of the Independent Remuneration Panel to review the North Norfolk District Council Members' Scheme of Allowances, in accordance with the requirements of the Local authorities (Members' Allowances) Regulations 2003.
Options considered	Not applicable – there is a statutory requirement to review Members' allowances every four years.
Consultation(s)	Neighbouring authorities were consulted regarding the make-up of their Independent Remuneration Panels, with the possibility of sharing panel members and supporting information, where possible.
Recommendations	<p>It is recommended that:</p> <ol style="list-style-type: none">(1) Full Council approves the convening of the Independent Remuneration Panel.(2) Full Council approves the Terms of Reference for the Independent Remuneration Panel (section 3.6)(3) Any representations that Members wish the Independent Remuneration Panel to take into consideration should be made in writing through the Group Leaders, to the Democratic Services Manager(4) The Independent Remuneration Panel reports its findings and recommendations to Full Council by December 2023, at the latest.(5) Full Council resolves to delegate to the Democratic Services Manager the appointment of the individual members to the Independent Remuneration Panel.(6) Payment for Panel members will be at the rate paid to co-opted members of committees - £118.10 per meeting, plus travel (if required)

Reasons for recommendations	To comply with the statutory requirements regarding the review and then setting of Members' allowances and to ensure that the Council is in line with neighbouring, similar sized authorities.
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Wards affected	All wards
Cabinet member(s)	Cllr T Adams, Leader
Contact Officer	Emma.denny@north-norfolk.gov.uk

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	The item is not exempt
Details of any previous decision(s) on this matter	Full Council approved changes to the Scheme of Members' Allowances in February 2020.

16. OPTIONS FOR FUTURE GOVERNANCE OF SLOLEY PARISH COUNCIL

171 – 176

Executive Summary	<p>The options and proposals outlined in the report below allow for a sensible and pragmatic approach which will enable the Parish Council to return to operation.</p> <p>It is hoped that engagement within the parish will see local electors coming forward to once again serve on the parish council which would bring about an end to the temporary appointments and allow the council to run independently.</p>
Options considered	<ol style="list-style-type: none"> 1. Run a further Election notice to invite nominations from qualified persons to stand for election to the Parish Council. 2. To temporarily appoint three parish councillors from District and County Council members. This would be for a period of 6 months to establish an interim Parish Council to seek

	<p>engagement with the parish, for new membership so the Parish Council can function independently once again.</p> <ol style="list-style-type: none"> 3. To dissolve the Parish Council and implement a Parish Meeting arrangement. 4. To undertake a Community Governance Review in order to implement a Grouping Arrangement with the neighbouring Parish Councils.
Consultation(s)	<p>We are not seeking to consult with the parish on our initial recommendation however this would be required if options 3 or 4 were to be pursued in the future.</p>
Recommendations	<p>We recommend to Full Council the adoption of option 2 which is the temporary appointment of three Councillors from District/County Council membership. The initial period would be 6 months; however, this could be shorter should qualified engagement to represent the parish be found and co-opted.</p> <p>We ask that Full Council consider the following recommendation which is felt to provide the best course of action to restore the first tier of governance to the Parish of Sloley.</p> <p>It is recommended that District and County Councillor Nigel Dixon, District Councillor Gerard Mancini-Boyle, and District Councillor Saul Penfold be appointed to Sloley Parish Council for a period up to six months.</p> <p>It is recommended that Jane Wisson be appointed Temporary Clerk to support the Parish Council until such time that a permanent appointment can be made.</p> <p>Separately, it is recommended that an Order be created with respect to delegation of authority which would allow the Chief Executive or the Monitoring Officer have the powers to implement temporary appointment orders in respect of any Parish Council which find itself in a position of being inquorate in the future.</p>
Reasons for recommendations	<p>It is considered this would give a final chance to bring about retained governance for the parish of Sloley if the temporary appointment of councillors can go on to successfully find qualified and willing candidates to join the</p>

	Parish Council. This will allow us to advise electors of this proposed course of action, as well as the alternatives should this initial plan not see sufficient representation from within the parishes at the end of the six-month appointment term.
Background papers	none

Wards affected	Hoveton and Tunstead
Cabinet member(s)	Tim Adams
Contact Officer	Rob Henry, Senior Elections Officer, rob.henry@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	Not directly linked to corporate plan priorities
Medium Term Financial Strategy (MTFS)	Not linked to MTFS
Council Policies & Strategies	Not linked to any Core Strategy Policies as listed here

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

17. QUESTIONS RECEIVED FROM MEMBERS

None Received.

18. OPPOSITION BUSINESS

Please note that the time allotted for Opposition Business is 30 minutes (Constitution Chapter 2, Section 3.7(d))

The following item of Opposition Business has been proposed by Cllr Dr V Holliday, seconded by Cllr E Vardy:

Closure of Blakeney Surgery

Blakeney Surgery, which is a branch surgery of Holt Medical Practice, serves the parishes of Blakeney, Cley, Kelling, Langham, Morston, Wiveton, Salthouse, Stiffkey & Cockthorpe, in all a population of 1954.

Holt Medical Practice proposes to close this surgery. Currently, it serves as a reception hub and a prescription drop off and medication pick up. Face to face appointments were withdrawn prior to Covid and never reinstated despite requests from parishioners.

The local and wider community strongly objects to the proposed closure. For example, a public meeting with the practice was hugely oversubscribed, almost 900 have signed a petition at time of writing, and an online survey by Duncan Baker MP had 434 responses of which 99% were opposed to the closure, The major reason for objection is the difficulty patients will face in accessing health care.

If the Surgery closes, for residents of Blakeney and surrounding villages the nearest health care is at High Kelling (a 14 mile round trip), or Melton Constable (a 20 mile round trip). Those without a car, 20% in Blakeney from 2011 census data, face a 3 ½ hour round trip by bus to High Kelling (including a half mile walk) or a 5 ½ hour round trip to Melton. The local volunteer car service is at capacity and there is no local taxi firm.

Over 40% of Blakeney residents are over 65 and over a quarter of these live alone. Over a tenth of residents say their day-to-day activities are limited a lot, and 6% say they are in bad health (all from 2011 census data). How will these residents cope with a three, four- or five-hour bus journey with multiple changes? It is not just older residents. How could a young mother manage with two children in a pushchair?

Travel is similar or worse for residents in nearby villages. For Morston, which is 3 minutes by bus from Blakeney, it would be more than a 2 ½ hr round trip with four changes to High Kelling and it is not even possible to get to Melton.

Closure will have an impact on health inequalities. Section 149 (Public Sector Equality Duty) of the Equality Act 2010 states that a public authority must, in the exercise of its functions, have due regard to the need to eliminate discrimination, advance equality of opportunity, remove or minimise disadvantages and take steps to meet the needs of persons who share a relevant protected characteristic, such as age and disability.

The National Health Service Act of 2006 states in Section 13G that “The Board must, in the exercise of its functions, have regard to the need to reduce inequalities between patients with respect to their ability to access health services.”

Closure of Blakeney Surgery would also go against four of the key principles of the NHS Constitution for England, namely:

1. The NHS provides a comprehensive service, available to all;

2. The patient will be at the heart of everything the NHS does;
3. It is committed to providing the most effective, fair and sustainable use of finite resources; and
4. The NHS is accountable to the public, communities and patients that it serves.

The NHS Constitution also pledges to ‘provide convenient, easy access to services.’

Finally, but equally importantly, closure of this branch surgery has a negative impact on North Norfolk District Council’s ambition of net zero. The carbon footprint of patients travelling from Blakeney and surrounding villages to High Kelling or Melton is calculated to be almost 55 tonnes of carbon dioxide a year, equivalent to almost 11 return trips from London to Sydney. This carbon footprint would need to be offset by planting more than 2000 trees annually, which would require more than 2 ½ acres of land per year.

We propose Council resolves to

- 1. Recognise the critical importance of Blakeney Surgery to the community.**
- 2. Call on the Norfolk & Waveney Integrated Care Board to provide local and equitable health care for those living in Blakeney and surrounding villages.**

19. NOTICE(S) OF MOTION

None Received.

20. EXCLUSION OF PRESS AND PUBLIC

To pass the following resolution – if necessary:

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

21. PRIVATE BUSINESS

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COUNCIL

Minutes of the meeting of the Council held on Wednesday, 19 July 2023 in the Council Chamber - Council Offices at 6.00 pm

Members Present:

Cllr T Adams	Cllr P Bailey
Cllr M Batey	Cllr K Bayes
Cllr H Blathwayt	Cllr J Boyle
Cllr A Brown	Cllr C Cushing
Cllr N Dixon	Cllr P Fisher
Cllr A Fitch-Tillett	Cllr T FitzPatrick
Cllr W Fredericks	Cllr C Heinink
Cllr P Heinrich	Cllr V Holliday
Cllr R Macdonald	Cllr P Neatherway
Cllr L Paterson	Cllr S Penfold
Cllr P Porter	Cllr J Punchard
Cllr C Ringer	Cllr L Shires
Cllr E Spagnola	Cllr J Toye
Cllr K Toye	Cllr A Varley
Cllr L Withington	

Also in attendance: The Chief Executive, the S151 Officer, the Monitoring Officer, the Democratic Services Manager and the Democratic Services Officer (Scrutiny)

36 NORTH NORFOLK YOUTH COUNCIL

The Democratic Services Manager introduced the Chairman and Vice-Chairman of the North Norfolk Youth Council and explained that they were going to give a short presentation to Members, outlining their vision and the issues that they would be focussing on over the next few months.

The presentation outlined the formation of the Youth Council and its current membership and set out the three key priorities of mental health awareness, education and the environment. Their first project would focus on mental health and they had recently visited the new rest hub in Aylsham to find out more ahead of a new hub opening in North Walsham. The presentation concluded with the youth councillors asking members to support them and engage with them so that the best outcomes could be achieved for all residents of North Norfolk.

Cllr L Shires, said that as mental health champion for the Council she was keen to work with them on raising awareness.

Cllr T FitzPatrick said that he welcomed the choice of mental health as an initial priority. Many young people in the district lived in rural and isolated areas and it was important that they knew they should seek help as soon as possible. He agreed that parents and other young people needed educating on spotting the signs of mental health issues.

37 APOLOGIES FOR ABSENCE

Apologies were received from the following members: Cllr D Birch, Cllr G Bull, Cllr S

Butikofer, Cllr E Coleman, Cllr M Hankins, Cllr N Housden, Cllr G Mancini-Boyle, Cllr R Sims, Cllr M Taylor, Cllr E Vardy and Cllr L Vickers

38 MINUTES

The minutes of the meeting held on 21 June were approved and signed by the Chairman.

39 TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS

None received.

40 ITEMS OF URGENT BUSINESS

None.

41 CHAIRMAN'S COMMUNICATIONS

The Chairman outlined recent civic events that had been attended:

24 June 2023 – Royal British Legion Armed Forces Day – Northrepps Village Hall
24 June 2023 – Paella & Fizz with Bishop Graham, Bishop's House Garden, Norwich
8 July 2023 – Lord Mayor's Street Procession and Reception
14 July 2023 – Norfolk County Council's Summer Reception, County Hall, Norwich
16 July 2023 – Mayoral Civic Service, Kings Lynn Minster

42 LEADER'S ANNOUNCEMENTS

The Leader began by saying that he had recently attended the Local Government Association Annual Conference in Bournemouth. It had been very interesting and there were 1600 councillors and officers in attendance from across the country.

The conference had provided an opportunity to discuss the levelling up agenda with other councils and talk to them about their experiences with their submissions. There had also been a discussion around devolution. Many authorities spoke about their infrastructure projects and it highlighted NNDC's achievements in this area which included the extensive public toilet refurbishment programme, the completion of the Reef Leisure centre, the North Walsham Heritage Action Zone project and award-winning works to Cromer Pier.

He then spoke about Cabinet's recent visit to Fakenham which had been very informative. It was recognised that there was more work to do in Fakenham and it was hoped that there would be opportunities in the future to work with partners on bringing projects to fruition.

The Deputy Leader, Cllr Fredericks and the Chief Executive, had recently attended a meeting convened by Duncan Baker MP to discuss the role of Bacton in providing hydrogen production and carbon capture and storage. He said that the Council was keen to develop opportunities for North Norfolk arising from this rapidly growing sector.

The Leader said that he had recently visited Fulmodeston to meet with residents and the Parish Council to hear about issues and concerns relating to Banham Poultry

farm. An abatement notice had been issued and Banham Poultry was continuing to work hard to address the number of flies.

The Leader welcomed the Council's recent achievement of the Defence Employer Recognition Scheme Silver award and he thanked officers and the Armed Forces Champion for their hard work.

He said he was pleased to inform members that the Council had retained its green flags at Holt Country Park, Pretty Corner and Sadler's Wood. This was a great achievement and he thanked the Countryside team for their hard work.

Finally, the Leader said that there would be an LGA Peer Review commencing on 11th September. He wished everyone a relaxing and enjoyable summer break.

43 PUBLIC QUESTIONS AND STATEMENTS

None received.

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

The Leader informed members that Cllr M Hankins would be appointed to the vacant seat on the Overview & Scrutiny Committee.

45 PORTFOLIO REPORTS

The Chairman asked Portfolio Holders if they wanted to provide any updates on their written reports before she opened the session up to questions.

Cllr H Blathwayt, Portfolio Holder for Coast, referred to page 26 of the agenda and informed members that Cllr Peter Fisher had been unable to attend the LGA Coastal Special Interest Group (SIG) meeting due to unforeseen circumstances.

Cllr A Varley, Portfolio Holder for Climate Change & Net Zero, said that he wanted to express his thanks to the Climate Change Project Officer who was leaving the Council for another role. He said his dedication and commitment meant that the Council had exceeded its ambitions target of planting £110k trees, with £115k planted to date. He wished him well in his new post.

Cllr A Brown, Portfolio Holder for Planning & Enforcement, said that he wanted to express his thanks to the Assistant Director for Planning who had recently retired. He commended his commitment and professionalism and wished him well for the future.

The Chairman invited members to ask questions:

Cllr J Toye asked Cllr L Withington, Portfolio Holder for Leisure, Culture & Wellbeing, if more could be done to promote historic and leisure activities for rural, inland parts of the District rather than just focussing on coastal areas. Cllr Withington replied that the new corporate plan included the promotion of cultural activities and also the development of a broader partnership across the whole District. She added that this linked to potential economic growth too as it would include small and medium size arts-based businesses. She referred to Visit North Norfolk (VNN), which was funded by the Council and it was intended that the promotion of inland areas would be

covered by VNN too.

Cllr T FitzPatrick asked Cllr P Heinrich, Portfolio Holder for Sustainable Growth, about the Cabinet's recent visit to Fakenham. He highlighted that Fakenham was the poor relation when it came to council spending, with North Walsham receiving £2.4m, Cromer £5m and Sheringham received £17m. Fakenham in contrast received barely £0.5m. He asked Cllr Heinrich whether he would undertake to bring forward proposals that would ensure that Fakenham received its fair share in the future, particularly given the recent closure of three banks in the town. Cllr Heinrich replied that he would. He said that he was aware of the issues faced by the town and the visit had extended his understanding of the problems in Fakenham. He said that it was hoped that a further levelling up bid could be submitted, adding that he could not promise anything immediately as a lot rested on funding from central government.

Cllr N Dixon asked Cllr Heinrich if he could tell members what kind of tangible outcome measures would be used to demonstrate the economic benefits of the investment in the North Walsham Action Zone project. Cllr Heinrich said that he would ask officers to provide a detailed response. He said that he was aware of an increase in footfall in the town, additional use of the new bus hub and there had been a lot of positive feedback on the changes to the town centre. He said it was difficult to ascertain the benefits in pure numbers. He said a detailed breakdown would be available when the project was completed.

Cllr M Batey asked Cllr W Fredericks, Portfolio Holder for Housing and Benefits if any of the returned £1.8bn of Government funding for affordable housing had been allocated to North Norfolk. Cllr Fredericks replied that she had never been aware of the funding and the Council would have welcomed access to it. She said that she would follow it up but did not expect a positive outcome.

Cllr R Macdonald asked the Leader if he could assure Gimingham Parish Council that blue flag status would be regained on the beaches that had recently lost it. Cllr Adams replied that on Monday afternoon he was made aware of a combined sewage overflow at Gimingham and Mundesley following severe rainfall and the beach was closed for 24 hours. It was the 10th time that this had happened and he was extremely concerned that the blue flags would not be regained. He was also worried about the impact on local communities and the lack of engagement from both Anglian Water and the Environment Agency. Investment was desperately needed together with a better testing regime.

Cllr C Cushing asked Cllr W Fredericks about the target number of 350 affordable homes in the next four years and how many of these would be in the Broads nutrient neutrality catchment area and how many in the Wensum nutrient neutrality catchment area. Cllr Fredericks said that she would provide a written answer.

Cllr P Fisher asked Cllr H Blathwayt, Portfolio Holder for Coast about the benefits of the Coastwise scheme to the District's coastal residents. Cllr Blathwayt replied that the scheme was the greatest attractor of funding in North Norfolk District Council's history. He said it concentrated focus on the particular issues affecting the District's shores, raised the profile of North Norfolk across the country. He concluded that it also facilitated working with other coastal authorities from East Riding to Suffolk Coastal.

Cllr K Toye welcomed Holt's recent referendum result supporting their new Neighbourhood Plan. She asked Cllr A Brown how more communities could be encouraged to bring forward neighbourhood plans and also queried the process for

the Council's adoption of Holt's neighbourhood plan. Cllr Brown replied that due to the statutory timescale for approval, the Leader would sign off Holt's plan under delegation and then report back to Cabinet. He added that there was currently some debate at Government level regarding the future of neighbourhood plans but he that support for them would continue and this was outlined in the new Corporate Plan. He said that Blakeney was due to hold a referendum on their proposed plan in September and then Wells was also expected to bring one forwards before the end of the year.

Cllr J Boyle asked Cllr C Ringer, Portfolio Holder for Environment and Waste Services about premises with low and zero rated food hygiene certificates. She asked whether zero rated premises could remain open and whether there was a requirement for them to improve. Cllr Ringer replied that there were a small number of premises which were not scoring highly. A zero rated premises closed be down but this did not happen automatically, it depended on the reasons for the poor rating. He said that there was always an emphasis on trying to support premises to improve, adding that the majority were rated well above 3 stars.

Cllr S Penfold said that following on from Cllr Withington's earlier response regarding the promotion of inland events and attractions, he would like to invite all members to attend the Worstead Festival on 29th and 30th July. Cllr Withington thanked him and said that she was looking into how Visit North Norfolk could support events such as this.

Cllr A Fitch-Tillett asked the Leader who was the Council's appointed representative on the Norfolk Strategic Flood Alliance and if they could work to push for the responsible local flood authority (Norfolk County Council) to deal with the issue of surface water flooding. Cllr Adams replied that the Council had not been invited to appoint a representative and officers had been pursuing this. He suggested that they had a further discussion after the meeting. He acknowledged that there was a frustration regarding a lack of response from the local flood authority. Cllr Blathway added that he was not aware of the lack of member representation and was supportive of Cllr Fitch-Tillett's request.

46 RECOMMENDATIONS FROM CABINET 29TH JUNE 2023

Cabinet Agenda Item 8: Corporate Plan 2023 - 2027

The Leader, Cllr Adams, introduced this item. He said that the most significant change was around how the plan would be translated into delivery. There would be an Annual Action Plan (AAP) rather than the four year version produced last time. This would provide more opportunity for the Council to shape actions and respond with agility when required. He said that work was being undertaken to consider appropriate contextual measures, which would be considered and assessed by the Overview & Scrutiny Committee.

He explained that there was continuity in the main themes as many projects were embedded and progressing well as part of the previous corporate plan.

He then spoke about the themes which included the Council's ongoing commitment to the environment and sustainability goals, housing and communities, youth and sport, businesses – ranging from Bacton Gas Terminal to bank hubs, robust governance and responsible use of resources.

Regarding the theme 'Our Greener Future' he said that the intention was to realise one ambitious carbon-busting project a year and introduce food waste collection, however, this depended on the outcome of the Government consultation on waste collection. There would also be more focus on supporting villages and towns which were struggling to cope with the impact of visitors. He added that the District had the fastest changing coastline in Western Europe and the proposed coastal schemes would help meet these challenges.

The theme 'Developing our Communities' would build on the significant level of engagement that had been developed during the previous administration. To this end, the publication of the Council's magazine, Outlook, would continue as well as engagement across all platforms. Support for the Youth Council would continue and further work would be undertaken on improving public conveniences across the district. In addition, there would be a focus on active environments, with a childrens' play areas and facilities being improved, alongside the Council's parks. He added that there was a challenge regarding the provision of sports and leisure amenities, particularly in towns such as Fakenham where there was growing demand due to an increasing population. Cultural activities remained important and investment had been secured for Cromer Pier and Sheringham Little Theatre as well as North Walsham Heritage Action Zone. However, more could be done to support other festivals and events across the District.

The Leader then spoke about the theme 'Meeting our Local Housing Need'. He said that the Council's portfolio of temporary accommodation would continue to grow. The pressure would continue without a government led strategy on delivering affordable housing. He referred to the impact of second homes and holiday lets and spoke about the anticipated outcome of the Levelling Up Bill. Unless changes were made, however, it was likely that there would need to be a discussion around the retention of council tax income so that it could be targeted at the provision of affordable housing.

The theme of 'Investing in our Local Economy' would bring increased focus to rural businesses as well as aiming to provide additional support to some of the district's smaller towns such as Stalham. A new 'Digital Champion' role would also be introduced.

Finally, the Leader spoke about the theme of 'A Strong, Responsible and Accountable Council'. He said that the Council had already proved how resilient it was but this must be maintained whilst facing considerable challenges. There may also be a need to invest further in customer service delivery. He added that there was a commitment to reviewing car parking management to ensure that revenue expectations were met. The Estates Team had made significant progress in increasing occupation of council-owned assets and this too would continue. There would also be further exploration around the concept of introducing a tourism tax. He concluded by recommending the draft Corporate Plan 2023- 2027 to members.

The Chairman invited Cllr N Dixon, Chairman of the Overview & Scrutiny Committee to present the outcome of the committee's consideration of the draft Corporate Plan.

Cllr Dixon said that the Committee had made the following three suggestions;

- Cabinet to consider whether financial sustainability had been adequately addressed and whether it should form a key theme
- Cabinet to consider whether the headline objectives were ambitions enough
- Cabinet to consider whether issues of rurality had been adequately addressed

Cllr Dixon said that Cabinet had dismissed all three suggestions. He said that it was acknowledged that the Corporate Plan was at an advanced stage, it was not too late to make some amendments and he hoped that Members would consider the Committee's suggestions.

The Leader said that he did not feel that the consensus at the Overview & Scrutiny meeting was as strong as perhaps indicated. However, he did agree that rurality was a significant issue and said that there would be a lot more work on rural sustainability. He said that the Council was in a stable financial position and the Corporate Plan emphasised the importance of maintaining this. In conclusion, the Leader said that he believed the themes were ambitious and would stretch the Council.

The Chairman invited members to speak:

Cllr A Fitch-Tillett said that she was disappointed that there was no mention of adaptation to coastal change in the Corporate Plan, despite the District having 43 miles of coastline. All coastal communities needed to be reassured of their status. The Leader replied that Coastwise was referenced in the Corporate Plan and it was a key priority for the Council but it must be recognised that the coastal areas were at the forefront of the impact of climate change. Cllr Fitch-Tillett said that there needed to be a recognition that there were some parts of the coast that could not be protected and it was a question of coastal management instead.

Cllr L Shires said that she was disappointed to hear Cllr Dixon's summary of the Overview & Scrutiny Committee's comments and it should have been acknowledged that they were not formal recommendations. She said that financial sustainability was included in the Corporate Plan, she referred to page 75, where it was listed under every bullet point.

Cllr C Cushing said that the Corporate Plan lacked ambition. It should be a strategic plan outlining what the Administration hoped to achieve in 4 years' time and setting out the success criteria on how this could be judged. He referred the Corporate Plans of neighbouring authorities which clearly set out metrics and success criteria. He said that he also took issue with the language that was used throughout the document, with soft words such as 'ensuring', 'supporting' and 'continuing' being used rather than more ambitious, hard edged words such as 'deliver'. He went on to say that Financial Sustainability was a theme in the previous corporate plan and he said that he would expect it to front and centre in this one. Removing it as a theme suggested it was no longer a priority. He reminded members that 4 years ago he had looked at financial projections and the forecast deficits for future years and been told that this was always the case but rarely came to fruition. However, this was no longer the case, a predicted deficit was now imminent and more must be done to address this. He said there should be more focus on what the Council could do to help itself remain financially stable. He concluded by reminding Members that the former Conservative administration had created a surplus and added to the Council's reserves.

Cllr L Paterson referred to page 74 and the mention of water scarcity. He said that rural businesses were asking for more water storage reservoirs, he said that trapping excess winter water could help alleviate flooding and could be applied to growing crops in the summer. Irrigation gives better quality crops. He said that Government grants for water reservoirs had been withdrawn due to the excessive time taken by local authorities to approve applications. He asked if this could be

addressed. The Leader replied that this was a valuable point and it could be included as an action priority. He said that any concerns regarding the slowness of approving planning applications should be raised with officers.

Cllr J Toye commented that the delivery plan was where the detail would sit and where the challenges would be set out. He welcomed that the Corporate Plan had come forward so early unlike many councils. Referring to Cllr Cushing's comments regarding the financial status of the previous Conservative administration, he said that a comparison could not be made as the Government funding model was now completely different and inflationary pressures were also considerable. He added that rurality was covered throughout the Corporate Plan and he was pleased to see this.

Cllr L Shires referred to the criticisms levelled by the Opposition when the previous Corporate Plan was presented for approval and said those same issues were now reflected in the current version and yet criticism was still being levelled. She reminded members that the failure to raise council tax for several years had caused problems that were still being addressed.

Cllr A Brown responded to Cllr Paterson's earlier comment and said that NNDC was not the only planning enabling authority for water storage reservoirs. Many fell within the County Council process.

Cllr T FitzPatrick referred to page 65, section 7.1 and said that he believed the Council could be too risk averse and not being bold enough could be limiting.

Cllr S Penfold said that he commended Cllr Cushing for trying to demonstrate that the Conservatives were the party of financial responsibility. He reminded members of the former Prime Minister, Ms Truss and the impact her policies had had on the country's finances.

Cllr H Blathwayt referred Cllr A Fitch-Tillett to page 71 and said that it set out the Council's responsibilities to all coastal communities clearly and succinctly.

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

RESOLVED

To adopt the Corporate Plan 2023 – 2027.

10 members voted against.

Agenda Item 9: 2022/2023 Outturn Report

Cllr L Shires, Portfolio Holder for Finance, Estates & Assets, introduced this item. She began by saying that members had indicated that these reports could be difficult to read and understand and that there would be additional training provided in the autumn to assist with understanding financial reports. She thanked officers for their hard work to manage budgets during national and global uncertainty. She said this hard work had put the council in a better financial position than previously forecast.

Additional significant challenges had been presented by the war in Ukraine which had impacted on production of commodities and supply chains. Again, staff had worked hard to limit the impact and managed to maintain service provision whilst keeping costs down.

Cllr L Shires referred to the Period 6 Monitoring Report which had forecast a £909k overspend in revenue services alone. Although by period 10 this had not significantly improved, she was pleased to say that due to the hard work and vigilance of officers, the deficit was now considerably reduced to £261k.

Cllr L Shires drew members attention to the retention of business rates. She said that the monitoring report for period 6 indicated that no variance was expected. The outturn report showed an income shortfall of £516k in returned business rates. The Business Rates Earmarked Reserve was in place to mitigate against such negative impacts.

Cllr Shires then spoke about the need to reduce the Council's carbon footprint and for this reason £0.5m was being transferred from the Delivery Plan reserve to a newly created Net Zero reserve.

She then explained that the 2024/25 and 2025/26 budgets for temporary accommodation were being brought forward so that the needs of residents could be met now.

She concluded by saying that although many challenges had been overcome to reach the current financial position, the Administration's eyes were firmly on the year ahead.

Cllr A Varley, Portfolio Holder for Climate Change and Net Zero and welcomed the newly created reserve to achieve these ambitions. This demonstrated that the Council was serious about focussing on specific carbon-busting projects.

Cllr C Cushing reiterated that for the first time there was a deficit of nearly £800k and this caused him considerable concern. He asked when the forecasts for future years would be available as these had not been shared for some time. He said that a summary page with all the key metrics set out would be really helpful for members and help them understand these reports better.

Cllr W Fredericks commented that the Opposition seemed to switch between saying that there was too much information provided and then not enough. She said it would be helpful if they could set out clearly exactly what they wanted. As for forecasting, she said that no one knew what would happen and this could not be provided any more.

Cllr N Dixon commented that Cllr Fredericks clearly had some knowledge that many members would like to share. She had indicated that she had a good grasp and understanding of the financial reports, unlike most members, and it would be helpful if she could share her knowledge and insights with everyone else. He added that there would always be occasions when members wanted more information as they wanted to drill down into the detail. At other times, they would be satisfied with less. Cllr Dixon said that the value of having an executive summary at the start of a report, was so it could include key metrics and important messages contained within the paper. He said that this report was looking backwards rather than forwards and members were interested in the trajectory and give an indication of what the future would look like.

Cllr Shires said that she welcomed the additional attention on finance. Cllr Cushing said that Cllr Fredericks tone had not been helpful. The Treasury Management report had a good example of an executive summary and he was just trying to make

helpful suggestions that could benefit all members.

Cllr J Toye said that he was supportive of finance workshops for members and he encouraged all members to get involved, as well as using the information that was available to them too.

Cllr A Brown agreed with the suggestion that the Outturn report was aligned more closely with the presentation and style of the Treasury Management report.

It was proposed by Cllr L Shires, seconded by Cllr J Toye and

RESOLVED unanimously to approve:

- a) The provisional outturn position for the General Fund revenue account for 2022/23;
- b) The transfers to and from reserves as detailed within the report (and appendix C) along with the corresponding updates to the 2023/24 budget;
- c) The deficit of £0.261m relating to service overspends be funded from the General Reserve;
- d) The deficit of £0.561m relating to retained business rates be funded from the Business Rates Reserve;
- e) The financing of the 2022/23 capital programme as detailed within the report and at Appendix D.
- f) The balance on the General Reserve of £2.649m;
- g) The updated capital programme for 2023/24 to 2025/26 and scheme financing as outlined within the report and detailed at Appendix E
- h) The roll-forward requests as outlined in Appendix F
- i) The transfer of £0.5m from the Delivery Plan Reserve to a new reserve – ‘Net Zero Initiatives’ set up specifically to fund projects, initiatives and works to achieve Net Zero.
- j) The provision of a Temporary Accommodation capital budget for 2024/25 and
- k) 2025/26 of £0.25m per year be moved into 2023/24 giving a total budget of £0.75m in 2023/24 and that this be funded by temporary borrowing until it can be replaced by preserved right to buy capital receipts.

Cabinet Agenda Item 10: Treasury Management Annual Report 2022 – 2023

Cllr L Shires, Portfolio Holder for Finance, Estates & Assets, introduced this item. She thanked officers for their hard work in preparing the report. She drew members’ attention to page 155 and highlighted that extra money had been earned on the Council’s investments due to an increase in interest rates.

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

RESOLVED unanimously to approve

The Treasury Management Annual Report for 2022 – 2023

47 RECOMMENDATIONS FROM THE OVERVIEW & SCRUTINY COMMITTEE 12 JULY 2023

The Chairman of the Overview & Scrutiny Committee confirmed that there were no further recommendations.

48 QUESTIONS RECEIVED FROM MEMBERS

None received.

49 OPPOSITION BUSINESS

None received.

50 NOTICE(S) OF MOTION

None received.

51 EXCLUSION OF PRESS AND PUBLIC

52 PRIVATE BUSINESS

The meeting ended at 7.56 pm.

Chairman

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Registering interests

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

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

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

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

Non participation in case of disclosable pecuniary interest

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

Disclosure of Other Registerable Interests

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

Disclosure of Non-Registerable Interests

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

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

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

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

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

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

Table 1: Disclosable Pecuniary Interests

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

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

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

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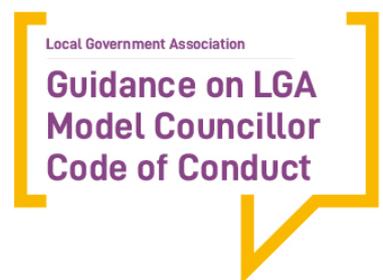
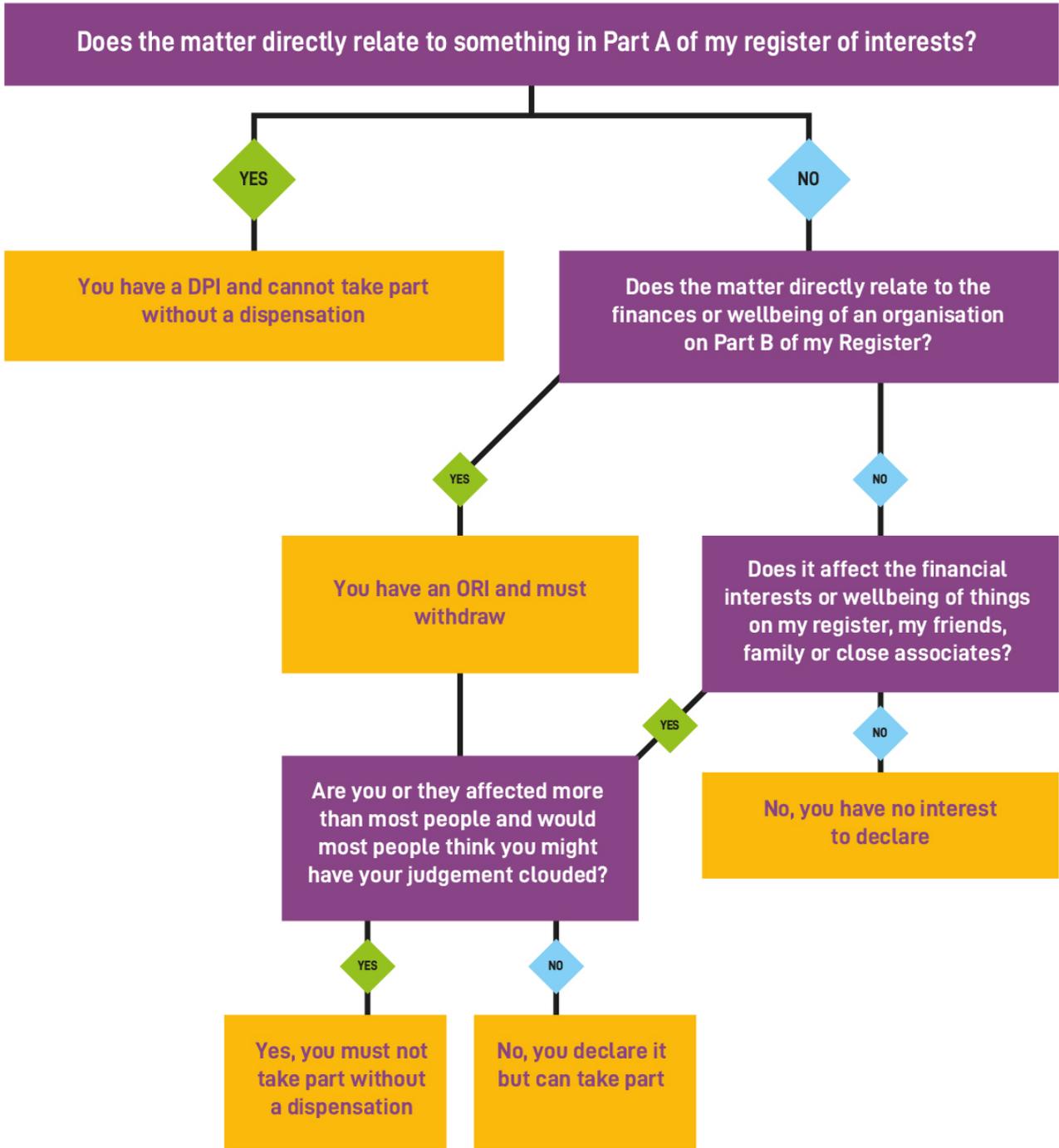
* 'director' includes a member of the committee of management of an industrial and provident society.

