Overview & Scrutiny Committee



Please contact: Democratic Services Please email: democraticservices@north-norfolk.gov.uk Please direct dial on: 01263 516108

Tuesday, 1 April 2025

A meeting of the **Overview & Scrutiny Committee** of North Norfolk District Council will be held in the **Council Chamber - Council Offices** on **Wednesday**, **9 April 2025** at **9.30 am**.

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

Members of the public who wish to ask a question or speak on an agenda item are requested to notify the committee clerk 24 hours in advance of the meeting and arrive at least 15 minutes before the start of the meeting. This is to allow time for the Committee Chair to rearrange the order of items on the agenda for the convenience of members of the public. Further information on the procedure for public speaking can be obtained from Democratic Services, Tel: 01263 516108, Email: democraticservices@north-norfolk.gov.uk.

Anyone attending this meeting may take photographs, film or audio-record the proceedings and report on the meeting. Anyone wishing to do so must 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.

Please note that Committee members will be given priority to speak during the debate of agenda items

Emma Hallums Democratic Services Officer

To: Cllr N Dixon, Cllr S Penfold, Cllr P Bailey, Cllr M Batey, Cllr J Boyle, Cllr C Cushing, Cllr A Fletcher, Cllr M Hankins, Cllr P Heinrich, Cllr V Holliday, Cllr N Housden and Cllr L Vickers

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



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

a different language please contact us

Corporate Directors: Nick Baker and Steve Blatch Tel 01263 513811 Fax 01263 515042 Minicom 01263 516005 Email <u>districtcouncil@north-norfolk.gov.uk</u> Web site www.north-norfolk.gov.uk

1. TO RECEIVE APOLOGIES FOR ABSENCE

2. SUBSTITUTES

To be notified at the meeting of any substitutions.

3. PUBLIC QUESTIONS & STATEMENTS

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

4. MINUTES

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 12th March 2025

5. ITEMS OF URGENT BUSINESS

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

6. DECLARATIONS OF INTEREST

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.

7. PETITIONS FROM MEMBERS OF THE PUBLIC

To consider any petitions received from members of the public.

8. CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE BY A MEMBER

To consider any requests made by non-executive Members of the Council, submitted to the Democratic Services Manager with seven clear working days' notice, to include an item on the agenda of the Overview and Scrutiny Committee.

9. RESPONSES OF THE COUNCIL OR THE CABINET TO THE (Pages COMMITTEE'S REPORTS OR RECOMMENDATIONS 13 - 14)

To consider any responses of the Council or the Cabinet to the Committee's reports or recommendations.

An extract from the Cabinet minutes of 3rd March is attached setting out Cabinet's response to recommendations from the Overview & Scrutiny Committee.

(Pages 7 - 12)

(Pages 1 - 6)

10. REPORTS FOR CONSIDERATION

(1) UK SHARED PROSPERITY FUND AND RURAL ENGLAND (Pages PROSPERITY FUND REVIEW AND UK SHARED 15 - 110) PROSPERITY FUND TRANSITION YEAR 2025-26

<u>Recommendation</u>: that the Committee considers the evaluation report and makes any observations on the delivery of the programme and its outputs/outcomes to Cabinet.

(2) NORFOLK & WAVENEY INTEGRATED CARE BOARD (Pages CONSULTATION ON CHANGES TO THE OUT OF HOURS 111 -GP SERVICE, NORWICH WALK-IN CENTRE AND 178) VULNERABLE ADULTS SERVICE

Recommendation: The Overview and Scrutiny Committee is invited to discuss and comment on the proposals outlined in the Norfolk and Waveney ICB public consultation documents, with the Committee's views forming the Council's corporate response to the consultation.

WORK PROGRAMMES

11. THE CABINET WORK PROGRAMME

(Pages 179 -184)

To note the upcoming Cabinet Work Programme. Please note that the work programme is subject to change and the latest version can be viewed here: <u>Home | Cabinet work programme</u>

12. OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

To receive an update from the Scrutiny Officer on progress made with topics on its agreed work programme, training updates, Action Tracker and to receive any further information which Members may have requested at a previous meeting.

To consider feedback from the Self-Assessment Question Set.

13. EXCLUSION OF THE 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 items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph _ of Part I of Schedule 12A (as amended) to the Act."

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Minutes of the meeting of the Overview & Scrutiny Committee held on Wednesday, 12 March 2025 in the Council Chamber - Council Offices at 9.30 am

Committee Members Present:	Cllr N Dixon (Chairman)	Cllr S Penfold (Vice-Chairman)			
	Cllr M Hankins Cllr Fitch-Tillett Cllr Neatherway	Cllr J Boyle Cllr A Fletcher Cllr P Heinrich			
Members also attending:	Cllr. Lucy Shires Cllr. Wendy Fredericks	Portfolio Holder for Finance, Estates and Property Services Deputy Leader and Portfolio Holder for Housing & People Services			

Officers in	Steve Hems - Director for Communities Customer Services
Attendance	

264 APOLOGIES

It was noted that Councillors Bailey, Batey, Cushing, Holliday and Housden had tendered their apologies for absences for today's meeting.

265 SUBSTITUTES

It was noted that Councillors Fitch-Tillett and Neatherway were attending as substitutes to fill the vacancies created by the apologies.

266 PUBLIC QUESTIONS & STATEMENTS

None received.

267 MINUTES OF THE MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE HELD ON 12TH MARCH 2025.

The minutes were agreed subject to the following amendment.

MINUTE 258 - CORPORATE PLAN 2023-27 ACTION PLAN – TO END OF QUARTER 3 –31 DECEMBER 2024

The Committee agreed the minutes and authorised the Chairman to sign them once the following amendment be made:

Delete:

"Ask that the Cabinet undertakes a review of the available options to:

- a) analyse the reasons why mobile phone mast applications fail.
- b) develop a map of signal "not spots" from data gathered by the current surveying program.
- c) support providers to improve mobile signals strength, evaluate how it communicates its actions regarding this issue to both residents and businesses."

Insert:

"Ask that the relevant Portfolio Holders and Directors review options to improve mobile signal hotspots/not spots and the reasons why mast applications fail and communicate its actions to residents and businesses."

268 ITEMS OF URGENT BUSINESS

There were no items of urgent business.

269 DECLARATIONS OF INTEREST

There were no declarations of interests were received at the meeting.

270 PETITIONS FROM MEMBERS OF THE PUBLIC

None received.

271 CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE BY A MEMBER

None received.

272 RESPONSES OF THE COUNCIL OR THE CABINET TO THE COMMITTEE'S REPORTS OR RECOMMENDATIONS

None received.

273 CORPORATE PLAN ACTION PLAN FOR THE PERIOD APRIL 2025 – MARCH 2026

The Committee received a report that invited to Members comment on the 2023 – 2027 Corporate Plan Action Plan for the period April 2025 – March 2026 that had been presented to Cabinet on 3rd March 2025 for approval.

Questions Responses and Discussion

The mains points of the discussion maybe summarised as follows:

The Committee:

- Noted that the actions detailed in the Action Plan have been developed in support of the five themes in the adopted Corporate Plan recognising the increasing pressure on the Council's budget, the moves towards establishing a Combined Authority for Norfolk and Suffolk under the Government's English Devolution programme and proposed Local Government Reorganisation which will change the context in which the District Council operates and works over the next three years, alongside continuing to maintain service delivery for the district's residents until any proposals for new unitary councils in Norfolk have been agreed.
- Noted that the actions proposed seek to balance the capacity of the organisation to deliver, taking into account the staff and financial resources available to the Council, the need to focus on supporting the transition of services into any new unitary council(s) and the potential to access external funding or partnership resources, with the aspirations laid out in the Corporate Plan.
- Noted that has been recognised that there is some degree of choice and prioritisation as to the actions proposed for delivery in the period April 2025 – March 2026, although perhaps less compared to previous years given the need to create capacity to respond to and engage with the process of local government reorganisation across the County.
- Agreed that sound management of the authority's staff, property and financial resources to deliver projects and initiatives that will support improved service delivery and positive outcomes aligned to the previously agreed Corporate Plan themes and seeks to position North Norfolk's residents, communities and businesses strongly in the context of any proposals to establish a Norfolk and Suffolk Combined Authority through the English Devolution proposals and any related programme of local government reorganisation in Norfolk which seeks to replace the existing two-tier County and District structure of local government with unitary councils.
- Noted the budget to support the longer-term work being undertaken to develop the defence against flooding and erosion had been increased by an additional £150,000.
- Agreed that it is important that the Corporate Plan (i) provides a clear direction for what it is doing and why they are doing it; (ii) must set out what the Council goals are to achieve in addition to the provision of those core statutory services; and (iii) provides the framework for evaluating the Council's performance.

In conclusion the Committee:

The Chairman Moved and Overview and Scrutiny committee RESOLVED to:

1. approve the Corporate Plan Annual Action Plan for 2025/26 that had been presented to Cabinet on 3rd March 2025.

274 BUDGET MONITORING P10 2024-2025

The Committee was asked to review and comment on the Budget Monitoring

P10 2024-2025 that had been presented to Cabinet on 3rd March 2025 for approval.

Questions Responses and Discussion

A summary of the mains points of the discussion is set out below:

The Committee:

- Understood that this report provided an update on the Council's financial performance and projected full year outturn position for 2024/25 for the revenue account, capital programme and reserves statement as at the end of January 2025.
- Noted that as of 31 January 2025, after adjusting for all known variations and full year forecasting by service managers the General Fund projected surplus was £0.048m for the full year 2024/25.
- Decided that the annual budget process is probably the single biggest, most complex exercise that the Council undertakes as part of its annual cycle.
- Acknowledged that effective in-year monitoring is not about looking at numbers; it's about understanding the financial health of the Council in real-time and identifying potential challenges or opportunities.
- Agreed that getting this process right is vital to the Council's success and contributes significantly to what it achieves for the communities that it seeks to serve.
- Recognised that without a sustainable budget supporting long-term financial resilience other plans and aspirations may well founder.
- Noted that the net cost of services full year forecast position is an underspend of £0.734m. This is the net figure after adjusting for savings in staffing and professional fees, some of which were to be funded from reserves. Where these savings have occurred there has also been an equal adjustment made to the use of reserves so that the Council is now forecasting a use of reserves of £4.090m rather than the budgeted £4.491 i.e. a saving of £0.401m in the use of earmarked reserves.
- Noted the main reasons for the Corporate Leadership/Executive Support pf £0.241m underspend is as follows (1) £0.147 in Employee Costs related to reductions in contracted hours and having vacant posts where there has been staff turnover; and (2) £0.076m in supplies and services including printing and publication expenditure.
- Noted that there will be a recommendation that full Council approve an increase the 2024/25 capital budget for the Mundesley Coastal Defence scheme from £6.206m to £7.637m, following the award of additional grant funding from the Reginal Flood & Coastal Committee and the Environment Agency to fund inflationary costs to the project over its lifetime.
- Noted that the Council is awaiting the outcome of a bid to the Regional Flood & Coastal Committee from NNDC for £0.750m to both replace the previous £0.250m contribution from Anglian Water that will not be forthcoming and to seek additional funding to cover the costs towards

reducing the risk of coastal erosion.

- Noted that the total capital expenditure for 2024/25 as at period 10 was £22.321m compared to an updated full year capital budget of £39.740m, leaving £17.419m to be spent by the year end.
- Noted an increase the 2024/25 capital budget for the Cromer Coastal Defence scheme from £10.106m to £10.250m. This is covered by additional grant from the Environment Agency to fund inflationary costs over the project's lifetime.
- Noted the swing in the General Fund Revenue Budget and Capital Programme that is due to a large underspend of over £0.7m on employee costs, some further significant savings on supplies and services, improvements in income levels for both services and investment.
- Noted that officers had worked extremely hard to address the financial position and many teams have held vacancies to generate the employee savings, and this had put pressure on the existing workforce and service delivery.

The Chairman Moved and Overview and Scrutiny committee **RESOLVED** to

- 1. **Note** the contents of the report and the current forecast year end position.
- 2. Continue to **scrutinise** the work to minimise the risk of a General Fund revenue deficit for 2024/25.
- 3. **Note** that approval will be sought from full Council to make all the changes to the Capital Programme as laid out in paragraph 5.5 of the report.

275 THE CABINET WORK PROGRAMME

The Committee received and considered a programme setting out the current work programme of the Councils Cabinet.

Accordingly, the Chairman **MOVED** and Overview and Scrutiny committee **RESOLVED** to note the current work programme of the Councils Cabinet.

276 OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

The Democratic Services (Scrutiny) Officer advised the Committee that there had been a change to the workplan since the last meeting. The changes were summarised as follows:

- 1. Consideration of the Council's People Strategy had been deferred to May 2025.
- 2. UK Shared Prosperity Fund (UKSPF) Report 2024/25 programme evaluation and programme for 2025/26 would be considered in April 2025.
- 3. The future of health services in Norfolk and Waveney to be considered in April **e.g.** potential changes to the GP Out of Hours Service, GP practices, the Norwich Walk-In Centre, and the Vulnerable Adults

Health Inclusion Hub in Norwich,

4. Crime & Disorder Update to invite the PCC to discuss their plans for North Norfolk in either June or July 2025.

The Chairman **MOVED** and Overview and Scrutiny committee **RESOLVED** to that the revised committee's work plan be agreed.

277 ACTION TRACKER

The Committee received and noted an update from the Scrutiny Officer on progress made with topics within its action tracker. A summary of key points discussed is set out below:

- 1. The Director of Resources to produce a timetable in consultation with the Scrutiny officer for the Committee out the key events as the budget is developed throughout the year such as which committee meetings it will be reported to and periods of public consultation.
- 2. Peer Review Action Plan considered at the January 2025.
- 3. Food Waste The outcome on the financial allocation and the anticipated capital costs that the Council would incur in relation to food waste collection Update required.
- 4. Water Summit Seek clarification of the outcome of the East of England Water Summit.
- 5. East of England Ambulance Service NHS Trust Requires updating.
- 6. North Walsham High Street Heritage Action Zone initiative Awaiting report from the Portfolio Lead Member on the development of a Toolkit.
- Budget Monitoring Update on the Governance, Risk and Audit Committee consideration of the Council's Treasury Management Strategy.
- 8. Homelessness Task and Finish further update in July 2025.

278 MEMBER DEVELOPMENT CHECK LIST

The Committee received and noted a Member Development Check List.

279 EXCLUSION OF THE PRESS AND PUBLIC

The agenda circulated contained no exempt/confidential business and there was therefore no requirement to exclude the press and public to allow for its consideration.

The meeting ended at 11.30 pm.

Chairman

Registering interests

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

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

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

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

Non participation in case of disclosable pecuniary interest

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

Disclosure of Other Registerable Interests

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

Disclosure of Non-Registerable Interests

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

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

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

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

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

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

Table 1: Disclosable Pecuniary Interests

This table sets out the explanation of Disclosable Pecuniary Interests as set out in the <u>Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012</u>.

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

	and the factor of the second state
	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 — (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land and Property	Any beneficial interest in land which is within the area of the council. '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.
Licenses	Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer
Corporate tenancies	Any tenancy where (to the councillor's knowledge)— (a) the landlord is the council; and (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.
Securities	Any beneficial interest in securities* of a body where— (a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and (b) either— (i)) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or (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

spouses/civil partners has a beneficial
interest exceeds one hundredth of the
total issued share capital of that class.

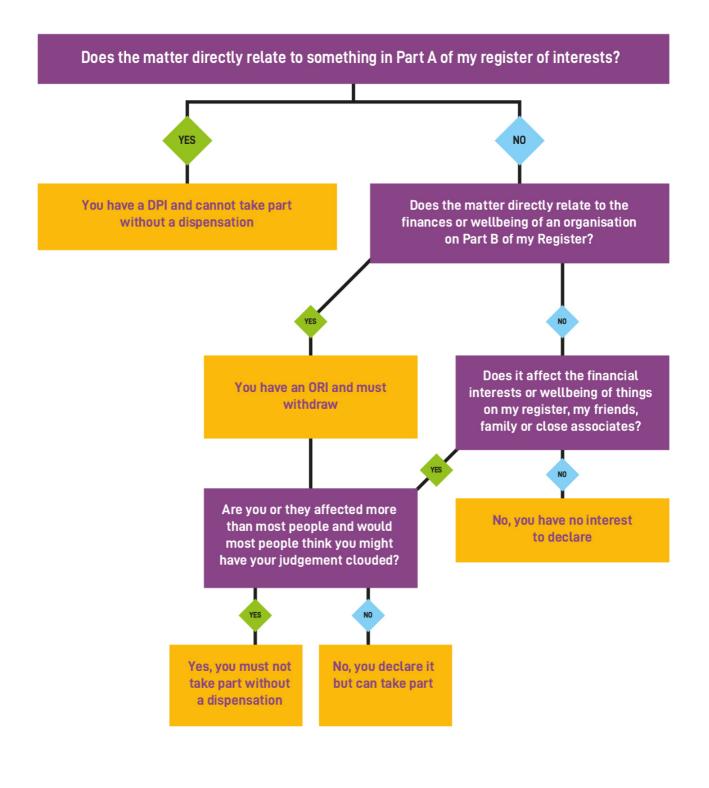
* 'director' includes a member of the committee of management of an industrial and provident society.

* '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)



Local Government Association Guidance on LGA Model Councillor Code of Conduct

Agenda Item 9

Extract – Cabinet Minutes – 03 March 2025

RECOMMENDATIONS FROM OVERVIEW & SCRUTINY COMMITTEE

The Chairman, Cllr N Dixon, said that there were two matters to report on:

a) <u>Homelessness Task & Finish Group</u> - the following recommendations were made to Cabinet:

That the:

- the Portfolio Holder for Housing & People Services writes to central government, setting out the situation in North Norfolk regarding the private rental sector reducing housing stock levels and the key reasons for the withdrawals and asks central government for action to address the progressive stock loss and help this Council retain and even grow private sector stock levels; and
- 2. Committee should receive a further report on this subject in July 2025 to coincide with the pre scrutiny of the homeless strategy.

The Chairman said that there were three key points:

- To incorporate any benefits from the council tax second homes premium such as investing in the prevention of homelessness, forming partnerships, refurbishing homes etc.
- Working more proactively with partnership organisations
- Need to incorporate, where possible, timelines to the streams of work that were in progress.
- b) <u>Corporate Plan Action Plan 2024/2025</u> the following recommendations were made:

Mobile Phone coverage:

- analyse the reasons why mobile phone applications fail,
- produce a map of mobile phone 'not spots' and support providers to improve mobile signal strength
- evaluate how the Council communicates its actions regarding the above to residents and businesses.

Cllr J Boyle said that, on looking at the second recommendation, she believed that it should read as 'the Portfolio Holder and relevant Director to review options to improve mobile signal 'hot spots', 'not spots' and the reasons why mobile mast applications fail and communicate actions to residents and businesses'.

Cllr Dixon said that the Overview & Scrutiny Committee had not confirmed the recommendations yet as the minutes for this meeting had not been approved and he proposed that the second item should be deferred until the Committee had reviewed it.

The Chairman thanked Cllr Dixon and said that the first item would be taken forward and the second one deferred.

Cllr W Fredericks, Portfolio Holder for Housing, responded to the recommendations from Homelessness Task and Finish Group. She said that she was happy to accept them and any other actions agreed by the Overview & Scrutiny Committee. She went onto say that she had attended the Overview & Scrutiny Committee meeting and responded to all the matters raised and that the Housing Team was working hard to do everything that they could to reduce homelessness. Cllr J Toye, Portfolio Holder for Sustainable Growth, said that he was happy to support the recommendations regarding mobile phone coverage, but would suggest that if the Overview & Scrutiny Committee was supportive, that the Council looked at the wider picture and considered all of the relevant factors that could support improvement in this area.

It was **RESOLVED** that the:

- the Portfolio Holder for Housing & People Services writes to central government, setting out the situation in North Norfolk regarding the private rental sector reducing housing stock levels and the key reasons for the_withdrawals and asks central government for action to address the progressive stock loss and help this Council retain and even grow private sector stock levels; and
- 2. Committee should receive a further report on this subject in July 2025 to coincide with the pre scrutiny of the homeless strategy.

UK Shared Prosperity Fund and Rural England Prosperity Fund Review and UK Shared Prosperity Fund Transition Year 2025-26				
Executive Summary	The UK Shared Prosperity Fund (UKSPF) was a three- year Government funding programme 2022 – 2025 with an allocation to NNDC of £1.2 million for North Norfolk.			
	The Rural England Prosperity Fund (REPF) was a two- year Government programme 2023 – 2025 of capital grant funding of £1.4 million awarded to NNDC.			
	Both programmes aim to support local economic priorities. Collectively the grant and support schemes delivered locally have leveraged an additional £2,858,782 of public, private and community sector investment across the District.			
	At the time of producing this report both programmes are on track to complete and be fully defrayed by 31 March 2025. The total value of programmes that are delivering support to communities and businesses in the District equate to £5,554,899.			
	In mid-December 2024 the Government announced an additional year of UKSPF transition funding for 2025-2026. NNDC was awarded £405,095 comprising £330,302 revenue and £74,793 capital. On 4 March the government announced that the REPF will be extended for a further year with up to £33 million available nationally to support economic growth but the scheme outline and the expected award to NNDC are yet to be confirmed.			
Options considered	No other options considered. This report provides detail on the delivery of the UKSFP/REPF programmes to-date and it details the forthcoming 2025/26 programme as agreed by Cabinet.			
Consultation(s)	Portfolio Holder for Sustainable Growth Director of Resources/S151 Officer Monitoring Officer			
Recommendations	It is recommended that the Committee considers the evaluation report and makes any observations on the delivery of the programme and its outputs/outcomes to Cabinet.			
Reasons for recommendations	The report is to bring matters concerning the delivery of these significant programmes to the attention of the Committee. No substantive recommendation is necessary.			
Background papers	N/A			

Wards affected	All Wards
Cabinet	Portfolio Holder for Sustainable Growth
member(s)	

Contact Officer	Jenni Jordan – Economic Programmes & Funding Manager jenni.jordan@north-norfolk.gov.uk
	Stuart Quick – Economic Growth Manager stuart.quick@north-norfolk.gov.uk

Links to key documents:				
Corporate Plan:	Investing in Our Local Economy & Infrastructure Our Greener Future Developing Our Communities			
Medium Term Financial Strategy (MTFS)	The programmes were operated with external grant funds, and they do not impact upon the MTFS. The forthcoming delivery of the UKSPF transition programme further utilises external grant funds and has been agreed by Cabinet. It will not impact upon the MTFS.			
Council Policies & Strategies	North Norfolk Economic Growth Strategy & Action Plan			

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	Cabinet decision to commence delivery of the programmes: <u>UKSPF and REPF Cabinet 6 March 23 - Final.pdf</u>			
	Cabinet resolution on 3 February 2025 – to support the following recommendations:			
	 To confirm Cabinet's support for the approach to the UKSPF programme (transitional year 2025/26) outlined in this report 			
	 To delegate to the Assistant Director for Sustainable Growth, in consultation with the Portfolio Holder for Sustainable Growth, the detailed definition of the projects to be delivered within the overall programme headings and the commissioning of specific projects and the procurement and/or appointment of any project delivery partners or contractors, as appropriate. 			

1. Purpose of the report

1.1 This paper provides an overview of the local delivery of the Government's UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) 2022-2025 programmes. The report outlines the programme aims and priorities and illustrates each of the individual projects that were delivered as part of the programmes. Each appendix to this report highlights the delivery targets and what the project achieved, the level of funding, the financial leverage, case study examples and GIS mapping and details of the beneficiary businesses, community groups and households demonstrating the geographic spread across the district. A measure of social return on investment (social value) has also been included where available.

1.2 In addition, this report provides an outline of the workstreams identified for the 2025/26 transition year for UKSPF. These are aligned to the Government's published missions and themes. This programme will be delivered between 1 April 2025 and 31 March 2026.

2. UKSPF Introduction & Background

- 2.1. The UK Shared Prosperity Fund (UKSPF) formed a central pillar of the former Government's Levelling-Up agenda. North Norfolk's allocation of £1,238,269 over three years 2022 2025 has been managed by NNDC and delivered in collaboration with a range of partner organisations.
- 2.2. The intention of the fund was 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. In order to secure the funding an Investment Plan was produced, informed through engagement with a specially created Local Partnership Group (LPG) composed of a range of stakeholders, including business and business support representatives (Federation of Small Businesses FSB, Norfolk Chamber of Commerce and New Anglia Growth Hu), community organisation representatives (Community Action Norfolk CAN and Norfolk Community Foundation), representatives of rural agricultural businesses (National Farmers Union NFU and Country Landowners Association CLA) and the two local MPs.
- 2.3. The UKSPF Investment Plan that was developed, aligned with the following (previous) District Council Corporate Plan objectives:
 - Boosting business sustainability and growth
 - Quality of life
 - Financial sustainability and growth
- 2.4. The provision of funds (for both UKSPF and REPF) to local authorities for the final year (2024-25) was determined by the Government based on the level of defrayal in the prior years, with a sliding scale applied based on past performance. Councils in underspent positions received a reduced amount or no funding at all for year 3 (2024-25), many having to forward fund their programmes from their own resources; whereas NNDC was one of the few authorities regionally that received 100% of the funding in advance for both UKSPF and REPF in 2024-25.

3. Programme Overview

- 3.1. The programme had the following three thematic strands, with each having a number of delivery interventions. Schemes were developed to deliver a set of prescribed outputs and outcomes with grant funding split between the strands (see Fig 1.1).
 - Supporting local business

- Community and Place
- People and Skills

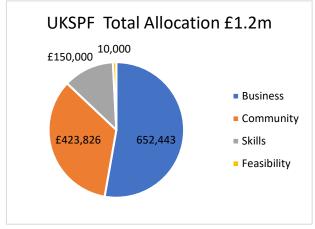
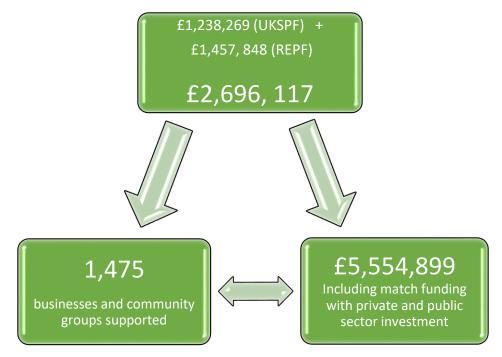


Fig 1.1 Allocation split by thematic strands

Figure 1.2 Total UKSPF and REPF funding, match funding and numbers of businesses and community groups supported

3.2. Figure 1.2 shows total investment and the number of beneficiaries across the two programmes. In addition to the government funding, more than £2.8 million has been leveraged from businesses, community groups and additional public sector investment. In total 1,475 businesses and community groups have benefitted from the two programmes between 2022 and 2025 supporting many local residents and employees.



- 4. Delivery addressing local priorities
 - 4.1. Addressing lack of digitalisation and supporting business resilience. A feasibility report commissioned prior to the pandemic investigated how

productivity could be improved if companies adopted new digital technologies. A pilot scheme, developed by Norfolk County Council and delivered and evaluated in 2021, demonstrated the need for one-to-one support to help businesses understand what digital tools could improve their business operations. This encompassed working with a trusted advisor to conduct an audit to identify areas for improvement or new investments in digital technology. The UK Digital Strategy (June 2022) identified the need for SMEs to innovate through better use of digital technologies enabling businesses to gain competitive advantages, create high-skilled jobs and boost national productivity.

- 4.2. The 'Go Digital' scheme was developed to support business digitalisation and to help them to access specialist advice. A small grant element was also included to enable businesses to purchase hardware, software or further specialist support to improve their resilience, increase their online presence, productivity and support growth.
- 4.3. <u>Go Digital North Norfolk</u> has supported two hundred businesses. Each business received nine hours of free specialist 1:1 advice and a bespoke action plan with recommendations. Of those engaged in the programme, one hundred and sixty businesses received a grant of up to £500 towards items identified within their Action Plan. This programme delivered so successfully that an additional £101,500 was leveraged from Norfolk County Council to deliver advice to a further one hundred and twenty businesses and provide an additional ninety-five business grants. This is thought to be the highest total delivery of all participating Norfolk local authorities. See Appendix 1.
- 4.5 **Supporting community resilience.** The importance of community facilities to settlements in the District and the need for investment to make them fit for modern purposes is recognised.
- 4.4 The <u>Sustainable Communities Fund</u> was therefore supplemented during the first two years of the programme to offer grant funding of up to £15,000 for small-scale capital projects.
- 4.5 The Sustainable Communities Fund grant panel reviewed applications and allocated grant funding for fourteen projects. **See Appendix 2** for details of the projects supported.
- 4.6 Addressing energy costs and decarbonisation of businesses. Businesses are facing huge challenges with rising energy costs. Providing support to help achieve energy efficiency and decarbonisation will help them identify savings that may lower their energy costs.
- 4.7 A project was developed that involved offering business advice and grants to support measures to achieve energy efficiency resulting in lower energy costs. Alongside support for their business decarbonisation, this will support the Government's <u>Net Zero Strategy</u> and the Council with its <u>Net Zero 2030 Strategy</u> <u>& Climate Action Plan</u>.
- 4.8 The Decarbonisation and Growth audit and grant programme supported businesses with independent advice, alongside the opportunity to apply for grant funding to implement identified measures. This programme ran for a single year 2024-25 and supported 150 North Norfolk businesses. The grant pot of £50,000 required a minimum of a 50% match delivered 9 grant-funded projects, thus leveraging in significant additional private funding. **See Appendix 3**.

- 4.9 Addressing fuel poverty. Residents with poorly insulated homes face increasing energy costs. Much of the inflationary pressure on household incomes is from rising energy prices, further exacerbating a trend of increasing fuel poverty in the District.
- 4.10 The <u>Cost of living</u> programme ran for one year 2024-25 and this programme supported the implementation of energy efficiency measures for local households via an advice and a grant programme. It was designed to complement the Home Upgrade Grant (HUG 2) grant scheme, which was administered and delivered by Norfolk Warm Homes.
- 4.11 Identified homes were eligible for retrofitting work to support home improvements such as insulation, windows, doors and heating and twenty-five homes benefited and became more energy efficient, saving carbon and reducing heating costs. Leveraged funding was in excess of £442,000. **See Appendix 4.**
- 4.12 **Support for tourism as a key sector in the local economy**. Information from the <u>Economic Impact of Tourism report 2023</u>, demonstrates that the District's visitor economy is worth to £520m, with 8,400 full time equivalent jobs, resulting in over 27% of all employment being associated with tourism in north Norfolk.
- 4.13 The <u>Destination Marketing</u> programme supported the development and delivery of promotional campaigns, encouraging people to visit and explore the local area. This was funded for two years (2022/23 and 2023/24) and delivered by the local destination Marketing Organisation (DMO) Visit North Norfolk (VNN).
- 4.14 VNN ran a series of promotional and marketing campaigns, driving traffic to the Visit North Norfolk website, and consequently local visitor economy businesses. Alongside marketing, VNN supported in excess of 200 visitor economy businesses through implementation of destination marketing campaigns aimed at increasing footfall and driving a significant increase in traffic to digital platforms encouraging people to visit. In addition a sector conference was held along with training sessions, workshops and one-to-one assistance to tourism businesses. **See Appendix 5.**
- 4.15 **Supporting People and Skills.** Skills, deficits and labour shortages are common to many local businesses but are particularly prevalent in hospitality, agriculture, transportation, food processing, retail and social care, which reduces business productivity and constrains service provision. There are no training providers located within North Norfolk, consequently, employees wishing to engage in training are having to travel significant distances
- 4.16 <u>Future Skills Now</u> was a one-year programme (2024 -2025), which encouraged businesses to identify their skills and training gaps. It also delivered a grant fund to help achieve the ambitions and address the issues identified.
- 4.17 Seventy-six businesses complete an audit to identify their needs. A funding pot of £85,000 was made available (at a 75% intervention rate) supporting 64 grants to train and upskill the workforce of participating businesses, increasing qualifications, helping retention of existing staff and supporting business resilience. See Appendix 6.

- 4.18 **Support for small and medium sized enterprises (SMEs).** Businesses of this scale tend generally to be less well informed about opportunities (business support, grants etc.), and are frequently less able to obtain commercial lending. Engagement with local businesses identified a number of fundamental structural issues in businesses. It is commonly observed that there is a lack of strategic planning and knowledge i.e. businesses only 'know what they know'. A need was identified for professional advice and guidance to maintain competitiveness and productivity and support business sustainability and growth.
- 4.19 A partnership was developed with Norfolk County Council's Growth Hub who provide a range of support and 1:1 advice, in person or virtually, and delivered access to training and support workshops.
- 4.20 In addition, NNDC Economic Growth team developed a business engagement programme (BEP) supporting businesses with a range of networking opportunities, collaborative events, sector specific workshops and online resources through Invest North Norfolk.
- 4.21 One hundred and sixty-seven businesses were supported (to date) through specialist knowledge and advice through a two-year programme (2023/24 and 2024/25) via the <u>Growth Hub</u>. Additionally over 200 businesses have engaged with the BEP. **See Appendix 7**.
- 4.22 Under this programme the Growth Hub also supported the delivery of the <u>Rural</u> <u>England Prosperity Fund grant programme</u> (see below) (£1.4m two year capital funding programme) with services including administration, due diligence, appraisal, monitoring, reporting and grant award payment. **See Appendix 8**.

5. Rural England Prosperity Fund – Introduction and Background

- 5.1 The Rural England Prosperity Fund (REPF) was introduced as part of the Government's Levelling Up White Paper and the Future Farming Programme. It provided funding for capital projects aimed at small and medium-sized enterprises, as well as community infrastructure initiatives. The primary objectives of the fund were to enhance productivity, bolster the rural economy, and strengthen rural communities. Additionally, it supported projects designed to address the unique challenges faced by rural areas.
- 5.2 The capital-only allocation for North Norfolk was £1,457,852 over two years (2023 /24 and 2024/25). The allocation was weighted heavily in the second year of the programme with 75% of the funding allocation £1.036m needing to be delivered in 2024/25. It was managed by NNDC which, in order to optimise the available staff resources, alongside the UKSPF initiative detailed above, commissioned the Growth Hub to administer the fund. The grant scheme for North Norfolk was developed in tandem with the Borough Council of Kings Lynn and West Norfolk's scheme in order to minimise potential cross- border 'postcode lottery' disparities/criticisms. The fund was developed to support businesses and communities.
- 5.3 REPF grants are allocated against a discrete number of interventions with specific outcomes. Alongside the UKSPF Investment Plan, the submitted REPF addendum plan was shaped and informed by the Local Partnership Group. <u>Business Grants</u> were available for between £10,000 and £100,000 (generally with a grant intervention rate of up to 50%). <u>Community Grants</u> were available

for between £10,000 and £50,000 at a 75% grant intervention rate. Thirty-two businesses and community groups benefitted from the grant scheme. By adding in a match element to the grant scheme (not a requirement from Government), this programme successfully leveraged approximately £1.5 million in private and community investment. **See Appendix 9**.

