

Council



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17 September 2019

A meeting of the **Council** of North Norfolk District Council will be held in the Council Chamber - Council Offices, Holt Road, Cromer, NR27 9EN on **Wednesday, 25 September 2019 at 6.00 pm.**

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

Members of the public who wish to ask a question or speak on an agenda item are requested to arrive at least 15 minutes before the start of the meeting. It will not always be possible to accommodate requests after that time. 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 516010, Email:Emma.Denny@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 should inform the Chairman. If you are a member of the public and you wish to speak on an item on the agenda, please be aware that you may be filmed or photographed.

Emma Denny
Democratic Services Manager

To:

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



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

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A G E N D A

1. PRAYER

Led by Reverend Phil Blamire, Rural Dean for Holt and Rector for Weybourne Benefice.

2. CHAIRMAN'S COMMUNICATIONS

To receive the Chairman's communications, if any.

3. TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS

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.

4. APOLOGIES FOR ABSENCE

To receive apologies for absence, if any.

5. MINUTES

1 - 8

To confirm the minutes of the meeting of the Council held on 24th July 2019.

6. ITEMS OF URGENT BUSINESS

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

7. PUBLIC QUESTIONS/STATEMENTS

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

8. PORTFOLIO REPORTS

9 - 52

To receive reports from Cabinet Members on their portfolios.

1. Cllr A Brown – Planning & Housing
2. Cllr S Butikofer – Strategy & Corporate Services
3. Cllr A Fitch-Tillett - Coastal
4. Cllr V Gay – Culture & Wellbeing
5. Cllr G Hayman – Commercialisation & Assets
6. Cllr R Kershaw – Economic & Career Development
7. Cllr N Lloyd – Environment
8. Cllr E Seward – Finance

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

9. RECOMMENDATIONS FROM CABINET 09 SEPTEMBER 2019

53 - 102

Agenda item 6: Budget Monitoring Report 2019/20 - Period 4

To recommend that:

Council agrees to release £468,954 from capital receipts to fund the ongoing maintenance works to Cromer Pier following receipt of the storm surge insurance payment.

Agenda item 9: Electric Vehicle Charge Points – Council Car Parks

To recommend to Council:

The approval of a capital budget of £248,600 to fund the EVC installation project as described in the report. This is to be funded from capital reserves and OLEV grant from Government as described in the report.

10. RECOMMENDATIONS FROM THE OVERVIEW & SCRUTINY COMMITTEE 18 SEPTEMBER 2019

To consider any recommendations from the Overview & Scrutiny Committee meeting held on 18 September 2019.

Please note this meeting took place after the Council agenda was published. The Chairman of the Committee will provide a verbal update, if required.

11. RECOMMENDATIONS FROM THE CONSTITUTION WORKING PARTY 17 SEPTEMBER 2019

The following recommendations were made:

Agenda item 6: Contract Procedure Rules

To recommend to Council that the Contract Procedure Rules are updated to reflect the following:

1. Updates and changes in legislation, including thresholds, definitions and procedures.
2. Future proofing to ensure references to any EU legislation will be deemed incorporated into these rules if it is incorporated into UK law post Brexit.
3. Recommendations and requirements proposed by the Auditors following an audit in 2018 and the outcome of that.

Agenda Item 7: Review of the Budget process

To recommend to Council:

1. That the constitution be amended to require that amendments to the Council's proposed Budget are to be sent in writing to the Councils Section 151 Officer (or in his or her absence, the

Deputy Section 151 Officer) by 5pm two clear working days before the scheduled meeting at which the Council's Budget is to be set. This will allow proposals to be costed by the finance team before they are debated by Members, to allow the financial consequences to be taken into consideration during the debate. Any proposals will be kept confidential until announced at the meeting as required.

2. It is proposed that the requirement for amendments proposed at Full Council to be reconsidered by Cabinet be removed, as this presents a risk to the Council that a legal budget may not be set in the timeframe prescribed by the relevant legislation.

12. QUESTIONS RECEIVED FROM MEMBERS

To consider any questions from members. Members are reminded that questions to the Leader and members of Cabinet should be put during Agenda item 8 – Portfolio Holder reports. All other questions should be directed to the Chairman of a committee (as outlined in Chapter 2, section 11 of the Constitution)

13. OPPOSITION BUSINESS

None Received.

14. NOTICE(S) OF MOTION

None Received.

15. EXCLUSION OF PRESS AND PUBLIC

To pass the following resolution – if necessary:

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

16. PRIVATE BUSINESS

COUNCIL

Minutes of the meeting of the Council held on Wednesday, 24 July 2019 in the Council Chamber - Council Offices, Holt Road, Cromer, NR27 9EN at 6.00 pm

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

Also in attendance:

1 PRAYER

The Chairman invited Reverend Catherine Dobson of the Coastal benefice to lead prayers.

2 CHAIRMAN'S COMMUNICATIONS

The Chairman began by expressing his sadness at the death of former councillor, Mr Michael Baker. He conveyed his condolences to Mr Baker's family, particularly Cllr Duncan Baker, the elected member for Holt. He then invited the Leader to speak.

The Leader, Cllr S Bütikofer, offered her condolences to Cllr Baker and his family. She said that Michael Baker was well respected and well liked and a consummate gentleman whenever she had met him on the campaign trail.

The Chairman thanked the Leader for her comments and then went on to speak about recent events that he had attended:

- Gala night at Cromer Pier on 29th June
- Norfolk Wildlife Trust at Hickling Wildlife Centre, 3rd July
- Garden reception for the Lord Lieutenant, Sir Richard Jewson, Gressenhall Museum of Rural Life, 4th July
- Lord Mayor's celebration, Norwich, 6th July
- Centre 81 Classic car event, 7th July
- High Sheriff of Norfolk and Lord Agnew reception at the Hippodrome, Great

Yarmouth, 14th July

- The Felbeck Trust at Spurrell's Wood, 14th July
- Launch of the Deep History coast at the Mo, Sheringham, 16th July
- Civic Reception at Kings Lynn Town Hall, 19th July
- Annual Civic service at St Mary's, Great Yarmouth, 21st July
- Queen's Award for voluntary service at Langham Dome, 22nd July

3 LEADER'S COMMUNICATIONS

The Leader began by saying that her administration had been working tirelessly since winning the election two months ago, focussing on delivering their manifesto promises for the people of North Norfolk. She referred to inheriting several unfinished projects from the previous administration and a looming £2m deficit, which was exacerbated by the overspend on the leisure facility at Sheringham. She expressed her frustration at the tennis hub project in Cromer which benefitted only a small number of residents and said that it was likely that a decision to terminate this would be taken at the Cabinet meeting in September.

The Leader then outlined two other projects that were being reviewed – the business zone at Egmere and the sale of the town council building in North Walsham. At Egmere, the principal tenant was no longer moving to the site and it was likely that the Council would now withdraw. In North Walsham, the situation had been ongoing for 5 years and the site was being sold for less than its market value. All options were being considered.

The Leader then spoke about the capability review of the organisation that she had commissioned when she took office. It had shown that the Council's leadership needed strengthening and that project management skills needed to be developed. Both areas deserved investment and this would be made.

She concluded by informing members that she was making two changes to Cabinet portfolios. Cllr Karen Ward would now lead on special projects and Cllr Andrew Brown would lead on Planning and Housing.

4 TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS

None received.

5 APOLOGIES FOR ABSENCE

Apologies had been received from Cllrs D Baker, V FitzPatrick, B Hannah and E Spagnola.

6 MINUTES

The minutes of the meeting held on 25 June 2019 were approved subject to the following amendment: Cllr A Brown was in attendance.

Cllr J Rest queried when he was likely to receive a response to a question he had asked at the last meeting. The Chairman advised him that the minutes were for approval only.

7 ITEMS OF URGENT BUSINESS

None.

8 PUBLIC QUESTIONS/STATEMENTS

The Chairman invited Liz Withington, Deputy Mayor of Sheringham to speak. She said that she wished to speak about Agenda item 12 – Sheringham Leisure Centre Redevelopment. Ms Withington began by saying that she had been frustrated to hear about the decision coming forward via Facebook. This had meant that there had not been time to discuss it at a town council meeting.

She said that the redevelopment of the facility was essential for the health and wellbeing of residents and that it was also an important tourist attraction. She said that if there was any opportunity to reinstate the wave machine and flume then this should be considered as they increased the popularity of the facility – particularly with young people.

9 PORTFOLIO REPORTS

1. Cllr A Brown said that there was no written update for his portfolio area of special projects. He had spent a lot of his time overseeing issues that had been inherited from the previous administration.
2. The Leader, Cllr S Bütikofer, said that the written reports covered the main issues. She highlighted the success of the Council's apprentices and said that she was delighted to hear that they had received an award at the recent apprenticeship challenge. She then spoke about the changes to the Council's car loan policy to ensure that it was more environmentally friendly.
The Leader said that she welcomed the enhancement of customer service delivery in the Benefits team, with claimants now receiving end to end contact with one adviser throughout their engagement with the Council.
She concluded by reminding Members that the Council was holding an Environment Forum on 15th August at the Atrium in North Walsham. Everyone was welcome to attend and feed in their views.
3. Cllr A Fitch-Tillett, Portfolio Holder for Coast, thanked members for attending the recent Coastal Forum annual field trip – which on this occasion had been to look at the sandscaping scheme at Bacton. A brief video on the scheme was then shown and Cllr Fitch-Tillett explained that the sand was almost halfway to the terminal now, with a completion date of end of August. She went on to say that Natural England's summer field trip to Bacton and Sidestrand had gone very well. Finally, she said that on 23rd July at the Coastal flooding and adaptation to climate change inquiry (Environment, Food and Rural Affairs Committee), evidence had been given by Malcolm Kerby, Coastal Concern Action Group, Happisburgh, Karen Thomas, Head of Coastal Management, Coastal Partnership East and Bill Parker, former Head of Coastal Management, Suffolk Coastal and Waveney District Councils.
4. Cllr V Gay, Portfolio Holder for Culture and Wellbeing informed Members that the number of applications for the Arts and Culture Fund was currently low. This could be due to the Norfolk Arts Forum not including it in their latest bulletin. She explained that the funding was aimed at community projects and not individual artists. Cllr Gay concluded by referring members to the section in her report on social prescribing. She said that the concept was becoming increasingly important, with total referrals to date at 662. New funding had been established for Social Prescribing Link Workers

administered by Primary Care Networks (PCNs) and the PCN intended to work with NNDC in relation to the Council's key role in the delivery of this service.

5. Cllr G Hayman outlined key projects within his portfolio. He said that improvement works to the Lusher's Passage toilets in Sheringham had been completed with the work programme for remaining improvements being pulled together and advertised shortly. Other projects were being assessed to ensure they were the best use of the Council's assets. A complete register of all the Council's assets was being compiled and any scheduled disposals and leases were being reviewed.
6. Cllr N Lloyd, Portfolio Holder for Environment, spoke about the installation of signs for Public Space Protection Orders for dog control outside of beaches and promenades. There had been some negative responses, particularly in relation to play parks. Cllr Lloyd then reminded members that if they were aware of any empty properties in their wards they should notify the Combined Enforcement Team. He concluded by saying that he had attended an Extinction Rebellion event in Aylsham which had been very well attended.

Cllr T Adams referred to the campaign by the Friends of Horsey seals to highlight the problems caused by hollow/ring frisbees to seals and asked whether public protection orders could be put in place to restrict their use on beaches. Cllr Lloyd replied that it was a fine balance between protecting wildlife and encouraging tourism. He said he would look into it and respond fully in writing.

7. Cllr R Kershaw, Portfolio Holder for Economic and Career Development began by thanking the Economic Growth team and the Heads of Paid Service for facilitating several meetings with businesses across the District. He said there was an appetite to work with the Council and support local communities. Cllr Kershaw had recently attended a meeting regarding the Bure Valley water abstraction issue and as a result of that then attended the Water Resources East Conference. It was hoped that this would support ongoing work to maintain water supplies at a safe level. He then informed members that the Council had given permission to Swift Air to use the runway at Coltishall for test runs. This would support STEM students and apprentices and was a welcome move.
8. Cllr E Seward, Portfolio Holder for Finance reminded Members that there would be budget training over the next few weeks and he encouraged them to attend.
9. Cllr K Ward, Portfolio Holder for Planning and Housing, referred to the written updates which were very comprehensive. She said that she welcomed the move to bring the housing teams together. She thanked the Housing Options Manager for her support in providing information to the Ministry of Housing and Local Government for another audit (the third in 12 months) following a change in personnel. Cllr Ward then drew members' attention to homelessness numbers which were creeping up. On a positive note, the Council's launch of the 'Your Choice, your Home' had been well attended by registered housing providers and they had provided positive feedback and indicated that they wished to continue working with NNDC. She concluded by saying that herself, Cllr Cushing and Cllr T FitzPatrick had all attended the breaking ground ceremony for the Fakenham Extra Care scheme.

10 RECOMMENDATIONS FROM CABINET 08 JULY 2019

Debt Recovery 2018/19

Cllr E Seward, Portfolio Holder for Finance, introduced the report. He said that it had been to Cabinet and Overview & Scrutiny Committee and he proposed that the recommendations were approved.

It was proposed by Cllr E Seward, seconded by Cllr N Lloyd and

RESOLVED

- 1) To approve the annual report giving details of the Council's write-offs in accordance with the Council's Debt Write-Off Policy and performance in relation to revenues collection.
- 2) To approve the updated Debt Write Off Policy
- 3) To approve the updated Benefit Overpayment Policy and the use of High Court Enforcement Agents if considered necessary

11 RECOMMENDATIONS FROM THE OVERVIEW & SCRUTINY COMMITTEE 17 JULY 2019

Overview & Scrutiny Committee Annual Report 2018/19

Cllr N Dixon, Chairman of Overview & Scrutiny Committee, introduced this item. He explained that it covered the work of the committee during the previous year. He thanked the Scrutiny Officer for his support and for collating the report. He highlighted the increased use of task and finish groups and said that they increased the capacity of the committee and encouraged member engagement.

It was proposed by Cllr N Dixon, seconded by Cllr P Bevan Jones and

RESOLVED

To receive the Overview & Scrutiny Committee Annual Report 2018/19.

12 SHERINGHAM LEISURE CENTRE REDEVELOPMENT

Cllr V Gay, Portfolio Holder for Culture and Wellbeing, introduced this item. She began by saying that she was apprehensive about supporting the proposals as the project was costing so much more than originally estimated. In response to the point raised earlier during public questions, she said that it was not practical to undertake a redesign at this stage. She also acknowledged the concerns regarding communications around the project. Cllr Gay said that despite her reservations, she did feel that the project should continue and that it was necessary to have a swimming pool in Sheringham. She concluded by referring Members to Recommendation 4 which outlined a new system of governance and suggested that Overview & Scrutiny Committee should be included in this.

The Leader, Cllr S Butikofer, said that she also had concerns about the rising cost of the project but said that it was important that Sheringham had a new wet facility. She added that she wished to propose two amendments to the recommendations:

1. Recommendation 2: That delegated authority is given to the Head of Finance and Assets, *in conjunction with the Portfolio Holders for Finance and Culture & Wellbeing* to adjust the detailed financing of the scheme if required to maximise the value for the taxpayer.
2. Recommendation 4: That the project be taken forward under a new system of governance, as a pilot of the Council's project management methodology, with officers leading on the delivery and implementation, providing frequent status updates to the portfolio holder and regular updates to Cabinet and *Overview and Scrutiny Committee*.

The amendments were seconded by Cllr K Ward.

The Chairman invited Members to debate the amendments:

1. Cllr Fitch-Tillett questioned how the project had gone so wrong. She said the Coastal Management team had managed several large projects and they always allowed 60% for 'optimism bias'.
2. Cllr J Rest said that he was very concerned about the rising cost of the project. He said that he had attended the project board meetings and at the last meeting on 19th April everyone had been advised that the project was 'progressing well'. He asked the Leader to request that a review was undertaken to establish why the escalation in costs was not addressed earlier. Cllr S Penfold said that he supported this.
3. Cllr G Perry-Warnes referred to the £750k needed to address ground conditions. She asked why the consultants had not picked up these issues when the site was assessed.
4. Cllr N Dixon proposed that for Recommendation 4, the words 'frequent' and 'regular' should be refined to be more specific and precise. This was seconded by Cllr Kershaw. Cllr Kershaw added that members should be aware that the Senior Responsible Officer (SRO) for the project had already been changed.
5. Cllr J Punchard commented that when the consultants looked at swimming provision across the District, the site at Sheringham was identified as providing good value for money. He said that given the rise in costs, residents from across the District may feel hard done by.
6. Cllr T FitzPatrick said that he was concerned that the Project Board had been reassured that the project was progressing well. He said that he could not support spending an additional £2m.

The Chairman thanked members for their comments. He put Cllr Butikofer's amendments, seconded by Cllr Ward to the vote and they were supported.

He then asked Cllr Dixon to clarify his amendment. Cllr Dixon proposed that the word 'frequent' in recommendation 4 should be changed to 'monthly'. This was seconded by Cllr R Kershaw. The amendment was put to the vote and supported.

Cllr N Housden proposed that for Recommendation 2, '*adjust*' was changed to '*review*'. This was seconded by Cllr Punchard, put to the vote and supported.

Cllr E Seward proposed that the project should be referred to the Governance, Risk & Audit Committee (GRAC) so that a review could be undertaken regarding how and why the financial shortcomings had happened. This was seconded by Cllr V Gay, put to the vote and supported.

The Chairman then asked Members to move to the substantive debate. The Motion before them now included all of the amendments. Cllr N Housden said that any review of the project must be thorough. Cllr K Ward, in seconding the substantive motion, said that a full review would be undertaken and the outcome brought back to a future meeting of Full Council.

It was proposed by Cllr V Gay, seconded by Cllr K Ward and

RESOLVED

- 1. That Council approves the additional borrowing requirement of £2.03m for the Splash leisure Centre project to increase the approved budget to £12.7m.**
- 2. That delegated authority is given to the Head of Finance and Assets in conjunction with the Portfolio Holders for Finance and Culture & Wellbeing to review the detailed financing of the scheme if required to maximise the value for the tax payer**
- 3. That, assuming 1) above is approved, Council approves the formal award of the construction contract to Bidder B who provided the most economically advantageous compliant tender.**
- 4. That the project be taken forward under a new system of governance, as a pilot of the Council's project Management methodology, with officers leading on the delivery and implementation, providing status updates to the portfolio holder and monthly updates to Cabinet and Overview & Scrutiny Committee.**
- 5. That the project should be referred to the Governance, Risk & Audit Committee (GRAC) so that a review could be undertaken regarding how and why the financial shortcomings had happened.**

13 QUESTIONS RECEIVED FROM MEMBERS

None received.

14 OPPOSITION BUSINESS

None received.

15 NOTICE(S) OF MOTION

The following Notice of Motion had been proposed by Cllr P Heinrich, seconded by Cllr V Gay:

'This Council believes as the first local authority in Norfolk to declare a climate emergency that the programme to combat climate change must include encouraging residents to make greater use of public transport. It is therefore regrettable that it is reported that Greater Anglia are to introduce parking charges at North Walsham and Hoveton & Wroxham railways stations at a rate of £3 per day from July 15th. This will not encourage greater use of the Bittern Line and is being done at a time when Greater Anglia will supposedly want to attract more passengers with the coming introduction of new and greater carriage capacity. It is also contrary to the Council's

wish to preserve, wherever practical, existing free car parking either at, or in the vicinity of, stations on the Bittern Line. The Council therefore agrees:

- 1) To write to Greater Anglia opposing the introduction of parking charges at North Walsham and Hoveton & Wroxham railway stations and asking them to rescind their decision to introduce such charges.
- 2) To ask the Local Member of Parliament to join the Council in opposing these charges.
- 3) To encourage relevant Town and Parish Councils, rail community groups and residents to express their opposition to these charges.'

The Chairman invited Cllr Heinrich to introduce the motion. He said that the new charges would add an extra £15 a week onto traveller's costs. He added that people would be discouraged from using the train at a time when more focus was being put on using greener forms of travel.

Cllr S Penfold (Worstead ward) said that he was supportive of the motion. He was concerned that the introduction of parking charges at North Walsham could result in increased parking problems at Worstead.

Cllr V Gay said that the Bittern Line Partnership had not been informed of the proposed changes but found out about them via a local newspaper. She seconded the motion.

It was proposed by Cllr P Heinrich, seconded by Cllr V Gay and

RESOLVED

- 1) To write to Greater Anglia opposing the introduction of parking charges at North Walsham and Hoveton & Wroxham railway stations and asking them to rescind their decision to introduce such charges.
- 2) To ask the Local Member of Parliament to join the Council in opposing these charges.
- 3) To encourage relevant Town and Parish Councils, rail community groups and residents to express their opposition to these charges.'

Six members voted against the motion.