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

Table 2: Other Registrable Interests

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

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



CABINET MEMBERS REPORT TO COUNCIL

September 2023

COUNCILLOR ADAMS - CABINET MEMBER FOR STRATEGY, COUNTYWIDE WORKING AND EXTERNAL PARTNERSHIPS, PERFORMANCE, COMMUNICATIONS, HR AND LEGAL SERVICES

For the period July to September 2023

1 Progress on Portfolio Matters.

Legal

Information Requests

- FOI request figures show that the Council's current performance at responding to requests within the statutory 20 working days is at 95%. The national target is set at 90%.
- The legal service continues to provide advice and assistance to the wider Council in order to assist in this area and support the corporate responsibilities.
- In addition to this ongoing advice and assistance, the legal service has recently provided members with Information Governance training.

Democratic Services

Register of Interest forms

- The team has been working hard on processing the online register of interest forms for town and parish councillors.
- Reminders were issued to those councillors who submitted an incomplete form and this generated a considerable number of further forms.
- These have been uploaded to the website and we will now focus attention on those parishes with no forms submitted.

Youth Council

- A few members of the Youth Council met at the Council Offices on 31st August.
- They discussed their priority theme of mental health and received an update on Coastwise, which is seeking to engage with young people across the District.

Town & Parish Engagement Forum

- The Forum met on 12th September.
- The main focus of the session was Planning – including an overview of planning matters for towns and parishes, an update on enforcement and the new Section 106 software.

Human Resources

The HR team have completed the move of the Council's employee appraisal process to Skillgate, the Council's e-Learning platform. The move has gone well, but the HR team will be making some small amends to the layout of the web pages.

Members are also able to access the Skillgate e-Learning platform. Here you can find access to hundreds of different learning topics. To access, open the intranet homepage, click quick links and click on the Skillgate tile.

Elections:

The Electoral Services Team are currently well under way with the Annual Canvass which commenced in early July. Reminder forms have now been sent out to just over 6500 properties which are required by law to respond, but are yet to do so. The team will then concentrate on obtaining responses to the canvass ahead of publishing the revised register on 1st December 2023.

In addition to the Canvass, the team has planned and will be delivering the Referendum in respect of the Blakeney Neighbourhood Plan with the date of the referendum being Thursday 14th September.

Parish invoices are currently being finalised in respect of Local Elections held in May and these will be issued in October.

Communications and PR Team:

During an exceptionally busy month from August 8th to September 8th, the Communications and PR team have:

- Produced the latest edition of Outlook magazine, set to be distributed to more than 50,000 homes in the district on September 18
- Produced finalised Corporate Plan presentation for website and Outlook magazine
- Supported an overhaul of public-facing signage in reception at NNDC Cromer offices
- Completed the 2023 Battle of the Beaches competition on our social media channels, with a total of more than 5,500 votes cast and a total audience reached of more than 250,000. Not only did the competition promote 16 of our great beaches, but we used it as a vehicle to reach that wider audience with messaging in support of coastal partners such as RNLI, Cromer Pier, the RSPCA and Friends of Horsey Seals; promoted our safer seals campaign and Visit North Norfolk and shared important beach safety and environmental messaging. West Runton beat Sheringham in the final by 786 to 729 votes.
- Produced assets for the 'Seal of Approval' scheme, for shop owners who volunteer to stop stocking flying rings to display

During this 30-day period, the team have also produced 82 news articles and videos across the Council's multiple digital platforms www.north-norfolk.gov.uk, Facebook, YouTube, Twitter, Instagram, LinkedIn and NextDoor and have released these to media where appropriate. These have been on a range of topics including:

- Battle of the Beaches

- NNDC/RNLI Safer Seaside event
- Mini-Monsters event at Pretty Corner Woods
- National Drowning Prevention Week
- Big Norfolk Holiday Fun Scheme
- NHS/Community Connectors presence at Cromer Carnival
- Beach BBQ safety messaging
- NNDC Job vacancies
- All to Play For event – Active Norfolk
- Abandoned vehicles information
- The Reef Triathlon
- UEA/NNDC Coastal Erosion monitoring project
- Orienteering at Pretty Corner Woods
- Stalham Village Street Market
- North Walsham HAZ cultural events
- Invest North Norfolk – UKSPF and RPF funds
- North Norfolk Walking Festival
- Bin Collection info/updates
- Coastal Art Group Summer Exhibition
- Elections team – annual canvass info
- Tributes to former Council Leader John Lee
- NNDC apprenticeships promotional video
- Benefits scam alert/guidance
- Chainsaw art – Holt Country Park
- Cedars Open Day – North Walsham
- Community Connectors radio show – Poppyland Radio
- Twin Tracks Briston-Melton Constable Upcycling Festival

We currently have a combined social media following of **42,152** people directly consuming regular content about the Council's activities on our channels, though it's important to note there is some overlap between channels, with some residents following us on more than one platform.

Corporate PA Team:

The Corporate PAs have welcomed a new member into the team. Kelly Sayer joined the team on 21 August and will primarily be supporting Martyn Fulcher.

The current team support structure is:

- Sandra King – PA to the Chief Executive and Leader
- Kaye Skinner – PA to the Director of Communities and the Chairman
- Emma Childs – PA to the Director of Finance (job share)
- Jeanette Wilson – PA to the Director of Finance (job share)
- Kelly Sayer – PA to the Director of Place and Climate Change

The team have had a busy couple of months preparing for the Corporate Peer Challenge and the Corporate Plan Workshops.

2 Forthcoming Activities and Developments.

Legal

Information Governance

- Information Governance training will shortly be rolled out to staff members with specific roles and responsibilities within this area of work.

3 Meetings attended

Meetings attended:

- Norfolk Parking Partnership
- Transport East
- UK100
- Acton Bank Hub
- LINK
- Norfolk Leaders Group
- EELGA
- ENI Ltd
- Perenco
- LIDL
- Various Peer Review events and meetings.
- Various meetings with officers across the Council in addition to Business Planning, Cabinet and JSCC.

Attended/Visited:

- Holt Country Park
- Cromer Lawn Tennis Club tournament
- Cedars open morning, North Walsham
- North Walsham Development Brief Consultation event.

Media interviews:

- Newsquest (NN News and EDP)
- BBC Radio
- TV Tokyo

CABINET MEMBERS REPORT TO COUNCIL

20 September 2023

COUNCILLOR HARRY BLATHWAYT - CABINET MEMBER FOR COAST

For the period July to September 2023

1 Progress on Portfolio Matters.

Cromer and Mundesley Coast Protection Schemes

- The application for additional funding has been submitted to the Environment Agency and the allocation of Capital funding is recommended by Cabinet (elsewhere on this agenda)
- Consents for the scheme (planning permission, Marine Licence) have yet to be granted but consultation has been undertaken and detailed discussions with Statutory consultees are ongoing
- Construction proposal has been submitted by Balfour Beatty
- The 'technical support' contract with Mott MacDonald has been agreed
- Practical matters relating to the implementation of the schemes are being addressed.

Repairs and Maintenance

The following NNDC-led works have commenced during this period:

- Bacton revetments and sea wall
- Overstrand promenade/sea wall repairs
- Sheringham prom repairs
- Floodgate inspections, general repairs, and sand clearance.

Works are also due to commence for the repair of the beach access ramp at Sea Palling, an Environment Agency project which NNDC has been supporting in various ways.

Coastwise

- Confirmation was received in August from the Environment Agency that Coastwise has been allocated the full £15M for a period up to end of March 2027
- Recruitment for the coastwise team has progressed with interviews scheduled in early September; one post will be reviewed/re-advertised. A shared role funded by NNDC and East Riding will enable a Funding and Financing post to be created
- Coastwise has developed a Monitoring, Evidence and Learning (MEL) approach, which will seek to capture learning as we progress through development and delivery. An initial 'pre-discovery' phase of MEL has progressed.
- Coastwise provided seed funding for a UEA PhD proposal which successfully attracted significant further funds.

Bacton Sandscaping Monitoring

- The first run of data has been collected for the Bacton Sandscaping Monitoring work

National Coastal Erosion Risk Mapping 2 (NCERM2)

- Ongoing meetings with the Environment Agency and Jacobs (consultants) regarding NCERM2 and 'complex cliffs' – the aim of this is to ensure that we get the best data out of NCERM2 for areas such as Trimingham.

Supplementary Planning Document

- The Broads Authority Planning Committee endorsed the SPD
- SPD approved at East Suffolk Council's Cabinet.

2 Forthcoming Activities and Developments.**Cromer and Mundesley Schemes**

- Consideration of Planning application in October
- Subject to receiving funding and consent, NNDC will enter construction contract with Balfour Beatty
- Once MMO and planning applications are approved, discharging of conditions will take place and landowner agreements will be sought.

Coastwise:

- Appointment to vacant posts and formation of the Coastwise Team
- Initial 'conversations' with coastal communities and stakeholders to be planned
- Progression of 'discovery' phase, including investigations into transition plan models, coastal literacy materials, background legislation, and carbon baselining.

Supplementary Planning Document

- It is hoped all authorities will adopt, publish and use this in decision making imminently.

3 Meetings attended.**July:**

Monday 17th CPE meeting Great Yarmouth Town Hall

18th Coastwise Board meeting

19th Coastwise update meeting

August:

15th LGA SIG exceptional meeting to discuss bathing water quality.

16th Coast wise update meeting

September:

5th Mundesley/Cromer project Board Meeting.

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CABINET MEMBERS REPORT TO COUNCIL

20th September 2023

COUNCILLOR ANDREW BROWN - CABINET MEMBER FOR PLANNING AND ENFORCEMENT

For the period July to September 2023

1 Progress on Portfolio Matters.

Blakeney Neighbourhood Plan

The referendum for the Plan will take place on Thursday 14th September 2023.

See: [Blakeney Neighbourhood Plan](#)

Coastal Adaptation Supplementary Planning Document

The Council formally adopted the Coastal Adaptation Supplementary Planning Document, on 5th September 2023.

See: [Coastal Adaptation SPD](#)

Development Management Performance

The Development Committee on 13th September considered a report on performance with determining applications. At the end of August 2023 the position was:

- 100% of major applications had been determined in time over the previous two years;
- 93.6% of non-major applications had been determined in time over the same time period;
- No major application decisions had been overturned on appeal in that period; and
- 1.28% of non-major decisions had been overturned in that period.

Those figures compare very well with the national targets of 60%, 70%, 10% and 10% respectively.

That Development Committee also considered an update on the position with regard to appeals 'against' planning decisions and showed that there are currently 27 North Norfolk 'live' appeals. A couple of those are likely to be

determined at 'public inquiry', a couple via the 'informal hearing mechanism' and the rest via the 'written representation procedure'. Of the 'in person' ones – only one has a date set – that being for an 'informal hearing' on a proposal at Storage Barn, Morston Road, Blakeney is taking place on 19th September 2023.

See: [Dev Management Performance Sept 2023](#) and [Appeals Performance Sept 2023](#)

Glaven Valley Conservation Area Appraisal

The Planning Policy and Built Heritage Working Party discussed work on this at its' meeting on 11th September 2023. Cabinet will consider their recommendations at its' October meeting and if it is agreed then a further period of public consultation will commence shortly thereafter. Assuming things go relatively smoothly the current timetable would result in the work being reported to Council in December for final agreement.

See: [Working Party Report on GVCA](#)

Holt Neighbourhood Plan

Following a referendum the Hold Neighbourhood Plan was formally 'made' and brought into force by the Council as part of the Development Plan on 25th August 2023. The Council's pro-active engagement in this Plan's production is featured in the current edition of Outlook where the Clerk is quoted: "*The Town Council were grateful to be able to work with the Neighbourhood planning team at NNDVC, their knowledge, advice and support made the process run a lot smoother.*"

See: [Holt Neighbourhood Plan](#)

Local Plan

Our Plan has been submitted and the Planning Policy team are in regular dialogue with the appointed Planning Inspector. It is looking likely that the Examination sessions will be in 2024 rather than 2023 as no dates have yet been proposed. At this stage it is not known what issues the Inspector will wish to discuss at Examination.

See: [Local Plan Web-Page](#)

North Walsham West Draft Development Brief

A consultation period on this has started – following discussion at Working Party and agreement at Cabinet. There is a link to the consultation documentation from the Council's web-site home page. The consultation closes on 1st October 2023. Two public drop-in events will be held (on 13th and 19th September) in North Walsham.

See: [North Walsham West Web-Page](#)

Nutrient Neutrality

On 29 August 2023, the Government announced proposed changes to the Levelling Up and Regeneration Bill linked to nutrient neutrality.

Based on the announcement, it appears likely that the impacts of 'Nutrient Neutrality' will be resolved and that – if and when the amended Bill becomes law, then the Council would be in a position to progress planning applications towards a positive determination (in the event that affected planning applications are acceptable from all other perspectives).

However, the legislation needed to resolve nutrient neutrality will need to be enacted, which is expected to take a matter of months.

Whilst the Council will seek to deal with applications as soon as possible, in the event that Nutrient Neutrality matters are resolved, it is worth observing that we currently have around 100(+) applications held up due to this issue.

Many of those will also need to be considered by the Council's Development Committee, which will take time and careful scheduling over the coming months.

See: [Government Announcement on Nutrient Neutrality](#)

Planning Service Improvement Plan

A progress report on the PSIP is being considered at Overview and Scrutiny Committee on 13th September 2023. All elements of the Plan should be completed by the end of this Municipal Year. The report to O&S focusses – at their request – on the issue of timeliness of replies to our consultation requests to external organisations.

See: [O&S Report on Planning Service Improvement Plan](#)

2 Forthcoming Activities and Developments

- Cabinet: 2nd October 2023
- Planning Portfolio Holder Meeting: 28th September
- Development Committee: 28th September (reserve date) and 12th October
- Planning Policy and Built Heritage Working Party: 9th October

3 Meetings attended / attending (up to 20th September)

- Development Committee: 20th July, 17th August and 14th September
- Planning Policy and Built Heritage Working Party: 7th August and 11th September
- Joint Staff Consultative Committee: 6th September
- Parish / Town Council Engagement Forum: 12th September
- Governance, Risk and Audit Committee: 12th September
- LGA Peer Review Meetings: week of 11th September
- Overview & Scrutiny Committee: 13th September
- Licensing Committee: 18th September
- Plus: Planning Portfolio Monthly Review, Business Planning, Planning Service Improvement Plan Review and Housing Strategy Review Meetings

CABINET MEMBERS REPORT TO COUNCIL

COUNCILLOR WENDY FREDERICKS – PORTFOLIO HOLDER FOR HOUSING & PEOPLE SERVICES

For the period September 2023

1 Progress on Portfolio Matters.

Benefits

Discretionary Housing Payments

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

For 2023/24, North Norfolk has been allocated funding of £103,037, and up to 31st August 2023 we have spent 40.6% of our allocation across 63 households. A further total of 92 applications have been refused as the circumstances of the household are outside the scope of the scheme. Where we have not been able to provide support through the DHP scheme, the team will consider other funding options and signpost the customer accordingly.

A breakdown of how the expenditure has been allocated across the 63 households can be seen below:

Single Working Age Households		Couple Pension Age Households	
Number of successful applications	36	Number of successful applications	1
Rent Arrears	£1,321.06	Rent Arrears	£700.00
Rent Deposit/Moving Costs	£210.00	Rent Deposit/Moving Costs	£0.00
Ongoing Rent Shortfall	£26,212.45	Ongoing Rent Shortfall	£0.00
Sub Total Expenditure	£27,743.51	Sub Total Expenditure	£700.00
Single Pension Age Households		Family Working Age Households	
Number of successful applications	5	Number of successful applications	19
Rent Arrears	£0.00	Rent Arrears	£800.00
Rent Deposit/Moving Costs	£0.00	Rent Deposit/Moving Costs	£1,095.00
Ongoing Rent Shortfall	£2,002.50	Ongoing Rent Shortfall	£8,498.36
Sub Total Expenditure	£2,002.50	Sub Total Expenditure	£10,393.36
Couple Working Age Households		Family Pension Age Households	
Number of successful applications	2	Number of successful applications	0
Rent Arrears	£0.00	Rent Arrears	£0.00
Rent Deposit/Moving Costs	£0.00	Rent Deposit/Moving Costs	£0.00
Ongoing Rent Shortfall	£1,042.62	Ongoing Rent Shortfall	£0.00
Sub Total Expenditure	£1,042.62	Sub Total Expenditure	£0.00
		Total Expenditure	£41,881.99

We are continuing to use data insights to proactively target low-income households who have rent arrears, rent shortfalls, or who are at risk of homelessness.

Cost of Living

We are providing a package of financial support to residents utilising the funding received from the DWP through the Household Support Fund. Using data insights, we have proactively targeted low-income households* who:

- have not received the DWP Cost of Living payments allocated earlier this year, and have a property energy efficiency rating of E, F, or G; or,
- are in receipt of disability benefits and have a property energy efficiency rating of E, F, or G; or,
- provide care to a person in the household; or,
- are a large household (5 or more children).

During August 1024 households received a voucher for £80 towards the cost of energy, food, or wider essentials, utilising 42% of the fund. A second tranche of payments will be allocated during the Autumn/Winter period to the same co-hort of households.

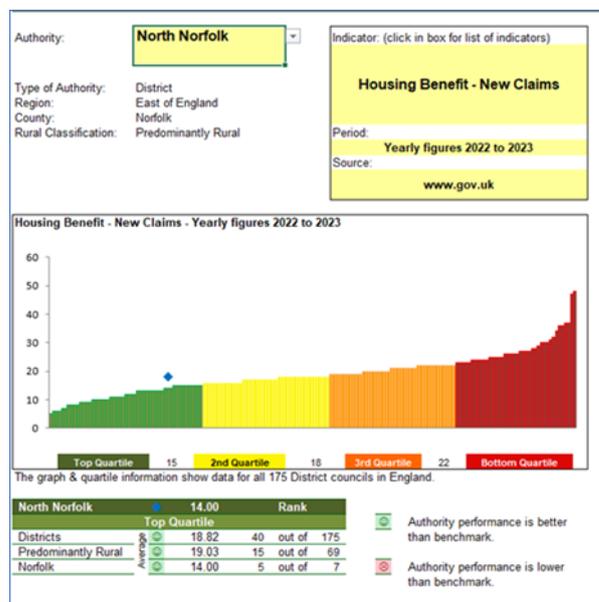
Emergency Support has also been set up for households in crisis and who need access to groceries within a 48-hr. window. Where the customer has engaged with People Services, the Financial Inclusion team will be able to offer a food voucher through the Eden Red voucher scheme which will allow the recipient to buy groceries online or in store at most of the main stores in our area. [Edenred-Select-Grocery-eCode-Redemption-Userguide.pdf](#)

* Low income has been determined by the household being in receipt of either Housing Benefit or Council Tax Support.

Performance

We are pleased to confirm the average speed of processing performance for new claims for year-ending 2022/23 resulted in North Norfolk being in the top quartile of local authorities across the East of England as shown opposite.

Our current performance for new claims is 9 days up to 31st August 2023, which based on the benchmarking for 2022/23, would continue to see us sitting in the top quartile.



Housing Options and Homelessness Prevention

Your Choice Your Home

As at the 31 August there were 2,529 households on the housing list with 585 (23%) being on the Housing Register – this register contains those qualifying applicants who have the most urgent housing needs.

	Housing List by Bedroom Need			
	Housing Register	Housing Options	Transfer	Total
1 Bed	258	990	189	1437
2 Bed	130	383	103	616
3 Bed	90	101	40	231
4 Bed	100	81	40	221
5 Bed	7	11	6	24
+				
Total	585	1566	378	2529

	Homes Let by Property size (Bedrooms)			
	Housing Register	Housing Options	Transfer	Total
1 Bed	43	0	2	45
2 Bed	42	2	3	47
3 Bed	4	0	1	5
4 Bed	0	0	0	0
5 Bed	0	0	0	0
Total	89	2	6	97

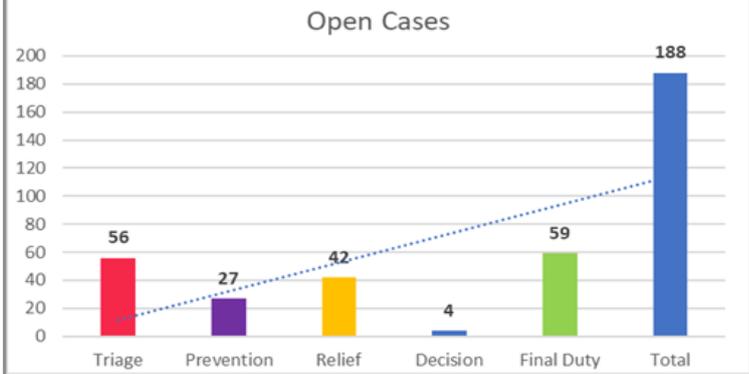
Households Assessed and Duty Owed

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

Approaches to the service remain high and between 01 April to 31 August we have opened **444** cases. Each case represents a household who has contacted us as they have some sort of housing need, and we are still seeing an increase in homeless households (relief cases).

As at the 31 August 2023, there were 188 open cases, the majority of these cases are at risk of homeless or already homeless.

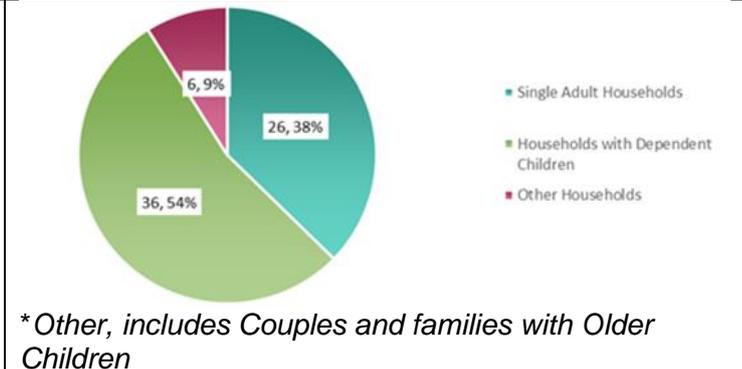
Between 01 April – 31 August 269 cases have been closed. This includes 18 prevention cases with 39% of cases resulting in a positive outcome with an offer of new or existing accommodation.



Temporary Accommodation

As at the 31 August 2023 there were 68 households in Temporary Accommodation. This is an overall increase of 48 % from the same date in 2022, and an increase of 44% of Households with dependent children.

In addition to the above, all 5 units of Next Steps Accommodation (4) and Rough Sleeper Accommodation (1) are being used to accommodate previous rough sleepers.



Rough Sleeping

For the month of August 4 people were sleeping rough in North Norfolk. We continue to support 2 entrenched Rough Sleepers, 1 person was new to rough sleeping and 1 person who has previously slept rough (within the past 180 days) received assistance from our Pathway, Prevention & Sustainment Officers

Housing Strategy

Local Authority Housing Fund

In the first round of funding, government offered the Council up to £1,245,210 to provide eleven additional affordable homes in the District by December 2023 – initially to house Ukrainian and Afghan refugee households. Cabinet (on 6/3/23) agreed to accept the money and work with the Flagship Housing Group to deliver the eleven homes. We have identified eleven suitable properties and offers have been made and accepted on all. The Council will own one and Flagship will own the remaining ten.

The Department for Levelling Up Housing and Communities (DLUHC) has offered a further £560,000 of funding to provide four further homes. Three would initially be to house Afghan refugee households. The fourth would be to provide a home to house a homeless household. The proposal is for the Council to buy four homes; three properties for Afghan refugees whilst the fourth home will add to the Council's stock of homes used for temporary housing.

New Affordable Homes

In the long term, all fifteen homes would be available to households on the Council's housing list, either as temporary accommodation for homeless households or as a long-term affordable home.

We have a healthy pipeline of affordable housing schemes, many of which are *rural exception* housing sites at various points in the development process. More than twenty developments will or could, subject to approvals, yield 350+ new affordable homes within the next few years. Officers have worked with Broadland Housing Association to get 'in-principle' support from Homes England (the Government's funding agency for affordable housing) to fund a package of five exception sites in North Norfolk to be implemented over the next 2-3 years.

We anticipate completion of twenty-seven affordable homes in 2023/24.

Grant for Energy Efficiency Improvement Works

North Norfolk District Council (NNDC) is part of the Norfolk Warm Homes Consortium of five Norfolk districts.

The consortium has been successful in a bid for £3,933,000 to improve the energy efficiency of 'off-gas' homes. Eligibility criteria for future grants has been simplified and will include any home within the most deprived areas in the UK (measured by the Government's Index of Multiple Deprivation income deciles 1-3) if privately owned or privately rented, provided the Energy Performance Certificate is rated D-G and the households has no more than £100k in savings. This will open up the grant to many more eligible households – across Norfolk there are 603 postcode areas covering 2,600 properties we believe meet the criteria and 23% of these are in North Norfolk

Early Help and Prevention

Integrated Housing Adaptations Team (IHAT)

The team has received 256 new contacts year to date, these have included referrals for adaptations, advice on adaptations for self-funders and requests for Housing needs reports (HNRs). There is a lot of demand in the system, assessments are being completed relatively quickly but an increased number of referrals coming into the service (for both adaptations, advice and HNRs) is increasing wait times for all customers. Increased demand has also led to increased wait times for schedules, this situation is being closely monitored and it is has been improved by the Flagship partnership, we anticipate this will continue to reduce further over time. A further 14 cases were approved for August with a value of approximately £112,132, This takes the total approved cases for the financial year to 59.

Community Connectors

Poppyland Radio

Weekly Poppyland Radio Show <https://www.poppylandradio.co.uk/shows/community-connectors>

Events attended:

- 2 August Roys of Wroxham
- 9 August WOW Bus in Cromer
- 10 August North Walsham Market
- 15 August Cromer Carnival with the Local Maternity & Neonatal System, Children's Services & Public Health teams
- 21 August Victory Housing Engagement Event (Stanley Road, North Walsham)
- 24 August Volunteer Day Merchants Place
- 31 August WOW Bus in Fakenham

Presentations:

- 31 August PositiviTea NNHWP OPWG

Business As Usual:

- Regular presence at warm spaces, community groups, food hubs, food banks, coffee mornings, libraries, community lunches, dementia cafes and wellbeing walks.
- In July, Debi Haydn joined the team as the Community Connector for Fakenham, Wells and surrounding areas.

Social Prescribing

In August 2023, seventy four new Social Prescribing referrals were received. Benefits, financial advice, mental health, long term health conditions and social isolation are the most frequent reason for referral. The total number of referrals received in 2023 up to 31st August is six hundred and four.

An increasing number of referrals are complex and require multi agency input. Referrals where hoarding is a factor have risen.

Homes for Ukraine

There are currently 142 Ukrainian Guests being supported in North Norfolk under the Homes for Ukraine scheme. Eighty nine are adults and fifty three are children. There are currently forty seven hosts. Three families are in temporary accommodation. The number of guests moving into non hosted accommodation, returning to Ukraine or moving to another area outweighs the number of new arrivals.

Funding

Sustainable Communities Fund

The outcome of the meetings held on the 11 July were

- £1,000-£15,000 Panel – 5 applications received and awarded a total of £41,337.15
- Under £1,000 - 2 applications received. 1 application was awarded £950, a recommendation for the other application was deferred pending further information.

Arts & Culture Fund

5 applications were received - 4 applications were awarded a total of £10,351; 1 application was not put forward for consideration as it was considered to be incomplete because not all supporting documentation was received.

Community Transport

1 application for continuation funding of £2,000 was received and approved.

Carer Friendly Tick Accreditation

NNDC have successfully been awarded the Carer Friendly Tick Employer award. This accreditation is valid for 2 years.

Meetings attended:

20/7 DCN Driving better health outcomes
20/7 Site visit to Northrepps Broadland Housing Association
21/7 North Norfolk Community Engagement ICB
25/7 NNHWBP
26/7 Archeology for wellbeing
31/7 Mundesley Parish Council and Everyone Active

7/8 Business Planning
15/8 Lynda Thomas NHS Norfolk
16/8 PH Meeting Housing
21/8 Pre Cabinet
22/8 PH Meeting Peoples Services
23/8 DLUHC Roadshow 5
29/8 Chairs Meeting ICB Health and Wellbeing Partnerships
30/8 Consultancy briefing affordables project

4/9 Cabinet
4/9 Business Planning
5/9 EELGA Role of DCs in Health Inequalities
6/9 Meeting with Rent Fair
11/9 Meeting with Rent Fair
12/9 Corporate Peer Challenge Cabinet.

Meetings and events coming up:

13/9 Overview and Scrutiny
13/9 ICS District Councils Meeting
13/9 Corporate Peer Challenge Housing Challenges
13/9 ICB
14/9 Corporate Peer Challenge Health and Communities
14/9 North Norfolk Health and Well Being Board – Chair

15/9 Norfolk Leaders Meeting
15/9 Corporate Peer Review
18/9 Pre Cabinet
18/9 Business Planning
15/9 PH Meeting Housing
15/9 NNDC Full Council

Workshops for the Corporate plan

CABINET MEMBERS REPORT TO COUNCIL

20 September 2023

COUNCILLOR PAUL HEINRICH - CABINET MEMBER FOR SUSTAINABLE GROWTH

For the period July to September 2023

1 Progress on Portfolio Matters.

Business Support

Invest North Norfolk

The Council has recently launched a business portal called 'Invest North Norfolk'. This dedicated hub is intended to support businesses at all stages of their life cycle and provides advice, information and signposting around five main areas:

- Business planning, business support and access to funding
- Skills, employment and training;
- Land, premises and planning;
- Green 4 Business - supporting businesses on their journey to Net Zero; and
- Key sectors - support for specific sectors that are important to the District

Businesses will be encouraged to sign up so that they can receive regular business support information.

Funding and Programmes

Rural England Prosperity Fund

On 3 July NNDC launched the Rural Business and Communities Grant. This capital-only grant, funded by the Rural England Prosperity Fund, is intended to support the following activities:

Businesses

- Small scale investment in micro and small enterprises in rural areas. Including capital funding for net zero infrastructure for rural businesses, and diversification of farm businesses outside of agriculture to encourage start up, expansion or scale up of these

businesses where this involves converting farm buildings into other commercial or business uses.

Community groups

- Funding (capital grants) for investment in capacity building and infrastructure support for local civil society and community groups.
- Funding (capital grants) for existing cultural, historic and heritage institutions that make up the local cultural heritage offer.
- Funding (capital grants) for impactful volunteering and social action projects to develop social and human capital in local places.

The allocation for 23/24 is £364,462.75 and £1,093,388.25 in 24/25. The scheme is open for applications now and a strong pipeline of investments have been developed, with the first two grants now awarded.

UK Shared Prosperity Fund

The intention of the fund is to invest in local priorities, targeted towards a number of areas: building pride in place, supporting high quality skills training, supporting pay, employment and productivity growth and increasing life chances.

The following activities have now commenced

- Support funding for new, or improvements to existing, community and neighbourhood infrastructure projects through the North Norfolk Sustainable Communities Fund;
- Work with Visit North Norfolk to develop a programme of support for local visitor economy businesses, including an additional staff resource to support this;
- Deliver the Go Digital programme to support business digitalisation (working with Norfolk County Council), and;
- Work with New Anglia Local Enterprise Partnership to deliver a business support and advice programme.

Progress is also being made towards developing programmes for the next financial year, including a package to support business decarbonisation and support for skills development.

North Walsham High Street Heritage Action Zone (HSHAZ)

The HSHAZ programme is being delivered as expected, with 22/23 end of year funding deadlines having been met and satisfied by the key funders. A number of shopfront and other building improvements, funded by the Building Improvement Grant, are underway and there is a good pipeline of proposals for the remainder of the year. With the Market Place improvements now been completed, the focus is on implementing the improvements to Black Swan Loke and Bank Loke.

The renovation work to the Cedars building has now been completed and the

building was officially opened on 7 September.

The HSHAZ Cultural Programme is detailed in the update provided by Cllr Withington, whose portfolio includes culture.

2 Forthcoming Activities and Developments.

- Continued delivery of the UKSPF and REPF funds
- Supporting the Stalham High Street Task Force team
- Implementing the final stages of the North Walsham HAZ place making (Lokes) and wayfinding and interpretation scheme.

3 Meetings attended

TBC

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CABINET MEMBERS REPORT TO COUNCIL

20 September 2023

COUNCILLOR RINGER- CABINET MEMBER FOR IT, ENVIRONMENTAL AND WASTE SERVICES

For the period July to September 2023

1 Progress on Portfolio Matters.

Public Protection

The team have two active cases of legionella, one relates to a domestic premises, and one relates to a commercial premises, the team have taken samples, offered advice and have worked closely with the UKHSA to ensure that the risk to public health is controlled and managed.

In terms of licensing the team have been working on a taxi fare increase the team has now calculated would be a reasonable increase in the maximum fares that taxis could charge. This has been sent to a taxi meter company to ensure that the meters could be adjusted in accordance with proposal. When they have outlined that there will not be any issues the trade will be notified of the proposed fares and the fares will then be advertised through various media channels for public comment. If there are no objections to the fares, they will be implemented. If there are objections the matter will need to go before the licensing committee for approval.

Throughout the summer the team have supported events across the district, by offering advice through the safety advisory group and conducting inspections of food vendors at events such as Cromer carnival.

The team undertook a significant investigation into a workplace transport accident. The matter has now been transferred to the Health and Safety Executive due to the nature of the premises involved.

The recently appointed caravan sites officer is making excellent progress in visiting the numerous caravan and camping sites throughout the district.

The team are still working with partner agencies to support the Sheringham Community Action Partnership to tackle underage drinking in that location this included some proactive test purchasing in August.

The team continues to get a large number of animal activity applications especially in relation to dog breeding premises and home boarding.