6. Lessons Learned UKSPF and REPF 2022-2025

- 6.1. The Council was given very little advance notice of these very significant, high profile programmes. There was limited time to mobilise their delivery but, significantly there was little time to engage with potential beneficiaries. It became apparent that the Council would have to be incredibly agile in its development and delivery of these scheme, in a way that would optimise their benefits and minimise the risk of underspend. Effective and efficient implementation thus became a key focus.
- 6.2. The following commentary outlines some of the principal issues encountered and the lessons that can be applied in the implementation of other such programmes.
 - Engaging and collaborating with stakeholders in the development of programmes and the design and delivery of schemes and projects, ensured that they effectively aligned with local needs.
 - The tight timescales between funding announcements and programme delivery created significant pressures. It was challenging to establish systems, manage a complex multi-faceted programme, handle procurement, commission services, and negotiate contracts and SLAs with delivery partners within limited timeframes. However, this was managed and the diverse methods of implementing these programmes is believed to have yielded optimum outcomes (compared, for example, with direct delivery of a smaller number of larger value projects) with 1,475 individual businesses and communities benefitting from the programmes.
 - Promoting the schemes to elicit the optimum projects has been challenging. An absence of a direct mailing system meant a heavy reliance on one-to-one engagement by NNDC and its partners. The Economic Growth team has now created a reliable GDPR-compliant database and the means of effectively communicating opportunities presented by programmes such as these with multiple potential external beneficiaries.
 - Delivering capital projects within the very short timeframes dictated by Government for the REPF programme was incredibly challenging. Applicants had to navigate procurement processes, establish realistic lead times with suppliers and contractors, and secure the necessary permissions and consents, prior to submitting grant applications. Early and direct engagement with potential applicants, rather than merely advertising the grant to any interested organisation, helped to focus on the most readily achievable projects (within the known constraints).
 - Businesses and community groups pursuing capital building projects through the REPF grant programme sometimes faced delays due to the planning process, often with uncertainty about whether planning permission was in fact required at the outset. Whilst a good dialogue was established with planning officers, with the benefit of hindsight, protocols would have taken some of the stresses out of that from both sides, and resources could have been built in to ensure sufficient certainty for applicants (akin perhaps to Planning Performance Agreements)

7. UK Shared Prosperity and Rural England Prosperity Fund – Transition year 2025- 2026

- 7.1. The UK Government has recently announced a separate one-year UKSPF and REPF programme for 2025-2026. North Norfolk's UKSPF allocation will be £405,095 (from 1st April 2025) and Cabinet has agreed the high level delivery approach. It is intended to align delivery with the Council's Corporate Plan and Economic Growth Strategy in order to align with local priorities. UK Government has issued a revised list of priorities, themes, sub themes and missions, to which programmes need to align. The UKSPF programme and each workstream must deliver against pre-determined interventions and a set list of outputs and outcomes. The guidance is prescriptive in relation to the measures and reporting mechanisms.
- 7.2. No details of the allocation of REPF funds to North Norfolk District Council have yet been received, so the amount of grant money and the scheme rules governing its delivery are not yet known; although the delivery will be expected to complete within the next financial year, which, given this is capital funding will be incredibly challenging.
- 7.3. Cabinet in January 2025 (Public Pack)Agenda Document for Cabinet, 03/02/2025 10:00) agreed on the planned delivery workstreams and the identified and defined intervention themes. Detailed dialogue with potential delivery partners is currently being undertaken to determine the exact nature of each proposed workstreams and budget allocation.
- 7.4. The Government's five missions are embedded in the guidance for delivery of the transition funding and local authorities need to deliver programmes within the <u>framework</u> of the pre-determined investment priorities and key themes and subthemes.
- 7.5. Mission 1: Kickstart economic growth
 Mission 2: Make Britain a clean energy superpower
 Mission 3: Take back our streets
 Mission 4: Break down barriers to opportunity
 Mission 5: Build an NHS fit for the future

Norfolk District Council's UKSPF 2025-26 programme and workstreams fit within Mission 1 (Kickstart economic growth) and Mission 4 (Break down barriers to opportunity). The outputs and outcomes and monitoring criteria are listed in **Appendix 10**.

8. Governance

8.1. In accordance with the Council's project management and governance arrangements, the 2022-25 UKSPF and REPF programmes were overseen by a Project Board, comprising the Sustainable Growth portfolio holder and officers from relevant teams. It is proposed that this board continues to oversee the delivery of the programme in the transition year.

- 8.2. The North Norfolk Local Partnership Group (LPG) was established to inform the identification of key local priorities and was actively engaged in the development and delivery of the 2022-25 UKSPF Investment Plan. Membership of the LPG includes stakeholders representing rural business interests, farmers and landowners, business support partner organisations and the community, voluntary and social enterprise sectors operating in North Norfolk. It also included the two MPs covering the parliamentary constituencies covered by NNDC's administrative area. It is proposed that the group continue to meet regularly to monitor delivery and evaluate the impact of the UKSPF transition investment.
- 8.3. It is proposed that, with the establishment of the Council's Strategic Board for Projects, the UKSPF and REPF programmes should provide an implementation progress report to that board on a quarterly basis.
- 8.4. The transitional fund is a 1-year programme with the requirement to complete and defray all the funding by March 31st 2026. Any projects supported through the UKSPF and REPF transitional year will need an exit strategy, detailing what will happen at the end of the funding period, including details of how any ongoing revenue costs will be met. Delivery partners will be asked to take account of this in any funding agreements.

9. Financial and Resource Implications

Highlight here any financial / resource implications arising from your report and state where the provision exists to undertake the proposed action. Please note that resources <u>include</u> staffing.

9.1. Comments by the S151 Officer:

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

10. Legal Implications

Highlight any legal implications or concerns arising from your report.

10.1. 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.

11. Risks

11.1. The UKSPF and REPF 2025-26 funding allocations must be committed and defrayed by March 2026. Unspent funds will need to be returned.

12. Net Zero Target

12.1 There are not considered to be any specific impacts on the Net Zero 2030 Strategy & Climate Action Plan as a result of recommendations in this report.

13. Equality, Diversity & Inclusion

13.1 There are not considered to be any impacts upon equality and diversity as set out in the Council's <u>Equality</u>. <u>Diversity & Inclusion Strategy</u> as a result of the recommendations in this report.

14. Community Safety issues

14.1 There are not considered to be any impacts upon crime and disorder as a result of the recommendations in this report.

15. Conclusion and Recommendations

- 15.1 The UKSPF and REPF funding programmes have been effectively implemented from December 2022 to March 2025. All workstreams and projects have either met or surpassed the output targets established in the Investment Plan, which was approved by the Government at the outset. In certain instances, projects were completed at a lower cost, allowing the team to repurpose the savings to fund additional activities and initiatives, thereby maximising impact and delivering greater benefits across the District.
- 15.2 The UKSPF transition funding builds upon the successful implementation of the 2022–2025 UKSPF programme (£1.2 million) and the REPF capital grant programme (£1.4 million). The proposals presented to Cabinet for the UKSPF transitional funding were informed by an evaluation of the prior UKSPF programme, the lessons learnt, an assessment of local needs, and close alignment with the new Government's missions, objectives, themes, sub themes and interventions. There is also a close alignment with the objectives of the Council's Corporate Plan and Economic Growth Strategy goals.

16. Recommendations:

16.1 Note the contents of the report and the success of the programmes to date and the workstreams outlined for UKSPF 2025-2026.

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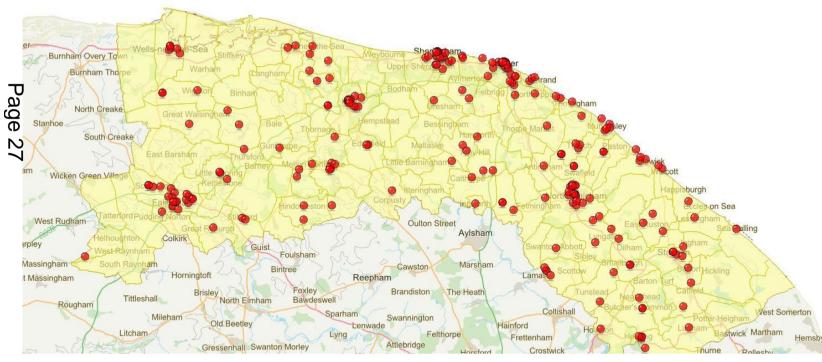
Appendix 1

Local Investment Priority	- Address
Programme	- Go Digit
Delivery Partner	- Norfolk (

- Timescale
- Funding
- Outcomes
- Added value

- ity Addressing lack of digitisation and supporting business resilience
 - Go Digital - Norfolk County Council
 - 3 year programme 2022/23, 2023/24, 2024/25
 - £177,063
 - 200 businesses supported with 9hrs advice and up to £500 grant (up to £850 year 1)
 - additional 120 places secured. Value £101,500

Geographical Spread of delivery



	NN	NNDC		rict 1	1 District 2		Distri	ct 3	Tota	al
2022/23 Spaces	Advice	Grant Grant	Advice	Grant	Advice		Advice	Grant	Advice	Grant
	23	21	25	20					48	41
2023/24 Spaces	102	79	20	18	30	30	58	6	210	133
2024/25 Spaces	75	60	40	36	30	30			145	126
TOTAL	200	160	85	74	60	60	58	6	403	300
					Advice Stage Pro	ogress (UKSPF)				
Applications Received	200	100.0%	85	100.0%	60	100.0%	58	100.0%	403	100.0%
ග GOL ්රු ent ග	200	100.0%	85	100.0%	60	100.0%	58	100.0%	403	100.0%
Complete	200	100.0%	80	94.1%	60	100.0%	45	77.6%	385	95.5%
Work in Progress	0	0.0%	5	5.9%	0	0.0%	13	22.4%	18	4.5%
Spaces Left	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Budget Spend	£87,930	£87,930	£36,000	£33,750	£27,000	£27,000	£26,100	£20,250	£177,030	£168,930
	ſ				Creat Stars Dra					
					Grant Stage Pro	gress (UKSPF)				
Applications Received	160	100.0%	57	77.0%	46	76.7%	6	100.0%	269	89.7%
GOL's Sent	151	94.4%	55	74.3%	41	68.3%	6	100.0%	253	84.3%
6 l - t -	425	04.40/			26	<u> </u>	c	100.00/	224	72 70/

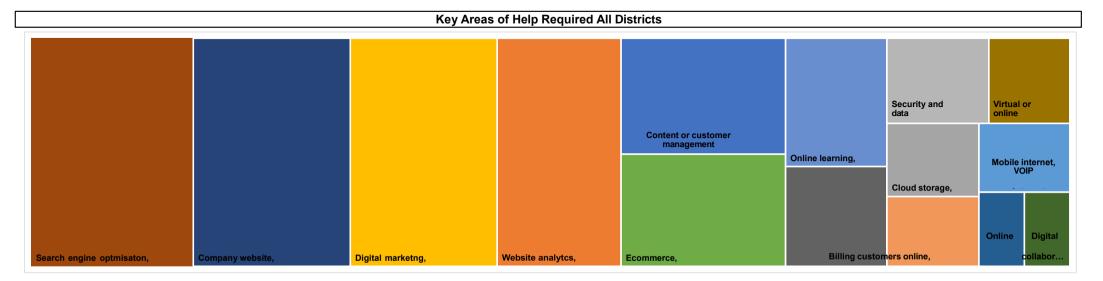
Applications Received	160	100.0%	57	77.0%	46	76.7%	6	100.0%	269	89.7%
GOL's Sent	151	94.4%	55	74.3%	41	68.3%	6	100.0%	253	84.3%
Complete	135	84.4%	44	59.5 <mark>%</mark>	36	60.0%	6	100.0%	221	73.7%
Work in Progress	25	15.6%	13	22.8%	10	21.7%	0	0.0%	48	16.0%
Spaces Left	0	0.0%	17	23.0%	14	23.3%	0	0.0%	31	10.3%
Budget Spend	£92,850	£72,948	£37,000	£21,767	£30,000	£17,476	£3,000	£3,000	£162,850	£115,191

Go Digital Project Performance Dashboard -



Key Areas of Help Required (Count of R	equests)
--	----------

	NNDC	District 1	District 2	District 3	Total
Content or customer management software	49	28	25	17	119
Website analytics	88	36	32	20	176
Cloud storage	21	7	5	9	42
Digital marketing	104	39	36	30	209
Mobile internet, VOIP or internet telephones	18	12	4	5	39
Ecommerce	55	24	21	15	115
Company website	111	47	36	29	223
Search engine optimisation	127	41	38	25	231
Billing customers online	28	15	10	10	63
Virtual or online meetings	18	10	8	7	43
Online Collaboration tools	10	4	4	3	21
Digitatrocurement	10	4	4	3	21
Onlingearning	40	16	15	10	81
Digital HR tools	18	8	10	4	40
Secure and data protection	24	12	9	9	54
-	721	303	257	196	1477



	NNDC	District 1	District 2	District 3	Total
Digital Devices - AV Equipment	1	2			3
Digital Devices - Camera Equipment	4	3	3		10
Digital Devices - Comms Hardware & Accessories	7	1	1		9
Digital Devices - Industry Specific			1		1
IT Infrastructure - Computer Hardware & Accessories	36	12	8	1	57
IT Infrastructure - Other	1		1		2
IT Infrastructure - Tablet/iPad & Accessories	11	1	10	2	24
Professional Services - App Development	1		1		2
Professional Services - Branding	2	3	2		7
Professional Services - Digital Marketing	10	5	4	1	20
Professional Services - IT Support/Data Management/Backup	2				2
Professional Services - Photography	1				1
Professional Services - SEO	7				7
Professional Services - Social Media	13	6	1	1	21
Profestonal Services - Videography					
Profe Donal Services - Website Design/Build/Hosting	43	18	6		67
Software (Non-SaaS) - Specialist/Industry Specific					
Software (SaaS) - Accounting	1	1		1	3
Softw <u>are</u> (SaaS) - Creative	1	1			2
Software (SaaS) - CRM		1	2		3
Software (SaaS) - Social Media					
Software (SaaS) - Specialist/Industry Specific	1	1			2
Training & Development - CRM					
Training & Development - Digital Marketing	6		1		7
Training & Development - Digital Skills	2				2

Case Studies

GO DIGITAL CASE STUDY - CROP

Crop Systems Ltd

"We would highly recommend Norfolk's Go Digital project to other businesses looking to modernise and thrive."

Scott Morgan - Crop Systems Ltd

GO DIGITÁL CÁSE STUDY – TUCKED

"Go Digital's support

grow and thrive. "

immediately."

transformed our online

presence, giving us the tools to

"The improvement in our online

"Our new website not only looks

professional and aligns perfectly

with our brand, but it's also user-

friendly and optimised for a wider audience."

visibility has been noticeable,

with increased traffic and

enquiries coming in almost

Tucked Away

"We're so grateful for the opportunity and highly recommend the programme to any small business looking to improve their digital footprint."

Christine Clifford - Tucked Away

and enjoyable."



"Andy's tailored advice and the grant really helped our business, making us more efficient and organised."

"The tailored guidance from our advisor gave us clarity, confidence, and a clear path forward."

"Norfolk's Go Digital project gave us the tools and confidence to embrace modern digital solutions."



"Taking part in Norfalk's Go Digital project has been a truly wonderful experience for our business. The support from our advisor, Andry, was exceptional. He provided insightful and practical advice tailored to our specific needs, helping us pinpoint ways to enhance our digital capabilities and run our business more effectively.



Nortoll

County Council

significant impact on our operations. The upgraded technology has allowed us to work much more efficiently, organize our workload effectively, and complete tasks that used to be challenging. What made the programme so effective was the combination of

expert guidance and financial support. Andy's recommendations were clear, practical, and easy to implement, ensuing that we could make the most of the new equipment.

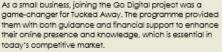
The £500 grant was a fantastic boost, enabling us to purchase a

new desktop PC. This investment has had an immediate and

This initiative has not only improved the way we run our business but has also given us the confidence to explore new digital tools. We would highly recommend Norfolk's Go Digital project to other businesses looking to modernise and thrive."











"Our dedicated advisor, Andy, was fantastic throughout the process. From the outset, he took the time to understand our business and helped us identify the best way to maximise the £500 grant. His knowledge and approachable style made the whole experience seamless

"We decided to invest the grant in web design. The results have been incredible. The improvement in our online visibility has been noticeable, with increased traffic and inquiries coming in almost immediately."

Go Digital empowered Tucked Away to take that next step in their business journey, providing them with both the tools and confidence to grow. "We are so grateful for the opportunity and highly recommend the programme to any small business looking to improve their digital footprint."

North Norfolk businesses supported

Name of Business	Postcode	Advice Completed	Project Cost	Grant Amount	Capital Spend	Revenue Spend	Business Match	Paid
Ali Chapman Wellbeing Services	NR23 1LR	04/05/2023	£1,074.00	£850.00	£850.00	£0.00	£224.00	11/07/202 3
Bumblebarn Bell Tents Ltd	NR26 8TS	05/06/2023	£850.00	£850.00	£0.00	£850.00	£0.00	20/06/202 3
Carl Gorham Church Farm (Saxthorpe) Ltd	NR25 6RT NR11 7BH	19/04/2023 05/06/2023	£1,200.00	£850.00	£0.00	£850.00	£350.00	04/05/202 3
Constance & Thyme	NR27 9HN	18/05/2023	£511.99	£511.99	£511.99	£0.00	£0.00	02/08/202 3
Cromer Beachcomber Guest House	NR27 9AP	20/04/2023	£1,018.80	£850.00	£850.00	£0.00	£168.80	09/06/202 3 28/07/202
Crop Systems Ltd	NR12 0AJ	16/06/2023	£999.99	£850.00	£850.00	£0.00	£149.99	28/07/202 3 31/07/202
& Olive Norfolk Ltd Rourpaws Canine Hydrotherapy	NR27 9HH	12/04/2023	£1,695.00	£850.00	£850.00	£0.00	£845.00	3 21/06/202
Aroud Rehabilitation	NR25 7DZ	18/05/2023	£850.00	£850.00	£0.00	£850.00	£0.00	3 10/08/202
Gibson's Bistro	NR279ER	18/05/2023	£793.88	£793.88	£793.88	£0.00	£0.00	3 17/07/202
Happy Days Leisure Ltd	NR27 9HR	09/06/2023	£1,919.00	£850.00	£850.00	£0.00	£1,069.00	3 24/05/202
Julian Emens Bespoke Furniture	NR24 2HR	04/05/2023	£2,500.00	£850.00	£850.00	£0.00	£1,650.00	3 17/07/202
Mark Harries Ltd	NR21 8NN	18/05/2023	£1,033.98	£850.00	£786.99	£63.01	£183.98	3 19/06/202
Psynergy Consulting Limited	NR21 8AU	12/06/2023	£1,743.30	£850.00	£850.00	£0.00	£893.30	3 31/07/202
Queen Elizabeth Hall Worstead	NR28 9WH	30/05/2023	£850.00	£850.00	£500.00	£350.00	£0.00	3 3 25/07/202
Red Balloon Writing School	NR24 2NJ	05/06/2023	£472.78	£472.78	£0.00	£472.78	£0.00	3 02/08/202
Roost The Crown Trunch Ltd	NR27 9HZ NR29 0AH	18/05/2023 11/05/2023	£720.99	£720.99	£720.99	£0.00	£0.00	3

The Little Interior Company	NR12 8BU	20/06/2023	£1,920.00	£850.00	£850.00	£0.00	£1,070.00	31/07/202 3 23/06/202
The Style Expert	NR10 5DT	05/06/2023	£1,997.00	£850.00	£0.00	£850.00	£1,147.00	3
The Universal Cutting Company Ltd Trading Under The Tonsorial Artist	NR25 6BH	04/05/2023	£850.00	£850.00	£850.00	£0.00	£0.00	08/08/202 3 29/09/202
Mulberry Grove Beauty	NR28 0FH	17/08/2023	£500.00	£500.00	£0.00	£500.00	£0.00	3
Djs Polisher	NR28 0QW	12/06/2023	£759.98	£759.98	£759.98	£0.00	£0.00	10/07/202 3 02/08/202
Go Paddle	NR12 8PT	22/06/2023	£975.00	£850.00	£0.00	£850.00	£125.00	3 22/11/202
Ensemble Architecture	NR28 0PH	07/09/2023	£600.00	£500.00	£500.00	£0.00	£100.00	3 13/07/202
Albus & Pidge Ltd Andrew Codling Medium	NR24 2NQ NR21 8LR	07/07/2023 26/10/2023	£498.91	£498.91	£498.91	£0.00	£0.00	3
م سکاe And Earth Chris Palmer Plumbing & Heating	NR26 8JH	18/07/2023	£499.00	£499.00	£499.00	£0.00	£0.00	24/07/202 3 14/09/202
Ľ€ I	NR27 9JN	17/07/2023	£737.00	£500.00	£500.00	£0.00	£237.00	3
Embrace North Norfolk Ltd	NR21 8PH	19/07/2023	£540.00	£500.00	£500.00	£0.00	£40.00	06/09/202 3 01/08/202
Alice Rose	NR11 8PT	25/07/2023	£995.00	£500.00	£0.00	£500.00	£495.00	3 20/09/202
Bradfield Bespoke Ltd	NR28 0QW	09/08/2023	£499.00	£499.00	£499.00	£0.00	£0.00	20/09/202 3 02/08/202
The Smart Tech Repair Guy	NR26 8SN	21/12/2023	£1,113.00	£500.00	£0.00	£500.00	£613.00	4 05/07/202
Fakenham Footcare (Uk) Ltd	NR21 8AX	20/11/2023	£508.99	£500.00	£499.00	£1.00	£8.99	4 06/09/202
New Stages	NR28 9BX	31/07/2023	£525.96	£500.00	£0.00	£500.00	£25.96	3
Blue Sky Sports Massage Hanworth With Gunton Memorial	NR21 0NZ	23/10/2023	£502.00	£500.00	£500.00	£0.00	£2.00	17/05/202 4 26/02/202
Hall	NR11 7HP	06/09/2023	£583.00	£500.00	£500.00	£0.00	£83.00	4

Alby Horseshoes	NR11 7QE	20/09/2023	£543.00	£500.00	£500.00	£0.00	£43.00	13/08/202 4 01/11/202
Chessboxing Nation Minors And Brady	NR12 9NB NR12 8UG	14/09/2023 24/04/2024	£3,300.00	£500.00	£500.00	£0.00	£2,800.00	3
Carey Garden Design Studio I-Presentations/Julian Richards &	NR25 6ED	08/09/2023	£724.00	£500.00	£0.00	£500.00	£224.00	28/09/202 3 17/05/202
Associates	NR29 5AF	15/02/2024	£664.00	£500.00	£400.00	£100.00	£164.00	4 In
Lashes by Michelle Ryan	NR12 9BB	09/10/2023	£755.00	£500.00	£500.00	£0.00	£255.00	Progress 14/11/202
Sheringham Little Theatre	NR26 8RE	05/10/2023	£750.00	£500.00	£0.00	£500.00	£250.00	3 12/01/202
Elizabeth White Health	NR26 8RU	15/12/2023	£400.61	£400.61	£0.00	£400.61	£0.00	4 02/01/202
Row Hill Holidays	NR21 0BT	15/11/2023	£1,049.00	£500.00	£500.00	£0.00	£549.00	4 11/06/202
Common Threads Publications Ltd	NR23 1AU	30/11/2023	£500.00	£500.00	£500.00	£0.00	£0.00	4 02/11/202
段 your side counselling with alda Mcinally & Company Building	NR11 8HY	27/10/2023	£499.00	£499.00	£499.00	£0.00	£0.00	3 26/02/202
Contractors Ltd	NR27 OEH	21/11/2023	£1,393.00	£500.00	£500.00	£0.00	£893.00	4 12/01/202
Rejuvenate-Me	NR21 0AU	25/10/2023	£510.00	£500.00	£0.00	£500.00	£10.00	4 19/12/202
Williams	NR27 9QD	23/10/2023	£500.00	£500.00	£0.00	£500.00	£0.00	4 20/03/202
Sea Of Flowers	NR27 9DB	25/10/2023	£847.00	£500.00	£500.00	£0.00	£347.00	4 02/11/202
Kraken Detailing Little Garden Design Company Grice And Foster Linen Services	NR28 0AQ NR12 8HS	25/10/2023 15/12/2023	£464.79	£464.79	£464.79	£0.00	£0.00	3
T/A Bluebell Laundry And Linen Hire	NR21 8NL	15/01/2024	£825.84	£500.00	£0.00	£500.00	£325.84	17/12/202 4 17/05/202
My Style Diary	NR10 5JR	23/11/2023	£500.00	£500.00	£0.00	£500.00	£0.00	4

The Wandering Whelk Castaways Holiday Park	NR25 6HG NR12 0JB	09/01/2024 13/11/2024	£390.98	£390.98	£390.98	£0.00	£0.00	11/01/202 4
True Motion Dance	NR27 0HZ	25/01/2024	£449.00	£449.00	£449.00	£0.00	£0.00	24/06/202 4 In
Buns Of Fun Bakery	NR26 8NS	23/10/2023	£850.00	£500.00	£400.00	£100.00	£350.00	Progress 27/11/202
High Tides Nails	NR21 8AJ	20/11/2023	£675.00	£500.00	£500.00	£0.00	£175.00	3 15/01/202
Old Rose Garden / Foxgloves Doggy Dilemmas	NR27 0PL NR11 8PX	11/10/2023 19/02/2024	£699.00	£500.00	£500.00	£0.00	£199.00	4
Worstead Estate / Worstead Farms Doggywithstyle	NR12 9NB NR24 2RJ	10/11/2023 16/10/2023	£759.05	£500.00	£500.00	£0.00	£259.05	15/02/202 4
The Bucket List Cottage Beads And Crystals Ltd	NR27 9JR NR26 8RF	08/02/2024 12/03/2024						
ு இmy Yumy House ம	NR27 9ES	25/10/2023	£780.00	£500.00	£500.00	£0.00	£280.00	In Progress 09/11/202
My Girl And Me Designs	NR23 1PP	03/11/2023	£614.00	£500.00	£399.00	£101.00	£114.00	3 17/05/202
Centre Assoc	NR21 7NY	08/11/2023	£1,095.00	£500.00	£500.00	£0.00	£595.00	4 04/03/202
Natural Surroundings Ltd	NR25 7JN	18/12/2023	£500.00	£500.00	£500.00	£0.00	£0.00	4 10/06/202
Panacea Pause The Honourable Wickhams Candle	NR27 0BJ	06/03/2024	£500.00	£500.00	£0.00	£500.00	£0.00	4 23/10/202
Co	NR11 8JL	11/10/2023	£729.00	£500.00	£500.00	£0.00	£229.00	3 19/12/202
Wombles Crafts	NR11 8NW	25/01/2024	£508.99	£500.00	£268.99	£231.01	£8.99	4 10/01/202
The Norfolk Farmhouse	NR28 0JJ	13/11/2023	£540.00	£500.00	£0.00	£500.00	£40.00	4 26/02/202
Beauty Hobo	NR26 8UN	31/01/2024	£850.00	£500.00	£400.00	£100.00	£350.00	20/02/202 4 29/01/202
Woodmad	NR12 9EU	01/12/2023	£496.19	£496.19	£496.19	£0.00	£0.00	29/01/202 4

Kizzie's Animal Therapy	NR28 0SX	14/11/2023	£479.99	£479.99	£479.99	£0.00	£0.00	24/11/202 3 09/02/202
Norfolk Equine & Pet Care	NR28 0RH	28/11/2023	£545.00	£500.00	£500.00	£0.00	£45.00	4
Swafield Barns Limited Caro	NR28 0RH NR11 7QG	28/11/2023 20/11/2023	£575.00	£500.00	£500.00	£0.00	£75.00	09/02/202 4
Finding Magic CIC Coffee Corner	NR28 9JA NR27 9NX	06/12/2023 25/01/2024	£500.00	£500.00	£0.00	£500.00	£0.00	28/02/202 4
Outhouse Timber Framing	NR27 9DJ	06/11/2023	£500.00	£500.00	£0.00	£500.00	£0.00	22/01/202 4 In
Support By Sarah	NR28 9DQ	07/12/2023	£1,092.99	£500.00	£0.00	£500.00	£592.99	Progress 17/12/202
Grice And Foster Events Ltd	NR21 7LA	10/01/2024	£575.00	£500.00	£250.00	£250.00	£75.00	4 25/01/202
A Gardening Service	NR21 0BP	12/01/2024	£632.54	£500.00	£500.00	£0.00	£132.54	4
Cherry Tree Bespoke	NR28 0AN	20/12/2023	£1,196.51	£500.00	£500.00	£0.00	£696.51	20/02/202 4 11/01/202
oo Jane Kenning	NR28 0TH	10/11/2023	£262.51	£262.51	£0.00	£262.51	£0.00	4
Best Border Collie Club Scented Sloth	NR11 6AE NR12 9PA	24/11/2023 06/12/2023	£506.00	£500.00	£500.00	£0.00	£6.00	19/01/202 4
SMG Architects Ltd	NR26 8QY	30/11/2023	£519.98	£500.00	£429.00	£71.00	£19.98	05/07/202 4 06/12/202
AJM Services	NR28 9QA	14/11/2023	£500.00	£500.00	£0.00	£500.00	£0.00	3 In
PTM Plumbing & Heating	NR23 1HF	30/11/2023	£2,000.00	£500.00	£500.00	£0.00	£1,500.00	Progress
Instromet Weather Systems Ltd	NR28 0AJ	15/11/2023	£549.00	£500.00	£500.00	£0.00	£49.00	04/12/202 3
Westend Mobile Bars	NR24 2HW	19/01/2024	£895.00	£500.00	£500.00	£0.00	£395.00	20/03/202 4
Old Rectory Farm And Barn Drift	NR25 7BA	22/11/2023	£3,700.00	£500.00	£500.00	£0.00	£3,200.00	19/12/202 4

HSR Photography The Norfolk Midwife	NR10 5JZ NR24 2EQ	21/11/2023 10/01/2024	£540.00 £500.00	£500.00 £500.00	£324.00 £500.00	£176.00 £0.00	£40.00 £0.00	07/12/202 3 18/07/202 4
North Sea Coffee Co Ltd	NR27 9HE	25/01/2024						In
Love My Fudge And Shakes Shoestop Limited	NR27 0NZ NR23 1AF	05/01/2024 09/02/2024	£210.00	£210.00	£0.00	£210.00	£0.00	Progress 19/01/202
Phoenix Engraving	NR28 0QW	18/12/2023	£500.00	£500.00	£0.00	£500.00	£0.00	4 04/03/202
Red K Elders Art	NR25 7TJ	05/03/2024	£918.97	£500.00	£500.00	£0.00	£418.97	4 14/02/202
R West Electrical Services Ltd	NR21 7LP	25/01/2024	£1,029.00	£500.00	£500.00	£0.00	£529.00	4 20/03/202
The Jolly Indian Sailor Limited Chestnut Barn	NR23 1PF NR11 7PE	25/01/2024 14/05/2024	£511.77	£500.00	£0.00	£500.00	£11.77	4
Wells & Walsingham Light Railway	NR23 1QB	28/02/2024	£499.97	£499.97	£499.97	£0.00	£0.00	4 07/10/202
Leanda Jaine Illustrations	NR25 6HP	15/02/2024	£740.00	£500.00	£0.00	£500.00	£240.00	4 29/02/202
Norfolk Catering & Events	NR26 8RT	30/01/2024	£699.00	£500.00	£500.00	£0.00	£199.00	4 17/05/202
C Beauty	NR26 8PZ	19/03/2024	£649.00	£500.00	£500.00	£0.00	£149.00	4 17/05/202
Holt Community Centre	NR25 6DN	29/02/2024	£500.00	£500.00	£0.00	£500.00	£0.00	4 17/05/202
Norfolk's Virtual PA	NR11 7QL	13/02/2024	£500.00	£500.00	£0.00	£500.00	£0.00	4 15/08/202
H&M Accountancy Solutions	NR28 0DA	19/03/2024	£498.99	£498.99	£498.99	£0.00	£0.00	4 10/06/202
Hash Papa	NR11 7DT	25/03/2023	£675.00	£500.00	£0.00	£500.00	£175.00	4 21/03/202
Cognition Training Ltd	NR26 8HW	19/02/2024	£928.00	£500.00	£0.00	£500.00	£428.00	4 19/12/202
Nelsons County Catering WN Restoration Ltd	NR12 8AD NR21 9PY	28/03/2024 24/04/2024	£500.00	£500.00	£0.00	£500.00	£0.00	4

JW Sports And Fitness	NR28 0HR	28/03/2024	£550.00	£500.00	£500.00	£0.00	£50.00	11/06/202 4
Norfolk Holiday Cottages	NR11 7DY	19/03/2024	£500.00	£500.00	£0.00	£500.00	£0.00	30/07/202 4
Makers Fudge	NR27 9HA	17/04/2024	£500.00	£500.00	£0.00	£500.00	£0.00	05/07/202 4 07/10/202
Dr Decorating Saffron Paffron Crafty Gifts Uk	NR21 9PY NR24 2DA NR21 0JG	15/04/2024 28/03/2024 26/03/2024	£569.99	£500.00	£500.00	£0.00	£69.99	4
Heather's Haberdashery Takm Ltd	NR21 9DP NR12 0NH	19/03/2024 05/06/2024	£471.48	£471.48	£471.48	£0.00	£0.00	20/06/202 4
Kestrel Creations Ltd The Refill Room	NR12 9FB NR27 9DB	18/04/2024 03/09/2024	£2,880.00	£500.00	£0.00	£500.00	£2,380.00	17/06/202 4
Coastal Charters	NR21 9PY	17/04/2024	£1,080.00	£500.00	£0.00	£500.00	£580.00	20/05/202 4 21/03/202
ው No.17 Mundesley Ltd O	NR11 8BG	20/03/2024	£903.00	£500.00	£500.00	£0.00	£403.00	4 18/07/202
Paul Thompson Music	NR11 8RW	24/04/2024	£449.00	£449.00	£0.00	£449.00	£0.00	4 05/09/202
Venetia's Yarn Shop Studio70six Vitrum studio	NR21 9AE NR25 6EE NR26 8AT	24/04/2024 23/10/2024 01/05/2024	£478.50	£478.50	£478.50	£0.00	£0.00	4
Strange Fascination Theatre Hunter's Pottery ALL CLEAR	NR10 5JR NR26 8DF NR28 9AT	24/04/2024 05/06/2024 01/05/2024	£499.00	£499.00	£499.00	£0.00	£0.00	14/06/202 4
Coffeesmiths Liza Marie Physiotherapy	NR28 9BT NR28 9XT	17/06/2024 09/08/2024	£558.99	£500.00	£500.00	£0.00	£58.99	11/09/202 4
The Peacock Emporium Simply Joshimo	NR27 9BG NR12 8LU	13/06/2024 22/05/2024	£496.75	£496.75	£0.00	£496.75	£0.00	18/07/202 4

Ashcroft Glamping	NR20 5BZ	21/05/2024	£500.00	£500.00	£0.00	£500.00	£0.00	11/09/202 4 11/09/202
Homely Blinds and Shutters	NR11 8LR	25/07/2024	£600.00	£500.00	£0.00	£500.00	£100.00	4
Pats Wooden Crafts and Engraving Soulful Nature	NR12 8QU NR21 9NB	22/05/2024 06/09/2024	£500.00	£500.00	£0.00	£500.00	£0.00	23/07/202 4
Beth Lea Pilates and Yoga Elaine Spencer "The feel good	NR27 9DQ	22/05/2024	£1,499.00	£500.00	£500.00	£0.00	£999.00	08/07/202 4
heal good coach"	NR11 8DH	17/06/2024						/ /
Hartbeeps North Norfolk Roundabout Farm Holidays	NR21 9HL NR20 5QS	21/05/2024 20/06/2024	£828.00	£500.00	£500.00	£0.00	£328.00	30/07/202 4
THE MEMORIAL HALL (1914-18) (1939-45) GREAT RYBURGH Debbie Wingell Yoga & Wellbeing	NR21 7AW NR21 8LR	22/05/2024 25/06/2024	599	£500.00	£0.00	£500.00	£99.00	22/10/202 4
σ								14/06/202
Applity Bookkeeping and Payroll	NR29 5BG	05/06/2024	£1,918.80	£500.00	£500.00	£0.00	£1,418.80	4 23/12/202
English Peonies Beach House Kitchen / Starters	NR28 0AD	17/06/2024	£2,100.00	£500.00	£500.00	£0.00	£1,600.00	4 24/06/202
Orders	NR27 0PE	12/06/2024	£2,000.00	£500.00	£0.00	£500.00	£1,500.00	24/06/202 4 In
Beast to Block	NR27 9ES	22/05/2024	£1,500.00	£500.00	£500.00	£0.00	£1,000.00	Progress
Fakenham Fairways Local Gardener Norfolks Ltd	NR21 9SA NR27 9RA	22/05/2024 03/09/2024	£600.00	£500.00	£0.00	£500.00	£100.00	21/10/202 4
Soulful You Olly Todd Piercing	NR27 0LS NR26 8HW	19/07/2024 09/08/2024	£469.00	£469.00	£469.00	£0.00	£0.00	24/09/202 4
OLIVER CHARLES GARDENS & ASSOCIATES LTD	NR20 OHW	29/07/2024	£500.00	£500.00	£0.00	£500.00	£0.00	12/09/202 4
Purple Tree Healing	NR28 0AD	19/08/2024	£849.00	£500.00	£500.00	£0.00	£349.00	07/10/202 4 In
Atelier Skn	NR11 8HH	09/08/2024	£999.99	£500.00	£500.00	£0.00	£499.99	Progress