16 EXCLUSION OF PRESS AND PUBLIC

17 PRIVATE BUSINESS

The meeting ended at 7.24 pm.

Chairman

CABINET MEMBERS REPORT TO COUNCIL

September 2019

COUNCILLOR A BROWN - CABINET MEMBER FOR PLANNING & HOUSING

For the period July 2019 to September 2019
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1 Progress on Portfolio Matters.

Development Management Performance

Our latest figures for speed of decision stand as:

Majors at 85.07% (down by 4.97%) National indicators require decisions should exceed 60%)

Non- major applications 92.53% (down by 1.03%), National indicators require decisions should exceed 70%).

The overall picture for performance remains positive with both sectors significantly exceeding national minimum requirements when viewed over the two-year performance interval. The Staffing resource commitments in teams to develop the new Software System (Uniform) are resulting in some short term capacity demands. Those capacities are now back filled. However, a small lag effect is apparent. In the Major Developments Team performance has been impacted by recruitment of staff to fill vacant roles. A new team member will join the team in Mid-September, locum support is available and recruitment campaigns will commence this month.

Our latest figures for quality of decision (as measured by appeal success) stand as:

Majors no appeal decision have been overturned.

Non-major developments 1.56% (National benchmark 10%)

No fees were refunded as a result of requests made following failure to determine the cases in 26 weeks.

Planning Policy

Local Plan Review:

The team continues to process the representations made following consultation on the first draft of the Local Plan. It is hoped that these will start to be reported to the Planning Policy and Built Heritage Working Party in October.

Housing Delivery and Supply

External advice has been commissioned from Opinion Research Services who specialise in preparing housing needs evidence. This advice will specifically

consider if the National Household Projections published by the Office for National Statistics provide a robust basis for establishing housing need in North Norfolk or if local circumstances justify the use of an alternative approach.

Annual housing completion returns have been submitted to government to allow for the compilation of this year's housing delivery test. As with last year it is expected that the Council will pass this test as annual housing completions have remained at historically high levels.

North Walsham Delivery Group.

At the August meeting of the Planning Policy and Built Heritage Working Party it was agreed to establish a North Walsham Delivery Group to oversee the process of preparing a Development Brief for the proposed large scale allocation at North Walsham. The first meeting will take place in early October. A joint bid with the County Council has been made to the Pooled Business Rates fund to seek match funding to enable comprehensive highway impact assessments to be undertaken.

Major Developments

Work continues on the major housing development proposals for Roughton / Cromer, and also for Beresford Close, Holt.

Officers are reviewing viability submission for the Holt proposals with the Council's consultant and will be working on a revised s106 agreement to secure benefits and mitigations. Currently, pending those outcomes then the case is being targeted for reporting to either the October / November Development Committee.

Applications for major development at Roughton Road and Norwich Road in Roughton / Cromer are being progressed. Norwich Road is subject to requests for further amendment and supporting information. Roughton Road is under consideration as to a highways submission by the applicants. It is not possible to offer accurate target dates currently as those matters may require further actions. Officers will strive to return the cases for member consideration at the first available opportunity.

The development team are continuing to meet with Trinity College are positively negotiating outstanding issues for the current planning application proposing circa 950 dwellings at Fakenham, I understand that pending those outcomes officers are seeking to target the application to a December / January agenda.

Building Control

Incomes continue to show growth with a surplus already accruing to business to date this year. This surplus is in addition to the current 5-year surplus of approx. £180,000. Considerations for actions under this surplus include i) reinvesting a proportion back into the service; and or ii) proportionally reduce fees to run at a deficit to bring the surplus down. Officers have prepared draft proposals in a report to me and our Development Committee Chairman which considers how reinvestment may be taken forward.

Conservation, Design & Landscape

Officers have commissioned a rolling programme of Conservation Area reviews with Purcell; Glandford; Letheringsett; Brinton with Thornage; Hunworth, Sharrington will

be in the first phase. With Holt; Hempstead; Edgefield; Baconsthorpe and Stody Following in the second phase. The project will complete in a 2 year time period.

The Graham Allen Design Awards results have been made; Holkham, The Lookout is the overall award winner; North Walsham, The Shambles is highly commended; Fakenham, The Mews is commended and Sheringham, Little Regents Hall was awarded fourth place. Please may I thank all members helped to support this process and particularly those who gave their time and energies to be panel members. The Graham Allen Design People's Choice Award was very popular at our Greenbuild event, 885 votes were cast over the two days. The Awards Ceremony will be 10 October, I welcome the opportunity to celebrate excellence in design with our development partners and will look forward to the revealing of our People's Choice Award.

Planning Enforcement

Melton Hall – Officers have secured attendance with Historic England (HE) to explore compliance with the existing enforcement notices, compliance period for remediation works to the Engine House has now expired; remediation to The Bath House & Clock Tower and will look forward to meeting on site in early October.

Beeches Farm: First compliance periods have now closed. I can report no breaches of those notices have been observed. Three further units have a longer compliance to 17 January 2020. This process has been subject to on-going monitoring, liaison and appropriate business support by officers from Economic Development, Combined Enforcement, Eastlaw and Planning.

Arcady, Cley: The Enforcement Notice requiring the building to be demolished and suitable remediation to be completed was served in July. I can confirm that the Council has recently received notification from the Planning Inspectorate that the owners have chosen to appeal this notice in the hearing procedure. No start date for this process has been given by the Planning Inspectorate, I will update progress on the matter and specific timelines from the Planning Inspectorate as soon as those details are made available.

Software Introduction

Progress within all commitments for the project remain good, our "Go Live" date remains targeted to be in late November / early December 2019. Deadlines are demanding but tasks on the project plan are in hand. Officers inform me that potential exists for innovative working to ensure any disruption is minimised. Those processes are being explored with the software provider and within our team.

The project team are all drawn from existing posts within the planning and building control teams, backfilling is now in place to support the wider service.

Recruitment:

One vacant post has been filled for Senior Planning Officer Major Developments, Alastair Curren started work at NNDC on 16 September. An offer of a contract to one further candidate was unsuccessful, that post remains vacant but is covered by locum support. I also note that Sarah Hinchcliffe Team Leader Major Developments will leave our team in November to take up a role at Norwich City Council.

Caroline Dodden, will move from her role in the Development Management Team to fill the vacant Senior Officer Role in the Local Plans Team. Locum support is being

given to the Development Management team by Chris Neal who joined the team this Month.

A recruitment campaign is being undertaken in September and October to fill these vacant permanent roles in these teams.

2 Forthcoming Activities and Developments.

Development Committee – 18 July; 15 August; 12 September

Planning Policy & Built Heritage Working Party – 22 July, 19 August

CABINET MEMBERS REPORT TO COUNCIL

25 SEPTEMBER 2019

COUNCILLOR ANDREW BROWN - CABINET MEMBER FOR PLANNING AND HOUSING

For the period August and September 2019

1 Progress on Portfolio Matters.

Affordable Homes

We project that there will be 115 new affordable homes completed in 2019/20.

As at 31st August housing associations have delivered 22 of these homes on six sites¹.

Community Housing Fund (CHF)

The Trimmingham steering group continues the process of becoming a formally constituted organisation. The group has identified Hastoe HA as its preferred development partner. Four other parishes are actively pursuing community-led housing ideas.

Our existing Community-led housing groups continue to deliver new affordable homes. In 2019/20 CHF monies have helped Stable Door to provide an extra home in Sheringham and Homes for Wells to provide an extra home in Wells.

The Council has given the first CHF loan for pre-development costs to Homes for Wells to support a new exceptions housing scheme development for 12 homes in Warham. Homes for Wells hope to use modular construction on the site.

Exceptions Housing Sites

Broadland Housing Association will complete 26 affordable homes on exceptions housing sites in Binham (14 homes) and Erpingham (12 homes) in 2019/20. These form part of a five site package including Great Ryburgh and Trunch which completed in 2018/19 and Edgefield which will be complete in 2020/21. In total these five schemes will deliver 61 new

¹ In July we reported a higher figure of 25 completed homes (as at 30th June). These figures included two sites on which we awaited confirmation. We are now aware that these sites will not complete until later in the year.

affordable homes for local people.

Victory Housing Trust Stock Disposals

In 2018/19 Victory Housing Trust (now part of the Flagship Housing Group) sold 16 homes to tenants under the preserved right to buy. These sales generated a capital receipt of £966,600 for the council.

In addition, Victory Housing Trust made 45 private sales during the year.

Housing with Care/Extra Care Housing

Development has begun on the 66-unit Housing with Care scheme at Fakenham. The Housing21 scheme will provide 30 affordable rented and 36 shared ownership homes with support for older people. The team are working with Norfolk County Council to identify other possible sites for such schemes.

Housing Strategy

In preparation for a new Housing Strategy data is being gathered on issues affecting housing in the district. This will include information about the existing housing stock, affordability and housing need.

Housing Options Team – Customer Services

Team update

3 of the new team members started on 14 August, they have already started to identify rough sleepers and support clients both in temporary accommodation and sleeping rough

- Rough Sleeper Co-Ordinator – Steve Marsh (secondment from Environmental Health)
- Complex Health Worker - Carl Humphrey
- Housing Tenancy Sustainment Officer – Debbie-Anne Camp (secondment from Customer Services)
- Private Rented Sector Officer – Lesley Winston (secondment from Housing Options Team) this post will start officially on 1 October 2019. However, she will start working on the post two days per week until the new officer covering her post starts on 1 October 2019
- Housing Options Officer (1 year fixed to back-fill Lesley Winston) officers starts on 1 October 2019
- Team have relocated

Your Choice Your Home

Total numbers on Housing List as at 06 September 2019 = 3073, of which:

- Housing Register Priority Card: 3
- Housing Register Band 1: 211
- Housing Register Band 2: 197
- Housing Options Register: 523
- Transfer Register: 2139

Let's 1 April 2019 – 30 Jun 2019 = 120

Homelessness

Numbers Currently in Temporary Accommodation as at 06 September 2019
= 34

Number of new Approaches to the Service 1 April 2019 – 30 Jun 2019 = 250

01/07/19 – 31/08/19 = 177

Rough Sleepers: 11

Current Live Cases:

- Prevention Duties: 53
- Relief Duties: 45
- Main Housing Duty Accepted: 18
- Review: 1
- Triage: 62

Qtr 1: 01 April 2019 – 30 Jun 2019:

- Prevention cases Opened: 65
- Relief cases opened: 41
- Successful Prevention Outcome: 31
- Successful Relief Outcome: 10
- Refused Prevention & Relief Duties: 2

3 Meetings attended

Events Attended

- Homes for Wells on 10th September to discuss their plans to develop affordable housing in the Wells area.

CABINET MEMBERS REPORT TO COUNCIL

25 September 2019

COUNCILLOR: SARAH BÜTIKOFER - CABINET MEMBER FOR IT

1 Progress on Portfolio Matters.

Following the IT outage in early June a full incident debrief and root cause analysis has been led by the Council's Resilience Manager, Alison Sayer.

The root cause has been confirmed as damage to IT hardware which supported the data storage arrangements for the Council. This is almost certainly attributed to the type of air cooling system installed in the Council's data centre some years ago which has not prevented airborne salt entering the data centre and damaging the equipment.

This equipment was chosen because of its reduced environmental impact as compared to a traditional. The Council is engaged with the suppliers to see if the system can be enhanced to ensure the quality of the air in the data centre.

Currently the data centre environment is being controlled by the remaining traditional systems.

Following the conclusion of the discussions with suppliers the most appropriate solution will be determined and implemented on a sustainable basis.

Other IT improvements are included in the attached Action Plan which also covers wider business learning from the outage which will improve the overall resilience of the Council.

Planning System Upgrade. The full system data export from the current system (Acolaid) and import into the test environment of the new system (Uniform) has been successfully completed and is now being tested by the service.

The customer self-service portal for Council Tax, Business Rates and Benefits (Open Portal) is now live. A communications and awareness campaign will now be undertaken to promote uptake of the facility.

The upgrade to the telephone payments system to allow it to accept payments 24/7, for all Council activities is in final test. Go-live is

planned for early October.

Significant IT work has been undertaken to allow some processing of revenues activities by an external agency to allow realigning of the service resources with changing workloads.

The recently deployed Members support system, Modern Gov continues to be developed by integrating the data within it with that stored in the Elections IT system to improve accuracy and reduce double keying of information.

The firewalls which protect the Council's network from unauthorised access and cyber attack have been upgraded to ensure continued effectiveness.

A Customer satisfaction survey and reporting system to inform requirements for the replacement Revenues and Benefits system has been developed and will go live on the 1st October. Following this it will be modified to provide ongoing feedback from customers of all of the Council's service areas. This will be linked to the Councils management information system to provide comprehensive and detailed analysis of satisfaction levels.

A proof of concept consultation and engagement website has been developed for Planning agents and developers:

<http://umbraco8.north-norfolk.gov.uk>

(please be aware this is available on our network only, not available externally)

This will be further developed to provide a generic online customer/special interest groups engagement and consultation facility.

2 Forthcoming Activities and Developments.

Progress the IT actions included in the action plan to address the learning from the IT outage in early June.

Complete the planned upgrade of the data storage systems to deliver near real time replication of data between the Cromer and Fakenham data centres.

This will enhance the Councils ability to work from Fakenham in the event of IT issues at Cromer.

Continue preparations for the go-live of the upgraded Planning IT system.

Complete the upgrade to the WiFi arrangements at Cromer and Fakenham to deliver higher capacity more reliable WiFi connections

Deployment of a Council Wide workflow system to ensure customer issues are managed through to a conclusion wherever they are received in the Council.

3 Meetings attended

Digital Norfolk - Technical Group (NCI Project) Project meeting regarding a potential County Wide Digital Identity Verification Project.

Norfolk IT Managers Group. – Collaboration and networking group for Norfolk IT managers.

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IT Disruption - Action Plan

Following the IT Disruption on 11-12 June 2019 an extensive post incident analysis process was implemented which included four separate debriefs and a debrief form was circulated to identify learning points.

The feedback from all of these sessions has been collated, resulting in the Action Plan below.

Progress against this plan will be monitored by the Resilience Manager Alison Sayers to ensure the learning outcomes from the outage are delivered.

Roles & Resources				
Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
RR1	Ensure Disaster Recovery (DR) arrangements and timescales are understood	Sean Kelly	IT to provide 'What we can do at Fakenham' sheet	November 2019
RR2	Exercise DR at Fakenham, preferably with Payments Team to practice dummy payments run	IT/Duncan Ellis/Alison Sayer		May 2020
RR3	Consider potential for some staff to take leave/flex in similar circumstances, then note in BC Plan	Heads of service/ Individual BC Plan Owners		March 2020

Roles & Resources

Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
RR4	Consider printing solution that will work even when the server is down and multi-functional devices are not available	IT	IT to advise if there is an NNDC-wide solution Current workaround: Reprographics can print from a memory stick, but only if it is not password-protected	November 2019

Plans & Procedures

Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
PP1	Consider inter-linked services in BC plans	Individual BC Plan Owners/ Alison Sayer	Where there are interdependencies between services ensure that these are reflected in the business continuity plans and, if needed, also in the Corporate Business Continuity Plan	March 2020
PP2	Simplify Business Impact Analysis and Business Continuity Plans to increase usability help embed Business Continuity Management	Alison Sayer	Following consultation with managers new Business Impact Analysis and Business Continuity Plan templates have been trialled. Will be discussed at EMT meeting 12 September	November 2019

Plans & Procedures

Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
PP3	Ensure BC Plans are up to date and available	Individual BC Plan Owners	Missing contacts information has been updated. New Business Impact Analysis and Business Continuity Plan templates will be rolled out. A key performance indicator for the percentage of up to date critical business continuity plans is proposed. A target of 85% of critical plans being in date is suggested	Ongoing
PP4	Consider list of IT-free housekeeping jobs	Individual BC Plan Owners	Plan Owners to discuss with teams and add to their business continuity plans as appropriate	March 2020
PP5	Teams to review procedures and consider manual workarounds for when IT is down e.g. hard copies of vital documents or offline forms	BC Plan Owners and teams	Should be noted in Business Impact Analyses and business continuity plans	March 2020
PP6	Ensure Member contacts are up to date and available	-	Member contacts are now available	Complete
PP7	Ensure all calendars are available for viewing	Individuals via IT & Comms	Needs email/newsletter reminders to be sent out. Default set up for new staff	October 2019
PP8	Offline version of basic pay and pensions to be available to	HR/IT	Could be saved to a memory stick or desktop once a month	November 2019

Plans & Procedures

Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
	ensure staff salaries and pensions can be paid			
PP9	Ensure sufficient cheques and signatories are available	HR		November 2019
PP10	Consider access to cash arrangements for vulnerable people	Benefits Team		November 2019
PP11	Re benefit payments, consider contingency arrangements for accessing data if Open Revenue were not available	Benefits Team		December 2019

Information Flow

Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
IF1	Ensure 'emergency' website messages are available across all platforms	Sean Kelly	'How to' procedure needed, IT team members need to know where it is, prompt needed in Action Card in IT's business continuity plan	November 2019

Information Flow

Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
IF2	Linked to above – develop 'black pages' text	Sean Kelly/ Louise Cowell/ Alison Sayer	Generic wording to cover both disruptions to business as usual and external major incidents that is not usually visible but can be activated when needed, even from off-site and when the NNDC website is unavailable	November 2019
IF3	Noticeboards needed at all entrance points during IT disruptions to explain current position	Alison Sayer/ Sean Kelly	Added to Silver Group Agenda. Needs to be added to an Action Card for IT disruptions in the Corporate Business Continuity Plan and also in the BC plan for IT.	December 2019
IF4	Consider options for contacts when Skype directory is not available	IT, then BC Plan owners	IT to advise if there is an NNDC-wide solution. NB Several critical services already use WhatsApp or standard texting to contact staff. Service/Team plans should include staff details plus numbers for internal/external customers	November 2019
IF5	Review texting/WhatsApp notification and update solution for key staff and Members in NNDC re IT disruptions	Sean Kelly	Advise on options and costs. Also, consider how the contacts will be kept up to date/amended and by whom	November 2019
IF6	Develop Contact Groups for above	Sean Kelly/ Sarah Bütikofer/	Heads of Service to discuss with managers, and Portfolio Holder to discuss with Members, then	November 2019

Information Flow

Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
		Heads of Service	advise IT who needs to receive initial notifications and updates.	
IF7	Review fall back telephony arrangements, especially re urgent calls from vulnerable groups, including analog lines	IT/owners of Critical Plans	Requires input from plan owners, especially NNDC-Critical ones. (Some info should be available from the updated Business Impact Analysis documents)	February 2020
IF8	Discuss 'script' for staff to use when key IT is down to improve customer experience and manage expectations	TBC	This requires a conversation around Customer Standards and expectations.	November 2020

CABINET MEMBERS REPORT TO COUNCIL

25 September 2019

COUNCILLOR S BUTIKOFER - CABINET MEMBER FOR STRATEGY & CORPORATE SERVICES

For the period July to September 2019

1 Progress on Portfolio Matters.

North Norfolk Information Centre;

The next phase of the Deep History Coast project is now underway with the refurbishment of and fit out of the Deep History Coast Visitor Centre at the North Norfolk Information Centre in Cromer to offer an informative, innovative and interactive experience in addition to the traditional Tourist Information Services offered to visitors and residents.

The staff are currently providing the Tourist Information Services from their temporary home at Merchants Place until the end of November. Signs are in situ to direct visitors to Merchants Place and also to alternative public toilets.

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CABINET MEMBERS REPORT TO COUNCIL

25 September 2019

COUNCILLOR S BUTIKOFER - CABINET MEMBER FOR STRATEGY & CORPORATE SERVICES

For the period July 2019 to September 2019

1 Progress on Portfolio Matters.

Benefits

The speed of processing target for change of circumstances is 14 days and our current performance is 7 days. We are hoping to reduce this further by introducing a new Verification Policy.

The target for new claims is 20 days and current performance is 15 days. This is a reduction to the time taking to process a new claim of 4 days compared to the previous month. This can be partly attributed to a significant change to customer service delivery, whereby customers who come into the council offices to make a new claim will be dealt with by a Benefit Officer. The Benefit Officer is taking responsibility for the new claim end to end, giving the customer a single point of contact for the administration of their claim. This is making the process much more efficient for the customer and the council.

Housing Delivery Division's (HDDs) Performance Development Team (PDT) is responsible for monitoring and engaging with LAs about performance. One of the areas monitored is performance of VEP (Verification of Earnings and Pensions Alerts Service). This service provides a digital notification to LAs of changes to customer's earnings and pensions. The PDT monitors LAs performance management of these notifications to identify the percentage volume of VEP alert outcomes recorded against those made available to LAs.

For Quarter 1 (April 2019 to June 2019) the management information collected by the PDT has confirmed the top quartile benchmark nationwide as between 97.9% to 100%. We are very pleased to confirm that NNDC is currently at 98.6%.

