

Overview & Scrutiny Committee



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Tuesday, 5 October 2021

A meeting of the **Overview & Scrutiny Committee** of North Norfolk District Council will be held in the **Council Chamber - Council Offices** on **Wednesday, 13 October 2021** at **9.30 am**.

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

Members of the public who wish to ask a question or speak on an agenda item are requested to notify the committee clerk 24 hours in advance of the meeting and arrive at least 15 minutes before the start of the meeting. This is to allow time for the Committee Chair to rearrange the order of items on the agenda for the convenience of members of the public. Further information on the procedure for public speaking can be obtained from Democratic Services, Tel: 01263 516047, Email: matthew.stembrowicz@north-norfolk.gov.uk.

Anyone attending this meeting may take photographs, film or audio-record the proceedings and report on the meeting. Anyone wishing to do so must inform the Chairman. If you are a member of the public and you wish to speak on an item on the agenda, please be aware that you may be filmed or photographed.

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

Emma Denny
Democratic Services Manager

To: Mr N Dixon, Mr S Penfold, Ms L Withington, Mr H Blathwayt, Mr P Heinrich, Dr V Holliday, Mr N Housden, Mrs E Spagnola, Mr A Varley, Mr C Cushing, Mr A Brown and Mr P Fisher

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

Chief Executive: Steve Blatch

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A G E N D A

1. TO RECEIVE APOLOGIES FOR ABSENCE

2. SUBSTITUTES

3. PUBLIC QUESTIONS & STATEMENTS

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

4. MINUTES

1 - 8

To approve as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 15th September 2021.

5. ITEMS OF URGENT BUSINESS

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

6. DECLARATIONS OF INTEREST

9 - 10

Members are asked at this stage to declare any interests that they may have in any of the following items on the agenda. The Code of Conduct for Members requires that declarations include the nature of the interest and whether it is a disclosable pecuniary interest.

7. PETITIONS FROM MEMBERS OF THE PUBLIC

To consider any petitions received from members of the public.

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

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

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

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

During discussion of the Debt Recovery Report at the meeting held on 15th September 2021, a breakdown of NDR write-offs relating to insolvency was requested, in order to consider the impact on varying economic sectors. The data is provided below for consideration:

Number of NDR Write offs attributed to Insolvency	Limited Companies	Sole Traders
10	7	3
Types of Business by Economic Sector		
Public House	2	2
Factory	2	
Garden Centre	1	
Workshop	1	
Restaurant		1
Land used for storage	1	

10. PEOPLE SERVICES RESTRUCTURE

11 - 24

Summary:

Following the Management Restructure a new 'People Services' service grouping was formed which brings together the Benefits, Housing Options, Housing Adaptation and Health and Wellbeing teams under an Assistant Director.

The Assistant Director has identified a number of challenges and opportunities for the service and has proposed changes to the structure which are supported by additional posts to provide capacity to deliver an enhanced service in support of the Corporate Plan objectives and maximise the opportunities to lever in external funding and income to expand the offering further.

This paper sets out the basis for these additional fixed term posts and the use of uncommitted fee income and relevant reserves to fund them over the two-year period.

Recommendations: It is recommended that Cabinet agree the use of uncommitted fee income and reserves to fund the proposed additional posts within for the revised 'People Services' service grouping and to earmark the uncommitted fee income and the required level of reserves to support the funding of the structure for the next 2 years.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

none

Cabinet Member(s)
Cllr W Fredericks

Ward(s) affected – all

Contact Officer, telephone number and email:
Karen Hill, Assistant Director of People Services, 01263 516183,
karen.hill@north-norfolk.gov.uk

Summary: This paper provides information on the level of housing reserves held by NNDC as at 31/3/21, which were £2.516m; and includes information on the source of these reserves.

The report goes on to set out some proposed uses for these reserves; including reference to a paper elsewhere on today's agenda which set out proposals for maintaining and strengthening staffing resources in Peoples Services.

The report sets out plans and commitments already in place to use some of the funding, i.e. continuing to fund the Community Enabler post and ensuring some grant funding remains for community-led housing.

The report further recommends that funding is used to support a dedicated energy officer role to help deliver many of the energy efficiency projects included in the agreed Housing Strategy.

The report then recommends uses for the remaining housing reserves to enhance housing delivery, which are in line with the objectives in the Housing Strategy.

Options considered: Options considered for use of reserves, in line with agreed Housing Strategy objectives, are set out in the body of the report. Retaining un-committed reserves was rejected as an option as it is considered that releasing the funding can have a positive impact on housing need at this time.

Conclusions: £2.516m of housing reserves were brought into 2021/22. Some of these reserves have already been committed to existing salaries and projects. However, the remaining reserves can be used to help meet housing needs in the district in line with the Corporate Plan objective Local Homes for Local Need.

Recommendations: That Cabinet support the recommended uses of the £2.516m of housing reserves to fund the continuation of posts and restructure of Peoples Services, continuation of community-led housing activity and an energy officer role (as set out in paragraphs 2.1 – 2.11)

That Cabinet support use of the remaining £890,246 of reserves to accelerate housing delivery (as set out in paragraphs 2.12 – 2.25), including the purchase of two further units of temporary accommodation for homeless households.

That Cabinet gives delegated authority to a Chief Officer, in consultation with the Portfolio Holder for Housing & Benefits, for the purchase of the specific properties within the overall re-allocated budget of £640,000 (with all purchases subject to an independent valuation and survey).

Reasons for Recommendations: To provide authority for expenditure over £100,000.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

Outturn Report – Period 12 budget monitoring (Cabinet 6th September 2021)
Community Housing Fund (Cabinet 6th February 2017)

Cabinet Member(s)	Ward(s) affected
Cllr Wendy Fredericks	Districtwide

Contact Officer, telephone number and email: Contact Officer: Nicky Debbage/Graham Connolly, Housing Strategy & Delivery Manager, tel: 01263 516027/516282

Summary: This report sets out alternative options for the level of council tax discounts which Full Council will resolve shall apply to classes of dwelling for the financial year 2022/23.

The determinations are made by the Council under sections 11A and 11B, and of the Local Government Finance Act 1992, subsequent enabling powers and Regulations made under the Act.

Options considered: The recommendations take advantage of the reforms included in the Local Government Finance Act 2012 as amended to generate additional revenue.

Conclusions: The legislation provides local authorities with the power to make changes to the level of council tax discount in relation to classes of property. The Council has to approve its determinations for each financial year. The calculation of the tax base for 2022/23 will be made on the assumption that the determinations recommended below will apply.

Recommendations: **Members recommend that Full Council shall resolve that under section 11A of the Local Government Finance Act 1992, and in accordance with the provisions of the Local Government Finance Act 2012 and other enabling powers one of the following applies:**

Recommendation 1

- (a) The discounts for the year 2022/23 and beyond are set at the levels indicated in the table at paragraph 2.1.
- (b) The premium for long term empty properties (those that have been empty for a consecutive period longer than 24 months) is set at 100% of the Council Tax charge for that dwelling
- (c) The premium for long term empty properties (those that have been empty for a consecutive period longer than 60 months) is set at 200% of the Council Tax charge for that dwelling

- (d) The premium for long term empty properties (those that have been empty for a consecutive period longer than 120 months) is set at 300% of the Council Tax charge for that dwelling
- (e) To award a Council Tax Hardship Discount of 100% as per the policy attached at Appendix B, under the provisions section 13A of the Local Government Finance Act 1992 (as amended)
- (f) To continue to award a local discount of 100% for eligible cases of care leavers under section 13A of the Local Government Finance Act 1992 (as amended).
- (g) That an exception to the levy charges may be made by the Section 151 Officer in conjunction with the Portfolio holder for Finance, on advice of the Revenues Manager in the circumstances laid out in section 3.6 of this report.

Recommendation 2

- (a) those dwellings that are specifically identified under regulation 6 of the Council Tax (Prescribed Classes of Dwellings)(England) Regulations 2003 will retain the 50% discount and;
- (b) those dwellings described or geographically defined at Appendix A which in the reasonable opinion of the Head of Finance and Asset Management are judged not to be structurally capable of occupation all year round and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947, will be entitled to a 35% discount.