Environmental Protection

The team have been busy dealing with the usual summer increase of cases, this alongside some absence within the team this has meant that the team have needed to take a risk-based approach to case management and it has resulted in a slower than normal response time in some cases.

The team continue to work closely with legal services on a fly nuisance case in Fulmondeston and the appeal process of the abatement notice which was served. They have attended residents' meetings and continue to gather evidence.

The stray dog service provided by Animal Warden Services has achieved the RSPCA gold pawprint award. This recognises outstanding service and best practice.

Proactive monitoring on Saturday and Sunday evening occurred during the Banneroo event in Banningham, alongside some proactive work in advance of the event through the Safety Advisory group to ensure the safety delivery of the event.

Despite problems with the trailer the team managed to ensure that the "Goats on a Slope" returned for the 2023 summer season.

Civil Contingencies

The team have coordinated and respond to the following incidents during this period:

- Tidal surge and severe weather 3-6 Aug
- Storm Betty 18-19 Aug
- High tides 31 Aug – 3 Sep

Environmental and Safety services

In terms of street cleansing services, the summer holidays have passed largely successfully, despite the influx of visitor and subsequent increase in pressure on the services. Officer inspections have identified only minor issues with services delivery, with Serco providing a good level of service, especially in the high tourism areas and around key events such as Carnivals and in response to the numerous high tide and severe weather events that have created additional work for cleansing teams.

Ahead of the summer holidays, around 25 new litter bins were deployed in Cromer town centre to replace aging and rusted cast iron litter bins. These have been well received and offer a slightly larger capacity than the previous bins which will help to manage the levels of waste that is generated in the town. Refurbishments are also underway with the solar powered 'Big Belly' litter bins which we have in areas across the district and offer further

efficiencies with street litter collection and this program will continue over the coming months.

The team have continued to work alongside Serco to improve performance of waste collections in terms of ensuring collections take place on the scheduled day and with the least environmental/carbon impact. Round completion has seen a general improvement in the last two months although the number of missed collections is higher than desired and this continues to be a focus for the team and Serco for improvement.

The staggered roll out of the kerbside waste electrical and electronic items (WEEE) across the district is now complete and all households now have access to a weekly collection of WEEE and batteries. Residents can simply bag up batteries or small electrical items in a loosely tied bag and leave them on top of the grey or green bin for Serco to collect.

Work is almost complete on a new online missed bin reporting system which will also inform enquiring householders of any round delays (e.g. breakdowns) or reasons as to why their bins may not have been emptied (e.g. not out or contaminated with incorrect materials) to avoid recording missed collections incorrectly. This will work in real time using the information from Serco's in cab devices and recorded by collection crews and will hopefully be launched during September.

In late July, Defra announced a decision to defer the introduction of the extended producer responsibility scheme for packaging fees for one year from October 2024 to October 2025. The Council is still awaiting further information from government regarding the introduction of this scheme and the financial impact this will have on NNDC. There has also been no update regarding the implementation of the 'consistent collections' agenda and how this may impact on the services that NNDC provides for householders and businesses.

Two vacant posts within the Environmental Services side of the team have recently been recruited and successful candidates are due to start in October.

Within Corporate H&S, construction projects and North Walsham Cedars and the Reef Solar Car Port have both been completed with no injuries to report. Given the number of staff involved, this shows a good safety culture was being implemented by all involved across both sites, with only minor issues identified during inspections.

Corporate H&S have also been involved in many requests to support day to day activities, DSE assessments and creating risk assessments for venues, events and offering guidance to the Safety Advisory Group (SAG). NNDC staff are actively seeking support from the team which demonstrates a positive image for H&S as a whole across the organisation.

Updates have been made to the Approved Contractors process to ensure greater tracking and traceability of those companies that NNDC are using

and ensuring that we have all relevant documentation for our defence in the event of an incident that involves property or people.

A further IOSH Managing Safely training course has taken place with a total of 11 NNDC delegates have now successfully passed the course and a further 24 booked for the coming months. The benefits of this training are already being shown across the organisation, with teams now developing high quality Risk Assessments and providing staff with better access to Safe Systems of Work.

A Risk Assessment template system has been created, at this stage for home visits, that will enable each department that performs this activity to pick from a bank of pre-determined Hazards and assign their own risk scoring to according to the environment they work in. As more departments attend the IOSH training, more areas will have templates created, in conjunction with consultation processes within each area. These will all work towards creating a shared safety culture approach and buy in from each area, helping them take ownership and think holistically and dynamically about their areas of expertise.

Good partner development has been taking place with DWP and Childrens services to ensure that we have sufficient Fire Marshalls and First Aiders in all areas of the building.

IT

IT Infrastructure Team

- Over the summer team members have been taking their leave. Hence, with a small team, much of our time has been spent keeping the IT service running and supporting the staff.

PSN Accreditation

- We have been working very hard to remediate all critical and high risks as identified by the health check. This has largely been done thanks to efforts with the infrastructure team and Applications.

Food hygiene Tablets

- These have been upgraded to the latest versions and improved functionality.

Virus replacement

- Continuing to remove the incumbent virus software and replace with Microsoft's offering of Defender which comes as part of the E5 license that we are already paying for.
- We have to have completed this piece of work by October.

IT Web Team

- The Customer Services online AI chat facility has been published to live Tuesday 12 September. There will be a period of monitoring so we can confirm it is working correctly before it is publicised externally as part of Customer Services week.

ICT Applications Support Team

- The last couple of months have seen patching or movement undertaken of our Iken (Legal), Resourcelink (HR) and Uniform (Planning) systems to address vulnerabilities.
- Revenues and Benefits software upgraded to latest versions.
- Plans underway to put our online payment solution (and counter receipting) into the Cloud.
- Forthcoming upgrade of our Planning software to then enable transfer from desktop mapping product to web-based product with additional functionality (also desktop solution being discontinued).
- Recent emails relating to EFin licensing concerns and the need to address PSN vulnerabilities have hopefully been mitigated following debate with finance service who have agreed to attempt to access legacy system using segregated PCs isolating the out-of-date software components from the main network. Substantial saving to the authority if successful.
- Remote cheque production functionality now in live use and functioning effectively. Principally (but not exclusively) used for Council Tax and Business Rates refunds.

2 Forthcoming Activities and Developments.

IT Infrastructure Team

- Evening/weekend downtime to upgrade core networking equipment to give increased reliability and speed.
- Password change for all staff (members not included)
- Cyber Awareness training for staff and members.
- Procurement of new mobile phone contract.
- Recruitment of Technical Support Assistant.

3 Meetings attended

Regular meetings with Officers
Norfolk Waste Partnership
Norfolk Rivers IDB

CABINET MEMBERS REPORT TO COUNCIL

SEPTEMBER 2023

COUNCILLOR SHIRES - CABINET MEMBER FOR FINANCE, ASSETS AND PROPERTY SERVICES

For the period July to September 2023

1 Progress on Portfolio Matters.

Finance

- An internal Audit on Procurement and Contract management has been undertaken, this is currently in the review stage, and we are awaiting the draft report from TIAA.
- The anticipated completion of the 2020/21 Financial Statements Audit has been delayed further by additional queries from the auditors. It is still hoped that this will be finalised shortly.
- The team are currently working on budget papers to assist managers in preparing their base budget for 2024/25 and forecasts up to 2027/28. Capital Bid forms and Fees and Charges information have already been circulated.
- Recruitment into our vacant accountancy assistant post was unfortunately unsuccessful. Working with HR we will review the job description and advert content with the aim of re advertising as soon as possible.

Revenues

Norfolk & National 2022/23 Collection Update

- It has been confirmed by Government that NNDC came joint second highest in council tax collection for 2022/23 within Norfolk and were joint 31st out of 309 authorities nationally top 11% with top quartile being within the top 25%.
- It has been confirmed by government that NNDC came top in Non-Domestic (Business) Rates collection for 2022/23 within Norfolk and were joint 14th out of 309 authorities nationally top 5% with top quartile being within the top 25%.

Collection as of 31 August 2023.

- The 31 August monthly Council Tax collection was 46.34% against target of 46.10%. An excess in collection to target of £217k.
- The 31 August monthly NDR collection was 51.70% against target of 47.25%. A significant excess in collection to target of £1.07m.

The Energy Bills Support Scheme Alternative Funding (EBSS AF)

- This scheme is aimed at providing support to households not eligible for the

automatic [Energy Bills Support Scheme GB](#) (£400 payment paid by energy suppliers).

- There have been 357 applications paid totaling £142,800.

Alternative Fuel Payment (AFP)

- This scheme is where payments are made of £200 to support households that use fuels other than gas to heat their homes.
- There have been 520 applications paid totaling £104,000.

Government Consultations where responses have been submitted:

- Business Rates Improvement Relief: Draft regulations consultation by 28 August 2023 &
- Proposals to exempt categories of dwellings from the council tax premiums by 31 August 2023.

Assets

Vacant Premises

- Works to The Cedars has completed with 3 proposed tenants and marketing continuing for the vacant space. Open day is planned for 7th September.
- Leases for Seaview and the Former Tennis Courts leases are subject to gaining planning consent.
- Vacant unit at Cornish Way will be advertised following completion of decarbonisation works.
- Small storage unit, Sheringham prom has become surplus to requirements and will be advertised to let.

Decarbonisation

- Works at Catfield units is due to start shortly. Site visits continue across the portfolio including the Councils largest industrial unit at Enterprise way, Fakenham to assess it for potential improvements as part of the lease renewal.

Lease renewals and rent reviews

- Unit 6 Catfield, lease has completed.
- Lease terms for desk space have been negotiated for Flagship at the Cromer office.
- Lease renewal for 2 parking areas and retail shop are progressing with increase in rent proposed.

Disposal

- Enabling land at Sheringham, is progressing through the option agreement process.

Other projects -

- Options appraisal report for Rocket House, Cromer (Cabinet – September)
- Marrams Bowls Club repairs - proposals due at Cabinet later this year.

Property Services

- Cromer pier substructure works commence on 20/09/2022 and are expected to continue for until October 2023. Additional works have been identified and works have been programmed to include these.
- The Vicarage Street, North Walsham PC replacement is currently out to tender with final returns by 26/09/2022. Demolition works have been completed and rebuild works have commenced and completion is expected by end July.
- Project enabling works are progressing at Albert Street public conveniences however we are waiting for a budget to be confirmed.
- Planning application now submitted and party wall notices due to be served on affected properties.
- There is a risk here that we fail to complete the works and register the Changing Places by 31st March 2024 we will miss the funding opportunity.
- Refurbishment works to the Lees public conveniences at Sheringham. 1st phase of the works is complete with the left-hand side now reopened. Works to the right-hand side to commence in October.
- The next Phase of the LED lighting improvement has been put on hold due to the necessity for a full tender exercise.
- Resource of funding now required for further phases. This is the lower ground floors to the east and west end of the building and the upper floor.
- Property Services are supporting the “Tackling homes in disrepair” scheme. The pilot scheme has commenced and is progressing well. The pilot will run until end March 2023.
- Property Services also continue to support Housing Options with the temporary accommodation.
- A quotation exercise for no60 Links Avenue Cromer has been undertaken and the works awarded. Works will commence on the 4th of September with a three-week turnaround.
- Our compliance officer now has systems and procedures agreed with our corporate health and safety officer to ensure NNDC is compliant with statutory requirements in respect of our assets. This includes all the temporary accommodation stock as well as scheduled and recorded inspections of high use and vulnerable assets (footpaths, amenity lighting etc)
- Car park management contract with Borough Council Kings Lynn West Norfolk continues but is due for renewal by March 2024.
- Potential increase in R&M budget necessary to keep the car parks in good operational order.

2 Forthcoming Activities and Developments.

Finance

- The second budget monitoring statement (to end of September 23) 2023/24 will shortly be prepared for November Cabinet. This will update members on the Council's current financial position along with an estimated Outturn position.
- The commencement of the Budget Process 2024/25 including forecasts to 2027/28. Including Medium Term Financial Strategy, Fees and Charges and Updated Capital programme.
- 2021/22 and 2022/23 completion of Statement of Accounts and preparation for the external audit process. NNDC is not alone in having these significant delays in audit process, the Department for Levelling Up, Housing and Communities (DLUHC) are looking at a range of measures to improve timeliness. These measures include limiting auditors' opinions and changes to the Code of Audit Practice.
- Recruitment to the vacant Chief Technical Accountant post is planned for early September 2023.

Revenues

Training/Development

- Ongoing internal training of two Level 3 Business Admin Certificated apprentices and external training for a team leader in level 5 CMI management qualification.

Service Improvements

- Reviewing and implementing service improvements suggested by staff including a direct debit online form to save NNDC paying capita for the current form provided on our webpages.

Government Consultation

- Responding to a government consultation on business rates avoidance and evasion.

Business Improvement Districts (BIDs)

- Working with Love Holt on their request to be the first Business Improvement Districts (BID) in North Norfolk

CTB1 government return - New Homes Bonus (NHB) Grant

- Next month will require NNDC to complete the CTB1 government return. This works out the New Homes Bonus (NHB) Grant entitlement that NNDC will receive from government for increasing the number of council tax properties and reducing the long-term empty properties since the same time last year.

Assets

- Rent review and lease renewal for over 300 leased beach hut sites and chalets to implement by 1st April 2024. Fees and charges to be established for weekly lets and O & S report to be prepared.

Property Services

- Play equipment repairs and maintenance programme. Lack of budget for play equipment replacement meaning some kit being withdrawn. New play areas

being handed down to Property Services via the section 106 agreements, but we have no direct access to further budget to maintain / replace the equipment.

- Consideration for next 5-year pier substructure survey. This will identify the necessity and provide high level budget estimate costings for a further rolling programme of structural works to maintain the integrity of the pier.
- Need to consider where we go with Weybourne public conveniences. Disproportionally expensive to operate and no additional budget.
- By end March 2024 we should have 7 changing places facilities registered and online.

3 Meetings attended

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CABINET MEMBERS REPORT TO COUNCIL

20 September 2023

COUNCILLOR ADAM VARLEY - CABINET MEMBER FOR NET ZERO

For the period July to September 2023

1 Progress on Portfolio Matters.

The Reef Leisure Centre Solar carport (see picture below) was connected at the end of July. The 600 photovoltaic panels mounted across the car parking spaces should provide a third of the Reef's annual electricity requirement and save 57,000kgs of CO₂ emissions. In its first month it has generated over 15,000kWh, which was used directly by the Leisure Centre. This together with the recently installed pool cover has made a notable difference to the Reef's energy consumption. The Council's leisure centres are the biggest energy users in our estate.



The Climate Team attended a tour of an anaerobic digester plant in Attleborough to help understand logistics and a possible end product for food waste collections and the net carbon impact of this.

A new Climate and Environment Project Officer has been selected following a successful recruitment campaign attracting fifty-two applications and a very strong field of short-listed candidates. The new staff member starts at the end of September.

A training session on climate change and the associated projects that the Council is implementing relating to Net Zero featured as part of the member induction process. A recording of this is available for any member who missed the session.

The new Programme Manager for the Norfolk Climate Change Partnership,

Greg Pearson, has started in post. Whilst working Norfolk-wide, he is based at the Cromer office. He is looking at how the outcomes of Climate Change and Net Zero projects can be improved by Norfolk local authorities working together. The current emphasis is on energy and retrofit.

2 Forthcoming Activities and Developments.

National rural conference (online)
Norfolk Climate Change Partnership Portfolio Holders Group
MRF visit
Horsey Plaudiculture site visit

3 Meetings attended

East of England Net Zero Conference
NZSAP
Environmental/leisure & climate Change/net zero impact

CABINET MEMBERS REPORT TO COUNCIL

20 September 2023

COUNCILLOR WITHINGTON - CABINET MEMBER FOR COMMUNITY, LEISURE & OUTREACH

For the period July to September 2023

1 Progress on Portfolio Matters.

Cultural activities continue in North Walsham as part of the HSHAZ project. These include:

- Men's shed workshops
- Mosaic workshops – oversubscribed and well received.



- Circus workshops and performances – engaging with over 1000 people
- Alice through the looking glass (2 free outdoor shows) – in partnership with Creative Arts East

2 Forthcoming Activities and Developments.

- Looking to develop a pilot orchestral project in NW that also benefits other areas in the district
- Event at North Norfolk Visitor Centre in Cromer to celebrate publication of 'Exploring Norfolk's Deep History Coast' with the book's authors John Davies and David Waterhouse, together with Norfolk Museum Service (NMS) – date to be confirmed
- Continuing with plans for the final quarter for the Cultural Programme in NW and planning for the legacy/succession of that following the end of the programme's funding

3 Meetings attended
Sheringham Little Theatre Sheringham Museum

CABINET MEMBERS REPORT TO COUNCIL

20 September 2023

**COUNCILLOR L WITHINGTON - CABINET MEMBER FOR
CUSTOMER SERVICES**

For the period July to September 2023

1 Progress on Portfolio Matters.

Customer Services

These past few months has seen the introduction of automated Customer Satisfaction Surveys sent out electronically to every customer who comes through the Council's One Front Door, and has their enquiry resolved by the Customer Services team.

The survey is applicable across all access channels including those customers that visit our offices.

We have seen on average a 10% response rate with our residents providing us with lots of useful feedback on where we are going right and where we could be doing better.

For the past 3 months an average of 83.6% of responding customers were either quite or extremely satisfied with their overall experience of contacting the council.

We feel this is a good start but there is lots of room and plans for improvement, including reporting and the analysis of the data reporting is in development so we are able to fully understand how we can specifically improve our service.

In addition, we plan on creating a satisfaction survey for customer enquiries that are escalated beyond Customer Services. This will provide us an insight on the whole customer journey and support the Corporate strategy to provide good quality customer focused services to all our customers, while working with other council departments to achieve a joined-up and seamless approach to service provision.

Digital Mailroom

We are currently carrying out recruitment into two vacant posts within the service, with interviews at the end of the month.

We have introduced using the C3 contact centre into the service area as a

means of data collection. This is being used to monitor and report on the majority of transactions that take place in the Digital Mailroom, to provide us with an insight into the service area. This information will be crucial when developing the service moving forward.

Whilst C3 provides us some insight, we are aware this system is primarily for a Customer Service Contact Centre therefore we are exploring the option of other systems that would be suitable for the Digital Mailroom environment.

North Norfolk Visitor Centre

This Summer has proven to be a busy one. The team have managed an increase in visitors returning to the area. Contact across all contact channels during this period shows a 10.5% increase. Our leaflets have proven to be popular as is the offerings within the center itself.

The NNVC manages the allocation of keys for beach hut bookings. The collection of keys from the NNVC provides the perfect opportunity for the staff and the setting to promote all the attractions available in the district.

Our mail chimp newsletter is receiving an increased following, (up 69%) and we look forward to producing the latest newsletter for the autumn/winter period. The team are keen to receive any information on events across the whole district, especially from areas in the hinterland and around the broads, as they are there to support North Norfolk.

To subscribe to the newsletter visit www.north-norfolk.gov.uk/projects/north-norfolk-visitor-centre and there is an option to join the mailing list.

To let the team know about any future events please contact them via email NNVC@north-norfolk.gov.uk. This will then be promoted via our social media channels which is growing week on week. We currently have over 1,700 followers to our Facebook page and are actively looking to further grow our presence. We therefore ask if you could support us by liking and sharing our content across your own social media presence.

2 Forthcoming Activities and Developments.

Chatbot service

In September we will be launching a chatbot service onto the Council's website, who is affectionately called "North Norfolk Nelly".

Nelly will increase the capacity within the Customer Services team. Enabling the chatbot provide an alternative, more convenient, and faster channel for customers to access the Council services and information they need. We are expecting the chat to deliver the following benefits:

- Reduce wait times: By offering a 24/7 chatbot service, customers can get immediate answers to their questions.
- Improve efficiency: By automating routine tasks, such as answering frequently asked questions, Nelly can free up human resources to focus on more complex tasks.
- Increase customer satisfaction: By providing quick, convenient, and personalised experiences, Nelly can improve customer satisfaction.
- Save costs: By reducing the need for human support, Nelly can save costs and provide a more cost-effective solution for customers.
- Provide data and insights: Nelly can collect data and insights on customer interactions, preferences, and feedback, which can inform business decisions and improve customer experiences.

Although Nelly is learning more and more every day at the moment she is only knowledgeable about Council services (she is no ChatGPT so we're not worried AI taking over just yet!)

We look forward to the coming months where our residents will be testing her out. We will closely monitor this and if she doesn't have all the answers they want we'll be busy in the background training her up. It's all about giving her confidence in the answers she does know but is too nervous about giving them out! To ensure our customers receive the support they need, Nelly is set up with a human fall back function, which connects the customer via live web chat to a CSA should Nelly prove unable to assist a customer.

Final reminders have gone out to those residents that did not respond to the Annual Canvass so we will also be busy helping those customers where needed.

3 Meetings attended

BUDGET MONITORING P4 2023/24	
Executive Summary	<p>This report summarises the budget monitoring position for the revenue account, capital programme and reserves statement to the end of July 2023.</p> <p>The overall position at the end of July 2023 shows a £3,905,574 underspend for the current financial year on the revenue account, this is however currently expected to deliver a full year overspend of £25,000.</p>
Options considered	Not applicable
Consultation(s)	Cabinet Member Section 151 officer Budget Managers
Recommendations	<p>It is recommended that Cabinet:</p> <ol style="list-style-type: none"> 1) Note the contents of the report and the current budget monitoring position. <p>Recommend the following to Full Council:</p> <ol style="list-style-type: none"> 2) 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. 3) 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. 4) That a new capital budget of £1.040m is added to the capital programme in respect of the Local Authority Housing Fund. 5) 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. 6) 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. 7) 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.

Reasons for recommendations	To update members on the current budget monitoring position for the Council.
Background papers	Finance system budget monitoring reports \\fs\Accounts\Budget Monitoring\BUDGET MONITORING\2023-24\Period 4\Report\Final Report & Appendices\Budget Monitoring P4 2023-24.doc
Wards affected	All
Cabinet member(s)	Cllr Lucy Shires
Contact Officer	s151 Tina Stanley, Tina.stankley@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	Budgets set to support the Corporate Plan objectives.
Medium Term Financial Strategy (MTFS)	Budget process in line with MTFS
Council Policies & Strategies	Service Budgets set in line with the council policies and strategies,

Corporate Governance:	
Is this a key decision	no
Has the public interest test been applied	Not an exempt item
Details of any previous decision(s) on this matter	N/A

1. Introduction

- 1.1 This report compares the actual expenditure and income position at the end of July 2023 to the Updated budget for 2023/24. The original Base Budget as agreed by Full Council in February 2023 has been updated to reflect approved budget virements.

2. Revenue

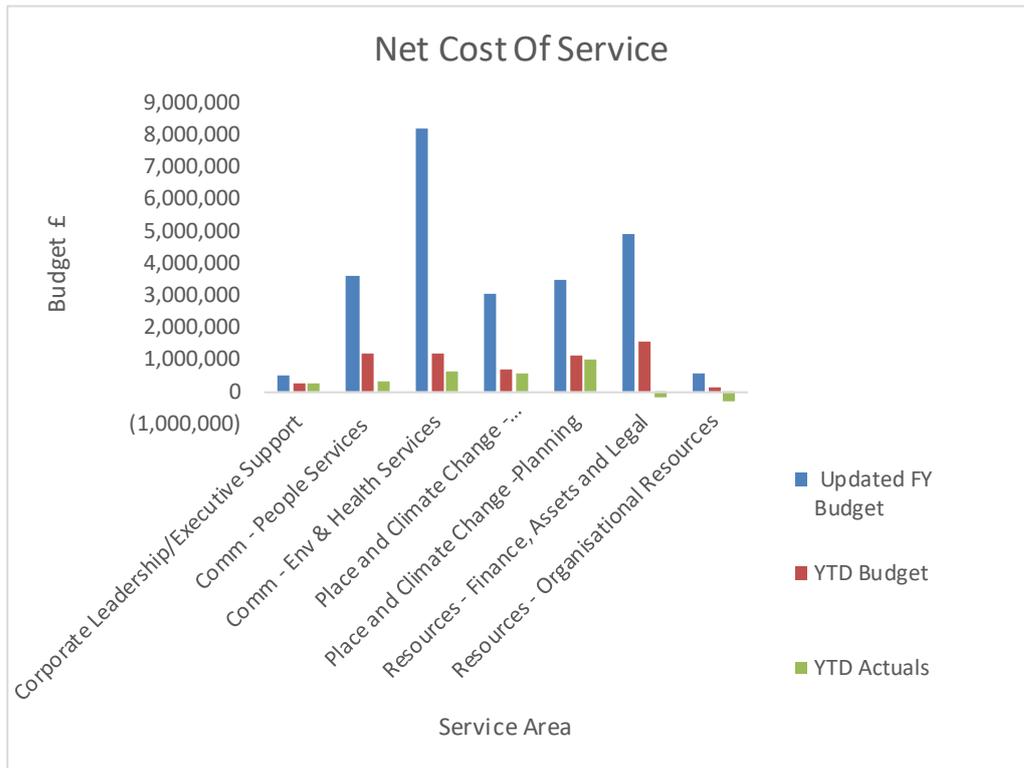
- 2.1 The General Fund Summary at Appendix A shows the high-level budget monitoring position as of 31 July 2023 and highlights a year-to-date variance of £3,905,574 underspend against the profiled updated budget. There is an under spend of £3,897,864 in relation to the service variances with the remainder relating to non-service specific budgets. At this point in the financial year the position is still impacted by a number of provisions made in relation to 2022/23 which have not been offset by invoices, these are highlighted within the detail below.

	Budget YTD £	Actuals YTD £	YTD Variance £	Estimated FYE £
Net Cost of Service	£6,323,100	£2,425,236	(£3,897,864)	£25,000

External interest – Received/Paid	(£510,946)	(£521,261)	(£10,315)	0
Income from Government Grant and Taxpayers	(£3,527,126)	(£3,524,671)	£2,455	0
Total FYE				£25,000

2.2 The Chart below illustrates these variances per service area and Appendix B provides further details of the individual service variances. Variances are reported against the updated budget in the Council’s General Fund summary as shown in Appendix A. There has been movement within the service areas between the base budget approved by Full Council and the current updated budget position. The management reporting structure has been amended to reflect the budget responsibility of Cromer Pier and Amenity Lighting transferring from Communities to Resources.

Variance by Service Area



2.3 Table 1 below shows the over/underspend to date for the more significant variances, this is compared to the updated budget. At this point in the financial year, it is still difficult to accurately predict the impact of Full year effects, however the Finance team will continue to liaise with budget managers and provide members with an updated position at period 6.

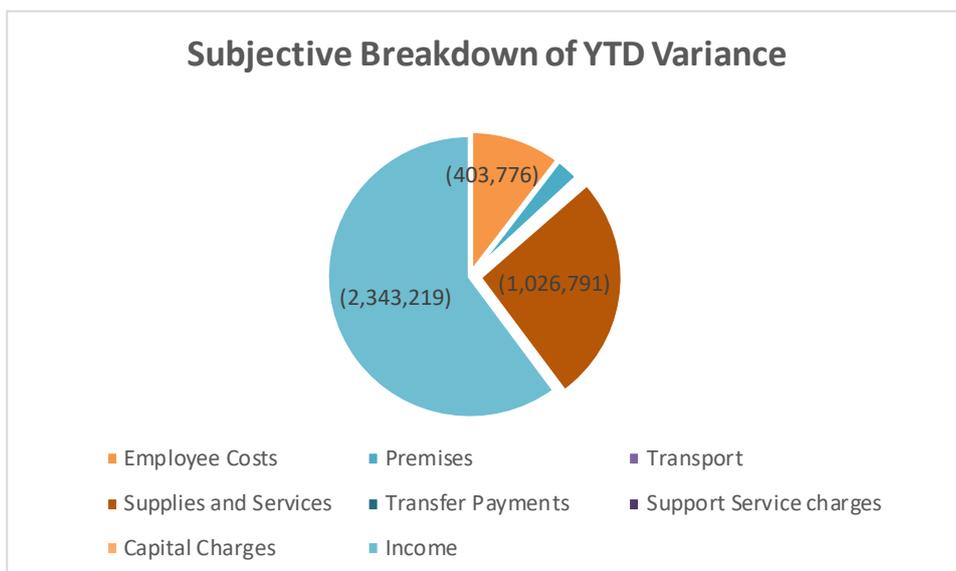
Table 1 – Service Variances	Over/(Under) spend to date against updated budget +/- £30,000 As per General Fund Summary £	Estimated Full Year Variance Against Updated Budget £
Communities – People Services		
Benefits Administration – (£39,863) Staff turnover from vacant posts. £29,463 Computer software costs offset by New Burdens grant funding of (£75,306).	(£85,262)	0
Homelessness – (£33,174) Temporary accommodation lower running expenses. £83,125 Higher Bed and breakfast costs offset by recoverable subsidy and client contributions. (£542,136) Additional grant income, Homeless Prevention, Rough Sleeper initiative.	(£491,026)	0
Housing Options – Staff turnover from vacant post. Target Hardening grant from Norfolk County Council.	(£44,016)	0
Community – Temporary staffing costs to be offset by grant funding, including Homes for Ukraine and Contain Outbreak Management Fund (COMF).	(£220,478)	0
Communities – Environmental Health and Leisure		
Internal Drainage Board Levies – Grant income from DLUHC to help ease the financial pressures in IDB levies inflation.	(£35,178)	0
Environmental Contracts – Staffing savings due to vacant posts and maternity leave.	(£35,464)	0
Parks and Open Spaces – £44,133 Serco grounds maintenance and cleansing costs. £5,729 Higher Repairs and Maintenance.	£49,046	0
Leisure Complexes – Accrual in relation to 2022/23 hall rentals not yet invoiced	(£90,313)	0
Other Sports – Net impact of Mammoth Marathon event which was cancelled.	(£28,453)	(£15,000)
Waste Collection and Disposal – (£411,000) Commercial waste disposal, invoices not yet received. (£68,113) Lower contract payments to Norfolk Environmental Waste service (NEWS). Debtor accruals brought forward for NEWS - £56,423 profit share and smoothing mechanism, £73,536	(£368,299)	0

returned gate fee.		
Cleansing – Variable billing invoices still outstanding from contractor.	(£60,140)	0
Place – Sustainable Growth		
Economic Growth – (£52,316) Go Digital Grant accrual for 2022/23 not yet offset by expenditure.	(£61,428)	0
Coast Protection – (£33,536) Employee turnover, which is being used to fund a contribution to the interim coastal manager. (£22,500) Grant Claim relating to a prior year.	(£59,117)	0
Place – Planning		
Conservation, Design & Landscape – (£30,985) Vacant posts offset by reduced reserve contribution. (£26,807) Ringfenced biodiversity grant to be offset by expenditure.	(£70,996)	0
Property Information - £46,318 Land Charge search fee down due to lower applications, this has been partially offset by reduced fees from Norfolk County Council. Any net surplus or Deficit will be met from the Land Charges earmarked reserve.	£28,776	0
Resources – Finance, Assets and Legal		
Revenue Services – (£31,090) Employee turnover savings. (£1,400,175) 2022/23 Accrual relating to unspent Omicron grant, reconciliation work has now been finalised and this will be repaid to Business, Energy and Industrial Strategy (BEIS) in August. (£90,021) New Burdens Funding in relation to energy grant schemes.	(£1,527,046)	0
Benefits Subsidy – £64,006 Hardship Support Schemes offset by grant. The Year-to-date variance is in relation to timing differences.	(£42,184)	0
Admin Buildings – The variance is largely in relation to a service charge accrual in relation to accommodation at Cromer and Fakenham not yet received.	£73,429	0
Corporate Finance – (£59,793) Employee costs relating to vacant posts. Included in this figure are two apprentice posts funded from earmarked reserves. The net underspend will be used to offset the cost of professional fees required for interim service provision. (£8,103) New Burdens Transparency grant.	(£70,319)	0

Investment Properties – £18,123 Additional repair and maintenance costs in relation to the Rocket House and other Lettings. £39,651 Income shortfall.	£63,410	0
Corporate and Democratic Core – The variance on this service is largely in relation to accrual in relation to prior year external audit fees which have not yet been offset by expenditure.	(£169,308)	0
Legal Services – (£49,386) Employee variances due to vacant posts - this is partially offset by the costs of Locum lawyer fees.	(£33,940)	0
Resources – Organisational Resources		
Car Parking – (£17,652) Grounds maintenance, (£42,879) Business Rates, (£223,962) 2022/23 Management fee not yet invoiced by contractor. (£60,438) Qtr. 1 2023/24 Management fee not invoiced by contractor. (£17,565) Unbudgeted Electric Vehicle Charging Point Income.	(£363,424)	0
IT Support Services – (£54,666) staff turnover from vacant posts. There is anticipated to be a full year overspend of £40,000 on IT software costs, this is due to higher than anticipated inflationary increases and additional service demand.	(£60,822)	£40,000
Public Conveniences – Higher Premises costs including £32,370 contract cleaning and £8,991 utilities. This increased expenditure has partially been offset by an insurance claim reimbursement.	£28,746	0
Customer Services – Staff turnover relating to vacant posts. Some of this current saving will be offset by a reduced contribution from earmarked reserves.	(£58,268)	0
Total Variances P4 2023/24	£3,732,074	£25,000

2.4 In line with the Chartered Institute of Public Finance and Accountancy (Cipfa) the Council's budgets are prepared using recommended subjective headings; these include, employees, premises, transport, supplies and services, third party payments, transfer payments, support services, capital charges and income. The pie chart below illustrates how the current (£3,897,864) variance is broken down. Further detailed analysis is provided within the service area appendices at appendix B.

Subjective Breakdown of YTD Variance



- **Employee Costs – (£403,776)** The 2023/24 pay award has not yet been approved; an inflationary full year increase of around £585,000 was added to the base budget. The current establishment has a number of vacant posts, some of which are funded from earmarked reserves. This has been partially offset by a number of temporary funded posts which have not yet been allocated to the budget.
- **Premises – (£104,846)** Grounds Maintenance invoices not received. Sports and Leisure; hall hire rental accruals for 2022/23 not offset by invoices.
- **Supplies and Services – (£1,026,791)** Fees and Services, Norfolk County Council trade waste disposal fee accrual for 2022/23 not yet offset by expenditure. External Audit Fees for prior year not yet offset.
- **Income – (£2,343,219)** The Majority of this variance is in relation to grant income, the largest of which is in relation to the balance of Omicron grant (£1,400,175) this is to be repaid to the Department for Business, Energy, and Industrial Strategy (BEIS) - reconciliation work has now been undertaken and the balance will be refunded before the period 6 monitoring statement is prepared. A number of other revenue grants have been received in this financial year which weren't included in the base budget. These include Homeless Prevention, Homes for Ukraine, and Hardship funding. These grants are ringfenced and will be offset by qualifying expenditure. Fee income in areas such as Planning and Building control is currently down against the profiled budget, this will continue to be monitored but no full year effect is currently anticipated.

3. Non-Service Variances to period 4 2023/24

Investment Interest

- 3.1 The interest budget for 2023/24 anticipates that a total of £1,533,436 will be earned from Treasury investments and loans made for service purposes. Overall, an average balance of £34,191m is assumed, at an average interest rate of 4.48%.
These assumptions were based on the Council's investment portfolio and interest rates as at December 2022, which have changed significantly since this date with the rapidly changing economic situation.