This is a significant achievement and shows our commitment to focusing on reducing fraud, error and debt within the Benefit system.

127 applications for Discretionary Housing Payment have been paid. The 127 successful applications have been awarded for the following reasons:

- To secure property through a Rent Deposit = 5
- To prevent homelessness by assisting with rent arrears = 19
- To support vulnerable residents who have been subjected to welfare reforms (LHA levels, Benefit cap, Room Restrictions, etc) = 94
- To support disabled applicants in an adapted property = 2
- To secure property or prevent homelessness through short term help = 7

Revenues and Benefits attended the Greenbuild event last week to promote our online service. This was extremely successful, seeing nearly 100 people sign up to the online service. Over the weekend we were also visited by a number of members and it was great to see the interest in what we were promoting.

Benefits will be part of a Customer Service Survey which is being launched on 1st October. The feedback will cover Customer Service delivery in Revenues, Benefits and Customer Services. This will help deliver customer service excellence at NN. The survey will run up to 31st March 2020.

The recovery of Housing Benefit debt has been moved across to the Benefits Service. Staff are undergoing overpayment and debt recovery training so that recovery in this area can be maximised as well as income for the authority.

The Benefit Service will be piloting joint working with Revenues whereby the council tax account will be updated by the Benefits Team at the same time their Benefit claim is updated. This will allow for a more efficient customer service for the customer and for NN.

Eastlaw

Information Governance

NNDC's first quarter performance 19/20, for responding to FOI requests (FOIs) within the required timescales was 97% (national target 90%) and a 100% performance rate for responding to individual's subject access requests (SARs). Eastlaw also provides a co-ordination of information requests service to BCKLWN with a similar performance rate of 96% FOIs and 100% SARs.

Legal work

Officers have been working on a health and safety prosecution in regard to a caravan site in the district. This relates to an incident of a near-drowning by a member of the public at a swimming pool. The defendants have indicated guilty pleas and the matter is listed for sentencing this month.

The enforcement notice served requiring the demolition of the property known as Arcady, Holt Road, Cley has been formally appealed.

An application to divert Cromer Footpath 11 to facilitate planning reference PF/12/0376 is being processed. The diversion Order has been made and is currently out for consultation which expires on 4 October 2019.

Eastlaw has seen 2 Trainee Solicitors qualify and depart the organisation in August, and has appointed a new Trainee Solicitor to start her training contract with us in the coming months.

Democratic Services

The team provided the administrative support for the Council's first Environment Forum on 22nd August. The event was extremely well attended and there has been a lot of positive feedback. Work is ongoing to capture the information gathered at

the Forum and subsequently at Greenbuild so that it can be fed into the development of the Corporate Plan and the formulation of an Environmental Charter.

With a new academic year starting, the school engagement programme is beginning to pick up pace, with several enquiries regarding visits to the Council offices for primary school children to learn about democracy. It is intended that the programme will be widened over coming months to include high schools and colleges.

The number of hard copy agendas for committee meetings has dropped substantially following the introduction of the committee management system, Modern Gov. We have recently introduced the option to subscribe to email alerts and updates for committee documents via the website, so that people can tailor information to their specific topics of interest, committee or ward.

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CABINET MEMBERS REPORT TO COUNCIL

25 September 2019

COUNCILLOR SARAH BUTIKOFER – HUMAN RESOURCES

For the period August to September 2019

1 Progress on Portfolio Matters.

Work continues on the draft People Strategy. The next stage is a comparison between the planned outcomes of the People Strategy and those cited in the Capability Review Development Plan. This will ensure that any areas for development identified in the Capability Review (which were not already covered) can be considered.

The latest Corporate Training Program has now gone live and is available for all officers to browse and book. The program has been informed by training needs identified via appraisals and various other forms of feedback. Delivery is a combination of e-learning and face to face sessions and is complimented by other opportunities for development such as coaching and volunteering. As part of the incremental BPR process in the HR team, booking for face-to-face ('classroom') sessions has moved online to the Skillgate system which provides a degree of automated administration and a more comprehensive record of training available in an electronic format.

2020 Pay claims for Officers and Chief Executives have been received at a national level, but the pay claim for Chief Officers has not yet been received. Feedback on the Officer pay claim is being sought by the LGA via a number of roadshow events across the country. The Council were represented at roadshow held on 16 September.

Finally, following the departure of one of the HRBPs over the summer, we have now filled this role via an internal promotion. This left another vacancy and opportunity for development and promotion, resulting in one final backfill vacancy which will now be recruited to.

2 Forthcoming Activities and Developments.

Apprenticeship target reporting to be complete and published by 27 September.

CABINET MEMBERS REPORT TO COUNCIL

16th September 2019

COUNCILLOR A FITCH-TILLET - CABINET MEMBER FOR COAST

For the period July 2019 to September 16th 2019

PROGRESS ON PORTFOLIO MATTERS.

**REVETMENT REPAIRS AT WALCOTT RELOCATION OF ROCK ARMOUR
AT HAPPISBURGH COMPLETE HAPPISBURGH RAMP RECUT
COMPLETE EAST RUNTON RAMP IMPROVEMENT COMPLETE
ONGOING OVERSIGHT OF RECENT CLIFF SLIPS**

1 Progress on Portfolio Matters.

Recruitment

Thomas Hayden has join the CPE Engineering Team managed by Tamzen Pope as a Coastal Engineer Apprentice.

Project Updates

Bacton to Walcott- The scheme has been delivered and will be officially launched on 20th September with a celebration event for partners and those who have been involved in the development of the scheme locally and internationally.

We have had relatively positive news coverage during and after construction in both the press and television including a recent Inside Out programme on the UK and Dutch Sand Engine projects. Social media has been positive.

CPE staff are commissioning a 'lessons learnt' review of the project to capitalise on the learning so we can share good practice and consider any challenges for further projects on the coast of this scale and nature.

Walcott NFRM project- (as per the July Report) this project has received funding from the RFCC to explore a 'set-back' solution for land affected by surface water flooding caused by wave over-topping at a coastal erosion frontage. CPE officers have worked closely with the local landowner to create a solution that will partially protect agricultural land and reduce the level of flooding to local residents properties. The work will be done in partnership with the Norfolk Rivers Internal Drainage Board who will carry out the work on our behalf- a great example of risk management authorities collaborating to deliver greater value for the taxpayer.

Tender documents for the detailed design phases of both Phase 2 of the

Cromer Coastal protection scheme and the Mundesley defence refresh are being developed. We are planning to issue these tender documents via the Dynamic Purchasing System developed by CPE in November subject to RFCC funding. We are also undertaking a review to see if any efficiencies can be realised by procuring the construction phase together.

Ongoing Maintenance and Repairs Update

Significant repairs to the Overstrand timber revetment and groyne have been ongoing and concrete blocks have been incorporated into the revetment

Repair works to navigation beacons have been ongoing following inspections.

Ostend timber revetment repair have also been ongoing during this period.

We are in the process of developing a 10 year repair and maintenance programme.

Inspections and Maintenance update

The team are now using the Asset Inspection Tool, which was developed by CPE, to assist with the completion and recording of our asset inspections. The first stages of the use will involve reviewing and amending our asset information which is now ongoing.

We are currently undertaking a detailed inspection of the visible sections of the Bacton and Walcott timber groynes and revetment. To aid swimmers, surfers and navigation we will be installing groyne markers by Spring next year to show the alignment of the groynes which are fully submerged at high tide.

We are benefitting from a Defra-funded Icarus project which is looking at the engagement and communication needs of communities at flood and coastal risk. They are working with CPE at Hemsby- and there will be shared learning opportunity through our coastal communities.

CPE are working with Assets team to obtain a MMO licence for works on Cromer Pier Legs. We have just received the draft licence.

A host of minor works throughout the system covered under MTC is ongoing.

Health and Safety and Incidents

- Investigated the incident of someone being swept off access steps in Sheringham and got caught in the rocks. Inspection of the location highlighted that warning signs are present however it has been decided to add a couple of extra ones. We are also considering the installation of handrails down access steps – this requires inspection of all relevant steps and risk assessments to be undertaken.

- Minor injuries to two swimmers on the seaward ends of the existing groynes at Bacton – with the landward ends of the groynes no buried swimmers are no longer aware of where the groynes are particularly at high tide. Temporary groyne markers and warning signs have been installed by TVO and we are investigating permanent markers for installation in the near future.
- Significant landslide at Sidestrand – whilst not in the area that we actively manage, we have been supporting the landowner. There has been some damage to our timber revetment in front of this location and we have been undertaking some maintenance works to remove/repair damaged timbers.

2 Forthcoming Activities and Developments.

Coastal Special Interest Group Field trip (SIG) 17th-19th September
 Bacton/Walcott Launch Ceremony 20th September
 Closing Ceremony of Norfolk Coast Partnership Dark Skies Festival 22nd Sept
 ICE Conference (CPE Officers) 24-26th September
 Visit from the East Solent Coastal partnership Autumn/Winter (TBC)
 Norfolk Coastal Futures Conference October 19th
 Norfolk Coastal Futures Community event Oct 24th
 CPE Board meeting Oct 29th

3 Meetings attended

Hosted various tours of “Sand-scaping” project with a range of interested parties
 Chaired The Sand-scaping Grants Panel
 Chaired The Sand-scaping Community Liaison Meeting
 Introduced the Norfolk Coast Partnership Dark Skies Festival

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CABINET MEMBERS REPORT TO COUNCIL

25 September 2019

COUNCILLOR VIRGINIA GAY - CABINET MEMBER FOR CULTURE & WELLBEING

1 Progress on Portfolio Matters.

Culture

Arts & Culture Fund Annual budget £33,110. Grant Panel met in August and awarded funding totalling £4,599 to Mundesley Community Choir, Sheringham and Cromer Choral Society and North Norfolk Exhibition Project.

Pier Pavilion Theatre

The Pier Pavilion Theatre has enjoyed a successful summer. The current figures are:

Summer	4.09% up against 2018
Christmas	17.70% up against 2018
Hires	13.74% down against 2018
Concerts	12.71% down against 2018

Community & Wellbeing

Community Transport Fund budget £50,000. Grant Panel met in August and awarded funding totalling £14,937 to Catfield Shopper Bus and North Norfolk Community Transport

North Norfolk Help Hub Multi-agency engagement at the North Norfolk Help Hub continues to expand. Fortnightly multi-agency collaboration meetings held. Forty statutory and voluntary services are now part of the Hub network.

Social Prescribing

Ninety-five referrals for the three Living Well Officers received between 10.7.19 and 10.9.19. Total referrals since service started on 4.6.18 = 757
Two-year pilot project funded by NCC. Funding due to end June 2020

Primary Care Networks

NNDC will be commissioned by two Primary Care Networks (clusters of GP practices) in North Norfolk to deliver a Social Prescribing Link Worker service on their behalf. Officers will be employed by NNDC and based in the Help Hub. Initial two-year contract proposed.

Citizens Advice Bureau

Current Information and Advice contract is due to end 31.3.2020. NNDC area service joint funded by NNDC and NCC and delivered by Norfolk Citizens

Advice. Discussion are due to take place with NCC about future arrangements.

Muscular Skeletal Service

East Coast Community Healthcare (ECCH) & NNPC have recently been awarded the contract to deliver MSK Physio services within North Norfolk. Early discussions re: classes and group sessions being held in NNDC's leisure centres.

Leisure

Sports and Leisure Facilities

The Council's sports and leisure facilities have had a steady summer. The August figures were above target with 40,527 visits.

Parkrun

Our parkrun at Sheringham has had a very busy summer, with a total of 2,647 registered runners and an average attendance of 144 runners each week (the record is now 440). There has been a total of 354 events, with 9,754 different runners from 880 clubs taking part in 50,975 runs covering 254,875km.

Countryside

The outdoor events during the summer have been successful, the figures are as follows:

- Nine events held at four different sites
- 527 adults attended
- 687 children attended
- £3,031 income generated
- Highlights were The Pretty Corner Festival, family orienteering and make your own woodcraft animal.

The team is about to commence work on Pocket Parks project at Sadlers' Wood in association with The Felbeck Trust and using volunteers from Nova Training. New play equipment, improvements to paths, an educational area and a tree trail are all included in this exciting project.

The Countryside team has been working on a calendar, made up from the best visitor photos over the past 12 months. We have received nearly 400 entries in the 12 months from September 18 – August 19, which will make up a calendar for 2020 and will be produced for sale.

Agreement has been reached on the grazing regime for Thwaite Common for the coming year and the Advisory Group has supported its implementation.

Sports Development

A number of groups have been engaged in the development of the Sports Development and Physical Activity Strategy with the following priorities being suggested to underpin it:

- Mental Health in Young People
- Reducing Social isolation
- Long Term Health Conditions
- Living Independently
- Aspiration

Meanwhile, the sports development team have had a busy period providing classes for all abilities and age groups. Local communities are offered twelve classes per week ranging from yoga, Pilates Zumba Gold and seated exercise.

The team organised a 'Disabled Sports Day' which was a huge success with over 100 people coming along to enjoy activities followed by a BBQ. This was the third successful year for this activity.

Over the summer the team helped with the British Cycling National Cycling Championships which came through the district. The team worked closely with Cromer Junior School to create a moving piece of artwork for the event - which saw the children walking round to create 'moving wheels'.

A Tennis Development Plan is being delivered together with a local tennis coach. The initiative will deliver 30-minute coaching sessions to local primary school pupils. This will then lead to children attending a free open day to encourage them to take up tennis and become more active.

The team is also working with Suffield Park Infants school delivering the Daily Mile activity which, has been very popular amongst participants.

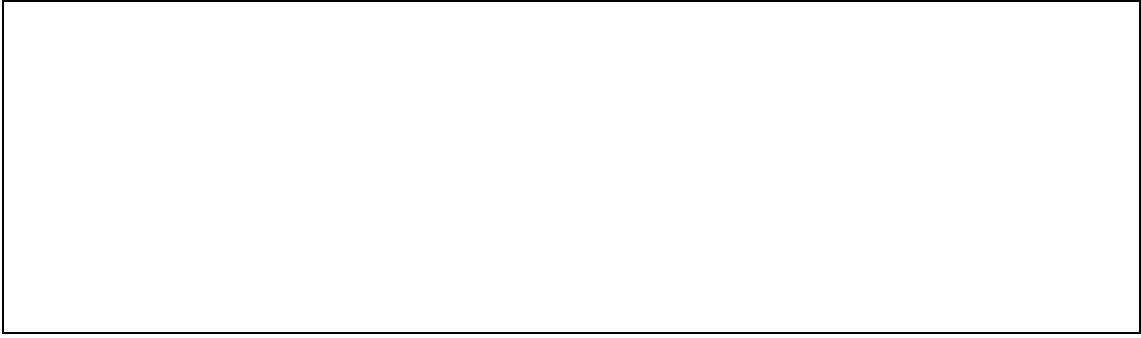
A 'Yoga on the Pier' programme was delivered this summer, which was very well received.

Beaches

All six Blue Flag beaches have fared well this summer; figures have yet to be received but it is thought, due to high numbers of visitors generally and the excellent summer weather, that our beaches will have seen record numbers.

2 Forthcoming Activities and Developments.

3 Meetings attended



CABINET MEMBERS REPORT TO COUNCIL

25 September 2019

COUNCILLOR G HAYMAN - CABINET MEMBER FOR COMMERCIALISATION AND ASSETS

For the period August to September 2019.

1 Progress on Portfolio Matters.

Public convenience improvement programme - Refurbishment works have now been completed at Walcott, Bacton and Lushers Passage in Sheringham. Planning consents and building control have been granted for the remaining schemes (New Road – North Walsham, Stearmans Yard – Wells-next-the-Sea and Bridge Street – Fakenham) and the tender documents ready to go. The designs are however currently being reviewed to ensure that all options for improving and making the most out of these assets have been considered.

The scheme is currently within the £600k budget originally approved and the tender prices will be monitored against the budget forecasts for the remaining works once received.

Cromer office roof works – the works to the glulam beams and roof glazing at the main administrative office in Cromer continue to progress well and the scaffolding to the southern elevation of the west wing has now been removed. The works commenced back in December and are scheduled to run for approximately 60 weeks with the project programme currently running on time despite some challenging weather conditions.

North Norfolk Information Centre (NNIC) improvements – Many Members will be aware of the funding offer received from the Rural Development Programme for England (RDPE) to refurbish the NNIC, to include a discovery centre to showcase the Deep History Coast through static and digital interactions. In order to provide welfare facilities for the staff it was decided to reconfigure the spacious toilets to accommodate a small kitchenette and breakout area. In addition, in early 2019, it was agreed to include a Changing Places facility as part of the refurbishment. The toilets will remain open until 23 September. For the duration of the works, which are expected to last 8 weeks, the information service will be located in Merchants Place in Cromer. Signposting will show clear directions to the Information Centre and alternative toilet facilities. It is anticipated the new facility will reopen at the end of November. The Market will remain on the Meadow Car Park site every Friday for the duration.

Pier works – the substructure works continue to progress. The theatre roof works are now complete and the barrel vaults will now be addressed. The theatre stage floor works have also completed. The works anticipated to continue for the remainder of the year.

2 Forthcoming Activities and Developments.

Holt, Grove Lane – following the completion of the improvement works undertaken on the building by Fleur Developments a visit for Members is in the process of being arranged to be supported by a press release to support the improvement works undertaken.

Leases, licences, acquisitions and disposals – the current case load in respect of the Estates team continues to be reviewed to ensure that all pending property transactions provide best value for the Council and consider and take advantage of improved use of assets wherever possible.

3 Meetings attended

Nothing further to report at the present time.

CABINET MEMBERS REPORT TO COUNCIL

25 September 2019

**COUNCILLOR RICHARD KERSHAW
CABINET MEMBER FOR ECONOMIC AND CAREER DEVELOPMENT**

1 Progress on Portfolio Matters.

Business Support

The Economic Growth Team proactively works with the business community, providing support for business growth plans and helping to overcome any barriers to growth. At the last reported figures (financial year to date), the team had engaged **74** business via business events and had 'meaningful' engagement with a further **124** businesses. Typically, this might include support for businesses in respect of planned projects (e.g. sites/premises/extensions), assisting with recruitment needs (including apprenticeships, skills need etc.), supporting new start-ups and site visits with our larger employers.

North Norfolk Manufacturing Group

On 17 July, NNDC, in collaboration with NAAME ([New Anglia Advanced Manufacturing and Engineering](#)) held the inaugural 'North Norfolk Manufacturing Group' event.

The event, hosted by [Raptor Aerospace](#) (a company that supports the UK space industry), was held at Scottow Enterprise Park and saw 25 senior figures from a range of local manufacturing firms, as well as education and training providers.

The anticipation is for the group to meet quarterly and that it will provide group members with the opportunity to make connections and grow relationships with other relevant businesses, including identifying collaborations, building supply chains and embedding best practice. However, the direction of the group will be dictated by the businesses themselves.

The next event is planned for **15 October (4pm) at Paston College**. For further information or to confirm attendance, businesses should email economic.growth@north-norfolk.gov.uk

Visitor Economy

The Economic Impact of Tourism Report

The Economic Impact of Tourism report for 2018 has now been released. This report examines the 'volume' and 'value' of tourism and the impact of visitor expenditure on the local economy.

The results, derived using the Cambridge Economic Impact Model, suggest that North Norfolk has experienced a modest 1% uplift in the total value of tourism to the local economy, amounting to £511,076,378 in total tourism value (vs £505,109,250 in 2017).

Regionally, the East of England saw a 12% *decrease* in the number of domestic overnight trips and likewise a 9% decrease was observed in the number of overnight trips from overseas visitors. Locally this correspondingly transpired to a 6% decrease in the total number of trips and a 7% decrease in the total number of nights stayed.

However, the volume of 'day trips' to North Norfolk increased by an impressive 10% (9,008,000 in 2018 vs. 8,207,000 in 2017) and there was a 4% increase in the total value of the day trips to the local economy (£279,853,000 in 2018 vs. £268,710,000 in 2017).

Whilst it is likely that the prolonged conclusion to Brexit negotiations will have had an impact on people's spending habits generally, it should be also be noted that that these figures come from an already very buoyant baseline, with the District having observed very significant (disproportionately high) growth in this sector in recent years.

Visit North Norfolk

The VNN '*North Norfolk, Naturally*' campaign is now in its second year and thirteen short films have been promoted so far. To-date there have been in excess of 2 million film views. The traffic to the VNN website, off the back of the campaign, is at its highest ever levels with 1.6 million page views per annum (a 73.24% increase from the previous year).

Deep History Coast (DHC)

On 24 August, the 'Sheringham Tank' (on the East Promenade) was the first Discovery Point unveiled, as part of a series of points that will make up the trail between Weybourne and Cart Gap. It is anticipated that all eleven of the points will have been installed before the new Discovery Centre opens later in the year following its refurbishment.