In accordance with the relevant legislation these determinations shall be published in at least one newspaper circulating in North Norfolk before the end of the period of 21 days beginning with the date of the determinations.

Reasons for Recommendations:

To set appropriate council tax discounts which will apply in 2022/23 in accordance with the legal requirements and to raise additional

council tax revenue.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

Cabinet Member(s)

Cllr Eric Seward

Contact Officer, telephone number and email:

Lucy Hume, 01263 516246, lucy.hume@north-norfolk.gov.uk

13. BEACH HUTS AND CHALETS ANNUAL MONITORING REPORT

101 - 108

Summary: This report provides an update following the Beach Hut and Chalet review in 2018.

Options considered: Not applicable.

Conclusions: The review highlighted proactive management of this service was required in order to improve operational aspects, identify efficiencies and generate service enhancements. It established a number of actions over a 5 year period to take forward and some of which have been completed.

Since this time there has been some increase in income, however the national lockdown and approach to pricing has limited revenue gains over the last couple of years. With lockdown restrictions having lifted there is opportunity to move forward with a refreshed marketing strategy which is key in this service realising its full potential.

With tourism being currently very strong the Council should take this opportunity to optimise income from such lettings and improve the customer experience.

Recommendations: To receive and note update.

**Reasons for
Recommendations:** N/A

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

Cabinet Member(s)
Cllr Eric Seward

Ward(s) affected
Cromer, Sheringham, Mundesley

Contact Officer, telephone number and email:
Renata Garfoot, Asset Strategy Manager tel: 01263 516086. Email.
Renata.Garfoot@north-norfolk.gov.uk

14. NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE: PROJECT UPDATE OCTOBER 2021 109 - 112

To receive and note the report.

15. WASTE CONTRACT UPDATE: OCTOBER 2021 113 - 114

To receive and note the update.

WORK PROGRAMMES

16. THE CABINET WORK PROGRAMME 115 - 116

To note the upcoming Cabinet Work Programme.

17. OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE 117 - 128

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

18. EXCLUSION OF THE PRESS AND PUBLIC

To pass the following resolution, if necessary:

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

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OVERVIEW & SCRUTINY COMMITTEE

Minutes of the meeting of the Overview & Scrutiny Committee held on Wednesday, 15 September 2021 in the Council Chamber - Council Offices at 9.30 am

Committee Members Present:	Mr N Dixon (Chairman)	Mr S Penfold (Vice-Chairman)
	Ms L Withington	Mr H Blathwayt
	Mr P Heinrich	Dr V Holliday
	Mr C Cushing	Mr A Brown
	Mr P Fisher	Mrs S Bütikofer (Observer)
	Ms V Gay (Observer)	Mr N Lloyd (Observer)
	Mr J Rest (Observer)	Mr E Seward (Observer)
	Mr J Toye (Observer)	
Members also attending:	Ms V Gay (Observer)	Mr N Lloyd (Observer)
	Mr J Rest (Observer)	Mr E Seward (Observer)
	Mr J Toye (Observer)	Mrs S Bütikofer (Observer)
Officers in Attendance:	Democratic Services and Governance Officer - Scrutiny, Chief Executive, Democratic Services Manager, Chief Technical Accountant and Revenues Manager (RM)	

51 TO RECEIVE APOLOGIES FOR ABSENCE

Apologies were received from Cllr A Varley, Cllr N Housden and Cllr E Spagnola.

52 SUBSTITUTES

Cllr T Adams substituted for Cllr E Spagnola.

53 PUBLIC QUESTIONS & STATEMENTS

None received.

54 MINUTES

Minutes of the meeting held on 14th July 2021 were approved as a correct record and signed by the Chairman.

55 ITEMS OF URGENT BUSINESS

None received.

56 DECLARATIONS OF INTEREST

None declared.

57 PETITIONS FROM MEMBERS OF THE PUBLIC

None received.

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

None received.

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

The DSGOS informed Members that there were no responses to report, besides acceptance of the Committee's recommendations on cyclical reports.

60 MANAGING PERFORMANCE QUARTER 1 2021/2022

Cllr S Bütikofer – Leader of the Council introduced the report and informed Members that there had been significant progress made on the Corporate Plan objectives, despite the continued efforts required to respond to Covid-19.

Questions and Discussion

- i. Cllr C Cushing challenged the validity of aspects of the reporting, and suggested that too many green RAG ratings had been given without justification and little reference to project timeframes. He added that sixteen objectives had also been deferred by periods of up to a year, but there was no reference to this within the report. It was noted that there were also eight actions with past due dates, where red RAG ratings had not been listed and no justification provided. Cllr Cushing noted that he had also found examples of commentary that had not been updated from previous reports, and therefore stated that if only positive news was being reported, then it defeated the object. Cllr Bütikofer replied that whilst she had listened to concerns, she did not agree that only good news was being reported. She added that report represented a point in time three months ago, and since this time significant progress had been made. Cllr S Bütikofer accepted that improvements could be made to the report, and said that it was under review.
- ii. The CE stated that whilst he did not feel that Cllr Cushing's comments were inappropriate, several objective deadlines had been changed to reflect the decision to re-prioritise the Corporate Plan on 5th October 2020. He added that this reflected a degree of honesty in what was achievable, given the impact of responding to Covid-19. It was agreed that acknowledging this more clearly within the report would be helpful. The CE noted that an update was also being prepared on wider progress made outside of the eighteen key objectives agreed by Cabinet, such as work on the Housing Strategy, which would be reported in October.
- iii. Cllr C Cushing suggested that it would be helpful to include baseline objective completion dates in addition to the updated deadlines, in order to monitor how objectives had been delayed to apply context. The CE confirmed that he was happy to adjust reporting to reflect the changes in objective deadlines. He added that some projects such as the implementation of Policies or Strategies, were an ongoing process that did not warrant a specific completion date.
- iv. Cllr V Holliday raised the issue of benchmarking, and stated that LG Inform could be used to provide data for comparative analysis on issues such as

household recycling rates. The CE replied that whilst this service was available, it would be difficult to find direct comparisons to NNDC, as several similar authorities had become Unitaries. He added that NNDC could make comparisons with neighbouring authorities, though Members would need to take into account the different priorities between Councils. These would include NNDC's high number of public conveniences, blue flag beaches, retained leisure services and other discretionary services. Cllr Bütikofer stated that whilst comparison would be difficult, she hoped there would be some areas where comparisons and benchmarking data could be provided.

- v. Cllr J Toye stated that whilst discussion had focused on how performance was being reported, it was important to recognise that improvements were being made, and that objectives were being achieved. Cllr L Withington added that there were many instances in the report where explanations had been given for delays, and that despite the ongoing impact of Covid-19, progress was being made on objectives.
- vi. It was proposed by Cllr C Cushing and seconded by Cllr A Brown that consideration be given to including baseline completion dates alongside updated objective deadlines, and that benchmarking data is included in the report, where possible.

RESOLVED

- 1. To note the report and endorse the actions being taken by Corporate Leadership Team detailed in Appendix A – Managing Performance.**
- 2. To recommend to CLT that consideration is given to including baseline completion dates alongside updated objective deadlines, and that benchmarking data is included in the report, where possible.**

ACTIONS

- 1. That ongoing consideration is given to improving the format and presentation of the performance report data.**

61 DEBT RECOVERY 2020-21

Cllr E Seward – Portfolio Holder for Finance and Assets introduced the report and informed Members performance on Council Tax collections over the past year was slightly down, though this was to be expected given the situation. He added that during the initial outbreak of Covid-19 the Council had taken the decision, similar to other authorities, not to pursue Council Tax arrears, though this had now resumed as a priority.

Questions and Discussion

- i. Cllr L Withington referred to the debt analysis, and asked whether any analysis of the types of businesses in arrears had been undertaken. It was suggested that this data could be used to determine whether there was any particular sector that was suffering, which could help the Council to support these types of businesses. The RM replied that whilst this type of analysis hadn't been undertaken previously, the information was available and could be reviewed with the Economic Growth Team, if required. The Chairman asked that the RM review the proposal and report back to the Committee.