Oilfield Supplies And Services Ltd Chemix Ltd	NR28 0DA NR28 0DA	20/08/2024 20/08/2024						
William Aldridge Celebrant	NR21 0EN	29/07/2024	£486.00	£486.00	£486.00	£0.00	£0.00	05/09/202 4 10/12/202
Milestone Therapy Centre	NR12 9DS	19/09/2024	£510.00	£500.00	£420.00	£90.00	£10.00	4 05/09/202
The Creative Desk	NR25 6HA	19/07/2024	£495.00	£495.00	£0.00	£495.00	£0.00	4 01/10/202
Orion Jewellers Ltd	NR27 9ES	09/08/2024	£765.00	£500.00	£0.00	£500.00	£265.00	4 13/09/202
Tucked Away	NR28 9QZ	03/09/2024	£500.00	£500.00	£0.00	£500.00	£0.00	4 In
The Letts Group Ltd	NR21 7DG	19/09/2024	£2,700.00	£500.00	£0.00	£500.00	£2,200.00	Progress 02/08/202
Katie's Gifts And Accessories	NR26 8RE	19/07/2024	£459.99	£459.99	£399.99	£60.00	£0.00	4 11/09/202
Gelebrant Allison Thomas	NR25 7JF	07/08/2024	£999.00	£500.00	£500.00	£0.00	£499.00	4 16/09/202
Dave Fincham Photography	NR25 7JF	03/09/2024	£1,098.00	£500.00	£500.00	£0.00	£598.00	4 13/09/202
Bacton-On-Sea Village Hall	NR12 0ES	09/08/2024	£469.99	£469.99	£469.99	£0.00	£0.00	4 12/09/202
Amt Web Services Hill Farmhouse B&B Bliss Yoga Norwich	NR27 9HP NR28 9LY NR12 8AA	03/09/2024 23/10/2024 09/09/2024	£658.47	£500.00	£500.00	£0.00	£158.47	4
Glaven Caring Cio	NR25 7PH	20/09/2024	£529.01	£500.00	£500.00	£0.00	£29.01	In Progress 15/08/202
Support Cambodia	NR11 7ND	19/07/2024	£540.00	£500.00	£0.00	£500.00	£40.00	4 13/09/202
Norfolk Uncovered Norfolk Cleaning Ltd	NR11 8EE NR28 0TY	09/08/2024 19/07/2024	£499.00	£499.00	£499.00	£0.00	£0.00	4
Otto Inc Limited	NR27 0GA	13/09/2024	£4,202.90	£500.00	£0.00	£500.00	£3,702.90	17/09/202 4 23/09/202
Threads Bridal	NR25 6HS	09/09/2024	£599.00	£500.00	£500.00	£0.00	£99.00	4

Castle Wild Camp (Wild Camp Limited) David Robinson Independent	NR27 0EH	30/09/2024	£500.00	£500.00	£0.00	£500.00	£0.00	24/10/202 4 In
Funeral Celebrant	NR12 8LU	28/08/2024	£500.00	£500.00	£500.00	£0.00	£0.00	Progress
Studiokm Architects Thelittletearooms (The Glaven Bistro) Lowtide Cromer	NR23 1AU NR25 7JP NR27 9HX	11/11/2024 30/09/2024 29/10/2024	£500.00	£0.00	£0.00	£500.00	£500.00	10/12/202 4
Hindringham Hall Gardens	NR21 0QA	20/09/2024	£500.00	£500.00	£0.00	£500.00	£0.00	07/11/202 4 28/10/202
Forever Fitness	NR26 8ER	24/10/2024	£1,079.00	£500.00	£500.00	£0.00	£579.00	4
Beachside Massage Norfolk	NR12 0EY	23/10/2024	£395.00	£395.00	£0.00	£395.00	£0.00	07/11/202 4 28/11/202
Just the Thing	NR27 9ES	05/11/2024	£2,055.00	£500.00	£500.00	£0.00	£1,555.00	28/11/202 4 16/09/202
E de n	NR12 9AS	04/09/2024	£516.98	£500.00	£500.00	£0.00	£16.98	4 07/10/202
Sarah Jack Therapies	NR27 0AZ	03/09/2024	£480.73	£480.73	£39.99	£440.74	£0.00	4 06/01/202
	NR12 0LN	15/11/2024	£508.99	£500.00	£500.00	£0.00	£8.99	5 10/01/202
North Norfolk Community Transport	NR28 0AW	13/11/2024	£677.18	£500.00	£500.00	£0.00	£177.18	10/01/202 5
Esther Stapleford Treetrace Family History Research	NR27 0AF	27/11/2024						In
Services	NR26 8SL	26/11/2024	£1,375.00	£500.00	£0.00	£500.00	£875.00	Progress 22/11/202
Darnoc Group Ltd	NR27 0GA	19/11/2024	£600.00	£500.00	£0.00	£500.00	£100.00	4 19/12/202
Chargz Ltd	NR27 0AD	26/11/2024	£500.00	£500.00	£500.00	£0.00	£0.00	4

£84,158.0	£32,065.4	£49,868.9
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Appendix 2

Local Investment Priority	- Supporting Community resilience
Programme	- Sustainable Communities Fund
Delivery Partner	- North Norfolk District Council
Timescale	- 2 year programme 2022/23, 2023/24
Funding	- £163,827
Outcomes	 - 14 community projects supported with grant funding of up to £15,000
Added value	- Leveraged funding £356,900.88. Also allowed NNDC funding to be replaced and reallocated

Geographical Spread of delivery



Community Groups supported

Awarded	Organisation	Awarded Towards	Date Committed	Paid 2022/23	Total Project Cost	Match Funding
£15,000.00	Dilham Parish Council	Contribution to playground improvements to remove the existing climbing frame and foundations, and install Wicksteed Magellan Multiplay, Adventure Trail, Pick-Up Sticks Scramble and safety surfaces.	13.03.23	03.04.23	£28,763.00	£13,763.00
£12,500.00	Swanton Abbott Parish Institute	Contribution to the Accessibility phase of village hall improvements to convert current toilet area into fully accessible facilities, and provide a bricked ramp with a wider door to provide safer access to the hall.	13.03.23	03.04.23	£44,770.00	£32,270.00
£11,960.00 P 20	Hickling Playing Field or Recreation Ground Charity	Towards extending their renewable energy package by installing a battery storage pack so that they can use as much as they can of the energy that they generate.	13.03.23	28.03.23	£92,000.00	£80,040.00
£11, Q 25.00 4 O	Mundesley PCC (All Saints Church)	Towards Phase 3 of the regeneration plan for Mundesley All Saints Church to install new wiring and consumer unit using existing phase 3 electricity supply and to supply and fit 6 Chandeliers providing light and heat.	13.03.23	28.03.23	£13,925.00	£2,500.00
£15,000.00	Holt Town Council	Contribution towards the Church Street toilet refurbishment project, in particular to re-arrange the ladies toilets creating an accessible toilet with fixtures and fittings and new access with ramp.	13.03.23	28.03.23	£48,919.00	£33,919.00
£12,075.00	Hindringham Parish Council	To purchase 15 Trees, 4 x wheelchair accessible picnic benches, 2 x benches and lockdown blocks, Grass seed, Meadow flowers and Plant Hire costs to turn about 2 acres of the playing field into a wildflower meadow with accessible pathways to seating areas with benches and picnic tables.	13.03.23	20.04.23	£13,858.00	£1,783.00
£77,960.00	TOTAL		· · · · · · · · · · · · · · · · · · ·			£164,275.00

FY2023-24						
Awarded	Organisation	Awarded Towards	Date Committed	Paid 2023/24	Total Project Cost	Match Funding

£13,972.15	Wighton Recreation Hut	To purchase and fit a kitchen in the newly built village hall	11.07.23	27.07.23	£15,524.55	£1,552.40
£10,640.00	Sheringham Girlguiding Headquarters	To reduce the Sheringham Girl Guiding HQ Carbon Footprint by the erection of a false ceiling and/or insulation of existing framework	11.07.23	04.08.23	£22,000.00	£11,360.00
£ 7,725.00	Honing and Crostwight Village Hall	To convert the heating in the main hall to infrared radiant heaters alongside a time-limiting control system with thermostatic control.	11.07.23	04.08.23	£10,115.74	£2,390.74
£ 7,162.74	North Walsham Parochial Church Council	To improve heating in St Benets and St Nicholas Halls.	04.09.23	08.09.23	£7,958.59	£795.85
£ 15,000.00	Barney & Fulmodeston Playing Field Association	Contribution towards replacing the current sports pavilion at Barney playing field with an improved and sustainably sourced fit-for-purpose structure	04.09.23		£109,474.00	£94,474.00
£15,000.00 P	Weybourne Parish Council	Contribution to playground improvements to purchase a climbing tower, that has multiple activities such as slides, monkey bars and climbing ropes	04.09.23	19.09.23	£80,000.00	£65,000.00
£15, 6 00.00	Holt Youth Project	Contribution towards the purchase and fitting of 2 air source heat pumps	04.09.23	20.11.23	£30,000.00	£15,000.00
£ 1,367.11	Wells Methodist Church	To supply and install 2 infa red wall mounted heaters in Peter Collingwood Hall	04.12.23	12.12.23	£3,420.00	£2,052.89
£85,867.00	TOTAL					£192,625.88

Outcome feedback from completed projects

"Having fit-for-purpose kitchen facilities will be transformative. Without this provision, we will have a lovely hall but without the wherewithal to provide proper refreshments and catering for users. If we have a kitchen we will be able to offer a far wider range of community events and we will also be able to offer an excellent venue to outside hirers, thereby raising funds to keep the building maintained and properly financed. All of our community will benefit from this project. Our village

is made up of around 20% 0-19 years and nearly 30% over 70 years so we need to provide for everyone, including the youngest and oldest in our community. It will offer a place for voluntary and community groups to meet with vastly improved catering facilities in an isolated, rural village. With the back-up of an excellent kitchen, the hall will be a venue for a range of activities which will help to combat loneliness, promote community cohesion, improve mental and physical

well-being. "

"With a false ceiling and /or insulation the heat will not be able to escape as much and therefore we will be able to reduce the number of heaters that are switched on saving electricity and energy improving energy efficiency reduce the carbon footprint of the building and support climate change mitigation. "

"The project will allow the village hall to continue as a valuable community amenity. We are a small rural village without many of the social assets and institutions associated with market towns, such as libraries, community centres, cafes, shops and pubs etc. As such, the village hall is the hub for most of village social life. Many villagers, especially the very elderly are no longer drivers and apart from the community bus, visiting other centres is difficult - and of course, having a local resource cuts down miles travelled and emissions. The hall brings a sense of community to our small village ensuring neighbours and friends have a place to meet, often a place to provide help and support when needed. It opens opportunities for life-long learning and community interaction for all age groups in the village"

"We are keen to address the lack of facilities for the younger generation often overlooked. Children in rural villages such as ours are sometimes very isolated from their peers living in towns and rather adrift from things happening in the village - we feel we need to support them to make this community a cohesive one Tacross the generations. Keeping the hall alive will mean that this new enthusiastic committee will get the chance to carry out its remit to be inclusive to all Avillage inhabitants and continue to remain the hub of village social life. Honing and Crostwight Village Hall, and its separately run Social Club, with a bar, bingo mights and various food nights, help keep the community in touch with each other and help ease social isolation of older, lonely members of the community. 48

Supporting Images from projects



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Appendix 3

Programme Delivery Partner

Timescale

Outcomes

Added value

Funding

Local Investment Priority - Addressing rising energy costs by supporting businesses with decarbonisation measures

- Decarbonisation and Growth
- Groundwork East
 - 1 year programme 2024/25
 - £212,443
 - 150 businesses supported with audits and advice. £50,000 grant pot to implement actions.
 - Leveraged funding of £72,899 and additional legacy opportunities for businesses via membership of the <u>Carbon Charter</u>

Geographical Spread of delivery



Supported Businesses

Name of Business	Postcode	Audit complete	Grant	Match
Wells Town Football Club	NR23 1DR	Yes		
North Norfolk Railway	NR26 8RA	Yes		
The Grove Cromer	NR27 0DJ	Yes		
Coastal Exploration Company	NR21 7AZ	Yes	£3,412.08	£3,412.08
DLH Autorecyclers limited	NR28 OFE	Yes	£3,305.00	£3,305.00
Eden Plants	NR12 9AS	Yes	£2,250.00	£2,250.00
Jaynes Hair Design	NR12 9BB	Yes	£6,680.57	£6,680.57
Aldiss	NR21 8AF	Yes		
Coastal excavations		Yes		
Cranmer Country Cottages	NR21 9HY	Yes		
Glaven Centre	NR25 7PH	Yes		
Naked Manufacturing Limited	NR21 7PL	Yes		
Chargz		Yes		
Cromer ArtSpace	NR27 9FA	Yes		
Whitewater (Salt & Sand)	NR27 9HE	Yes	£3,685.00	£3,685.00
About With Friends	NR27 9JW	Yes		
Anglian Chemicals	NR21 8NW	Yes		
Barn Drift	NR25 7AZ	Yes		
Fakenham Racecourse Ltd	NR21 7NY	Yes		
Miss Madeleine's Giftware		Yes		
Emporium	NR26 8RF			
Stay at Sarah's	NR25 6BH	Yes		
Sheringham Little Theatre	NR26 8RE	Yes	£9,659.35	£9,659.35
Wells Maltings	NR23 1AU	Yes		
Woodland Holiday Park	NR11 8QJ	Yes	£6,875.00	£6,875.00
Langham Glass	NR21 8ET	Yes		
North Walsham Rugby Club	NR10 5BU	Yes		

Inspiring Learning Limited	NR27 OJJ	Yes		
North Norfolk Community	NR28 OAW	Yes		
Transport				
Worstead Estate	NR12 9NB	Yes		
Tavern Tasty Meats	NR28 ORQ	Yes	£10,000.00	£32,899.00
Fakenham Community Centre	NR21 9DY	Yes		
Victoria Gardening	NR25 6HA	Yes		
Banma Market Garden	NR21 OFA	Yes		
Thursford Enterprises	Nr21 0AS	Yes		
Tavern Tasty Meats	NR28 ORQ	Yes		
Fakenham Community Centre	NR21 9DY	Yes		
Victoria Gardening	NR25 6HA	Yes		
Suffield Park Bowls Club	Nr27 Ody	Yes		
Stiffkey Red Lion	NR23 1AJ	Yes		
Pensthorpe	NR21 OLN	Yes		
Hope View Weybourne	Nr25 7ET	Yes		
Welly	NR12 8QU	Yes		
Marlene's school of dancing	NR27 9EF	Yes		
Bindwell Itd	NR28 9PN	Yes		
Epic Event Hire	NR10 5FB	Yes		
Morton's Traditional Taste Ltd	NR10 5DJ	Yes	£4,133.00	£4,133.00
			£50,000.00	£72,899.00

Case Studies



North Norfolk's Coastal Exploration Ltd's low

carbon journey

The Coastal Exploration Company offer sustainable sailing adventures along the north Norfolk coast and waterways. As part of their commitment to preserving the local environment and reducing their impacts, the company has worked with environment charity Groundwork to measure their emissions and put in place a decarbonisation plan.

Going Electric

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One of the key measures that was explored by Groundwork East was to replace existing outboard engines, which are running on fossil fuels, with electric alternatives.

Benefits of Electric Outboard Engines

The environmental benefits and advantages of moving to electric engines include:

- 𝐼 Reduction in carbon emissions
- Marcoved local air-quality
- Ø Reduction in water pollution
- Reduction in noise



Grant Funding

The Coastal Exploration Company received a carbon reduction grant from North Norfolk District Council to upgrade to 2 new electric outboard engines, anticipated to save around 0.5 tonnes of CO2e per year. The grant fund provided 50% of the purchase and installation costs for the new equipment.

Protecting our natural environmental is extremely important to our team and the visitors who come to this beautiful part of the country so we're pleased to be reducing our impacts further by moving to low carbon electric engines' Henry, The Coastal Exploration Company

Groundwork East is delivering the North Norfolk Net Zero Advice service and grant programme on behalf of North Norfolk District Council, accessing UK government funding through the Shared Prosperity Fund.

If your business or social enterprise is interested in receiving this FREE SUPPORT get in touch via: <u>netzeronorfolk@groundwork.org.uk</u> or visit: <u>www.carboncharter.org</u>

Last year Groundwork's sustainability consultants:











Pool cover cuts carbon at Woodland Holiday Park

Woodland Holiday Park is a luxury holiday home complex set in 80 acres of beautiful rural surroundings near the north Norfolk coast. Facilities include an indoor swimming pool, alongside a well-equipped gym, steam room, spa pool and sauna.

As part of their commitment to preserving the local environment and reducing their impacts, the company has worked with environment charity Groundwork to measure their emissions and put in place a decarbonisation plan.

Swimming pool cover

One of the key measures that was explored by Groundwork East was to install a cover for the indoor pools which will reduce heat loss and evaporation - lowering running costs, reducing condensation effects within the pool and pool buildings, and importantly significantly lowering carbon emissions.

Benefits of installing a pool cover

The benefits and advantages of moving to electric engines include:

- Significant reduction in carbon emissions
- ☑ Lower heating costs by 50-70%
- Minor Improved guest experience, due to reduced evaporation & condensation



Grant Funding

Woodland Holiday Park received a carbon reduction grant from North Norfolk District Council to install a swimming pool cover at its Trimingham Leisure Club, anticipated to save around 50 tonnes of CO2e per year. The grant fund provided 50% of the purchase and installation costs for the new equipment.

'We are a family business with a passion for protecting our local environment and its wildlife. We also try to reduce our wider environmental impacts wherever we can, so we were really keen to look for new ways to cut our carbon emissions. The cover will also save on our heating costs - and guests have already noticed an improvement due to reduced condensation levels around the pool and changing areas' Joe Harrison, Woodland Holiday Park

Groundwork East is delivering the North Norfolk Net Zero Advice service and grant programme on behalf of North Norfolk District Council, accessing UK government funding through the Shared Prosperity Fund.

If your business or social enterprise is interested in receiving this FREE SUPPORT get in touch via: netzeronorfolk@groundwork.org.uk or visit: www.carboncharter.org

Last year Groundwork's sustainability consultants:



businesses we worked with.



NORFOLK

Funded by UK Government woodland





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Appendix 4

Local Investment Priority Programme	 Addressing fuel poverty by supporting households with rising energy costs Cost of Living
Delivery Partner	- Norfolk Warm Homes and HUG2 programme
Timescale	- 1 year programme 2024/25
Funding	- £200,000
Outcomes	 - 25 households supported with retrofitting measures. £160,000 grant pot to implement works and augmenting HUG2 scheme. 50 households supported with advice and guidance
Added value	- £442,628 match funding unlocked. 79t Carbon saved

Geographical Spread of delivery



Supported Businesses

Qtr 3 report	Capital spend	159,519.06	Match	442,628.78	
Property address	Advice Given	Retrofit grant value CAPITAL	Retrofit Grant REVENUE	Total Grant	Total Match
NR12 9DE	Yes	£3,080.00	£462.00	£3,542.00	£5,252.71
NR21 8AJ	Yes	£9,452.27	£1,417.84	£10,870.11	£20,091.95
NR12 9DU	Yes	£8,642.08	£1,296.31	£9,938.39	£13,758.32
NR12 9DW	Yes	£8,278.96	£1,241.84	£9,520.80	£16,151.93
NR12 9DW	Yes	£8,818.43	£1,322.76	£10,141.19	£0.00
NR12 9EB	Yes	£8,454.47	£1,268.17	£9,722.64	£19,363.59
NR12 9EB	Yes	£8,241.09	£1,236.16	£9,477.25	£9,648.09
NR12 9DE	Yes	£8,278.96	£1,241.84	£9,520.80	£10,397.77
NR12 9BW	Yes	£10,046.06	£1,506.91	£11,552.97	£6,144.62
NR12 ORR	Yes	£8,486.34	£1,272.95	£9,759.29	£8,594.50
NR12 9EB	Yes	£8,860.24	£1,329.04	£10,189.28	£14,414.07
NR21 0EX	Yes	£8,496.21	£1,274.43	£9,770.64	£23,764.89
NR29 5DG	Yes	£8,631.19	£1,294.68	£9,925.87	£19,615.25
NR29 5AP	Yes	£2,192.09	£328.81	£2,520.90	£25,731.32
NR12 9AY	Yes	£3,186.60	£477.99	£3,664.59	£24,206.61
NR25 6NX	Yes	£8,566.12	£1,284.92	£9,851.04	£21,417.81
NR28 9BB	Yes	£1,039.00	£155.85	£1,194.85	£13,168.63
NR28 9PJ	Yes	£13,436.99	£2,015.55	£15,452.54	£28,748.66
NR11 8TA	Yes	£3,305.35	£495.80	£3,801.15	£25,502.65
NR12 9EE	Yes	£5,200.00	£780.00	£5,980.00	£31,605.36
NR12 9EF	Yes	£1,540.05	£231.00	£1,771.05	£26,162.05
NR29 5DG	Yes	£3,177.17	£476.58	£3,653.75	£25,664.53
NR12 9BD	Yes	£2,924.12	£438.62	3362.74	£29,344.35
NR12 9BD	Yes	£4,140.00	£621.00	£4,761.00	£14,677.63
NR12 9EF	Yes	£3,045.27	£456.79	£3,502.06	£9,201.49

£159,519.06 £23,927.84 £183,446.90 £442,628.78 plus extra EPC £130.00 certificates

Case Studies

Norfolk Warm Homes with UK Shared Prosperity Fund

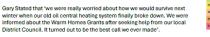


Gary - North Norfolk Case Study

Loft, Cavity, Flat Roof Insulation, Air Source Heat Pump & Solar

Gary embarked on an energy efficiency journey through the joint support of the Norfolk Warm Homes Team and North Norfolk District Council's UK Shared Prosperity Fund (UKSPF). Cavity, Loft and Flat Roof Insulation have been installed alongside an Air Source Heat Pump and Solar Panels.

The energy efficiency improvements have increased the home's Energy Performance Certificate score by four bands, moving from F (33) to B (89). The improvements have reduced the household CO2 emissions by an estimated 7.5 tonnes per vear.



After completing an application, Norfolk Warm Homes arranged for a full home survey which found that extensive insulation work was required before a new Air Source Heat Pump could be installed. An inspection of the cavity walls found that the insulation had degraded and failed, which needed extraction and refilling.

The HUG2 funding used by Norfolk Warm Homes would not cover all works identified to enable this project. It was therefore agreed that North Norfolk would provide UKSPF to supplement the funding, covering the Cavity Wall Insulation extraction and refill as well as Solar Panels to allow the project to proceed.

The enabling works reduced the home's heat loss which was a vital step to ensure that the new Air Source Heat Pump would run efficiently. The addition of Solar PV further increased energy savings and reduced the home's carbon footprint.

Gary's Feedback:

'The insulation alone has improved our home comfort and has removed any need for portable heating. The Air Source Heat Pump and hot water system is less noisy than the old oil boiler and is so much better for my health as I suffer from a lung condition that was aggravated by burning fossil fuels'.

'We can recommend the Warm Homes Scheme to everyone and encourage you to enquire. Like us it may be your opportunity to help the planet and be the best call you ever made'





Resident Feedback Responses:

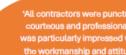
Out of the 25 homes which received additional support via UKSPF, 18 completed a post works satisfaction survey. 100% of respondents stated that they were either 'satisfied' or 'extremely satisfied' when asked how they felt about completed works. When asked about their overall satisfaction with the contractors, 12 stated they were 'extremely satisfied' and 6 stated they were 'satisfied'.

Resident Quotes:

'All very helpful people, very satisfied. Thanks'.

We cannot fault the service all were extremely professional and friendly and were respectful of our property at all times as were the other contractors used throughout this process'.

'All contractors were punctual, courteous and professional. I was particularly impressed with the workmanship and attitude of the ASHP installation



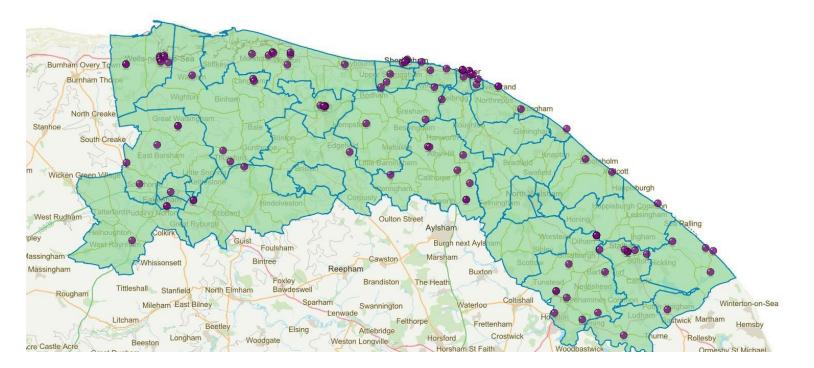


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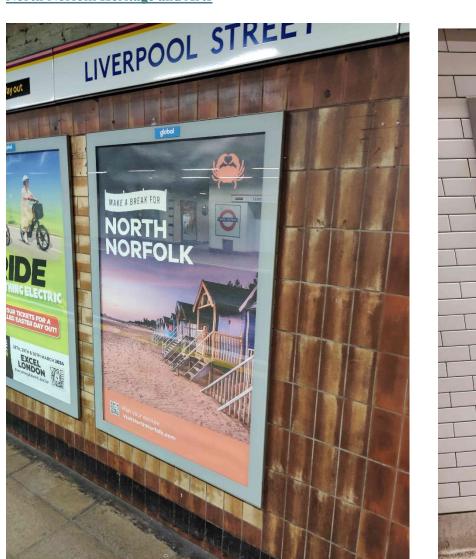
Appendix 5

Local Investment Priority	-
Programme	- Destination Marketing
Delivery Partner	- Visit North Norfolk (VNN)
Timescale	- 2 year programme 2022/23, 2023/24
Funding	- £60,000
Outcomes	 - 204 direct member businesses supported with ongoing advice and information. Delivery of a marketing campaign to drive traffic to the website for the area.
Added value	- Tourism event (marketing insights, customer service speaker). Businesses also received industry updates, inclusion in editorial features, media visits and reviews, promoting business. The SEO work increased web traffic to the businesses' own websites via the listings, resulting in opportunity for increasing bookings. Businesses also benefited from the use of free marketing materials (images and videos) to use in own marketing.

Geographical Spread of delivery



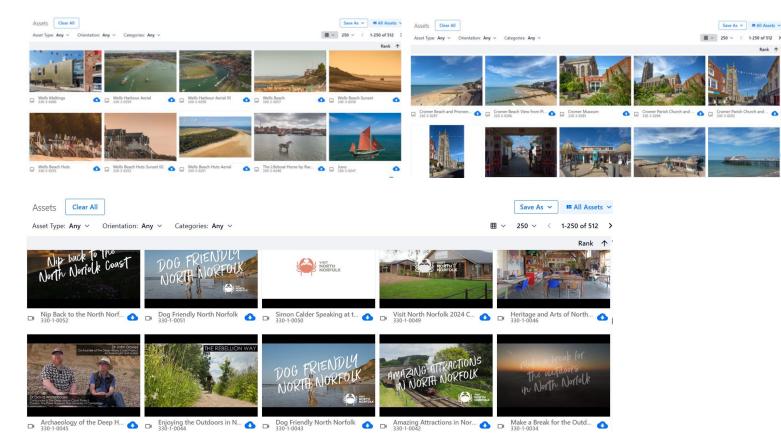
Nip back to Norfolk Great Days out at North Norfolk Attractions Dog Friendly North Norfolk North Norfolk Heritage and Arts





Collateral examples

Photo, video and resource collateral is available for all members to use in their own destination marketing campaigns as well as the opportunity to repost and reshare (examples below)



Case Studies and workshop and conference Feedback

"Visit North Norfolk is constantly in our top three referrers." Ian Russell, Wroxham Barns and Lucy Downing, Holkham Estate.

"Just to say an excellent morning and as a non-techy person I understood and gained a lot from it!"

"We thought the conference was really informative. Simon Calder was brilliant and very interesting to listen to. Was great to catch up with people and see how everyone was finding the market and industry at the moment."

"Was great to speak to others in the industry and hear more way on how to improve the business to promote tourism to Norfolk. The tourism stats were also very interesting."

Supported Businesses

Aylsham Windmill	Accommodation
Cromer Museum	Attraction
The Blakeney Hotel	Accommodation
79 & 80 Kings Chalet Park	Accommodation
Chapel Cottage Norfolk	Accommodation
The Cliftonville Hotel	Accommodation
Bang! In Wells	Accommodation
Cliff Hollow	Accommodation
Coastal Exploration Co.	Chartered Boat Trips
The Bug Parc	Attraction
The Globe at Wells	Accommodation
The Wiveton Bell	Public House
The Feathers	Public House
The Museum of the Broads	Attraction
Crabpot Cottages	Accommodation
Glandford Shell Museum	Attraction
Byfords	Accommodation
Glide Surf School-Hire Shop	Surf Hire
Mannington Estate	Attraction
Walnut Cottage	Accommodation
Sandringham Estate	Attraction
Anglian Country Inns: The Jolly Sailors	Eating Out
Anglian Country Inns: The White Horse	Accommodation
Wild Luxury - Anna's	Accommodation
Wild Luxury - Magazine Wood	Accommodation
Curlew Coastal Charters	Chartered Boat Trips
lvinghoe	Accommodation

Wells and Walsingham Light Railway	Attraction
Gabriel Cottage, 6 Ramms Court, NR23 1JN	Accommodation
Hanworth Barn	Accommodation
The Burleigh	Accommodation
Gooderstone Water Gardens	Attraction
North Norfolk Railway	Attraction
Huff and Puff Cycles	Cycle Hire
Best Western: Le Strange Arms Hotel	Accommodation
Best Western: Plus Knights Hill Hotel	Accommodation
Best Western: Garden Lodge	Accommodation
Caley Hall Hotel (restaurant and weddings)	Accommodation
Thursford Collection	Attraction
Bawdeswell Garden Centre	Attraction
The Ostrich Inn	Eating out
Carricks at Castle Farm	Accommodation
Whitehall Farm Accommodation	Accommodation
Wells Maltings	Attraction
Jennings Caravan Site Ltd	Accommodation
Houghton Hall & Gardens	Attraction
The Workers Cottage	Accommodation
RAF Air Defence Museum Neatishead	Attraction
Poplar Farm House	Accommodation
Open Sky Cycles	Cycle Hire
Holt Sunday Market	Market
The Ship Hotel, Brancaster	Accommodation
Hall Farm Cottages (9 listings)	Accommodation
McDonald's Cromer	Eating Out
Mackenzie Hotels - Sea Marge	Accommodation
Mackenzie Hotels - The Dales Country House Hotel	Accommodation
Mackenzie Hotels - The Links Country Park Hotel & Golf Club	Accommodation
The Harper	Accommodation
Raynham Estate	Accommodation
Virginia Court Hotel	Accommodation

L&J Leisure: The Lodge Inn Old HunstantonAccommodationL&J Leisure: Norfolk Coast Holiday CottagesAccommodationLuxurious Rentals (Stable Cottage)AccommodationWalsingham Estate Trading Ltd: Walsingham AbbeyAttractionWalsingham Estate Trading Ltd: Walsingham Farm ShopShopThe Ship Inn (Mundesley)Eating OutCranmer Country CottagesAccommodationNational Trust: Felbrigg Hall (Joint member)AttractionNational Trust: Bickling Estate (Joint member)AttractionNational Trust: Horsey WindpumpAttractionBeans Boat TripsBoat TripsFakenham RacecourseAttractionFakenham Racecourse Cravan, RVs & TentsAccommodationThe HosteAccommodationBeWILDerwoodAttractionCromer Pier Pavillion TheatreAttractionCromer PierAttractionSheringham CittagesAccommodationBlue Sky Leisure: Kelling HeathAccommodationBlue Sky Leisure: Kelling HeathAccommodationBue Sky Leisure: Kelling HeathAccommodationSheringham CittagesAccommodationSheringham CittagesAccommodationBue Sky Leisure: Kelling HeathAccommodationSheringham Cittage ParkAccommodationSheringham CittagesAccommodationBue Sky Leisure: Kelling HeathAccommodationBue Sky Leisure: Kelling HeathAccommodationSearles Leisure Group: Heacham ManorAccommodationSearles Leisure Group: Heacham ManorAccommodation	L&J Leisure: Briarfields Hotel Titchwell	Accommodation
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Holkham Cycle Hire Cycle Hire	The Victoria at Holkham	Accommodation
•	Holkham Ropes Course	Attraction
The Banningham Crown Eating Out	Holkham Cycle Hire	Cycle Hire
	The Banningham Crown	Eating Out

Woodland Holiday Park (owners only park)	Eating Out
Cromer LLP: The Grove Guest House and The Grove Glamping	Eating Out / Accommodation
JBP Tourism Ltd: Deepdale Backpackers & Camping	Accommodation
Old Brick Kilns (holiday camp only)	Accommodation
Norfolk Cottage Agency	Accommodation
Best Escapes	Accommodation
East Ruston Cottages	Accommodation
Happy Days Leisure Ltd	Accommodation
Norfolk Coastal Cottages	Accommodation
Norfolk Cottages - The Travel Chapter Ltd	Accommodation
Holiday Cottages (holidaycottages.co.uk)	Accommodation
Canine Cottages	Accommodation
Big Domain	Accommodation
Norfolk Hideaways	Accommodation
Blakeney Cottage Company	Accommodation
Sykes Cottages	Accommodation
Keys Holiday Cottages	Accommodation
Pack Holidays	Accommodation
Fairhaven Woodland and Water Garden	Attraction
Roarr! Dinosaur Adventure	Attraction
Alby Crafts & Gardens	Attraction
Langham Glass	Attraction
Bure Valley Railway	Attraction
Thrigby Hall Wildlife Gardens	Attraction
Pensthorpe Wildlife & Gardens	Attraction
Hunstanton Sea Life Sanctuary	Attraction
Wroxham Miniature Worlds	Attraction
Hilltop Outdoor Centre	Attraction
Amazona Zoo	Attraction
Holkham Hall	Attraction
Wroxham Barns Ltd	Attraction
JBP Tourism Ltd: Dalegate Market/St Mary's Church/Deepdale Events	Attraction
Broads Tours	Accommodation, Day Boat Hire and Chartered Trips