Integral to this project will be the engagement of local stakeholders and businesses alike who will act as 'ambassadors' for the project. Presently over

fifty businesses have signed up to the programme and it is anticipated that this number will continue to grow as the momentum builds post-launch. We are particularly keen to talk to hospitality (food, drink and accommodation) businesses who are happy to act as advocates of the programme. Interested businesses should be directed to Stewart Damonsing, Business Development Officer (stewart.damonsing@north-norfolk.gov.uk, 01263 516334).

The DHC marketing campaign is well underway with dedicated web pages and the main navigation button to be found on the VNN website. The 'Delve into the DHC' film was launched in mid-August and has had over 70,000 film views so far. The DHC teaser film has had 75,000 views. The web pages have had around 7,000 hits. The social media campaign comprises a monthly topical blog promoted to targeted audiences as well as social media ads on Instagram and Facebook promoting the film.

The next film ('Exploring the DHC') will be shot later in the year when the Discovery Points and Discovery Centre are complete. A press visit will also be set up in the New Year when the Discovery Centre is open. This will also coincide with the 30th anniversary of the discovery of the Steppe mammoth at West Runton.

The Mammoth Marathon

NNDC, supported by North Norfolk Beach Runners, is set to host an official 'Mammoth Marathon' on Sunday 17 May 2020, a 26.2-mile race where competitors will be able to take in the stunning scenery of North Norfolk's Deep History Coast.

The marathon will start at 9.30am in Sea Palling and the finish line will be at Sheringham High School. Competitors will also have the opportunity to take part in a half marathon which will start in Mundesley.

The event has been organised under UK Athletics regulations, and secures its position as an official marathon among those held in locations including London and Brighton.

Registration for the Mammoth Marathon opened on 13th September at www.north-norfolk.gov.uk/mammothmarathon where more details about the event, including categories, fees, prizes, start times and the full route will be available. By Sunday evening (15th September) the Marathon was 'sold out' and the half marathon is more than half full.

Market Towns

Grant offers have been issued for the applications for the second round of the Council's Market Towns Initiative, approved in July (totalling £103,747.36). Implementation of the first round of MTI Projects is being monitored. Applications for the residual funds (£22,089.67) are currently being processed.

The Council's bid to establish a **High Street Heritage Action Zone** for North

Walsham town centre has been successful, with an agreement in principle from Historic England being received on 13th September. As a result, up to £975,000 has been allocated to a programme on improvements, the details of which will be agreed with HE between now and January 2020, with the final grant being awarded in April 2020. I am looking forward to developing an ambitious design programme that will see improvements, restoration and repairs made to buildings of historical significance in North Walsham, as well as improving its townscape for the benefit of the strong local community and visitors to the town.

2 Forthcoming Activities and Developments.

Coffee Means Business

Originally commissioned by NNDC, Coffee Means Business is a monthly networking event hosted by Menta. These events provide the opportunity for local business to meet like-minded people, hear interesting presentations and learn more about local business support activities.

The next event is on **30 October** (9:30am-11:30am) at Scarborough Hill County Inn, Old Yarmouth Road, North Walsham. Details can be found at: www.genix.org.uk or call **0800 096 3013**.

Training for Small Business in Tourism and Hospitality

NNDC is pleased to announce that following a successful bid for 'LIFT' funding we will be launching a programme of subsidised training for owners and existing staff of small businesses within the tourism and hospitality industry.

Full details of the workshops, dates and venues are below.

Training	Date	Venue
Welcome Host Customer Service	Thu 14/11/2019	NNDC Cttee Room
(maximum 15 delegates)	Wed 04/12/2019	Atrium, North Walsham
	Mon 09/12/2019	Wells Community Hospital
	Wed 22/01/2020	NNDC Boardroom
	Fri 07/02/2020	Atrium, North Walsham
Digital Media Beginners	Wed 06/11/2019	NNDC IT training room
(maximum 4 delegates	Thu 07/11/2019	Alderman Peel High School
	Thu 05/12/2019	NNDC IT training room

	Fri 13/12/19	Nova Training, North Walsham
	Thu 09/01/2020	NNDC IT training room
Digital Media Advanced	Wed 27/11/2019	Merchants Place, Cromer
(maximum 10 delegates)	Wed 29/01/2020	Merchants Place, Cromer
Marketing Beginners	Tue 12/11/2019	NNDC Cttee Room
	Wed 20/11/2019	Wells Community Hospital
Marketing Advanced	Wed 08/01/2020	NNDC Room 3
	Wed 15/01/2020	Wells Community Hospital

To find out more and to book places on the above courses, please email:
economic.growth@north-norfolk.gov.uk

3 Meetings attended

In addition to the usual meetings with the team and Council colleagues, specific meetings have been attended with significant local businesses in order to understand the issues they currently face, including Place UK and Crisp Maltings.

Water Resources East held a launch event at the UEA in August. Through this initiative, the Council and other partner authorities will be able to explore innovative ways of addressing the pressing water resource constraints in the County and hopefully find suitable solutions to the needs of local businesses and farmers (particularly in the east of the District).

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CABINET MEMBERS REPORT TO COUNCIL

25 September 2019

COUNCILLOR ERIC SEWARD - CABINET MEMBER FOR FINANCE, REVENUES & BENEFITS

For the period August to September 2019.

1 Progress on Portfolio Matters.

Spending Review 2019 – the [Spending Round 2019](#) announcements were made on 4 September by Sajid Javid and set out the Government's spending plans for 2020/21. The detail of the announcements can be accessed [here](#). This is a one-year spending review and only covers the period 2020/21, the multi-year spending review is expected to be announced next year.

While the announcements brought some good news for the Local Government sector as a whole (although it could have gone much further), the real win and the bulk of the additional money was understandably focused towards social care which saw access to funding increase by £1.5b (£1b through a new grant and £0.5b through the adult social care precept).

We have also received confirmation that the Fair Funding Review, Business Rates Review and business rates reset have all been deferred by 12 months to 2021/22.

The key issues for us

Council tax - we are currently assuming that districts will again be allowed to increase council tax by the higher of £5 or 2.0% as in previous years although this has not as yet been confirmed and a technical consultation paper is expected in the near future on all the council tax proposals, including the adult social care precept.

New Homes Bonus (NHB) - NHB isn't mentioned other than in relation to a specific technical adjustment. Without any announcement about alternative plans it's probably safe for us to assume that the NHB will continue to operate under the same methodology as used for 2019/20.

Rural Services Delivery Grant - This grant isn't mentioned separately so again we are currently assuming that there will be no change in 2020-21.

Business Rates – the baseline funding levels for business rates will be increased by inflation so effectively the current business rates retention

system will stay in place for a further year and we won't now see any baseline reset in 2020/21 which again is good news although we will need to undertake some further detailed modelling to try and better understand what this means to us in cash terms.

Revenue Support Grant (RSG) – this is still subject to further clarification.

The finance team will need to model the impact of these proposals as more details are released over the coming weeks but it does look positive in terms of the forecast £2m budget deficit for 2020/21. However this is still all subject to confirmation and will be taken account of as part of updating the Medium Term Financial Strategy and the budget setting process.

While this may give us a little bit of breathing space there is still a lot of work to do in terms of addressing any future year's deficits and this still comes with the uncertainties around the Business Rates Review, Fair Funding Review and the 2020 Spending Review.

P4 BM report – the first budget monitoring report of the year went through Cabinet and O&S earlier this month and is currently forecasting a small overspend but the finance team will continue to monitor this position as we progress through the financial year.

2 Forthcoming Activities and Developments.

2019/20 Business Rates Pilot – the monitoring of the business rates pilot commenced during August and this will enable us to see how the pilot is progressing. However as indicated within previous reports this additional one-off income will only be taken account of once the final year end position is established.

Medium Term Financial Strategy (MTFS) – The MTFS will be presented to Members later in the autumn and will consider the financial challenges facing the Council over the next 4 years. This work will be used to inform the budget preparation for 2020/21.

Budget training – the finance team are looking to schedule in some further training sessions for Members on the budget process later in the year following the success of the sessions provided last autumn.

3 Meetings attended

Nothing further to report.

BUDGET MONITORING REPORT 2019/20 – PERIOD 4

Summary: This report summarises the budget monitoring position for the revenue account and capital programme to the end of July 2019.

Options considered: Not applicable.

Conclusions: The overall position at the end of July 2019 shows an £612,936 underspend for the current financial year on the revenue account, this is currently expected to deliver a full year overspend of £141,156.

Recommendations: **It is recommended that:**

- 1) **Cabinet note the contents of the report and the current budget monitoring position;**
- 2) **Full Council agree to release £468,954 from capital receipts to fund the ongoing maintenance works to Cromer Pier following receipt of the storm surge insurance payment.**

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

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

System budget monitoring reports

Cabinet Member(s) Cllr Wyndham Northam	Ward(s) affected
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Contact Officer, telephone number and email: Duncan Ellis, 01263 516330, Duncan.ellis@north-norfolk.gov.uk
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1. Introduction

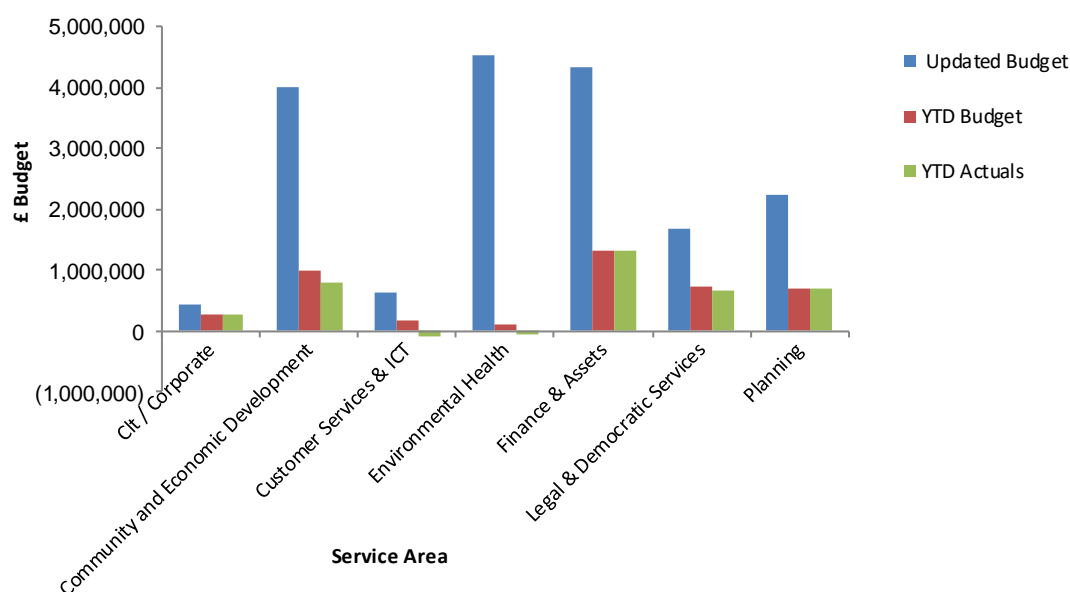
This report compares the actual expenditure and income position at the end of July 2019 to the Updated budget for 2019/20. The Original Base Budget as agreed by Full Council in February 2019 has been updated to reflect approved budget virements.

- 1.2 The base budget for 2019/20 included savings and additional income totalling £811,300 to be delivered in the year. Section 3.1 of this report includes an updated position on the delivery of these.

2. Budget Monitoring Position – Revenue Services

2.1 The General Fund Summary at Appendix A shows the high level budget monitoring position as at 31 July 2019 and highlights a year to date variance of £612,936 underspend against the profiled updated budget. Of the under spend £638,365 is in relation to the service variances with the remainder relating to non-service specific budgets. The chart below illustrates these variances per service area and Appendix B provides further details of the individual service variances. A net £25,429 overspend is in relation to non-service expenditure against the profiled budget. Details of these variances are included within section 4.

Variance by Service area



2.2 Variances are reported against the updated budget in the Council's General Fund Summary as show in Appendix A. Any budgets and reserves affected will be updated accordingly.

2.3 The following table shows the over/underspend to date for the more significant variances; this is compared to the updated budget. The estimated full year variance is what the likely financial position will to be at the end of the financial year.

Table 1 – Service Variances	Over/ (Under) Spend to Date against Updated Budget	Estimated Full Year Variance Against Updated Budget
	£	£
CLT and Corporate		
Corporate Leadership Team – Staffing costs due to re-grading's and employee inflation. This is likely to result in a full year variance of £17,330.	6,323	17,330
Economic and Community Development		
Car Parking – (£79,984) Car Park income higher than anticipated. Car Park income is received in	(132,720)	(50,000)

Table 1 – Service Variances	Over/ (Under) Spend to Date against Updated Budget	Estimated Full Year Variance Against Updated Budget
	£	£
arrears therefore an estimate for period 4 figures has been included. (£10,877) Rents – Other Commercial premises. (£49,377) Invoice for the Car Park management fee has not been received from Kings Lynn and West Norfolk Borough Council.		
Sports Centres – (£41,000) Provision in relation to 2018/19 hall hire for which invoices have not yet been received. This has been partially offset by electricity charges for Cabbell park Cromer £17,828. Whilst these charges have been paid they are being disputed with the supplier.	(18,643)	0
Community and Localism - (£42,152) awarded by the Big Society Fund during 2018/19 but not yet claimed.	(44,585)	0
Customer Services and ICT		
Customer Services Corporate - The service shows a year to date saving of £9,462, this is largely down to demand led activities such as postages and stationery purchases - these budgets will be spent later in the financial year. A number of the posts have undergone the job evaluation process and as a result been regraded. The possible full year effect of this has been calculated at £19,935.	(9,462)	19,935
Homelessness – The council were advised of £257,898 additional Housing grants after the 2019/20 budget process was completed. These included an additional £247,898 from the Ministry for Housing Communities and Local Government (MHCLG) in respect of Rough Sleeper initiative, Rapid rehousing pathway and Flexible Homelessness. This unanticipated funding is going to be used to fund additional staffing to support a number of homelessness prevention issues.	(268,554)	0
Environmental Health		
Public Protection – General Licensing income is lower than anticipated. This is largely due to accrued income relating to 2018/19. The income budgets are currently being reviewed but based upon an early analysis it is prudent to include a possible full year effect of £20,000. This will continue to be monitored	38,257	20,000

Table 1 – Service Variances	Over/ (Under) Spend to Date against Updated Budget	Estimated Full Year Variance Against Updated Budget
	£	£
and an update provided as part of the P6 budget monitoring process.		
<p>Waste Collection and Disposal – (£52,736) Accrual relating to 2018/19 commercial waste disposal costs not yet offset by expenditure.</p> <p>Additional trade waste fee income. With the continued growth in the commercial waste service, it will be necessary to provide additional resources to ensure service levels are maintained during the busy summer period. Some additional income will therefore be offset by higher than budgeted costs during the year.</p>	(180,670)	(35,000)
Finance and Assets		
<p>Investment Properties – Additional costs associated with preparing properties for use as temporary accommodation. If no funding is available it is possible that the housing earmarked reserve or grant funding could be used to offset these costs.</p> <p>£14,589 Recharges for facilities not yet invoiced.</p>	25,320	15,000
<p>Corporate and Democratic Core – (£17,484) EU exit preparation grant received from Ministry for Housing, Community and Local Government, (MHCLG). The balance is made up of bank charges and professional fees.</p> <p>There is an anticipated full year effect in relation to bank charges, this is in relation to increased bank charges in relation to garden bin payments.</p>	(20,196)	7,000
Legal and Democratic Services		
<p>Benefits Administration – There are currently two vacant posts within the benefits establishment; the new Benefits Managers have taken the opportunity to review the staffing structure within the service.</p> <p>A number of grants have been received from the Department for Works and Pensions (DWP); these are to support the added burden of undertaking new initiatives and will be offset by increased expenditure.</p>	(83,512)	0

Table 1 – Service Variances	Over/ (Under) Spend to Date against Updated Budget	Estimated Full Year Variance Against Updated Budget
	£	£
Planning		
<p>Development Management – External Professional and legal fees relating to planning appeals and planning enforcement cases. The year to date variance also includes costs awarded against the Council.</p> <p>£79,323 Planning application fee income down - this has been partially offset by (£45,954) income received in relation to pre-application advice. No full year effect has been flagged but the position will continue to be monitored and an update provided as part of the period 6 reporting position.</p>	40,147	20,000
<p>Major Developments – £31,822 Legal representation in respect of Development consent order applications for Vattenfall offshore wind farms. Work still continues on this and will likely result in a full year effect of £40,000.</p>	21,118	40,000
<p>Building Control – Building Control fee income up against the profiled budget - as a self-financing service this current surplus will continue to be monitored and the position adjusted through the Building Control Earmarked Reserve at the end of the Financial year.</p>	(27,091)	0
<p>Property Information – Norfolk County Council search fees accrued from 2018/19 less than anticipated - this is likely to result in a saving of £10,000.</p>	(17,378)	(10,000)
TOTALS	(671,646)	44,265

3 Budget Monitoring Position – Savings and Additional Income

3.1 The budget for 2019/20 includes savings and additional income totaling £811,300. This includes an additional £83,750 'savings to be identified from the DT programme' but not allocated to individual services. The majority of the savings work streams are achieving the budgeted savings, with a couple of small exceptions.

- Holt Tourist Information Centre – budget assumed transfer to Holt Town Council before 1 April 2019, this transfer was delayed and some premises costs including business rates have been incurred in 2019/20.
- Additional targets to be achieved from the Digital Transformation programme 2 - still to be identified and delivered.

- 3.2 The detail for each of these savings is included at Appendix D. Table 2 below summarises the current position for each of the work streams compared to the budgeted position. This position will continue to be monitored and an update will be provided as part of the period 6 monitoring report.

Table 2 – Savings and Additional Income Budgeted Target for 2019/20 split by work stream	2019/20 Base Budget	2019/20 P4 Monitoring Position	2019/20 Movement from the Base Budget at P4
	£	£	£
Growth – New Homes and Business Rates	0	0	0
Digital Transformation* Including savings to be Identified of £83,750	(244,429)	(216,513)	27,916
Property Investment and Asset Commercialisation	(190,966)	(190,966)	0
Shared Services and Selling Services	(26,800)	(26,800)	0
Collaboration and Localism	0	0	0
Maximising Income and Reducing costs	(83,211)	(83,211)	0
Other Efficiencies and Savings	(265,894)	(260,520)	5,264
Total	(811,300)	(773,384)	33,180

4 Non Service Variances to Period 4 2019/20

Investment Interest

- 4.1 The interest budget for 2019/20 anticipates that a total of £1,344,000 will be earned from treasury investments and a loan for service purposes to Broadland Housing Association. Overall an average balance of £38.4m is assumed, at an average interest rate of 3.5%.
- 4.2 At the end of period 4, a total of £425,262 has been earned, resulting in an adverse variance against the year to date budget of £23,966. The average rate of interest achieved was 2.88% from an average balance available for investment of £44.2m. At the end of the year a shortfall against the budget of £63,711 is anticipated. The investment balance is forecast to be above budget but against this the interest rate achieved looks likely to be below the budget figure, based on what has been achieved to period 4. However there are significant risks to this forecast in the current uncertain economic environment.
- 4.3 A total of £32m has been invested in pooled funds which are valued at £33.8m at the end of period 4. Most of the gain is attributed to the LAMIT Pooled Property Fund which is worth £1.7m above the £5m originally invested. The Council has a balanced portfolio with a diverse range of funds investing in different instruments. The Council can expect the valuation of its pooled investments to continue to be volatile, but this is in line with expectations when the investments were placed. The risks inherent in the volatile nature of these investments are mitigated as the Council intends to hold them for the long term.

Retained Business Rates

- 4.4 The Council is part of the Norfolk wide Business Rates Retention Pilot for 2019/20, which will see 75% of Business Rates Growth retained within the County, rather than 50% under the usual scheme. The pilot is currently progressing well, with quarterly County wide monitoring taking place as per the agreed governance arrangements. The financial benefit to the Council from participating in this pilot will only be known for certain in July 2020, once the NNDR 3 return is completed and audited, and the performance of the other billing authorities in the pilot will affect the final figure.
- 4.5 Agreement has been reached with the New Anglia LEP (NALEP) in respect of sums due in the Enterprise Zones to NCC and NALEP for the financial years 2016/17, 2017/18 and 2018/19. These payments will be made in the 2019/20 financial year.
- 4.6 The Valuation Office Agency continues to provide limited information on appeals but the effect on the surplus/deficit position on the general fund of any under or over provision made in the Accounts will not impact until 2020/21 due to accounting practices.
- 4.7 The NHS Trust's application for mandatory rate relief continues to work its way through the legal processes, with a hearing date now scheduled for November 2019. Any impact on the Council cannot be determined at this time, but will be affected by the Council's membership of the Norfolk Business Rates Pool and subsequent Pilot.