- ii. It was proposed by Cllr P Heinrich and seconded by Cllr H Blathwayt that the report be recommended to Council for approval.

RESOLVED

1. **To recommend that Council 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.**

ACTIONS

1. **Revenues Manager to review whether Business Rates debts relate predominantly to any particular economic sector, to uncover any potential issues.**

62 BUDGET MONITORING REPORT 2021/22 - PERIOD 4

Cllr E Seward introduced the report and informed Members that it was the first budget monitoring report of the year, which would not provide the level of insight that could be expected from later reports. He added that overall the Council was expecting to deliver a balanced budget, with the current position being a small underspend of approximately £90k. It was reported that the underspend related to delayed waste collection invoices, in addition to parking income being above budgeted figures.

Question and Discussion

- i. Cllr C Cushing asked what the main risk would be to delivering a balanced budget at year end. The CTA suggested that there were two main risks, and referred to the table in section 2.1 of the report, which showed the estimated full year effect including the current best estimate of annual interest. It was noted that this could be affected by changes to the BoE base rate, and was also dependent on externally managed pool funds, which had been relatively volatile during Covid-19, and could be considered an ongoing risk. The CTA stated that secondly, increased revenue from parking was dependent on continued high visitor numbers, which could become a risk if visitor numbers declined significantly. She added that the main risks therefore related to income generation rather than expenditure. Cllr E Seward added that the number of homelessness cases the Council dealt with had been rising, and whilst the Council had invested in temporary accommodation to avoid non-recoverable costs, further increases could reduce any potential savings.
- ii. Cllr J Rest said that he had heard the predicted annual rate of inflation could reach as high as five percent, though the BoE were not expected to increase the base rate, and asked whether this would have an impact on the Council. The CTA replied that the biggest danger to the Council with regards to CPI inflation, would be contractual obligations linked to the inflation rate. She added that this could lead to increased costs, that would impact the Council's finances. Cllr E Seward noted that contractor costs in the building trade had also risen, and increased costs had therefore been added to projects such as the toilets in Fakenham and Wells, which presented an additional risk to the Council.

RESOLVED

1. To note the contents of the report and the current budget monitoring position.

63 2020/21 OUTTURN REPORT (PERIOD 12 BUDGET MONITORING REPORT)

Cllr E Seward introduced the report and informed Members that despite the unprecedented circumstances, the Council had ended the year with a budget surplus of approximately £750k. He added that this showed the Council's finances were soundly managed, with money returned to, rather than taken from reserves. It was noted that there was an adverse balance in providing services, taking account of adjustments of approximately £1m, though this had been offset by the Fees and Charges Compensation Scheme provided by Central Government, to the sum of approximately £640k. Cllr E Seward stated that assistance from the Government on business rates collection had also provided funding in the region of £800k. It was noted that whilst the Council had been eligible for these grants, it remained in a strong financial position. Cllr E Seward stated that looking forward, uncertainty remained around the future level of Government support available, which could have a significant impact on future budgets. As a result, officers continued to progress the zero based budgeting exercise, in order to prepare for all eventualities. Cllr E Seward stated that it remained the aim of the Council to maintain all services without increases to Council tax beyond the annual cap, though this would be dependent on the level of continued financial support from Central Government.

Questions and Discussion

- i. Cllr C Cushing referred to comments made at Cabinet regarding the £2.4m of financial support provided by the Government, and noted that without this funding, the annual surplus of £750k would be a £1.7m deficit. Cllr E Seward replied that he was grateful for the assistance provided by Central Government, and noted that if this support had not been provided to businesses and local authorities, there would have been significant issues across the Country.
- ii. The recommendations were proposed by Cllr H Blathwayt and seconded by Cllr Brown.

RESOLVED

To recommend the following to Full Council for approval:

- a) The provisional outturn position for the General Fund revenue account for 2020/21;
- b) The transfers to and from reserves as detailed within the report (and appendix C) along with the corresponding updates to the 2021/22 budget;
- c) Allocate the surplus of £752,223 to the Delivery Plan Reserve;
- d) The financing of the 2020/21 capital programme as detailed within the report and at Appendix D;
- e) The balance on the General Reserve of Reasons for Recommendations: £2.326 million;
- f) The updated capital programme for 2021/22 to 2024/25 and scheme financing as outlined within the report and detailed at Appendix E;
- g) The outturn position in respect of the Prudential Indicators for 2020/21 as detailed in Appendix F and;
- h) The roll-forward requests as outline in Appendix H are approved.

64 TREASURY MANAGEMENT ANNUAL REPORT 2020/21

Cllr E Seward introduced the report and informed Members that as a result of the funds provided to administer business support grants, investments were considerably higher than normal. He added that long-term investments were approximately £32m, whilst short-term investments were approximately £10m. It was reported that the Council had received between £130m-£140m from Central Government to support businesses during the Pandemic, and only £4m remained with the Council at the end of July, highlighting the level of work that had gone into administering grant payments.

Questions and Discussion

- i. Cllr S Penfold asked whether the Council had a policy to determine how and where its money was invested, relating to 'ethical' investments. The CTA replied that officers were working with the Council's Treasury advisors Arlingclose on an ESG Policy to ensure that any new investments were made with counterparties that met certain ethical criteria. She added that the majority of the Council's investments were currently managed by external fund managers, though an overview where investments had been made was reported annually. It was noted that fund managers could be selected with ESG policies that reflected the Council's own, and that the Council's ESG Policy would be ready in the coming months.
- ii. The Chairman suggested that ESG investments carried an inherent risk of greenwashing, that should be carefully monitored.
- iii. The recommendation was proposed by Cllr P Heinrich and seconded by Cllr S Penfold.

RESOLVED

- 1. To recommend to Council that the Treasury Management Annual Report and Prudential Indicators for 2020/21 are approved.**

65 OFFICER DELEGATED DECISIONS (MAY TO AUGUST 2021)

The DSGOS informed Members that the DSM was available via remote attendance for any questions relating to the report.

RESOLVED

- 1. To receive and note the report and the register of officer decisions taken under delegated powers.**

66 THE CABINET WORK PROGRAMME

The DSGOS informed Members that despite it being on the Work Programme for October, the Medium Term Financial Strategy would come to the Committee for Pre-Scrutiny in January, and go to Cabinet for approval in February. He added that this was an approach being taken by many authorities across the Country. The DSM stated that the NEWS contract renewal was expected to go to Cabinet in November.

Questions and Discussion

- i. The Chairman stated that a Cabinet Working Party for projects was due to meet in the coming weeks and asked whether any update could be provided on how this would operate alongside the Scrutiny Panels. The DSGOS referred to the Scrutiny Panel Terms of Reference agreed some months ago, and noted that the introduction of the Panels had been put on hold until it was known how the Cabinet Working Party would operate. It was noted that the Cabinet Working Party would allow the Executive to oversee its projects and provide the necessary governance structure previously provided by individual project boards, which had been criticized for their lack of transparency. The DSGOS stated that due to the limited workload, it was likely that only one Scrutiny Panel would be required, and now that the first Cabinet Working Party meeting had been scheduled, informal discussions would take place to determine how the Scrutiny Panel would operate.
- ii. The CE raised concerns regarding potential repetition, and noted that the Committee already reviewed reports on the Council's major projects. He added that he was in the process of reviewing working practices to ensure that parallel Working Parties would be the best use of time and resource to generate added value. The Chairman noted that there had been caution amongst Committee Members in taking this approach, and it would be helpful to agree a way forward prior to proceeding. He added that it would also be helpful for the Committee to feed into appointments to any future Panels.
- iii. Cllr S Penfold reiterated concerns of repetition as the Committee already actively monitored two of the Council's major projects. He added that it was important for the Committee to retain its ability to question Portfolio Holders directly on their projects. The Chairman noted that it would be prudent for the Committee to agree in advance what it was comfortable for the Panels to review.
- iv. The CE informed Members that a Changing Places initiative was being launched by Central Government that the Council had submitted an expression of interest to. He added that this programme could be of great interest to the Committee in the months ahead.
- v. Cllr L Withington referred to the Committee's beach huts and chalets monitoring, and suggested this would be a good topic for the Scrutiny Panels. The DSGOS informed Members that the beach huts and chalets review had been completed by an O&S Task and Finish Group prior to the election, over the course of six-months. He added that the report would provide an update on the implementation of the outcomes of that review, taking into account that the management of the service had changed, following the Council's restructure.