- 3.2 At the end of period 4, a total of £666,708.56 has been earned in interest by the Council, resulting in a favourable variance of £151,485 against the interest budget of £515,224. The average rate of interest achieved as at period 4 was 6.24% from an average balance available for investment of £31.874m. At the end of the year a favourable variance against the budget of £414,244 is forecast with total interest earned of £1,948m. This high variance has been caused by the constant base rate increases by the Monetary Policy Committee. A total of £22.581m is currently invested in pooled funds which have a fair value of £22.654m at the end of period 4. The high interest and low gain in capital value are both consequences of the increasing base rate following the economic events impacting England at the current time. These impacts are forecast to continue throughout the rest of the 2023/24 financial year with the MPC expected to review the economic situation again at the start of the 2024/25 financial year.
- 3.3 The Council has a balanced portfolio with a diverse range of funds to the sum of £32.031m. Currently the Council has £22.581m invested in long-term pooled funds comprised of; £1.011m in short-dated bond funds, £5m in strategic bond funds, £5.570m in equity income funds, £5m in property funds and £6m in multi-asset income funds. The Council also has £7.275m invested in short-term money market fund investments and a total of £2,175m invested in Housing Loans. Please see appendix E for a full breakdown of the Council's treasury investments. The Council can expect the valuation of its pooled investments to continue to be steady with minor changes in the capital values while the interest rates are high. This is in line with current forecasts by the Council's treasury advisors Link treasury Services. The risks inherent in the nature of these investments are mitigated as the Council intends to hold them for the long term. However, borrowing rates are currently outperforming interest rates, so if the Council finds itself in a large debt position the Treasury will take consideration on if it should change the Council's investment portfolio. Currently the amount of investments are deemed appropriate by the Treasury and advisors for the current financial situation of the Council.

Borrowing Interest

- 3.4 The budget for 2023/24 anticipates that £0 would be paid in interest for short-term borrowing for cash flow purposes.
- 3.5 At period 4, a total of £145,537 has been paid in borrowing interest resulting in an adverse variance against the budget. At the end of the year an adverse variance against the budget of £198,128.76 is anticipated. Borrowing interest rates are currently high at 6% This is following the aforementioned economic events above. Unfortunately the Council found itself requiring a sudden amount of cash in March 2023 following a request from central government to repay £6.2m of COVID grants. As all local authorities received similar requests, borrowing became extremely hard to procure in the March 23 period and this continued through to May 2023 when the borrowing scene became more readily available again. This resulted in the Council have to take two borrowing amount of £5m to fund the COVID grant repayment and finance its operations over the March period, a period when council income is always lower and expenditure is higher than throughout the rest of the year.
- 3.6 For the Council's current borrowing of £10m mentioned in point 3.5, a total amount of interest due will be £198,129 as at December 2023 when both loans will reach their stop date. This equates to £10m borrowed at an average interest rate of 4.5%. With the Council's current investments highlighted above this will not need to be renewed, or only a small amount will be renewed to finance the Council's operations. The authority does need to take due consideration when authorising any large value projects, excluding those

funded by grants or contributions, as this could lead to more borrowing being undertaken at a time when borrowing rates are high (currently 6% and expected to rise through to March 2023 along with interest rates).

- 3.7 At period 4, there had been no commitments to long-term borrowing for capital purposes. At end of the year, if long-term borrowing is not undertaken an adverse variance of £198,129 against the budget is forecast, although at the present time we are assuming that no more borrowing will be undertaken. This may change dependent on future cash inflows and the timing of the repayment of excess grant funding from central government. The decision to undertake short-term or long-term borrowing will be made in line with the Council's borrowing strategy.
- 3.8 The Council's borrowing cost as at period 4 of £145,537 mentioned in 3.5 is not a financial concern to the authority. As outlined in 3.2 the authority has earned a total of £151,485 extra interest income above budget, leaving a net favourable variance of £5,945. The Council's unbudgeted borrowing cost is financed by the extra interest earned above budget.
- 3.9 The interest budget is forecast to be £250k above budget on top of this as at the end of the 2023/24 financial year, this extra interest will continue to be used to finance any more short-term borrowing costs should they occur, with the excess being available to finance any overspends in the Council's budget.

Retained Business Rates

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

4. Capital

- 4.1 Total Capital expenditure amounted to £2,219,301 across all projects in the first four months of 2023/24.
- 4.2 A new capital budget has been included for the Environmental Health Noise Equipment. The current equipment has reached the end of its usable life and has begun to frequently malfunction or be unable to provide useful data. This equipment is used in legal disputes for noise complaints, this is an essential service that the Council is obliged to carry out as a public service. In consultation with the Assistant Director for EH, the Director of Resources/S151 has authorised £18,372 to be released from the Environmental Health Reserve (current balance £295k) which is in place to help fund such emergencies.
- 4.3 A new capital budget has been included to carry out net zero energy saving works to the Catfield Industrial Units owned by NNDC and leased out to various tenants. As a Council we have adopted a net zero target for 2030, to help achieve this the Estates team have carried out energy saving efficiencies at our Cornish Way Industrial Units alongside roofing repair works. These works at the Cornish Way site have been delivered under the original budget of £170,000. The Director of Resources/S151 has authorized for a budget virement of £30,000 to be transferred from the Cornish Way Industrial

units project to create a new capital budget for the same net zero works to be carried out at the Council's other industrial units at Catfield.

- 4.4 A new capital budget has been proposed to carry out repair works to the Marrams Footpath and Lighting for £50,000, this report is seeking approval for Full Council to add this to the Capital Programme.

The Property Services team have noted that the Marrams footpath area in Cromer has deteriorated significantly over the last 18 months. Weekly inspections have showed that the footpath is starting to become uneven along the cliff edge where the path is falling causing public hazards along the footpath. Sections have been completed under the general repair budgets, but a capital budget is required to finance the more costly repairs.

To fund this project, in 2022/23 there was several capital projects completed with unspent budget. There was sufficient underspend to finance this £50k budget request from the Council's capital receipts.

- 4.5 A new capital budget has been proposed to rebuild the Public Conveniences at Albert Street, Holt. On the 7th November 2022, the public conveniences located on the NNDC owned Albert Street Car Park in Holt was hit by a car causing major damage to the premises. This resulted in the front end of the toilet block being declared a dangerous structure and the block was closed, requiring demolishing. A temporary structure is currently in place to provide the toilet facilities, but this comes at a cost to the Council's budget.

By demolishing the whole facility and rebuilding we can also incorporate a changing places toilet facility and upgrade the facilities to be more efficient and with a more carbon neutral design, working towards the Council's net-zero strategy.

With current prices, the requested budget for this project is £370,000 for the demolition and rebuilding. An insurance claim is currently ongoing with the Council insurers Zurich Municipal, it is currently thought that monies of £120,000 will be offered by to the Council towards the rebuild instead of reinstating the facilities as it previously was. Therefore, this report is seeking approval from members to authorise a £370k budget into the capital programme to build the new toilet facilities, with £120k to be funded from the Council's insurers and £250k to be funded from the Council's capital receipts.

- 4.6 In the report to Cabinet on Monday 6th March 2023, and subsequently to full Council on Tuesday 28th March 2023 members were informed that North Norfolk District Council was awarded a total of £1.245m as Round 1 of the Local Authority Housing Fund (LAHF) scheme by DHLUC. This funding was to support the provision of temporary accommodation for refugees of which the Council was supportive.

The Capital Programme now needs to be updated to reflect the expenditure of £1.245m that will be incurred in delivering the temporary accommodation.

Of this £1.245m, £1.040 will be then paid over to Flagship housing as a grant to provide 10 homes for Ukrainian refugees in the North Norfolk District and then £0.178m will be added to the Council's Temporary Accommodation capital budget to purchase a one large 4+ bed home for Afghan households as flagship can't deliver a property of this size.

The remaining £28k will be used to fund temporary accommodation in accordance with grant restrictions.

Cabinet is asked to recommend to full Council that the capital programme be increased by £1.245m and note that the expenditure will be funded by external funding.

- 4.7 It was reported to Cabinet on Monday 6th March 2023, and subsequently to full Council to member on Tuesday 28th March 2023 that NNDC had been awarded a Rural England Prosperity Fund grant of £1.458m and a UK Shared Prosperity Fund grant of £1.238m (split £0.266m for capital and £0.972k for revenue) by DEFRA. This funding is to support business development and community support programs by administering grants through an application scheme.

Cabinet is asked to recommend to full Council that the capital programme be increased by £1.458m for Rural England Prosperity Fund expenditure and £0.266m for UK Shared Prosperity Fund expenditure and note that the expenditure will be funded by external funding. The breakdown of the funding to be included in the Capital Programme is shown below.

Capital	2022/23 £m	2023/24 £m	2024/25 £m	Total £m
REPF	0	0.365	1.093	1.458
UKSPF	0	0.076	0.190	0.266
Revenue				
UKSPF	0.150	0.225	0.597	0.972

- 4.8 A report was presented to Cabinet on 3 January 2023 outlining the Coastal Transition Accelerator Programme (CTAP) and what it seeks to achieve. Cabinet approved the project governance alongside delegated authorities to so that an Outline Business Case (OBC) could be submitted to the Environment Agency for funding. NNDC has already received, £1.015m capital and £0.405m revenue funding from DEFRA during 2022/23 to begin the early phases of the programme. This has been carried forward into 2023/24. The Environment Agency has now approved the OBC and awarded a further £13.595m to fund the delivery of the wider programme. The total capital funding for the North Norfolk will be £1.015m and £13.595m totalling £14.610m. The project formerly known as CTAP has been renamed as Coastwise. The Capital Programme now needs to be updated to reflect the expenditure of £14.610m that will be incurred in delivering the project. Cabinet is asked to recommend to full Council that the capital programme be increased over the timeframe shown in the table below and note that the project will be funded by external funding.

	23/24 £m	24/25 £m	25/26 £m	26/27 £m	Total £m
Coastwise Income streams					
EA Grant in aid including contingency	0.572	5.981	4.647	2.395	13.595
DEFRA Contribution	1.015	0	0	0	1.015

5 Reserves

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

6 Corporate Priorities

- 6.1 Corporate Plan objectives are supported by the Councils allocated budgets

7 Financial and Resource Implications

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

8 Legal Implications

None as a direct consequence of this report

9 Risks

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

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

10 Net Zero Target

None as a direct consequence of this report

11 Equality and Diversity

None as a direct consequence of this report

12 Community Safety Issues

None as a direct consequence of this report

13 Conclusion and Recommendations

13.1 The revenue budget is showing an estimated full year overspend for the current financial year of £25,000. The overall financial position continues to be closely monitored and it is anticipated that the overall budget for the current year will be achieved.

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

General Fund Summary P4 2023/24

	2023/24 Base Budget £	2023/24 Updated Budget £	2023/24 YTD Budget £	2023/24 YTD Actuals £	2023/24 YTD Variance £	Commitment s £	Remaining Budget £
Directorate							
Corporate Leadership/Executive Support	484,705	517,720	274,847	251,762	(23,085)	66,426	199,532
Communities	12,243,383	11,834,134	2,421,088	992,737	(1,428,351)	5,683,802	5,157,595
Place and Climate Change Resources	6,509,032	6,546,856	1,853,783	1,615,648	(238,135)	396,056	4,535,152
	5,108,854	5,518,103	1,773,382	(434,911)	(2,208,293)	1,417,836	4,535,178
Net Cost of Services	24,345,974	24,416,813	6,323,100	2,425,236	(3,897,864)	7,564,120	14,427,456
Parish Precepts	2,875,207	2,875,207	1,437,604	1,437,837	233	0	1,437,370
Capital Charges	(2,456,953)	(2,456,953)	(818,660)	(818,744)	(84)	0	(98,376)
Refcus	(1,677,167)	(1,677,167)	0	0	0	0	(1,677,167)
Interest Receivable	(1,533,436)	(1,533,436)	(510,946)	(666,798)	(155,852)	0	(866,638)
External Interest Paid	0	0	0	145,537	145,537	0	(145,537)
Revenue Financing for Capital:	710,000	710,000	0	0	0	0	710,000
MRP Waste Contract	330,000	330,000	0	0	0	0	330,000
IAS 19 Pension Adjustment	265,496	265,496	0	0	0	0	265,496
Net Operating Expenditure	22,859,121	22,929,960	6,431,098	2,523,069	(3,908,029)	7,564,120	14,382,604
Contribution to/(from) the Earmarked Reserves							
Capital Projects Reserve	(400,000)	(400,000)	0	0	0	0	(400,000)
Asset Management	0	0	0	0	0	0	0
Benefits	(111,305)	(111,305)	0	0	0	0	(111,305)
Building Control	(81,866)	(89,690)	0	0	0	0	(89,690)
Business Rates	(1,278,267)	(1,278,267)	0	0	0	0	(1,278,267)
Coast Protection	0	0	0	0	0	0	0
Communities	(275,000)	(275,000)	0	0	0	0	(275,000)
Delivery Plan	(1,289,412)	(1,289,412)	0	0	0	0	(1,289,412)
Economic Development and Tourism	(44,800)	(44,800)	0	0	0	0	(44,800)
Elections	(100,000)	(133,015)	0	0	0	0	(133,015)
Environmental Health	(16,000)	(16,000)	0	0	0	0	(16,000)
Grants	0	0	0	0	0	0	0
Housing	(555,898)	(555,898)	0	0	0	0	(555,898)
Legal	(31,745)	(31,745)	0	0	0	0	(31,745)
Major Repairs Reserve	0	0	0	0	0	0	0
New Homes Bonus Reserve	(178,000)	(178,000)	0	0	0	0	(178,000)
Organisational Development	(42,742)	(42,742)	0	0	0	0	(42,742)
Planning Revenue	(148,965)	(178,965)	0	0	0	0	(178,965)
Restructuring/Invest to save	0	0	0	0	0	0	0
Treasury Reserve	0	0	0	0	0	0	0
Contribution to/(from) the General Reserve	(356,461)	(356,461)	0	0	0	0	(356,461)
Amount to be met from Government Grant and Local Taxpayers	17,948,660	17,948,660	6,431,098	2,523,069	(3,908,029)	7,564,120	9,401,304
Collection Fund – Parishes	(2,875,207)	(2,875,207)	(1,006,324)	(1,006,324)	0	0	(1,868,883)
Collection Fund – District	(6,738,797)	(6,738,797)	(2,358,577)	(2,358,577)	0	0	(4,380,220)
Retained Business Rates	(6,315,000)	(6,315,000)	604,309	604,309	0	0	(6,919,309)
Revenue Support Grant	(102,462)	(102,462)	(104,345)	(104,345)	0	0	1,883
3% funding Guarantee	(974,416)	(974,416)	(324,676)	(324,796)	(120)	0	(974,416)
Ctax Discount Grant	(50,074)	(50,074)	0	0	0	0	(50,074)
LCTS Admin Grant	(136,747)	(136,747)	0	0	0	0	(136,747)
New Homes bonus	(31,080)	(31,080)	(10,356)	(7,770)	2,586	0	(23,310)
Rural Services Delivery Grant	(567,386)	(567,386)	(283,693)	(283,693)	0	0	(283,693)
Business Rates Levy Surplus	(27,049)	(27,049)	0	0	0	0	(27,049)
Services Grant	(130,442)	(130,442)	(43,464)	(43,475)	(11)	0	(86,967)
Income from Government Grant and Taxpayers	(17,948,660)	(17,948,660)	(3,527,126)	(3,524,671)	2,455	0	(14,748,785)
(Surplus)/Deficit	0	0	2,903,972	(1,001,602)	(3,905,574)	7,564,120	(5,347,481)

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Service Area Summaries P4 2023/24

People Services

	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Immediate Commitments £	Remaining Budget £	Explanation of Major Variances
Benefits Administration							
Employee Costs	1,161,688	387,083	347,220	(39,863)	0	814,468	Vacant posts.
Transport Related Expenditure	944	316	720	404	0	224	No Major Variances.
Supplies & Services	31,100	9,646	39,109	29,463	4,405	(12,414)	Civica Computer software - offset by New Burdens Funding.
Support Services	434,060	144,657	144,696	39	0	289,364	No Major Variances.
Capital Financing Costs	31,700	10,564	10,564	0	0	21,136	No Major Variances.
Income	(380,000)	(9,996)	(85,302)	(75,306)	0	(294,698)	Council Tax Support - New Burdens Funding.
	1,279,492	542,270	457,008	(85,262)	4,405	818,079	
Homelessness							
Premises	147,946	49,326	16,152	(33,174)	17,789	114,005	Lower R&M and utility costs.
Transport Related Expenditure	0	0	1,026	1,026	0	(1,026)	No Major Variances.
Supplies & Services	975,645	313,726	396,851	83,125	903,840	(325,047)	Higher B&B charges and Rent Deposits - offset by subsidy and client contributions.
Support Services	1,142,250	380,629	380,760	131	0	761,490	No Major Variances.
Capital Financing Costs	28,482	9,495	9,496	1	0	18,986	No Major Variances.
Income	(1,045,495)	(343,033)	(885,169)	(542,136)	0	(160,326)	See Note A Below.
	1,248,828	410,143	(80,883)	(491,026)	921,629	408,082	
Note A: Grant income: (£488,756) Homelessness Prevention Grant (HPG) and (£83,082) Rough Sleeper Initiative.							
Housing Options							
Employee Costs	705,570	235,104	212,847	(22,257)	200	492,523	Errors in coding - to be corrected.
Transport Related Expenditure	6,000	2,000	818	(1,182)	0	5,182	Lower mileage claims.
Supplies & Services	3,179	1,062	591	(471)	42	2,546	No Major Variances.
Support Services	(714,749)	(238,134)	(238,248)	(114)	0	(476,501)	No Major Variances.
Income	0	0	(19,992)	(19,992)	0	19,992	Contribution from Norfolk County Council for Target Hardening project.
	0	32	(43,984)	(44,016)	242	43,742	
Community							
Employee Costs	564,630	188,151	341,472	153,321	0	223,158	Salaries and oncosts - to be funded from various Community grants.
Premises	0	0	(16,518)	(16,518)	20,942	(4,424)	Accrual brought forward from 2022/23 - invoices not received.
Transport Related Expenditure	11,031	3,680	5,689	2,009	0	5,342	Higher travelling costs associated with the Community Connectors.
Supplies & Services	498,788	51,467	(6,330)	(57,797)	0	505,118	See Note A Below.
Support Services	68,750	22,966	22,936	(30)	0	45,814	No Major Variances.
Income	(36,964)	(12,318)	(313,780)	(301,462)	0	276,816	Homes for Ukraine grant income.
	1,106,235	253,946	33,468	(220,478)	20,942	1,051,825	
Note A: (£23,446) Accruals brought forward for the North Norfolk Sustainable Communities Fund (NNSCF). (£34,476) Professional Fees allocated to the Disabled Facility Grants not yet allocated - to be used for additional staffing costs.							
Ad People Services							
Employee Costs	86,175	28,720	28,816	96	0	57,359	No Major Variances.
Transport Related Expenditure	1,194	400	373	(27)	0	821	No Major Variances.
Supplies & Services	100	36	2	(35)	0	99	No Major Variances.
Support Services	(87,469)	(29,138)	(29,156)	(18)	0	(58,313)	No Major Variances.
	0	18	34	16	0	(34)	
Total People Services	3,634,555	1,206,409	365,644	(840,765)	947,218	2,321,693	

Service Area Summaries P4 2023/24

Environment & Leisure

	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Immediate Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
Commercial Services							
Employee Costs	23,085	7,692	7,692	0	0	15,393	No Major Variances.
Transport Related Expenditure	0	0	0	0	0	0	No Major Variances.
Supplies & Services	0	0	50	50	1,442	(1,492)	No Major Variances.
Support Services	193,170	64,399	64,400	1	0	128,770	No Major Variances.
Income	0	0	(506)	(506)	0	506	No Major Variances.
	216,255	72,091	71,635	(456)	1,442	143,177	
Internal Drainage Board Levies							
Premises	478,176	239,088	239,177	89	0	238,999	No Major Variances.
Support Services	300	102	100	(2)	0	200	No Major Variances.
Income	0	0	(35,265)	(35,265)	0	35,265	Grant income from DLUHC to help ease the financial pressures in Internal Drainage Board levies.
	478,476	239,190	204,012	(35,178)	0	274,464	
Travellers							
Premises	9,290	3,783	3,561	(222)	2,617	3,111	No Major Variances.
Supplies & Services	43,600	16,290	18,506	2,216	2,134	22,960	Higher operating lease costs.
Support Services	7,870	2,628	2,624	(4)	0	5,246	No Major Variances.
Capital Financing Costs	23,174	7,724	7,724	0	0	15,450	No Major Variances.
Income	(2,000)	(668)	(320)	348	0	(1,680)	No Major Variances.
	81,934	29,757	32,095	2,338	4,751	45,088	
Public Protection							
Employee Costs	502,700	167,515	174,802	7,287	330	327,568	Fixed term contracts - offset by savings within the department.
Transport Related Expenditure	13,997	4,670	5,130	460	0	8,867	No Major Variances.
Supplies & Services	88,680	14,366	15,683	1,317	26,260	46,737	No Major Variances.
Support Services	144,330	48,114	47,955	(159)	165	96,210	No Major Variances.
Income	(238,100)	(54,759)	(61,157)	(6,398)	0	(176,943)	Higher licencing fee income.
	511,607	179,906	182,412	2,506	26,755	302,440	
Street Signage							
Supplies & Services	12,000	3,500	3,576	76	0	8,425	No Major Variances.
Support Services	23,300	7,766	7,768	2	0	15,532	No Major Variances.
	35,300	11,266	11,344	78	0	23,957	
Environmental Protection							
Employee Costs	576,583	192,124	176,394	(15,730)	800	399,389	Revised staffing allocations - to be amended.
Premises	0	0	0	0	3,701	(3,701)	No Major Variances.
Transport Related Expenditure	22,189	7,403	5,563	(1,840)	542	16,085	Lower mileage claims.
Supplies & Services	65,650	23,565	11,834	(11,731)	13,995	39,821	Other professional fees (Stray dogs, Out of hours services, Assisted burials).
Support Services	251,400	83,793	83,812	19	0	167,588	No Major Variances.
Capital Financing Costs	52,962	17,651	17,652	1	0	35,310	No Major Variances.
Income	(13,000)	(5,484)	(2,531)	2,953	0	(10,469)	Fee income not invoiced for Local Air Pollution Prevention & Control (LAPPC).
	955,784	319,052	292,724	(26,328)	19,038	644,023	
Environmental Contracts							
Employee Costs	336,870	110,590	77,608	(32,982)	0	259,262	Vacant posts and maternity leave.
Transport Related Expenditure	12,444	4,155	2,013	(2,142)	167	10,264	Lower vehicle running costs.
Supplies & Services	1,275	760	483	(277)	0	792	No Major Variances.
Support Services	97,760	32,597	32,596	(1)	0	65,164	No Major Variances.
Capital Financing Costs	(448,349)	(149,390)	(149,452)	(62)	0	(298,897)	No Major Variances.
	0	(1,288)	(36,752)	(35,464)	167	36,585	
Corporate Health and Safety							
Employee Costs	71,626	23,868	23,510	(358)	0	48,116	No Major Variances.
Transport Related Expenditure	0	0	328	328	0	(328)	No Major Variances.
Supplies & Services	0	0	0	0	0	0	No Major Variances.
Support Services	(71,626)	(23,867)	(23,872)	(5)	0	(47,754)	No Major Variances.
	0	1	(35)	(36)	0	35	
Markets							
Employee Costs	16,896	5,634	2,695	(2,939)	0	14,201	Revised staffing allocations - to be amended.
Premises	35,246	15,222	11,062	(4,160)	0	24,184	Lower Business Rates.
Transport Related Expenditure	0	0	15	15	0	(15)	No Major Variances.
Supplies & Services	4,050	1,355	1,943	588	1,472	635	No Major Variances.
Support Services	42,160	14,057	14,056	(1)	0	28,104	No Major Variances.
Income	(40,000)	(33,200)	(33,682)	(482)	0	(6,318)	No Major Variances.
	58,352	3,068	(3,911)	(6,979)	1,472	60,791	

Environment & Leisure

	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Immediate Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
Parks & Open Spaces							
Premises	275,984	86,316	127,080	40,764	212,043	(63,139)	£5,729 Higher R&M costs; £38,087 Serco Grounds maintenance; (£2,173) Lower utility costs.
Supplies & Services	63,500	21,165	29,507	8,342	44,084	(10,091)	£6,046 Serco cleansing costs; £2,110 Consultancy costs - The Marrams, Cromer.
Support Services	138,000	46,009	46,004	(5)	0	91,996	No Major Variances.
Capital Financing Costs	16,206	5,402	5,404	2	0	10,802	No Major Variances.
Income	(8,500)	(168)	(225)	(57)	0	(8,275)	No Major Variances.
	485,190	158,724	207,770	49,046	256,127	21,293	
Foreshore							
Employee Costs	21,640	7,216	13,204	5,988	0	8,436	Revised staffing allocations - to be amended.
Premises	53,945	5,185	4,175	(1,010)	4,847	44,923	Lower R&M costs.
Transport Related Expenditure	700	236	59	(177)	0	641	No Major Variances.
Supplies & Services	5,300	1,768	0	(1,768)	0	5,300	Fewer equipment purchases.
Support Services	85,270	28,430	28,432	2	0	56,838	No Major Variances.
Capital Financing Costs	27,880	9,292	9,292	0	0	18,588	No Major Variances.
	194,735	52,127	55,162	3,035	4,847	134,726	
Leisure Complexes							
Employee Costs	0	0	(95)	(95)	0	95	No Major Variances.
Premises	139,569	46,897	(43,240)	(90,137)	18,239	164,570	Accrual brought forward from 2022/23 - invoices not yet received.
Support Services	103,090	34,399	34,356	(43)	0	68,734	No Major Variances.
Capital Financing Costs	492,459	164,092	164,096	4	0	328,363	No Major Variances.
Income	(44,105)	(14,706)	(14,748)	(42)	0	(29,357)	No Major Variances.
	691,013	230,682	140,369	(90,313)	18,239	532,405	
Other Sports							
Employee Costs	3,459	1,154	1,156	2	0	2,303	No Major Variances.
Premises	6,803	2,268	2,499	231	3,437	867	No Major Variances.
Supplies & Services	88,200	33,367	(5,703)	(39,070)	21,797	72,106	Accrual brought forward from 2022/23 in relation to the Mammoth Marathon - invoices not yet received.
Support Services	76,290	25,447	25,436	(11)	0	50,854	No Major Variances.
Income	(40,000)	(13,328)	(2,933)	10,395	0	(37,067)	Income relating to the Mammoth Marathon - event cancelled.
	134,752	48,908	20,455	(28,453)	25,235	89,063	
Recreation Grounds							
Premises	6,950	2,316	2,811	495	4,601	(461)	No Major Variances.
Supplies & Services	7,000	2,334	3,044	710	4,670	(715)	No Major Variances.
Support Services	3,860	1,291	1,284	(7)	0	2,576	No Major Variances.
Capital Financing Costs	5,632	1,878	1,880	2	0	3,752	No Major Variances.
Income	(1,000)	(336)	(565)	(229)	0	(435)	No Major Variances.
	22,442	7,483	8,454	971	9,271	4,717	
Pier Pavilion							
Premises	9,300	3,100	350	(2,750)	2,000	6,950	Electricity costs paid by tenant. Lower R&M costs to date.
Support Services	28,230	9,416	9,408	(8)	0	18,822	No Major Variances.
Capital Financing Costs	17,020	5,672	5,672	0	0	11,348	No Major Variances.
	54,550	18,188	15,430	(2,758)	2,000	37,120	
Beach Safety							
Premises	2,750	917	1,310	393	350	1,090	No Major Variances.
Supplies & Services	375,980	219,971	235,554	15,583	139,621	805	£21,281 - Serco cleansing costs; (£5,939) Saving against the RNLI Lifeguarding Service.
Support Services	78,900	26,302	26,300	(2)	0	52,600	No Major Variances.
Income	0	0	(656)	(656)	0	656	No Major Variances.
	457,630	247,190	262,509	15,319	139,971	55,151	
Woodlands Management							
Employee Costs	144,548	48,171	46,423	(1,748)	0	98,125	Vacant post.
Premises	56,126	19,304	23,118	3,814	8,017	24,991	Emergency tree works at Holt Country Park.
Transport Related Expenditure	21,182	7,067	4,341	(2,726)	726	16,115	Lower fuel costs for equipment.
Supplies & Services	12,450	4,159	3,791	(368)	4,228	4,431	No Major Variances.
Support Services	165,920	55,317	55,320	3	0	110,600	No Major Variances.
Capital Financing Costs	1,346	450	452	2	0	894	No Major Variances.
Income	(39,860)	(17,223)	(18,646)	(1,423)	0	(21,214)	Fee income from events at Holt Country Park.
	361,712	117,245	114,798	(2,447)	12,971	233,943	

Environment & Leisure

	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Immediate Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
Waste Collection And Disposal							
Employee Costs	0	0	1,634	1,634	0	(1,634)	No Major Variances.
Supplies & Services	5,603,220	1,575,286	1,079,229	(496,057)	3,359,204	1,164,788	See Note A below:
Support Services	514,840	171,571	171,620	49	0	343,220	No Major Variances.
Capital Financing Costs	459,571	153,134	153,136	2	0	306,435	No Major Variances.
Income	(4,423,210)	(2,881,248)	(2,755,174)	126,074	0	(1,668,036)	See Note B below:
	2,154,421	(981,257)	(1,349,556)	(368,299)	3,359,204	144,773	
Note A: Accruals brought forward - (£11,500) Sharps collections, (£2,000) Recycling credits payable, (£21,380) Contribution to the Norfolk Waste Partnership and (£411,000) Commercial waste disposal - invoices not received. (£68,113) Lower contract payments to Norfolk Environmental Waste Services Ltd. (NEWS) for recyclable materials; £24,026 Serco waste contract payments.							
Note B: (£9,266) Additional fee income; Debtor accruals brought forward - £3,618 for recycling credit income (sales of textiles); £7,796 for clinical waste disposal; £44,078 for the recovery of legal costs, £56,423 NEWS profit share (2021/22), and Smoothing mechanism, £73,536 returned gate fee. (£50,000) Serco - performance failure fee.							
Cleansing							
Supplies & Services	1,059,500	347,701	287,510	(60,191)	853,153	(81,163)	Variable billing invoices outstanding from contractor.
Support Services	51,840	17,279	17,280	1	0	34,560	No Major Variances.
Capital Financing Costs	85,500	28,490	28,492	2	0	57,008	No Major Variances.
Income	(66,000)	0	48	48	0	(66,048)	No Major Variances.
	1,130,840	393,470	333,330	(60,140)	853,153	(55,643)	
Leisure							
Employee Costs	159,066	53,009	53,060	51	0	106,006	No Major Variances.
Premises	0	0	0	0	300	(300)	No Major Variances.
Transport Related Expenditure	5,331	1,779	2,916	1,137	0	2,415	No Major Variances.
Supplies & Services	25,019	23,325	20,325	(3,000)	1,444	3,250	Savings against contribution to Active Norfolk - annual locality funding.
Support Services	(189,416)	(63,087)	(63,136)	(49)	0	(126,280)	No Major Variances.
	0	15,026	13,165	(1,861)	1,744	(14,909)	
Community Safety							
Employee Costs	9,198	3,070	2,874	(196)	0	6,324	No Major Variances.
Transport Related Expenditure	596	200	0	(200)	0	596	No Major Variances.
Supplies & Services	4,000	0	3	3	0	3,997	No Major Variances.
Support Services	23,320	7,788	7,772	(16)	0	15,548	No Major Variances.
	37,114	11,058	10,649	(409)	0	26,465	
Civil Contingencies							
Employee Costs	83,038	27,676	26,884	(792)	0	56,154	No Major Variances.
Transport Related Expenditure	1,044	352	321	(31)	0	723	No Major Variances.
Supplies & Services	12,390	1,056	468	(588)	196	11,726	No Major Variances.
Support Services	41,000	13,686	13,672	(14)	0	27,328	No Major Variances.
	137,472	42,770	41,345	(1,425)	196	95,931	
Ad Environmental & Leisure Svs							
Employee Costs	88,407	29,466	29,103	(363)	0	59,304	No Major Variances.
Transport Related Expenditure	1,744	584	654	70	0	1,090	No Major Variances.
Supplies & Services	100	36	14	(22)	0	86	No Major Variances.
Support Services	(90,251)	(30,064)	(30,080)	(16)	0	(60,171)	No Major Variances.
	0	22	(309)	(331)	0	309	
Total Environment & Leisure	8,199,579	1,214,679	627,094	(587,585)	4,736,584	2,835,901	
Total Communities	11,834,134	2,421,088	992,737	(1,428,351)	5,683,802	5,157,595	

Service Area Summaries P4 2023/24

Corporate Support

	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Immediate Commitments	Remaining Budget	Explanation for Major Variances.
	£	£	£	£	£	£	
Human Resources & Payroll							
Employee Costs	386,490	123,966	120,919	(3,047)	15,594	249,977	No Major Variances.
Transport Related Expenditure	500	168	0	(168)	0	500	No Major Variances.
Supplies & Services	28,200	6,788	14,704	7,916	9,100	4,397	£7,970 Unplanned employment advise
Support Services	(414,190)	(138,075)	(138,100)	(25)	0	(276,090)	No Major Variances.
Income	(1,000)	(336)	(1,651)	(1,315)	0	651	No Major Variances.
	0	(7,489)	(4,128)	3,361	24,694	(20,565)	
Registration Services							
Employee Costs	146,000	48,662	45,356	(3,306)	450	100,194	No Major Variances.
Premises	24,050	22,684	22,811	127	0	1,239	No Major Variances.
Transport Related Expenditure	400	136	142	6	0	258	No Major Variances.
Supplies & Services	217,235	217,235	238,569	21,334	40,472	(61,806)	Election costs funded from additional income below together with grant roll forward from reserve yet to be transferred.
Support Services	182,030	60,708	60,692	(16)	0	121,338	No Major Variances.
Income	(51,995)	(50,995)	(61,274)	(10,279)	0	9,279	Additional new burdens funding increased in line with inflation.
	517,720	298,430	306,296	7,866	40,922	170,502	
Corporate Leadership Team							
Employee Costs	754,378	251,373	240,930	(10,443)	395	513,053	(£9,582) Vacant post
Transport Related Expenditure	10,575	3,529	1,999	(1,530)	0	8,576	No Major Variances.
Supplies & Services	17,580	3,028	586	(2,442)	0	16,994	No Major Variances.
Support Services	(782,533)	(260,732)	(260,904)	(172)	0	(521,629)	No Major Variances.
	0	(2,802)	(17,389)	(14,587)	395	16,994	
Communications							
Employee Costs	225,640	75,193	80,697	5,504	339	144,604	£7,172 Employee costs due to unplanned maternity cover.
Transport Related Expenditure	1,294	434	684	250	0	610	No Major Variances.
Supplies & Services	52,400	4,139	981	(3,158)	77	51,343	No Major Variances.
Support Services	43,290	14,451	14,440	(11)	0	28,850	No Major Variances.
Capital Financing Costs	(322,624)	(107,529)	(107,552)	(23)	0	(215,072)	No Major Variances.
Income	0	0	(1,680)	(1,680)	0	1,680	No Major Variances.
	0	(13,312)	(12,430)	882	416	12,015	
Corporate Delivery Unit							
Employee Costs	184,689	61,552	43,558	(17,994)	0	141,131	(£17,548) Employee costs due to vacant posts.
Transport Related Expenditure	1,200	400	0	(400)	0	1,200	No Major Variances.
Supplies & Services	6,540	2,184	0	(2,184)	0	6,540	No Major Variances.
Support Services	(192,429)	(64,116)	(64,144)	(28)	0	(128,285)	No Major Variances.
	0	20	(20,586)	(20,606)	0	20,586	
Total Corporate Support	517,720	274,847	251,762	(23,085)	66,426	199,531	