Muckleburgh Military Collection	Attraction
Dairy Barns	Accommodation
Broad Fen Retreats: Dilham Hall	Accommodation
Broad Fen Retreats: Dilham Hall Canoe Hire	Boat Hire
Broad Fen Retreats: Tonnage Bridge Retreats	Accommodation
Barn & Beach	Accommodation
The Control Tower	Accommodation
Baconsthorpe Meadow Campsite	Accommodation
Chestnut Barn	Accommodation
Gunthorpe Hall	Accommodation
Norfolk Rural Cottages - The Pig House	Accommodation
Star Plain Stores	Shop
The Granaries Weyford Bridge	Accommodation
Bank Boats	Boat Hire
Barnes Brinkcraft	Accommodation
Mousetrap	Accommodation
Wood Farm Cottages: Rowan Cottage	Accommodation
Annie's	Accommodation
The Courtyard	Accommodation
8 Carpenter's Cottage	Accommodation
Hoveton Hall Estate	Attraction
Sloley Hall Country House B&B	Accommodation
Sloley Hall Self-Catering - Stable One Holiday Cottage	Accommodation
Sloley Hall - Colts Barn Holiday Cottage	Accommodation
Redwings Aylsham	Attraction
Marmalade's Bistro	Eating Out
Nelson's Patch	Accommodation
Retro Campers	Accommodation
Cliff Farmhouse B&B Suites	Accommodation
Tunstead Cottages	Accommodation
Waxham Sands Holiday Park	Accommodation
Cley Windmill	Accommodation
The Little Stables	Accommodation

Mill House Bungalow	Accommodation
Gresham Hall Estate	Accommodation
Richardsons Leisure Limited, Holiday Park, Boating and Family Entertainment centre	Accommodation
The Retreat	Accommodation
Hemsby Beach Holiday Park	Accommodation
The Small Barn	Accommodation
The Roman Camp Inn	Accommodation
Sandcliff Guest House	Accommodation
Eric's Pizza	Eating Out
Eric's Fish and Chips Holt	Eating Out
Eric's Fish and Chips Thornham	Eating Out
Titchwell Manor	Accommodation and Eating Out
The Beest	Accommodation
Woodlands Caravan Park	Accommodation
Beeston Regis Holiday Park	Accommodation
ARK Design	Design Studio
Bella Escapes	Accommodation
Castaways Holiday Park	Accommodation
Chris Taylor Photo	Tourism Photography
Digital Screen Services	Screen services for businesses
East Coast Hideaways	Accommodation
Gardener's Cottage	Accommodation
Experience Sheringham	Local chamber of commerce
Felbrigg Lodge Hotel	Accommodation
Larking Gowen	Accountants
Lloyds Bank	Banking
Martham Ferry Day Boat Hire	Boat trips
Norfolk Coast and Countryside	Accommodation
MA Marketing	Regional marketing consultancy
Squid Ink	Local printing agency
Sheringham Salt	Accommodation
STAAH agency	Accommodation booking software providers

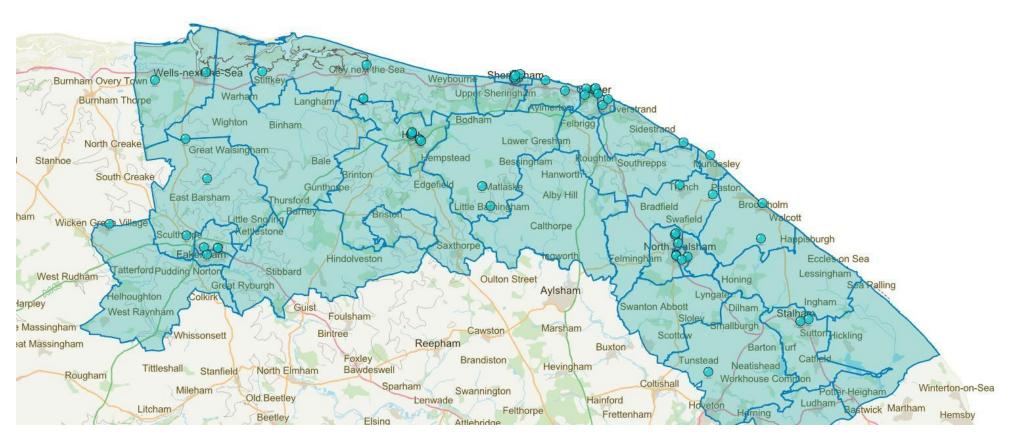
Tree Top View Sheringham	Accommodation
Stalham Firehouse Museum	Museum
Sutton Hall Escapes	Accommodation
Wild Green Norfolk Retreats	Accommodation

Case Studies

Appendix 6

Local Investment Priority	- Supporting People and Skills
Programme	- Future Skills Now
Delivery Partner	- Norfolk County Council
Timescale	- 1 year programme 2024/25
Funding	- £150, 000
Outcomes	- 83 skills audits complete £75,000 training grant pot (rising to £85,000 by end of project) supporting 64 training grants. In addition 79 referrals to training Boot Camps and 25 apprenticeship referrals.
Added value	- Dashboard data information, evolution of the North Norfolk Training and Skills Forum. Grant pot awarded at 75% intervention rate, leveraging in £27,318

Geographical Spread of delivery



Supported Businesses

Date of Skills Audit	Company	Postcode	Grant Applied for	Total cost of training	Match Fund
03/07/2024	TJR Electrical & Renewables Ltd	NR26 8EQ	2,295.00	3,060.00	765
04/07/2024	Samantha McDonald Cosmetic Clinic (SM Cosmetic Clinic)	NR26 8RF	1,196.25	1,595.00	398.75
04/07/2024	Beauty Hobo	NR26 80N	579.6	722.8	143.2
10/07/2024	Mulberry Grove Beauty	NR28 OFH	1,250.00	3,500.00	1,550.00
11/07/2024	Healing Possibilities	NR28 9JD	877.75	1,169.00	291.25
15/07/2024	Fabulous Food Finds	NR27 9QP	703.5	938	234.5
18/07/2024	Sponge Foods	NR25 6DG	1212.2	1616.27	404.07
24/07/2024	Star Plain	NR25 6BD	1,404.00	1,872.00	468
24/07/2024	Gardening for Wildlife	NR11 7LG	1,012.50	1,350.00	337.5
26/07/2024	Beachside Massage Norfolk	NR12 OEY	487.5	650	162.5
31/07/2024	The Creative Desk	NR25 6HA	945	1,260.00	315
02/08/2024	Trebilco & Davies Ltd t/a John Davies Framing	NR21 8NW	300	400	100
06/08/2024	North Norfolk Community Transport	NR28 0AW	1,196.00	1,596.00	400
13/08/2024	Randalls Footcare	NR26 8LA	2,921.40	3,895.00	973.60
13/08/2024	About with Friends	NR27 9JW	2,500.00	5,050.00	2,550.00
16/08/2024	Michelle Mallett - Herons Peace Wellbeing	NR12 9QB	603.75	805	201.25
22/08/2024	Veronica Zappia (RejuVEE Beauty & Holisitic Retreat)	NR26 8RG	£899	£1,199	£300
22/08/2024	Sarah Jack Therapies	NR27 0AZ	658.5	878.00	219.5
27/08/2024	Charly Willis Fitness	NR28 9NS	875.25	1,167.00	291.75
27/08/2024	Miss Stella R Sheldon (Soul Space Unlimited)	NR28 0AP	£1,125	1,500.00	375
29/08/2024	Marnie Hardy	NR27 9PN	487.5	650	162.5
30/08/2024	Dreamstone Productions	NR28 OPU	487.5	650	162.5
04/09/2024	Cromer Trophies & Engraving Ltd	NR27 9HZ	£406.25	£650.00	£243.75
06/09/2024	The Gym Hut - Tara Hall	NR29 3FH	1099	1686	587
06/09/2024	Beth Phillips Natural Health	NR27 9HF	1,157.25	1,543.00	385.75
10/09/2024	Sauna Box Limited	NR26 8BJ	487.5	650	162.5
10/09/2024	AtoJ Plumbing	NR11 7AG	810	1,080.00	270
11/09/2024	Love at the Centre	NR23 1LR	1130.25	1,507.00	376.75
11/09/2024	Annette Young Holistic Therapist	NR27 OBH	£487.50	650	162.5
11/09/2024	KT Health Ltd	NR27 9HH	1,575.00	2,100.00	525
17/09/2024	Lydia Wild Coaching	NR27 9BA	487.5	2,100.00	162.5
	, .		4613.75		
17/09/2024	Coda Plastics Ltd	NR28 OAJ NR25 7JP		6630	1686.25
18/09/2024	The Little Tearooms Ltd (The Glaven Bistro)		390	650	260
19/09/2024	Weener Plastics Norwich Ltd	NR28 OTY	5,000.00	9,725.00	4,725.00
20/09/2024	Marian Stackwood Holistic Therapist	NR11 8HP	565.5	754	188.5
25/09/2024	CT Baker	NR25 6BW	4,875.00	6,500.00	1,625.00
25/09/2024	Bella Escapes t/a Cley Windmill	NR25 7RP	1,424.64	1,966.16	541.52
26/09/2024	Tracey Ross Art	NR22 6AQ	487.5	650	162.5
26/09/2024	Sanders Coaches Ltd	NR25 6EE	4,875.00	6,500.00	1,625.00
26/09/2024	Sandford Timber Buildings	NR21 8DB	406.25	650	243.75
27/09/2024	Fakenham Fairways	NR21 9SA	406.25	650	243.75
27/09/2024	Brigid Errington Therapy	NR23 1QF	487.5	650	162.5
27/09/2024	Claire Howard Jewellry	NR21 8DT	1031.25	1375	343.75
27/09/2024	Maxine Wadsworth (Vet Physio Norfolk)	NR28 OFP	487.5	650	162.5

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27/09/2027	027 Silvermoon Designs, Karen Hall (Allen Hall Gallery)		487.5	650	162.5
25/09/024	5/09/024 Chloe White - Spirituality In Hand		749.25	999	249.75
22/10/2024 The Massage Hut		NR27 0DJ	540.75	721	180.25
19/11/2024	CY Copywriting t/a Welly	NR12 8QU	1012.5	1350	337.5
10/12/2024	English Peonies	NR28 0AD	712.5	950	237.5
19/07/2024	Osprey Foods	NR25 6DG	465	620	155
11/12/2024	The Feel Good Coach	NR11 8DH	1031.25	1375	343.75

61,706.59 90,054.23

27317.64

Case Studies

Richardson's Leisure

Investing in People

GRANT RECEIVED

Future Skills Now, Audit and Training Grant

Future Skills Now is part-funded by the UK Government through the UK Shared Prosperity Fund (UKSPF). It is supported by North Norfolk District Council and delivered in partnership with Norfolk County Council

Richardson's Leisure collaborated with North Nortok District Council, taking advantage of the Future Skills Now audit and grant funding to support its ambitions. Recruitment and retention of staff is a key issue for many north Nortolk businesses and Richardson's Leisure is an exemplar case study of how this is being successfully delivered.

North Norfolk District Council, in partnership with the Future Skills Now programme, provided Richardson's Leisure with a comprehensive training and skills audit. The initiative heiped the business identify areas for growth and deliver targeted training to upskill its team. Additionally, Richardson's Leisure supported personal development through courses such as Basic Carpentry and Joinery. This enabled general team members to explore their interest in carpentry and grow their skillset.

The project proved extremely valuable for the business, allowing it to develop the skills required to meet organisational goals and stay compliant with legal regulations. For example, the company introduced Sexual Harassment Training for Managers and Supervisors, Disability Awareness sessions and Mastering the Coach programs, all while reducing the financial burden typically associated with this type of training.

The training enabled the team to expand knowledge and create opportunities for personal development. This helped the business retain talented individuals, reduce the high costs of recruitment and foster a culture where team members feel supported and empowered to grow professionally and increase their earning potential.





"The most special thing about Norfolk is its people. We're a company that want to invest in our team members continually. The opportunities that North Norfolk District Council are providing us to grow as a business and grow in the community has been second to none."

Greg Munford, Chief Executive of Richardson's Leisure

Richardson's Leisure Ltd, The Stalthe, Stalham, Norfolk, NR12 9BX

richardsonsholidays.com



Sanders Coaches Limited



GRANT RECEIVED



Sanders Coaches Ltd

Future Skills Now, Audit and Training Grant

Future Skills Now is part-funded by the UK Government through the UK Shared Prosperity Fund (UKSPF). It is supported by North Norfolk District Council and delivered in partnership with Norfolk County Council

Sanders Coaches Limited is a family-owned business, renowned for its bus operation across Norfoik and its community focus. They have been named "Top independent Operator" at the UK Bus Awards two years running.

Like many north Norfolk businesses, recruitment and retention of staff is a key issue for Sanders Coaches. Sanders collaborated with North Norfolk District Council, taking advantage of the Future Skills Now audit and grant funding to support their ambitions of 'growing their own' workforce.

North Nortolk District Council, In partnership with the Future Skills Now programme, provided Sanders with a comprehensive skills and training audit. Through the audit, it was recognised that the people who could help support their supervisory gaps were individuals who were already employed by the company. The free audit helped identify the right training partner, who in turn supported Sanders in the delivery of training to these individuals. The training provided helped the individuals to adapt to their changing role, equipping them with the skills they needed in their new supervisory position.

At Sanders all the staff are part of a family business. The business is keen to invest in their people and provide learning and training so they can progress. They want to hear from their staff about efficiency opportunities and better ways of operating. This in turn supports the retention of the existing staff, and acts as an incentive for others to join the company. They are seen not just as a cog in a larger wheel, but their skills, experience and voice are integral to the success of the business. "North Norfolk District Council approached us with some funding through the Future Skills Now project, which allowed us to train some of our supervisory team into developing their skills to enhance their roles and jobs in north Norfolk."

Martin Sanders, Business Manager Sanders Coaches Ltd

Sanders Coaches Ltd, Hempstead Road, Holt, Norfolk, NR25 6EE

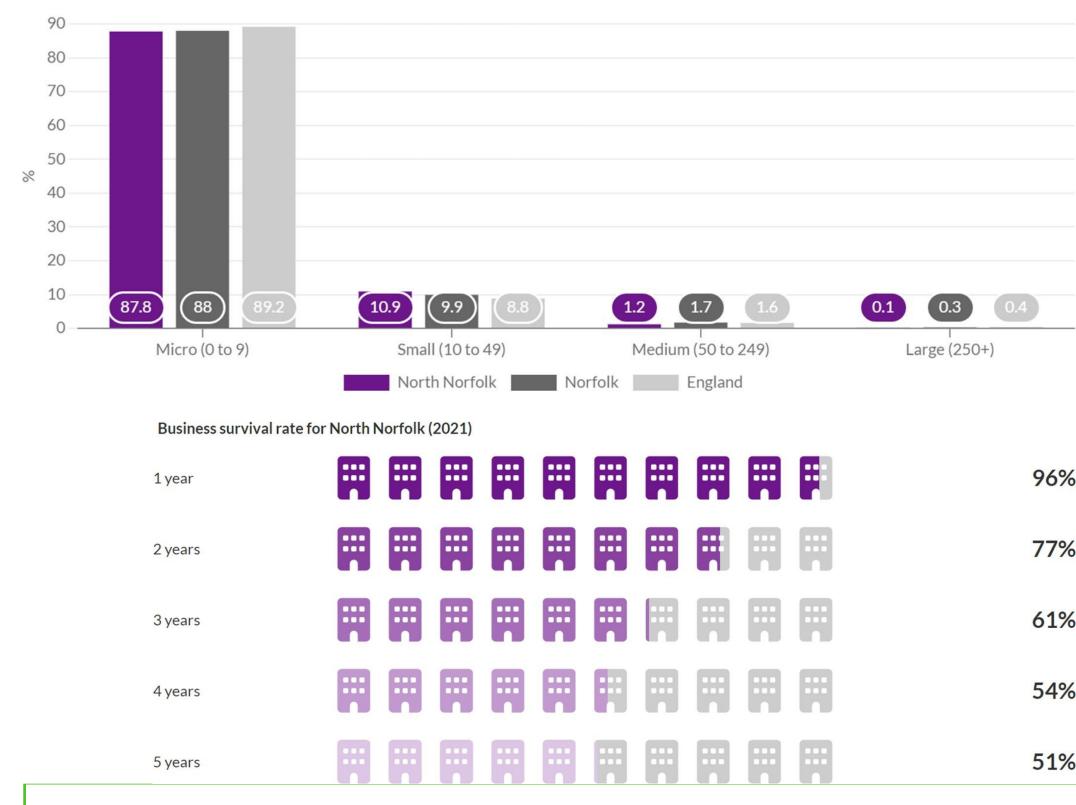
www.sanderscoaches.com



FOR FURTHER DETAILS PLEASE SCAN THE QR CODE OR VISIT WWW.NORTH-NORFOLK.GOV.UK/ SANDERS-COACHES

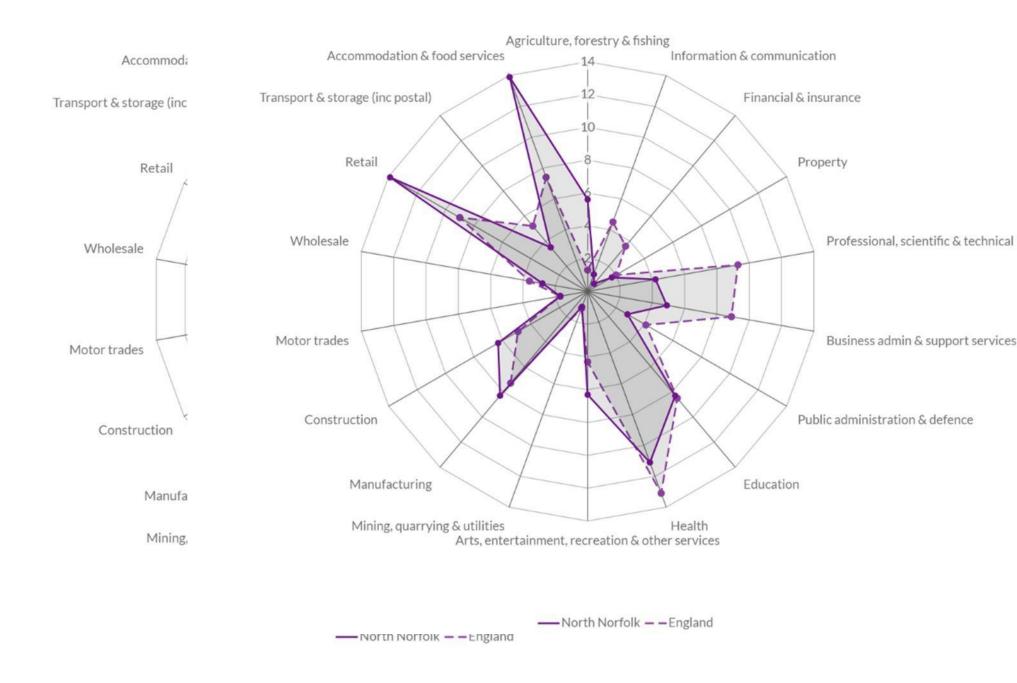
North Norfolk – norfolkinsight.org.uk

Enterprises by employment size band (2023)

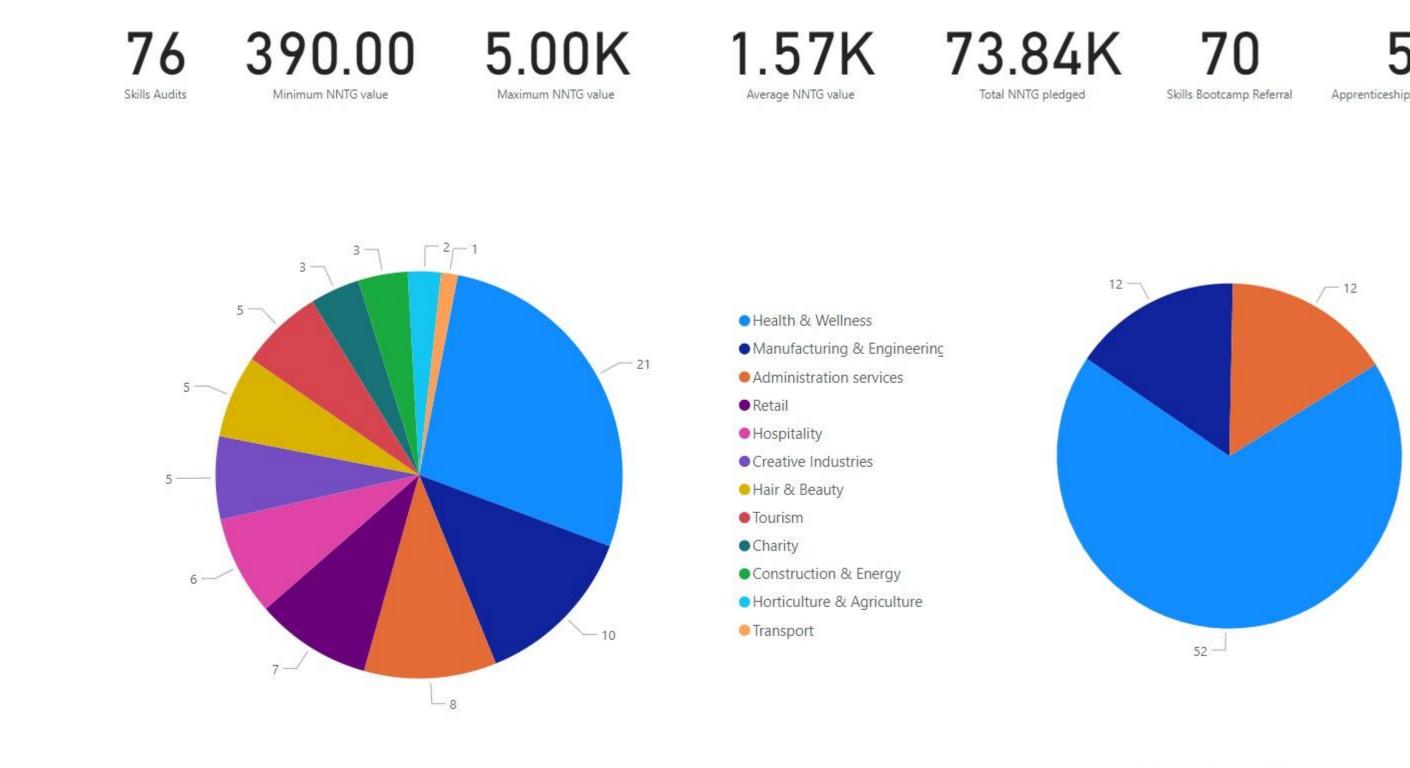


North Norfolk – norfolkinsight.org.uk

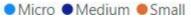
Percentage of enterprises by in Employment rate by industry for North Norfolk (2021)



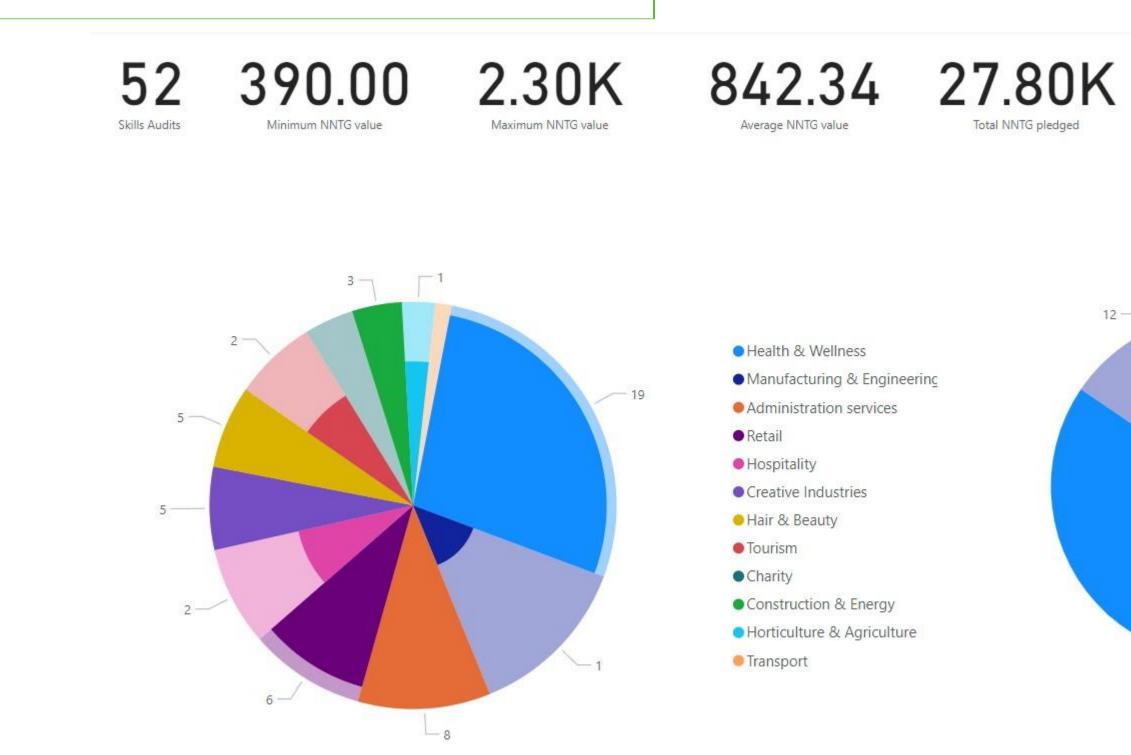
All Skills Audits and NNTG applications



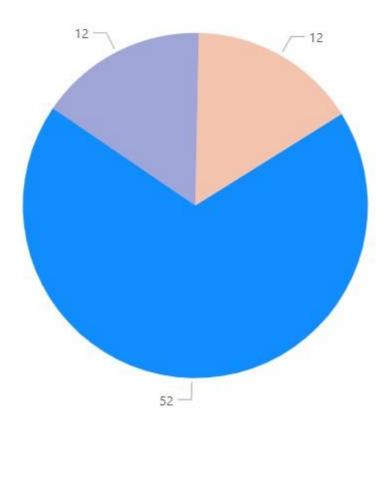
52 Apprenticeships Norfolk Referral



Micro (less than 10 employees)









Small (10 – 49 employees)

12 Skills Audits







Health & Wellness

Creative Industries

Construction & Energy

Horticulture & Agriculture

Retail

Hospitality

Hair & Beauty

Tourism

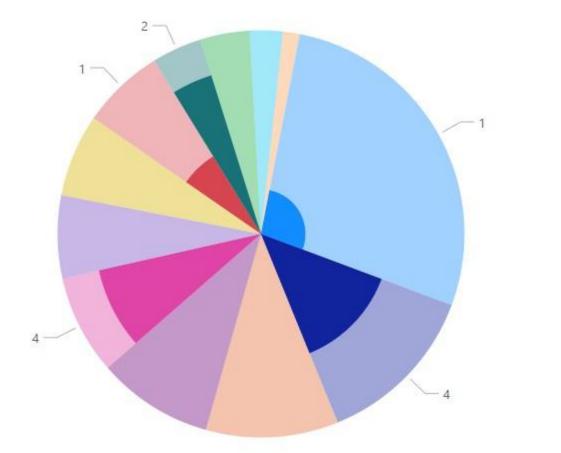
Charity

Transport

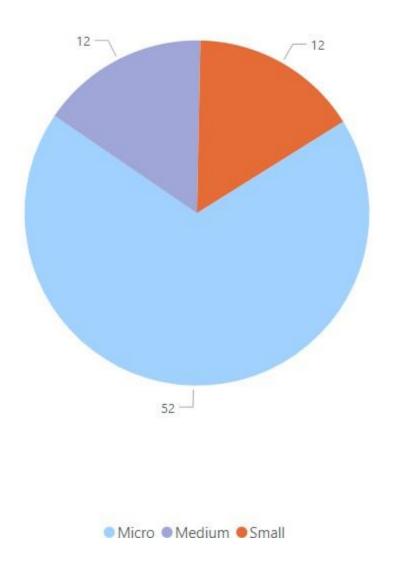
Manufacturing & Engineering

Administration services





11 Skills Bootcamp Referral Apprenticeships Norfolk Referral



Medium (50 – 249 employees)

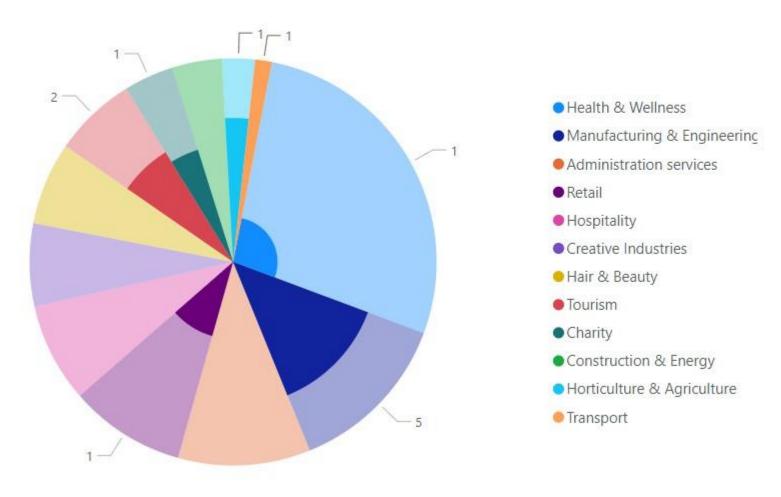
12 Skills Audits





3.83K 34.45K Average NNTG value



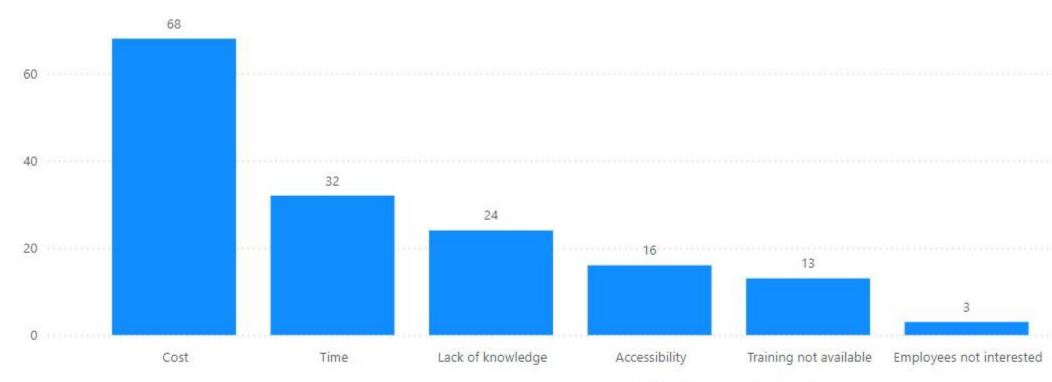


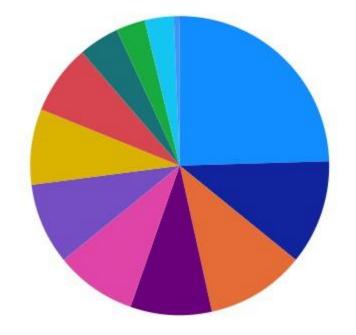
12 Skills Bootcamp Referral



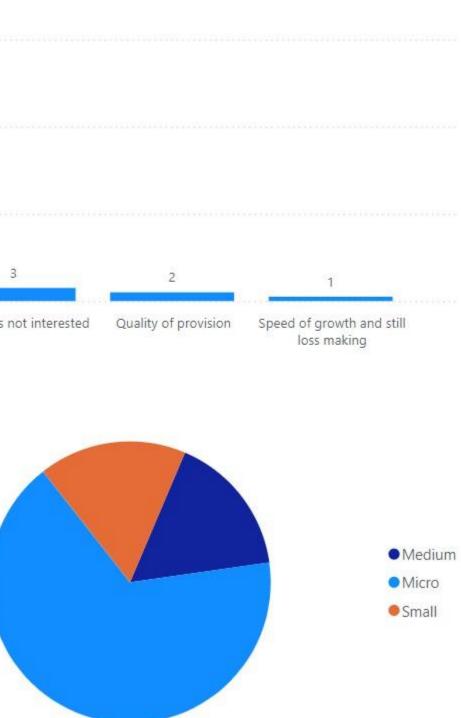
12 -12 52 -Micro Medium Small

Barriers – All employers

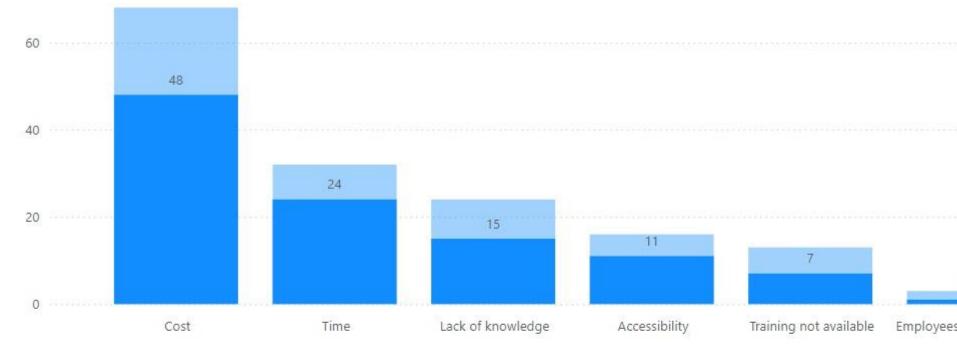


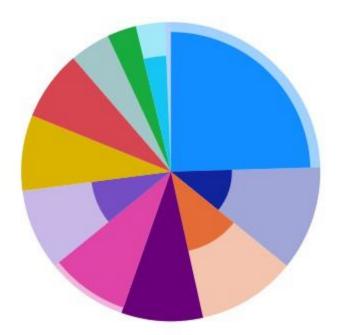


- Health & Wellness
- Manufacturing & Engineering
- Hospitality
- Administration services
- Retail
- Tourism
- Hair & Beauty
- Creative Industries
- Charity
- Construction & Energy
- Horticulture & Agriculture
- Transport



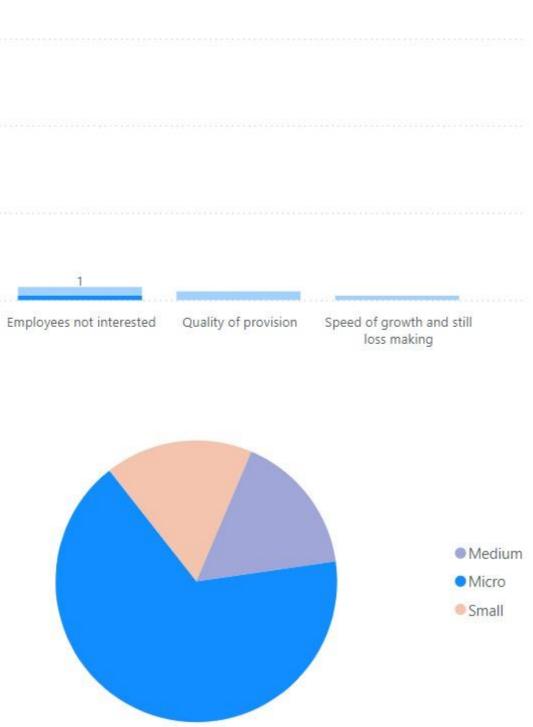
Barriers - Micro (less than 10 employees)





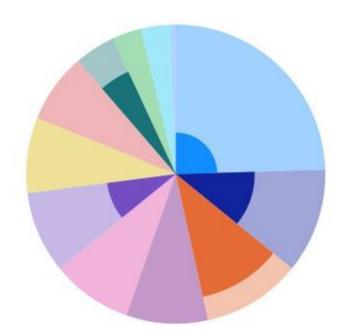
- Health & Wellness
- Manufacturing & Engineering

- Hospitality
- Administration services
- Retail
- Tourism
- Hair & Beauty
- Creative Industries
- Charity
- Construction & Energy
- Horticulture & Agriculture
- Transport