RESOLVED

To note the Cabinet Work Programme.

67 OVERVIEW & SCRUTINY WORK PROGRAMME AND UPDATE

The DSGOS informed Members that the MTFs would not come forward in October as previously mentioned, and noted that the Beach Huts monitoring report had already been delayed for full summer occupancy levels to be included. He added that discussions had also taken place on the waste contract monitoring report, with Serco invited to attend the October meeting.

On the planning performance report, it was noted that discussions had taken place with the relevant officer, and performance updates were already being provided to the Development Committee that could be adapted for O&S.

Questions and Discussion

- i. Cllr A Brown referred to the implementation of the Uniform Planning system, and asked whether an update would be provided in future. The DSGOS replied that this had been raised during a previous performance monitoring report, and suggested that it could potentially be included as part of the planning performance review. Cllr A Brown confirmed that he would be happy to proceed in this manner, so long as the issue was not forgotten. The Chairman suggested that if this update raised any issues, then the Committee could potentially review the implementation in more detail.
- ii. Cllr J Rest asked for an explanation on the new role of the Corporate Business Manager. The CE replied that the role was established to manage both the Corporate PA Team and the Corporate Delivery Unit to focus on improvements to performance management and project governance.

RESOLVED

To note the Work Programme.

68 EXCLUSION OF THE PRESS AND PUBLIC

The meeting ended at 10.51 am.

Chairman

Declarations of Interest at Meetings

When declaring an interest at a meeting, Members are asked to indicate whether their interest in the matter is pecuniary, or if the matter relates to, or affects a pecuniary interest they have, or if it is another type of interest. Members are required to identify the nature of the interest and the agenda item to which it relates. In the case of other interests, the member may speak and vote. If it is a pecuniary interest, the member must withdraw from the meeting when it is discussed. If it affects or relates to a pecuniary interest the member has, they have the right to make representations to the meeting as a member of the public but must then withdraw from the meeting.

Have you declared the interest in the register of interests as a pecuniary interest? If Yes, you will need to withdraw from the room when it is discussed.

Does the interest directly:

1. Affect yours, or your spouse / partner's financial position?
2. Relate to the determining of any approval, consent, licence, permission or registration in relation to you or your spouse / partner?
3. Relate to a contract you, or your spouse / partner have with the Council
4. Affect land you or your spouse / partner own
5. Affect a company that you or your partner own, or have a shareholding in

If the answer is "yes" to any of the above, it is likely to be pecuniary.

Please refer to the guidance given on declaring pecuniary interests in the register of interest forms. If you have a pecuniary interest, you will need to inform the meeting and then withdraw from the room when it is discussed. If it has not been previously declared, you will also need to notify the Monitoring Officer within 28 days.

Does the interest indirectly affect or relate to any pecuniary interest you have already declared, or an interest you have identified at 1-5 above?

If yes, you need to inform the meeting. When it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

Is the interest not related to any of the above? If so, it is likely to be another interest. You will need to declare the interest, but may participate in discussion and voting on the item.

Have you made any statements or undertaken any actions that would indicate that you have a closed mind on a matter under discussion? If so, you may be predetermined on the issue; you will need to inform the meeting and when it is discussed, you will have the right to make representations to the meeting as a member of the public, but must then withdraw from the meeting.

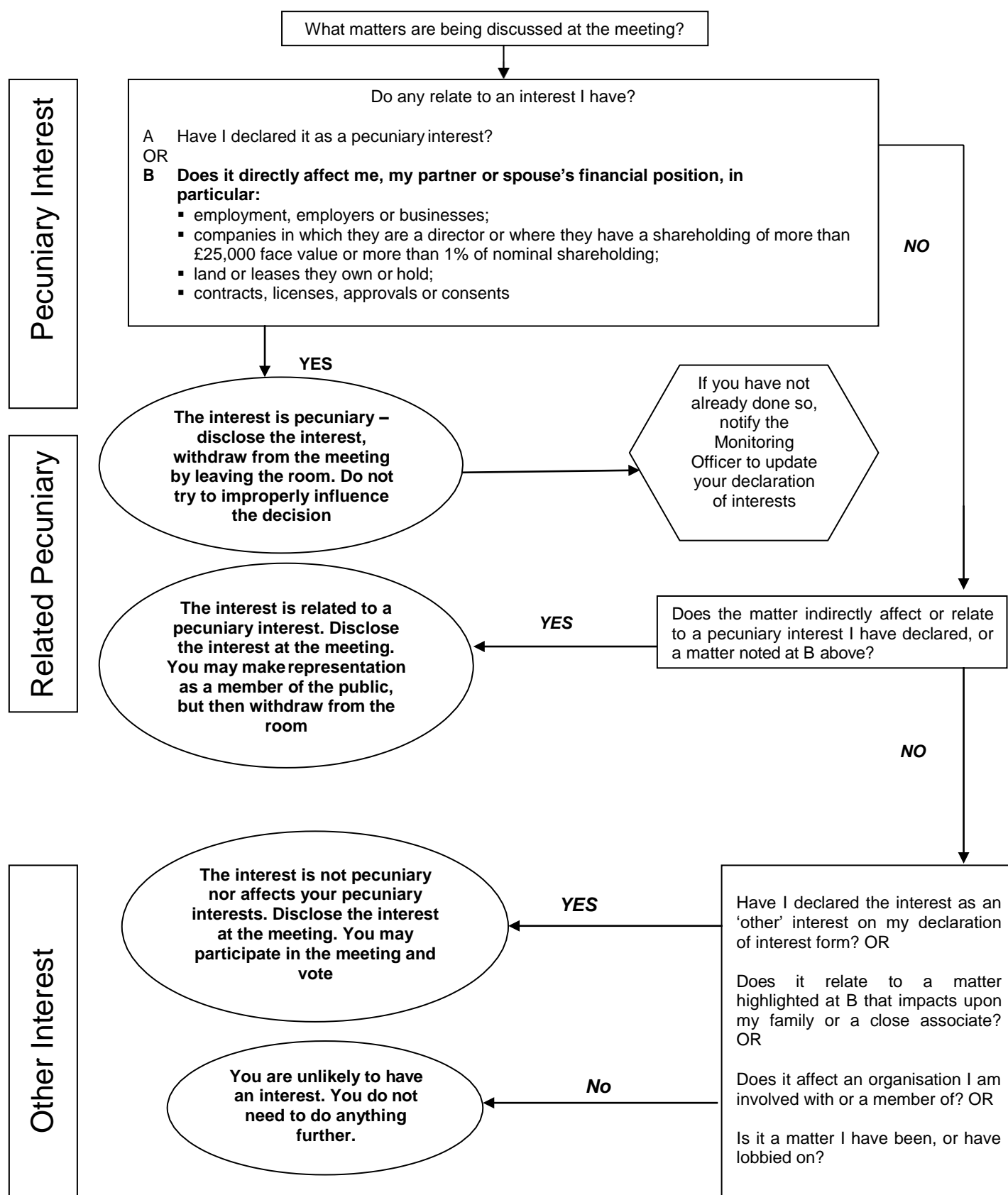
FOR GUIDANCE REFER TO THE FLOWCHART OVERLEAF

PLEASE REFER ANY QUERIES TO THE MONITORING OFFICER IN THE FIRST INSTANCE

DEVELOPMENT COMMITTEE MEMBERS SHOULD ALSO REFER TO THE PLANNING PROTOCOL

Declarations of Interest at Meetings

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



People Services Restructure

Summary: Following the Management Restructure a new 'People Services' service grouping was formed which brings together the Benefits, Housing Options, Housing Adaptation and Health and Wellbeing teams under an Assistant Director.