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Service Area Summaries P4 2023/24

Place And Climate Change

Sustainable Growth

	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Immediate Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
Economic Growth							
Employee Costs	12,482	4,167	0	(4,167)	0	12,482	(£3,499) Vacant post funded from capital income.
Premises	5,285	1,763	4,318	2,555	24	944	No Major Variances.
Transport Related Expenditure	125	44	0	(44)	0	125	No Major Variances.
Supplies & Services	92,600	25,370	(34,431)	(59,801)	138,984	(11,953)	(£52,316) Go digital grant accrual for 22/23, still awaiting invoice from Norfolk County Council (£6,043) Marketing.
Support Services	259,391	86,441	86,468	27	0	172,923	No Major Variances.
Capital Financing Costs	2,037	682	684	2	0	1,353	No Major Variances.
Income	(138,500)	0	0	0	0	(138,500)	No Major Variances.
	233,420	118,467	57,039	(61,428)	139,007	37,374	
Tourism							
Supplies & Services	77,050	4,020	885	(3,135)	0	76,165	No Major Variances.
Support Services	155,700	51,890	51,904	14	0	103,796	No Major Variances.
	232,750	55,910	52,789	(3,121)	0	179,961	
Coast Protection							
Employee Costs	0	0	21,392	21,392	0	(21,392)	Coastwise employee costs to be funded from grant in reserves.
Premises	156,000	62,000	61,321	(679)	83,877	10,802	Commitment contains duplications to be sorted shortly.
Transport Related Expenditure	0	0	364	364	0	(364)	No Major Variances.
Supplies & Services	111,450	1,500	198	(1,302)	7,935	103,317	No Major Variances.
Support Services	404,860	134,906	134,960	54	0	269,900	No Major Variances.
Capital Financing Costs	508,701	169,500	169,500	0	0	339,201	No Major Variances.
	1,181,011	367,906	387,734	19,828	91,812	701,465	
Business Growth Staffing							
Employee Costs	341,187	113,694	105,526	(8,168)	0	235,661	(£7,500) Employee savings partly funded from reserves.
Transport Related Expenditure	6,635	2,216	1,823	(393)	0	4,812	No Major Variances.
Supplies & Services	100	36	133	97	0	(33)	No Major Variances.
Support Services	(347,922)	(115,902)	(115,968)	(66)	0	(231,954)	No Major Variances.
	0	44	(8,486)	(8,530)	0	8,486	
Housing Strategy							
Employee Costs	182,700	60,899	53,538	(7,361)	0	129,162	Employee savings due to vacant post.
Transport Related Expenditure	2,144	720	380	(340)	0	1,764	No Major Variances.
Supplies & Services	22,200	20,740	1,730	(19,010)	0	20,470	(£10,000) Consultancy Fee's. (£8,945) Professional Fee's.
Support Services	101,502	33,877	33,836	(41)	0	67,666	No Major Variances.
Capital Financing Costs	777,167	0	0	0	0	777,167	No Major Variances.
	1,085,713	116,236	89,484	(26,752)	0	996,229	
Environmental Strategy							
Employee Costs	147,836	49,267	39,864	(9,403)	0	107,972	Employee savings due to vacant posts.
Premises	0	0	0	0	0	0	No Major Variances.
Transport Related Expenditure	2,298	771	551	(220)	0	1,747	No Major Variances.
Supplies & Services	130,020	8	2,200	2,192	5,000	122,820	No Major Variances.
Support Services	29,420	9,809	9,808	(1)	0	19,612	No Major Variances.
Income	0	0	(5,000)	(5,000)	0	5,000	Grant funds to cover Sports England consultancy commitment above.
	309,574	59,855	47,423	(12,432)	5,000	257,151	

Coastal Management

Employee Costs	382,021	127,300	92,096	(35,204)	0	289,925	(£33,536)	Employee savings due to vacant posts. Part of saving to be used to fund contribution to interim coastal manager.
Premises	0	0	0	0	236	(236)		No Major Variances.
Transport Related Expenditure	9,719	3,245	2,845	(400)	0	6,874		No Major Variances.
Supplies & Services	4,620	1,548	101	(1,447)	9,408	(4,889)		No Major Variances.
Support Services	(329,860)	(109,886)	(109,984)	(98)	0	(219,876)		No Major Variances.
Income	(66,500)	(6,650)	(28,618)	(21,968)	0	(37,882)	(£22,500)	Grant claim from 2020/21 not accrued for in the correct year.
	0	15,557	(43,560)	(59,117)	9,643	33,916		
Ad Sustainable Growth								
Employee Costs	88,817	29,600	29,702	102	0	59,115		No Major Variances.
Transport Related Expenditure	1,944	652	356	(296)	0	1,588		No Major Variances.
Supplies & Services	200	68	62	(6)	0	138		No Major Variances.
Support Services	(90,961)	(30,298)	(30,320)	(22)	0	(60,641)		No Major Variances.
	0	22	(200)	(222)	0	200		
Total Sustainable Growth	3,042,468	733,997	582,223	(151,774)	245,463	2,214,782		

Service Area Summaries P4 2023/24

Place And Climate Change

Planning

	Full Year Budget	YTD Budget	YTD Actual	YTD Variance	Immediate Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
Development Management							
Employee Costs	1,441,750	480,405	419,896	(60,509)	2,000	1,019,854	(£49,935) Employee savings due to vacant posts. (£6,340) Training costs. Other minor variances.
Transport Related Expenditure	32,086	10,695	8,195	(2,500)	0	23,891	No Major Variances.
Supplies & Services	87,005	54,824	59,211	4,387	1,700	26,094	£8,792 Agency staff costs covered by employee savings. (£8,730) Subscriptions. Balance made up of other minor variances.
Support Services	946,560	315,431	315,536	105	0	631,024	No Major Variances.
Capital Financing Costs	76,501	25,492	25,492	0	0	51,009	No Major Variances.
Income	(865,000)	(288,220)	(243,793)	44,427	0	(621,207)	£35,856 Planning applications & £25,971 Pre application advise due to lower applications. (£16,578) Section 111 (GIRAMS) income.
	1,718,902	598,627	584,536	(14,091)	3,699	1,130,666	
Planning Policy							
Employee Costs	468,348	156,066	134,580	(21,486)	0	333,768	(£19,982) Employee savings due to vacant posts.
Transport Related Expenditure	7,971	2,657	2,525	(132)	0	5,446	No Major Variances.
Supplies & Services	260,500	12,168	10,050	(2,118)	86,863	163,588	No Major Variances.
Support Services	196,150	65,386	65,392	6	0	130,758	No Major Variances.
Income	0	0	(42)	(42)	0	42	No Major Variances.
	932,969	236,277	212,505	(23,772)	86,863	633,601	
Conservation, Design & Landscape							
Employee Costs	365,064	121,653	90,300	(31,353)	0	274,764	(£30,985) Employee savings due to vacant posts, funded from reserves.
Transport Related Expenditure	8,852	2,954	2,208	(746)	0	6,644	No Major Variances.
Supplies & Services	66,450	17,478	5,397	(12,081)	0	61,053	(£14,925) Conservation area appraisals.
Support Services	95,290	31,773	31,764	(9)	0	63,526	No Major Variances.
Income	0	0	(26,807)	(26,807)	0	26,807	Biodiversity net gain grant.
	535,656	173,858	102,862	(70,996)	0	432,794	
Building Control							
Employee Costs	542,477	180,779	154,646	(26,133)	0	387,831	(£22,750) Employee savings due to vacant posts, funded from reserves. Other minor variances.
Transport Related Expenditure	22,562	7,524	5,429	(2,095)	0	17,133	No Major Variances.
Supplies & Services	21,314	12,331	85	(12,246)	8,611	12,618	(£9,104) Professional fee's. Balance made up of other minor variances.
Support Services	187,890	62,654	62,628	(26)	0	125,262	No Major Variances.
Income	(497,500)	(165,768)	(127,974)	37,794	0	(369,526)	£25,618 Regulation's Fee & £9,523 Plan's Fee income due to lower applications.
	276,743	97,520	94,813	(2,707)	8,611	173,319	
Combined Enforcement Team							
Employee Costs	224,770	74,905	71,224	(3,681)	1,250	152,296	No Major Variances.
Transport Related Expenditure	8,650	2,886	2,767	(119)	0	5,883	No Major Variances.
Supplies & Services	5,100	1,710	1,138	(572)	0	3,962	No Major Variances.
Support Services	(238,520)	(79,451)	(79,500)	(49)	0	(159,020)	No Major Variances.
	0	50	(4,371)	(4,421)	1,250	3,121	

Property Information

Employee Costs	122,952	40,984	38,318	(2,666)	0	84,634 No Major Variances.
Transport Related Expenditure	112	40	0	(40)	0	112 No Major Variances.
Supplies & Services	56,704	18,900	11,589	(7,311)	50,098	(4,983) (£9,601) Search fee's due to lower applications.
Support Services	56,310	18,803	18,776	(27)	0	37,534 No Major Variances.
Income	(195,960)	(65,298)	(26,478)	38,820	0	(169,482) See Note A below:
	40,118	13,429	42,205	28,776	50,098	(52,185)

Note A: £46,318 Search fee income down due to lower applications. (£4,200) Contribution to cover additional costs for street name change (£3,300) Public Sector Geospatial Agreement Grant.

Ad Planning

Employee Costs	94,294	31,428	32,204	776	0	62,090 No Major Variances.
Transport Related Expenditure	1,225	412	321	(91)	0	904 No Major Variances.
Supplies & Services	100	36	221	185	72	(193) No Major Variances.
Support Services	(95,619)	(31,851)	(31,872)	(21)	0	(63,747) No Major Variances.
	0	25	874	849	72	(946)

Total Planning	3,504,388	1,119,786	1,033,425	(86,361)	150,593	2,320,369
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Total Place and Climate Change	6,546,856	1,853,783	1,615,648	(238,135)	396,056	4,535,152
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Service Area Summaries P4 2023/24

Resources

Finance, Assets & Legal

	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Immediate Commitments £	Remaining Budget £	Explanation for Major Variances.
Industrial Estates							
Premises	45,755	15,267	4,642	(10,625)	4,582	36,531	See Note A .
Supplies & Services	0	0	399	399	0	(399)	No Major Variances.
Support Services	99,700	33,243	33,244	1	0	66,456	No Major Variances.
Capital Financing Costs	19,246	6,416	6,416	0	0	12,830	No Major Variances.
Income	(239,020)	(73,109)	(68,359)	4,750	0	(170,661)	See Note B .
	(74,319)	(18,183)	(23,658)	(5,475)	4,582	(55,243)	

Note A: (£5,245) Accrual from 22/23, awaiting invoice from supplier for payment. (£2,331) Insurance costs, waiting on final invoice. Other minor variances totalling (£3,049).

Note B: Vacant units for first quarter at North Walsham and Fakenham however there are companies/people interested in letting.

Surveyors Allotments

Premises	10,000	0	0	0	0	10,000	No Major Variances.
Support Services	20,750	6,920	6,920	0	0	13,830	No Major Variances.
Income	(100)	(36)	(50)	(14)	0	(50)	No Major Variances.
	30,650	6,884	6,870	(14)	0	23,780	

Parklands

Premises	0	0	626	626	0	(626)	No Major Variances.
	0	0	626	626	0	(626)	

Revenue Services

Employee Costs	928,588	309,426	278,337	(31,090)	125	650,127	Employee costs due to vacancies.
Transport Related Expenditure	900	300	137	(163)	0	763	No Major Variances.
Supplies & Services	112,778	21,745	16,425	(5,320)	3,738	92,615	No Major Variances.
Support Services	669,580	223,159	223,212	53	0	446,368	No Major Variances.
Capital Financing Costs	0	0	19	19	0	(19)	No Major Variances.
Income	(454,130)	0	(1,490,546)	(1,490,546)	0	1,036,416	See Note A .
	1,257,716	554,630	(972,416)	(1,527,046)	3,863	2,226,269	

Note A: (£1,400,175) 22/23 accrual in relation to Omicron Grant, reconciliation works complete and will be paid back to Business Energy & Industrial Strategy in August. (£90,021) New Burdens Grant Income.

Benefits Subsidy

Supplies & Services	0	0	64,006	64,006	0	(64,006)	See Note A .
Transfer Payments	16,930,262	0	0	0	0	16,930,262	No Major Variances.
Income	(16,930,262)	0	(106,190)	(106,190)	0	(16,824,072)	See Note B .
	0	0	(42,184)	(42,184)	0	42,184	

Note A: £54,045 Contribution to Post Office. £9,961 Discretionary Hardship Support Grant Payments.

Note B: (£98,000) Household Support Fund Allocation payment 4. (£8,190) Rent Allowance Support Payments.

Non Distributed Costs

Employee Costs	0	63,919	67,059	3,140	0	(67,059)	Superannuation Added Years.
	0	63,919	67,059	3,140	0	(67,059)	

Estates

Employee Costs	291,073	94,995	89,350	(5,645)	0	201,723	Fixed term post currently vacant, looking into options for restructure/recruitment.
Premises	5,990	1,996	2,020	24	553	3,417	No Major Variances.
Transport Related Expenditure	5,000	1,668	1,046	(622)	0	3,954	No Major Variances.
Supplies & Services	38,390	2,803	(8,405)	(11,208)	1,000	45,795	See Note A .
Support Services	(340,453)	(113,453)	(113,488)	(35)	0	(226,965)	No Major Variances.
Income	0	0	(2,420)	(2,420)	0	2,420	(£2,250) income moved to capital in August.
	0	(11,991)	(31,898)	(19,907)	1,553	30,345	

Note A: (£14,000) in relation to outstanding accrual for 22/23 currently chasing supplier for invoice. Offset by other minor variances totalling £2,792.

Admin Buildings

Premises	450,437	234,866	238,226	3,360	113,094	99,116	See Note A .
Supplies & Services	29,781	6,877	10,862	3,985	304	18,614	See Note B .
Transfer Payments	133,630	0	0	0	0	133,630	No Major Variances.
Support Services	(219,585)	(73,157)	(73,156)	1	0	(146,429)	No Major Variances.
Capital Financing Costs	43,174	14,392	14,392	0	0	28,782	No Major Variances.
Income	(372,101)	(33,791)	32,291	66,082	0	(404,392)	See Note C .
	65,336	149,187	222,616	73,429	113,399	(270,679)	

Note A: (£13,833) Accrual in relation to 21/22 and 22/23 rent for North Walsham Kings Arms street - Norfolk County Council have now sent invoices through for payment. £7,492 overspend in relation to Rafter's Cleaning. £3,412 Electricity costs higher than budgeted. £3,120 Gas costs higher than budgeted. (£3,136) variable billing invoices outstanding from contractor for refuse collection. Offset by other minor variances totalling £6,305.

Note B: £6,334 overspend in relation to Legionella surveys, offset by other minor variances totalling (£2,349).

Note C: £5,000 reduction in rental income due to North Walsham New Road being vacant. (£10,823) income in relation to North Walsham Kings Arms street that needs to be refunded as this has been paid to us in error. £69,193 Service Charge accrual in relation to Fakenham Connect and Cromer Office for 22/23 not yet received. Other minor variances totalling £2,712.

	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Immediate Commitments £	Remaining Budget £	Explanation for Major Variances.
Corporate Finance							
Employee Costs	584,228	194,684	134,891	(59,793)	0	449,337	Employee costs due to vacancies.
Transport Related Expenditure	1,044	352	0	(352)	0	1,044	No Major Variances.
Supplies & Services	100,895	47,426	45,424	(2,002)	32,667	22,804	See Note A .
Support Services	(699,798)	(233,224)	(233,292)	(68)	0	(466,506)	No Major Variances.
Capital Financing Costs	13,631	4,544	4,544	0	0	9,087	No Major Variances.
Income	0	0	(8,103)	(8,103)	0	8,103	(£8,103) New Burdens Grant Income - Transparency.
	0	13,782	(56,537)	(70,319)	32,667	23,870	
Note A: £4,307 Bip Solutions Procurement Software. (£3,755) Agency staffing. Other minor variances totalling (£2,554).							
Insurance & Risk Management							
Employee Costs	39,906	13,305	9,779	(3,526)	0	30,127	Waiting for final insurance invoices from Zurich.
Premises	274	92	67	(25)	0	207	No Major Variances.
Transport Related Expenditure	10,555	3,519	2,587	(932)	0	7,968	No Major Variances.
Supplies & Services	101,811	33,934	24,954	(8,980)	0	76,857	Waiting for final insurance invoices from Zurich.
Support Services	(152,546)	(50,853)	(50,860)	(7)	0	(101,686)	No Major Variances.
Income	0	0	(9)	(9)	0	9	No Major Variances.
	0	(3)	(13,482)	(13,479)	0	13,482	
Internal Audit							
Supplies & Services	84,000	0	(3,757)	(3,757)	76,936	10,821	Balance of 22/23 accrual as invoice was less than expected.
Support Services	(84,000)	(27,991)	(27,996)	(5)	0	(56,004)	No Major Variances.
Income	0	0	0	0	0	0	No Major Variances.
	0	(27,991)	(31,753)	(3,762)	76,936	(45,183)	
Chalets/Beach Huts							
Premises	24,994	8,182	7,844	(338)	243	16,907	No Major Variances.
Supplies & Services	21,200	10,019	9,290	(729)	0	11,910	No Major Variances.
Support Services	113,390	37,807	37,800	(7)	0	75,590	No Major Variances.
Income	(263,770)	(87,889)	(84,356)	3,533	0	(179,414)	See Note A .
	(104,186)	(31,881)	(29,423)	2,458	243	(75,006)	
Note A: £5,322 Beach Hut income timing variance offset by (£3,630) Unbudgeted storage cost income and other minor variances totalling £1,841.							
Investment Properties							
Premises	167,122	61,869	87,060	25,191	92,424	(12,362)	See Note A .
Supplies & Services	4,719	1,579	136	(1,443)	0	4,583	No Major Variances.
Support Services	148,750	49,578	49,588	10	0	99,162	No Major Variances.
Capital Financing Costs	76,841	25,607	25,608	1	0	51,233	No Major Variances.
Income	(251,633)	(112,278)	(72,627)	39,651	0	(179,006)	See Note B .
	145,799	26,355	89,765	63,410	92,424	(36,390)	
Note A: £11,424 Repairs and maintenance overspend for installation of new doors, lift repairs, boiler works and Electrical Installation Condition Report at Rocket House. £6,699 Overspend on vinyl, water supply installation, making electrics safe and repairing brickwork and rails on Other Lettings. £3,633 Electricity overspend. £6,098 Other Lettings grounds maintenance costs. (£2,994) in relation to Insurance Premiums not yet paid.							
Note B: £6,794 Other Lettings, insurance premium recovery which will be recharged when we have paid Zurich in full. Rocket House, £12,024 Service Charge Income for 22/23 still outstanding and £16,999 Accrual 22/23 Other Recoverable costs still outstanding. Other minor variances totalling £3,834.							
Central Costs							
Employee Costs	38,913	12,970	13,169	199	0	25,744	No Major Variances.
Premises	0	0	42	42	0	(42)	No Major Variances.
Transport Related Expenditure	0	0	121	121	0	(121)	No Major Variances.
Supplies & Services	15,500	0	0	0	0	15,500	No Major Variances.
Support Services	(54,413)	(18,159)	(18,152)	7	0	(36,261)	No Major Variances.
Income	0	0	0	0	0	0	No Major Variances.
	0	(5,189)	(4,820)	369	0	4,820	
Corporate & Democratic Core							
Transport Related Expenditure	100	36	0	(36)	0	100	No Major Variances.
Supplies & Services	415,478	118,833	(32,371)	(151,204)	7,523	440,327	(£153,333) 22/23 Audit Fee accrual outstanding. £2,535 Mandatory Participation Cabinet Office.
Support Services	1,615,410	538,276	538,472	196	0	1,076,938	No Major Variances.
Capital Financing Costs	900,000	0	0	0	0	900,000	No Major Variances.
Income	0	0	(18,264)	(18,264)	0	18,264	Unbudgeted income from Department for Levelling Up, Housing and Communities.
	2,930,988	657,145	487,837	(169,308)	7,523	2,435,629	

	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Immediate Commitments £	Remaining Budget £	Explanation for Major Variances.
Members Services							
Employee Costs	188,583	62,849	62,629	(220)	0	125,954	No Major Variances.
Transport Related Expenditure	17,610	5,874	2,170	(3,704)	0	15,440	New members have not been set up on MyView so have been unable to submit claims.
Supplies & Services	373,000	121,808	114,344	(7,464)	60	258,596	Reduced payments when elections were taking place.
Support Services	87,025	29,030	29,020	(10)	0	58,005	No Major Variances.
	666,218	219,561	208,162	(11,399)	60	457,996	
Legal Services							
Employee Costs	544,864	181,561	132,175	(49,386)	0	412,689	Employee costs due to vacancies.
Transport Related Expenditure	3,586	1,198	549	(649)	0	3,037	No Major Variances.
Supplies & Services	73,710	46,878	63,895	17,017	10	9,805	See Note A .
Support Services	(577,160)	(192,312)	(192,456)	(144)	0	(384,704)	No Major Variances.
Income	(45,000)	(25,200)	(25,978)	(778)	0	(19,022)	No Major Variances.
	0	12,125	(21,815)	(33,940)	10	21,806	
Note A: Overspends in relation to: £2,675 Books, £15,841 Other Professional Fees for Locum Lawyer, this is to be offset by employee cost underspend. Other minor variances totalling (£1,499).							
Ad Finance, Assets & Legal							
Employee Costs	91,814	30,600	31,307	707	375	60,132	No Major Variances.
Transport Related Expenditure	1,213	407	321	(86)	0	892	No Major Variances.
Supplies & Services	300	100	13	(87)	0	287	No Major Variances.
Support Services	(93,327)	(31,097)	(31,108)	(11)	0	(62,219)	No Major Variances.
Income	0	0	0	0	0	0	No Major Variances.
	0	10	533	523	375	(908)	
Total Finance Assets & Legal	4,918,202	1,608,360	(144,517)	(1,752,877)	333,635	4,729,085	

Service Area Summaries P4 2023/24

Resources

Organisational Resources

	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Immediate Commitments	Remaining Budget	Explanation for Major Variances.
	£	£	£		£	£	
Car Parking							
Premises	640,665	441,540	380,847	(60,693)	72,193	187,625	See Note A.
Supplies & Services	371,000	102,238	(180,854)	(283,092)	443,714	108,141	See Note B.
Support Services	187,090	69,017	69,036	19	0	118,054	No Major Variances.
Capital Financing Costs	75,820	25,264	25,264	0	0	50,556	No Major Variances.
Income	(3,032,799)	(1,062,046)	(1,081,703)	(19,657)	0	(1,951,096)	See Note C.
	(1,758,224)	(423,987)	(787,411)	(363,424)	515,907	(1,486,720)	
Note A: (£17,652) variable billing invoices outstanding from contractor in relation to Grounds Maintenance. (£42,875) Business rates underspend. £5,309 Electricity costs higher than budgeted. Other minor variances totalling (£5,475).							
Note B: (£223,962) 22/23 Management fee accrual not yet paid. (£60,438) Quarter 1 23/24 management fee not yet invoiced. £7,118 Contractor payments for cleansing contract. Other minor variances totalling (£5,810).							
Note C: (£17,565) Unbudgeted Electric Vehicle Charging Point income. (£7,213) Cash income. £5,000 22/23 accrual in relation to Management Fee for Millers Walk.							
It - Support Services							
Employee Costs	927,631	306,444	251,778	(54,666)	850	675,003	Employee costs due to vacancies.
Transport Related Expenditure	1,000	336	48	(288)	0	952	No Major Variances.
Supplies & Services	893,520	161,976	158,902	(3,074)	82,124	652,494	See Note A.
Support Services	(1,950,129)	(649,866)	(650,068)	(202)	0	(1,300,061)	No Major Variances.
Capital Financing Costs	127,978	42,644	42,644	0	0	85,334	No Major Variances.
Income	0	0	(2,592)	(2,592)	0	2,592	Sale of equipment.
	0	(138,466)	(199,288)	(60,822)	82,974	116,314	
Note A: (£3,789) accrual in relation to Adept Technology awaiting invoice. Although computer purchases do not have a YTD Variance we are expecting a full year effect of around £40,000 this is due to a number of software components being purchases by service areas without ICT being aware of the ongoing cost and commitment. Inflation costs have also been greater than predicted for some software.							
Poppyfields							
Premises	3,114	159	140	(19)	515	2,459	No Major Variances.
Supplies & Services	19,700	3,768	3,962	194	0	15,738	No Major Variances.
Support Services	22,770	7,593	7,592	(1)	0	15,178	No Major Variances.
	45,584	11,520	11,694	174	515	33,376	
Property Services							
Employee Costs	610,524	194,615	194,481	(134)	5,520	410,523	No Major Variances.
Premises	0	0	4,222	4,222	3,494	(7,716)	See Note A.
Transport Related Expenditure	29,431	6,469	6,804	335	0	22,627	No Major Variances.
Supplies & Services	25,085	3,216	6,928	3,712	45,125	(26,988)	Upgrading works to Concerto System.
Support Services	(712,795)	(237,478)	(237,588)	(110)	0	(475,207)	No Major Variances.
Capital Financing Costs	47,755	15,916	15,916	0	0	31,839	No Major Variances.
Income	0	0	1,308	1,308	0	(1,308)	22/23 Accrual outstanding from Cromer Town Council in relation to water leak at North Lodge Park.
	0	(17,262)	(7,930)	9,332	54,139	(46,209)	
Note A: Repairs and Maintenance spend that has no budget, mainly in relation to Skip Hire, Waste collection/Hire, NNDC Labour in relation to Elections and Support for 60's Weekend.							
Playgrounds							
Premises	29,135	9,711	18,923	9,212	24,149	(13,936)	See Note A.
Supplies & Services	63,500	24,125	24,038	(87)	33,649	5,813	No Major Variances.
Support Services	54,070	18,024	18,028	4	0	36,042	No Major Variances.
Income	0	0	(7,815)	(7,815)	0	7,815	Contribution towards installation of accessible roundabout Cromer Road, Sheringham.
	146,705	51,860	53,174	1,314	57,798	35,733	
Note A: Overspends in relation to: £6,606 Zip Line at Sadlers Wood Playground and £2,113 Higher contractor payments in relation to Grounds Maintenance.							
Amenity Lighting							
Premises	37,875	5,624	7,334	1,710	3,832	26,709	Electricity higher than budgeted.
Support Services	29,980	9,997	10,000	3	0	19,980	No Major Variances.
	67,855	15,621	17,334	1,713	3,832	46,689	
Community Centres							
Premises	10,520	1,642	1,230	(412)	241	9,050	No Major Variances.
Support Services	18,140	6,050	6,048	(2)	0	12,092	No Major Variances.
	28,660	7,692	7,278	(414)	241	21,142	
Tic'S							
Employee Costs	75,138	25,044	26,750	1,706	0	48,388	No Major Variances.
Premises	16,604	8,037	10,791	2,754	5,856	(43)	Heating repairs instructed by Property Services.
Transport Related Expenditure	85	29	0	(29)	0	85	No Major Variances.
Supplies & Services	18,370	6,135	3,003	(3,132)	6,297	9,071	No Major Variances.
Support Services	54,820	18,290	18,280	(10)	0	36,540	No Major Variances.
Capital Financing Costs	6,040	2,014	2,016	2	0	4,024	No Major Variances.
Income	(30,170)	(10,056)	(10,115)	(59)	0	(20,055)	No Major Variances.
	140,887	49,493	50,724	1,231	12,153	78,010	
Cromer Pier							
Premises	209,667	53,707	38,814	(14,893)	7,890	162,963	Waiting for final insurance invoices from Zurich.
Supplies & Services	4,000	1,335	0	(1,335)	0	4,000	No Major Variances.
Support Services	106,990	35,661	35,660	(1)	0	71,330	No Major Variances.
Capital Financing Costs	20,737	6,912	6,912	0	0	13,825	No Major Variances.
	341,394	97,615	81,386	(16,229)	7,890	252,118	

	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Immediate Commitments	Remaining Budget	Explanation for Major Variances.
	£	£	£		£	£	
Public Conveniences							
Premises	700,772	248,714	283,916	35,202	321,012	95,844	See Note A .
Supplies & Services	38,250	10,588	11,823	1,235	5,233	21,195	No Major Variances.
Transfer Payments	14,175	0	0	0	0	14,175	No Major Variances.
Support Services	214,450	71,467	71,484	17	0	142,966	No Major Variances.
Capital Financing Costs	82,028	27,332	27,332	0	0	54,696	No Major Variances.
Income	0	0	(7,707)	(7,707)	0	7,707	Insurance claim income.
	1,049,675	358,101	386,847	28,746	326,245	336,583	
Note A: £32,370 Higher contractor payments in relation to Contract Cleaning. £8,991 Electricity higher than budgeted. Other minor variances totalling (£6,159).							
IT Business Support							
Employee Costs	138,675	44,079	45,122	1,043	0	93,553	No Major Variances.
Support Services	398,690	132,868	132,908	40	0	265,782	No Major Variances.
	537,365	176,947	178,030	1,083	0	359,335	
Reprographics							
Employee Costs	46,853	15,618	15,441	(177)	0	31,412	No Major Variances.
Transport Related Expenditure	250	84	0	(84)	0	250	No Major Variances.
Supplies & Services	35,290	5,481	5,844	363	0	29,446	No Major Variances.
Support Services	(78,393)	(26,114)	(26,128)	(14)	0	(52,265)	No Major Variances.
Income	(4,000)	(1,335)	(1,366)	(31)	0	(2,634)	No Major Variances.
	0	(6,266)	(6,209)	57	0	6,209	
Customer Services - Corporate							
Employee Costs	951,854	317,175	277,119	(40,056)	0	674,735	Employee costs due to vacancies.
Transport Related Expenditure	2,300	768	920	152	0	1,380	No Major Variances.
Supplies & Services	74,867	10,570	(3,573)	(14,143)	22,508	55,932	(£10,710) 22/23 Accrual in relation to C3 Development. Other minor variances totalling (£3,433).
Support Services	(1,065,827)	(355,158)	(355,206)	(48)	0	(710,621)	No Major Variances.
Capital Financing Costs	54,056	18,012	18,012	0	0	36,044	No Major Variances.
Income	(17,250)	(9,226)	(13,399)	(4,173)	0	(3,851)	Service charge income higher than budgeted.
	0	(17,859)	(76,127)	(58,268)	22,508	53,619	
Ad Organisational Resources							
Employee Costs	87,950	29,308	29,522	214	0	58,428	No Major Variances.
Transport Related Expenditure	1,194	400	321	(79)	0	873	No Major Variances.
Supplies & Services	100	36	0	(36)	0	100	No Major Variances.
Support Services	(89,244)	(29,731)	(29,740)	(9)	0	(59,504)	No Major Variances.
Income	0	0	0	0	0	0	No Major Variances.
	0	13	103	90	0	(103)	
Total Organisational Resources	599,901	165,022	(290,394)	(455,416)	1,084,201	(193,906)	
Total Resources	5,518,103	1,773,382	(434,911)	(2,208,293)	1,417,836	4,535,179	

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Capital Programme - Budget Monitoring 2023/24 - Period 4

<u>Scheme</u>	Scheme Total Approval	Pre 2023/24 Actual Expenditure	Updated Budget	Expenditure (Actuals) to P4	Budget	Budget	Budget	Budget
	£		2023/24 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	2027/28 £
Boosting Business Sustainability and Growth								
Rocket House	1,077,084	40,248	1,036,836	15,681	0	0	0	0
Collectors Cabin	30,000	5,760	24,240	0.00	0	0	0	0
Cornish Way Industrial Units	170,000	29,880	110,120	50,892	0	0	0	0
Fakenham Connect/Crinkle Crankle Wall	229,668	7,239	222,430	150,776	0	0	0	0
North Walsham Heritage Action Zone	3,120,000	2,745,878	374,122	224,894	0	0	0	0
Public Conveniences (Fakenham & Wells)	535,362	707,340	(171,978)	314,560	0	0	0	0
Public Conveniences Sheringham & North Walsham	500,000	79,058	420,942	39,167	0	0	0	0
Changing Places Toilets	300,000	0	300,000	0	0	0	0	0
Unit 1 & 2, Surf Lifesaving School, Cromer Promenade	55,000	0	55,000	0	0	0	0	0
Purchase of Property Services Vehicles	25,000	10,465	14,535	1,649	0	0	0	0
Fakenham Urban Extension	1,800,000	20,000	1,780,000	0	0	0	0	0

Capital Programme - Budget Monitoring 2023/24 - Period 4

<u>Scheme</u>	Scheme Total Approval	Pre 2023/24 Actual Expenditure	Updated Budget	Expenditure (Actuals) to P4	Budget	Budget	Budget	Budget
	£	£	2023/24 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	2027/28 £
Property Acquisitions	710,000	5,216	704,784	0	0	0	0	0
Chalet Refurbishment	125,000	0	125,000	0	0	0	0	0
Marrams Repair	50,000	0	50,000	0	0	0	0	0
Red Lion Roof	30,000	0	30,000	0	0	0	0	0
Car Parks refurbishment	311,000	0	311,000	0	0	0	0	0
Cromer Office LED Lighting Programme	150,000	58,403	91,597	89	0	0	0	0
Marrams Footpath and Lighting	50,000	New	50,000	0	0	0	0	0
Public Conveniences - Albert Street, Holt	370,000	New	370,000	0	0	0	0	0
Catfield Industrial Units - Net Zero works	30,000	New	30,000	0	0	0	0	0
UK Shared Prosperity Fund	265,551	New	75,551	0	190,000	0	0	0
Rural England Prosperity Fund	1,457,851	New	364,463	0	1,093,388	0	0	0
			6,368,641	797,706	1,283,388	0	0	0