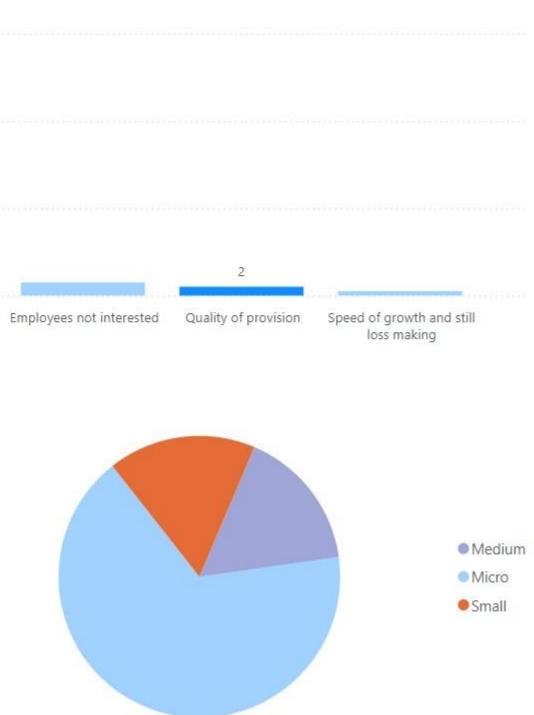
Barriers - Small (10 – 49 employees)





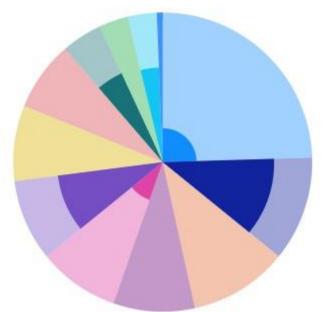
- Health & Wellness
- Manufacturing & Engineering

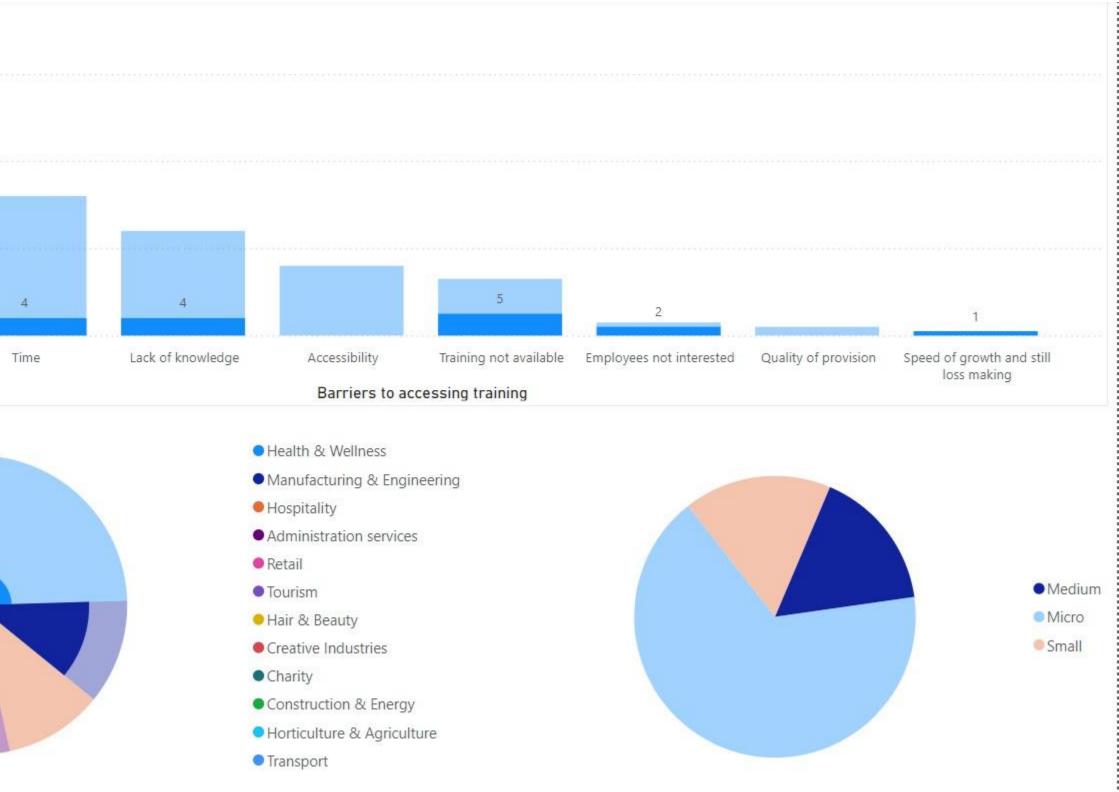
- Hospitality
- Administration services
- Retail
- Tourism
- Hair & Beauty
- Creative Industries
- Charity
- Construction & Energy
- Horticulture & Agriculture
- Transport



Barriers - Medium (50 – 249 employees)



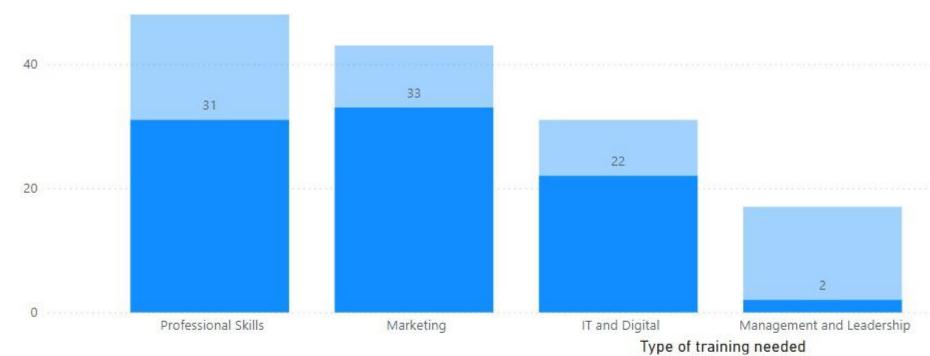




Types of training required – All employers



Types of training required - Micro (less than 10 employees)

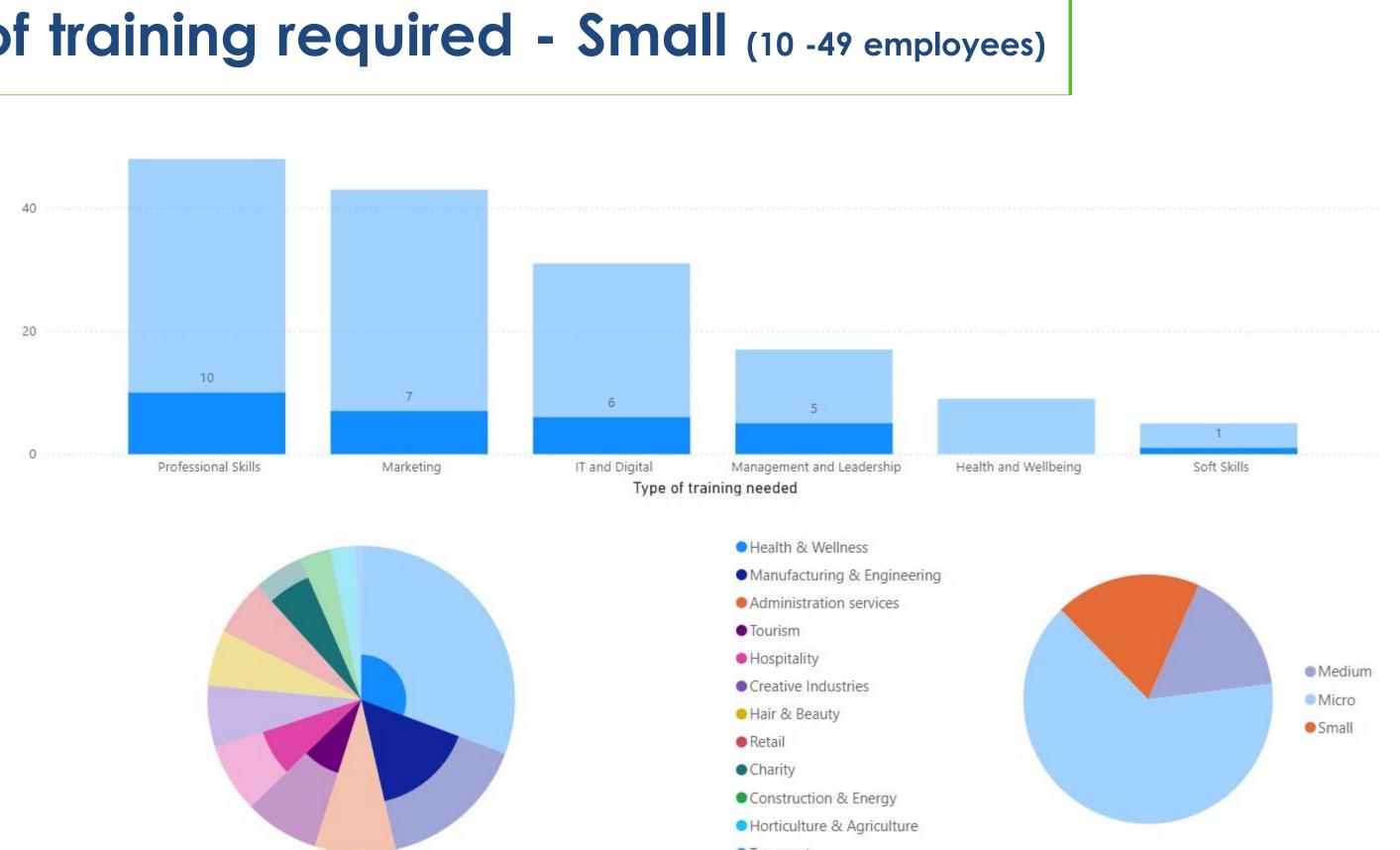




- Health & Wellness
- Manufacturing & Engineering
- Administration services
- Tourism
- Hospitality
- Creative Industries
- Hair & Beauty
- Retail
- Charity
- Construction & Energy
- Horticulture & Agriculture
- Transport

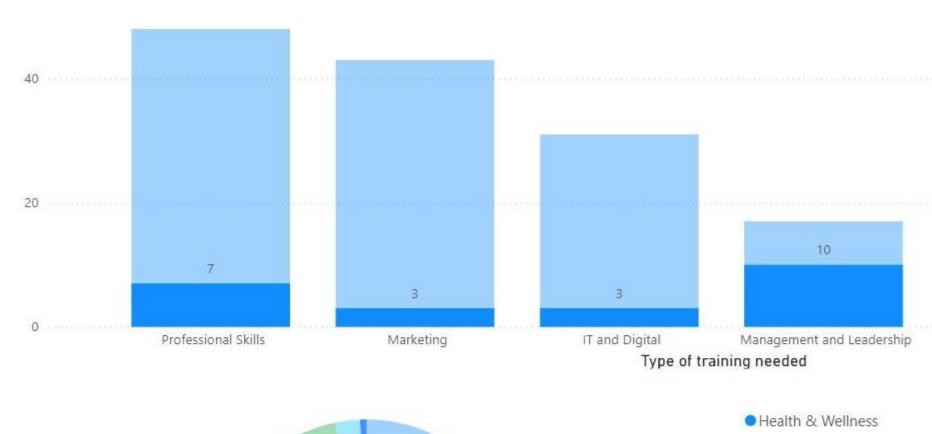


Types of training required - Small (10 - 49 employees)



- Transport

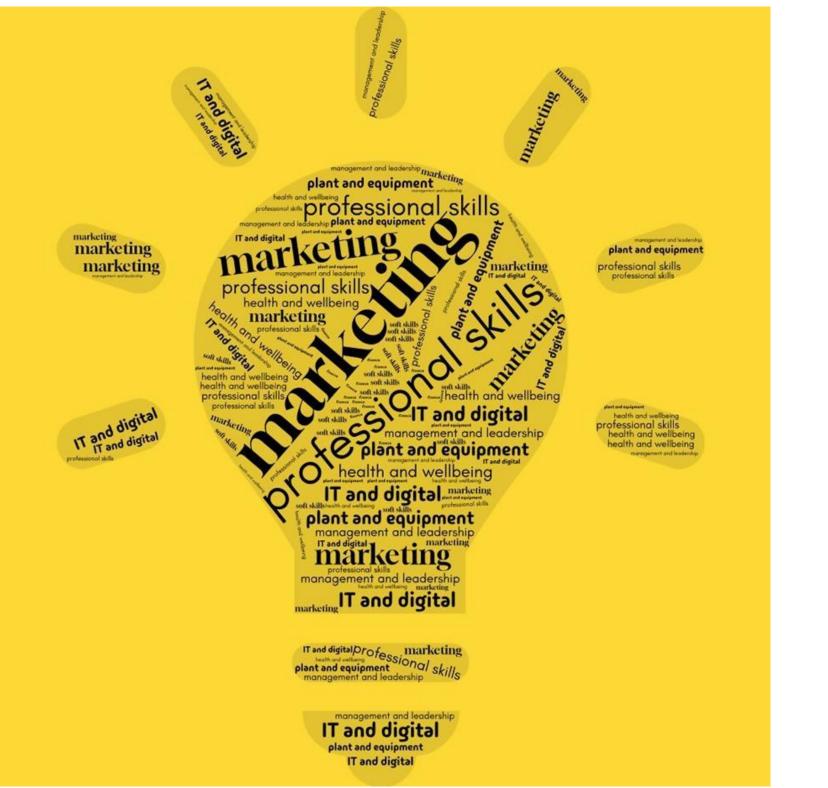
Types of training required - Medium (50 - 249 employees)



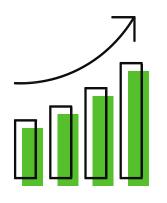
- Manufacturing & Engineering
- Administration services
- Tourism
- Hospitality
- Creative Industries
- Hair & Beauty
- Retail
- Charity
- Construction & Energy
- Horticulture & Agriculture
- Transport



Range of training required







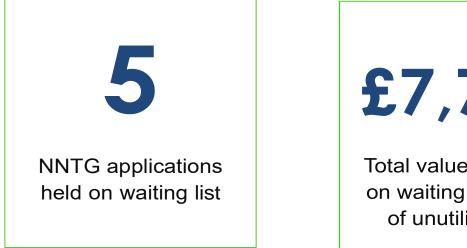
Future Skills NOW has had a huge impact on North Norfolk based SME's, through the focused Skills Audit, the support and guidance from the Business Skills Coordinator and the ability to access a training fund to support their skills ambitions.



44.8%

average

contribution towards



Changes indicated on this page, compared with figures submitted for Q2 reporting is indicative of the changing nature of the training grants, release of funds, and notification training is not going ahead, or need has reduced.

£1,412.13

average NNTG application

£632.91

average business contribution

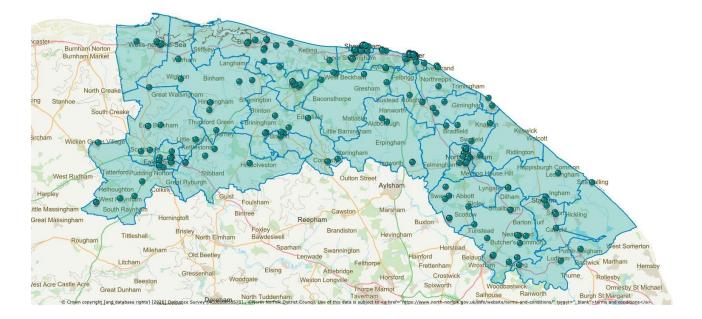
£7,724.45

Total value of applications held on waiting list pending release of unutilised training grant

Appendix 7

Local Investment Priority	- Support for businesses
Programme	- Business Advice and support
Delivery Partner	 Growth Hub (laterally part of Norfolk County Council)
Timescale	- 2-year programme 2023/24, 2024/25
Funding	- £247,127
Outcomes	- 167 businesses supported
Added value	 demand for support continued to be high and this scheme leveraged in support for an additional 46 businesses (to date) receiving over 81 hours of support.

Geographical Spread of delivery



North Norfolk supported businesses

Sum of Hours
Business Name
About with Friends
Adam Griggs
Air Water Fish Ltd
Aldborough & Thurgarton Parish Council
Alice Rose
All the Raj Ltd
Alpha Chase Engineering Services Limited
Anita Fortes

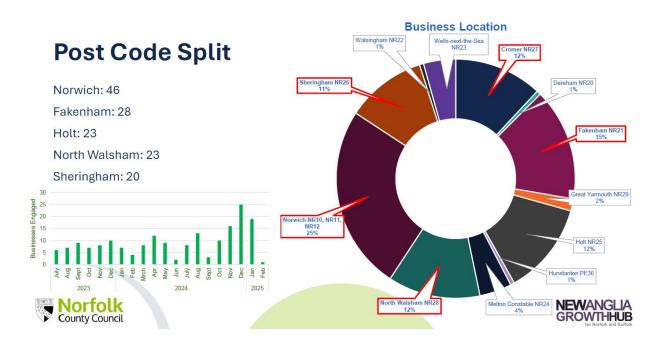
Annie Nickerson
Antony Flint
Archer Engineering Limited
Asteroceras Group Ltd
AttoLife Ltd
AttoSure Ltd
Barling Vintage and Retro
Barn Drift
Bella Escapes Limited
Bindwell Limited
Bird - Ventures Limited
Birdie Fortescue Ltd
Black Shuck Ltd
Bradfield Bespoke Ltd
Brale Ltd
Bramble Lodge
Briston Pub Co Ltd
Burnt Fen Alpacas
CA Seafoods (NORFOLK) Ltd
Carey Garden Design Studio LLP
Carl Bowers
Caro Scott
Cathy Cookson
Chelsea Dugdale
Chemanglia Limited
Chestnut Barn
Chris Bedford
Chris Taylor Photo (Norfolk) LTD
Cocoa Collective Chocolatiers Ltd
Coffeesmiths Limited
Colby and Banningham Parish Council
Conservation Shop Limited(The)
Cromer Artspace CIO
Cromer Community Association CIO
Cromer Community Shed
Cromer Lawn Tennis & Squash Club
Cromer Trophies & Engraving Limited
David Holliday Limited
David Robinson
Debbie Allan
Dick Seaman Farms Limited
Drurys Vehicle Services Ltd
Duetrade Software Ltd
Dunhams Washroom Systems Ltd
East Anglian Cruising Club
Emily Mitchell
Emmy Rolph
Everything Outdoor Ltd

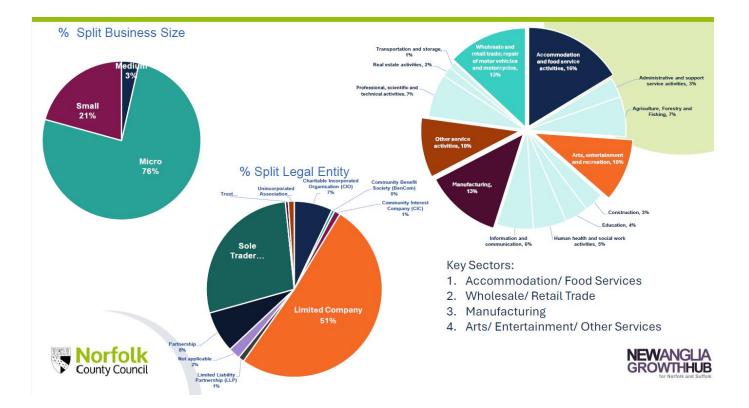
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	Norfolk Seaweed Ltd

Norfolk's Finest Limited
North Norfolk Coastal Cottages Ltd
North Norfolk Community Transport
North Norfolk Railway Public Limited Company
North Walsham and Dilham Canal Trust
North Walsham Rugby Football Club Limited
Onkk Limited
Orchard Farm Estates (Counties) Ltd
Owners Websites
P55 Ltd
Patricia Leanne McColm
Phillip Swash
R C A Bank Limited
Real Hospitality Ltd
Richard Barden
Richardsons Leisure Limited
Roman Camp Inn
Royal Cromer Golf Club
RubberDuckySnacks Limited
Sandcliff Guest House
Serena Woolliams
Sheringham Museum Norfolk Trust Ltd
Sheringham Salt
Sheringham Woodfields School
Simon Hibberd
Smiths Mechanical Support Limited
Somewhere Random Ltd.
Space
Sponge Cakes Ltd
Stella Sheldon
Stody Estate Limited
Strand Development Limited
Stuart Morton
Summer Clarke
Sunnyholme Enterprises Limited
Swift Aircraft Limited
Tavern Tasty Meats Ltd
Tay Trading Ltd
The Barns at Thorpe Market
The Barsham Brewery Ltd
The Crazy Cow
The Gurney Farm Partnership
The Homeopathic Supply Company Limited
The London Beer Factory Ltd
The Nancy Oldfield Trust Limited
The Norfolk and Suffolk Broads Charitable Trust
The Parochial Church Council for the Ecclesiastical Parish of North Walsham
The Pensthorpe Conservation Trust Limited

Tim & Dawn Duffy
TJR Electrical & Renewables Ltd
Tree Top View Sheringham
Tuesday Simmonds
Veronica Zappia
ViridiPath LTD
Wells Maltings Trust
Wildcraft Brewery Limited
Will Trust of the 7th Marquess Townshend of Raynham
Winibees Bakery Ltd
Worstead Farms Ltd
Yarmouth Greyhound Homefinders
Yesu
Grand Total

Additional Data





Case Studies and feedback

I recently attended a sales training session and I am thoroughly impressed." "It was incredibly beneficial to us, as an SME getting into online marketing. Very friendly and approachable."

"Great course yesterday - the course was AI in marketing. I learnt a lot, there's lots to learn. Highly recommend the course." "The level of provision was outstanding, with well-structured content and a highly knowledgeable facilitator. The fact that this session was offered free only adds to its value. I highly recommend their services to anyone looking to grow their business – it was definitely worth it!"

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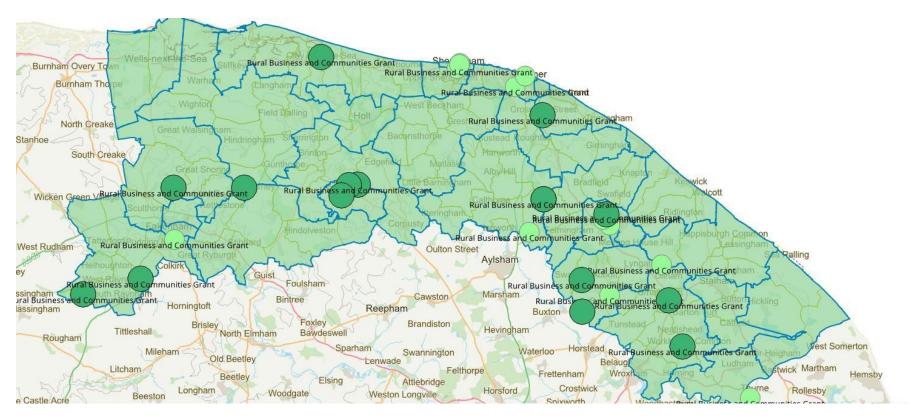
Appendix 8

	Local Investment Priority	- Supporting Rural Businesses and Communities.
	Programme	- Rural England Business and Community Grant Programme
	Delivery Partner	- Norfolk County Council
	Timescale	- 2-year programme 2023/24 and 2024/25
	Funding	- £1, 457,848
	Outcomes	- 17 businesses, 14 community groups, totalling 31 separate projects supported with grant funding
	Added value	- There was no requirement to match fund this allocation, but by adding a 50% match for businesses
25%		

match for communities, this programme has leveraged in an additional £2,786,000

a 50% match for businesses and

Geographical Spread of delivery



Page 95

Total	Area	Eligible Project Value	Actual Project value	Match	Project Summary
About with Friends	Cromer	63,528.00	63,528.00	29,515.00	Conversion of building to café and Bistro
NW and Dilham Canal	Near North Walsham	58,110.93	58,110.93	14,527.93	Purchase floating pontoons, stopping boards, landing platforms
Sheringham Community Hub YESU	Sheringham	53,845.00	53,845.00	13,480.00	Refurb old café
New Stages	North Walsham	34,000.00	34,000.00	8,938.00	Improvement kitchen WC, staging, electrics and heating security
Sheringham Museum	Sheringham	13,761.20	13,761.20	5,016.20	Education area within the museum
Sheringham Little Theatre - Debbie	Sheringham	66,000.00	81,000.00	35,979.00	Window, door and heating, accessible entrance. Needs unpicking with NNDC
East Anglian Cruising Club (EACC)	Thurne Mill	39,767.56	39,767.56	9,880.56	To construct a wooden clubhouse for the benefit of the members
North Norfolk Community Transport	North Walsham	62,500.00	82,430.00	32,430.00	To purchase an electric minibus supporting members of the community more efficiently and sustainably
Colby and Banningham Play Space	Colby	59,843.00	59,843.00	15,000.00	the supply and installation of children's outdoor play equipment, seating and perimeter fencing.
Cromer Art Space	Cromer	74,593.00	74,593.00	45,463.00	for support to undertake internal works such as damp proofing and insulation, electric heating and lighting.

North Norfolk businesses supported

North Walsham Rugby Club	North Walsham	24,607.00	24,607.00	6,302.00	mobile floodlights and a VEO camera system. to extend training hours and reduce carbon emissions
North Norfolk Railway	Sheringham	48,679.00	48,679.00	14,254.00	Improvements to the Workshop Shed and railway platform lighting approvements
New Life Church	North Walsham	28,669.00	28,669.00	12,680.00	project to invest in community café equipment and play equipment for community group activities.
Fakenham Tennis Club	Fakenham	30,094.00	30,094.00	6,472.00	To resurface existing courts that are no longer fit foe purpose and extend and expand usage

Pumpkin House	Fakenham	40,581.00	40,581.00	21,041.00	Tea hut, mini golf course, mobile toilet
Stody Estate	Stody	200,000.00	265,000.00	165,000.00	Restore old building for offices
Naked Kitchens/Norfolk Oak	West Raynham airfield	144,675.00	144,675.00	72,338.00	Door making equipment and tooling
Morton Events Ltd	Skeyton	44,077.00	44,077.00	22,568.00	Additional marquee and low emission generator
Worstead Estate	Farmers Market Development	98,286.00	186,447.00	137,304.00	Equipment and improvements to run monthly farmers mkt.
Dunham Washrooms	Tooling equipment	161,903.00	161,903.00	80,952.00	Tooling equipment to increase production capacity
Raynham Estate	Raynham	200,000.00	256,693.00	156,693.00	Conversion of derelict barn for commercial use
PSS Ltd	North Walsham	189,700.00	189,700.00	94,850.00	New machinery - increasing productivity and creating jobs
MJ Goodley (padel)	Nth Fakenham	200,000.00	353,817.80	253,817.80	Support to diversify by building a new site to create a bespoke Padel Tennis Centre
Anthony Seaman Farms	Hindolveston	138,758.00	138,758.00	69,379.00	Conversion of redundant agricultural buildings to use as a distillery, with storage and production area, tasting area and reception, office and toilets.

Black Shuck	Fakenham	114,080.00	124,557.00	67,517.00	To invest in the works and equipment necessary to create a distillery at the premises of Dick Seaman Farms Ltd.
Gurney Fram Partnership	Northrepps	46,508.00	46,508.00	23,254.00	Purchase of a shipping container to support diversification from farming to retail, farm shop
Stuart Morton Wellness Centre	Swanton Abbott	118,858.00	118,858.00	59,429.00	Creation of a wellness centre where practitioners can come together in renting space
Swift Aircraft	Scottow	69,852.00	69,852.00	35,814.00	Tooling to bring forward manufacture of an innovative electric aircraft
Bella Escapes (Cley Windmill)	Cley	26,794.00	26,794.00	13,401.00	project to invest in a professional kitchen to expand dining opportunities to residents and non-residents
Pensthorpe	Fakenham	59,138.00	170,000.00	140,431.00	To develop a new kitchen, driving increased footfall and becoming more efficient, increasing productivity
Graves	Melton Constable	180,858.00	180,858.00	90,429.00	Purchase and Installation of batteries to store energy created by existing solar panels to support energy usage when required
Total		1,767,278.00	2,519,078.80	1,504,217.80	

*At point of report a few project claims are still processing, and final figures may have a slight change.

Case Studies



Redundant farm building to a tap room and tasting area with retail options, business space and storage

Clubhouse on a piece of riverbank, to support membership, fundraising opportunities and increased community cohesion



New sport facility in a rural farm diversification project





Updating an unused agricultural building to a Wellness centre. The space is divided to enable a range of complementary businesses to come together



Repurposing a retail unit to deliver a parent support hub on the High Street. Including a food bank and uniform swap for families.

Examples of other projects



A community place

space for rurally



A community all electric minibus



A space for 'mardling' and workshops within a local museum Improvements as part of a local town centre theatre space

Development of a café and bistro unit doubling up as a learning and training space for young people with additional



Explore some more incredible case study videos here.

Including :

Norfolk Padel

Lodge Farm North Norfolk Raynham Estate Swift Air Worstead Estate Naked Kitchens

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Appendix 9

Local Investment Priority	- UK Share
Programme	- overarch
Delivery Partner	- TBC
Timescale	- 1-year pro
Funding	- £405,095
Outcomes	- see table

- red Prosperity Fund 2025 2026
 - ing workstreams
 - ogramme 2025/26
- below

UKSPF investment priorities and the government's Missions

	Missior	a Kau								
	Kickstart Economic Growth	Break Down B	Barriers to Opp	ortunity						
	Make Britian a Clean Energy Superpower		Build an NHS	fit for the futur	e					
	Take Back Our Streets									
Pric	rity	-		_	_		_			
	Communities and Pla	porting l Busines	₋ocal s		People a	and Skills	\$			
	Theme Healthy, Safe and Inclusive Communities		Thriving Places		Support for Business		Emplo	yability	s	cills
Hei	althy: srove th and being Bar of crime Safe: Reduce crime and the fear of crime Binguing tackling homeless- ness Binguing tackling homeless- ness Binguing tackling homeless- ness Binguing tackling homeless- ness Binguing tackling homeless- ness Binguing tackling homeless- ness Binguing tackling homeless- ness Binguing homeless- ness Binguing homeless- ness Binguing homeless- homeless homele	sitor to	gh streets and own centres nprovements	Advice and support to business	Enterprise culture and start up support	Business sites and premises	Supporting people to progress towards and winto employment	Support for young people who are or at risk of being NEET	Essential skills (including numeracy, literacy, ESOL and digital)	Employment related skills

Image description: This picture sets out the 5 government Missions.

- Mission 1: Kickstart economic growth
- Mission 2: Make Britain a clean energy superpower
- Mission 3: Take back our streets
- Mission 4: Break down barriers to opportunity
- Mission 5: Build an NHS fit for the future

North Norfolk District Council agreed workstream

NNDC Workstream	UKSPF Priority	UKSPF Theme	UKSPF Sub Theme	Output	Output Measure	Outcome	Outcomes Measure
Destination Marketing £40,000	Communities & Place	Thriving Places	Development of the Visitor Economy	Number of enterprises receiving non- financial support	Number of enterprises	Improved engagement numbers	Number of people (including digital engagement)
Address fuel poverty and carbon reduction by support to households. £25,000	Communities & Place	Healthy, Safe and inclusive communities	Healthy: Improve health and well being	Number of households supported to take up energy efficiency measures	Number of households	Improved engagement numbers	Number of people (including digital engagement)
Placemaking activities in towns and other service centres £210,095	Communities & Place Support for Local Business	Thriving Places	High Street and Town Centre Improvements	Number of amenities/facilities created or improved Number of local events or activities supported	Number of amenities or facilities Number of events/activities	Increased visitor numbers	Number of people
Business Support and Engagement £130,000	Support for Business	Support for business	Advice and support to business	Number of enterprises receiving non- financial support	Number of enterprises	Improved engagement numbers	Number of people (including digital engagement)

Mission - Kickstart Economic Growth

Mission - Breakdown Barrier to Opportunity

The four workstreams to be developed and delivered from 1 April 2025 are outlined below.

Destination Marketing - £40,000

Support for the Destination Marketing Organisation (DMO) to implement targeted campaigns aimed at increasing footfall, attracting visitors, and promoting local destinations. This includes driving traffic to digital platforms featuring local businesses and attractions with bookable links. Assistance for visitor economy businesses through the creation of marketing materials, including photography and video content, as well as enhanced promotion of the Deep History Coast (DHC). Ongoing sector support and insights are provided through an annual conference, regular training sessions, workshops, and one-on-one assistance. The continuous development of the Visit North Norfolk (VNN) website serves as a central hub for campaigns, offering access to bookable accommodations, attractions, events, tours, and other hospitality services. Collaboration with the Norfolk and Suffolk Local Visitor Economy Partnership (LVEP), Visit Britain (VB), Visit East of England (VEE), and Visit Norfolk (VN) is also part of the strategy for this workstream, and monitoring plans will define tangible results.

Outputs and outcomes

NNDC	UKSPF	UKSPF	UKSPF Sub	Output	Output	Outcome	Outcomes
Workstream	Priority	Theme	Theme		Measure		Measure
Destination	Communities	Thriving	Development	Number of	Number of	Improved	Number of
Marketing	& Place	Places	of the Visitor	enterprises	enterprises	engagement	people
			Economy	receiving		numbers	(including
£40,000				non-			digital
				financial			engagement)
				support			'

Address Fuel Poverty and Carbon Reduction though Support for Households - £25,000 In recent years, NNDC has achieved considerable success in ensuring local residents can take advantage of the fuel poverty schemes, largely due to the dedicated role of an Energy Officer. This position plays a key role in ensuring that eligible households in North Norfolk are well-positioned to access available funding, thereby maximizing the benefits of various initiatives aimed at improving energy efficiency. The Norfolk Warm Homes consortium has submitted an Expression of Interest (EoI) for the Warm Homes: Local Grant Scheme. It is proposed that appointing a North Norfolk-specific officer to promote these grants, this will help leverage in external funding. This workstream focusses on support for an Energy Officer at NNDC, who will be tasked with promoting energy efficiency measures for local households. They will provide advice, guidance, and referrals to both current and upcoming funding schemes, such as ECO4 Flex and the Warm Homes: Local Grants Scheme (delivered by the Norfolk Warm Homes Consortium).

Outputs and outcomes

NNDC Workstream	UKSPF Priority	UKSPF Theme	UKSPF Sub Theme	Output	Output Measure	Outcome	Outcomes Measure
Address fuel poverty and carbon reduction by support to households. £25,000	Communities & Place	Healthy, Safe and inclusive communities	Healthy: Improve health and well being	Number of households supported to take up energy efficiency measures	Number of households	Improved engagement numbers	Number of people (including digital engagement)

Placemaking Activities in Towns and Commercial Centres - £210,000

This workstream focuses on collaborating with stakeholders to identify, enable and implement projects that promote local economic growth and enhance the vitality of our towns. Projects would be commissioned in partnership with established groups and organisations, aligning with their growth aspirations for their individual town centres and commercial areas. The funding could also support district-wide initiatives aimed at increasing footfall and dwell time. It will be important to fund projects designed to improve experiences and functionality for businesses, communities, residents, and visitors. Potential projects might include a digital platform to encourage spending in town centre businesses, town centre wayfinding, small-scale upgrades to amenity spaces, accessibility improvements, and rural business and community events. Should a REPF grant programme

become available, there may be opportunities to expand some of these efforts through additional grants. It may also be possible to leverage in other grants through similar programmes, aligning with other initiatives. All projects will need to be completed within the financial year, so careful consideration must be given to any pre-commencement requirements, including procurement, planning permission, land acquisition/licences, and material lead times.