The Assistant Director has identified a number of challenges and opportunities for the service and has proposed changes to the structure which are supported by additional posts to provide capacity to deliver an enhanced service in support of the Corporate Plan objectives and maximise the opportunities to lever in external funding and income to expand the offering further.

This paper sets out the basis for these additional fixed term posts and the use of uncommitted fee income and relevant reserves to fund them over the two-year period.

Recommendations: It is recommended that Cabinet agree the use of uncommitted fee income and reserves to fund the proposed additional posts within for the revised 'People Services' service grouping and to earmark the uncommitted fee income and the required level of reserves to support the funding of the structure for the next 2 years.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

none

Cabinet Member(s)	Ward(s) affected – all
Contact Officer, telephone number and email: Karen Hill, Assistant Director of People Services, 01263 516183, karen.hill@north-norfolk.gov.uk	

1. Introduction

- 1.1 This reports sets out the budget position in relation to a revised structure for the People Services following the Management Restructure which resulted in the realignment of a number services, previously sitting under different areas, into one service grouping. A high level structure is below.



- 1.2 The structural proposal seeks to:
- equalise the size of the teams managed by the 4 services managers
 - create capacity for Service Managers to undertake development and change to meet the Corporate Plan objectives
 - maintain posts which generate income
 - extend the tenure of posts for which further external funding is anticipated
 - provide opportunity to lever in additional funding
 - address short term pressures created through the response to COVID within teams.
- 1.3 The proposal increases the staffing cohort over a two-year period using unspent reserves within the People Services budget area.
- 1.4 The service areas that make up People Services each have elements which are statutory in nature and highly regulated. Many have seen significant change in recent years; needing to adapt to changes in legislation and regulation for which additional burdens funding has been made available. Whilst extremely welcome, this funding has tended to be in the form of grants determined on an annual ad hoc basis which has made longer term service planning extremely challenging. In a number of cases additional resources have been bought in to deliver service but no additional provision has been made at the management level. The people management burden has eroded the ability for Managers to undertake the required level of strategic work.
- 1.5 The sustained period of response to the COVID19 pandemic over the last 15 months has added to these pressures and sustained and potentially increased demand can be expected throughout the recovery phase.
- 1.6 To realise the benefits expected through the bringing together of People Services areas it is necessary to provide capacity for change to be delivered.
- 1.7 The proposed structure is for two years and will be funded through:
- unspent reserves within the People Services budgets
 - income from already established chargeable service income
 - recovered COVID19 expenditure from the Contain Outbreak Management Fund (COMF)
- 1.8 It is expected that some of the temporary posts within the current structure will have their funding extended directly. The funding for these posts has

been included in the proposal as it provides certainty for the existing staff, who might be lost to the Council if we waited for the funding announcement. Not only do we potentially lose members of the team who are valued but results in additional recruitment and training resource being required.

- 1.9 By joining up those services delivered by People Services there is the potential to reduce the burden on other statutory services in particular Health and Social Care and therefore opportunities exist to attract additional funding from other sources to sustain the current structure and fund further investment in services to deliver at an enhanced level.
- 1.10 There is also opportunity within the proposed structure to increase the level of income generated through chargeable services in some areas which could result in a surplus to assist in other service provision.

2. Proposed changes

- 2.1 This report has not included those structural changes which do not require additional funding to be made available as these are within the delegation to the Assistant Director, in consultation with the Director from Communities.
- 2.2 A proposed structure for the Early Help and Prevention Operational Unit is included in Appendix 1. The structure includes the following posts beyond base budget in full or part:

2.2.1 Team Leader Early Help

This post will provide line management support to the Living Well/Social Prescribing officers thereby freeing the Early Help and Prevention Manager to concentrate on more strategic activity, including the interface with key partners and service development design.

The Team Leader duties will be in addition to normal casework and so the post will come from a secondment opportunity from within the current Living Well Officers and there will be no backfill. This is a development opportunity from within the team.

The additional cost comes from the likely increase in grade associated with the increase in responsibilities, subject to the job evaluation outcome.

2.2.2 Team Leader Housing Adaptations

This post will provide line management support to the officers within the IHAT team thereby freeing the Early Help and Prevention Manager to concentrate on more strategic activity, including service development design.

There is a potential for a secondment from within the IHAT Team which would provide a development opportunity or for external recruitment. If the post is filled through secondment, then backfill recruitment would take place.

This post supports the income generating element of the service through the fees charged to the Disabled Facilities Grants budget for additional support to applicants beyond processing the grant application. This post creates further capacity to widen the scope of the support offered and therefore open up further income generating options whilst enhancing the service offered to residents.

2.2.3 Housing Adaptations Admin Officer

The post supports the delivery of the Disabled Facilities Grant scheme with administrative activity and provides capacity within the team to generate the level of fee income. It is proposed to extend the contract for a further period of time as, based on previous years the post is fully funded by the fee income generated.

2.2.4 Service Development Officer

This post will work across the Early Help and Prevention Operational Unit to develop the service offer, assist in implementing new ways of working, tap into external funding sources and deliver opportunities for enhancing the fee earning potential.

The main areas of focus for the Service Development Officer will be;

Housing Adaptations

- Waiting times
- Customer pathways
- Consistent service delivery across the county
- Enhanced management of contractors
- Operating costs
- Maximising fee income to support service delivery
- New income generation opportunities
- Partnership working with Health and Social Care

Early Help

- Securing ongoing funding for the Living Well service and horizon scanning to take advantage of other opportunities to fund services on behalf of others
- Relaunch of the Help Hub
- Development of an Equal, Diverse and Inclusive district
- Review of support to vulnerable and marginalised groups including safeguarding, domestic abuse services
- Partnership working with Health and Social Care
- COVID recovery and sustaining/building on community capacity developed
- Contract monitoring/service level agreement for commissioned services and grant programmes
- Income generation opportunities
- Intergenerational promotion

2.3 A proposed structure for the Housing Options Operational Unit is included in Appendix 2. The structure includes the following posts beyond establishment:

2.3.1 Team Leader Housing Solutions

At present the Housing Solutions Manager has direct line management responsibility for a significant number of staff. This post will provide line management support to the officers within the Housing solutions team thereby freeing the Housing Solutions Manager to concentrate on more strategic activity, interface with key partners, horizon scanning, securing external funding, service development design.

The Team Leader duties will be in addition to normal casework and so the

post will come from a secondment opportunity from within the current Living Well Officers and there will be no backfill. This is a development opportunity from within the team.

The additional cost comes from the likely increase in grade associated with the increase in responsibilities, subject to the job evaluation outcome.

2.3.2 Team Leader Accommodation and Support

This post will provide direct line management responsibility for a cohort of staff within the Housing Solutions Team thereby freeing the Housing Solutions Manager to concentrate on more strategic activity, interface with key partners, horizon scanning, securing external funding, service development design.

The Team Leader will also deal with more complex casework in addition to the line management activity. The post will be offered as a secondment as a development opportunity within the team or external recruitment. If a secondment the vacant post will be backfilled externally.

The post creates capacity focused on developing new area of the team's work requiring a specific focus giving support to the officers employed to develop the accommodation and support options for those who are homeless and those threatened with homelessness. The role will have a specific focus on managing spend on temporary accommodation options with invest to save options being a potential focus.

2.3.3 Accommodation Solutions Officer – Private Sector

One of the Housing Options Officers has previously been seconded into a similar role to assist in the selection, purchase and ongoing management of units of accommodation for use as temporary accommodation. This previous post was temporary but with the increase in the Council's portfolio of temporary accommodation there is a need to continue the additional tenancy management support and provide links into other teams such as Property Services, around maintenance and repairs.

In addition, this role will also focus on identifying solutions in the wider housing market for the prevention of homelessness which could include private sector leasing and Homeshare initiatives. These will provide an additional route to the owned portfolio and enables a mix of housing types and locations to be considered.