5 Budget Monitoring Position – Summary

- 5.1 The following table provides a summary of the full year projections for the service areas.

Table 3 - Summary of Full Year Effects 2019/20	Estimated Movement From Updated Budget £
Service Areas (Table 1)	44,265
Investment Interest	63,711
Business Rates	0
Savings and Additional Income	33,180
Total	141,156

6 Budget Monitoring Position – Capital

- 6.1 Total Capital expenditure amounted to £3,233,432 across all projects in the first quarter of 2019/20. Members were provided with an updated Capital Programme for both the current and future years as part of the 2018/19 Outturn Report to Cabinet in June 2019. The Capital Programme has been updated to reflect changes agreed in the first quarter of 2018/19 and can be found at Appendix C. Since the last report to Cabinet the following changes have been made:

- Splash Leisure Centre Re provision – An amount of £2,030,000 was agreed at Full Council in July to fund an increase in build costs following procurement for building contractors. This is currently profiled in the 2021-22 financial year and is forecast to be funded through external borrowing.
- Fair Meadow House Improvements – An additional £25,000 from the Asset Management Reserve was agreed under delegation to fund works to the drainage system and septic tank at the property in order to allow its continued use as a holiday let, generating income for the Council.
- Cromer Pier – At the meeting of 3 July 2017 Cabinet approved a rolling programme of survey works, with a detailed initial survey to be undertaken followed by annual top up surveys to better inform future maintenance requirements, budget requirements and works programming. The first year's detailed survey was completed by the Hemsley Orrell Partnership (HOP) and identified initial works of around £900k. At the time the structural engineers recommended that it would be best to schedule the works to the steel structure underneath the theatre area ahead of any works to the theatre roof itself to minimise the risk of any deflection or movement to the roof and as part of the period 4 budget monitoring report in 2018/19 a sum of £400,000 was released. An update was provided within the period 10 2018/19 budget monitoring report following receipt of £468,954 of insurance money from the 2013 storm surge and this was earmarked for future pier works. This report is now recommending that capital receipts equalling this amount are released for the ongoing works.

7 Conclusion

- 7.1 The revenue budget is showing an estimated full year overspend for the current financial year of £141,156. The overall financial position continues to be closely monitored and it is anticipated that the overall budget for the current year will be achieved.

8 Financial Implications and Risks

- 8.1 The detail within section 2 of the report highlights the more significant variances including those that are estimated to result in a full year impact.
- 8.2 The Original base budget for 2019/20 included service savings and additional income totalling £811,300; these are largely still on target to be achieved although there is currently an anticipated full year shortfall of £33,180, The progress in achieving these will continue to be monitored as part of the overall budget monitoring process and where applicable corrective action will be identified and implemented to ensure the overall budget remains achievable.
- 8.3 The estimated outturn shown in Table 1 will continue to be monitored during the year and where applicable will be transferred to reserves.

9 Sustainability - None as a direct consequence from this report.

10 Equality and Diversity - None as a direct consequence from this report.

11 Section 17 Crime and Disorder considerations - None as a direct consequence from this report.

General Fund Summary 2019/20 Base Budget

Service Area	2019/20	2019/20	Actuals		Variance	Commitments	Remaining
	Base Budget	Updated Budget	Budget YTD	YTD	YTD		Budget
	£	£	£	£	£	£	£
Corporate Leadership Team/Corporate	440,608	440,608	267,099	270,908	3,809	11,128	158,572
Community & Economic Development	3,811,316	3,995,901	997,525	813,479	(184,046)	969,620	2,212,803
Customer Services & ICT	627,669	619,899	174,450	(96,135)	(270,585)	334,793	381,241
Environmental Health	4,536,023	4,536,023	110,977	(38,886)	(149,863)	4,234,451	340,458
Finance and Assets	4,305,907	4,334,616	1,324,690	1,318,843	(5,847)	686,761	2,329,012
Legal and Democratic Services	1,655,892	1,666,392	735,452	670,647	(64,805)	11,130	984,615
Planning	2,234,605	2,247,105	702,574	707,630	5,056	177,193	1,362,281
							0
Service Savings to be Identified (DT)	(83,750)	(83,750)	(27,916)	0	27,916		(83,750)
Net Cost of Services	17,528,270	17,756,794	4,284,850	3,646,486	(638,365)	6,425,077	7,685,231
Parish Precepts	2,390,634	2,390,634	1,197,830	1,197,830	0	0	1,192,804
Capital Charges	(1,308,233)	(1,308,233)	(436,080)	(436,080)	0	0	(872,153)
Refcus	(1,425,000)	(1,425,000)	0	0	0	0	(1,425,000)
Interest Receivable	(1,330,685)	(1,330,685)	(449,353)	(425,518)	23,835	0	(905,167)
External Interest Paid	10,000	10,000	3,332	4,925	1,593	0	5,075
Revenue Financing for Capital:	4,643,249	4,643,249	0	0	0	0	4,643,249
IAS 19 Pension Adjustment	252,210	252,210	0	0	0	0	252,210
Net Operating Expenditure	20,760,445	20,988,969	4,600,579	3,987,643	(612,936)	6,425,077	10,576,249
Contribution to/(from) the Earmarked Reserves							
Capital Projects Reserve	(1,426,249)	(1,426,249)	0	0	0	0	(1,426,249)
Asset Management	(92,000)	(146,400)	0	0	0	0	(146,400)
Benefits	(12,838)	(12,838)	0	0	0	0	(12,838)
Broadband	(1,000,000)	(1,000,000)	0	0	0	0	(1,000,000)
Business Rates Reserve	(38,241)	(63,241)	0	0	0	0	(63,241)
Coast Protection	(42,302)	(42,302)	0	0	0	0	(42,302)
Communities	(242,000)	(318,563)	0	0	0	0	(318,563)
Economic Development & Tourism	(10,000)	(10,000)	0	0	0	0	(10,000)
Elections	(120,000)	(120,000)	0	0	0	0	(120,000)
Environmental Health	(40,000)	(40,000)	0	0	0	0	(40,000)
Grants	(44,416)	(14,655)	0	0	0	0	(14,655)
Housing	(97,999)	(65,192)	0	0	0	0	(65,192)
New Homes Bonus Reserve	(596,558)	(633,287)	0	0	0	0	(633,287)
Organisational Development	(78,246)	(78,246)	0	0	0	0	(78,246)
Pathfinder	(40,076)	(40,076)	0	0	0	0	(40,076)
Planning Revenue	0	0	0	0	0	0	0
Property Investment Fund	(1,000,000)	(1,000,000)	0	0	0	0	(1,000,000)
Restructuring/Invest to save	(624,819)	(644,819)	0	0	0	0	(644,819)
Contribution to/(from) the General Reserve	(26,690)	(105,090)	0	0	0	0	(105,090)
Amount to be met from Government Grant and Local Taxpayers	15,228,011	15,228,011	4,600,579	3,987,643	(612,936)	6,425,077	4,815,291
Collection Fund – Parishes	(2,390,634)	(2,390,634)	(836,722)	(836,722)	0	0	(1,553,912)
Collection Fund – District	(6,240,604)	(6,240,604)	(2,184,213)	(2,184,213)	0	0	(4,056,391)
Retained Business Rates	(5,385,617)	(5,385,617)	(3,027,957)	(3,027,957)	0	0	(2,357,660)
New Homes bonus	(1,211,156)	(1,211,156)	(605,578)	(605,578)	0	0	(605,578)
							0
Income from Government Grant and Taxpayers	(15,228,011)	(15,228,011)	(6,654,470)	(6,654,470)	0	0	(8,573,541)
(Surplus)/Deficit	0	0	(2,053,891)	(2,666,826)	(612,936)	6,425,077	(3,758,251)

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Service Area Summaries P4 2019/20

CLT / Corporate

Service	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
Human Resources & Payroll							
Gross Direct Costs	358,552	119,571	106,537	(13,034)	972	251,043	See Note A
Gross Direct Income	(1,000)	(332)	(567)	(235)	0	(433)	No Major Variances.
Support Service Charges	(357,552)	(119,188)	(119,188)	0	0	(238,364)	
	0	51	(13,218)	(13,269)	972	12,246	
Note A: (£2,268) - Salaries and on costs. There are staff vacancies, but recruitment is taking place so no variance is anticipated. £3,126 - New appointment advertising credits - to be used as and when vacancies require advertising and charged on to services. (£12,211) - Common Training. There is no projected full year effect. £5k committed for appraisal refresh and £19k committed for various corporate training to be delivered before 31/03/20.							
Registration Services							
Gross Direct Costs	416,818	240,904	407,942	167,038	2,111	6,765	Costs associated with the European Election - to be funded from a Cabinet Office grant.
Gross Direct Income	(71,120)	(500)	(154,158)	(153,658)	0	83,038	Advance payment from Cabinet Office for the European Election.
Support Service Charges	94,910	31,644	31,644	0	0	63,266	
	440,608	272,048	285,428	13,380	2,111	153,069	
Corporate Leadership Team							
Gross Direct Costs	461,625	153,876	160,195	6,319	1,041	300,389	£7,942 - Salaries and on costs are higher as a result of staff regrading's and pay awards. This will lead to a full year cost of £17,330.
Support Service Charges	(461,625)	(153,872)	(153,872)	0	0	(307,753)	
	0	4	6,323	6,319	1,041	(7,364)	
Communications							
Gross Direct Costs	309,078	98,048	97,701	(347)	7,004	204,373	No Major Variances.
Gross Direct Income	0	0	(2,275)	(2,275)	0	2,275	Income from filming rights.
Support Service Charges	(309,078)	(103,052)	(103,052)	0	0	(206,026)	
	0	(5,004)	(7,626)	(2,622)	7,004	622	
Total CLT / Corporate	440,608	267,099	270,908	3,809	11,128	158,572	

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Service Area Summaries P4 2019/20
Community, Economic Development & Coast

Service	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
Health							
Gross Direct Income	0	0	(253)	(253)	0	253	No Major Variances.
	0	0	(253)	(253)	0	253	
Car Parking							
Gross Direct Costs	845,196	435,910	391,262	(44,648)	164,802	289,132	(£49,377) - Invoice for management fee not yet received
Capital Charges	28,446	9,484	9,484	0	0	18,962	
Gross Direct Income	(2,634,946)	(985,111)	(1,073,183)	(88,072)	0	(1,561,763)	(£79,984) - Car park income higher than expected. (£10,877) - Rents - Licence fee for compound at Station Road Car Park, Sheringham.
Support Service Charges	152,019	57,348	57,348	0	0	94,671	
	(1,609,285)	(482,369)	(615,089)	(132,720)	164,802	(1,158,999)	
Markets							
Gross Direct Costs	56,436	21,851	21,312	(539)	2,854	32,269	No Major Variances.
Gross Direct Income	(63,654)	(40,000)	(39,437)	563	0	(24,217)	No Major Variances.
Support Service Charges	27,920	9,312	9,312	0	0	18,608	
	20,702	(8,837)	(8,813)	24	2,854	26,661	
Parks & Open Spaces							
Gross Direct Costs	243,861	75,723	72,348	(3,375)	141,422	30,092	No Major Variances.
Capital Charges	36,897	12,300	12,300	0	0	24,597	
Gross Direct Income	(14,590)	(2,292)	(2,551)	(259)	0	(12,040)	No Major Variances.
Support Service Charges	119,950	39,992	39,992	0	0	79,958	
	386,118	125,723	122,089	(3,634)	141,422	122,607	
Foreshore							
Gross Direct Costs	146,209	35,821	48,572	12,751	20,548	77,090	£6,380 - Transport of Mundesley huts from winter storage. £3,518 Higher repair & maintenance costs for Amenity Lighting.
Capital Charges	5,601	1,868	1,868	0	0	3,733	
Gross Direct Income	(217,362)	(72,456)	(77,149)	(4,693)	0	(140,213)	(£2,805) - Winter storage fees.
Support Service Charges	198,500	66,188	66,188	0	0	132,312	
	132,948	31,421	39,479	8,058	20,548	72,921	
Sports Centres							
Gross Direct Costs	124,012	0	(17,874)	(17,874)	32,163	109,723	(£41,000) - Hall hire invoices not yet received from schools for the 18/19 financial year. £17,828 - Electricity payment re Cabbell Park. This is in dispute and awaiting a response. £2,002 - Telephone Rentals & Maintenance (Cancellation fees)
Capital Charges	12,497	4,164	4,164	0	0	8,333	
Gross Direct Income	0	0	(769)	(769)	0	769	No Major Variances.
Support Service Charges	168,770	56,284	56,284	0	0	112,486	
	305,279	60,448	41,805	(18,643)	32,163	231,311	
Leisure Complexes							
Gross Direct Costs	274,790	16,637	15,106	(1,531)	133,096	126,588	No Major Variances.
Capital Charges	525,644	175,212	175,212	0	0	350,432	
Support Service Charges	51,590	17,204	17,204	0	0	34,386	
	852,024	209,053	207,522	(1,531)	133,096	511,406	
Other Sports							
Gross Direct Costs	152,029	48,823	52,182	3,359	34,884	64,962	No Major Variances.
Gross Direct Income	(10,000)	(3,332)	(3,967)	(635)	0	(6,033)	No Major Variances.
Support Service Charges	54,540	18,192	18,192	0	0	36,348	
	196,569	63,683	66,407	2,724	34,884	95,278	

Service Area Summaries P4 2019/20
Community, Economic Development & Coast

Service	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
Recreation Grounds							
Gross Direct Costs	18,466	4,617	4,616	(1)	13,850	(0)	No Major Variance
Capital Charges	79	28	28	0	0	51	
Gross Direct Income	(1,000)	(332)	(760)	(428)	0	(240)	No Major Variance
Support Service Charges	4,490	1,500	1,500	0	0	2,990	
	22,035	5,813	5,384	(429)	13,850	2,801	
Pier Pavilion							
Gross Direct Costs	60,448	55,260	55,976	716	340	4,133	No Major Variances.
Gross Direct Income	(20,000)	0	0	0	0	(20,000)	No Major Variances.
Support Service Charges	32,830	10,948	10,948	0	0	21,882	
	73,278	66,208	66,924	716	340	6,015	
Foreshore (Community)							
Gross Direct Costs	516,273	210,411	204,040	(6,371)	287,770	24,463	(£3,988) - Memorial seats. (£2,074) - Telephone rentals and maintenance.
Support Service Charges	57,690	19,232	19,232	0	0	38,458	
	573,963	229,643	223,272	(6,371)	287,770	62,921	
Woodlands Management							
Gross Direct Costs	171,467	56,956	73,062	16,106	40,460	57,945	£5,062 - Electrical hook up to WC's and Tearooms at Holt CP; replace the timber legs to the Picnic Shelter. £2,542 - Tree safety work. £2,886 - Purchase of marquee, funded from reserves. The balance consists of minor variances.
Capital Charges	1,346	448	448	0	0	898	
Gross Direct Income	(25,550)	(8,520)	(12,742)	(4,222)	0	(12,808)	(£2,000) - Contribution from Woodland Trust for Pretty Corner Woods festival.
Support Service Charges	133,430	44,484	44,484	0	0	88,946	
	280,693	93,368	105,253	11,885	40,460	134,981	
Cromer Pier							
Gross Direct Costs	108,084	59,263	59,177	(86)	3,936	44,971	No Major Variances.
Capital Charges	6,249	2,084	2,084	0	0	4,165	
Gross Direct Income	(25,734)	(6,434)	(6,930)	(496)	0	(18,804)	No Major Variances.
Support Service Charges	66,330	22,112	22,112	0	0	44,218	
	154,929	77,025	76,443	(582)	3,936	74,550	
Economic Growth							
Gross Direct Costs	82,530	5,764	6,446	682	942	75,143	No Major Variances.
Capital Charges	211	72	72	0	0	139	
Gross Direct Income	0	0	0	0	0	0	
Support Service Charges	310,260	103,424	103,424	0	0	206,836	
	393,001	109,260	109,942	682	942	282,118	
Tourism							
Gross Direct Costs	43,588	19,328	26,255	6,927	10,875	6,458	Orchestra Live costs.
Gross Direct Income	0	0	(6,750)	(6,750)	0	6,750	Grant income to offset costs from Orchestra Live.
Support Service Charges	18,610	6,208	6,208	0	0	12,402	
	62,198	25,536	25,713	177	10,875	25,610	
Coast Protection							
Gross Direct Costs	321,275	93,972	92,525	(1,447)	58,325	170,425	No Major Variances.
Capital Charges	18,070	6,024	6,024	0	0	12,046	
Gross Direct Income	0	0	0	0	0	0	
Support Service Charges	370,240	123,408	123,408	0	0	246,832	
	709,585	223,404	221,957	(1,447)	58,325	429,303	

Service Area Summaries P4 2019/20
Community, Economic Development & Coast

Service	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
Business Growth Staffing							
Gross Direct Costs	253,035	80,600	78,283	(2,317)	0	174,752	No Major Variances.
Support Service Charges	(226,802)	(75,592)	(75,592)	0	0	(151,210)	
	26,233	5,008	2,691	(2,317)	0	23,542	
Economic & Comm Dev Mgt							
Gross Direct Costs	100,953	27,272	27,391	119	0	73,562	No Major Variances.
Support Service Charges	(56,218)	(18,740)	(18,740)	0	0	(37,478)	
	44,735	8,532	8,651	119	0	36,084	
Leisure							
Gross Direct Costs	197,722	65,916	66,451	535	625	130,646	No Major Variances.
Gross Direct Income	(700)	(232)	0	232	0	(700)	No Major Variances.
Support Service Charges	(195,274)	(65,080)	(65,080)	0	0	(130,194)	
	1,748	604	1,371	767	625	(248)	
Housing (Health & Wellbeing)							
Gross Direct Costs	271,527	90,515	87,507	(3,008)	0	184,020	No Major Variances.
Gross Direct Income	(86,700)	(43,350)	(43,350)	0	0	(43,350)	No Major Variances.
Support Service Charges	54,288	18,104	18,104	0	0	36,184	
	239,115	65,269	62,261	(3,008)	0	176,854	
Housing Strategy							
Gross Direct Costs	289,187	88,426	90,065	1,639	22,434	176,688	No Major Variances.
Capital Charges	425,000	0	0	0	0	425,000	
Gross Direct Income	0	(4)	(81)	(77)	0	81	No Major Variances.
Support Service Charges	43,867	14,652	14,652	0	0	29,215	
	758,054	103,074	104,636	1,562	22,434	630,984	
Community And Localism							
Gross Direct Costs	417,647	3,476	(41,593)	(45,069)	10	459,230	(£42,152) - Grants awarded by the Big Society panel during 2018/19 not yet claimed.
Gross Direct Income	(50,658)	(11,153)	(10,669)	484	0	(39,989)	No Major Variances.
Support Service Charges	10,630	3,544	3,544	0	0	7,086	
	377,619	(4,133)	(48,718)	(44,585)	10	426,327	
Coastal Management							
Gross Direct Costs	294,255	89,756	94,516	4,760	285	199,454	Higher staffing costs, some of which will be offset by recharges at year end.
Support Service Charges	(299,895)	(99,964)	(99,964)	0	0	(199,931)	
	(5,640)	(10,208)	(5,448)	4,760	285	(477)	
Total Community, Economic Development & Coast	3,995,901	997,525	813,479	(184,046)	969,620	2,212,803	

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Service Area Summaries P4 2019/20
Customer Services & ICT