Outputs and outcomes

Γ	NNDC	UKSPF	UKSPF	UKSPF Sub	Output	Output	Outcome	Outcom
	Workstream	Priority	Theme	Theme		Measure		Measure
	Placemaking	Communities	Thriving	High Street	Number of	Number of	Increased	Number
	activities in	& Place	Places	and Town	amenities/facilities	amenities or	visitor	of people
	towns and			Centre	created or	facilities	numbers	
	other service	Support for		Improvements	improved			
	centres	Local			Number of local	Number of		
		Business			events or	events/activities		
	£210,095				activities			
					supported			

Business Support and Engagement - £130,000

A comprehensive business and engagement package will include business advice, one-onone assistance, networking opportunities, skills development, training workshops, sectorspecific support, and access to business grants and funding programmes. This fund may also cover administration costs associated with delivering a possible REPF grant scheme. The allocation will ensure the continuation of the Business Engagement programme, delivered under UKSPF 2024/25 which delivered valuable business guidance, support, and events. The transitional year programme will specifically target key sectors, including tourism, manufacturing, and creative industries. It will build upon the momentum generated by the previous UKSPF business engagement initiative and further strengthen NNDC's Invest North Norfolk brand, fostering investment within the district. Additionally, by close collaboration, this programme will guide businesses to support, and funding opportunities offered and managed by our partners.

Outputs and outcomes

NNDC	UKSPF	UKSPF	UKSPF	Output	Output	Outcome	Outcomes
Workstream	Priority	Theme	Sub		Measure		Measure
			Theme				
Business	Support for	Support	Advice	Number of	Number of	Improved	Number of
Support and	Business	for	and	enterprises	enterprises	engagement	people
Engagement		business	support to	receiving		numbers	(including
			business	non-financial			digital
£130,000				support			engagement)

Proposed Business Support Plan

Visitor Economy Sector Conference

Annual large scale business engagement with Visitor Economy businesses. This conference will be the opportunity to share insights and feedback; plan for the year ahead; support business members with networking and stakeholder and exhibitor engagement.

Manufacturing Event

NNMG (North Norfolk Manufacturing group) supported by NAAME (New Anglia Advanced Manufacturing & Engineering) is our delivering mechanism to supporting manufacturing businesses in our district. Key to engagement is to bring the relevant businesses together to network, share ideas and information and to launch the new MADE SMARTER grant fund programme due for delivery from April 1st 2025.

Inspire North Norfolk celebration event 2026 (with new case studies)

Following the hugely successful event (March 2025) the aim will be to continue and expand this network and document another selection of businesses journeys by telling their stories. These could be by adding to the existing categories (Innovation, Sustainability, People and Rural Diversification) whilst adding new categories, such as Culture, Manufacturing, Digitisation and Small businesses. All the collateral supports the Invest North Norfolk Brand and can be added to the <u>refreshed website</u>. Part of NNDC's main site.

Training and workshop opportunities

Support for businesses by offering them bespoke training and workshops around a variety of topics. These could be day-long events or shorter bespoke courses. Research and information will inform the programme offered but could include subjects such as marketing, social media, GA4 (Google Analytics), Ai and others. It is important that all businesses can access these and so should be agile, bespoke in appropriate venues and led by industry experts. They should be available at times that make sense to businesses, whether that be day/evening specific or seasonally appropriate.

Apprenticeship event

Co-branded face-to-face event @North Norfolk District Council offices. Confirmed date of May 14th. Apprenticeship Norfolk are organising an employer event aimed at employers with apprentices and also those thinking about taking on an apprentice. Monthly sessions already happen in Norwich – looking to have an inaugural event looking to expand this network.

Monthly E-shot

Businesses around the district will be encouraged to sign up for the monthly e-shot alert. This communication – part of the INN suite of collateral will have a series of useful articles, topics, grants and funding, inspiring business stories, recent news links and workshop and training opportunities. To date over 350 businesses have already signed up. First release April 2025.

Annual Business Form – networking event

Building on the highly successful and oversubscribed event from 2025, this will continue to be a large networking opportunity for businesses and stakeholder exhibitors. Creating an opportunity to touch base, engage with many of our large key account businesses and to share insights and funding opportunities. The event will be planned to take place outside the offices in an external venue.

Partner Networking Events

A series on ongoing opportunities to collaborate with existing networks of business meets, breakfasts, sessions and events. These will be linked to partner organisations such as the Norfolk

Chamber of Commerce, Federation of Small Businesses and other successful existing networks such as the business breakfast at Gresham.

Cultural Sector support events

Determined by the feedback from the 2025 event, small scale networking events and/or a possible forum opportunity to engage with this specific sector. Supporting and facilitating networking opportunities and linking together disparate members of this sector. It will most likely be in a workshop format ensuring that the key members of a North Norfolk Cultural Partnership can come together to share ideas, knowledge and support for each other.

Growth Hub support

Norfolk County Council will continue to provide specialist business support to North Norfolk businesses with services from the Growth Hub. This will deliver bespoke services such as 1:1 engagement, planning and growth services, grant support, workshops and training and possible administration of any grant schemes.

Collateral, marketing and contingency

Business engagement will continue to include opportunities to share stories and recognise businesses with plaques and website inclusion. There may be a need to provide information collateral to partners for inclusion in their marketing and events, and to fund keynote speakers, venues and catering.

CHANGES TO THE OU AND VULNERABLE A	NORFOLK AND WAVENEY INTEGRATED CARE BOARD CONSULTATIONS ON CHANGES TO THE OUT OF HOURS GP SERVICE, NORWICH WALK-IN CENTRE AND VULNERABLE ADULTS SERVICE						
Executive Summary	The Norfolk and Waveney Integrated Care Board is undertaking a public consultation on possible changes to the Out of Hours GP Service (which at present has bases in Fakenham and North Walsham); the Norwich Walk-In Centre and Vulnerable Adults Service.						
	As a key local stakeholder the District Council is invited to comment on the options detailed in the consultation documents – the end date for comments being 27 th April 2025.						
Options considered	The Committee is invited to review and comment upon the service reconfiguration proposals detailed in the Integrated Care Board's consultation documents as they relate to possible future service changes in North Norfolk.						
Consultation(s)	In this matter the District Council is a local stakeholder in respect of a consultation being undertaken by the Norfolk and Waveney Integrated Care Board						
Recommendations	The Overview and Scrutiny Committee is invited to discuss and comment on the proposals outlined in the Norfolk and Waveney ICB public consultation documents, with the Committee's views forming the Council's corporate response to the consultation.						
Reasons for recommendations	To speak up for the retention of public services across the extensive rural geography of North Norfolk, so that our residents are not unduly disadvantaged in being able to access services, in this case, primary health care services, relative to the wider population.						
Background papers	Norfolk and Waveney Integrated Care Board consultation documents attached as appendices to this report. Appendix 1 – Changes to General Practice consultation Appendix 2 – GP Out of Hours data pack Appendix 3 – Norwich Walk-in Centre data pack						
	Appendix 4 – Vulnerable Adults Service consultation						

Wards affected	All
Cabinet member(s)	Cllr Liz Withington, Cabinet portfolio holder for Health and
	Wellbeing
Contact Officer	Steve Blatch, Chief Executive
	Email:- steve.blatch@north-norfolk.gov.uk
	<u>Tel:-</u> 01263 516232

Links to key documents:

Corporate Plan:	Theme:- Developing our Communities
	Objectives:-
	Promote health, wellbeing and independence for all; and Increase Accessibility and Inclusion for All
	Action:-
	With local partners we will continue to lobby for the retention and development of innovative health and social care facilities for older people in the District, including the re- opening of the Benjamin Court NHS asset in Cromer, reflecting the district's aged demographic – the oldest average age in the country. (Retained and carried forward as an amended action from the 2024/25 AAP.)
Medium Term Financial Strategy (MTFS)	No direct impact on the Council's budget or Medium-Term Financial Strategy
Council Policies & Strategies	Corporate Plan objectives of advocating for the provision of good quality public services for the district's residents

Corporate Governance:							
Is this a key decision	No						
Has the public interest test been applied	Yes – there is no private or confidential information to be considered by this report.						
Details of any previous decision(s) on this matter	N/A						

1. Purpose of the report

- 1.1 This report invites the Overview and Scrutiny Committee to review and comment upon proposals outlined as the basis for consultation by the Norfolk and Waveney Integrated Care Board with respect to possible changes to the Out of Hours GP Service (which at present has bases in Fakenham and North Walsham), the Norwich Walk-In Centre and Vulnerable Adults Service.
- 1.2 Any comments made by the Overview and Scrutiny Committee will form the Council's formal response to the consultation process.

2. Introduction & Background

2.1 On 3rd March 2025 the District Council was invited (along with other key local stakeholders and the general public) by the Norfolk and Waveney Integrated Care Board to comment on proposals made through a formal consultation process to potential changes to the Norfolk and Waveney Out of Hours GP Service (which at present has bases in Fakenham and North Walsham); the

Norwich Walk-In Centre and Vulnerable Adults Service. The consultation runs until 27th April 2025.

- 2.2 Details of the consultation (four documents) are attached as an appendix to this report for members information.
- 2.3 With previous commitments to developing the Council's response to proposals for Devolution and Local Government Reorganisation, officers have had limited time to consider and prepare a draft response to this consultation by the Integrated Care Board and so the consultation documents are provided in full, with the Committee invited to comment in respect of the proposals being considered.

3. The consultation proposals:-

3.1 Out of Hours GP service:-

- 3.1.1 The Norfolk and Waveney Out of Hours GP service includes elements of the service being delivered from bases at Fakenham and North Walsham.
- 3.1.2 Information provided in the consultation documents suggest that the numbers of patients seen at the Fakenham base have dropped significantly in recent years although no contextual data is provided to allow an understanding of why presentations have dropped so significantly (ie have there been times when through staff shortages or other reasons the service hasn't been available for people to be referred to) however based on the numbers of people being referred to the Out of Hours service at Fakenham it is proposed that in future this service is withdrawn altogether.
- 3.1.3 At North Walsham, patient numbers accessing the Out of Hours service have also reduced in recent times, but not to a significant degree, and the options outlined at North Walsham in the consultation documents propose retaining the service but operating over different (reduced) hours.

3.2 Norwich Walk-In Centre:-

- 3.2.1 The consultation documents consider the possible closure or reducing the opening hours of the Norwich NHS Walk-In Centre, with the costs saved being reinvested in primary care services across Norfolk and Waveney.
- 3.2.2 The data pack providing information on patient numbers and origin for the Norwich Walk-In Centre suggest that a small number of North Norfolk residents access the current service and may therefore be inconvenienced if the service was to close or operate on reduced hours, possibly placing demands on other elements of the NHS ie community pharmacies through the Pharmacy First programme where North Norfolk residents already appear to be disadvantaged through a number of pharmacies operating on reduced hours because of recruitment challenges; Out of Hours GP service (which itself is being considered for service changes as detailed at para 3.1 above) or Minor Injuries or A&E presentations or calls to the ambulance service. It also isnt stated within the consultation documents how any monies saved through the closure or reduced hours operation of the Norwich Walk-In Centre might be distributed to GP practices and whether any of these funds might be redirected to GP practices in North Norfolk.

3.3 Vulnerable Adults Service:-

- 3.3.1 The Vulnerable Adults service is based in Norwich and provides enhanced primary medical support to people with a complex range of needs. It operates between 9am-5pm, Monday to Friday and aims to address health inequalities by bringing together specialist healthcare professionals to provide inclusion health services to individuals and groups who might otherwise find it difficult to access primary care services through being socially excluded and likely to experience stigma and discrimination, live chaotic lives and typically experience multiple overlapping risk factors for poor health. Many people using the service are homeless and their experiences frequently lead to barriers in access to healthcare and extremely poor health outcomes. The service provides targeted inclusion health services on a short-term basis, usually up to six months after which service users are then integrated back to one of the 20 nominated Inclusion Health Practices in Norwich to ensure a supported transition and to plan for their ongoing needs. Inclusion health communities elsewhere in Norfolk and Waveney (as well as in Norwich) are supported by GP practices and other health and care services.
- 3.3.2 Given the focus of the Vulnerable Adults Service, it is not thought that any changes to the service would have significant impact on residents or communities in North Norfolk.

4. Corporate Priorities

- 4.1 North Norfolk District Council delivers services to and supports local residents and communities across an extensive rural geography of more than 360 sq miles. Whilst the challenges of financing and delivering public services to dispersed rural communities are recognized by the Council, the authority believes that the district's residents should not be unreasonably disadvantaged in being able to access public services particularly health services, because of the issue of rurality.
- 4.2 The North Norfolk District has one of the oldest age profiles in the country and previously Professor Sir Chris Whitty commented in his 2023 annual report "Health in an Ageing Society" that health services needed to adapt in places like North Norfolk to meet the specific needs of this community – who, with increasing age, are likely to find it difficult in being able to access services independently through being unable to drive and are therefore dependent on public transport, family, friends and neighbours or patient or community transport to access health services. In this respect changes to the Out of Hours GP service and the Norwich Walk-In Centre could see greater demand placed on the Ambulance Service and A&E presentations and admissions could disadvantage North Norfolk residents and have unintended consequences on other parts of the health system.
- 4.3 The Council therefore has a legitimate role in speaking for its local communities in respect of possible service changes in the district by health partners.

5. Financial and Resource Implications

5.1 There are no direct costs to the District Council in responding to this consultation.

6. Legal Implications

6.1 It is not considered that there are any legal issues for the District Council by this report.

7. Risks

7.1 It is not considered that there are any significant risks to the council from this report.

8. Net Zero Target

8.1 There are no Net Zero issues arising for the District Council from this report.

9. Equality, Diversity & Inclusion

9.1 This report invites comments from the District Council as a stakeholder on future service delivery changes by another local public service provider. There are no direct equality, diversity or inclusion issues arising from this report for the District Council – it will be for the Norfolk and Waveney Integrated Care Board to undertake an Equality Impact Assessment in respect of each of the options detailed within the consultation document.

10. Community Safety issues

10.1 There are no community safety issues arising from this report.

11. Conclusion and Recommendations

The Overview and Scrutiny Committee is invited to discuss and comment on the proposals outlined in the Norfolk and Waveney ICB public consultation documents, with the Committee's views forming the Council's corporate response to the consultation. This page is intentionally left blank



Your views on changes to general practice services in Norfolk and Waveney

Background

NHS Norfolk and Waveney Integrated Care Board (the ICB) plans and buys healthcare services for the local population. We spend about £2.5 billion of public money on health services every year in Norfolk and Waveney.

We always want to make sure that as much of our budget as possible is spent on frontline care, so we are always looking at ways we can improve people's health and work more efficiently. This year we expect to make about £150m of efficiencies by changing how we work and what we do.

However, despite this, the financial position of the NHS is incredibly challenging, both locally and nationally. Next year we have a gap of c£280m in our budget for local health services. There are a range of factors that are affecting our finances. These include:

- The recent period of higher inflation which has made the equipment and supplies we buy more expensive.
- It is great that people are living longer and we all welcome that, however, as we age, people are more likely to have multiple health conditions and so naturally need more treatment from the NHS.

We know that other public services and the voluntary, community and social enterprise sector are facing similar challenges with their finances too. We will continue to work with partner organisations to join-up services, improve care and make services more sustainable.

We will do everything we can to make efficiencies to protect services. However, given the scale of the challenge, we must make savings, and this will mean making changes to some services. Ultimately, we have a budget and we cannot spend more than that.

We have developed some options about how we could use public money differently and we would like to hear what local people think of them. The options relate to:

- The GP Out of Hours Service that covers Norfolk and Waveney.
- GP practices and the Norwich Walk-In Centre.

Section 1: The GP Out of Hours Service

What is the GP Out of Hours Service?

The GP Out of Hours Service provides patients with urgent access to general practice services when GP practices are closed (6.30pm – 8am, Monday – Friday, and all day Saturdays, Sundays and public holidays). The service does not provide routine care; it is for people needing urgent treatment. The service is accessed by contacting NHS 111.

If people contact NHS 111 out of hours and their health needs could be met by the GP Out of Hours Service, they will be offered either:

- Advice over the phone (via the Clinical Assessment Service).
- A face-to-face appointment at a base with a clinician.
- A home visit by a clinician.

There are nine bases that the GP Out of Hours service uses across Norfolk and Waveney, where people can be seen face-to-face. The bases have different operating hours; here are the current operating hours:

Opening Times	King's Lynn	Norwich	Great Yarmouth	North Walsham	Thetford
Monday	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
Tuesday	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
Wednesday	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
Thursday	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
Friday	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00	18:30-08:00
Saturday	08:00-08:00	08:00-08:00	08:00-08:00	08:00-08:00	08:00-08:00
Sunday	08:00-08:00	08:00-08:00	08:00-08:00	08:00-08:00	08:00-08:00

Opening Times	Beccles	Lowestoft	Fakenham	Dereham
Monday	18:30-08:00	18:30-00:00		
Tuesday	18:30-08:00	18:30-00:00		
Wednesday	18:30-08:00	18:30-00:00		
Thursday	18:30-08:00	18:30-00:00		
Friday	18:30-08:00	18:30-00:00		
Saturday	08:00-22:00	08:00-08:00	08:00-20:00	08:00-20:00
Sunday	08:00-22:00	08:00-08:00	08:00-20:00	08:00-20:00

These opening hours have mainly remained the same since 2015, however the number of people needing to go to a base has reduced over time. Overall, the number of people being seen at the bases for the GP Out of Hours Service has fallen from c55,000 in 2019 to c39,000 in 2024.

This table shows the number of visits to each base in 2019 and 2024:

Base	2019	2024
Beccles	3,790	1,966
Dereham	1,769	487
Fakenham	842	29
Great Yarmouth	9,508	9,944
King's Lynn	11,890	9,271
Lowestoft	4,283	619
North Walsham	5,287	2,271
Norwich	14,169	13,039
Thetford	3,419	1,503
Total	54,957	39,129

At the same time, there has been an increase in the number of people who have contacted NHS 111 and have been helped over the phone, from c61,000 people in 2019 to c71,000 people in 2024. These are people that have not needed to go to one of the GP Out of Hours bases or needed a home visit.

There is more information about the number of people using each base in our data pack. The data pack is available on our <u>website</u>.

What options are we considering for the GP Out of Hours Service?

We have reviewed how much each of the bases are used by the GP Out of Hours Service. With fewer people needing to attend the bases for face-to-face appointments, we have developed a set of options for reducing the number of bases. These are described in detail below.

For all the options, the biggest impact would be that some people would have to travel further if they were clinically assessed as needing a face-to-face appointment. We recognise that this would make it harder for some people to be seen, particularly for people that do not drive, have limited access to public transport or have lower incomes.

There would continue to be a home visiting service for people who are clinically assessed as needing a home visit.

We have drafted an Equality Impact Assessment which looks at the potential impact on different groups of people and what we could do to mitigate the impact. The draft Equality Impact Assessment is available on our <u>website</u>.

The three options would deliver savings of between c£75,000 and c£120,000. The savings would be the result of the reduction in rent for the bases. There would not be a reduction in the number of clinicians seeing patients but there would be a reduction in the number of bases and the operating hours of some bases.

Option A – Reduce the number of bases for face-to-face appointments from nine bases to five bases during the week and six bases at the weekend.

• Keep the opening hours the same for King's Lynn, Norwich, Great Yarmouth, North Walsham and Thetford.

• Close Lowestoft during the week. Keep Lowestoft open on weekends but change the opening hours so that it closes at 16.00 instead of 20.00.

Option A – Reduce the number of bases for face-to-face appointments from nine										
bases to five bases during the week and six bases at the weekend.										
Opening	Opening King's Norwich Great North Thetford									
Times	Lynn		Yarmouth	Walsham		Lowestoft				
Manday	18:30-	18:30-	18:30-	19:00-	19:00-					
Monday	08:00	08:00	08:00	24:00	24:00					
Tuesday	18:30-	18:30-	18:30-	19:00-	19:00-					
Tuesday	08:00	08:00	08:00	24:00	24:00					
Wednesday	18:30-	18:30-	18:30-	19:00-	19:00-					
weathesuay	08:00	08:00	08:00	24:00	24:00					
Thursday	18:30-	18:30-	18:30-	19:00-	19:00-					
Thursday	08:00	08:00	08:00	24:00	24:00					
Friday	18:30-	18:30-	18:30-	19:00-	19:00-					
Fluay	08:00	08:00	08:00	24:00	24:00					
Saturday	08:00-	08:00-	08:00-	08:00-	08:00-	08:00-				
Saturday	08:00	08:00	08:00	22:00	22:00	16:00				
Sunday	08:00-	08:00-	08:00-	08:00-	08:00-	08:00-				
Sunday	08:00	08:00	08:00	22:00	22:00	16:00				

• Close the bases in Beccles, Dereham and Fakenham.

This option would save c£75,000 per year from April 2026.

Option B – Reduce the number of bases for face-to-face appointments from nine bases to three bases during the week and six bases at the weekend.

- Keep the opening hours the same for King's Lynn, Norwich, Great Yarmouth.
- Close North Walsham, Thetford and Lowestoft during the week.
- Keep North Walsham and Thetford open on weekends but change the opening hours so that it closes at 22.00 instead of being open all night until 08.00.
- Keep Lowestoft open on weekends but change the opening hours so that it closes at 16.00 instead of 20.00.
- Close Beccles, Dereham and Fakenham.

Option B – Reduce the number of bases for face-to-face appointments from nine bases to three bases during the week and six bases at the weekend.									
Opening Times									
Monday	18:30- 08:00	18:30- 08:00	18:30- 08:00						
Tuesday	18:30- 08:00	18:30- 08:00	18:30- 08:00						

Wednesday	18:30-	18:30-	18:30-			
weanesday	08:00	08:00	08:00			
Thursday	18:30-	18:30-	18:30-			
Thursday	08:00	08:00	08:00			
Friday	18:30-	18:30-	18:30-			
Friday	08:00	08:00	08:00			
Saturday	08:00-	08:00-	08:00-	08:00-	08:00-	08:00-
Saturday	08:00	08:00	08:00	22:00	22:00	16:00
Sunday	08:00-	08:00-	08:00-	08:00-	08:00-	08:00-
Sunday	08:00	08:00	08:00	22:00	22:00	16:00

This option would save c£75,000 per year from April 2026.

Option C – Reduce the number of bases for face-to-face appointments from nine bases to three bases.

- Keep the opening hours the same for King's Lynn, Norwich, Great Yarmouth.
- Close North Walsham, Thetford, Lowestoft, Beccles, Dereham and Fakenham.

Option C – Reduce the number of bases for face-to-face appointments from nine bases to three bases.								
Opening Times	King's Lynn	Norwich	Great Yarmouth					
Monday	18:30-08:00	18:30-08:00	18:30-08:00					
Tuesday	18:30-08:00	18:30-08:00	18:30-08:00					
Wednesday	18:30-08:00	18:30-08:00	18:30-08:00					
Thursday	18:30-08:00	18:30-08:00	18:30-08:00					
Friday	18:30-08:00	18:30-08:00	18:30-08:00					
Saturday	08:00-08:00	08:00-08:00	08:00-08:00					
Sunday	08:00-08:00	08:00-08:00	08:00-08:00					

This option would save c£120,000 per year from April 2026.

Section 2: GP practices and the Norwich Walk-in Centre

The amount of money that GP practices receive per patient varies considerably across Norfolk and Waveney, from £94 to £217 per patient. How much each GP practice receives is largely decided nationally, based on the <u>'Carr Hill' formula</u>.

We have been exploring ways we could invest more money into GP practices to provide additional capacity in our lowest funded practices, and to help close the gap between GP practices that receive the most money per patient and those that receive the least.

We do not have additional money to invest, so this means that we would need to use our existing funding differently. With the contract for the Walk-in Centre in Norwich coming to an end in March 2026, we have developed some options about how we could use the funding for that service differently.

What is the Norwich Walk-in Centre?

The Norwich Walk-in Centre provides general practice services, including the treatment of minor illnesses and injuries.

- Anyone can use the service; you do not have to be registered with a GP practice or registered with the NHS at all. People do not need to make an appointment in advance to use the service.
- The Walk-in Centre treats people who are ill or injured. But unlike a GP practice, the Walk-in Centre does not provide ongoing care to people.

Who uses the Norwich Walk-in Centre, when and what for?

The Walk-in Centre provides approximately 6,000 appointments per month. To put that in context, in 2024 there was an average of 624,300 GP practice appointments, per month across Norfolk and Waveney.

The busiest times for the Walk-in Centre are weekends, specifically early Saturday and Sunday mornings. From Monday to Friday, there is a peak in attendances between 09:00 and 11:00, with numbers gradually decreasing throughout the day.

Here is some information about who uses the service:

- The Walk-in Centre is used mainly by people living in or near to Norwich as it provides convenient access.
- Most people (65%) using the Walk-in Centre are registered with one of the 22 Norwich GP practices. Of these, 8% are registered with the Norwich Health Centre, which is located in the same building as the Walk-in Centre.

Here is some information about what people use the Walk-in Centre for:

 Data shows that most people use the Walk-in Centre for general health issues like chest infections and suspected urinary tract infections. These are the sorts of conditions that could be treated by GP practices, and some could be treated by community pharmacies. • A minority of people use the Walk-in Centre for minor injuries or issues that need onward referral to hospital emergency care.

There is more information about who uses the service, when and what for in our data pack, which can be found on our <u>website</u>.

An Equality Impact Assessment, which looks at the potential impact on different groups of people and what we could do to mitigate the impact, can also be found on our <u>website</u>.

How does the Walk-in Centre fit with other health services?

There are close links between different health services, so when we are considering making a change to one service it is important we think about the links with other services. National and local policies also change over time, so as part of considering the future of the Walk-in Centre, we have looked at what changes have been made to other health services recently.

General practice

The Walk-in Centre provides general practice services and was set-up to provide convenient access to care at different times of the day. Since it was established, there has been a change in national policy with the introduction of 'Enhanced Access', which means that GP practices now offer more appointments earlier and later in the day than they used to, and on Saturday mornings.

We know that in some parts of Norfolk and Waveney people find it harder to get an appointment at their GP practice. Some members of the public have told us that they use the Walk-in Centre when they need an appointment on that day, and they cannot get one at their GP practice.

GP practices in Norfolk and Waveney are offering more appointments than ever before, however they are under pressure. One of our priorities is to support GP practices to ensure their services remain resilient and can care for their patients in a timely way, even if staff members are off ill or on leave.

Community pharmacies

In January 2024 we introduced <u>Pharmacy First</u>, which means that community pharmacies can now treat patients for seven common conditions that they couldn't previously.

Pharmacists can provide advice and NHS-funded treatment, where clinically appropriate, for seven common conditions within certain age ranges, including:

- Earache for all adults and children aged 1 to 17 years.
- Infected insect bites for all adults and children aged 1 year and over.
- Impetigo for all adults and children aged 1 year and over.
- Shingles for adults aged 18 and over.
- Sinusitis (sinus infection) for adults and children aged 12 years and over.
- Sore throat for adults and children aged 5 years and over.

• Uncomplicated Urinary Tract Infections (UTIs) in females aged 16 to 64 years.

In the six months between July and December 2024, the following people that went to the Walk-in Centre in Norwich could now have gone to a local pharmacy:

- 997 women under 65 with a suspected urinary tract infection.
- 1,258 people aged 5 years old and above with tonsilitis or a sore throat.
- 129 children and young people under 18 with an ear infection.

Urgent and emergency care services

The Walk-in Centre provides general practice services and only a minority of people use it for minor injuries or issues that need referral to hospital emergency care. When GP practices are closed, it is the GP Out of Hours Service that treats people that need an urgent primary care appointment.

What options are we considering?

Option A – Close the Norwich Walk-in Centre and spend £1.5m more on GP practices across Norfolk and Waveney, using a fairer funding formula.

One option we are considering is closing the Norwich Walk-in Centre and then investing £1.5m in GP practices across Norfolk and Waveney using a fairer funding formula. This would help to close the gap between the GP practices that receive the most money per patient and those that receive the least.

The fairer funding formula would invest money in the GP practices serving the patients with the greatest need. We know that health and social need is greater in poorer areas. However, GP practices in deprived parts of England receive on average 9.8% less funding when you take into account the needs of their patients, than practices in more affluent areas.

This is how it would work:

- We would agree a fairer funding formula to invest the £1.5m to provide additional capacity in our lowest funded practices.
- The GP practices that would receive the money would mostly be in our urban centres, so we would expect to invest further in King's Lynn, Thetford, Norwich, Great Yarmouth and Lowestoft GP practices.
- In return, we would ask the GP practices to focus on addressing specific conditions that their patients are more likely to experience, for example heart disease, diabetes and respiratory disease, and to increase access to appointments where necessary.
- We would invest this funding for an initial three-year period and conduct a formal evaluation to see what impact it has. We would monitor the progress throughout the three-year period and adjust the plans for each GP practice involved each year if needed.

What would this mean for patients?

- If we closed the Walk-in Centre, people would need to use other primary care services, such as their GP practice or local pharmacy. For urgent care in the evenings and at weekends, they would need to contact NHS 111 to get an appointment with the GP Out of Hours Service.
- This may impact patients in and around Norwich that have more chaotic lives or who struggle to make or attend pre-booked appointments.
- We would expect improved health outcomes for patients of the GP practices given the additional funding. We would expect that the additional funding would help to prevent some people from developing health conditions, and it would treat other people earlier before their condition got worse.
- This approach would have benefits for patients across Norfolk and Waveney, not just those served by the GP practices that would be given the additional funding. For example, by preventing people from getting ill and treating people early, fewer people would end up needing emergency care provided by the ambulance service and our hospital emergency departments.

What would this mean for GP practices?

- GP practices that currently receive less funding per patient would receive more money to consider specific conditions and to improve access. We would expect the funding to help build the resilience of these GP practices so that they can care for their patients in a timely way.
- No GP practices would lose any funding; this option would provide additional funding to some GP practices.
- There would be additional requests for appointments at some GP practices. Most people (65%) using the Walk-In Centre are already registered with one of the 22 Norwich GP practices, so they would be more likely to be impacted. At the same time, GP practices in Norwich would also be likely to receive additional funding too through the fairer funding model.

The Walk-in Centre currently costs c£1.78m per year (for 2025/26). This option would save c£280,000 per year from April 2026.

There is more information about the <u>funding of general practice</u> if you would like more detail.

Option B – Keep the Norwich Walk-in Centre open but reduce the opening hours and spend £750,000 more on GP practices across Norfolk and Waveney, using a fairer funding formula.

The other option we are considering is keeping the Walk-in Centre open but reducing the opening hours from 12 hours per day to four hours per day. The Walk-in Centre would open in the morning. This would match when the Walk-in Centre is currently at its busiest.

We would also invest £750,000 in GP practices across Norfolk and Waveney using a fairer funding formula. This would help to close the gap between the GP practices that receive the most money per patient and those that receive the least.

What would this mean for patients?

- When the Walk-in Centre was closed, patients would need to use other health services, such as their GP practice, local pharmacy or NHS 111 (which can book appointments with the GP Out of Hours service).
- We would expect improved health outcomes for patients of the GP practices given the additional funding. We would expect that the additional funding would help to prevent some people from developing health conditions, and it would treat other people earlier before their condition got worse.
- This approach would have benefits for patients across Norfolk and Waveney, not just those served by the GP practices that would be given the additional funding. For example, by preventing people from getting ill and treating people early, fewer people would end up needing emergency care provided by the ambulance service and our hospital emergency departments.

What would this mean for GP practices?

- There may be additional requests for appointments at some GP practices. Most people (65%) using the Walk-In Centre are already registered with one of the 22 Norwich GP practices, so they would be more likely to be impacted. At the same time, GP practices in Norwich would also be likely to receive additional funding too through the fairer funding model.
- GP practices that currently receive less funding per patient would receive more money to help people with specific conditions and to improve access. We would expect the funding to help build the resilience of these GP practices so that they can care for their patients in a timely way.
- No GP practices would lose any funding; this option would provide some additional funding to some GP practices.

The Walk-in Centre currently costs c£1.78m per year (for 2025/26). This option would save c£280,000 per year from April 2026.

Our consultation

Before any decision can be made about what to do next with these services, we want to hear what you think about the options we are considering.

We know that making decisions about changing how we provide services is important and we take these decisions seriously.

To help us make a decision, we'd like people to tell us what impact the options would have on them.

We are working with Healthwatch Norfolk who are gathering the views of local people.

Who are we consulting with?

- People across Norfolk and Waveney, including users of these services, their carers and advocates.
- The organisations and staff who currently provide these services and other professionals who signpost to these services.
- Norfolk County Council's Health Overview and Scrutiny Committee.
- Suffolk County Council's Health Overview and Scrutiny Committee.
- Local organisations who provide NHS services to people registered with Norfolk and Waveney.
- Local stakeholders, such as MPs, local councillors and local councils.
- Local voluntary and charitable organisations and their users.
- Norfolk and Waveney Local Representative Committees.

When are we consulting?

Our consultation will run for eight weeks, beginning at 15.00 on 3 March and closing at 23.59 on 27 April 2025.

How you can have your say

- **Online**: Complete our <u>online survey</u>.
- In person: You can share your views with the Healthwatch Norfolk team at any of their below sessions:
 - 5 March 2025 Carers coffee morning, Cromer Hospital, 10.00-12.00
 - 6 March 2025 North Walsham Salvation Army, 10.00-12.00
 - 7 March 2025 Alive Foodbank, Norwich, 10.00-12.00
 - 11 March 2025 Holt Library, 10.30-12.00
 - 20 March 2025 Norfolk and Norwich University Hospital, 10.00-12.00

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- 22 March 2025 Family Voice Conference, John Innes Centre, Norwich, 9.00-3.30
- 25 March 2025 Wymondham Library, 10.00-12.00
- 26 March 2025 Cuppa Care, Erpingham Village Hall, 10.00-12.00
- 27 March 2025 Sheringham Salvation Army, 10.00-1.00
- 2 April 2025 Carers coffee morning, Cromer Hospital, 10.00-12.00
- 3 April 2025 Roundwell GP Surgery, Norwich, 10.00-12.00
- 3 April 2025 Aylsham Healthy Town, Aylsham Market Place, 10.00-1.00
- 4 April 2025 Alive Foodbank, Norwich, 10.00-12.00
- 8 April 2025 Holt Library, 10.30-12.00
- 9 April 2025 Cuppa Care at Northrepps Village Hall, 10.00-12.00
- 10 April 2025 Community Matters Cafe, Cromer Methodist Church, 10.30-12.00
- 11 April 2025 Roots Community Cafe, Wymondham, 10.00-12.00
- 15 April 2025 Vision Norfolk coffee morning, Black Swan, North Walsham, 10.00-12.00
- 16 April 2025 Roys of Wroxham, 10.00-12.00
- 17 April 2025 Cromer Hospital, 10.00-12.00

The ICB is also holding the following drop-in sessions:

- 31 March 2025 Assembly Room, King's Lynn Town Hall, 14.00-16.00
- 1 April 2025 The Forum in Norwich on Tuesday, 17.30-19.00
- 4 April 2025 The Olive Centre in Lowestoft, 10.00-12.00

In addition to this, we will work with the voluntary, community and social enterprise sector to gain feedback from vulnerable people and people living in more deprived communities.

Post: Paper copies are available on request. If you would like one, please email: nwicb.contactus@nhs.net or call 01603 595 857.

Send your completed paper copy to NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.

If you would like this document or survey in large print, another language or an alternative format, please contact NHS Norfolk and Waveney ICB. You can contact the ICB by:



Writing to NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.



Emailing: <u>nwicb.contactus@nhs.net</u>



Calling: 01603 595 857

We will need to receive your consultation feedback by 23.59 on 27 April to ensure we can include it in the final report. Please account for this with any postal feedback.

How will the final decision be made?

We will publish the full consultation feedback report on our website.