Capital Programme - Budget Monitoring 2023/24 - Period 4

<u>Scheme</u>	Scheme Total Approval	Pre 2023/24 Actual Expenditure	Updated Budget	Expenditure (Actuals) to P4	Budget	Budget	Budget	Budget
	£		2023/24	2023/24	2024/25	2025/26	2026/27	2027/28
			£	£	£	£	£	£
Local Homes for Local Need								
Disabled Facilities Grants	1,357,527	Annual Programme	1,357,527	184,784	0	0	0	0
Compulsory Purchase of Long Term Empty Properties	630,000	195,706	434,294	0	0	0	0	0
Community Housing Fund	1,585,160	876,999	708,161	180,000	0	0	0	0
Provision of Temporary Accommodation	2,175,500	1,192,902	982,598	426,431	0	0	0	0
S106 Enabling	2,500,000	0	1,600,000	0	300,000	300,000	300,000	0
Loans to Housing Providers	600,000	150,000	300,000	0	150,000	0	0	0
Local Authority Housing Fund	1,040,000	New	1,040,000	0	0	0	0	0
			6,422,580	791,215	450,000	300,000	300,000	0

Capital Programme - Budget Monitoring 2023/24 - Period 4

<u>Scheme</u>	Scheme Total Approval	Pre 2023/24 Actual Expenditure	Updated Budget	Expenditure (Actuals) to P4	Budget	Budget	Budget	Budget
	£	£	2023/24 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	2027/28 £
Climate, Coast and the Environment								
Cromer Coast Protection Scheme	8,822,001	5,505,065	3,316,936	11,290	0	0	0	0
Coastal Erosion Assistance	90,000	58,009	31,991	0	0	0	0	0
Coastal Adaptations	247,493	2,503	244,990	0	0	0	0	0
Mundesley - Refurbishment of Coastal Defences	3,221,000	460,073	2,760,927	20,146	0	0	0	0
Sea Palling Ramp	10,000	350	9,650	0	0	0	0	0
Replacement of Flood Gates at Cable Gap Bacton, The Ship Bacton & Walcott Post Office	45,500	0	45,500	0	0	0	0	0
Countryside Machinery	38,465	7,249	31,216	28,139	0	0	0	0
Coastal Management Fund	950,000	103,000	147,000	0	200,000	250,000	250,000	0
Coastwise	1,015,000	55,042	959,958	0	0	0	0	0
			7,548,168	59,575	200,000	250,000	250,000	0

Capital Programme - Budget Monitoring 2023/24 - Period 4

<u>Scheme</u>	Scheme Total Approval	Pre 2023/24 Actual Expenditure	Updated Budget	Expenditure (Actuals) to P4	Budget	Budget	Budget	Budget
	£	£	2023/24 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	2027/28 £
Quality of Life								
Cromer Pier - Steelworks and Improvements to Pavilion Theatre	1,378,549	802,462	576,087	265,119	0	0	0	0
3G Facility at North Walsham/Fakenham	860,000	12,430	847,570	0	0	0	0	0
Cromer 3G Football Facility	1,000,000	0	1,000,000	0	0	0	0	0
The Reef Leisure Centre	12,861,000	12,560,273	300,727	5,790	0	0	0	0
Sheringham Enabling Land	110,000	31,323	78,677	0	0	0	0	0
Green Road Football Facility	60,000	9,780	50,220	0	0	0	0	0
Holt Country Park	150,000	0	150,000	0	0	0	0	0
			3,003,281	270,909	0	0	0	0

Capital Programme - Budget Monitoring 2023/24 - Period 4

<u>Scheme</u>	Scheme Total Approval	Pre 2023/24 Actual Expenditure	Updated Budget	Expenditure (Actuals) to P4	Budget	Budget	Budget	Budget
	£	£	2023/24 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	2027/28 £
Customer Focus and Financial Sustainability								
Administrative Buildings	250,570	241,702	8,868	0	0	0	0	0
Purchase of Bins	100,000	Annual Programme	100,000	54,615	20,000	20,000	20,000	0
User IT Hardware Refresh	60,000	Annual Programme	60,602	300	60,000	60,000	60,000	0
Storage Hardware	60,000	42,430	17,570	0	0	0	0	0
Members IT	90,000	63,451	26,549	1,032	0	0	0	0
Electric Vehicle Charging Points	248,600	215,283	33,317	0	0	0	0	0
Waste Vehicles	4,734,000	4,049,954	684,046	0	0	0	0	0
Backup Network Upgrade	14,000	0	14,000	0	0	0	0	0
Fire Wall Replacements	36,000	32,490	3,510	0	0	0	0	0
Refurbishment of IT Training Room	15,000	0	15,000	0	0	0	0	0
Financial Management System	230,000	226,966	3,034	0	0	0	0	0
The Reef Solar Carport	596,000	17,551	578,449	243,949	0	0	0	0
Recruitment Software	35,050	0	35,050	0	0	0	0	0

Capital Programme - Budget Monitoring 2023/24 - Period 4

<u>Scheme</u>	Scheme Total Approval	Pre 2023/24 Actual Expenditure	Updated Budget	Expenditure (Actuals) to P4	Budget	Budget	Budget	Budget
	£	£	2023/24 £	2023/24 £	2024/25 £	2025/26 £	2026/27 £	2027/28 £
Printer Replacement	48,000	45,497	2,503	0	0	0	0	0
Network Hardware Replacement	100,000	91,119	8,881	0	0	0	0	0
Server Replacement	100,000	0	100,000	0	0	0	0	0
Folding Machine Laminator	24,500	1,620	22,880	0	0	0	0	0
Fire Sensors/Modern Alarm system in Cromer Offices	150,000	0	150,000	0	0	0	0	0
Digital Mailroom Scanners	20,000	4,383	15,617	0	0	0	0	0
Environmental Health Noise Equipment	18,372	0	18,372	0	0	0	0	0
			1,898,250	299,895	80,000	80,000	80,000	0
			25,240,919	2,219,301	2,013,388	630,000	630,000	0

Capital Programme - Budget Monitoring 2023/24 - Period 4

<u>Scheme</u>	Scheme Total Approval	Pre 2023/24 Actual Expenditure	Updated Budget	Expenditure (Actuals) to P4	Budget	Budget	Budget	Budget
			2023/24	2023/24	2024/25	2025/26	2026/27	2027/28
	£		£	£	£	£	£	£
Capital Programme Financing			2023/24		2024/25	2025/26	2026/27	2027/28
Grants			10,838,362		1,283,388	0	0	0
Other Contributions			2,620,000		300,000	300,000	300,000	0
Asset Management Reserve			133,523		0	0	0	0
Major Repairs Reserve			222,430		0	0	0	0
Invest to Save Reserve			0		0	0	0	0
Delivery Plan Reserve			1,458,449		0	0	0	0
Capital Projects Reserve			916,004		0	0	0	0
Housing Reserve			764,186		0	0	0	0
Benefit Reserve			0		0	0	0	0
Grants Reserve			0		0	0	0	0
Environmental Health Reserve			18,372					
Revenue Contribution to Capital (RCCO)			50,000		0	0	0	0
Capital Receipts			7,884,593		430,000	330,000	140,000	80,000
Internal / External Borrowing			335,000		0	0	190,000	(80,000)
TOTAL FINANCING			25,240,919		2,013,388	630,000	630,000	0

Reserve	Purpose and Use of Reserve	Balance 01/04/22	Outturn Movement 2022/23	Balance 01/04/23	Updated Budget Movement 2023/24	Balance 01/04/24	Budgeted Movement 2024/25	Balance 01/04/25	Budgeted Movement 2025/26	Balance 01/04/26	Budgeted Movement 2026/27	Balance 01/04/27
		£	£	£	£	£	£	£	£	£	£	£
General Fund - General Reserve	A working balance and contingency, current recommended balance is £2.1 million.	2,945,866	(296,445)	2,649,421	(356,461)	2,292,960	(9,298)	2,283,662	0	2,283,662	0	2,283,662
Earmarked Reserves:												
Capital Projects	To provide funding for capital developments and purchase of major assets.	555,618	0	555,618	(400,000)	155,618	0	155,618	0	155,618	0	155,618
Asset Management	To support improvements to our existing assets as identified through the Asset Management Plan.	882,030	(35,923)	846,107	0	846,107	0	846,107	0	846,107	0	846,107
Benefits	To be used to mitigate any claw back by the Department of Works and Pensions following final subsidy determination. Timing of the use will depend on audited subsidy claims. Also included in this allocation are service specific grants for service improvements that have not yet been offset by expenditure.	749,248	(23,426)	725,822	(111,305)	614,517	0	614,517	0	614,517	0	614,517
Building Control	Building Control surplus ring-fenced to cover any future deficits in the service.	224,115	0	224,115	(89,690)	134,425	(53,529)	80,896	(53,529)	27,367	0	27,367
Business Rates	To be used for the support of local businesses and to mitigate impact of final claims and appeals in relation to business rates retention scheme.	4,256,294	(594,997)	3,661,297	(1,278,268)	2,383,029	(18,000)	2,365,029	(18,000)	2,347,029	(18,000)	2,329,029
Coast Protection	To support the ongoing coast protection maintenance programme and carry forward funding between financial years.	299,889	202,543	502,432	0	502,432	0	502,432	0	502,432	0	502,432
Communities	To support projects that communities identify where they will make a difference to the economic and social wellbeing of the area.	569,776	(163,226)	406,550	(275,000)	131,550	0	131,550	0	131,550	0	131,550
Delivery Plan	To help achieve the outputs from the Corporate Plan and Delivery Plan.	4,326,421	(1,202,392)	3,124,029	(1,289,413)	1,834,616	(424,860)	1,409,756	(10,000)	1,399,756	(10,000)	1,389,756
Economic Development and Regeneration	Earmarked from previous underspends within Economic Development and Regeneration Budgets.	197,621	34,800	232,421	(44,800)	187,621	(10,000)	177,621	(10,000)	167,621	0	167,621
Election Reserve	Established to meet costs associated with district council elections, to smooth the impact between financial years.	103,000	83,015	186,015	(133,015)	53,000	50,000	103,000	50,000	153,000	50,000	203,000
Enforcement Works	Established to meet costs associated with district council enforcement works including buildings at risk .	90,125	(29,635)	60,490	0	60,490	0	60,490	0	60,490	0	60,490
Environmental Health	Earmarking of previous underspends and additional income to meet Environmental Health initiatives.	311,193	183,283	494,476	(16,000)	478,476	0	478,476	0	478,476	0	478,476
Environment Reserve	To fund expenditure relating to the Council's Green Agenda.	150,000	0	150,000	0	150,000	0	150,000	0	150,000	0	150,000

Reserves Statement 2023/24 Monitoring

Reserve	Purpose and Use of Reserve	Balance 01/04/22	Outturn Movement 2022/23	Balance 01/04/23	Updated Budget Movement 2023/24	Balance 01/04/24	Budgeted Movement 2024/25	Balance 01/04/25	Budgeted Movement 2025/26	Balance 01/04/26	Budgeted Movement 2026/27	Balance 01/04/27
		£	£	£	£	£	£	£	£	£	£	£
Grants	Revenue Grants received and due to timing issues not used in the year.	2,357,656	262,700	2,620,356	0	2,620,356	0	2,620,356	0	2,620,356	0	2,620,356
Housing	Previously earmarked for stock condition survey and housing needs assessment. Also now contains the balance of the Housing Community Grant funding received in 2016/17.	2,107,358	166,678	2,274,036	(555,899)	1,718,137	(189,179)	1,528,958	(52,897)	1,476,061	(54,046)	1,422,015
Land Charges	To mitigate the impact of potential income reductions.	339,152	0	339,152	0	339,152	0	339,152	0	339,152	0	339,152
Legal	One off funding for Compulsory Purchase Order (CPO) work and East Law Surplus.	124,323	(30,871)	93,452	(31,745)	61,707	(31,745)	29,962	0	29,962	0	29,962
Major Repairs Reserve	To provide provision for the repair and maintenance of the councils asset portfolio.	329,207	258,772	587,979	0	587,979	0	587,979	0	587,979	0	587,979
Net Zero Initiatives	to support the Councils Net Zero programme	0	500,000	500,000	0	500,000	0	500,000	0	500,000	0	500,000
New Homes Bonus (NHB)	Established for supporting communities with future growth and development and Plan review*	222,543	0	222,543	(178,000)	44,543	0	44,543	30	44,573	(18,000)	26,573
Organisational Development	To provide funding for organisation development to create capacity within the organisation, including the provision and support for apprenticeships and internships.	173,097	(17,873)	155,224	(42,742)	112,482	(7,860)	104,622	0	104,622	0	104,622
Pathfinder	To help Coastal Communities adapt to coastal changes.	89,566	0	89,566	0	89,566	0	89,566	0	89,566	0	89,566
Planning	Additional Planning income earmarked for Planning initiatives including Plan Review.	217,926	198,965	416,891	(178,965)	237,926	50,000	287,926	50,000	337,926	50,000	387,926
Restructuring & Invest to Save Proposals	To fund one-off redundancy and pension strain costs and invest to save initiatives. Transfers from this reserve will be allocated against business cases as they are approved. Timing of the use of this reserve will depend on when business cases are approved.	898,995	(234,987)	664,008	0	664,008	0	664,008	0	664,008	0	664,008
Treasury	To smooth impacts on the Revenue account of movement in fair value changes of the Councils holdings in Pooled Funds	500,000	0	500,000	0	500,000	0	500,000	0	500,000	0	500,000
Total Reserves		23,021,019	(739,019)	22,282,000	(4,981,303)	17,300,697	(644,471)	16,656,226	(44,396)	16,611,830	(46)	16,611,784

INVESTMENT RETURN 2023/24

Period 4

	Average Amount Invested	Interest Receivable	Rate
Term Deposits & Bonds	8,372,500	123,570	4.42
Pooled Funds	22,581,271	497,482	6.59
Non-Treasury (Housing Loans)	2,243,457	43,621	5.82
Total	33,197,228	664,673	5.99

Term Deposits (Inc MMFs)	7,275,000	123,570.18	5.08
Pooled Funds	22,581,271	497,481.90	6.59
Non-Treasury (BHA)	2,019,235	40,923.00	3.80
Non-Treasury (Homes for Wells 1)	155,283	2,698.00	3.00
Total Non-Treasury	2,174,518	43,621.00	6.00
	32,030,789	664,673.08	6.21

Short-Term Investments	123,570.18
Long-Term Investments	541,102.90
	664,673.08

Full Year Budget		
10,000,000	382,300	3.82%
22,000,000	1,069,200	4.86%
2,190,880	81,936	3.74%
34,190,880	1,533,436	4.48

	Principle	Interest	Rate of Return
Treasury Investments Breakdown			
Cash plus funds	0	0	0.00
Short-dated bond funds	1,011,511	8,670	2.56
Strategic bond funds	5,000,000	74,433	4.45
Equity income funds	5,569,760	159,299	8.56
Property funds	5,000,000	143,374	8.58
Multi asset income funds	6,000,000	111,706	5.57
Total Pooled Fund Investments	22,581,271	497,482	6.59
Money Market Funds	7,275,000	123,570	5.08
Total Treasury Investments	29,856,271	621,052	6.22

	Principle	Interest	Rate of Return
Loans for Service Investments Breakdown			
Loan to BHA	2,019,235	40,923.00	3.80
Loan to Homes for Wells	155,283	2,698.00	3.00
Total Loans	2,174,518	43,621	6.00

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DEBT RECOVERY 2022-23	
Executive Summary	<p>This is an annual report detailing the council's collection performance and debt management arrangements for 2022/23</p> <p>The report includes a:</p> <ul style="list-style-type: none"> ▪ A summary of debts written off in each debt area showing the reasons for write-off and values. ▪ Collection performance for Council Tax and Non- Domestic Rates. ▪ Level of arrears outstanding ▪ Level of provision for bad and doubtful debts
Options considered	To leave the write off limits as they currently are allowing team leaders to write off up to £2k and the Revenues Manger up to £10k or to increase these to a higher figure.
Consultation(s)	Your report must include details of any internal or external consultation processes undertaken. If consultation has not been necessary – state, why
Recommendations	<p>This is a recommendation to Full Council.</p> <ol style="list-style-type: none"> 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.
Reasons for recommendations	Recommendations 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.
Background papers	Corporate Debt Management and Recovery Policy Appendix 1, Debt Write Off Policy Appendix 2 and Enforcement Agent Code of Practice and Enforcement Agent Instructions Appendix 3.

Wards affected	All wards
Cabinet member(s)	Lucy Shires
Contact Officer	Sean Knight Revenues Manger Sean.Knight@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	List here which corporate plan priorities (if any) that your proposals are linked to

Medium Term Financial Strategy (MTFS)	Maximises Income of revenues.
Council Policies & Strategies	Corporate Debt Management and Recovery Policy and Debt Write Off Policy

Corporate Governance:	
Is this a key decision	Yes.
Has the public interest test been applied	Yes.
Details of any previous decision(s) on this matter	September 2022, 2021/22, Debt Report.

1. Purpose of the report

This is an annual report detailing the council's collection performance and debt management arrangements for 2022/23.

The report includes a:

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

2. Introduction & Background

Introduction

The Corporate Debt Management annual report is one of the performance managements measures to provide members with outturn figures for 2021/22 for the following:

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

Background

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

3. Proposals and Options

Performance

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

Table 1

Income Area	Year/Date	Total Arrears on 31 st March All Years (after write offs) * (£)	Current Years Arrears Included (After write – offs) ** (£)	% Of Current Arrears v Net Debit	Provision for Bad/Doubtful Debt for all years (£)
Council Tax	2019/20	2,599,769	1,192,173	1.60%	863,985
	2020/21	3,451,400	1,610,836	2.10%	1,155,777
	2021/22	3,654,527	1,548,794	1.90%	1,272,071
	2022/23	4,115,165	1,546,928	1.68%	1,439,591

Table 2

Income Area	Year/Date	Total Arrears on 31 st March All Years (after write offs) * (£)	Current Years Arrears Included (After write – offs) ** (£)	% Of Current Arrears v Net Debit	Provision for Bad/Doubtful Debt for all years (£)
NDR	2019/20	1,655,968	724,063	2.60%	958,258
	2020/21	410,374	179,520	1.40%	243,423
	2021/22	393,786	106,462	0.56%	254,611
	2022/23	329,183	201,357	0.82%	211,375

*This is the cumulative arrears (excludes costs) for all years.

** This is the arrears figure as at 31/3/2023. Collection of the 2022/23 debt is ongoing and £437k council tax and £156k NDR has been collected since 7 August 2023 against the previous 2022/23 year's arrears.

The table below shows the level of sundry debt outstanding at the year-end. For 2022/23, this will exclude the residue of Housing Benefit Overpayments, which is shown separately.

Table 3

Income Area	Year	Total Arrears on 31st March All Years (after write offs) (£)	Net Debit Raised End of Year (£)	% Outstanding against debit at year end	Provision for Bad/Debt for all
-------------	------	--	----------------------------------	---	--------------------------------

					years (£)
Sundry Income	2019/20	610,999	22,839,235	2.68%	78,407
	2020/21	1,111,194	5,585,812	19.89%	210,170
	2021/22	643,957	7,085,105	9.09%	189,373
	2022/23	1,059,575	7,470,570	14.20%	254,248

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

The table below shows the breakdown of 2022/23 residual housing benefit overpayments in finance and the level of housing benefit overpayments in Benefits outstanding at the year-end.

Table 4

Income Area	Year	Total Arrears on 31st March All Years (after write offs) (£)	Net Debit Raised End of Year (£)	% Outstanding against debit at year end	Provision for Bad/Debt for all years (£)
Sundry Income Residual Housing Benefit Overpayments (in Finance)	2020/21	75,581	0.00	100%	72,926
	2021/22	67,028	0.00	100%	64,810
	2022/23	43,295	0.00	100%	19,115
Housing Benefit Overpayments (put to invoice in the Benefits Service)	2020/21	769,139	147,641	88.06%	549,075
	2021/22	670,571	135,492	74.21%	711,593
	2022/23	658,130	256,716	70.87%	395,822

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

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

Table 5

Income Area	Year/Date	Net Collectable Debit (£)	Number of Accounts	Average Amount per Account (after adjustments) (£)	Total of all Years Arrears (£)
Council Tax	2019/20	74,697,433	55,169	1,354	2,599,769
	2020/21	77,133,527	55,463	1,391	3,451,400
	2021/22	81,511,373	55,825	1,460	3,654,527
	2022/23	91,952,456	55,804	1,648	4,037,735
NDR	2019/20	27,870,878	7,652	3,642	1,655,968
	2020/21	12,809,134	7,879	1,626	410,374
	2021/22	19,105,144	8,158	2,342	393,786
	2022/23	24,700,970	8,327	2,966	329,183
Sundry Income	2019/20	5,585,812	5,364	1,041	1,111,194
	2020/20	5,585,812	5,364	1,041	1,111,194
	2021/22	7,085,105	5,637	1,257	657,258
	2022/23	7,470,570	5,733	1,303	1,059,575

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

The Provision for Bad/Debt for Sundry Income for all years is £414,937 which includes (£19,115 + £395,822 see table 4) for housing benefit overpayments. £658,130 is the level of housing benefit overpayments in the Benefit Service and £43,295 is the residual housing benefit overpayments in the Finance.

The table below shows the breakdown of 2022/23 residual housing benefit overpayments in finance and the level of housing benefit overpayments in Benefits outstanding at the year-end.

Table 6

Income Area	Year/Date	Net Collectable Debit (£)	Number of Accounts	Average Amount per Account (after adjustments) (£)	Total of all Years Arrears (£)
-------------	-----------	---------------------------	--------------------	--	--------------------------------

Sundry Income (residual Housing Benefit overpayments in finance).	2020/21	58,486	12	4,874	58,486
	2021/22	53,727	12	4,477	53,727
	2022/23	43,295	11	3,936	43,295
Housing Benefit overpayments put to invoice in the Benefits Service.	2020/21	873,380	538	1,623	769,139
	2021/22	768,149	483	1,590	670,571
	2022/23	674,481	352	1,916	658,130

Table 7

Income Area	2018/19	2019/20	2020/21	2021/22	2022/23	Target 2022/23
Council Tax	98.72%	98.51%	98.01%	98.1	98.27	98.20%
NNDR	99.15%	97.32%	98.41%	99.24	99.25	99.20%

There have been several changes over the past few years that have affected council tax charges. From April 2013, support for council tax was localised. The Government reduced the level of funding that it had previously provided to cover the cost of the support (council tax benefit). All those of working age who had previously been on 100% benefit had to pay a minimum of 8.5%. In addition, some people on benefits were also affected by other welfare reform changes – e.g., under occupation of properties in the social sector, the benefit cap, and Universal Credit, putting additional pressure on incomes. In addition to the welfare, changes there were several technical changes to council tax. These included an increase in the charge for empty properties with additional premiums for those empty for more than two, five and ten years, a reduction in the second homes discounts and those properties undergoing structural repair and alteration. These changes affected the level of council tax to be collected and the ability of some residents to pay. The target for council tax collection continues to be challenging given the above.

There are no longer national indicators for the collection of Council Tax and Non-Domestic (Business) Rates. The performance indicator (PI) is retained as a local PI and continues to be monitored monthly. An important part of debt management is to ensure that bills are sent out accurately and timely and that council tax and business ratepayers are aware of any appropriate discounts, exemptions, reliefs, and benefit entitlement they may apply. Information is sent with the annual bills and is shown on our web site with service information being provided on these. The ongoing promotion of Direct Debit also forms an important part of debt management where 77% of council taxpayers are paying by direct debit and 29% of NNDR customers pay by direct debit.

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

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

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

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

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

3.1 Write-Offs

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

Table 8

Income Area	2019/20 (£)	2020/21 (£)	2021/22 (£)	2022/23 (£)

Council Tax	165,133	65,638	133,790	159,938.92
NNDR	45,671	94,863	3,957	49,223.64
Sundry Income only	9,248	9,962	12,595	35,077
Sundry Income (residual Housing Benefit overpayments in finance).	12,497	1,382	2,536	0
Housing Benefit overpayments put to invoice in the Benefits Service.	20,556	40,391	61,398	10,501.67

The table below details the category of debts that have been written off over the year 2022/23 (includes costs) for all years.

Table 9

Category	Council Tax (£)	NNDR (£)	Sundry Income (£)	Sundry Income (£) (residual Housing Benefit overpayments in finance)	Housing Benefit overpayments put to invoice in the Benefits Service (£)
Unable to collect Uneconomic/ bailiff unable to collect	-47	-8	Waiting for information from Finance.	Waiting for information from Finance.	2,658.79
Debtor deceased	11,269	0	As above.	As above.	3,334.94
Debtor absconded	94,548	10,278	As above.	As above.	2,893.68
Debtor in bankruptcy Or liquidation or other Insolvency proceedings	42,980	38,743	As above.	As above.	181.88
Disputed Liability Debt cannot be proved (conflict of evidence)	3,748	210	As above.	As above.	0.00
Ill health & no	3,860	0	As above.	As above.	1,349.23

means					
Undue hardship	52	0	As above.	As above.	83.15
Debt remitted by the Court	0	0	As above.	As above.	0.00
Irrecoverable	2,743	0	As above.	As above.	0.00
Detained/Prison	-246	0	As above.	As above.	0.00
Other	1,031	0	As above.	As above.	0.00
Totals	159,938	49,223	As above.	As above.	10,501.67

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

4. Corporate Priorities

This report is linked to the Corporate Plan under A Strong, Responsible and Accountable Council.

We will ensure the Council maintains a financially sound position, seeking to make best use of its staff resources, effective partnership working and maximising the opportunities of external funding and income.

We aim to provide effective and efficient delivery of the Revenues Service. Managing our finances to ensure best value for money, continuing a service improvement programme to ensure our services are delivered efficiently, providing services that are value for money and meet the needs of our residents , ensuring that strong governance is at the heart of all we do, creating a culture that empowers and fosters an ambitious, motivated workforce and exploring opportunities to work further with stakeholders and partner organisations.

5. Financial and Resource Implications

There are no resource implications here.

Comments from the S151 Officer:

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

6. Legal Implications

There are no legal implications here.

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.

7. Risks

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

8. Net Zero Target

This report does not raise any issues relating to the Net Zero target.

9. Equality, Diversity & Inclusion

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

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

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

10. Community Safety issues

This report does not raise any issues relating to the community safety issues.

11. Conclusion and Recommendations

This is an annual report detailing the council's collection performance and debt management arrangements for 2022/23

The report includes a:

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

This is a recommendation to Full Council.

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.

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

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CORPORATE DEBT MANAGEMENT AND RECOVERY POLICY

INTRODUCTION

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

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

The following policies have been prepared within this framework:

Debt Write -Off policy as shown in Appendix 2.

POLICY AIMS

The key aims of this policy are as follows:

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

SUPPORTING THE COUNCIL'S CORPORATE PRIORITIES

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

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

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

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

DEBTS COVERED BY THIS POLICY

The main section involved in debt recovery is Finance.

The debts involved are primarily:

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

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

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

THE LEGAL AND POLICY FRAMEWORK FOR RECOVERY

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

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

Local Taxation

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

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

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

Housing Benefits

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

Miscellaneous Income

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

THE POLICY

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

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

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

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

If a debtor fails to co-operate by:

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

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

LIMITATIONS ON DEBT RECOVERY

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

PROCEDURES AND TRAINING

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

MONITORING

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

Revised
10 August 2023.

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DEBT WRITE OFF POLICY

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

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

Appendix 2

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

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

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

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

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

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

Section Manager / Team Leader	up to £4,000
Head of Service / Revenues Manager	up to £20,000
Section 151 Officer or Deputy Section 151 Officer	up to £30,000
Director for Resources or Chief Executive in consultation with the Portfolio Member	over £30,000
16. The revenues manager will record all write-off decisions, and provide a summary to the Director for Resources. This will be available for further Scrutiny, for Audit purposes and for reporting to Cabinet.
17. The Director for Resources will submit an annual report to Cabinet identifying the following:
 - A summary of debts written off in each debt area showing reason for write-off, values and number of cases.
 - Collection performance for each service area
 - Level of arrears outstanding
 - Level of provision for bad and doubtful debts

Appendix 2

Reviewed 11 August 2023.

Enforcement Agent Code of Practice

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

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

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

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

The above figures are not including VAT.

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

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

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



1. General

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

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

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

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

2. ENFORCEMENT AGENT WORKING PRACTICES.

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

2.2 Work shall be issued to the Enforcement Agent electronically.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

COUNCIL'S SPECIAL ARRANGEMENT POLICY

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

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

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

Revised 10 August 2023

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Cromer Phase 2 and Mundesley Coastal Management Schemes	
Executive Summary	<p>The detailed design for the Schemes is now completed, the consenting process and further funding is progressing. We are in the process of reviewing the Construction Phase Proposal.</p> <p>This report is to give an update on the Schemes as well as recommending next steps.</p>
Options considered	<p>Option 1 - Do not proceed: This option would cease all progression of work and inform funding bodies to reallocate funds to other priorities. The communities of Cromer and Mundesley would not benefit from the coastal protection afforded by the schemes. Such an option would not deliver the intent of the Shoreline Management Plan policies for these locations. Option Discounted.</p> <p>Option 2 - Seek protection measures further to the proposal: This option would seek to delay delivery in order to seek to raise further funds for additional protection measures. This could inadvertently lead to the loss of the government grant and damage to the localities in the intervening years of seeking to make further arrangements. Given the current economic environment, if we were to delay these schemes any further, the costs of supplies and materials will continue to increase requiring significantly more funding from the Environment Agency. Option Discounted.</p> <p>Option 3 - Continue with proposed scheme: This option would see the continuation of the scheme as proposed, seeking to maximise on protection to communities and assets. Funding for the proposed scheme is available now including some funding from the EA to cover inflation costs. Recommended Option.</p>
Consultation(s)	<p>In October 2018 both the Cromer Phase 2 and Mundesley Coastal Management Schemes went to Cabinet and were granted support for the schemes to go ahead:</p> <ul style="list-style-type: none"> - support the approach outlined in progressing the delivery of the Mundesley Coastal Management Scheme - endorse the approach outlined in progressing the delivery of the Cromer Coast Protection Scheme Phase 2. <p>In February 2022 both the schemes returned to Cabinet for the below approvals:</p> <ul style="list-style-type: none"> - Support the continued approach of the Mundesley and Cromer Phase 2 Coastal Management Schemes. - Support of the appointment of Mott MacDonald to complete detailed design and consenting via the Dynamic Purchasing System and additional scope

	<p>identified to complete the supporting Environmental Impact Assessments.</p> <ul style="list-style-type: none"> - Approve construction via the Local Authority SCAPE framework. - Approve the submission of applications for consents and licences - Delegate to Director of Place and Climate Change with Portfolio Holder consultation to approve quotations, tenders, funding applications, access agreements and contractual appointments/variations to allow for timely progression of the schemes. <p>A communication and publicity plan has been put in place for these schemes, which outlines the ongoing and future communications with stakeholders and communities.</p> <p>The communication plan includes all the following groups:</p> <ol style="list-style-type: none"> 1) Monthly officer working group meetings 2) Monthly Major Project Board meetings 3) Local Liaison Group meetings - key milestones 4) Town and Parish Council meetings - key milestones 5) Statutory Bodies and Public Consultation for Marine Management Organisation (MMO) and Planning Licences – ongoing 6) Public Drop-In sessions held (7th and 8th March 2023) 7) Websites
Recommendations	<p>It is recommended that Cabinet resolves to:</p> <ol style="list-style-type: none"> 1) Confirm its continued support for the approach being taken in the delivery of the Mundesley and Cromer Phase 2 Coastal Management Schemes; <p>And that Cabinet recommends to Council, that it</p> <ol style="list-style-type: none"> 2) Approves an increase to the value of the Cromer and Mundesley coastal protection schemes from the £14.1m secured (but only £6.476m within the approved Capital Programme) to £25m within the Capital Programme, subject to the additional £10.5m from the Environment Agency (EA) as per applications dated August 2023. 3) Delegates the authority to Director of Place and Climate Change, in consultation with the Coastal Portfolio Holder, to approve quotations, tenders, access agreements and contractual appointments/variations as the schemes move to the Construction phase. 4) Approves 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 subject to the condition that there is agreement with the Coastal portfolio holder and

	<p>the Finance and Assets portfolio holder and a signed delegation form completed.</p> <p>5) If the full funding request for an additional £10.5m from the Environment Agency is not secured, agrees that the schemes are re-scoped to reflect the smaller scheme values.</p>
Reasons for recommendations	<p>To enable continued and timely progression for the Mundesley and Cromer Phase 2 Coastal Management Schemes.</p> <p>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.</p> <p>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 of the additional funding now being sought. If this is the case then approval for the schemes to be re-scoped is sought in advance to reduce any delays in delivery of the two schemes.</p>
Background papers	<p>In order to write this report the following documents were used:</p> <ul style="list-style-type: none"> - Project Appraisal Report (PAR) for the Cromer Phase 2 Scheme - Outline Business Case (OBC) for the Mundesley Coastal Management Scheme - Cabinet Reports, 2013/14, 2018 and 2022 - Feasibility report from Balfour Beatty - Preconstruction Report from Balfour Beatty - The Communications Plan

Wards affected	Cromer and Mundesley
Cabinet member(s)	Cllr. Harry Blathwayt
Contact Officer	<p>Tamzen Pope, Coastal Engineering and Operations Manager, 01263516171, Tamzen.pope@north-norfolk.gov.uk</p> <p>Fiona Keenaghan, Assistant Coastal Engineer, 01263516272, Fiona.keenaghan@north-norfolk.gov.uk</p>

Links to key documents: Comms plan to be shared once updated

Corporate Plan:	<p>The scheme will meet the following corporate objectives: Our greener future, our leading role in coastal adaptation.</p> <p>By reaching the above corporate objectives, the following should be achieved:</p> <ol style="list-style-type: none"> 1. A reduced risk of erosion along the Cromer frontage 2. Being able to maintain a suitable degree of protection against coastal erosion to the population and cliff-top properties and facilitate adaptation to the impacts of climate change 3. Being able to maintain a stable beach in front of the seawalls and a beach for as long as possible 4. Preservation of the amenity of the beach, including beach access 5. Being able to maintain the historic and visual character of the frontage
Medium Term Financial Strategy (MTFS)	<p>By undertaking the Schemes as soon as possible, the improved level of protection against coastal erosion should minimise the need to take any action and incur revenue expenditure over the medium term. So, whilst this will not result in revenue savings it will minimise the pressure on revenue budgets that might otherwise arise.</p>
Council Policies & Strategies	<p>These schemes contribute to the following Corporate Plan Objective:</p> <p>Protect and Transition our Coastal Environments</p> <ul style="list-style-type: none"> • Realising the opportunities of external funding to secure a sustainable future for our coastal communities through transition and adaptation responses. • Implementing the Cromer and Mundesley Coast Protection Schemes. • Continuing our programme of investment in coastal and resort infrastructure and amenities, building upon the progress made in recent years

Corporate Governance:	
Is this a key decision	Yes / No
Has the public interest test been applied	n/a

<p>Details of any previous decision(s) on this matter</p>	<p>Cabinet:</p> <p>February 2014:</p> <p>Budget for the Mundesley Scheme discussed and £307,000 contribution from NNDC towards the Scheme</p> <p>October 2018:</p> <ul style="list-style-type: none"> - support the approach outlined in progressing the delivery of the Mundesley Coastal Management Scheme - endorse the approach outlined in progressing the delivery of the Cromer Coast Protection Scheme Phase 2. <p>February 2022:</p> <ul style="list-style-type: none"> - Support the continued approach of the Mundesley and Cromer Phase 2 Coastal Management Schemes. - Support of the appointment of Mott MacDonald to complete detailed design and consenting via the Dynamic Purchasing System and additional scope identified to complete the supporting Environmental Impact Assessments. - Approve construction via the Local Authority SCAPE framework. - Approve the submission of applications for consents and licences - Delegate to Director of Place and Climate Change with Portfolio Holder consultation to approve quotations, tenders, funding applications, access agreements and contractual appointments/variations to allow for timely progression of the schemes.
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1. Purpose of the report

- 1.1 The detailed design phase for the Cromer and Mundesley Schemes has now been completed. We have entered the Technical Contract with Mott MacDonald for the Construction Phase to deal with all Technical Queries which may arise throughout construction. Pre-construction Phase is nearing the end with Balfour Beatty. We have received their project proposal for the Construction Phase. Legal, Procurement and the Coastal Management Team are currently reviewing the proposal. Cabinet agreed at its meeting on February 2022 Cabinet that we can enter into this Framework Agreement with Balfour Beatty for the Construction Phase.
- 1.2 The Planning and Marine Applications were submitted April 2023. We have completed the consultation period with the Statutory Bodies and are working through their responses.
- 1.3 To date the Environment Agency funding that has been secured is £6.206m (allocated against the spend included in the 2023/24 capital scheme) and a further £7.894m combined for the two schemes, thus totalling £14.100m. A further £10.500m is now being sought from the Environment Agency in relation to increased costs and inflation. The Environment Agency have

acknowledged these costs and have indicated that they may be able to cover these costs and a revised proposal has recently been submitted to the Agency. The total expenditure and funding sources for the two schemes are shown in the table below.