Service	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
ICT - Support Services							
Gross Direct Costs	1,318,772	425,180	422,150	(3,030)	175,681	720,940	(£2,524) - Salaries and on costs are lower. This will be used to fund a fixed term contract extension.
Capital Charges	99,550	33,184	33,184	0	0	66,366	
Gross Direct Income	(410)	(136)	(1,667)	(1,531)	0	1,257	No Major Variances.
Support Service Charges	(1,417,912)	(472,640)	(472,640)	0	0	(945,272)	
	0	(14,412)	(18,972)	(4,560)	175,681	(156,709)	
Tourist Information Centres							
Gross Direct Costs	107,417	44,011	53,057	9,046	21,019	33,341	£3,815 - Holt TIC refurbishment. £3,294 - North Norfolk Information Centre repairs and maintenance. £2,325 - Souvenir purchases for resale.
Capital Charges	5,729	1,908	1,908	0	0	3,821	
Gross Direct Income	(27,000)	(9,004)	(8,404)	600	0	(18,596)	No Major Variances.
Support Service Charges	98,390	32,804	32,804	0	0	65,586	
	184,536	69,719	79,364	9,645	21,019	84,153	
Homelessness							
Gross Direct Costs	181,696	60,548	124,967	64,419	84,644	(27,914)	£78,606, Homelessness costs including Bed and Breakfast expenditure and rent deposit advances - this is offset by increased benefit and recoverable income.
Gross Direct Income	(242,893)	(103,424)	(436,397)	(332,973)	0	193,504	(£257,898) Additional Grant income notified of after the budget process was completed. Recoverable charges on homelessness additional costs.
Support Service Charges	504,330	168,112	168,112	0	0	336,218	
	443,133	125,236	(143,318)	(268,554)	84,644	501,808	
Customer Services Housing							
Gross Direct Costs	334,790	111,604	114,951	3,347	648	219,190	No Major Variances.
Support Service Charges	(334,790)	(111,592)	(111,592)	0	0	(223,198)	
	0	12	3,359	3,347	648	(4,008)	
Digital Transformation							
Gross Direct Costs	243,370	81,124	77,451	(3,673)	14,630	151,289	No Major Variances.
Support Service Charges	(243,370)	(81,128)	(81,128)	0	0	(162,242)	
	0	(4)	(3,677)	(3,673)	14,630	(10,953)	
Reprographics							
Gross Direct Costs	88,343	29,448	28,332	(1,116)	25,268	34,742	(£3,255) - Operating lease costs for printers lower than expected as a result of lower numbers of copies being required.
Capital Charges	18,603	6,200	6,200	0	0	12,403	
Gross Direct Income	(7,500)	(2,500)	(1,661)	839	0	(5,839)	No Major Variances.
Support Service Charges	(99,446)	(33,148)	(33,148)	0	0	(66,298)	
	0	0	(277)	(277)	25,268	(24,991)	
Customer Services - Corporate							
Gross Direct Costs	642,354	214,120	204,658	(9,462)	12,903	424,793	£5,384 - Salaries and on costs higher as a result of regradings. This will lead to a full year cost of £19,935. (£4,674) - Lower stationery purchases. (£4,338) - Lower postage costs. (£2,034) - Other professional fees. (£2,107) - Equipment repair and maintenance.
Gross Direct Income	(30,640)	(13,717)	(10,768)	2,949	0	(19,872)	£2,668 - Postal charges re envelopes, BR postage and surcharges.
Support Service Charges	(619,484)	(206,504)	(206,504)	0	0	(412,980)	
	(7,770)	(6,101)	(12,614)	(6,513)	12,903	(8,059)	
Total Customer Services & ICT	619,899	174,450	(96,135)	(270,585)	334,793	381,241	

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Service Area Summaries P4 2019/20
Environmental Health

Service	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
Commercial Services							
Gross Direct Costs	258,216	86,045	88,658	2,613	14,575	154,983	No Major Variances.
Gross Direct Income	(13,250)	(1,262)	(2,600)	(1,338)	0	(10,650)	No Major Variances.
Support Service Charges	115,880	38,636	38,636	0	0	77,244	
	360,846	123,419	124,694	1,275	14,575	221,577	
Internal Drainage Board Levies							
Gross Direct Costs	397,862	198,931	199,512	581	0	198,350	No Major Variances.
Support Service Charges	710	236	236	0	0	474	
	398,572	199,167	199,748	581	0	198,824	
Travellers							
Gross Direct Costs	7,400	18,030	17,453	(577)	22,886	(32,938)	No Major Variances.
Capital Charges	97,800	32,600	32,600	0	0	65,200	
Gross Direct Income	(4,000)	(1,336)	(326)	1,010	0	(3,674)	No Major Variances.
Support Service Charges	1,930	648	648	0	0	1,282	
	103,130	49,942	50,375	433	22,886	29,869	
Public Protection							
Gross Direct Costs	207,585	69,686	69,423	(263)	8,696	129,467	No Major Variances.
Gross Direct Income	(196,985)	(69,992)	(31,471)	38,521	0	(165,514)	General Licensing income lower than anticipated. This is associated to an accrual brought forward from 2018/19.
Support Service Charges	104,470	34,836	34,836	0	0	69,634	
	115,070	34,530	72,787	38,257	8,696	33,587	
Street Signage							
Gross Direct Costs	12,470	2,820	2,066	(754)	0	10,404	No Major Variances.
Capital Charges	7,564	2,520	2,520	0	0	5,044	
Support Service Charges	18,950	6,320	6,320	0	0	12,630	
	38,984	11,660	10,906	(754)	0	28,078	
Environmental Protection							
Gross Direct Costs	662,062	208,567	203,818	(4,749)	27,128	431,117	No Major Variances.
Capital Charges	4,501	1,500	1,500	0	0	3,001	
Gross Direct Income	(59,235)	(18,227)	(15,508)	2,719	0	(43,727)	No Major Variances.
Support Service Charges	176,210	58,740	58,740	0	0	117,470	
	783,538	250,580	248,550	(2,030)	27,128	507,861	
Env Health - Service Mgmt							
Gross Direct Costs	140,739	47,704	47,010	(694)	22,730	70,999	No Major Variances.
Support Service Charges	(127,735)	(42,572)	(42,572)	0	0	(85,163)	
	13,004	5,132	4,438	(694)	22,730	(14,164)	
Combined Enforcement Team							
Gross Direct Costs	154,164	51,392	52,798	1,406	374	100,992	No Major Variances.
Support Service Charges	(154,164)	(51,372)	(51,372)	0	0	(102,792)	
	0	20	1,426	1,406	374	(1,800)	
Environmental Contracts							
Gross Direct Costs	270,155	90,060	90,203	143	593	179,359	No Major Variances.
Gross Direct Income	0	0	(192)	(192)	0	192	No Major Variances.
Support Service Charges	(270,155)	(90,040)	(90,040)	0	0	(180,115)	
	0	20	(29)	(49)	593	(564)	
Waste Collection And Disposal							
Gross Direct Costs	4,366,995	937,108	880,404	(56,704)	3,479,129	7,462	(£52,736) Accrual brought forward for commercial waste disposal costs. No invoices received to date.
Capital Charges	52,686	17,564	17,564	0	0	35,122	
Gross Direct Income	(3,156,297)	(1,935,542)	(2,059,508)	(123,966)	0	(1,096,789)	Additional trade waste fee income.
Support Service Charges	452,720	150,924	150,924	0	0	301,796	
	1,716,104	(829,946)	(1,010,616)	(180,670)	3,479,129	(752,408)	

Service Area Summaries P4 2019/20
Environmental Health

Service	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
Cleansing							
Gross Direct Costs	828,183	203,974	201,209	(2,765)	654,450	(27,476)	Credit adjustment from contractor.
Gross Direct Income	(54,157)	0	(4,200)	(4,200)	0	(49,957)	Sale proceeds of vehicles.
Support Service Charges	55,020	18,344	18,344	0	0	36,676	
	829,046	222,318	215,353	(6,965)	654,450	(40,757)	
Environmental Strategy							
Gross Direct Costs	25,000	1,500	1,491	(9)	2,738	20,771	No Major Variances.
Gross Direct Income	(15,000)	(12,750)	(12,880)	(130)	775	(2,895)	No Major Variances.
Support Service Charges	20,190	6,728	6,728	0	0	13,462	
	30,190	(4,522)	(4,661)	(139)	3,513	31,338	
Community Safety							
Gross Direct Costs	26,893	8,968	8,747	(221)	0	18,146	No Major Variances.
Support Service Charges	11,750	3,920	3,920	0	0	7,830	
	38,643	12,888	12,667	(221)	0	25,976	
Civil Contingencies							
Gross Direct Costs	83,336	27,245	26,953	(292)	379	56,004	No Major Variances.
Support Service Charges	25,560	8,524	8,524	0	0	17,036	
	108,896	35,769	35,477	(292)	379	73,040	
Total Environmental Health	4,536,023	110,977	(38,886)	(149,863)	4,234,451	340,458	

Service Area Summaries P4 2019/20
Finance & Assets

Service	Full Year Budget	YTD Budget	YTD Actuals	YTD Variance	Commitments	Remaining Budget	Explanation for Major Variances
	£	£	£	£	£	£	
Industrial Estates							
Gross Direct Costs	18,343	10,324	14,532	4,208	1,557	2,254	No Major Variances.
Capital Charges	46,238	15,412	15,412	0	0	30,826	
Gross Direct Income	(128,649)	(52,480)	(56,185)	(3,705)	0	(72,464)	No Major Variances.
Support Service Charges	46,580	15,540	15,540	0	0	31,040	
	(17,488)	(11,204)	(10,702)	502	1,557	(8,343)	
Surveyors Allotments							
Gross Direct Income	(50)	(16)	(50)	(34)	0	0	No Major Variances.
Support Service Charges	5,240	1,752	1,752	0	0	3,488	
	5,190	1,736	1,702	(34)	0	3,488	
Handy Man							
Gross Direct Costs	41,637	15,444	15,754	310	109	25,774	No Major Variances.
Capital Charges	1	0	0	0	0	1	
Gross Direct Income	(54,730)	(13,683)	(13,942)	(259)	0	(40,788)	No Major Variances.
Support Service Charges	65,970	21,996	21,996	0	0	43,974	
	52,878	23,757	23,808	51	109	28,961	
Parklands							
Gross Direct Costs	37,282	12,319	11,924	(395)	1,722	23,636	No Major Variances.
Capital Charges	585	196	196	0	0	389	
Gross Direct Income	(67,628)	(55,468)	(48,506)	6,962	0	(19,122)	Recharge of utilities - being reviewed.
Support Service Charges	33,490	11,164	11,164	0	0	22,326	
	3,729	(31,789)	(25,222)	6,567	1,722	27,229	
Revenue Services							
Gross Direct Costs	607,817	189,136	184,957	(4,179)	63,166	359,694	No Major Variances.
Gross Direct Income	(442,911)	(91,048)	(90,525)	523	0	(352,386)	No Major Variances.
Support Service Charges	441,270	147,116	147,116	0	0	294,154	
	606,176	245,204	241,548	(3,656)	63,166	301,462	
Benefits Subsidy							
Gross Direct Costs	23,321,596	0	(136)	(136)	0	23,321,732	No Major Variances.
Gross Direct Income	(23,321,596)	0	(8,312)	(8,312)	0	(23,313,284)	Recoverable costs.
	0	0	(8,448)	(8,448)	0	8,448	
Discretionary Payments							
Gross Direct Costs	61,237	30,619	33,983	3,364	0	27,254	£4,000 Additional grant to Parish Council.
Support Service Charges	3,770	1,256	1,256	0	0	2,514	
	65,007	31,875	35,239	3,364	0	29,768	
Non Distributed Costs							
Gross Direct Costs	0	63,051	63,808	757	0	(63,808)	No Major Variances.
	0	63,051	63,808	757	0	(63,808)	
Administration Buildings Svs							
Gross Direct Costs	587,805	244,098	238,770	(5,328)	102,930	246,105	Lower repair and maintenance costs.
Capital Charges	76,860	25,620	25,620	0	0	51,240	
Gross Direct Income	(277,475)	(74,562)	(75,315)	(753)	0	(202,161)	No Major Variances.
Support Service Charges	(291,643)	(97,212)	(97,212)	0	0	(194,431)	
	95,547	97,944	91,864	(6,080)	102,930	(99,247)	

Service Area Summaries P4 2019/20
Finance & Assets

Service	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
Property Services							
Gross Direct Costs	567,044	189,581	200,114	10,533	67,757	299,173	(£7,915) Vacant posts now filled; (£8,500) Creditor provision - invoice in dispute; £20,977 Professional fees - some costs will be funded from the Asset Management Reserve and others will impact service related utility savings.
Capital Charges	12,385	4,128	4,128	0	0	8,257	
Gross Direct Income	0	0	2,714	2,714	0	(2,714)	Outstanding Debtor provision relating to insurance recharges for shared equity properties.
Support Service Charges	(579,429)	(193,124)	(193,132)	(8)	0	(386,297)	
	0	585	13,824	13,239	67,757	(81,581)	
Head Of Finance & Assets							
Gross Direct Costs	101,419	33,808	36,257	2,449	0	65,162	No Major Variances.
Support Service Charges	(101,419)	(33,844)	(33,844)	0	0	(67,575)	
	0	(36)	2,413	2,449	0	(2,413)	
Corporate Finance							
Gross Direct Costs	426,639	148,436	140,699	(7,737)	24,354	261,586	Net Turnover savings resulting from a vacant post.
Capital Charges	4,491	1,496	1,496	0	0	2,995	
Support Service Charges	(431,130)	(143,708)	(143,708)	0	0	(287,422)	
	0	6,224	(1,513)	(7,737)	24,354	(22,841)	
Insurance & Risk Management							
Gross Direct Costs	199,486	99,742	99,743	1	0	99,743	No Major Variances.
Gross Direct Income	(650)	(216)	(7)	209	0	(643)	No Major Variances.
Support Service Charges	(198,836)	(66,296)	(66,296)	0	0	(132,540)	
	0	33,230	33,439	209	0	(33,439)	
Internal Audit							
Gross Direct Costs	75,000	18,750	15,580	(3,170)	132,234	(72,814)	No Major Variances.
Support Service Charges	(75,000)	(25,000)	(25,000)	0	0	(50,000)	
	0	(6,250)	(9,420)	(3,170)	132,234	(122,814)	
Playgrounds							
Gross Direct Costs	42,428	14,035	14,697	662	12,141	15,589	No Major Variances.
Support Service Charges	36,970	12,328	12,328	0	0	24,642	
	79,398	26,363	27,025	662	12,141	40,231	
Community Centres							
Gross Direct Costs	9,753	1,700	2,099	399	75	7,579	No Major Variances.
Support Service Charges	7,470	2,496	2,496	0	0	4,974	
	17,223	4,196	4,595	399	75	12,553	
Public Conveniences							
Gross Direct Costs	569,209	201,952	191,769	(10,183)	255,112	122,328	(£17,940) Lower water/sewerage costs due to a change of supplier; £3,470 Higher Business rates ; £2,658 Higher R&M costs.
Capital Charges	131,495	43,832	43,832	0	0	87,663	
Gross Direct Income	0	0	(145)	(145)	0	145	No Major Variances.
Support Service Charges	80,717	26,904	26,904	0	0	53,813	
	781,421	272,688	262,360	(10,328)	255,112	263,949	

Service Area Summaries P4 2019/20
Finance & Assets

Service	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
Investment Properties							
Gross Direct Costs	73,906	27,577	38,308	10,731	21,880	13,718	Expenditure at Stirling Road, Sculthorpe in preparation for use as temporary accommodation.
Capital Charges	66,099	22,032	22,032	0	0	44,067	
Gross Direct Income	(221,800)	(106,050)	(91,461)	14,589	0	(130,339)	Recharge of utilities at the Rocket House. Debtor provision brought forward from 2018/19.
Support Service Charges	165,510	55,176	55,176	0	0	110,334	
	83,715	(1,265)	24,055	25,320	21,880	37,780	
Central Costs							
Gross Direct Costs	86,384	26,338	26,620	282	6	59,759	No Major Variances.
Support Service Charges	(86,384)	(28,808)	(28,808)	0	0	(57,576)	
	0	(2,470)	(2,188)	282	6	2,183	
Corporate & Democratic Core							
Gross Direct Costs	509,180	219,967	217,255	(2,712)	3,718	288,207	(£3,421) - Bank charges. (£4,644) - Other professional fees.
Capital Charges	1,000,000	0	0	0	0	1,000,000	
Gross Direct Income	0	0	(17,484)	(17,484)	0	17,484	(£17,484) - Grants - Other (EU Exit preparation)
Support Service Charges	1,052,640	350,884	350,884	0	0	701,756	
	2,561,820	570,851	550,655	(20,196)	3,718	2,007,447	
Total Finance & Assets	4,334,616	1,324,690	1,318,843	(5,847)	686,761	2,329,012	

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Service Area Summaries P4 2019/20

Legal & Democratic Services

Service	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
Benefits Administration							
Gross Direct Costs	908,538	300,184	300,625	441	2,156	605,757	Turnover savings resulting from in year vacancies. Offset by additional Civica software costs.
Capital Charges	11,500	3,832	3,832	0	0	7,668	
Gross Direct Incom	(375,193)	0	(83,953)	(83,953)	0	(291,240)	One-off additional grants received from Department for Works and Pensions (DWP). This will be offset by additional expenditure including planned service improvement costs.
Support Service Ch	549,050	183,032	183,032	0	0	366,018	
	1,093,895	487,048	403,536	(83,512)	2,156	688,203	
Members Services							
Gross Direct Costs	514,647	170,159	176,010	5,852	4,746	333,891	£5,981 - Member training costs.
Gross Direct Incom	(400)	(132)	(29)	103	0	(371)	No Major Variances.
Support Service Ch	58,250	19,432	19,432	0	0	38,818	
	572,497	189,459	195,413	5,955	4,746	372,337	
Legal Services							
Gross Direct Costs	689,194	230,411	237,119	6,708	4,228	447,847	£5,892 - Book purchases. £2,763 - Generic training. £2,139 - Mileage allowances. All these will be funded from the Legal Reserve. (£5,158) - Client disbursement costs are lower than expected.
Gross Direct Incom	(329,946)	(51,714)	(45,670)	6,044	0	(284,276)	£10,060 - Income from legal fees. No variance is anticipated. (£4,032) - Client disbursements - recharged land registry fees etc.
Support Service Ch	(359,248)	(119,752)	(119,752)	0	0	(239,496)	
	0	58,945	71,697	12,752	4,228	(75,925)	
Total Legal & Democratic Services							
	1,666,392	735,452	670,647	(64,805)	11,130	984,615	

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**Service Area Summaries P4 2019/20
Planning**

Service	Full Year Budget £	YTD Budget £	YTD Actuals £	YTD Variance £	Commitments £	Remaining Budget £	Explanation for Major Variances
Development Management							
Gross Direct Costs	969,617	327,540	339,798	12,258	89,009	540,810	Professional fees in relation to Planning appeals and enforcement works. £10,500 costs awarded.
Capital Charges	37,106	12,368	12,368	0	0	24,738	
Gross Direct Income	(802,200)	(267,396)	(239,507)	27,889	0	(562,693)	£79,323, Fee income down offset by (£45,954) increased professional advice.
Support Service Charges	647,710	215,908	215,908	0	0	431,802	
	852,233	288,420	328,567	40,147	89,009	434,657	
Planning Policy							
Gross Direct Costs	626,541	165,546	164,715	(831)	5,744	456,082	No Major Variances.
Gross Direct Income	0	0	(45)	(45)	0	45	No Major Variances.
Support Service Charges	73,506	24,512	24,512	0	0	48,994	
	700,047	190,058	189,182	(876)	5,744	505,121	
Conservation, Design & Landscape							
Gross Direct Costs	101,081	31,540	26,137	(5,403)	9,436	65,508	Accrual relating to 2018/19 contribution not yet offset by expenditure.
Support Service Charges	70,070	23,376	23,376	0	0	46,694	
	171,151	54,916	49,513	(5,403)	9,436	112,202	
Major Developments							
Gross Direct Costs	236,255	78,752	99,870	21,118	5,683	130,701	Professional fees in relation to Development consent orders for Vattenfall windfarm schemes - this is likely to result in a full year effect of £40,000. This was initially outlined in a paper taken to Cabinet in September 2018.
Support Service Charges	95,670	31,892	31,892	0	0	63,778	
	331,925	110,644	131,762	21,118	5,683	194,479	
Building Control							
Gross Direct Costs	395,739	134,087	132,583	(1,504)	6,758	256,399	No Major Variances.
Gross Direct Income	(386,250)	(128,752)	(154,338)	(25,586)	0	(231,912)	Building Control fees are up against profiled budget. As this service is operated on a cost recovery basis, any (surplus)/deficit position will be adjusted for through the earmarked reserve.
Support Service Charges	123,110	41,052	41,052	0	0	82,058	
	132,599	46,387	19,296	(27,091)	6,758	106,545	
Head Of Planning							
Gross Direct Costs	119,410	42,004	36,542	(5,462)	5,910	76,958	No Major Variances.
Support Service Charges	(119,410)	(39,796)	(39,796)	0	0	(79,614)	
	0	2,208	(3,254)	(5,462)	5,910	(2,656)	
Property Information							
Gross Direct Costs	187,190	52,613	41,928	(10,685)	54,654	90,608	2018/19 accrual in respect of outstanding NCC search fees was greater than invoices received.
Gross Direct Income	(190,000)	(63,336)	(70,029)	(6,693)	0	(119,971)	Increased fee income relating to Land Charge fees and Street Naming and Numbering services.
Support Service Charges	61,960	20,664	20,664	0	0	41,296	
	59,150	9,941	(7,437)	(17,378)	54,654	11,933	
Total Planning	2,247,105	702,574	707,630	5,056	177,193	1,362,281	

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General Fund - Service Area Summaries P4 2019/20

Clt / Corporate

Cost Centre Name	Full Year Budget	YTD Budget	YTD Actuals	Variance YTD	Immediate Commitments	Remaining Budget
	£	£	£	£	£	£
Human Resources & Payroll	0	51	(13,218)	(13,269)	972	12,246
Registration Services	440,608	272,048	285,428	13,380	2,111	153,069
Corporate Leadership Team	0	4	6,323	6,319	1,041	(7,364)
Communications	0	(5,004)	(7,626)	(2,622)	7,004	622
	440,608	267,099	270,908	3,809	11,128	158,572