We will share the findings of the consultation with the ICB Board and with the Norfolk and Suffolk Health Overview and Scrutiny Committees.

Taking the feedback into account, the ICB Board will then make a decision when they meet in June 2025. This meeting will be held in public so that people can attend, listen and ask questions of the Board if they would like to. Meeting dates, details and papers will be available in advance on our website.

Key dates

Activity	Date
Consultation around proposed options.	15.00 on 3 March 2025 – 23.59 27 April 2025.
Feedback reviewed and consultation report produced.	27 April 2025 – June 2025.
Propose final recommendation for decision at the ICB Board and publish report.	Meeting in June 2025. Date TBC.
Planning and preparation period following decision.	June 2025 – 31 March 2026.



Consultation questions

Feedback form: Have your say on proposed changes to services in Norfolk and Waveney

Please answer the following questions around the GP Out of Hours Service and Norwich Walk-In Centre.

Responses to the consultation are being collected and analysed by Healthwatch Norfolk.

Healthwatch Norfolk is the independent voice for patients and service users in the county. We gather your views of health and social care services to ensure they are heard by the people in charge.

Healthwatch Norfolk will produce a report for NHS Norfolk and Waveney ICB about the responses to this consultation.

You can read Healthwatch Norfolk's full privacy policy on their website.

Healthwatch Norfolk produce a newsletter about health and social care in Norfolk. If you'd like to receive this newsletter please leave your email address below:

Q1. Please tick all that apply to you.

I have personally used the GP Out of Hours Service in the last 12 months.	
I have supported someone else to use the GP Out of Hours Service in the last 12 months. e.g. friend, family, carer.	
I work at the GP Out of Hours Service.	
I have personally used the Walk-In Centre in the last 12 months.	
I have supported someone else to use the Walk-In Centre in the last 12 months, e.g. friend, family, carer.	
I work at the Walk-In Centre.	
I am responding on behalf of a local organisation (please state).	
Other (please state).	

GP Out of Hours Service

Q2. Option A – Reduce the number of bases for face-to-face appointments from nine bases to five bases during the week and six bases at the weekend.

If we decided to do this, what impact would it have on you?

Q3. Option B – Reduce the number of bases for face-to-face appointments from nine bases to three bases during the week and six bases at the weekend.

If we decided to do this, what impact would it have on you?

Q4. Option C – Reduce the number of bases for face-to-face appointments from nine bases to three bases.

If we decided to do this, what impact would it have on you?

Q5. Do you have any other suggestions about how the GP Out of Hours Service could operate in future?

If yes, please tell us about these by writing them in the box below:

Walk-in Centre

Q6. Option A – Close the Norwich Walk-in Centre and spend £1.5m more on GP practices across Norfolk and Waveney, using a fairer funding formula.

If we decided to do this, what impact would it have on you?

Q7. Option B – Keep the Norwich Walk-in Centre open but reduce the opening hours and spend £750,000 more on GP practices across Norfolk and Waveney, using a fairer funding formula.

If we decided to do this, what impact would it have on you?

Q8. Do you have any other suggestions about how the Norfolk Walk-in Centre could operate in future?

If yes, please tell us about these by writing them in the box below:

About you

We want to make sure that services are open and accessible and that our consultations are representative of the community we serve and the people that use our services. Please help us measure how far we are achieving this by answering the following questions.

Please note: You do not have to give us this information, but it will help us if you do. We will keep this information confidential and will not use it for any other purpose.

1. How old are you? (Please write the answer in the box below using numbers rather than letters)

2.	Are you	? (P	lease tick or	ne box (only)	
	Male		Female		Prefer not to say	
	Prefer to	self-de	escribe, pleas	e state.		

3. How would you describe your ethnicity?

Asian or Asian British

- Indian
- Pakistani
- □ Bangladeshi
- □ Chinese
- □ Any other Asian background please state.

Black, Black British, Caribbean or African

- □ Caribbean
- □ African
- Any other Black, Black British, or Caribbean background please state.

Mixed or multiple ethnic groups

- White and Black Caribbean
- □ White and Black African
- □ White and Asian
- □ Any other Mixed or multiple ethnic background please state.

White

- English, Welsh, Scottish, Northern Irish or British
- □ Irish
- □ Gypsy or Irish Traveller
- □ Roma
- \Box Any other White background please state.

Other ethnic group

- □ Arab
- \Box Any other ethnic group please state.

4. What is your first language? For example, English.

□ English

Other - please state

5. Would you describe yourself as having a sensory disability (affecting your sight or hearing), physical disability, learning difficulty or long-term illness? Please tick one box only.

Yes D No D Prefer not to say D

- 6. Where do you live? Please provide the first part of your postcode (e.g. NR4) or leave this blank if you have no fixed abode.
- 7. Do any of the following apply to you? Please tick all that apply.
- □ I'm a carer
- □ Someone cares for me

- □ I have a long-term condition
- □ I have a disability
- □ None of the above
- □ I prefer not to say

8. Where did you hear about this survey?

- □ GP website
- □ Healthwatch Norfolk Event
- □ Healthwatch Norfolk Newsletter
- □ Healthwatch Norfolk Website
- □ News (website / radio / local newspaper)
- □ Search Engine (e.g. Google)
- □ Social media (e.g. Facebook / Instagram / X)
- □ Through a friend or co-worker
- □ YouTube
- □ Other (please specify):

Personal information, confidentiality and data protection

Thank you for taking the time to share your views.

Healthwatch Norfolk, on behalf of NHS Norfolk and Waveney ICB, will process any personal information we receive from you in line with the Data Protection Act 1998. This means that we will hold your personal data and only use it for the purpose for which it was collected, being this consultation.

We will also, under normal circumstances, not pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation, including any personal information. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

You may wish to keep a copy of your response to our consultation for your own records.

Appendix A: Previous engagement

In 2023, we carried out a consultation on the future of general practice services in Norwich, including the Norwich Walk-in Centre, Vulnerable Adults Service – Inclusion Health Hub, and the GP Practice at Rouen Road. This consultation was undertaken when the contract for these services was due to expire in March 2024.

You can read the <u>full consultation report</u> on our website.

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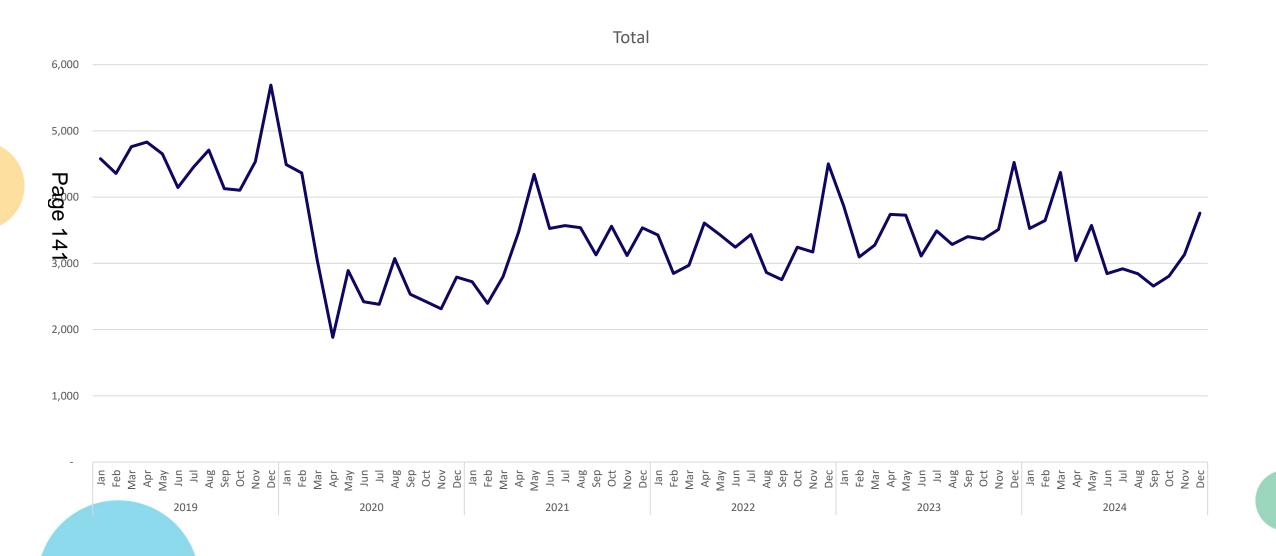
GP Out of Hours Service data pack

February 2025

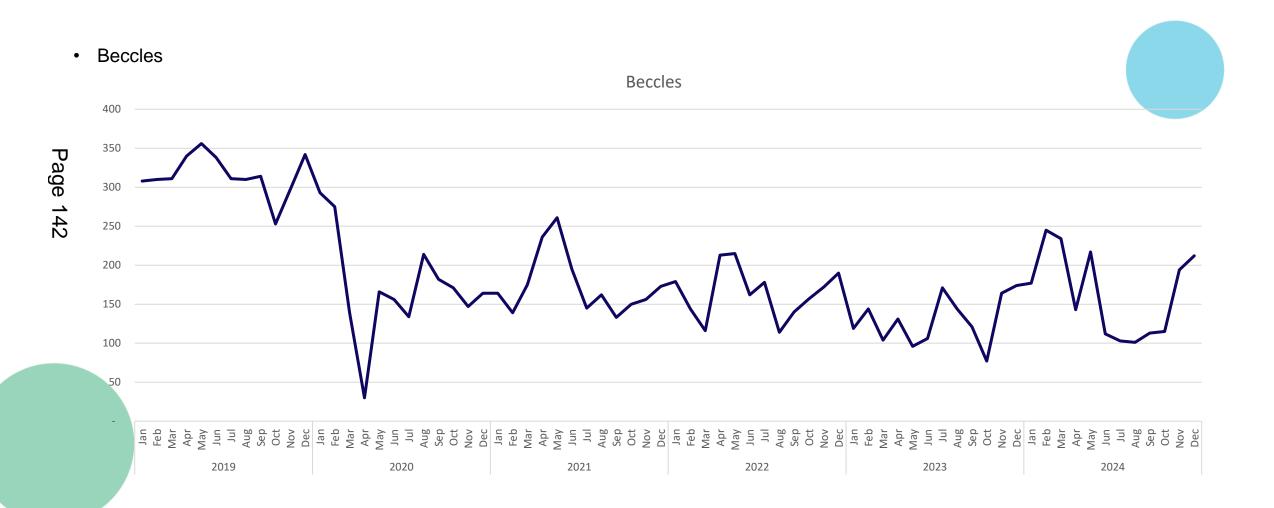
Overall base activity 2019 - 2024 for the GP Out of Hours service

	Base	2019	2020	2021	2022	2023	2024	Total
	Beccles	3,790	2,071	2,089	1,980	1,551	1,966	13,447
	Dereham	1,769	972	1,395	1,323	1,643	487	7,589
Ра	Fakenham	842	250	98	159	88	29	1,466
Page 140	Great Yarmouth	9,508	6,734	8,808	10,111	10,976	9,944	56,081
Ð	King's Lynn	11,890	7,207	8,214	8,870	9,412	9,271	54,864
	Lowestoft	4,283	2,357	1,710	886	684	619	10,539
	North Walsham	5,287	3,087	3,454	2,988	3,188	2,271	20,275
	Norwich	14,169	10,174	11,943	12,237	13,564	13,039	75,126
	Thetford	3,419	1,762	2,004	949	1,297	1,503	10,934
	Total	54,957	34,614	39,715	39,503	42,403	39,129	250,321

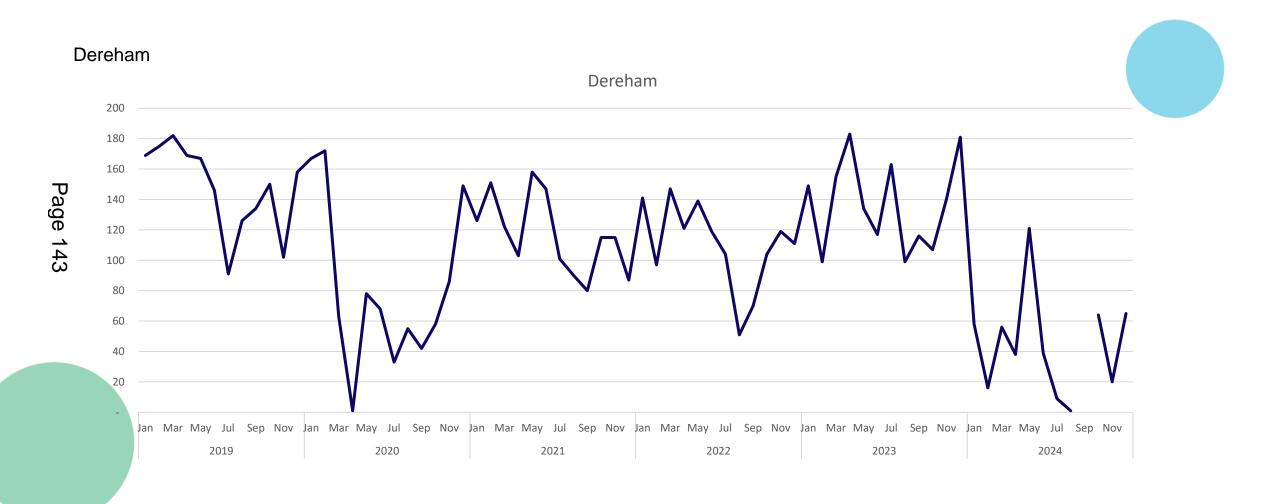
Overall base activity 2019-2024 for the GP Out of Hours service



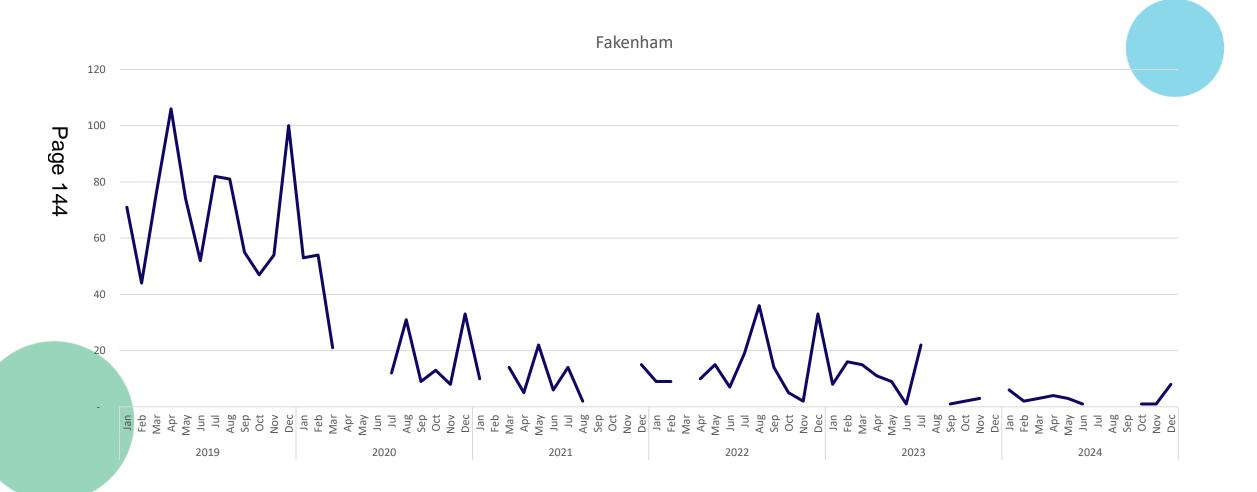
Beccles Out of Hours Base 2019-2024



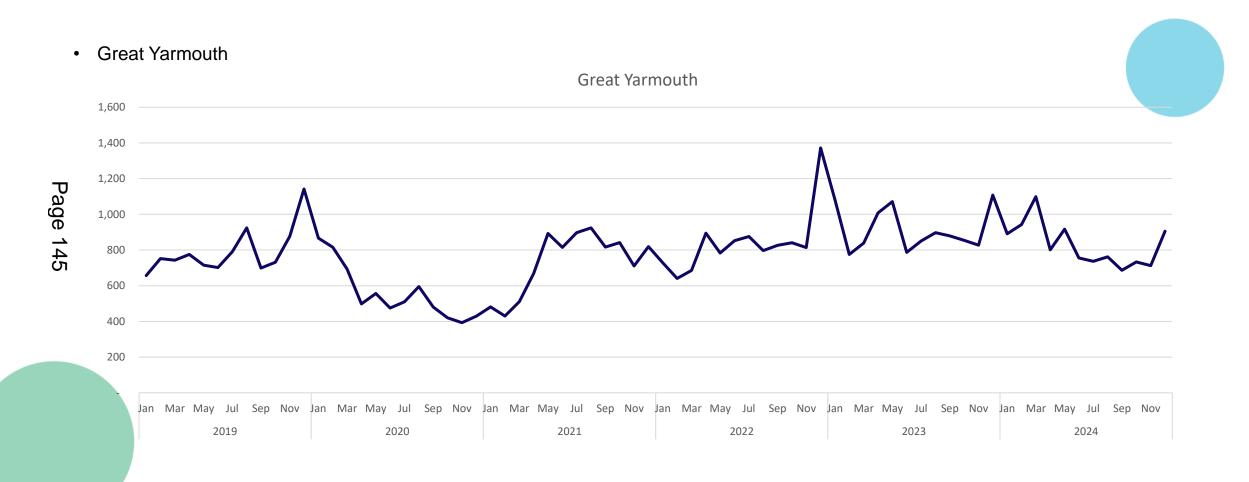
Dereham GP Out of Hours Base 2019-2024



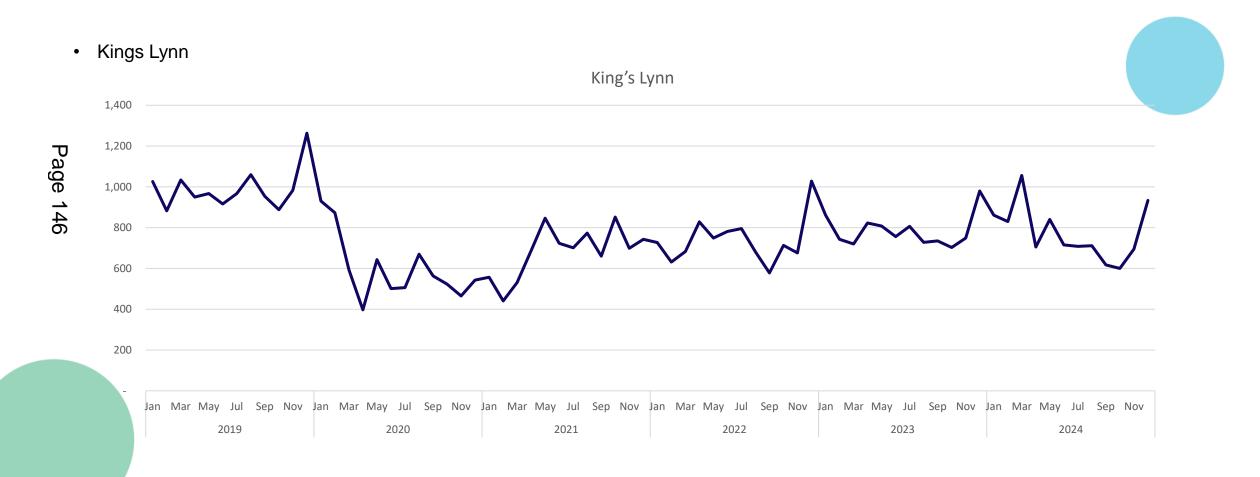
Fakenham Out of Hours Base 2019-2024



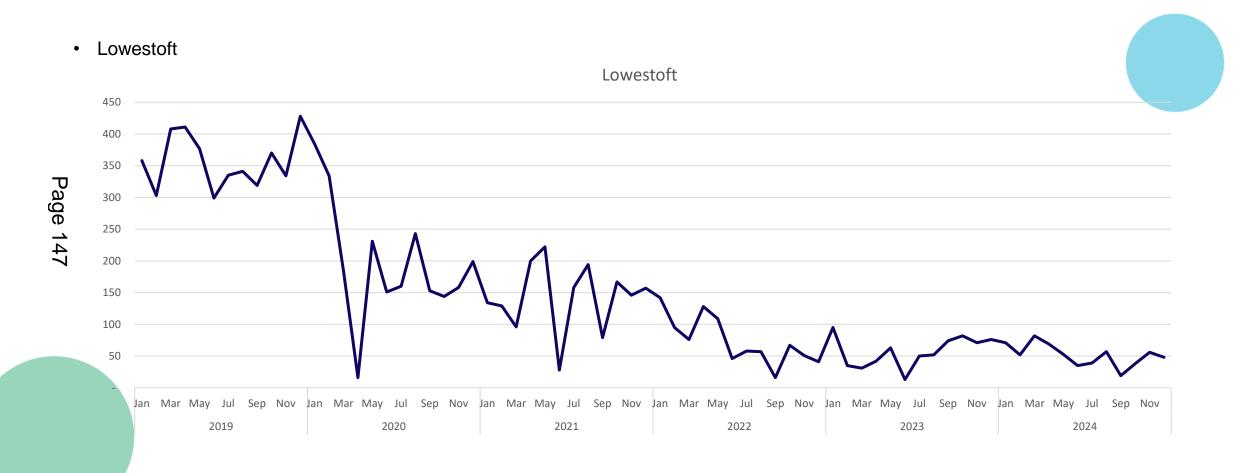
Great Yarmouth Out of Hours Base 2019-2024



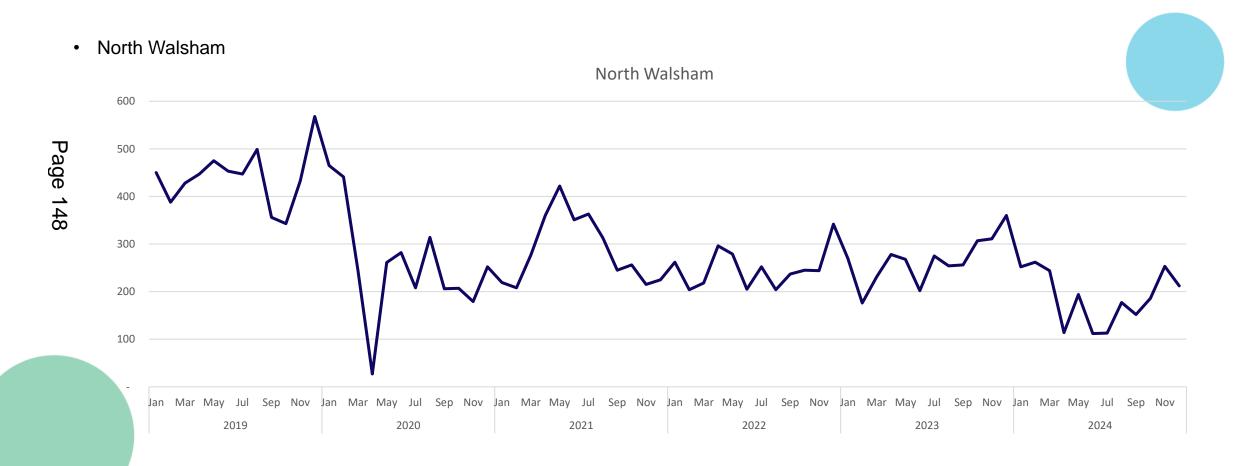
King's Lynn Out of Hours Base 2019-2024



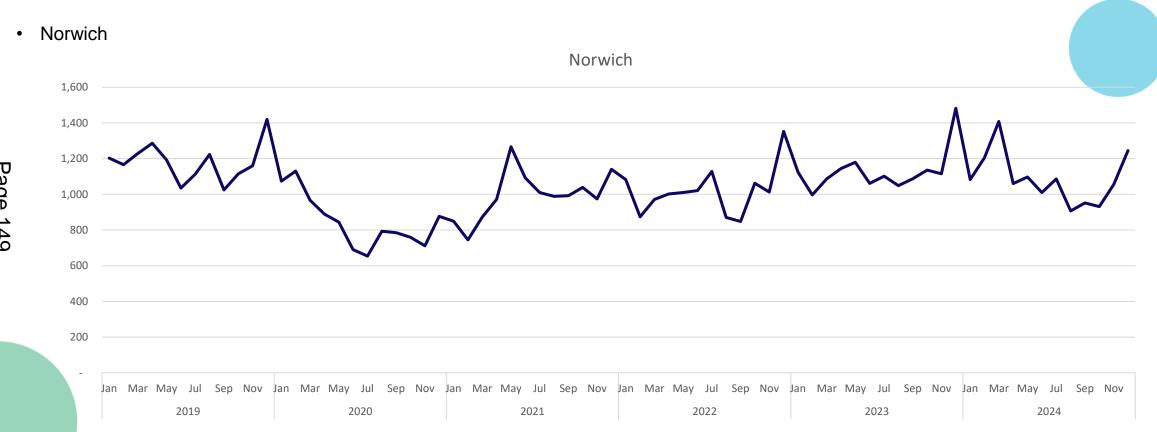
Lowestoft Out of Hours Base 2019-2024



North Walsham Out of Hours Base 2019-2024

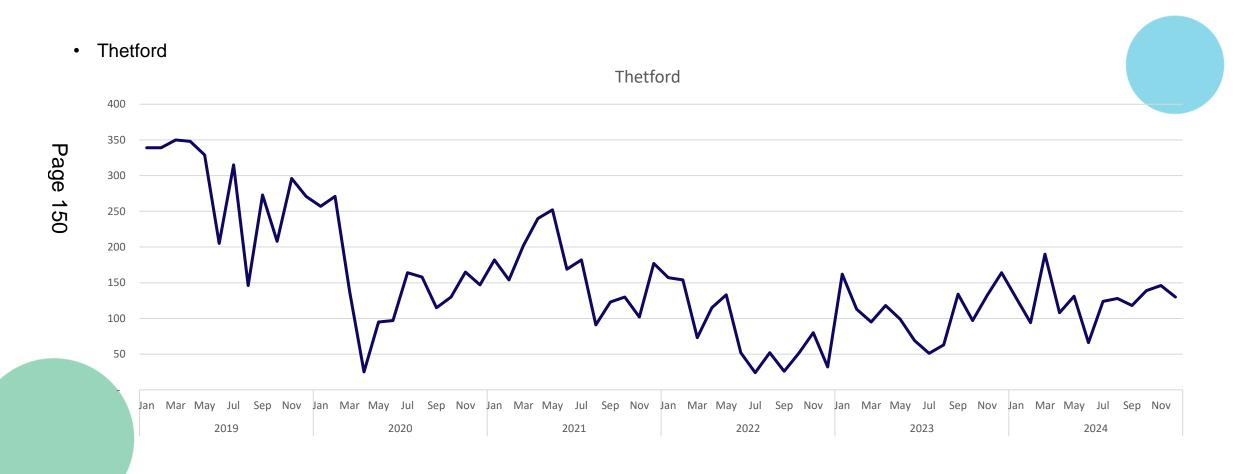


Norwich GP Out of Hours Base 2019-2024



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Thetford GP Out of Hours Base 2019-2024



Overall activity that been triaged by NHS111/GP OOH 2019-2024

This table shows there has been an increase in the number of people that have called NHS 111 and have been helped over the phone. These people have not needed to go to one of the GP Out of Hours bases or needed a home visit.

Year	2019	2020	2021	2022	2023	2024	Total
Sum of triage activity	60,531	65,987	67,592	63,471	60,585	70,744	388,910

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Norwich Walk-in Centre data pack

February 2025

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Data Hub

Norwich Walk-in Centre: Key Insights

Location and travel time

•Centrally located in Norwich, reachable within **60 minutes by car** for most of Norfolk and Waveney.

•Public transport access is within 60 minutes for most of Norwich, including its 20 most deprived communities.

•Access within 60 minutes by **public transport is limited on a weekday monitoring**, but **weekend afternoons/evenings** offer better access.

വ Attendance trends

•Monthly visits in **2024 range from 5,300 to 7,300**, which is slightly lower than 2023.

•The proportion of people that use the Walk-in Centre and then attend the Emergency Department within 24 hours has been decreasing.

User profile

•Visitors are **younger** than the overall Norfolk and Waveney population.

•There are more female and working-age visitors.

•People from deprived communities and people with 4+ long-term health conditions are slightly more likely to use the Walk-in Centre.

Peak times

•Busiest days: Saturday, Sunday and Monday.

•Peak hours:

•Weekdays: 9:00 – 11:00 AM.

•Weekends: Early Saturday and Sunday mornings.

Geographical trends

•People living near the Walk-in Centre are more likely to use the service.

•Highest attendance rates from people living in Norwich city centre, Thorpe Hamlet, Heartsease, Lakenham and Earlham.

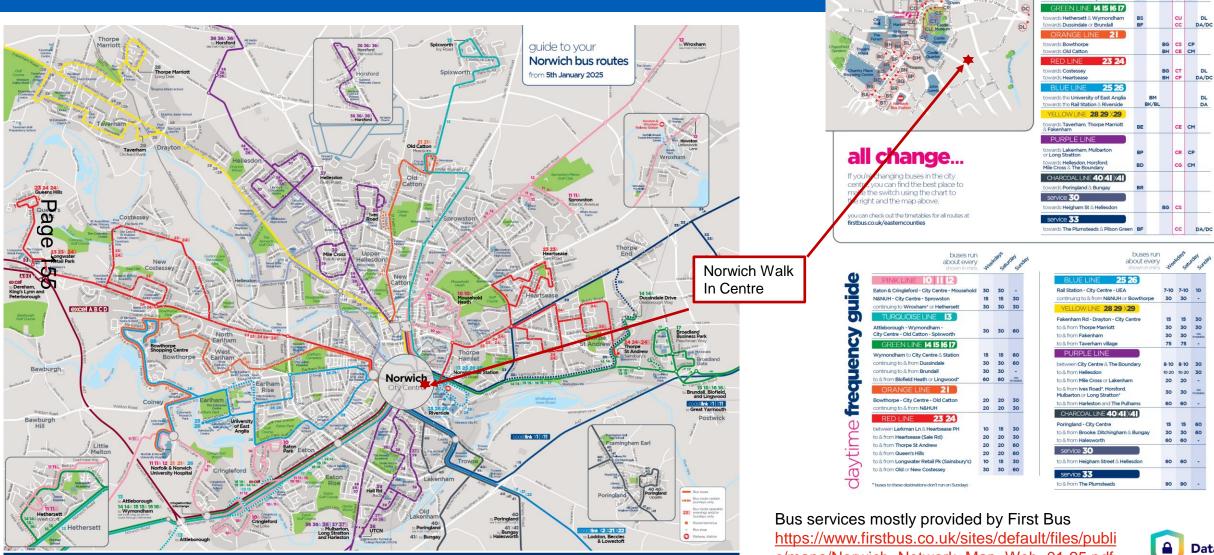
Top reasons for attendance

•The top 10 reasons account for 25% of visits, including: chest infections, possible urinary tract infections (UTIs), tonsillitis, sore throat, dental abscesses, ear infections and wound dressing.

•Most common outcomes: prescriptions, advice, or no further action.



Bus routes into and around Norwich



All information given in this leaflet, including stops, routes & frequencies are correct at 05/01/25. We reserve the right to modify these during the life of this publication. Please check our website (firstbuc.co.uk/easterncounties) for up to date information.

you can check out the timetables for all routes at firstbus.co.uk/easterncounties

c/maps/Norwich_Network_Map_Web_01-25.pdf

where to catch your bus in

Norwich city centre

your aty centre **bus stops**

CD CM

CV CP

CV CP

CU CP

CC CM

BT

TURQUOISE LINE 13 towards Wymondham & Attleborough BS

towards Sprowston & Wroxham towards Mousehold Heath

towards N&NU Hospital & Hethersett

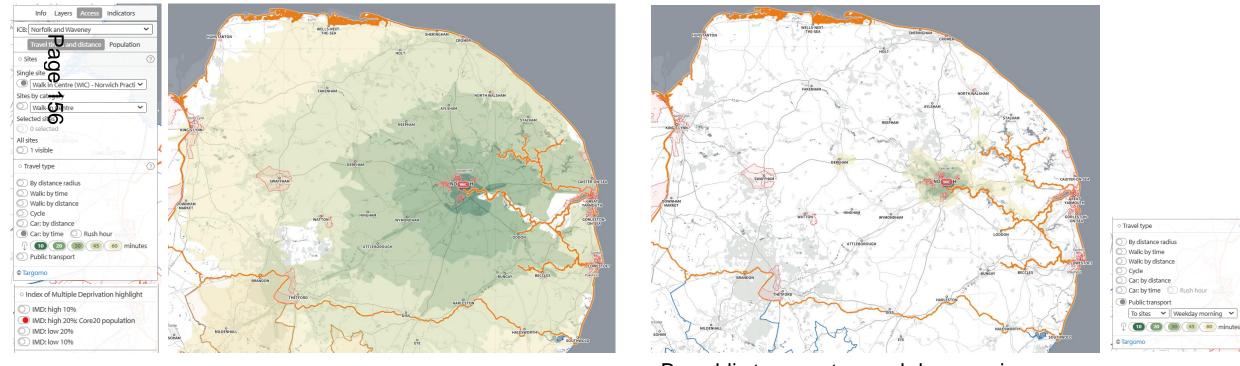
towards Eaton Park & Cringleford

towards Old Catton & Spixworth



Travel time analysis

Travel time analysis shows that nearly all of Norfolk and Waveney can access the Norwich Walk-in Centre within 60 minutes if using a car. Access within 60 minutes by public transport is more limited on a weekday morning.



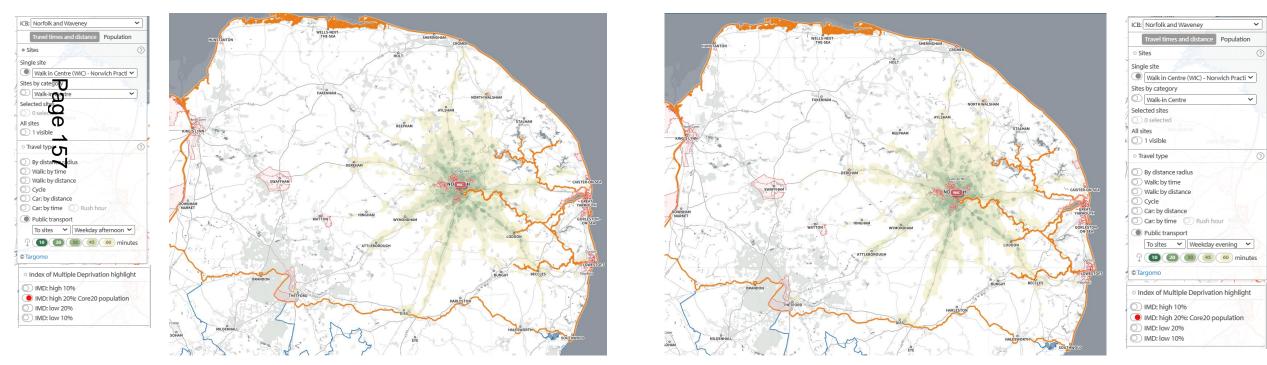
Drive time

By public transport - weekday morning



Travel Time Analysis: Weekday Public Transport

These maps highlight the public transport travel times to the Norwich Walk-in Centre for weekday afternoons and evenings. Travel time for most of Norwich and the surrounding area is within 60 minutes, this includes the most deprived communities in Norwich.