Scheme	Capital Budget 2023/24 £'m	Additional EA funding secured £'m	Additional EA funding applied for £'m	Total for the Schemes £'m
Expenditure:				
Cromer Coast Protection Scheme	3.516			
Mundesley - Refurbishment of Coastal Defences	2.960			
Total Expenditure	6.476	7.894	10.500	24.870
Funded by:				
Environment Agency	6.206	7.894	10.500	24.600
Mundesley Parish Council	0.020			0.020
Anglian Water	0.250			0.250
Total Funding	6.476	7.894	10.500	24.870

N.B. NNDC's contribution of £307k used to fund the capital expenditure on the Mundesley scheme in 2021/22.

- 1.4 Whilst additional funding of £7.894m has previously been secured from the Environment Agency, to take funding of the projects secured to date to a total of £14.370m, this figure has not as yet been included within the Council's agreed Capital Programme. Therefore Cabinet would need to agree to this adjustment to the Capital Programme and note the further application now made to the EA for a further £10.500m to reflect the current estimated cost of the two schemes which now totals £25m. If the Environment Agency are not able to contribute the full amount of the additional £10.500m that has been applied for then the scheme will be re-scoped to ensure that expenditure does not exceed budget. Following confirmation of additional EA funding it will be necessary to further update the Capital Programme to reflect the project cost and funding sources.
- 1.5 Due to the size of these schemes, there will be a need to make large payments during the life of the projects and therefore it is requested that an increase in the limits that can be approved by certain officers is recommended by Cabinet for approval by Full Council.
- to the Director of Place and Climate Change (up to £1million),
 - the Assistant Director of Place and Climate Change (up to £500,000)
 - and the Project Manager (up to £100,000).
- 1.6 This will be a temporary arrangement just for the purposes of paying large invoices only for these schemes – particularly around contract variations or compensation events which may need a timely response. This delegated authority is conditional upon agreement with the Coastal portfolio holder and the Finance and Assets portfolio holder and a signed delegation form being completed at the time of the decision.
- 2. Introduction & Background**
- 2.1 The Mundesley and Cromer Phase 2 Coastal Management Schemes seek to deliver the current and adopted 'Hold the Line' Shoreline Management Plan Policies. The implementation of the schemes will seek to continue to reduce

the erosion risk to properties, land and infrastructure whilst also seeking to begin to make the locations more resilient to storms and climate change.

- 2.2 The detailed Design Phase for both schemes has now been completed and the consents have been submitted and are currently in the review phase. We have received all responses from Statutory Bodies for both the Planning and Marine Applications and working through discharging their comments.
- 2.3 Both elements are being jointly delivered to maximise on efficiencies in the pre-construction and the construction phases.
- 2.4 This report provides an update as to progress, seeks to reaffirm the approach set out in the October 2018 and February 2022 Cabinet reports, ratify decisions made to date and to delegate authorities to enable timely and expedient progression to construction subject to the additional funding now sought from the EA being approved and/or the schemes being re-scoped within the funding envelope approved.
- 2.5 The soft cliffs and beaches of the north Norfolk coast have been susceptible to coastal change for thousands of years. Over the past 150 years coast protection measures have sought to reduce erosion and protect assets. Periodically defences require investment to maintain condition and to counter changes to the conditions on the coast, two key variables are described below and need to be considered for the coastal management at Cromer and Mundesley now and into the future.
- 2.6 Beaches provide the primary defence to our coastline and the level (height and steepness) of the beaches naturally fluctuate between seasons and years. However, the ongoing trend is that the levels of our beaches are reducing, thus the protection they provide is also reducing. This observation is common across the soft cliffs and beaches of the east coast, particularly in areas where there are defences such as Cromer and Mundesley. Falling beach levels increase the depth of water closer inshore and does not allow for the energy of the waves to be dissipated. This leads to larger, more powerful waves breaking onto the beaches, defences and cliffs which increases day to day wear and creates direct damage alongside overtopping of the defences.
- 2.7 Overtopping of defences can also carry debris from the beach onto the promenades as can be demonstrated during recent storms, but also in larger events can lead to erosion of the cliffs behind the defences, such as in 2013. As beach levels lower, there is more turbulence in the water adjacent to the sea wall, this creates additional scour and leads to further and ongoing beach lowering. As such, coastal protection schemes need to consider how they can seek to slow beach loss and dissipate wave energy against defences.
- 2.8 In addition to the lowering of beaches, due to climate change and isostatic adjustment, the sea levels on our coast are rising. This has been measured and on average sea levels are over 5cm higher now than they were in 1990. This trend is expected to continue (and potentially increase) according to the Government's independent body, the Committee on Climate Change. Over time sea level rise will increase erosion and the pressure on protection measures.

- 2.9 As such the coast protection measures proposed seek to minimise the continued loss of beach, dissipate wave energy, protect locations where beach levels are very low and protect against damage where protection measures are overtopped during major storms.

3. Proposals and Options

- 3.1 The Mundesley and Cromer Phase 2 Coastal Management Schemes seek to deliver the current and adopted 'Hold the Line' Shoreline Management Policies. The implementation of the schemes will seek to continue to reduce erosion risk to properties, land and infrastructure whilst also seeking to begin to make the locations more resilient to storms and climate change.
- 3.2 Both Cromer and Mundesley have benefited from a number of phases of coastal protection measures for over 150 years. Defences have been maintained but require periodic investments to complete major repairs and improvements. These schemes seek to ensure the defences continue to provide a level of protection for the coming years in light of the condition of the current defences, the levels of the beaches and future sea level rise. Consideration should continue to be given to future sea level rise, even after the proposed schemes, to ensure both communities plan for the future.
- 3.3 The Cromer Coastal Protection Scheme was granted 100% funding approval by the Environment Agency in 2012 and Phase 1 was completed between 2013 to 2014. The first phase also incorporated repairs following the 2013 Storm Surge. Phase 2 was included in the original approval. The phase 1 and 2 of the scheme seeks to better protect from erosion risk 758 residential properties.
- 3.4 Subject to consenting and final costs, Cromer phase two scheme will seek to refurbish the timber groynes, install steel sheet piling and concrete foundation apron to a section historic flint defences in the east of the town, place rock armour on the western end of defences to assist with managing outflanking, construct a rock revetment in front of the sea wall to the west of the pier and install scour protection to the cliffs behind the sea wall between the pier and Melbourne Slope.
- 3.5 The Mundesley Coastal Management Scheme was granted technical 2018 and funding approval in 2022. Funding for this scheme is under the more recent Partnership Funding and therefore it includes Environment Agency Funds, North Norfolk District Council capital allocation alongside contributions from Anglian Water and Mundesley Parish Council. The scheme seeks to better protect from erosion risk 510 residential properties.
- 3.6 Subject to consenting and final costs, the Mundesley Scheme will seek to refurbish timber groynes, reface a section of sea wall, improve access between the beach café and the old lifeboat ramp, install scour protection on the cliff behind the sea wall at the main access slope, install rock protection for the lifeboat and Anglian Water pumping station, bolster the concrete block revetment in the west below the church (and properties) with rock armour and provide a stockpile of rock which can be later redeployed to assist with managing the timber revetments to the west of the village.
- 3.7 Both schemes are being jointly delivered to maximise on efficiencies in the pre-construction and the construction phases

- 3.8 The Pre-construction Phase is nearing completion with Balfour Beatty. NNDC have received the proposal for the Construction Phase from the Contractor which states increased costs for the Schemes.
- 3.9 As a result of the increased costs a draft application has been submitted to the Environment Agency for further funding which includes inflationary increases. We are working with the Environment Agency to ensure there is no funding gap for either of the Schemes. We are hoping to receive a further £10.5 million combined from the Environment Agency, if this is not possible elements of the projects will be re-scoped to ensure that there is no funding gap. At present a contingency has been included at a combined cost of £3.595m for Optimism Bias and Risk.

4. Corporate Priorities

Under the new 2023-2027 Corporate Plan, the Cromer Phase 2 and Mundesley Coastal Management Schemes will be delivered under the following themes and objectives:

Our Greener Future

Protect and Transition our Coastal Environments

- Realising the opportunities of external funding to secure a sustainable future for our coastal communities through transition and adaptation responses.
- Implementing the Cromer and Mundesley Coast Protection Schemes.
- Continuing our programme of investment in coastal and resort infrastructure and amenities, building upon the progress made in recent years

5. Financial and Resource Implications

Funding:

£6.476m initial funding approved and included in the NNDC Capital Programme

Additional £ 7.894m secured, but not currently reflected in approved Capital Programme. The Capital Programme requires amending to show the schemes value and funding as being £14.1m

Further applications have been submitted to Environment Agency (August 2023) to account for inflationary and cost increases.

Contributions:

Anglian Water £250,000

Mundesley Parish Council £20,000

The Cromer Coastal Management Scheme has 100% Environment Agency Grant in Aid Funding to a value of £3.934m for phase 2. During the delivery of Phase 1 the 2013 storm surge caused additional damage and therefore the repairs were incorporated into this phase of works. It was understood at the time that these additional costs should not form part of the grant in aid but as separate emergency funding as per other locations on the coast. As such there is the potential for a case to be made for additional funds.

The Mundesley Coastal Management Scheme was technically approved by the Environment Agency and £2.905m Flood and Coastal Erosion Risk Management Funds were granted alongside Partnership Funding from Mundesley Parish Council (£20,000) and Anglian Water (£250,000).

Since the Environment Agency approvals of both schemes, construction costs across the industry have increased. This is due to a number of factors including inflation, BREXIT, COVID, and wider market forces. Coupled with additional needs in the scope of work at Cromer, estimated construction costs are currently higher than the allocated budgets. This is no reason to slow progression of design or consenting as there are opportunities to complete 'value engineering' to minimize on cost as far as possible. This will be supported by reassessing the cost:benefit ratios for the schemes to see if there is any potential for additional funding under the current Environment Agency partnership funding calculator.

Resources:

The project will be resourced within the existing NNDC coastal management team and the wider Coastal Partnership East (CPE) team.

6. Legal Implications

The intertidal zones where some protection assets are located and where deliveries of rock armour will be placed via sea transport are owned by The Crown Estate (TCE). NNDC has an existing lease with the TCE which allows for coastal protection works and contact will be made prior to starting work for information and courtesy.

The works will be completed as far as possible with minimal disturbance to the locality, however ongoing liaison with communities and businesses (including the fishing fraternity) will continue.

Contracts entered into are being completed through adopted tendering processes and/or frameworks which comply with the relevant requirements for Local Government.

There may be a need to enter into agreements such as those for access or storage compounds.

NNDC holds the legal requirement for the repair and maintenance and upkeep of the Aids to Navigation from Weybourne to Cart Gap. Every year we have an inspection with Trinity House to ensure our Aids to Navigation are to the legal standards to ensure the safety of all seafarers. As part of the Schemes the Aids to Navigations in both Cromer and Mundesley will be updated to meet the legal requirement. Without these essential maintenance works our Aid to Navigations will fail their inspections in the coming years.

Delivering these works will improve public Health & Safety on some of our most popular beaches. The schemes will repair existing sea defences, such as encasement of the aprons, to increase the life of the asset and to minimise injury on the sheet piles due to lowering beach levels. The inclusion of the rock revetment in Cromer will significantly reduce overtopping along the west promenade, limiting the likelihood of flint being propelled onto the Promenade. In Mundesley there will be significant repair works to a section of promenade to allow ease of access for all members of the public and to address the irregular surface along this section which can be a trip hazard.

7. Risks

<i>Risk detail (design phase <u>only</u>)</i>	<i>Impact 1-5</i>	<i>Likelihood 1-5</i>	<i>Proximity 1-5</i>
<i>No float in programme for delays</i>	3	4	5
<i>Change in design due to the PAR and OBC being 'out of date'</i>	2	2	2
<i>Delay/complications in receiving the various consents</i>	4	3	5
<i>Additional surveys being needed to complete the detailed design phase</i>	2	2	3
<i>Increase in costs</i>	5	5	5
<i>Need for additional funding</i>	5	5	5
<i>Significant increase in material costs and lead in times</i>	5	5	5

8. Net Zero Target

Carbon calculations are now becoming part of how coastal management construction schemes are assessed. These will be the first schemes delivered by NNDC where carbon calculations are being completed. Through the delivery of the scheme there will be opportunities to seek to reduce carbon emissions. This will begin to benchmark how we manage and measure carbon in our operations and will assist with driving forward carbon reductions.

The coast will come under increasing pressure from climate change, through sea level rise, increased storminess and increased rainfall. There will be an increasing need as time progresses to invest more in coastal protection where the coastline is to be held. This in turn will necessitate changes to how the coast may look and be used in the future. Where the coast continues to be 'hold the line', there will be impacts on wider areas of the coast where there is reduced or no protection. As such, moving forwards there is a need to also facilitate transition of these locations to enable adaptation and ultimately increased resilience for individuals, communities, infrastructure and the natural environment.

9. Equality, Diversity & Inclusion

The Mundesley scheme provides opportunities to improve access along a stretch of promenade and also in one location from the sea wall onto the beach. This in turn will improve an alternative access for the adopted England coast path.

Opportunities to provide educational learning and placements will be explored with the construction contractors through Social Value opportunities.

Social value makes up over 30% of the Scape Performance Indicators and 25% of the commitments made by Balfour Beatty on the Framework.

Balfour Beatty will work with North Norfolk District Council and local organisations to develop a plan for achieving these. This will include early engagement with schools and colleges, charities, and organisations responsible for delivering community projects. We will develop a strategy to save car miles and reduce carbon emissions on the project from our on-site initiatives.

PI / Commitment	Agreed Target	Project Approach
Local Labour Days	20% from within 10 miles 40% from within 20 miles 75% from within 40 miles	We will prioritise the use of local labour wherever practical and include this requirement down into our supply chain. Opportunities for local suppliers along with education of the supply chain on the importance of utilising local labour will enhance the performance of the project against these targets. All directly employed positions such as security, cleaner, gate attendant, distribution gang etc. will comprise 100% local labour.
Local Spend		The package recommendation reports highlight where local subcontractors and SMEs (Small/Medium Enterprise) have the required capability is available.
SMEs	85% of orders with local supply chain (by number) 85% of spend with local supply chain (by value)	Work packages have been broken down into smaller packages wherever practical, so as not to discourage SMEs from bidding for work.
Social Enterprise Engagement	1 Social Enterprise to be engaged	On this project we will work with at least one Social Enterprise that works within the Cromer & Mundesley area.
Waste Diverted from Landfill	95% total non-hazardous waste to be diverted from landfill.	A Waste Management Plan (forming part of the Project Management Plan) has been produced which identifies waste management strategies, reporting procedures and personnel responsible for implementation
Delivery of Project Commitments	Provision of Biodiversity Net Gain Options Report	Biodiversity net gain is when our projects leave biodiversity in a better state than before works started. For this project we have provided a report, see Appendix H , outlining some of the options a customer has for achieving improved biodiversity on completion of the project.
	Ensure Social Value legacy post construction	During construction we will work with Coastal Partnership East & North Norfolk District Council and their stakeholders to identify opportunities to provide a lasting social value legacy through enhancing an existing provision, skills and third sector organisation or working together to support existing social enterprises.

PI / Commitment	Agreed Target	Project Approach	
	Achievement of the targets agreed with the Customer for up to five Social Value National TOMs.	During discussions about social value on the project, we have identified and agreed specific targets for the National Themes, Outcomes & Measures with the customer.	
National TOMs	NT8	No. of staff hours spent on local school and college visits supporting pupils e.g., delivering careers talks, curriculum support, literacy support, safety talks (including preparation time)	20 hours
	NT10	No. of apprenticeships on the contract that have either been completed during the year, or that will be supported by the organisation to completion in the following years - Level 2,3, or 4+	100 weeks
	NT19	Total amount (£) spent through contract with LOCAL micro, small and medium enterprises (MSMEs)	£2.1 million
	NT29	No. of hours volunteering time provided to support local community projects	50 hours
	NT32	Car miles saved on the project because of a green transport programme or equivalent (e.g., cycle to work programmes, public transport, or car-pooling programmes, etc.)	50,000 miles

10. Community Safety issues

Not relevant.

11. Conclusion and Recommendations

There is a need to move forward expediently with the delivery of the Mundesley and Cromer Phase 2 Coastal Management Schemes to deliver continued and enhanced protection to communities in the timeframes the funding is available.

Design is completed and consenting is ongoing with construction anticipated to start in, Autumn 2023 subject to consents and budget.

Due to widespread increases in construction costs, there is a need to continue to minimise cost and maximise funding to enable the delivery of the most beneficial schemes possible.

It is recommended that Cabinet resolves to:

- 1) Confirm its continued support for the approach being taken in the delivery of the Mundesley and Cromer Phase 2 Coastal Management Schemes;

And that Cabinet recommends to Council, that it

- 2) Approves an increase to the value of the Cromer and Mundesley coastal protection schemes from the £14.1m secured (but only £6.476m within the approved Capital Programme) to £25m within the Capital Programme, subject to the additional £10.5m from the Environment Agency (EA) as per applications dated August 2023.

- 3) Delegates the authority to Director of Place and Climate Change, in consultation with the Coastal Portfolio Holder, to approve quotations, tenders, access agreements and contractual appointments/variations as the schemes move to the Construction phase.
- 4) Approves 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 subject to the condition that there is agreement with the Coastal portfolio holder and the Finance and Assets portfolio holder and a signed delegation form completed.
- 5) If the full funding request for an additional £10.5m from the Environment Agency is not secured, agrees that the schemes are re-scoped to reflect the smaller scheme values.

GRAC ANNUAL REPORT 2022-23	
Executive Summary	This report aims to provide the Council with an outline of the role, purpose and background of the Governance, Risk & Audit Committee, as well provide a summary of the work undertaken by the Committee throughout the 2022-23 municipal year. It will also draw attention to any issues encountered, or those that remain from previous years.
Options considered	N/A
Consultation(s)	A draft copy of the report is shared with the Committee Chairman and all officers responsible for presenting reports to GRAC throughout 2022-23.
Recommendations	It is recommended that Council notes the report, affirms the work of the Governance, Risk & Audit Committee, and considers any concerns raised within the key issues section of the report.
Reasons for recommendations	To inform Council of the work of the Governance, Risk and Audit Committee in 2022-23.
Background papers	GRAC Annual Work Programme 2022-23

Wards affected	All
Cabinet member(s)	N/A
Contact Officer	Matt Stembrowicz Democratic Services & Governance Officer Matthew.stembrowicz@north-norfolk.gov.uk 01253 516047

Links to key documents:	
Corporate Plan:	Strong, responsible & accountable Council
Medium Term Financial Strategy	N/A
Council Policies & Strategies	Relevant policies are considered by the Committee and outlined in the report.

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	N/A
Details of any previous decision(s) on this matter	N/A

1. Introduction – Role and Purpose of the Committee

- 1.1 The role of the Governance, Risk and Audit Committee is to provide oversight and monitor the governance, risk management and internal control arrangements of the Council, to provide independent assurance that these are effective and efficient. This is achieved through items received by the Committee in relation but not limited to;

internal and external audit, key finance items, governance reviews and strategic risk management reporting.

1.2 The Terms of Reference (which have been updated to allow the Committee to sign off the Final Accounts) outline the purpose of the Committee in more detail:

a) Internal Audit

- To consider and approve annually the Internal Audit plan of work, considering the scope and depth of the work in addressing the Council's significant risks and issues.
- To consider the outcomes of the internal audit plan of work and to monitor management's progress in implementing agreed audit recommendations.
- To consider and approve the Annual Report and Opinion of the Head of Internal Audit, ensuring that the systems of internal control, governance and risk management have been effective and efficient over the course of the year.
- To consider the performance of the internal auditors in relation to the adherence to the Public Sector Internal Audit Standards.

b) External Audit

- To consider annually the External Audit plan of work.
- To consider External Audit reports and letters.

c) Accounts / Finance

- To consider the extent of the Council's compliance with its own and other published financial statements and controls.
- To review and approve the annual Statement of Accounts and the Annual Governance Statement contained therein.

d) Risk Management

- To review the strategic risks that the Council faces and ensure that these are being appropriately managed, monitored and mitigated.

e) Governance

- To review the Council's arrangements for governance, with particular regard to the Local Code of Corporate Governance and the Financial and Contracts Procedure Rules.
- To review the Council's arrangements to counter fraud and corruption, with particular regard to the policies on: Counter Fraud, Whistleblowing and Money Laundering.
- To hold periodic private discussion with the Head of Internal Audit and the External Auditors to review working relationships and discuss any pertinent issues.
- To commission ad-hoc work from internal and external audit.
- To assess the Committee's own effectiveness on an annual basis against best practice.

2. Committee Background and Membership

- 2.1 The Committee was originally convened on 21st June 2006 as the Final Accounts Committee. It was established to allow a more robust discussion of the final accounts prior to their approval by Full Council. On 16th October 2006, the Committee met for the first time as the Audit Committee. Its remit was more far-reaching than accounts and included scrutiny of external and internal audit, risk management and internal control. On 6th September 2016, the Committee agreed to change its name to the Governance, Risk and Audit Committee to better reflect its function and the range of its oversight.
- 2.2 The membership of the Committee remained stable throughout most of 2022-23, however Cllr H Blathwayt was replaced by Cllr S Bütikofer in February 2023, after being appointed to Cabinet. The Committee was therefore comprised of the following six Members at the end of the year:
- Cllr J Rest (Chairman)
Cllr S Penfold (Vice Chair)
Cllr C Cushing
Cllr S Bütikofer
Cllr Dr P Bütikofer
Cllr P Fisher
- 2.3 Throughout 2022-23, apologies were given on five occasions with two absences covered by substitutes, meaning communication needs to be improved in the future. Group Leaders are requested to

3. Work of the Committee 2022-23

- 3.1 The Committee met four times during the 2022-23 municipal year, across which the following items of business were considered:

Governance

- Annual Governance Statement & Local Code of Corporate Governance 2021/22 (June 2022)
- Updated Fraud Policy and Fraud Risk Assessment (June 2022)
- Monitoring Officer's Annual Report 2021-22 (September 2022)
- Annual report on the work of the Governance, Risk and Audit Committee 2021-22 (September 2022)
- Procurement Exemptions Report (Quarterly)
- Review of North Walsham Heritage Action Zone Project Governance (March 2023)
- Review of Reef Project Recommendations (March 2023)

Risk Management

- Civil Contingencies Report 2022 (December 2022)
- Corporate Risk Register (Quarterly)
- Business Continuity Policy and Business Continuity Management Framework (December 2022)

Internal Audit

- Progress report on Internal Audit Activity and Follow-up on Internal Audit Recommendations (Quarterly)
- Annual Report and Opinion 2021-22 (June 2022)

- CIPFA GRAC Annual Self-Assessment (March 2023)
- Strategic Annual Internal Audit Plans 2023-24 (March 23)

External Audit

- EY External Audit Plan 2020-21 (September 2022)
- Annual Audit Letter 2019-20 (December 2022)
- EY Audit Results Report 2020-21 *Accounts not signed-off* (December 2022)

Accounts / Finance

- Draft Statement of Accounts 2021-22 (March 2023)
- Review of Assets Register (March 2023)
- Annual Accounts Sign-off Delegation 2020-21 (December 2022)

4. Key Issues

- 4.1 Significant delays persist with gaining External Audit sign-off of the NNDC annual accounts for 20-21 onwards. This has caused significant disruption to the Committee's Work Programme with an ongoing impact on the annual accounts process, and subsequent negative impact on the workload of the Finance Team. It should be noted that in an attempt to address these concerns, the S151 Officer has set-out a timeline for the sign-off of outstanding accounts.
- 4.2 Long outstanding Internal Audit recommendations remain a concern of the Committee, though significant efforts were made throughout the year to bring these up to date. The Committee remains pro-active in monitoring these recommendations, with Internal Audit Follow-Up reports still reviewed on a quarterly basis. Officers with responsibility for implementing outstanding audit recommendations were called-in to explain delays and the steps being taken to achieve sign-off.

5. Corporate Priorities

- 5.1 As outlined in the 2023-27 Corporate Plan one of the key corporate priorities is ensuring a strong, responsible and accountable Council. In order to achieve this, the administration requires the Governance, Risk & Audit Committee to undertake its duties of ensuring that the Council has maintained a sound financial position, ensured that strong governance is applied to all decisions and that risk is adequately managed and mitigated. This report seeks to outline how this was achieved during the 2022-23 municipal year.

6. Financial and Resource Implications

- 6.1 As outlined within the key issues section of the report, limited staff capacity within the Finance Team has impacted the ability of the Council to ensure that annual accounts are signed-off and audited within the expected timeframe. As a result, the Finance Team are actively recruiting to new posts which will have both financial and resource implications, but these have been considered by CLT as part of the job post evaluation process.

7. Legal Implications

7.1 N/A.

8. Risks

8.1. Corporate risks are monitored by the Committee on a quarterly basis with the Risk Management Framework reviewed by the Committee on a bi-annual basis. The report itself does not present any new risks to the Council beyond those already considered by the Committee whilst undertaking its responsibility for risk management.

9. Net ZeroTarget

9.1 N/A.

10. Equality, Diversity & Inclusion

10.1 N/A.

11. Community Safety issues

11.1 N/A.

12. Conclusion and Recommendations

12.1 The Committee has continued to meet its obligation to provide oversight on matters of governance, risk, internal and external audit. Committee attendance has remained consistent, with several observers and Cabinet Members attending on a regular basis to discuss reports.

12.2 Quarterly consideration of procurement exemptions has continued to improve oversight and understanding of the Council's procurement processes and continues to provide Members and Internal Audit with an increased level of assurance.

12.3 Whilst delays with the External Audit accounts sign-off process persist with a backlog of annual accounts, officers are working with external auditors to agree a timeframe to bring the process back on track with the annual accounts up to date and signed-off within the statutory timeframe, as soon as possible.

12.4 In summary, by continuing to fulfil its role and identifying areas for improvement, the Committee has proven itself able to provide effective oversight for the Council, as well as continuing to improve its knowledge and subject area expertise. Looking forward, the Committee must remain focused to ensure that any outstanding audit recommendations and annual accounts are completed, in order to maintain good governance, financial sustainability, effective oversight of risk and value for money.

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AUDIT COMMITTEES AND CO-OPTED INDEPENDENT MEMBERS	
Executive Summary	A Position Statement has been issued by the Chartered Institute of Public Finance and Accountancy [“CIPFA”]. It contains a number of recommendations including that local authorities include at least two co-opted independent Members on their audit committees. This is not presently a statutory requirement, but is anticipated that it will be in the future. This report considers the guidance and whether the Council wishes to commence a recruitment process in this regard. The Position Statement further recommends that there should be annual public reporting of compliance with the CIPFA Position Statement at Appendix A .
Options considered	<ul style="list-style-type: none"> • Appoint 2 independent Members to the Governance Risk and Audit Committee [“GRAC”] for a 3 year period • Appoint 1 independent Member to GRAC for a 3 year period • Continue with the status quo: not appointing any independent Member at this time
Consultation(s)	Chief Finance Officer; CLT, internal audit
Recommendations	<ol style="list-style-type: none"> 1. To recommend to Full Council that 2 co-opted independent Members be appointed to the Governance Risk and Audit Committee [“GRAC”], for a 3 year period. Delegated authority be given to the Monitoring Officer, in consultation with the Chairman of GRAC, to undertake recruitment arrangements. 2. That GRAC reports annually on how the Committee has complied with the CIPFA Position Statement [2022], to include <ul style="list-style-type: none"> • how it has discharged its responsibilities, • an assessment of its performance and that such report be made available to the public.
Reasons for recommendations	<p>To comply with the recent CIPFA Position Statement that:</p> <ol style="list-style-type: none"> 1. <i>“where there is no legislative direction to include co-opted independent members [to a Council’s Audit Committee], CIPFA recommends that each authority audit committee should include at least two co-opted independent members to provide appropriate technical expertise.”</i> 2. Further, the Position Statement outlines that, to discharge its responsibilities effectively, the Committee should provide an annual report as to compliance with the CIPFA Position Statement [2022], attached at Appendix A.

Background papers	https://www.cipfa.org/-/media/Files/Services/Support-for-audit-committees/CIPFA-Audit-Committee-Position-Statement-2022.pdf This CIPFA guidance note is produced at Appendix A
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Wards affected	All wards
Cabinet member(s)	Cllr Adams & Cllr Shires
Contact Officer	Cara Jordan Cara.jordan@north-norfolk.gov.uk Tel: 01263 516373

Links to key documents:	
Corporate Plan:	A Strong, Responsible and Accountable Council Effective and efficient delivery <ul style="list-style-type: none"> • Managing our finances and contracts robustly to ensure best value for money • Ensuring that strong governance is at the heart of all we do
Medium Term Financial Strategy (MTFS)	N/A
Council Policies & Strategies	(CIPFA guidance detailed above)

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

1. Purpose of the report

- 1.1 To report and consider the revised Chartered Institute of Public Finance and Accountancy ["CIPFA"] guidance **[Appendix A]** that 2 co-opted Members should be included on the Audit Committee of a Local Authority.

2. Introduction & Background

- 2.1 North Norfolk District Council's Audit Committee is called the Governance Risk and Audit Committee ["GRAC"]. It meets quarterly and its terms of reference are set out in the Council's Constitution. GRAC is a key component of

governance, providing an independent and high-level focus on the adequacy of governance, risk and control arrangements.

- 2.2 GRAC comprises a membership of 6 Members, appointed in accordance with political proportionality. There are presently no co-opted independent Members.
- 2.3 In 2019 The Redmond Review recommended that local authorities appoint at least one independent Member to audit committees to ensure that such committees have the necessary expertise to carry out their role effectively. This recommendation has subsequently been considered by CIPFA, which, in May 2022, set out its view in a Position Statement, that each authority audit committee should include at least two co-opted independent Members to provide appropriate technical expertise.
- 2.4 Neither the recommendation of the Redmond Review, nor the Position Statement of CIPFA compel the Council to act. There is no statutory requirement to act on the recommendation. However, the Position Statement represents CIPFA's view on appropriate practice and principles that local government bodies in the UK should adopt and was prepared in consultation with sector representatives. Whilst not a legal requirement, the statement may be considered as best practice, and is supported by the Department for Levelling Up, Housing and Communities. Some other Local Authorities have made/or are making arrangements to appoint one or more independent Members to their Audit Committees.
- 2.5 The Position Statement also sets out CIPFA's view that Audit Committees should report annually and publically on its compliance with this Statement.

3. Proposals and Options

- 3.1 CIPFA expects all local government bodies to engage best efforts to adopt the principles set out in its Position Statement. It details that doing so will enable those bodies to meet their statutory responsibilities for governance and internal control arrangements, financial management, financial reporting and internal audit.
- 3.2 To comply with this expectation, the Council would need to commence a recruitment process to appoint suitable persons to undertake this role. Whilst there are no set criteria for such an appointment, such a person would most likely need to have a knowledge/understanding of financial management, internal auditing and risk management to meet the purpose of the role, and ideally have an accountancy qualification.
- 3.3 As with the Independent Person to the Standards Committee, such an appointment needs to demonstrate independence and so could not be a Member or officer of the Council. Further, a specified tenure of a maximum of 3-4 years should be implemented for this reason.
- 3.4 Remuneration, possibly in line with Members of the Committee, would need to be set, and reasonable expenses paid for this role.
- 3.5 If looking to appoint one or more independent Members a suitable recruitment process would need to be undertaken. In 2022 there was a recruitment process

for Independent Persons for the Standards Committee. A similar process could take place with an interview Panel comprising of a suitable officer and a cross party Panel of three Members.

- 3.6 Some Local Authorities are just recruiting one independent Member at this time. This is an option as it is not currently a statutory requirement to make any such appointment. Similarly, it is also possible to choose not to recruit any independent Members at this time as there is no legal obligation to do so. Any independent Member appointed would not hold voting rights on the Committee.

4. Corporate Priorities

4.1 A Strong, Responsible and Accountable Council

- Effective and efficient delivery
- Managing our finances and contracts robustly to ensure best value for money
- Ensuring that strong governance is at the heart of all we do

5. Financial and Resource Implications

Comments from the S151 Officer:

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

6. Legal Implications

Comments from the Monitoring Officer

The Monitoring Officer (or member of the Legal team on behalf of the MO) will complete this section.

There is no legal requirement, at this time, to have one or more independent Members of GRAC.

However, CIPFA has provided a Position Statement which sets out its expectation that Councils comply with the principles of its guidance contained therein as it will enable compliance with statutory responsibilities for governance, internal control arrangements, financial reporting and internal audit.

Remuneration and reasonable expenses would be payable for 4 meetings per annum and any identified additional work involved.

It may be possible, depending upon the position of neighbouring authorities wishing to appoint, to investigate a pooling arrangement or staggered appointments, but not to the extent that this would delay cause delay.

7. Risks

There is a risk in not appointing any independent Member – CIPFA considers that appointing independent Members would enable the Council to meet its governance responsibilities and so failure to appoint may leave the Council at risk of failing to meet and deliver these responsibilities

8. Net Zero Target

There is no particular Net Zero implication at this time.