2.3.4 Service Development Officer

To support the Housing Solutions Manager to develop the service offer and assist the Housing Solutions and Accommodation and Support Team Leaders to implement new ways of working to support service development

Main areas of focus will be;

- Homelessness and Rough Sleeper Strategy development and implementation
- Housing Register, management of partners, policy review, data collection and analysis
- Domestic Abuse accommodation and support offer, data collection and analysis, strategy development and implementation, new duty to co-operate following enactment of the Domestic Abuse Act 2021, joint procurement of Domestic Abuse Services by the Office for the Police

- and Crime Commissioner
- Rough Sleeper initiatives
- Overview/performance of the SHPS – Single Homelessness Prevention Service
- Procurement of accommodation for temporary accommodation
- Supporting joint working with partner agencies and other Councils
- Benchmarking

2.4 A proposed structure for the Benefits Operational Unit is included in Appendix 3. The structure includes the following posts beyond establishment:

2.4.1 Benefits Team Leader (Fraud)

The structure refocuses on the two Housing Benefits Managers into more defined responsibilities around Operational Delivery and Prevention Streams. The current structure contains three Team Leader posts with a Senior Housing Benefits Officer supporting the Team Leader roles on a temporary basis.

Creating a fourth Team Leader post brings additional capacity at this level, provides an appropriate balance to the structure and reduces the number of direct reports to each Team Leader to a manageable number. This post will be recruited from the existing team and the post will not be back filled.

2.5 A high level summary of the impact of these requests and the reserve funding required to support the delivery of the new structure can be found within Appendix 4. The total forecast cost is c£486k over the period in question.

2.6 The proposal contains 5 new posts over the existing establishment, 1 post which is an extension of an existing temporary post, 2 posts which uplift the level of an existing post to include line management responsibility and 2 posts which uplift the level of an existing post to include additional line management responsibility.

3. Corporate Plan Objectives

3.1 The restructure proposal supports directly or indirectly all of the Corporate Plan objectives;

- Local Homes for Local Need – assisting people to sustain their housing or secure alternative or more suitable housing
- Boosting Business Sustainability and Growth – supporting local businesses through the provision of grant funding to fund adaptations (£1.3m)
- Customer Focus – the People Services service grouping support some of the most vulnerable residents in the districts through the provision of information, advice and guidance; applications for benefits, grants and social housing; and signposting and case work in normal times and assistance with food, prescriptions and other daily essentials during the COVID pandemic
- Climate, Coast and the Environment - supporting residents with energy advice and reducing carbon footprints
- Financial Sustainability and Growth – delivering services efficiently to reduce spend, invest to save options, prevention and income generation to offset costs, efficient and effective use of burdens

monies

- Quality of life – impacting on the health and wellbeing of residents and reducing inequalities

3.2 Through the Team Planning process the Assistant Director of People Services will, in conjunction with the relevant Operational Unit Managers and Portfolio Holders, develop a number of success criteria, performance measures and targets. Regular monitoring will be undertaken to check and report performance and outcomes against these measures and targets. Prior to the end of the 2 year period evaluation will be undertaken of the outcomes of implementing the proposal against the success criteria and identified Corporate Plan Objectives.

4. Medium Term Financial Strategy

4.1 The proposal utilises reserves of uncommitted income and unspent grant alongside some COMF funding and ongoing fee income to fund a structure with an exit strategy at two years, through the use of fixed term contracts.

4.2 Unspent income has been generated through the chargeable element of DFG work. This money was put into a reserve to support future service delivery and therefore the proposals meet the purpose for which the reserve was created.

4.3 Ongoing income is generated through fees charged to the Disabled Facilities Grant budget for support provided by the council to applicants in respect of progressing the application to approval and overseeing works. It is proposed to use this income to fund posts which enable this additional work to be undertaken.

4.4 The Council has received a number of grants from Central Government in respect of initiatives, particularly around reducing homelessness. The Council supports these initiatives but there is some unspent grant money which has been placed in reserves. In many cases this money is ring-fenced to housing purposes with a time limited period to spend the allocated monies. There is a potential that Government could claw back unspent or uncommitted grant funding in the future.

4.5 During the Covid19 pandemic significant staff resources have been reallocated from within the People Services area to support the Council's response. The Council has received various funding streams to support the Covid19 response including the Contain Outbreak Management Fund (COMF). The Council is able to allocate costs which support the response to Covid19 and it work is currently ongoing to maximise the allocation of this budget before unspent elements have to be returned to County. It is therefore proposed to allocate the appropriate post costs for the period to 31-03-2022.

5. Financial and Resource Implications

5.1 The financial costs of the proposed structure are met from reserves and fee income, supported through use of COMF budget. There is no adverse impact on the base budget.

5.2 The additional costs for the Early Help and Prevention Operational Unit posts,

including on costs, are set out below:

5.2.1 Team Leader Early Help

The costs involved relate to an anticipated increase in grade of the seconded member of staff.

The cost per annum is £8,877 with a total cost for the two year fixed term contract of £17,754.

The cost will be split equally between the IHAT reserve and the Housing Options Reserve.

5.2.2 Team Leader Housing Adaptations

The costs arise from the creation of a new fixed term contract post.

The cost per annum is £40,912 with a total cost for the two year fixed term contract of £81,824.

The cost will be funded through the IHAT uncommitted fee income.

5.2.3 Housing Adaptations Admin Officer

The costs arise from the extension of an existing fixed term contract post for a further two years.

The cost per annum is £24,466 with a total cost for the two year fixed term contract of £48,932.

The cost will be funded through the IHAT uncommitted fee income.

5.2.4 Service Development Officer

The costs arise from the creation of a new fixed term contract post.

The cost per annum is £38,905 with a total cost for the two year fixed term contract of £77,810.

The cost will be funded through the IHAT uncommitted fee income topped up from the IHAT reserve. Some funding from the Housing Options Reserve may be appropriate if required due to the scope of the post.

5.3 The additional costs for the Housing Solutions Operational Unit posts, including on costs, are set out below:

5.3.1 Housing Options Team Leader

The costs involved relate to an anticipated increase in grade of the seconded member of staff.

The cost per annum is £2,007 with a total cost for the two year fixed term contract of £4,014.

The cost will be met from the Housing Options Reserve.

5.3.2 Accommodation and Support Team Leader

The costs arise from the creation of a new fixed term contract post.

The cost per annum is £40,912 with a total cost for the two year fixed term contract of £81,824.

The cost will be funded through the Housing Options Reserve.

5.3.3 Accommodation Solutions Officer – Private Sector

The costs arise from the creation of a new fixed term contract post.

The cost per annum is £38,905 with a total cost for the two year fixed term contract of £77,810.

The funding for this post will be through the Housing Options Reserve.

5.3.4 Service Development Officer

The costs arise from the creation of a new fixed term contract post.

The cost per annum is £38,905 with a total cost for the two year fixed term contract of £77,810.

The first year of funding will be met through the Domestic Abuse Bill funding with the balance coming from the Housing Options Reserve.

- 5.4 The additional costs for the Housing Benefits Operational Unit Solutions Operational Unit posts, including on costs, are set out below:

5.4.1 Benefits Team Leader (Fraud)

The costs involved relate to an anticipated increase in grade of the seconded member of staff.

The cost per annum is £8,877 with a total cost for the two year fixed term contract of £17,754.

The cost will be met from the Benefits Reserve.

6. Legal Implications

- 6.1 There are no specific legal implications associated with this although the Council is at risk of not meeting its statutory obligations if it does not resource these services to provide sufficient capacity to manage increased demand and resilience.

7. Communications issues

- 7.1 There are no specific Communications issues associated with this proposal however there may be reputational risks if the Council did not the same level of service previously delivered or was not able to meet its statutory obligations around grant funded activities.
- 7.2 There is further reputational risk if unspent grant funding is clawed back by the Government at some point in the future. This proposal enables the spending of some of these reserves within the scope of this grant funding.