Community, Econ Dev & Coast

Cost Centre Name	Full Year Budget	YTD Budget	YTD Actuals	Variance YTD	Immediate Commitments	Remaining Budget
	£	£	£	£	£	£
Health	0	0	(253)	(253)	0	253
Car Parking	(1,609,285)	(482,369)	(615,089)	(132,720)	164,802	(1,158,999)
Markets	20,702	(8,837)	(8,813)	24	2,854	26,661
Parks & Open Spaces	386,118	125,723	122,089	(3,634)	141,422	122,607
Foreshore	132,948	31,421	39,479	8,058	20,548	72,921
Sports Centres	305,279	60,448	41,805	(18,643)	32,163	231,311
Leisure Complexes	852,024	209,053	207,522	(1,531)	133,096	511,406
Other Sports	196,569	63,683	66,407	2,724	34,884	95,278
Recreation Grounds	22,035	5,813	5,384	(429)	13,850	2,801
Pier Pavilion	73,278	66,208	66,924	716	340	6,015
Foreshore (Community)	573,963	229,643	223,272	(6,371)	287,770	62,921
Woodlands Management	280,693	93,368	105,253	11,885	40,460	134,981
Cromer Pier	154,929	77,025	76,443	(582)	3,936	74,550
Economic Growth	393,001	109,260	109,942	682	942	282,118
Tourism	62,198	25,536	25,713	177	10,875	25,610
Coast Protection	709,585	223,404	221,957	(1,447)	58,325	429,303
Business Growth Staffing	26,233	5,008	2,691	(2,317)	0	23,542
Economic & Comm Dev Mgt	44,735	8,532	8,651	119	0	36,084
Leisure	1,748	604	1,371	767	625	(248)
Housing (Health & Wellbeing)	267,390	65,269	62,261	(3,008)	0	205,129
Housing Strategy	729,779	103,074	104,636	1,562	22,434	602,709
Community And Localism	377,619	(4,133)	(48,718)	(44,585)	10	426,327
Coastal Management	(5,640)	(10,208)	(5,448)	4,760	285	(477)
	3,995,901	997,525	813,479	(184,046)	969,620	2,212,803

Customer Services & ICT

Cost Centre Name	Full Year Budget	YTD Budget	YTD Actuals	Variance YTD	Immediate Commitments	Remaining Budget
	£	£	£	£	£	£
It - Support Services	0	(14,412)	(18,972)	(4,560)	175,681	(156,709)
Tic'S	184,536	69,719	79,364	9,645	21,019	84,153
Homelessness	443,133	125,236	(143,318)	(268,554)	84,644	501,808
Customer Services Housing	0	12	3,359	3,347	648	(4,008)
Digital Transformation	0	(4)	(3,677)	(3,673)	14,630	(10,953)
Reprographics	0	0	(277)	(277)	25,268	(24,991)
Customer Services - Corporate	(7,770)	(6,101)	(12,614)	(6,513)	12,903	(8,059)
	619,899	174,450	(96,135)	(270,585)	334,793	381,241

General Fund - Service Area Summaries P4 2019/20

Environmental Health

Cost Centre Name	Full Year Budget	YTD Budget	YTD Actuals	Variance YTD	Immediate Commitments	Remaining Budget
	£	£	£	£	£	£
Commercial Services	360,846	123,419	124,694	1,275	14,575	221,577
Internal Drainage Board Levies	398,572	199,167	199,748	581	0	198,824
Travellers	103,130	49,942	50,375	433	22,886	29,869
Public Protection	115,070	34,530	72,787	38,257	8,696	33,587
Street Signage	38,984	11,660	10,906	(754)	0	28,078
Environmental Protection	783,538	250,580	248,550	(2,030)	27,128	507,861
Env Health - Service Mgmt	13,004	5,132	4,438	(694)	22,730	(14,164)
Combined Enforcement Team	0	20	1,426	1,406	374	(1,800)
Environmental Contracts	0	20	(29)	(49)	593	(564)
Waste Collection And Disposal	1,716,104	(829,946)	(1,010,616)	(180,670)	3,479,129	(752,408)
Cleansing	829,046	222,318	215,353	(6,965)	654,450	(40,757)
Environmental Strategy	30,190	(4,522)	(4,661)	(139)	3,513	31,338
Community Safety	38,643	12,888	12,667	(221)	0	25,976
Civil Contingencies	108,896	35,769	35,477	(292)	379	73,040
	4,536,023	110,977	(38,886)	(149,863)	4,234,451	340,458

Finance & Assets

Cost Centre Name	Full Year Budget	YTD Budget	YTD Actuals	Variance YTD	Immediate Commitments	Remaining Budget
	£	£	£	£	£	£
Industrial Estates	(17,488)	(11,204)	(10,702)	502	1,557	(8,343)
Surveyors Allotments	5,190	1,736	1,702	(34)	0	3,488
Handy Man	52,878	23,757	23,808	51	109	28,961
Parklands	3,729	(31,789)	(25,222)	6,567	1,722	27,229
Revenue Services	606,176	245,204	241,548	(3,656)	63,166	301,462
Benefits Subsidy	0	0	(8,448)	(8,448)	0	8,448
Discretionary Payments	65,007	31,875	35,239	3,364	0	29,768
Non Distributed Costs	0	63,051	63,808	757	0	(63,808)
Administration Buildings Svcs	95,547	97,944	91,864	(6,080)	102,930	(99,247)
Property Services	0	585	13,824	13,239	67,757	(81,581)
Head Of Finance & Assets	0	(36)	2,413	2,449	0	(2,413)
Corporate Finance	0	6,224	(1,513)	(7,737)	24,354	(22,841)
Insurance & Risk Management	0	33,230	33,439	209	0	(33,439)
Internal Audit	0	(6,250)	(9,420)	(3,170)	132,234	(122,814)
Playgrounds	79,398	26,363	27,025	662	12,141	40,231
Community Centres	17,223	4,196	4,595	399	75	12,553
Public Conveniences	781,421	272,688	262,360	(10,328)	255,112	263,949
Investment Properties	83,715	(1,265)	24,055	25,320	21,880	37,780
Central Costs	0	(2,470)	(2,188)	282	6	2,183
Corporate & Democratic Core	2,561,820	570,851	550,655	(20,196)	3,718	2,007,447
	4,334,616	1,324,690	1,318,843	(5,847)	686,761	2,329,012

Legal & Democratic Svcs

Cost Centre Name	Full Year Budget	YTD Budget	YTD Actuals	Variance YTD	Immediate Commitments	Remaining Budget
	£	£	£	£	£	£
Benefits Administration	1,093,895	487,048	403,536	(83,512)	2,156	688,203
Members Services	572,497	189,459	195,413	5,955	4,746	372,337
Legal Services	0	58,945	71,697	12,752	4,228	(75,925)
	1,666,392	735,452	670,647	(64,805)	11,130	984,615

General Fund - Service Area Summaries P4 2019/20

Planning

Cost Centre Name	Full Year Budget	YTD Budget	YTD Actuals	Variance YTD	Immediate Commitments	Remaining Budget
	£	£	£	£	£	£
Development Management	852,233	288,420	328,567	40,147	89,009	434,657
Planning Policy	700,047	190,058	189,182	(876)	5,744	505,121
Conservation, Design & Landscaping	171,151	54,916	49,513	(5,403)	9,436	112,202
Major Developments	331,925	110,644	131,762	21,118	5,683	194,479
Building Control	132,599	46,387	19,296	(27,091)	6,758	106,545
Head Of Planning	0	2,208	(3,254)	(5,462)	5,910	(2,656)
Property Information	59,150	9,941	(7,437)	(17,378)	54,654	11,933
	2,247,105	702,574	707,630	5,056	177,193	1,362,281

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Scheme	Scheme Total	Pre 31/3/19 Actual	Updated	Current	Updated	Updated	Updated
	Current Estimate	Expenditure	Budget 2019/20	Expenditure and Commitments 2019/20	Budget 2020/21	Budget 2021/22	Budget 2022/23
	£	£	£	£	£	£	£
Jobs and the Economy							
Rocket House	77,084	37,334	39,750	0	0	0	0
Egmere Business Zone	2,255,000	175,027	2,079,973	12,455	0	0	0
Better Broadband for Norfolk	1,000,000	0	1,000,000	0	0	0	0
Local Property Investment Fund	1,000,000	0	1,000,000	0	0	0	0
Property Investment Company	2,000,000	0	1,000,000	0	1,000,000	0	0
Purchase of New Car Park Vehicles	60,000	45,000	15,000	0	0	0	0
Deep History Coast	592,973	318,050	274,923	238,316	0	0	0
Fair Meadow House Improvements	25,000	16,235	33,765	0	0	0	0
Fair Meadow House Annexe	55,000	0	55,000	0	0	0	0
Collectors Cabin	25,000	652	24,348	0	0	0	0
Cornish Way	170,000	0	170,000	170,000	0	0	0
Fakenham Connect	100,000	0	100,000	0	0	0	0
Lifeguard Hut	25,000	0	25,000	0	0	0	0
Bacton Car Park	30,000	0	30,000	10,000	0	0	0
Holway Road Roundabout	100,000	0	100,000	0	0	0	0
Public Convenience Improvements	600,000	45,741	554,259	148,061	0	0	0
	8,115,057	638,039	6,502,018	578,832	1,000,000	0	0
Housing and Infrastructure							
Disabled Facilities Grants	Annual programme	Annual programme	1,122,631	301,716	1,000,000	1,000,000	1,000,000
Parkland Improvements	100,000	12,996	87,004	0	0	0	0
Compulsory Purchase of Long Term Empty Properties	630,000	490,654	139,346	0	0	0	0
Shannoeks Hotel	490,000	51,638	426,249	0	0	0	0
Laundry Loke - Victory Housing	100,000	0	80,000	0	20,000	0	0
Community Housing Fund	2,198,262	416,760	1,781,502	104,444	0	0	0
Provision of Temporary Accommodation	610,000	0	610,000	0	0	0	0
Fakenham Extra Care	215,500	0	215,500	0	0	0	0
	4,128,262	972,047	4,462,232	406,160	1,020,000	1,000,000	1,000,000
Coast and Countryside							
Gypsy and Traveller Short Stay Stopping Facilities	1,417,533	1,347,941	40,849	0	28,743	0	0
Cromer Pier Structural Works - Phase 2	1,378,549	1,364,734	13,815	0	0	0	0
Cromer Pier and West Prom Refurbishment Project	1,465,000	1,119,299	506	33,490	0	0	0
Refurbishment Works to the Seaside Shelters	149,501	145,130	4,371	372	0	0	0
Cromer Coast Protection Scheme 982 and SEA	8,822,000	5,305,389	3,516,611	17,650	0	0	0

Coastal Erosion Assistance	90,000	41,203	48,797	0	0	0	0
Coastal Adaptations	410	0	410	0	0	0	0
Mundesley - Refurbishment of Coastal Defences	3,221,000	45,786	3,175,214	1,826	0	0	0
Ostend Targeted Rock Placement and Coastal Adaptation	55,000	219	54,781	0	0	0	0
Cromer Pier - Steelworks and Improvements to Pavilion Theatre	675,000	382,869	292,131	528,335	0	0	0
Beach Access	201,514	182,742	18,772	40,202	0	0	0
Bacton and Walcott Coastal Management Scheme	500,000	353,965	146,035	146,035	0	0	0
Countryside Tractors	29,495	26,895	2,600	0	0	0	0
	18,005,002	10,316,172	7,314,892	767,910	28,743	0	0

Health and Well Being

Splash Roof Repairs	63,120	9,866	28,254	0	25,000	0	0
Steelwork Protection to Victory Pool and Fakenham Gym	27,500	33	27,467	0	0	0	0
Fakenham Gym	62,500	0	62,500	0	0	0	0
Splash Gym Equipment	1,013,000	0	640,000	0	373,000	0	0
North Walsham Artificial Grass Pitch	860,000	3,018	856,982	8,098	0	0	0
Splash Leisure Centre Reprovision	10,667,000	1,060,709	5,272,791	387,907	4,333,500	2,030,000	0
North Norfolk Sports Hub, Cromer	3,181,000	350,136	2,830,865	320,538	0	0	0
	15,874,120	1,423,762	9,718,858	716,543	4,731,500	2,030,000	0

Service Excellence

Administrative Buildings	1,302,570	919,747	382,823	555,753	0	0	0
Council Chamber and Committee Room Improvements	89,000	76,679	12,321	69,112	0	0	0
Environmental Health IT System Procurement	150,000	114,988	35,012	2,000	0	0	0
Document and Records Management System	60,000	36,157	23,843	8,100	0	0	0
Purchase of Bins	326,216	292,800	80,000	65,107	80,000	80,000	80,000
User IT Hardware Refresh	135,000	59,146	50,854	5,578	55,000	55,000	55,000
Storage Hardware	60,000	0	60,000	12,378	0	0	0
Members IT	65,000	0	65,000	29,027	0	0	0
Aerial Photography	15,000	0	15,000	0	0	0	0
Back Scanning of Files	200,000	109,176	90,824	16,932	0	0	0
Housing Options System	20,000	650	19,350	0	0	0	0
	2,422,786	1,609,343	835,027	763,987	135,000	135,000	135,000

48,545,227	14,959,363	28,833,027	3,233,432	6,915,243	3,165,000	1,135,000
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Capital Programme Financing

Grants		8,615,874	361,394	1,028,743	1,000,000	1,000,000
Other Contributions		450,000	0	0	0	0
Asset Management Reserve		270,000	170,000	0	0	0
Capital Project Reserve		1,760,701	607,447	373,000	0	0
Other Reserves		5,335,761	252,505	1,000,000	0	0
Capital Receipts		11,543,709	1,833,988	180,000	135,000	135,000
Internal / External Borrowing		856,982	8,098	4,333,500	2,030,000	0
TOTAL FINANCING		28,833,027	3,233,432	6,915,243	3,165,000	1,135,000

Savings 2019/20 Monitoring

Ref.	Service	Savings Title	Workstream (where applicable)	Brief Outline of Saving/Additional Income (where applicable)	Saving(S) /Income(I)	2019/20 Savings/ Income Updated	2019/20 P4 Savings /Income	2019/20 P4 Variance
SAVINGS BIDS SUBMITTED BY HEADS OF SERVICE								
ASSETS & LEISURE								
AL2	Assets & Leisure	Car Parks - Fakenham Car Park - Community Centre	3. Property Investment & Asset Commercialisation	Car Park Order (CPO) for Community Centre Fakenham to enable the site to become pay and display.	I	(5,400)	(5,400)	0
AL6	Assets & Leisure	Beach Hut Fees and Charges	3. Property Investment & Asset Commercialisation	Revision of Beach Hut Fee Income	I	(97,197)	(97,197)	0
AL8	Assets & Leisure	Pier Contract Savings	3. Property Investment & Asset Commercialisation	Renegotiation of the Pier Contract Management Agreement, with the intention to reduce the subsidy given to nil and incorporate profit share fee income.	S	(88,399)	(88,399)	0
SUB TOTAL ASSETS & LEISURE						(190,996)	(190,996)	0
CLT / CORPORATE								
CLEG1	CLT / CORPORATE (LEGAL)	Local Government Lawyer	4. Shared Services/Selling Services	Eastlaw continue to deliver year on year savings to the Council through selling services to our partner organisations.	I	(26,800)	(26,800)	0
SUB TOTAL CLT /other Corporate Areas						(26,800)	(26,800)	0
ECONOMIC DEVELOPMENT								
ECD1	Economic Dev	Coastal Management Revenue Works	7. Other Efficiencies and Savings	Reduction in coastal defence revenue budget.	S	(50,000)	(50,000)	0
ECD2	Economic Dev	Tourism Development & Destination Marketing	7. Other Efficiencies and Savings	Restructuring within the Economic Growth Team as well as a review of contractual arrangements with external providers and partner organisations.	S	(12,000)	(12,000)	0
ECD4	Economic Dev	Economic Growth	7. Other Efficiencies and Savings	A review of the external needs of businesses in the District has been undertaken and the intention is to restructure the Learning 4 Life team to better focus on meeting these needs and achieving the priorities set out in the Corporate Plan.	S	(46,582)	(46,582)	0
ECD5	Economic Dev	Miscellaneous Contributions	7. Other Efficiencies and Savings	The Economic Growth service makes contributions to a range of external bodies, either through membership or as grants. These should be reviewed and/or renegotiated. In some cases it could be considered that in-kind contributions can substitute financial contributions.	S	(10,000)	(10,000)	0
SUB TOTAL ECONOMIC DEVELOPMENT						(118,582)	(118,582)	0

**Savings 2019/20
Monitoring**

Ref.	Service	Savings Title	Workstream (where applicable)	Brief Outline of Saving/Additional Income (where applicable)	Saving(S) /Income(I)	2019/20 Savings/ Income Updated	2019/20 P4 Savings /Income	2019/20 P4 Variance
SAVINGS BIDS SUBMITTED BY HEADS OF SERVICE								
CUSTOMER SERVICES & ICT								
CSIT2	CUSTOMER SERVICES & ICT	Closure of Holt TIC	7. Other Efficiencies and Savings	In line with similar changes to service provision in Wells & Sheringham seek to transfer TIC function to another service provider in Holt.	S	(18,589)	(13,325)	5,264
CSIT3	CUSTOMER SERVICES & ICT	Revision of Reprographics Services	2 Digital Transformation	Alter the service delivery approach of the Reprographics Service to reduce the requirement for printing hardware and reduce costs of print & mail activity by accessing web based services.	S	(58,648)	(58,648)	0
SUB TOTAL CUSTOMER SERVICES & ICT						(77,237)	(71,973)	5,264
ENVIRONMENTAL HEALTH								
EH3	Environmental Health	Staffing Costs	2. Digital Transformation	Reduction in staffing costs re rationalisation of staffing structures following Business Process Review.	S	(50,110)	(50,110)	0
EH4	Environmental Health	Waste & related Services Review	6. Maximising Income and Reducing Costs	Additional Income from Garden Waste Service subscription charge and trade waste lifts in addition to direct arrangement of the night soil collection service.	S	(66,720)	(66,720)	0
EH6	Environmental Health	Civil Contingencies budget savings	6. Maximising Income and Reducing Costs	Reduction in Civil Contingencies budget	S	(2,800)	(2,800)	0
SUB TOTAL ENVIRONMENTAL HEALTH						(119,630)	(119,630)	0
FINANCE								
F2	Finance	Vacant Post Review	7. Other Efficiencies and Savings	Review and rationalisation of vacant posts within the revenues and benefits services.	S	(106,435)	(106,435)	0
SUB TOTAL FINANCE						(106,435)	(106,435)	0

Savings 2019/20 Monitoring

Ref.	Service	Savings Title	Workstream (where applicable)	Brief Outline of Saving/Additional Income (where applicable)	Saving(S) /Income(I)	2019/20 Savings/ Income Updated	2019/20 P4 Savings /Income	2019/20 P4 Variance
SAVINGS BIDS SUBMITTED BY HEADS OF SERVICE								
ORGANISATIONAL DEVELOPMENT								
ORG1	Organisational Development	Reduction of posts	7. Other Efficiencies and Savings	The potential reduction of posts across the following teams:- Elections, Reprographics and Democratic Services. Figures are based on the removal of those posts rather than a reduction in hours.	S	(22,288)	(22,288)	0
				Additional legal income to offset Democratic Services saving not being delivered	I	(13,691)	(13,691)	0
SUB TOTAL ORGANISATIONAL DEVELOPMENT						(35,979)	(35,979)	0
PLANNING								
P1	Planning			Planning BPR review of Planning support staff structure	S	(51,921)	(51,921)	0
SUB TOTAL PLANNING						(51,921)	(51,921)	0
TOTAL ALL SERVICES						(727,580)	(722,316)	5,264
SUB TOTAL BY WORKSTREAM								
		1. Growth - New Homes and Business Rates		Sub total		0	0	0
		2. Digital Transformation		Sub total		(160,679)	(160,679)	0
		3. Property Investment & Asset Commercialisation		Sub total		(190,996)	(190,996)	0
		4. Shared Services/Selling Services		Sub total		(26,800)	(26,800)	0
		5. Collaboration and Localism		Sub total		0	0	0
		6. Maximising Income and Reducing Costs		Sub total		(83,211)	(83,211)	0
		7. Other Efficiencies and Savings		Sub total		(265,894)	(260,630)	5,264
						(727,580)	(722,316)	5,264

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ELECTRIC VEHICLE CHARGE POINTS – COUNCIL CAR PARKS

Summary: This report identifies an opportunity for the Council to install Electric Vehicle Chargepoints (EVCs) in Council owned car parks, as part of its Climate Change and Environmental Sustainability agenda.