Weekday Afternoon

Weekday Evening



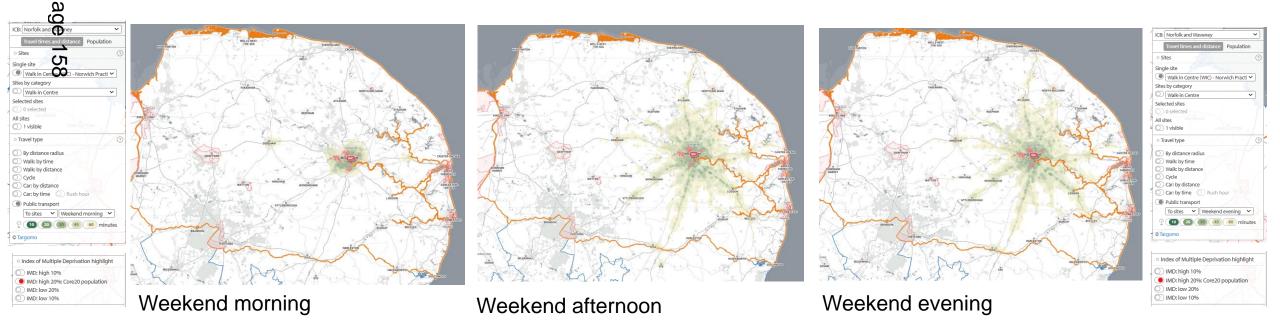
Travel Time Analysis: Weekend Public Transport

A similar picture is seen for public transport travel times to the Norwich Walk-in Centre at weekends.

Access in the mornings outside of Norwich is relatively limited within 60 minutes.

υ

However, for weekend afternoons and evenings, travel time for most of Norwich and the surrounding area is within 60 minutes. This includes all the most deprived communities in Norwich.

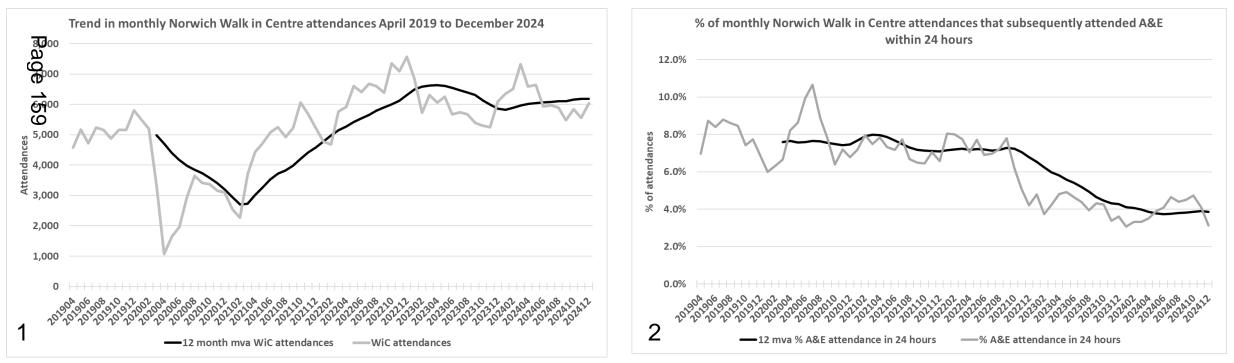




Attendance Trends

The trend in monthly attendances to the Norwich Walk-in Centre shows that for 2024 there have been between 5,300 and 7,300 attendances per month, which is slightly lower than for 2023.

The proportion of people that use the Walk-in Centre and then attend the Emergency Department (A&E) within 24 hours has been decreasing.





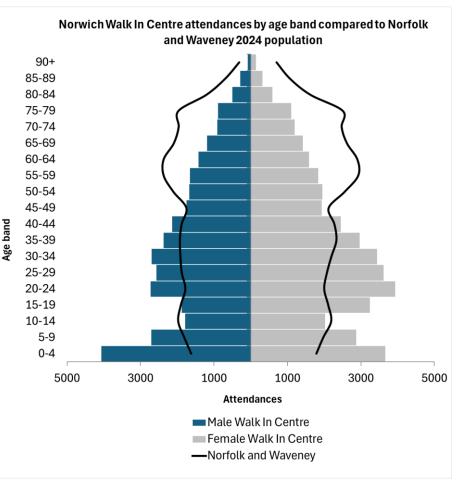
User Profiles

The profile of the users of the Walk-in Centre in 2024 is younger than the Norfolk and Waleeney profile.

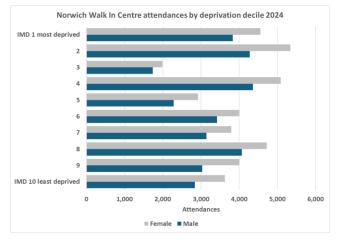
Attendances are higher for females, the younger age bands and working age.

People from deprived communities and people with 4+ long-term conditions are slightly more likely to use the Walk-in Centre.

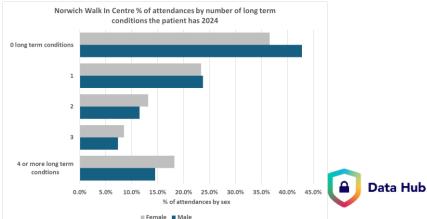




Attendances by deprivation decile Deciles 1 and 2 are core 20 most deprived



% of attendances by number of long-term conditions the person has



The busiest times of the week for Norwich Walk in Centre are early Saturday and Sunday mornings.

From Monday to Friday there is a peak in attendances between 09:00 and 11:00 and then attendances gradually reduce through the day. Saturday, Monday and Sunday are the busiest days.

Pa															
ay / Hour	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	Total
Bonday	1.0%	1.0%	1.7%	1.7%	1.6%	1.3%	1.1%	1.2%	1.2%	1.2%	1.0%	0.6%	0.3%	0.2%	15.2%
Tuesday	1.1%	0.8%	1.7%	1.5%	1.4%	1.2%	1.1%	1.0%	1.0%	1.1%	0.9%	0.7%	0.4%	0.2%	14.0%
Wednesday	0.9%	0.7%	1.4%	1.4%	1.3%	1.2%	1.1%	1.0%	1.0%	1.1%	1.0%	0.9%	0.4%	0.2%	13.3%
Thursday	0.9%	0.8%	1.3%	1.3%	1.3%	1.1%	1.0%	0.9%	0.9%	1.0%	0.8%	0.8%	0.5%	0.2%	12.9%
Friday	1.0%	0.8%	1.4%	1.4%	1.3%	1.2%	1.0%	1.1%	1.0%	1.1%	1.0%	0.7%	0.4%	0.2%	13.7%
Saturday	1.9%	1.3%	1.7%	1.7%	1.6%	1.4%	1.3%	1.2%	1.1%	0.9%	0.8%	0.6%	0.4%	0.2%	15.9%
Sunday	1.8%	1.3%	1.7%	1.6%	1.5%	1.4%	1.0%	1.0%	0.9%	0.8%	0.7%	0.6%	0.5%	0.2%	15.0%
Total	8.5%	6.7%	10.8%	10.6%	10.0%	8.8%	7.6%	7.4%	7.1%	7.3%	6.1%	4.9 %	2.9%	1.4%	100.0%

Reasons for Attending

Based on the last six months of coded attendances, analysis shows that the top 10 reasons for attendance account for over 25% of all attendances. These include chest infection, possible UTI, tonsillitis, sore throat, dental abscess, ear infections and wound dressing. The most common outcomes were a prescription, no further action or advice.

ອ In the six months July 2024 to December 2024:

- There were about 34,800 attendances
- of these about 28,200 attendances were coded
- Of these the top 10 reasons accounted for 7,207 attendances

Diagnosis	Count of diagnosis
(XE0Xs) Chest infection	1750
(XaFqt) Suspected urinary tract infections (UTIs)	1442
(Xa1sb) Viral upper respiratory tract infection	733
(Xa7I0) Tonsillitis	702
(Xa7I4) Dental abscess	634
(XM0r1) Otitis externa (ear canal infection / inflammation	489
(X70cl) Change of dressing	390
(Xa9zW) Sore throat	379
(XE2aC) Acute tonsillitis	349
(X00ik) Otitis media (middle ear infection)	339
Total	7,207

Source: Data Manager – Norwich Health Centre

For these attendances the most common outcomes were:

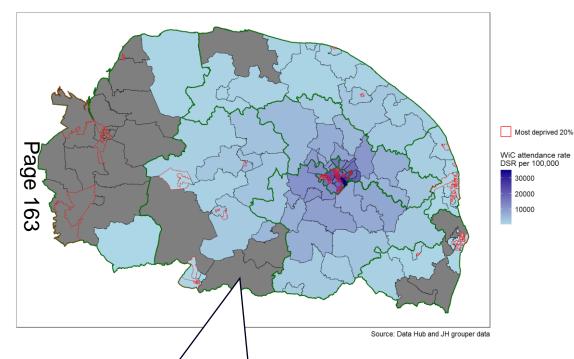
- A prescription
- No further action
- Advice

Outcome	Count of outcome
Prescription	2,132
No Further Action	1,787
Advice	1,488
Plan	840
Treatment Given	302
Referral To Primary	160
Emergency	109
Referral To Secondary	30
Medication Requested	23
Dressing Given	22
Referral Seen By	19
Medication	17
Medication Review	11
Other (or blank)	267
Total	7,207

Where people come from

Attendance rates are higher for those communities closer to the Norwich Walk-in Centre. The highest attendance rates are for those who live in Norwich city centre, Thorpe Hamlet, Heartsease, Lakenham and Earlham.

Norwich Walk in Centre attendance rates for males September 2023 to August 2024



The darker blue areas indicate Norwich Walk in Centre attendance rates for females higher attendance rates September 2023 to August 2024 Most deprived 20% WiC attendance rate DSR per 100,000 40000 30000 20000 10000 Source: Data Hub and JH grouper data

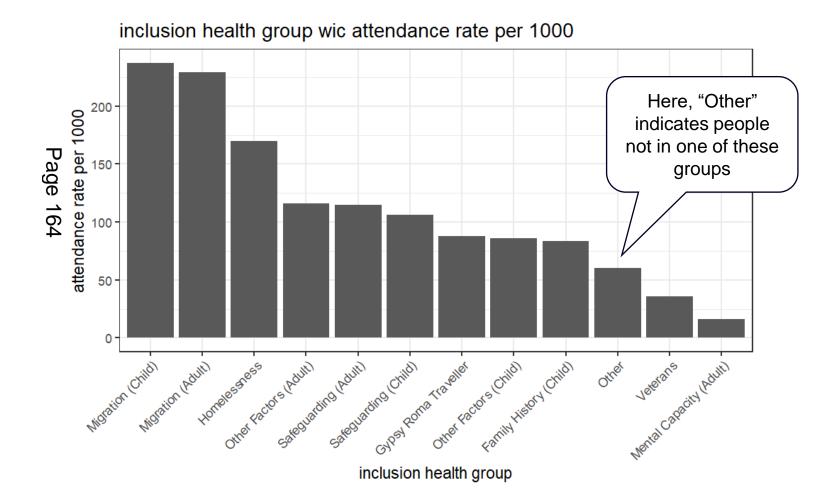
The communities in grey do not have enough walk-in centre attendances to calculate a reliable attendance rate

Rank of attendance rate	Male	Female
1	City Centre East	City Centre East
2	City Centre West	City Centre West
3	Thorpe Hamlet & Mousehold South	Thorpe Hamlet & Mousehold South
4	Heartsease & Pilling Park	Lakenham & Tuckswood
5	Earlham	Heartsease & Pilling Park



Usage by Health Inclusion Groups

We can use our linked dataset to understand usage of the Walk in Centre by Inclusion Health Groups. Inclusion Health Groups generally use the Walk in Centre at a slightly higher rate (per 1,000 patients per year) than patients not in one of these groups.



Inclusion Health groups include:

- Identified as homeless
- People staying temporarily with friends and relatives who do not have a permanent address / sofa surfer's
- Rough / street sleepers
- · Hostel or night shelter residents
- Asylum Seekers, refugees and forced migrants (excluding those specifically covered by other national schemes)
- Sex workers
- Gypsies, Travelers and Roma's, excluding settled communities
- Liveaboard- those living aboard boats.
- Those involved in the criminal justice system

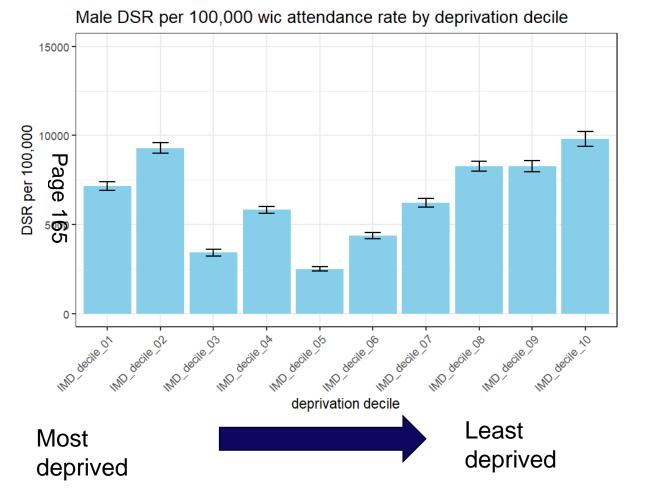
Inclusion health is a term used to describe people who are socially excluded, typically experience multiple overlapping risk factors for poor health (such as poverty, violence, and complex trauma), experience stigma and discrimination, and are not consistently accounted for in electronic records (such as healthcare databases). These experiences frequently lead to barriers in access to healthcare and extremely poor health outcomes.

People belonging to inclusion health groups frequently suffer from multiple health issues, which can include mental and physical ill health and substance dependence issues. This leads to extremely poor health outcomes, often much worse than the general population, higher mortality rates, and it contributes considerably to increasing health inequalities.

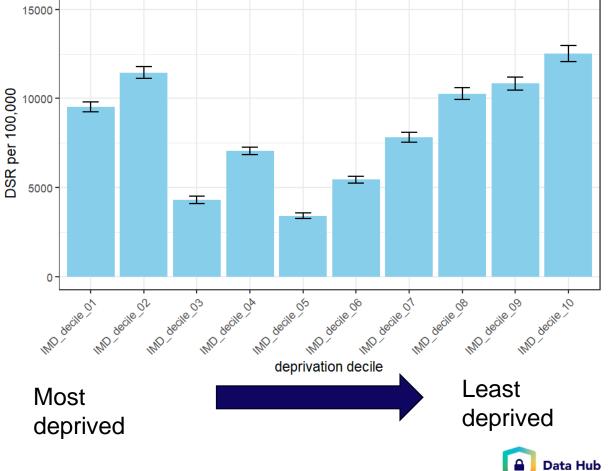


User Age and Sex

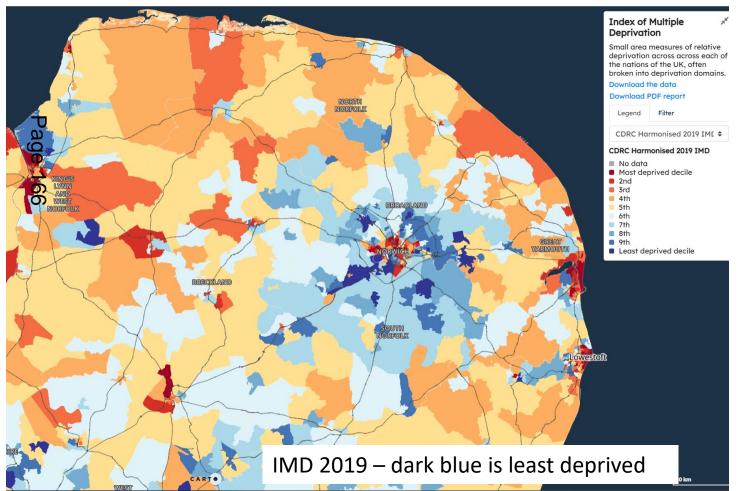
When we standardise for age and sex, we see that the attendance rate by deprivation decile is generally higher for females and highest for patients in the least deprived deciles.







User Deprivation



🕸 Population 🔻 🖄 Retail 🔹 🏛 Financial 👻 🕲 Digital 👻 🚇 Transport 🔻

When we look at the distribution of deprivation across Norfolk and Waveney, we see that the least deprived generally live in or closer to Norwich. There are significant numbers of people experiencing deprivation in Norwich but also further away in GY, KLWN, Lowestoft and Thetford. We might expect that the rates of attendance at the Norwich Walk in Centre would be higher for the least deprived.

District	Most deprived decile 1 Core 20	Most deprived decile 2 Core 20	Other deciles	Core 20 Population
Breckland	2,500	12,300	126,500	14,700
Broadland	0	0	131,900	0
Great Yarmouth	26,900	12,800	59,500	39,700
KLWN	12,100	11,200	127,900	23,300
North Norfolk	0	2,800	102,400	2,800
Norwich	27,400	28,100	86,700	55,500
South Norfolk	0	0	143,100	0
Waveney	16,000	11,800	90,700	27,900
Norfolk and Waveney	84,900	78,900	868,800	163,800
England	5,603,900	5,697,200	45,249,000	11,301,100

<u>https://www.norfolkinsight.org.uk/wp-</u> content/uploads/2022/02/Core20 populations.pptx





Tell us your views on the Vulnerable Adults Service Health Inclusion Hub

Background

NHS Norfolk and Waveney Integrated Care Board (the ICB) plans and buys healthcare services for the local population. We spend about £2.5 billion of public money on health services every year in Norfolk and Waveney.

We always want to make sure that we are getting the best value for the public money that we spend. We have developed some options about how the Vulnerable Adults Service Health Inclusion Hub could be run in future, and we would like to hear what local people think of them.

What is the Vulnerable Adults Service Health Inclusion Hub?

The service is based in Norwich and provides enhanced primary medical support to people with a complex range of needs. It operates between 9am-5pm, Monday to Friday. It aims to address health inequalities by bringing together specialist healthcare professionals to provide inclusion health services and an asylum seeker and refugee service.

Inclusion health services are for people who are socially excluded and likely to experience stigma and discrimination, live chaotic lives, typically experience multiple overlapping risk factors for poor health, and are not consistently accounted for in electronic records. Many people using the service are homeless and their experiences frequently lead to barriers in access to healthcare and extremely poor health outcomes.

The team provides targeted inclusion health services on a short-term basis, usually up to six months. Service users are then integrated back into GP practices in Norwich to one of the 20 nominated Inclusion Health Practices to ensure a supported transition and to plan for their ongoing needs.

Inclusion health communities elsewhere in Norfolk and Waveney (as well as in Norwich) are supported by GP practices and other health and care services.

What options are we considering for the future of the Vulnerable Adults Service Health Inclusion Hub?

We have developed two options, and these are described below. We have also drafted an Equality Impact Assessment which looks at the potential impact on different groups of people and what we could do to mitigate the impact. The draft Equality Impact Assessment is available on our <u>website</u>.



Option A – Continue to provide the service from its current base in Norwich.

One option we are considering is to continue to run the service from the same building in Norwich.

What would this mean for people who use the service?

- The service would continue to care for vulnerable adults in Norwich / those that can access a central Norwich service, including homeless people, sex workers, those with drug and alcohol dependence and asylum seekers.
- Inclusion health groups elsewhere in Norfolk and Waveney would continue to receive the same support from general practice and other health and care services as they do now.

The Vulnerable Adults Service costs c£446,000 per year (for 2025/26), which is a reduction of c6% from 2024/25. This option would not deliver a further saving.

Option B – Create a team that goes to different communities across Norfolk and Waveney to provide the service and close the base in Norwich.

One option we are considering is creating a team that goes to different communities across Norfolk and Waveney. The service would use an outreach model to care for vulnerable adults across Norfolk and Waveney. The team could either use a specialist vehicle, such as a bus that goes to different communities, or the team could go to community venues and hostels. Either way, we would ensure that the service was provided in a space that was suitable for clinical care.

What would this mean for people who use the service?

- The service would care for vulnerable adults across Norfolk and Waveney, not just those in Norwich.
- Overall, the service would deliver a similar volume of interventions, however there would be less regular access for people living in Norwich.

The Vulnerable Adults Service costs c£446,000 per year (for 2025/26), which is a reduction of c6% from 2024/25. Until further scoping has been undertaken, it is not possible to confirm if this option would deliver further savings.

Our consultation

Before any decision can be made about what to do next with this service, we want to hear what you think about the options we are considering.

We know that making decisions about changing how we provide services is important and we take these decisions seriously.

To help us make a decision, we would like people to tell us what impact the options we are considering would have on them.

We are working with Healthwatch Norfolk who are gathering the views of local people.

Who are we consulting with?

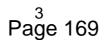
- People across Norfolk and Waveney, including users of this service, their carers and advocates.
- The organisations and staff who currently provide this service and other professionals who signpost to this service.
- Norfolk County Council's Health Overview and Scrutiny Committee.
- Suffolk County Council's Health Overview and Scrutiny Committee.
- Local organisations who provide NHS services to people registered with Norfolk and Waveney.
- Local stakeholders, such as MPs, local councillors and local councils.
- Local voluntary and charitable organisations and their users.
- Norfolk and Waveney Local Representative Committees.

When are we consulting?

Our consultation will run for eight weeks, beginning at 15.00 on 3 March and closing at 23.59 on 27 April 2025.

How you can have your say

- **Online**: Complete our <u>online survey</u>.
- In person: You can share your views with the Healthwatch Norfolk team at any of their below sessions:
 - 5 March 2025 Carers coffee morning, Cromer Hospital, 10.00-12.00
 - 6 March 2025 North Walsham Salvation Army, 10.00-12.00
 - 7 March 2025 Alive Foodbank, Norwich, 10.00-12.00
 - 11 March 2025 Holt Library, 10.30-12.00
 - 20 March 2025 Norfolk and Norwich University Hospital, 10.00-12.00
 - 22 March 2025 Family Voice Conference, John Innes Centre, Norwich, 9.00-3.30
 - 25 March 2025 Wymondham Library, 10.00-12.00
 - 26 March 2025 Cuppa Care, Erpingham Village Hall, 10.00-12.00
 - 27 March 2025 Sheringham Salvation Army, 10.00-1.00
 - 2 April 2025 Carers coffee morning, Cromer Hospital, 10.00-12.00
 - 3 April 2025 Roundwell GP Surgery, Norwich, 10.00-12.00
 - 3 April 2025 Aylsham Healthy Town, Aylsham Market Place, 10.00-1.00



- 4 April 2025 Alive Foodbank, Norwich, 10.00-12.00
- 8 April 2025 Holt Library, 10.30-12.00
- 9 April 2025 Cuppa Care at Northrepps Village Hall, 10.00-12.00
- 10 April 2025 Community Matters Cafe, Cromer Methodist Church, 10.30-12.00
- 11 April 2025 Roots Community Cafe, Wymondham, 10.00-12.00
- 15 April 2025 Vision Norfolk coffee morning, Black Swan, North Walsham, 10.00-12.00
- 16 April 2025 Roys of Wroxham, 10.00-12.00
- 17 April 2025 Cromer Hospital, 10.00-12.00

The ICB is also holding the following drop-in sessions:

- 31 March 2025 Assembly Room, King's Lynn Town Hall, 14.00-16.00
- 1 April 2025 The Forum in Norwich on Tuesday, 17.30-19.00
- 4 April 2025- The Olive Centre in Lowestoft, 10.00-12.00

In addition to this work, we will visit the Vulnerable Adults Service to speak directly with service users and staff and gather their views.

• **Post**: Paper copies are available on request. If you would like one, please email: <u>nwicb.contactus@nhs.net</u> or call 01603 595 857.

Send your completed paper copy to NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.

If you would like this document or survey in large print, another language or an alternative format, please contact NHS Norfolk and Waveney ICB. You can contact the ICB by:



Write to NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.



Emailing: nwicb.contactus@nhs.net

Calling: 01603 595 857

We will need to receive your consultation feedback by 23.59 on 27 April to ensure we can include it in the final report. Please this into account for any postal feedback.

How will the final decision be made?

We will publish the full consultation feedback report on our website.

We will share the findings of the consultation with the ICB Board and with the Norfolk and Suffolk Health Overview and Scrutiny Committees.

Taking the feedback into account, the ICB Board will then make a decision when they meet in June 2025. This meeting will be held in public so that people can attend, listen and ask questions of the Board if they would like to. Meeting dates, details and papers will be available in advance on our website.

Key dates

Activity	Date
Consultation around proposed options.	15.00 on 3 March 2025 – 23.59 27
	April 2025.
Feedback reviewed and consultation report	27 April 2025 – June 2025.
produced.	
Propose final recommendation for decision	Meeting in June 2025. Date TBC.
at the ICB Board and publish report.	
Planning and preparation period following	June 2025 – 31 March 2026.
decision.	



Consultation questions

Feedback form: Tell us your views on the Vulnerable Adults Service Health Inclusion Hub

Please answer the following questions around the Vulnerable Adults Health Inclusion Hub.

Responses to the consultation are being collected and analysed by Healthwatch Norfolk.

Healthwatch Norfolk is the independent voice for patients and service users in the county. We gather your views of health and social care services to ensure they are heard by the people in charge.

Healthwatch Norfolk will produce a report for NHS Norfolk and Waveney ICB about the responses to this consultation.

You can read Healthwatch Norfolk's full privacy policy on their website.

Healthwatch Norfolk produce a newsletter about health and social care in Norfolk. If you'd like to receive this newsletter please leave your email address here:

Q1. Please tick all that apply to you.

I have personally used the Vulnerable Adults Service in the last 12 months.	
I have supported someone else to use the Vulnerable Adults Service in the last 12 months, e.g. friend, family, carer.	
I work for the Vulnerable Adults Service.	
I am responding on behalf of a local organisation (please state).	
Other (please state).	

Q1. Option A – Continue to provide the service from its current base in Norwich.

If we decided to do this, what impact would it have on you?

Q2. Option B – Create a team that goes to different communities across Norfolk and Waveney to provide the service and close the base in Norwich.

If we decided to do this, what impact would it have on you?

Q3. Do you have any other suggestions about how the Vulnerable Adults Service Health Inclusion Hub could operate in future?

If yes, please tell us about these by writing them in the box below:

About you

We want to make sure that services are open and accessible and that our consultations are representative of the community we serve and the people that use our services. Please help us measure how far we are achieving this by answering the following questions.

Please note: You do not have to give us this information, but it will help us if you do. We will keep this information confidential and will not use it for any other purpose.

1. How old are you? (Please write the answer in the box below using numbers rather than letters)

					nly)			
Ma	lale		Female		Prefer not to say			
Prefer to self-describe, please state.								

3. How would you describe your ethnicity?

Asian or Asian British

- □ Indian
- Pakistani
- Bangladeshi
- □ Chinese

□ Any other Asian background – please state.

Black, Black British, Caribbean or African

- □ Caribbean
- □ African
- Any other Black, Black British, or Caribbean background please state.

Mixed or multiple ethnic groups

- □ White and Black Caribbean
- □ White and Black African
- □ White and Asian
- □ Any other Mixed or multiple ethnic background please state.

White

- English, Welsh, Scottish, Northern Irish or British
- □ Irish
- □ Gypsy or Irish Traveller
- □ Roma
- \Box Any other White background please state.

Other ethnic group

- □ Arab
- \Box Any other ethnic group please state.

4. What is your first language? For example, English.

□ English Other – please state

5. Would you describe yourself as having a sensory disability (affecting your sight or hearing), physical disability, learning difficulty or long-term illness? Please tick one box only.

Yes	No	Prefer not to say	

Where do you live? Please provide the first part of your postcode (e.g. NR4) or leave this blank if you have no fixed abode.

6. Do any of the following apply to you? Please tick all that apply.

- □ I'm a carer
- □ Someone cares for me
- □ I have a long-term condition
- □ I have a disability
- □ None of the above
- □ I prefer not to say

7. Where did you hear about this survey?

- □ GP website
- □ Healthwatch Norfolk Event
- Healthwatch Norfolk Newsletter
- □ Healthwatch Norfolk Website
- □ News (website / radio / local newspaper)
- □ Search Engine (e.g. Google)
- □ Social media (e.g. Facebook / Instagram / X)
- □ Through a friend or co-worker
- □ YouTube
- □ Other (please specify):

Personal information, confidentiality and data protection

Thank you for taking the time to share your views.

Healthwatch Norfolk, on behalf of NHS Norfolk and Waveney ICB, will process any personal information we receive from you in line with the Data Protection Act 1998. This means that we will hold your personal data and only use it for the purpose for which it was collected, being this consultation.

We will also, under normal circumstances, not pass your personal data on to anyone else. However, we may be asked under access to information laws to publish or disclose some, or all, of the information you provide in response to this consultation, including any personal information. We will only do this where such disclosure will comply with such relevant information laws which include the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

You may wish to keep a copy of your response to our consultation for your own records.

Appendix A: Previous engagement

In 2022, we gathered feedback from vulnerable adults and those with additional needs about their experiences using the Vulnerable Adults Service in Norwich.

You can read the <u>full engagement report</u> from this engagement on our website.

In 2023, we carried out a consultation on the future of general practice services in Norwich, including the Norwich Walk-in Centre, Vulnerable Adults Service – Inclusion Health Hub, and the GP Practice at Rouen Road. This consultation was undertaken when the contract for these services was due to expire in March 2024.

You can read the <u>full consultation report</u> on our website.

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Committee	Meeting	Report title	Cabinet member	Corporate Plan theme	Decision details
06 May 2025			• •		
Cabinet	06 May 2025	Asset Management Plan	Lucy Shires Renata Garfoot	Investing in local economy &	FC approval required – Policy Framework
GRAC (tbc)	26 March 2025		Estates & Asset Strategy Manager	infrastructure	
Council	May / July				Maria and the second second
Cabinet	31 March 2025	Lease Renewals at Rocket House Building, Cromer	Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	Investing in local economy & infrastructure	May contain exempt information
Cabinet	06 May 2025	Cedars, N Walsham	Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	Investing in local economy & infrastructure	May contain exempt information
Cabinet	06 May 2025	Donkey Shelter, Cromer	Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	Investing in local economy & infrastructure	May contain exempt information
Cabinet	06 May 2025	Public Toilet transfers	Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	Investing in local economy & infrastructure	May contain exempt information

* Schedule 12A of the Local Government Act 1972 (As amended by the Local Authorities (Access to Information) (Exempt Information) (England) Order 2006)

Committee	Meeting	Report title	Cabinet member	Corporate Plan theme	Decision details
Cabinet	06 May 2025	Housing Benefit Overpayment Policy	Wendy Fredericks Trudi Grant Benefits Manager	A Strong, responsible and Accountable Council	May slip to June
Cabinet	06 May 2025	Property Enforcement Updates	Cllr A Brown Martyn Fulcher Director for Place and Climate Change	A Strong, responsible and Accountable Council	Reports regarding property transactions may contain exempt information
Cabinet	06 May 2025	FLASH – Framework agreement May slip to July	Cllr L Withington Steve Hems Director for Communities	Investing in local economies and infrastructure	May contain exempt information
Cabinet	06 May 2025	Grant Funding confirmation	Clir A Varley Kate Rawlings Climate & Env Policy Manager		
June 2025			1	1	
Cabinet	02 June 2025	Lease renewals – Cromer Admin Office	Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	Investing in local economy & infrastructure	May contain exempt information
Cabinet	02 June 2025	Lease renewals – Fakenham Connect	Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	Investing in local economy & infrastructure	May contain exempt information



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02 June 2025	Corporate Plan progress	Cllr T Adams Steve Blatch	A Strong, responsible and Accountable	Could go to pre- scrutiny
11 June 2025	Q4 2024/25	Chief Executive	Council	
03 June 2025	Treasury Management Annual	Cllr L Shires	A Strong, responsible and Accountable	
07 July 2025	Report 2024/2025	Director of Resources	Council	
				Decision details
07 July 2025	Debt Management Annual Report	Cllr L Shires Sean Knight	A Strong, responsible and Accountable	
23 July 2025	2024/2025	Revenues Manager	Council	
07 July 2025	Out-turn report 2024/2025	Cllr L Shires Tina Stankley	A Strong, responsible and Accountable	
16 July 2025		Director of Resources	Council	
23 July 2025				
07 July 2025	Property Disposal Programme	Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	A Strong, responsible and Accountable Council	May contain exempt information
	11 June 2025 03 June 2025 07 July 2025 23 July 2025 Meeting 07 July 2025 23 July 2025 Meeting 07 July 2025 23 July 2025 16 July 2025 23 July 2025 23 July 2025	11 June 2025progress Q4 2024/2503 June 2025Treasury Management Annual Report 2024/202507 July 2025Z3 July 2025MeetingReport title07 July 2025Debt Management Annual Report 2024/202507 July 2025Debt Management Annual Report 2024/202507 July 2025Out-turn report 2024/202516 July 2025Out-turn report 2024/202523 July 2025Out-turn report 2024/202507 July 2025Property Disposal	11 June 2025progress Q4 2024/25Steve Blatch Chief Executive03 June 2025Treasury Management Annual Report 2024/2025CIIr L Shires Tina Stankley Director of Resources07 July 2025Report 2024/2025CIIr L Shires Tina Stankley Director of Resources07 July 2025Debt Management Annual Report 2024/2025CIIr L Shires Sean Knight Revenues Manager07 July 2025Debt Management Annual Report 2024/2025CIIr L Shires Sean Knight Revenues Manager07 July 2025Out-turn report 2024/2025CIIr L Shires 	In June 2025progress Q4 2024/25Steve Blatch Chief Executiveand Accountable Council03 June 2025Treasury Management Annual Report 2024/2025CIIr L Shires Tina Stankley Director of ResourcesA Strong, responsible and Accountable Council07 July 2025Report 2024/2025CIIr L Shires Tina Stankley Director of ResourcesA Strong, responsible and Accountable Council07 July 2025Debt Management Annual Report 2024/2025CIIr L Shires Sean Knight Revenues ManagerA Strong, responsible and Accountable Council07 July 2025Out-turn report 2024/2025CIIr L Shires Sean Knight Revenues ManagerA Strong, responsible and Accountable Council07 July 2025Out-turn report 2024/2025CIIr L Shires Tina Stankley Director of ResourcesA Strong, responsible and Accountable Council07 July 2025Out-turn report 2024/2025CIIr L Shires Tina Stankley Director of ResourcesA Strong, responsible and Accountable Council07 July 2025Out-turn report 2024/2025CIIr L Shires Tina Stankley Director of ResourcesA Strong, responsible and Accountable Council07 July 2025Property Disposal ProgrammeLucy Shires Renata Garfoot Estates & AssetA Strong, responsible and Accountable Council



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Cabinet Full Council	07 July 2025 23 July 2025	Local Plan - approval	Clir A Brown Iain Withington Acting Planning Policy Manager	Meeting Local Housing need	
Future Items – D	Dates to be confirme	ed			
Cabinet		Former Shannocks Hotel site, Sheringham	Cllr L Shires, A Brown Russell Williams AD for Planning & Enforcement	A Strong, responsible and Accountable Council	May contain exempt information
Cabinet		Property Transactions Marrams Bowls Club	Cllr Lucy Shires Renata Garfoot Estates & Asset Strategy Manager	A Strong, responsible and Accountable Council	Reports regarding property transactions may contain exempt information
Cabinet		Waste Reforms	Cllr C Ringer Steve Hems Director for Communities	Our Greener Future	
Cabinet		North Lodge Park, Cromer	Cllr L Shires Renata Garfoot Estates & Asset Strategy Manager	A Strong, responsible and Accountable Council	May contain exempt information



* Schedule 12A of the Local Government Act 1972 (As amended by the Local Authorities (Access to Information) (Exempt Information) (England) Order 2006)

Cabinet	System Procurement	Cllr L Shires Sean Knight Revenues Manager	A Strong, responsible and Accountable Council	May contain exempt information
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Key Decision – a decision which is likely to incur expenditure or savings of £100,000 or more, or affect two or more wards. (NNDC Constitution, p9 s12.2b) * Schedule 12A of the Local Government Act 1972 (As amended by the Local Authorities (Access to Information) (Exempt Information) (England) Order

* Schedule 12A of the Local Government Act 1972 (As amended by the Local Authorities (Access to Information) (Exempt Information) (England) Order 2006)

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