9. Equality, Diversity & Inclusion

Any recruitment process would be in line with our responsibilities under the Equality Act.

10. Community Safety issues

None identified

11. Conclusion and Recommendations

11.1 CIPFA's Position Statement

Whilst not a legal obligation, CIPFA's Position Statement expects Councils to have an Audit Committee with at least two independent Members to enable it to meet its responsibilities for governance and financial control. The Redmond Review, which preceded the Position Statement, recommended the appointment of at least one independent Member to ensure that Audit Committees had the necessary expertise to carry out their role effectively. Such appointments should, therefore, bring in the necessary skills and knowledge to complement those of the Committee.

11.2 Annual Reporting

The CIPFA Position Statement also expects that Councils report annually on their compliance with the Statement and that this should be a public report.

11.3 Recommendations

- 1. To recommend to Full Council that 2 co-opted independent Members be appointed to the Governance Risk and Finance Committee ["GRAC"], for a 3 year period. Delegated authority be given to the Monitoring Officer, in consultation with the Chairman of GRAC, to undertake recruitment arrangements.**
- 2. That GRAC reports annually on how it has complied with the CIPFA Position Statement [2022], to include**
 - how it has discharged its responsibilities,**
 - an assessment of its performance****and that such report be made available to the public.**

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OVERVIEW & SCRUTINY ANNUAL REPORT 2022-23	
Executive Summary	This report aims to provide the Council with an outline of the role of the Overview & Scrutiny Committee, a summary of the work undertaken throughout 2022-23, and highlight any issues encountered by the Committee during this period.
Options considered	N/A
Consultation(s)	O&S Chairman
Recommendations	<p>It is recommended that Council notes the report, affirms the work of the Overview & Scrutiny Committee, and considers the following concerns raised within the key issues section of the report:</p> <ul style="list-style-type: none"> • A high number of apologies and limited substitute availability needs to be addressed by Group Leaders. • Some requested information has not been provided in a timely or satisfactory manner and needs to be addressed by Cabinet and officers. • Delayed finance reports have had an ongoing impact on the work programme that needs to be addressed by officers. • Non-attendance of the PCC at short notice impacted the Committee's crime and disorder update, and substitutes will therefore be requested in future.
Reasons for recommendations	To inform Council of the work of the Overview & Scrutiny Committee in 2022-23 and address concerns raised.
Background papers	Overview & Scrutiny work programme 2022-23

Wards affected	All
Cabinet member(s)	N/A
Contact Officer	Matt Stembrowicz - Democratic Services & Governance Officer (Scrutiny) Tel: 01263 516047 Email: Matthew-stembrowicz@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	All
Medium Term Financial Strategy	N/A
Council Policies & Strategies	N/A

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	N/A
Details of any previous decision(s) on this matter	N/A

1. Introduction – Role of the Committee

1.1 The Overview and Scrutiny Committee is the Council's primary oversight Committee that holds Cabinet to account and ensures that reliable services are provided, whilst best value for money is achieved. Introduced by the Local Government Act 2000, Scrutiny Committees are able to monitor internal Council affairs and also review the work of external bodies such as the Police, health providers, and utility companies.

1.2 As outlined in the Constitution, the Overview and Scrutiny Committee's terms of reference are as follows:

- To scrutinise and review decisions or other actions taken with respect to non-executive functions.
- To make reports or recommendations to Full Council or to Cabinet about one or more particular issue(s), service(s) or matter(s), which affects North Norfolk and its residents. Reports or recommendations may be carried out on whatever issue, service or matter the Committee thinks fit and may be carried out on any subject if the Full Council or the Cabinet requests it to do so.
- To carry out best value reviews.
- To act as the Council's Crime and Disorder Committee.
- To produce an annual report to Council on the work of the Committee over the year.
- To ensure effective scrutiny of the treasury management strategy and policies.

1.3 The remit of the Overview and Scrutiny Committee also includes undertaking policy review and development, monitoring performance management, promoting community well-being and improving the quality of life in the District. Scrutiny is Member-led and independent of party political arrangements. At North Norfolk District Council, the Overview and Scrutiny Committee is chaired by a member of the opposition. Scrutiny should always be viewed as a function which belongs to and benefits the whole Council.

2.2 Who participates in Scrutiny:

- The Chairman and Vice-Chairman of the Overview and Scrutiny Committee take a pro-active role throughout the process, attending pre-agenda meetings to steer and scope the direction of questioning and investigation.
- Overview and Scrutiny Committee Members – Scrutiny is different from other committees in that it calls for Members with investigative and creative minds who are prepared to “do their homework” out of the Council Chamber and think outside of the usual committee framework, tailoring the method of review to suit the topic.
- Cabinet Portfolio Holders are invited to attend meetings of the Committee to present and answer questions on reports relevant to their portfolio. The aim is that the Portfolio Member should have an opportunity to contribute to any issues relating to their portfolio.
- All non-Executive Members of the Council are routinely invited to attend Committee Meetings and offered the opportunity to ask questions on issues that matter to the residents they represent.
- Officers are involved in a number of ways – those directly involved in supporting the scrutiny process and those who are called to prepare reports for the Committee on a range of issues.

- Invitees and Witnesses can be called not just from within the Council, but from partners and public service providers.
- The public are welcome to attend meetings of the Committee with a provision to submit questions or statements 24 hours in advance, in order to raise issues of concern that they would like the Committee to consider.

3. Committee Role and Responsibilities

- 3.1 Scrutiny of decisions made by Cabinet - The Overview and Scrutiny Committee routinely reviews decisions made by Cabinet to ensure that they are appropriate, justified and provide best value for money.
- 3.2 Pre-Scrutiny - This enables greater co-ordination between the Cabinet and Scrutiny work programmes, whereby the Committee can provide input into policy development and decisions prior to their approval. This process ensures that the Overview and Scrutiny Committee and wider Members can provide meaningful input into key issues, reducing the likelihood of call-ins. Some examples include:
- Commenting and providing input on corporate projects
 - Pre-scrutinising the annual budget.
 - Providing input during the policy development process.
 - Considering key strategies prior to approval.
- 3.3 Call-ins - All key decisions made by Cabinet that have not been pre-scrutinised are subject to a five day 'call-in' period, prior to implementation. This enables the Overview and Scrutiny Committee to consider whether any contentious decisions are appropriate, and provides the opportunity to recommend to Cabinet that the decision be reconsidered, if necessary.
- 3.4 Financial Scrutiny – This allows the Committee and wider Members the opportunity to review and comment on draft budget proposals, budget monitoring reports, the Medium Term Financial Strategy, and other financial strategies. Consideration of financial reports is a statutory requirement of the Committee's work programme.
- 3.5 Performance Monitoring - This is a quarterly item for the Committee that provides an opportunity to ensure that service areas are meeting performance targets, or to highlight issues where further investigation may be required. It is also important for holding the Cabinet to account, by considering whether the administration are meeting the objectives set within their Corporate Plan and subsequent Delivery Plans.
- 3.6 External Organisations - The Committee may request briefings on matters of concern from external organisations. These are usually followed by a Q&A session to gain further insight into the chosen subject. The Overview and Scrutiny Committee has a statutory obligation to oversee crime and disorder in the District, which is usually in the form of a briefing from the Police and Crime Commissioner, accompanied by senior Police Officers.
- 3.7 Focused/Rapid Reviews - The Committee may choose to look at a topic in depth over a specific period of time to consider whether the Council is achieving the necessary outcomes. This could be undertaken by the whole Committee as a rapid review in a single day, or as a smaller review by a Task and Finish Group, usually lasting six months.

- 3.8 Petitions - The Committee has an obligation to consider petitions received from members of the public, which can be submitted electronically or by hard copy. There is a threshold of 750 signatures required from within the District in order for the petition to be subject to full debate by the Committee.

4. Work of the Committee 2022-23

- 4.1 2022/23 was a busy year for the Committee on the lead-up to the 2023 local elections with many large projects either nearing or reaching completion, whilst in-depth reviews took place simultaneously, requiring the establishment of an Environment and Quality of Life Scrutiny Panel. Ten formal Committee meetings were held throughout the year, with apologies given on twenty-nine occasions and substitutes only covering eight absences. This equates to an average of almost three apologies per meeting, which suggests that some Members routinely struggled to attend Committee meetings. The Environment and Quality of Life Scrutiny Panel met six times, and focused primarily on the review of public conveniences.

- 4.2 Highlights from the 2022/23 Work Programme are listed below:

- Waste Contract - Changes to Target Operating Model: One of the Committee's key focuses in 22/23, was the changes made to the joint waste contract. This included a fundamental change to the collection routes and days that household waste bins were collected, in order to generate efficiencies and increase collection capacity. Whilst the changes were delayed in order to avoid the peak tourism season, the changes still caused significant service disruption that left many residents with repeated missed collections. In order ensure that there issues were addressed, the Committee called in Serco representatives on multiple occasions over consecutive months to maintain pressure on the contractor. Over ten meetings the waste contract was discussed on four separate occasions, with additional verbal updates provided by the service director. The GAP analysis of contractual obligations was also reviewed on two occasions to review progress in implementing outstanding elements of the contract.
- Environment and Quality of Life Scrutiny Panel: Established for a six-month trial period beginning in January 2022 the Panel focused on reviewing the Council's public conveniences provision. This work was undertaken over six meetings with support from the Projects and Programme Manager, and resulted in a substantive report reviewed by Cabinet containing fifteen recommendations, of which eleven were accepted including recommendations to undertake professional surveys of existing equipment provision, adopting a standard template and seeking to install more energy and water saving equipment. Whilst there are plans to revisit the recommendations in 2023-24 to determine progress, it should be noted that the Scrutiny Panel took on a substantial task and succeeded in delivering an effective piece of scrutiny that went well beyond the capacity of the Committee.
- Anglian Water - Sewage Outflows: Following an increase in sewage outflow events across the District, the Committee were asked by Full Council to engage with Anglian Water and undertake annual monitoring of SO events and the mitigation efforts taken to address them. Two Anglian Water representatives attended the May Committee meeting in order to provide a briefing which resulted in four recommendations. These included efforts to improve communication with the public on sewage outflow

events, improve data sharing with NNDC, ensure greater attention is paid to mitigation measures, and to facilitate a waste water treatment works site visit for Committee Members. With these issues persisting and in many cases worsening throughout the District and across the Country, further engagement with Anglian Water is expected in the year ahead.

- **Ambulance Response Times Monitoring:** Monitoring of ambulance response times continued throughout 22/23, with the Committee taking a more focused approach, specifically reviewing postcodes NR23-NR27 where the District suffers from some of the worst performance in the Country. The Committee was joined by representatives of EEAST and the ICB at the July meeting where Members were informed that many issues with ambulance response times are caused by ambulance turnaround times at hospitals, which are impacted by the number of beds available, suggesting that there are systemic issues. Whilst NNDC does not have a responsibility to monitor health matters like NCC's NHOSC, the Committee have continued response times monitoring as NHOSC primarily review aggregate data for the County that overlooks postcode specific issues in North Norfolk. Response times remain a significant concern for residents in coastal communities, and the Committee is therefore committed to continued monitoring to maintain pressure for improvements.
- **Pre-scrutiny of the Performance Management Framework:** Performance monitoring is a key role of the Committee, and as such it is important that Members have a say in how performance is monitored. Throughout the year several suggestions were made that would culminate in the Committee requesting three different performance reports. The first being the base performance management report which sets out the Council's performance against its Corporate Plan objectives, with a request made to report performance by exception on red and amber RAG status indicators only, significantly reducing the reporting burden and focusing the Committee's attention. In addition to the base report, Benchmarking and Contextual performance reports were requested to compare the Council's performance with similar authorities on national metrics, and to review the contextual measures on which the Corporate Plan was based.
- **Pre-Scrutiny – Draft Budget 23-24:** Given the financial context of the 2022/23 year, setting the budget was a particularly difficult task for the Finance Team. Within the initial draft however, anticipated staff-cost inflation was set at just two percent, which taking into consideration alongside national economic context, led the Committee to recommend that the budget for staff cost inflation be raised to five percent. This would allow for the ongoing cost of inflation and subsequent higher pay settlements to be covered, without the need for potential use of reserves. The Committee were also conscious to exercise additional caution, given that the Council's accounts have not received external audit sign-off since 2020, meaning that the budget, outturn position, and budget monitoring reports could be based on unverified assumptions.
- **Planning Service Improvement Plan – Action Plan:** Work continued on the Planning Service Improvement Plan instigated by the Committee in 21-22. Whilst consultation was delayed by GDPR constraints, an action plan outlining all measures was reviewed by the Committee in February with over thirty actions covering people, process and performance. Further updates on the outcome of consultation and the implementation of the Plan are expected in 23-24.

- Councillor Call for Action – Impact of Second Homes and Holiday Lets: In December 2021 a CCfA was called to request that the Committee consider the impact that second homes and holiday lets have on the District. The data report was presented to the Committee in July 2022 with six recommendations that sought to support Government proposals to increase Council Tax on second homes, require registration of tourism accommodation, increase planning controls on second homes and tourism accommodation, and also support the retention of increased Council Tax revenue by the authority. The report also challenged some existing prejudices by highlighting the importance of second homes and holiday accommodation to the tourism economy, and the impact of high numbers of retirees relocating to the District. Overall, the report represents an important piece of research that was reported in both local and national media.
- North Walsham High Streets and Heritage Action Zone - Project Monitoring: Throughout 22-23 the Committee continued to closely monitor the implementation of the project with updates received on four occasions. The Committee were also asked to review a request for additional funding, and whilst this recommendation was supported, it was subject to a request for further detailed information on how these funds would be spent in order to fully justify the expenditure. Throughout the year questions were also raised on where the original project contingency had been spent, generating the need for additional funding. In either case, some Members felt that information requested had not been provided to the Committee in a timely or satisfactory manner, therefore undermining the Committee's ability to properly scrutinise spending on an important Council project.

4.3 In summary, the Committee undertook a substantial amount of business throughout the year, with fifty-four reports or briefings, though this includes a number of recurring items such as performance and budget monitoring. Six of these topics could be defined as 'pre-scrutiny', in that they were reviewed by the Committee or the Scrutiny Panel in advance of consideration or approval by Cabinet or Council. This is a slight drop from the previous year, though the Committee undertook more investigatory work and held one less meeting. In total, the Committee made over seventy recommendations to Cabinet, Council and GRAC, with further action requests made to CLT and other officers. This equates to approximately seven recommendations per meeting, with only three not accepted throughout the whole year. The formation of a Scrutiny Panel greatly increased the capacity of the Committee and allowed for an in-depth review to take place on matters relating to key priorities of the Corporate Plan. Overall, the Committee remained highly active throughout the year with a focus on undertaking investigations and reviewing Cabinet decisions, whilst also maintaining oversight of Council services and performance.

5. Key Issues

5.1 There were twenty-nine instances where apologies were given over 22-23, with substitutes only available on nine occasions. This equates to an average of just under three absences per meeting requiring substitutes, and whilst changes to Cabinet meant that previously reliable Committee Members and substitutes were no longer available, a greater commitment is required from Members to ensure attendance. It is hoped that following the election, newly appointed Committee Members will have the required time available to commit to their roles. However, Group Leaders must ensure that their Committee

appointments can either commit to attending meetings, or make all efforts to arrange a substitute when this is not possible.

- 5.2 Access to information has been a key issue for the Committee in 2022-23 with significant delays in receiving some requested information that go well beyond the ten working days outlined within the Constitution. For this reason, it is crucial to reiterate that any Member of the Overview & Scrutiny Committee is entitled to review any material relating to any business that has been transacted at a private meeting or a public meeting of a decision making body of the Executive (Cabinet) before or after a decision has been made, unless there is a specific reason this information cannot be shared, or the Member requesting the information cannot justify a 'need to know'. In order for the Committee to function effectively, it is critical that this is addressed as a matter of immediate concern.
- 5.3 Delays to financial reports remain a concern as they have impacted the work programmes of the Committee, GRAC and the Cabinet Work on several occasions. Whilst in some instances these delays are unavoidable, it is hoped that recruitment of additional Finance officers will help resolve delays and bring reports back on-track. Alongside limited external audit capacity, the lack of resource in the Finance Team has also impacted the accounts sign-off process with accounts not receiving external audit sign-off since 2020-21. This means that many financial reports or decisions reviewed by the Committee could be based on unverified assumptions, which presents a level of uncertainty and risk. The Committee therefore supports all efforts taken by GRAC and the Finance Team to bring the auditing of annual accounts back on track.
- 5.4 Whilst the PCC was invited to attend a Committee meeting in March to provide a briefing and update the Committee on the progress made with implementing his Police and Crime Plan, he unfortunately had to give his apologies at very short notice. In order to address similar issues from reoccurring again in the future, it is advised that a substitute should be arranged for future visits that can stand-in for the PCC, should he not be able to attend the meeting.

6. Corporate Priorities

- 6.1 One of the Committee's key responsibilities is monitoring the performance of the Council against its corporate priorities. This is done on a quarterly basis to provide Members with an opportunity to ask questions or raise concerns, as a result the Committee helps to ensure that all corporate priorities of the Council are achieved.

7. Financial and Resource Implications

- 7.1 There are no explicit proposals contained within the report that present financial or resource implications, however the Committee does in principle, support any operational actions taken by the S151 Officer to increase the available resource within the Finance Team, which will have an associated financial implication.

8. Legal Implications

- 8.1 There are no legal implications presented within the content of the report.

9. Risks

- 9.1 There are no immediate risks raised within the content of the report, however the key concerns outlined in section five may negatively impact the ability of the Committee to operate effectively, which could present a level of risk to the Council.

10. Net Zero Target

- 10.1 There are no net zero implications presented within the content of the report.

11. Equality, Diversity & Inclusion

- 11.1 There are no equality, diversity and inclusion implications presented by the content of the report.

12. Community Safety issues

- 12.1 Whilst there are no direct community safety issues presented by the content of the report, the absence of the Police and Crime Commissioner's planned attendance for the crime and disorder update means that community safety issues may not have been given adequate attention in 2022-23. Efforts will be made to ensure that if the PCC cannot attend a Committee meeting in 2023-24, then a representative will be sent in his place.

13. Conclusions

- 13.1 2022-23 was a challenging but productive year for the Committee, with several investigations and reviews that began in 21-22 that required significant time and resource to complete. The result of these investigations were positive recommendations that helped Cabinet and the Council to improve its services and adapt to rising challenges, most explicitly in the areas of public conveniences and the impact of second homes and holiday lets. The Committee also undertook important scrutiny work on external bodies, including Anglian Water and the Ambulance Service, both of which related to matters of significant concern for residents of the District. As a result, the Committee can also be seen to have worked in the public interest for the residents of North Norfolk, and will continue to do so in the year ahead.
- 13.2 The Committee made seventy-three recommendations to both Cabinet and Council, with further requests made for actions from officers. Only three recommendations were not accepted, which suggests that the work of the Committee was widely supported by all Members of the Council. Similarly, there were no decisions made by the Cabinet that warranted call-in by the Committee, which is a positive sign that Scrutiny and the Executive continue to work well together.
- 13.3 There are matters of concern for the Committee that have been highlighted under the key issues section of the report. These relate to the number of apologies given and substitutes arranged, access to information, delays to finance reports, and the absence of a briefing from the PCC. Members and officers are asked to reflect on these concerns and consider whether any actions for improvement can be made. Despite the challenges faced, the Committee was still able to provide valuable and effective oversight for the Council, whilst providing input into policy development, monitoring service performance, and undertake reviews or investigations. In summary, the Committee was clearly able to add value to the operation of the Council.

Formation of the Independent Remuneration Panel	
Executive Summary	The purpose of this report is to advise members of the need to refresh and convene a meeting of the Independent Remuneration Panel to review the North Norfolk District Council Members' Scheme of Allowances, in accordance with the requirements of the Local authorities (Members' Allowances) Regulations 2003.
Options considered	Not applicable – there is a statutory requirement to review Members' allowances every four years.
Consultation(s)	Neighbouring authorities were consulted regarding the make-up of their Independent Remuneration Panels, with the possibility of sharing panel members and supporting information, where possible.
Recommendations	<p>It is recommended that:</p> <p>(1) Full Council approves the convening of the Independent Remuneration Panel.</p> <p>(2) Full Council approves the Terms of Reference for the Independent Remuneration Panel (section 3.6)</p> <p>(3) Any representations that Members wish the Independent Remuneration Panel to take into consideration should be made in writing through the Group Leaders, to the Democratic Services Manager</p> <p>(4) The Independent Remuneration Panel reports its findings and recommendations to Full Council by December 2023, at the latest.</p> <p>(5) Full Council resolves to delegate to the Democratic Services Manager the appointment of the individual members to the Independent Remuneration Panel.</p> <p>(6) Payment for Panel members will be at the rate paid to co-opted members of committees - £118.10 per meeting, plus travel (if required)</p>
Reasons for recommendations	To comply with the statutory requirements regarding the review and then setting of Members' allowances and to ensure that the Council is in line with neighbouring, similar sized authorities.

Wards affected	All wards
Cabinet member(s)	Cllr T Adams, Leader
Contact Officer	Emma.denny@north-norfolk.gov.uk

Corporate Governance:	
Is this a key decision	No
Has the public interest test been applied	The item is not exempt
Details of any previous decision(s) on this matter	Full Council approved changes to the Scheme of Members' Allowances in February 2020.

1. Purpose of the report

North Norfolk District Council Members' Scheme of Allowances is now due for review. An Independent Remuneration Panel must be convened to undertake that review and report its findings and recommendations to Full Council. The Council is required to have due regard to the report of the Independent Remuneration Panel in determining any amendments to the current Scheme. The revised Scheme should be adopted from May 2024. This report sets out the requirements and the terms of reference of the Panel.

2. Introduction & Background

- 2.1 The Local Authorities (Members Allowances) (England) Regulations 2003 require each Council to establish and maintain an Independent Remuneration Panel (IRP) and to undertake a review of its members' allowances scheme at least every four years. The Council implemented its current Scheme in May 2020 following a review undertaken by its IRP. The regulations require each council to have regard to the recommendations of its IRP prior to amending, revoking or replacing its members' allowances scheme.
- 2.2 The 2003 Regulations require the panel to comprise at least three members, who cannot be elected councillors of any local authority, anyone who would be disqualified from being an elected member of a local authority or co-opted members of the Council's own committees.

3. Proposals and Options

- 3.1 Before the IRP can be convened, it is necessary to review the membership of the Panel. It is intended to use the same panel as used in 2019, with the exception of one member who has stood down. The Panel that has been selected sits as the IRP for some other local authorities across East Anglia and is experienced in carrying out such reviews. Once, membership is confirmed, details will be provided to the Group Leaders.
- 3.3 The IRP will also need to have adequate administrative and technical support to inform the review. It is suggested this is fulfilled by the Democratic Services Manager, with input from the Monitoring Officer when required.
- 3.4 Members may wish to make representations to the IRP on issues relating to the Scheme of Allowances. Should this be the case, it is recommended that such representations should be made in writing through the Group Leaders who would then be asked to submit them to the Democratic Services Manager. The Democratic Services Manager will ensure that Group Leaders

are kept informed of submission deadlines and the meeting schedule of the Panel. Previous panels have requested to meet with the Group Leaders.

- 3.5 For the first time the Panel will be asked to consider recommending a suitable allowance for parish and town councils, should they wish to introduce an allowance for their members. Statutory guidance requires that the second tier Authority's IRP should set any such allowance and following a request from a town council in 2022, it was agreed that the Panel would be requested to do so when next convened.

3.6 **Terms of Reference**

The Regulations provide that the IRP can make recommendations to the Council on the following matters:

- a) The amount of basic allowance which should be payable equally to each elected Member.
 - b) The roles and responsibilities for which a special responsibility allowance should be payable and the amount of each such allowance.
 - c) Travelling and subsistence.
 - d) Co-optees' allowance.
 - e) Whether an allowance in respect of expenses of arranging for the care of children and dependants should be included and, if appropriate, the amount of allowance and means by which it is determined.
 - f) Backdating of allowances to the beginning of a financial year in which the scheme is amended.
 - g) Annual adjustments of allowances.
 - h) Which Members are to be eligible for contributory membership of the Local Government Pension Scheme.
 - i) Whether basic allowance or Special Responsibility Allowance are eligible.
- 3.7 To limit travel time and to allow for flexibility, it is proposed that the Panel meets remotely.

4. **Financial and Resource Implications**

- 4.1 The financial implications of the review of the Members' Scheme of Allowances are currently unknown. It will be a matter for the Council to determine any additional costs or savings in relation to the Scheme when the final report is considered and decisions taken on the adoption of any recommended changes. To ensure that any changes can be included in the Budget for 2024 onwards, the recommendations of the Panel will be brought to Full Council as soon as possible.
- 4.2 There are resource implications for the Democratic Services Team as considerable support is required for the Panel. The holding of remote meetings will reduce this to some extent.

Comments from the S151 Officer:

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

5. Legal Implications

Highlight any legal implications or concerns arising from your report.

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.

6. Risks

- 6.1 The main risk associated with the review of the Members' Scheme of Allowances is reputational in nature. When Members consider the findings and recommendations of the Independent Remuneration Panel, there will be a need to evaluate them in the context of the prevailing circumstances. While Members are required to have due regard to the report of the Independent Remuneration Panel, it still a matter for the Council to decide whether it adopts the associated recommendations in full or part.

7. Net ZeroTarget

- 7.1 The IRP considers the level of payments for travel and subsistence. They may wish to look at offering an enhanced rate for electric vehicles to encourage use as well as car sharing payments and incentives to use public transport.

8. Equality, Diversity & Inclusion

- 8.1 There are a limited number of equality and diversity implications associated with the review of the Members' Scheme of Allowances, the principal issue being any decisions relating to the Carers' Allowance.

9. Community Safety issues

- 9.1 Not applicable

10. Conclusion and Recommendations

- 10.1 North Norfolk District Council Members' Scheme of Allowances is now due for review. An Independent Remuneration Panel must be convened to undertake that review and report its findings and recommendations to Full Council. The Council is required to have due regard to the report of the Independent Remuneration Panel in determining any amendments to the current Scheme. The revised Scheme should be adopted from May 2024.

Recommendations:

It is recommended that:

- (1) Full Council approves the convening of the Independent Remuneration Panel.
- (2) Full Council approves the Terms of Reference for the Independent Remuneration Panel (section 3.6)
- (3) Any representations that Members wish the Independent Remuneration Panel to take into consideration should be made in writing through the Group Leaders, to the Democratic Services Manager
- (4) The Independent Remuneration Panel reports its findings and recommendations to Full Council by December 2023, at the latest.
- (5) Full Council resolves to delegate to the Democratic Services Manager the appointment of the individual members to the Independent Remuneration Panel.
- (6) Payment for Panel members will be at the rate paid to co-opted members of committees - £118.10 per meeting, plus travel (if required)

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Options for future governance of Sloley Parish	
Executive Summary	<p>The options and proposals outlined in the report below allow for a sensible and pragmatic approach which will enable the Parish Council to return to operation.</p> <p>It is hoped that engagement within the parish will see local electors coming forward to once again serve on the parish council which would bring about an end to the temporary appointments and allow the council to run independently.</p>
Options considered	<ol style="list-style-type: none"> 1. Run a further Election notice to invite nominations from qualified persons to stand for election to the Parish Council. 2. To temporarily appoint three parish councillors from District and County Council members. This would be for a period of 6 months to establish an interim Parish Council to seek engagement with the parish, for new membership so the Parish Council can function independently once again. 3. To dissolve the Parish Council and implement a Parish Meeting arrangement. 4. To undertake a Community Governance Review in order to implement a Grouping Arrangement with the neighbouring Parish Councils.
Consultation(s)	<p>We are not seeking to consult with the parish on our initial recommendation however this would be required if options 3 or 4 were to be pursued in the future.</p>
Recommendations	<p>We recommend to Full Council the adoption of option 2 which is the temporary appointment of three Councillors from District/County Council membership. The initial period would be 6 months; however, this could be shorter should qualified engagement to represent the parish be found and co-opted.</p> <p style="padding-left: 40px;">We ask that Full Council consider the following recommendation which is felt to provide the best course of action to restore the first tier of governance to the Parish of Sloley.</p> <p style="padding-left: 40px;">It is recommended that District and County Councillor Nigel Dixon, District Councillor Gerard Mancini-Boyle, and District Councillor Saul Penfold be appointed to Sloley Parish Council for a period up to six months.</p> <p style="padding-left: 40px;">It is recommended that Jane Wisson be appointed Temporary Clerk to support the Parish Council until such time that a permanent appointment can be made.</p> <p style="padding-left: 40px;">Separately, it is recommended that an Order be created with respect to delegation of authority which would allow the Chief Executive or the Monitoring Officer have the powers to implement temporary</p>

	appointment orders in respect of any Parish Council which find itself in a position of being inquorate in the future.
Reasons for recommendations	It is considered this would give a final chance to bring about retained governance for the parish of Sloley if the temporary appointment of councillors can go on to successfully find qualified and willing candidates to join the Parish Council. This will allow us to advise electors of this proposed course of action, as well as the alternatives should this initial plan not see sufficient representation from within the parishes at the end of the six-month appointment term.
Background papers	none

Wards affected	Hoveton and Tunstead
Cabinet member(s)	Tim Adams
Contact Officer	Rob Henry, Senior Elections Officer, rob.henry@north-norfolk.gov.uk

Links to key documents:	
Corporate Plan:	Not directly linked to corporate plan priorities
Medium Term Financial Strategy (MTFS)	Not linked to MTFS
Council Policies & Strategies	Not linked to any Core Strategy Policies as listed here

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

1. Purpose of the report

- 1.1 To obtain approval from Full Council to temporarily appoint three parish councillors and a temporary parish clerk to Sloley Parish Council in order allow it to function following a period of inactivity since May 2023.
- 1.2 To also request approval for a delegated authority order to be created to give power to the Chief Executive or the Monitoring Officer to allow them to create orders relating to temporary appointments of parish councillors in the future in the event of any parish council within the district finding itself inquorate or non-functioning.

2. Introduction & Background

- 2.1 A Town or Parish Council needs to be quorate in order to discharge any business at a meeting. A quorum is defined in legislation as being one third of the total number of members of the relevant Town/Parish Council, subject to a minimum of three Councillors.
- 2.2 During the nomination process ahead of the 4th May 2023 Parish Elections, no valid nominations were received for Sloley Parish Council. Two further attempts at running Election Notices to allow the receipt of nomination forms to be provided have also not seen any nominations forthcoming.
- 2.3 There are a total of seven seats on Sloley Parish Council, so the Council needs a minimum of three councillors in order to be quorate and transact any business.
- 2.4 Under section 91 of the Local Government Act 1972 in situations where Town or Parish Councils do not have the required number of councillors to be quorate and conduct the business of the Parish Council, the District Council can make an order to appoint persons to serve on the Parish Council until such time as vacancies on the Council are filled by election or co-option.

3. Proposals and Options

- 3.1 Initially the proposed course of action to restore the operations of Sloley PC is to temporarily appoint serving District and County Council members to serve on the Parish Council and allow it to function.
- 3.2 Sloley Parish Council has seven vacant seats but would require three appointments in order for it to be quorate and once again be able to function and make legal decisions.
- 3.3 For Sloley we propose that District and County Councillor Nigel Dixon and District Councillor Gerard Mancini-Boyle be appointed along with Worstead Ward District Councillor Saul Penfold be appointed as Sloley Parish Councillors.
- 3.4 All appointments would be for a term of six months with the key priority being to seek engagement from within the parish in order for qualified persons who can sit on the parish council, can be found and co-opted.

- 3.5 Sloley would need to have a temporary clerk appointed and we would propose that Jane Wisson, an experienced Parish Clerk who is also an Officer of the District Council, be appointed in the role of Clerk to assist with the process of re-establishing the Parish Council.
- 3.6 A further proposal is to request a delegation of authority to the Chief Executive or the Monitoring Officer to make the necessary order to appoint temporary parish councillors should the situation arise at any Parish Council in the future.
- 3.7 Other options considered with respect of the re-establishment of Sloley PC which could still be acted upon in the future depending on the success of the temporary appointments are as follows.
- i. Run a further Election Notice to invite nominations from qualified persons to stand for election to the parish council. Given this would have been attempted and failed on three occasions in the period May-October 2023, we feel a more thorough approach will be required.
 - ii. To dissolve the parish council and implement a parish meeting arrangement
 - iii. To undertake a Community Governance Review in order to pursue a grouping arrangement with a neighbouring parish within the same ward.
- 3.8 Options at paras 3.9 and 3.10 above are the options which would be considered if all other efforts do not bring about a positive result to where Sloley PC is once again in operation.

4. Corporate Priorities

N/A

5. Financial and Resource Implications

There are no financial implications linked to this report. All work undertaken in relation to it and any outcomes are in employee time only.

6. Legal Implications

- 6.1 Paragraph 12 of Schedule 12, Part ii of the Local Government Act 1972 provides that no business shall be transacted at a meeting of a parish council unless at least one-third of the whole number of members of the council are present at the meeting; but notwithstanding anything in that paragraph, in no case shall the quorum be less than three.
- 6.2 The number of parish Councillors for a parish council shall not be less than 5 (s16 Local Government Act 1972). The number of Parish Councillors able to serve on Sloley Parish Council is seven.
- 6.3 Section 91(1) of the Local Government Act 1972 provides that the principal authority, in this case North Norfolk District Council, may make an order to

appoint persons to fill all or any vacancies on a town or parish council until such time as other councillors are elected and take up office.

- 6.4 In the event that Sloley Parish Council is unable to fill the required number of vacancies through co-option, section 39(4) of the Representation of the People Act 1983 enables the District Council to make any appointment or do anything which appears to them necessary or expedient for the proper holding of such an election or meeting and properly constituting the council. This includes the power to direct the holding of an election or meeting and fix the date for it.

7. Risks

- 7.1 The District Council could choose not to make any appointments to Sloley Parish Council. However, without the District Council making a temporary appointment the Parish Council would not be able to sit or take decisions in the interests of the local community until the next regular elections in 2027.

8. Net ZeroTarget

N/A

9. Equality, Diversity & Inclusion

We have looked at those who could be temporarily appointed to serve the on the parish council and consider that a cross party approach would work the best to serve the residents of the parish.

10. Community Safety issues

N/A

11. Conclusion and Recommendations

- 11.1 We ask that Full Council consider the following recommendation which is felt to provide the best course of action to restore the first tier of governance to the Parish of Sloley.
- 11.2 It is recommended that District and County Councillor Nigel Dixon, District Councillor Gerard Mancini-Boyle, and District Councillor Saul Penfold be appointed to Sloley Parish Council for a period up to six months.
- 11.3 It is recommended that Jane Wisson be appointed Temporary Clerk to support the Parish Council until such time that a permanent appointment can be made.
- 11.4 Separately, it is recommended that an Order be created with respect to delegation of authority which would allow the Chief Executive or the Monitoring Officer have the powers to implement temporary appointment orders in respect of any Parish Council which find itself in a position of inquoracy in the future.

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