8. Risks

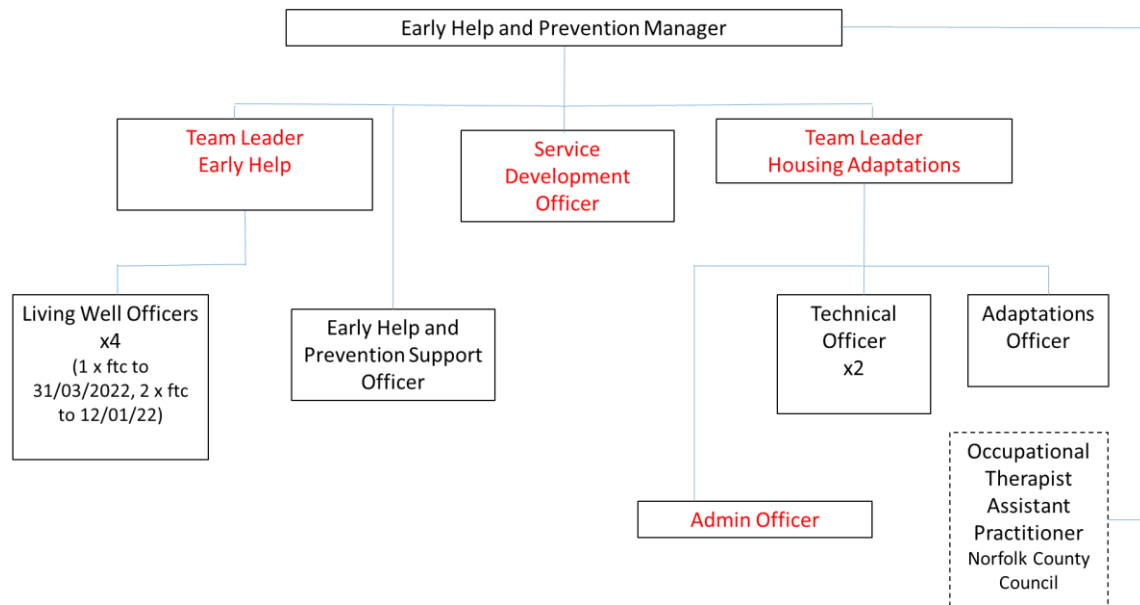
- 8.1 There are risks associated with this proposal. On one hand there is risk around the ability to deliver an increasing range and demand for services, in areas that support the Corporate Plan, without adequate staff resource to deliver these effectively; this is the reason for bringing the paper forward. There is a risk that unspent grant funding may be clawed back by Government, removing the benefit to residents in need. Conversely there are risks around increasing the cohort of staff and the additional financial burden; these risks are managed through the additional posts will be filled on a fixed term basis and supported by the secondment of staff.

9. Conclusions and Recommendations

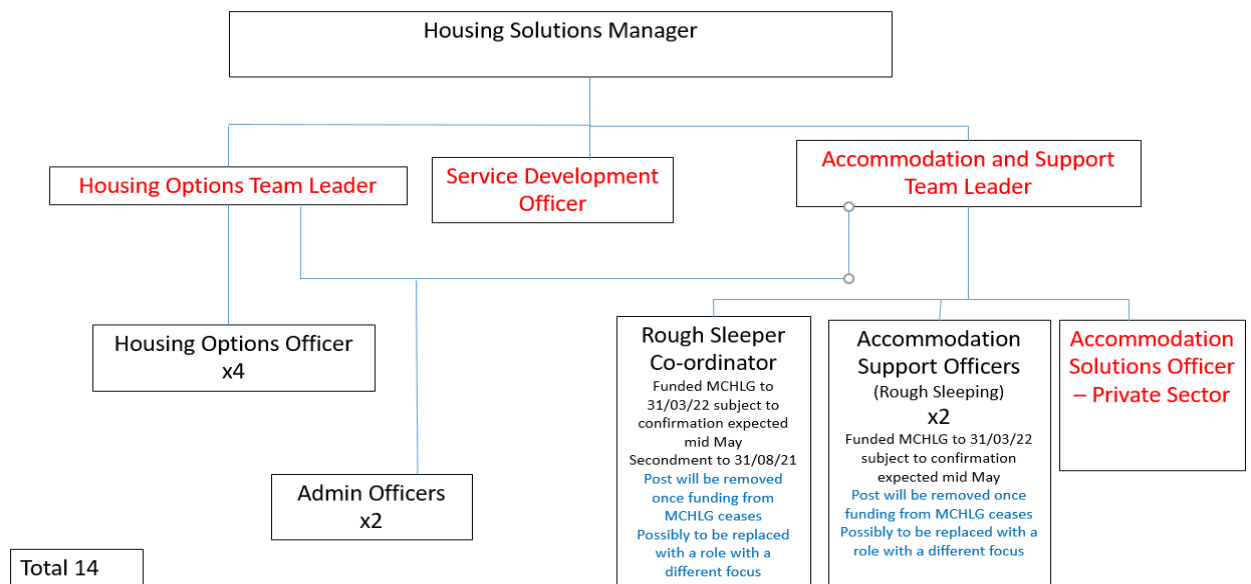
- 9.1 The report proposes a number of additional fixed term contract posts within the structure for People Services to provide capacity to deliver an enhanced service in support of the Corporate Plan objectives and maximise the opportunities to lever in external funding and income to expand the offering further.
- 9.2 It is recommended that Cabinet agree the use of uncommitted fee income and reserves to fund the proposed additional posts within for the revised

'People Services' service grouping and to earmark the uncommitted fee income and the required level of reserves to support the funding of the structure for the next 2 years.

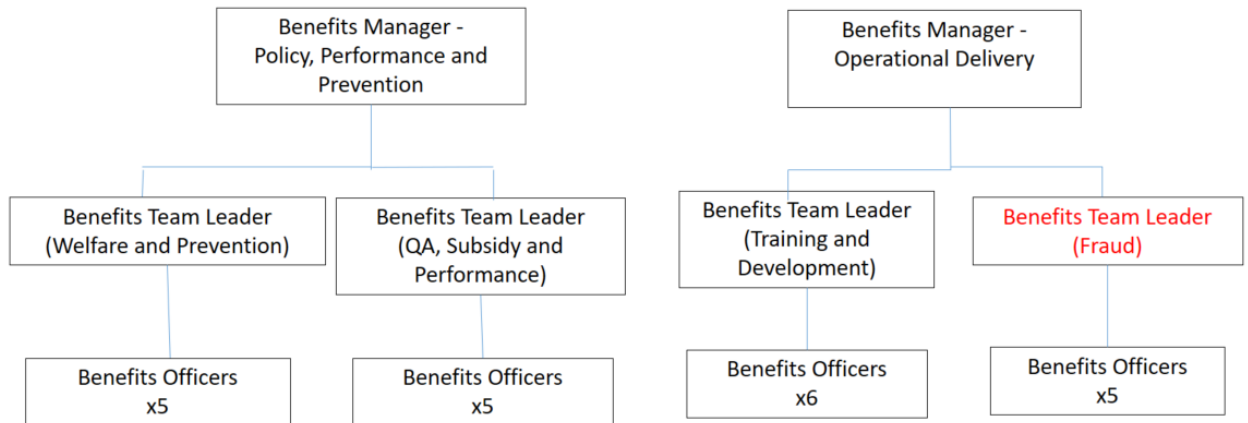
Appendix 1



Appendix 2



Appendix 3



Total 25

Appendix 4

Potential housing restructure - August 2021 Business Planning								
	Yr1	Yr2	Total			Funding		
							Housing Reserve	
				Domestic Abuse Bill	Benefits Reserve	IHAT	Housing Options	IHAT uncommitted fee income
	£	£	£	£	£	£	£	£
Early Help and Prevention Operational Unit posts								
Team Leader - Early Help Hub	8,877	8,877	17,754	0	0	8,877	8,877	0
Team Leader Housing Adaptations	40,912	40,912	81,824	0	0	0	0	81,824
Housing Adaptations Admin Officer	24,466	24,466	48,932	0	0	0	0	48,932
Service Development Officer	38,905	38,905	77,810	0	0	0	38,905	38,905
Housing Solutions Operational Unit								
Housing Options Team Leader (grade increase only)	2,007	2,007	4,014	0	0	0	4,014	0
Accommodation and Support Team Leader	40,912	40,912	81,824	0	0	0	81,824	0
Accommodation Solutions Officer – Private Sector	38,905	38,905	77,810	0	0	0	77,810	0
Service Development Officer	38,905	38,905	77,810	32,138	0	0	45,672	0
Housing Benefits Operational Unit								
Benefits Team Leader (Fraud) (grade increase only)	8,877	8,877	17,754	0	17,754	0	0	0
Total funding requirement	242,766	242,766	485,532	32,138	17,754	8,877	257,102	169,661
Please note - all projections include oncosts at 28.3%								

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Use of Housing Reserves to Enhance Delivery

Summary: This paper provides information on the level of housing reserves held by NNDC as at 31/3/21, which were £2.516m; and includes information on the source of these reserves.