These will help provide the infrastructure necessary to encourage and enable uptake of Electric Vehicles (EVs) and will benefit both local residents who do not have off street parking and therefore, domestic EV charging options, as well as normal car park users. Such provision also helps support our market towns' economies, by extending dwell times for customers and visitors.

The Government's Office for Low Emission Vehicles (OLEV) is accepting applications for grant funding of up to 75% of the capital full cost of installation of EVCs by local authorities to provide the necessary infrastructure to help the growth of Electric Vehicle (EV) ownership.

Six public car parks across the district are proposed for this project, which could be commenced immediately. In addition, the Council Offices car park at Cromer is also considered, but under a grant different funding scheme.

Conclusions: The number of EVs in the UK is predicted to grow very significantly in coming years with a gradual move away from fossil fuels. This gives rise to a need for EVCs and there is little doubt that councils will be expected to provide them on public car parks as part of the enabling infrastructure for low emission vehicles. At this point, the government needs early development of infrastructure, hence the grant scheme being provided.

Whilst there are financial risks associated with such an installation now, mainly around forecasting numbers of EVs and therefore potential usage hours, especially in the early years of operation, the opportunity to obtain funding from central government significantly improves the financial viability and partly mitigates the risks associated with installing the technology.

- Recommendations:**
- 1. Cabinet approves an EVC installation project at six Council owned car parks across the District, with the work being phased if required to enable the maximum grant funding from government.**
 - 2. Cabinet recommends to Full Council the approval of a capital budget of £248,600 to fund the EVC installation project as described in the report. This to be funded from capital reserves and OLEV grant from Government as described in the report.**
 - 3. That, assuming this budget is approved, officers are authorised to:**

- a) **appoint Inspired Renewables on the basis of their experience and involvement to date, to undertake further work to finalise the necessary applications to OLEV, seeking the available grant funding, at a cost of £5,000**
- b) **procure the necessary ground works, cabling and installation of the EVCs**
- c) **procure a contract with a back office payment services provider for the charging mechanism**
- d) **bring forward any necessary changes to the Council's Car Parking Order to allow for EVC spaces**

Reasons:

- 1. Electric Vehicle Charging Points are an important component in encouraging the uptake of Electric Vehicles, with resulting positive environmental benefits.
- 2. To provide the necessary budget for the project
- 3. To provide the necessary arrangements for installation and customer use of the EVCs once installed.

1. Introduction

- 1.1 The Council has committed to moving forward with a work programme based around tackling climate change and protecting the environment and plans to bring forward a theme in the emerging Corporate Plan to underwrite this commitment.
- 1.2 One of the key areas of this work will be reducing the Council's own carbon footprint along with supporting initiatives to enable others to do the same.
- 1.3 The move towards electric vehicles (EVs) is now gathering pace, with approximately 200,000 currently on the road in the UK and this number set to increase to around 6 million by 2030. The Government has set out plans to provide the infrastructure to allow this and the provision of grant funding electric vehicle charging points (EVCs) is a key part of that.

2. Background

- 2.1 Earlier this year, the Government published its strategy "The Road to Zero", outlining steps towards cleaner road transport. Part of this strategy was to highlight their £4.5million investment in support of EV owners and potential owners who do not have facilities to charge at home, such as a garage or driveway. This investment is made in the form of grants awarded to local authorities who are able to offer suitable alternative provision, such as through the use of their public car parks.
- 2.2 Reports from the Independent Committee on Climate Change, and the Department for Business, Energy and Industrial Strategy, show that transport is now the largest sector for UK greenhouse gas emissions at 27%). Road transport is also one of the biggest contributors to poor air quality in our towns.
- 2.3 As well as being an essential provision to support the transition away from fossil-fuelled, internal combustion engines, EVCs can be a win-win; cutting transport costs, improving our environment and quality of life, whilst adding to the local economy and providing an income stream to the Council.

- 2.4 The 200,000 EVs on the roads in the UK, account for just 0.5% of all cars. The number is estimated to reach at least six million vehicles by 2030. By 2040, sales of brand new internal combustion engine vehicles are expected to be virtually zero.
- 2.5 Current Government evidence shows that around 90% of EV drivers do 90% of their charging at home, which poses a real obstacle to people who do not have personal, off street space at their home, where they could install a domestic EV charge point. The market town centres of North Norfolk have a high proportion of properties that do not have appropriate off-street charging space and provision of public charging infrastructure is therefore essential for those residents, if they are to be converted over time to EV use.
- 2.6 In addition, there is already a growing demand from EV owners for EVCs at car parks in popular destinations. Potential visitors to this area are therefore likely to start to make decisions on their preferred destination based upon the availability of EVCs. Local businesses who rely on customers who travel to or around the District by car will also begin to look to the Council for infrastructure that supports EVs.
- 2.7 The Office for Low Emission Vehicles is a team working across government to support the early market for ultra-low emission vehicles and is administering the Charging Investment Infrastructure Fund. Public car parks are seen as an essential part of the required mix of sites for EVCs and as such, the OLEV grant scheme allows for 75% funding over the coming three financial years, ie 2019-2022, although there is some concern that the scheme will not run for that long.

The grant criteria, likely EV owner behaviour and the need to provide best value, all drive the type of EVCs to be adopted; essentially pointing to the use of 22kw "Type 2 Fast" Chargers, which provide an average EV with full charge in around ninety minutes. In terms of public car parks, this allows an EV to be charged within the average national shopping stay of two hours. However, it is anticipated that over time, drivers will 'top up' charge wherever an EVC is available.

Applications for funding are being accepted by OLEV for EVC installation work in the current year, of grant value up to £100,000 in the financial year, and this may be repeated in two future years. Whilst it is not possible to front load an application for more years of the programme, it is possible that grant funding may be approved at a higher level for work that can be completed in this financial year. If the fund is used up in earlier years, potentially leaving nothing for later applications, the scheme may close. Discussions on this point are continuing however.

- 2.8 Quite clearly, the proposed project fits well with the Council's commitment to climate change and environmental sustainability and, although public car park chargers will not reduce the Council's carbon footprint, this should be seen as the council providing community leadership by enabling others to make the move to EVs by providing the facilities to charge in public places. There is however, a proposal within the report to provide the Cromer office car park with EVCs, primarily for Council owned vehicles, as these are changed to EVs, and also for staff, as uptake increases.

3. Progress to Date

- 3.1 Officers commissioned some preparatory work by local consultants, Inspired Renewables, in March of this year, to consider a number of the Council's car parks, which might be eligible for the OLEV grant; ie close to housing with no off street

parking provision.

Initially, sites were also considered where enabling works can be undertaken relatively easily or as part of wider works. The Cromer office car park was also considered under a different funding scheme.

The work already undertaken included submitting applications to UK Power Networks, in order to help identify the best sites and provide cost estimates for the work that is required to bring a suitable power supply into each car park. In addition, the options for electricity charging and payment mechanism were also considered. An initial financial case was provided by the company and this has been the subject of some sensitivity analysis by the Council's Finance Team at Appendix 1.

The OLEV application process will also require an appropriate procurement process to be followed, to ensure the Council obtains best value, which would be undertaken within our normal processes, using existing contracts, frameworks and tender processes. In addition, the formal application process will be required and it is recommended elsewhere in this report that Inspired Renewables are appointed to further support the application process and associated work.

- 3.2 The provision of EVCs at the Cromer offices, will be eligible for a separate Workplace Funding Scheme. A separate costing has been sought for these works which are estimated at £28,540 after grant funding.

This would allow council and staff owned EVs to charge on site. Whilst initial income would be low, it is recommended that this installation is undertaken as part of the same programme. This will minimise costs and help enable staff to take up EVs and also the purchase of EVs for the small fleet of vans the Council uses. It may be possible to use electric pool cars for some staff duties and this will be subject of later consideration.

- 3.3 As this infrastructure is relatively new, there is very limited information available on existing use patterns which does give rise to an associated financial risk. Importantly however, this project should be seen as enabling behaviour change (ie moving to EVs) rather than a purely commercial exercise. That said, it will help commercially, in futureproofing our car parks for the rise in EV numbers.

A number of assumptions were therefore made at an early stage of the project development work to ensure any installation gives best value and potential growth options for the future. These are detailed below:

- provision of EVCs across larger car parks in both inland market towns and tourist areas, thus providing support for both local and visiting customer demand, as well as residents' needs for charging points where off street parking does not exist
- as far as possible, future proofing initial installations to allow efficient installation of subsequent EVCs to respond to predicted increased uptake
- EVC numbers to best match the electrical supply at each of the six car parks under consideration, thus minimising connection costs as far as possible
- electricity costs based on government estimates for future prices
- estimated rates of usage based on anticipated EV numbers and some very limited use and charging patterns from other Councils.

- 3.4 Whilst the overall project is planned to provide EVCs for all six car parks as well as the main office, the project may be split across the two years of the OLEV funding scheme if the Council is to take advantage of the grants available. Officers

are still in discussion with OLEV regarding the possibility of a single programme of works with funding guaranteed up front.

The initial proposal is to undertake EVC works at Cromer Meadow car park in autumn 2019 to coincide with the refurbishment of the North Norfolk Information Centre, along with Stearman's Yard Wells and New Road, North Walsham, both to coincide with toilet refurbishments.

The other car parks (Albert Street in Holt, Queens Road, Fakenham and Morris Street Sheringham) would then follow, depending on the availability of the OLEV grant funding.

- 3.5 Initial discussions have taken place between key members and officers and the initial costings identified. This project will be used as a pilot for the new project governance regime currently being introduced for all council projects.

4. Financial Implications

4.1 Capital budget

- 4.1.1 Whilst the cost of purchase and commissioning of EVCs is relatively fixed per unit, the cost of installation of EVCs in the Council's car parks varies. This is mainly due to the fees charged by UK Power Networks (UKPN) for connecting to and, where necessary, upgrading, the local electricity supply infrastructure. This is dependent on the distance from an existing three phase supply and also the size of that supply. Therefore, standardised costs have been assumed for small civils works and meter boxes, cabling, etc. with UKPN estimates obtained specific to each site. The Council's Property Services Team have advised that the civils costs estimates obtained are appropriate for this proposal.

- 4.1.2 The proposed project budget sheets are contained within Appendix 1 and cover the capital costs of delivering across all six proposed public car parks and the Cromer Offices, at a total estimated cost of £248,600.

It is assumed that £150,000 of this cost is then provided by the OLEV grant and £3000 from the Workplace EVC Grant. However, there is a risk that, in each year of the OLEV scheme, the grant funding may be oversubscribed with nothing further then being provided by Government. As noted above, whilst this may change positively, the scheme as written, will only fund a grant up to £100,000 in each of the three years of its proposed availability.

Members therefore have a number of options:

- commit now to all sites being delivered as soon as possible dependent on government grant funding being available. This is recommended, as it appears to represent least risk.
- commit to all locations for the project and immediately deliver those, assuming the current year funding at the lower level only will be available, thus losing £75k of potential grant funding for the later works
- as above, but splitting delivery over two years to better align with other improvement works on some car parks, but in the knowledge that grant funding may not be available in future years,
- or to make a decision on each year's spend, assuming the grant fund opens each year
- in addition, it is possible to have a lower level of provision on some sites, with fewer EVCs and resulting less infrastructure cost from UKPN, but this would

not protect our supply for further EVCs in future years, making future extensions to EVCs much more expensive

- 4.1.3 It is assumed the programme would prioritise infrastructure provision at the Meadow car park in Cromer, Stearman's Yard in Wells and New Road, North Walsham. These would match up best with building refurbishments that are already planned on these sites and could be completed within the current financial year.

The second phase would then be Morris Street car park in Sheringham, Queens Road, Fakenham and Albert Street in Holt which would be brought forward as soon as grant funding was confirmed.

It would be possible to consider additional installations at other car parks where the off street parking issue allows an OLEV grant application, either initially or for later years of the OLEV scheme depending on availability of grant funds, and Members' views are sought on this point.

- 4.1.4 The full cost of installing the EVCs and related infrastructure is estimated at £248,600, broken down by site as follows:

- Six EVCs at Meadow Car Park, Cromer - £31,540
- Six EVCs at Stearman's Yard, Wells - £37,540
- Four EVCs at New Road, North Walsham - £30,360 (lower UKPN capacity)

- Six EVCs at Albert Street, Holt - £31,540
- Six EVCs at Queens Road, Fakenham - £48,540 (Higher UKPN costs)
- Six EVCs at Morris Street Sheringham - £37,540

- Four EVCs on the Cromer Office car park - £31,540

Assuming an OLEV grant at £150,000 and a Workplace Chargepoint Grant of £3000, this would result in a estimated net capital cost to the Council of £95,000.

- 4.1.5 The Council's Finance team have undertaken a financial appraisal for the EV Chargepoints programme including a sensitivity analysis, which is attached at Appendix 1. A number of scenarios are considered as part of the analysis.

The analyses show a return on capital employed, discounted pay back and NPV. It is considered the pay back is considered reasonable and that the NPV figures are positive, which is usually an indication, in financial terms, that a project is worth undertaking.

It should be noted that there are some small differences between the figures analysed by the Council's Finance team, as further clarification from OLEV was not provided until after that analysis had been undertaken. However, this does not alter the substantive business case for the project, which is based on estimated costs in any case.

4.2 Revenue Budget

- 4.2.1 A charging mechanism to allow users to pay for the use of the EVCs is allowed for within the proposals. This will involve procuring one of a handful of potential suppliers of this technology, for which a recommendation is contained elsewhere within this report. A contract with the supplier would cover all back office functions required,

which would then form an ongoing revenue cost, typically taken as a small charge for each transaction.

- 4.2.2 This would be based on a digital, card based system, where users register their credit/debit card to a payment services provider, who then manages the payment for the amount of electricity used and passes all payments through to the Council, with the Council paying its electricity bills as normal.

Various payment methods are available but it is recommended that the council uses a credit/debit card based system, which complies with the Open Card Point Protocol (OCPP). This enables a much wider use of EVCs, rather than a closed or “club” system, where customers can only use specified EVCs.

- 4.2.3 The customer pays a known rate for each unit of electricity used for charging, with the Council buying electricity at its normal rate and charging a higher rate to customers. It is anticipated that the Council would operate a lower tariff for evening charging to encourage use by local residents with no off street parking and a higher, daytime rate for visiting car park users.
- 4.2.4 The Council will retain full ownership and control of the assets and determine the fee structure for recovering its costs from EV drivers using the charge points. It is expected that the fee structure will evolve over time as electricity prices change and EVCs become more commonplace.
- 4.2.5 It is anticipated that EV drivers will pay for parking in accordance with the tariff in force at the car park and that the EVC spaces will be time limited for the more expensive, daytime charging period, which again is a requirement of OLEV funding. This eliminates the likelihood of EV drivers plugging in their car just to obtain free parking, or significantly overstaying after charging is completed.
- 4.2.6 By retaining full control over the fee structure and income process, the Council can choose to align it closely to the structures in place for parking, so that all existing car park income controls and performance monitoring can easily be applied to EV charging.

4.3 Likely Payback

- 4.3.1 The forecast payback time for the Council’s investment in the project is around 4.5 years from installation, assuming the full grant payments of £153,000 are paid. This is based on a cautious estimate from Inspired Renewables of 60 minutes use for each EVC every day at present, but quite clearly, this will rise over time with additional EV ownership.

In addition, the limited information we have gathered from East Suffolk, Southend, South Norfolk and Babergh/mid Suffolk Councils shows a daily range of use per EVC of between 45 minutes and two hours.

5. Risks and Mitigation

- 5.1 Whilst the removal from sale of petrol and diesel engine cars in the UK, is widely predicted to happen during the 2030s; it is not clear how rapidly the EV market will grow in the 2020s. There is a risk that demand for EV charging might be overestimated in the early years. However, current government estimates are that the existing 200,000 or so EVs on the road will double every two years over the next

ten years, to roughly 6 million.

- 5.2 Works in car parks always have a risk of disruption and therefore reputational effects for the Council. To mitigate this, the timing and positioning of the works will aim to minimise any detrimental impact on the service provided by each of the car parks. To avoid the busiest periods, the works on the first phase of the programme will be scheduled across autumn/winter of 2019/20. In addition, as the EVC works are being done at the same time as other works wherever possible, this will reduce disruption to one period only.
- 5.3 There is a risk that OLEV will not approve the grant application. To mitigate this risk, Inspired Renewables have already been in touch with OLEV via its delivery partner, the Energy Saving Trust (EST), to seek their views on the likelihood of success, which have so far been positive. Further contact has been made by officers and this is being maintained with EST in the weeks leading up to the formal submission, to help to ensure that the application has the greatest chance of success.
- 5.4 There is a risk that other providers will install EVCs near to Council owned EVCs, thus reducing demand for the Council's own charge points. This risk is partially mitigated by the Council offering 24-hour access, which is less likely with garages and supermarkets.
- 5.5 There is a risk that other factors may reduce demand for EVCs in future. This risk appears small at the moment, as we face such a significant increase in the number of EVs on our roads in the coming decade. The financial impact of this risk is mitigated now by the use of central government funds to cover 75% of the capital costs.
- 5.6 There is a risk that technological improvements in the available solutions may lead to hardware and/or software becoming obsolete and redundant. For example, the current practice is to use a contactless card for the payment transactions. The next generation of equipment will not require any cards, as it will simply recognise the car itself, when it connects. Planning to accommodate such potential developments will reduce the risk of redundancy and obsolescence
- 5.7 The Council also faces the risk, especially in early years, of the spaces designated for EVCs spaces sitting empty for at least some of the time. This poses a reputational risk which can only be resolved by good communication around the need to provide sustainable infrastructure for the future.
- 5.8 In addition, there is a potential loss of revenue at times of peak car park demand if any spaces are not being used. This is considered relatively small, due to the fact that our car parks do not operate at 100% occupation; also that the provision has to be seen as a necessary part of future proofing our car parking infrastructure.
- 5.9 Finally, there is the issue of scale, where the Council could be criticised for not going fast enough or not providing EVCs at all of its car parks. This could be mitigated by communicating that initially, a more prudent approach has been considered.

All six of the car parks mentioned above could be delivered within the first year of funding, with the only slight negative point being the EVCs would not all then match in with some of the other planned works eg for public toilet improvement.

6. Other options

- 6.1 The option of doing nothing and wait for other providers to install EVCs within our

market towns would lose the strategic initiative our car parks provide.

- 6.2 The provision of lower charge, longer time EVCs, would be unattractive to shorter stay visitors and only benefit local residents.
- 6.3 Likewise, the provision of ultra-rapid chargers would only benefit a small number of users and as such is not covered by the OLEV grant funding
- 6.4 Charging points in other car parks could be considered at this time, whilst the OLEV funding is available. This would show the Council to be taking a bold approach to future proofing its assets and committing to the EV agenda, but needs to be balanced against cost. However, discussions with OLEV officials suggest that a partnership project with Town and Parish Councils and other community groups may also be possible as long as this could be achieved in advance of any grant fund closing. If this was possible, then a separate application would have to be made at a later date.

7. Conclusions

- 7.1 The number of EVs in the UK is predicted to grow steadily in coming years with a gradual move away from fossil fuels. This gives rise to a need for EVCs and there is little doubt that councils will be expected to provide them on public car parks as part of the enabling infrastructure for low emission vehicles. At this point, the Government needs early development of infrastructure hence the provision of the OLEV grant scheme.
- 7.2 Whilst there are financial risks associated with such an installation now, mainly around forecasting numbers of EVs and therefore potential usage hours in the early years of operation, the opportunity to obtain funding from central government significantly improves the financial viability and partly mitigates the risks associated with installing the technology.

APPENDIX 1**Electric Vehicle Chargingpoints on NNDC Car Parks**Assumptions

	£	
Capital Costs:		
Stearman's Yard - Wells	37,540	
Morris St - Sheringham	37,540	
Queens Rd - Fakenham	48,540	
New Rd - North Walsham	30,360	
Meadow - Cromer	31,540	
Albert St - Holt	31,540	
Council offices - Cromer	31,540	
Total initial outlay	<u>248,600</u>	
Initial Maintenance Costs	4,250	
Initial Cost of electricity used	9,979	
Initial back office annual charge	2,040	
Total costs	<u>16,269</u>	
Income from use	20,808	
	-	
	-	
Total Income	<u>20,808</u>	
OLEV Grant (potential)	150,000	
Total Funding	<u>150,000</u>	
Cost of borrowing, 10 yr EIP loan from PWLB, @ certainty rate		1.17%
Correct at AM 22/08/2019		
External borrowing used as is currently cheaper than internal borrowing rate		
Opportunity cost - what we could have achieved with this money through treasury investment using Budgeted average return of 3.3%		
10 year NPV to reflect time probable obsolescence period		
Number of sockets	34	
Weeks	52	
Yearly increase in Electricity costs	8%	
Electric Vehicle Growth per annum	41%	
Increase in other running costs	5%	

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