The report goes on to set out some proposed uses for these reserves; including reference to a paper elsewhere on today's agenda which set out proposals for maintaining and strengthening staffing resources in Peoples Services.

The report sets out plans and commitments already in place to use some of the funding, i.e. continuing to fund the Community Enabler post and ensuring some grant funding remains for community-led housing.

The report further recommends that funding is used to support a dedicated energy officer role to help deliver many of the energy efficiency projects included in the agreed Housing Strategy

The report then recommends uses for the remaining housing reserves to enhance housing delivery, which are in line with the objectives in the Housing Strategy.

Options considered: Options considered for use of reserves, in line with agreed Housing Strategy objectives, are set out in the body of the report.
Retaining un-committed reserves was rejected as an option as it is considered that releasing the funding can have a positive impact on housing need at this time.

Conclusions: £2.516m of housing reserves were brought into 2021/22. Some of these reserves have already been committed to existing salaries and projects. However, the remaining reserves can be used to help meet housing needs in the district in line with the Corporate Plan objective Local Homes for Local Need.

Recommendations: That Cabinet support the recommended uses of the £2.516 of housing reserves to fund the continuation of posts and restructure of Peoples Services, continuation of community-led housing activity and an energy officer role (as set out in paragraphs 2.1 – 2.11)

That Cabinet support use of the remaining £890,246 of reserves to accelerate housing delivery (as set out in paragraphs 2.12 – 2.25), including the purchase of two further units of temporary accommodation for homeless households.

That Cabinet gives delegated authority to a Chief Officer, in consultation with the Portfolio Holder for Housing & Benefits, for the purchase of the specific properties within the overall re-allocated budget of £640,000 (with all purchases subject to an independent valuation and survey).

Reasons for Recommendations: To provide authority for expenditure over £100,000.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

Outturn Report – Period 12 budget monitoring (Cabinet 6th September 2021)
Community Housing Fund (Cabinet 6th February 2017)

Cabinet Member(s) Cllr Wendy Fredericks	Ward(s) affected Districtwide
Contact Officer, telephone number and email: Contact Officer: Nicky Debbage/Graham Connolly, Housing Strategy & Delivery Manager, tel: 01263 516027/516282	

1. Introduction

- 1.1. The Housing Strategy 2021-2025 was recently agreed at Full Council on 21/7/21. The Strategy and accompanying action plan set out the Council's priorities for housing and the actions and interventions which the Council, partners and stakeholders will undertake to deliver the key priorities for Housing. The Strategy covers four main areas of activity:
 - Increasing the supply of new housing
 - Improving housing stock condition in the private sector
 - Making better use of existing housing
 - Supporting vulnerable residents
- 1.2 The Strategy builds on much of the current ongoing work to improve housing in the district (such as development of an effective Local Plan, enabling activity to support delivery of new affordable homes, particularly support to community-led housing). This 'foundation' work is key to ensuring the right environment is in place to ensure delivery of new homes and other aspects of the Strategy. Many housing projects, especially building new homes, are slow-burn projects with results delivered several years down the line. There have been significant housing delivery successes over the last year or so:
 - The council now has 12 homes in its ownership for use as temporary accommodation (with one further home being purchased and one being converted to bring the total to 14).
 - Delivery of the first Extra Care housing scheme providing 66 affordable homes with support for older people in Fakenham, and

Planning Permission submitted for a further scheme.

- Delivery of new affordable homes above the 100 homes per annum target; 108 delivered in 2020/21 and 183 in the pipeline for 2021/22
- 1.3 There are some specific sources of funding for housing activity (beyond use of generic council funding sources) and the key sources are:
- Revenue grant funding for homelessness prevention work, including specific funding for tackling rough sleeping. These are government grants provided to the council to help perform our statutory duty in relation to prevention and relief of homelessness
 - Fee income from delivery of Disabled Facilities Grants to cover the council's services as an agent (specifying and managing grant works)
 - Community Housing Fund – this was one-off funding from government in recognition of the impact of second and holiday homes on communities and is used for enabling activity to support delivery of new affordable homes, in particular community-led housing schemes.
 - S106 Commuted sums – this is ring-fenced capital funding in lieu of on-site provision of affordable homes and can only be used to support the delivery new affordable homes.
 - Specific project grants – recently the council has received grants to help with the cost of provision of housing for ex-rough sleepers, this funding can only be used on the projects for which it was awarded.
- 1.4 A Housing Reserve of £2.516m was brought forward to 2021/22. This figure does not include the last two sources of funding (s106 or specific project grants) set out above as these are ring-fenced and not available for other uses. However, plans for use of the s106 monies are set out in paragraph 2.14 below. Given the current housing pressures in the district (high levels of homeless cases and use of temporary accommodation) and likely approaching pressures (with the end of the ban on private rented sector evictions together with the end of the furlough scheme and the temporary increase in Universal Credit) Cabinet have asked for options to use these reserves to improve / accelerate housing activity and delivery.
- 1.5 This report sets out the existing plans for use of the available housing funding together with options for additional spend to accelerate delivery. The report links to another report to Cabinet which recommends strengthening teams in the People Services directorate to help prevent housing crisis. These posts very much align with objectives in the Housing Strategy, particularly regarding support to vulnerable residents. This report assumes that Cabinet support the funding of additional resources in Peoples Services so the report focuses on options for use of any remaining housing reserves to accelerate housing projects.

2. Housing Reserves - proposed and potential uses

Peoples Services

- 2.1 The level of Housing Reserves brought forward into 2021/22 is £2.516m. This consists of the following: Homeless Grants (including Rough Sleeper Initiative and Norfolk County Council grants) - £786,961, Disabled Facilities Grant fee income - £192,123, Social Prescribing Funding - £43,211 and Community Housing Fund - £1,466,195 (there is also a small amount - £27,861 left from the Broadland loan fees).

- 2.2 Some of the reserves are already committed to funding ongoing posts and services, such as rough sleeper outreach in Peoples Services. Additionally, the restructure proposals for Peoples Services would use some of reserves (£486k – see report elsewhere on today’s agenda) over the remainder of 2021/22 and the two years 2022-2024. As proposed this review would use the Social Prescribing funding to fund social prescribing activity in 2021/22 and 2022/23, the majority of the Disabled Facilities Grant fee income to support the restructure to 2024 and some of the Homeless grant, also to support the restructure to 2024.
- 2.3 In the new Housing Strategy the restructure of People Services is important to help identify people ‘at risk of crisis’ and so prevent homelessness. (Housing Strategy – Prevention of Homelessness and Help for those who are Homeless - 4.1).

Use of Community Housing Fund

- 2.4 As set out above, the Community Housing Fund (CHF) makes up a large part of the Housing Reserves - £1,466,195 brought into 2021/22. Adding the small Broadland loan fees of £27,861 gives a total of £1,494,056 of funding broadly aimed at providing more affordable homes. The CHF was a grant received from government in 2017. The Council was awarded £2,436,942, with payment of 50% of this sum dependent on the submission of a satisfactory delivery plan. Cabinet supported the delivery plan in September 2017 which included dedicated staffing resources (now the Community Enabling Officer) plus loan and grant funding to support the development and expansion of community led housing.
- 2.5 Between 2017/18 – 2020/21 just over £1m of the CHF has been spent. On average this has been £50k per annum on staffing resources and £200k per annum on grants and support to community-led housing (e.g. for formation of new groups or expansion of existing groups such as Homes For Wells, Holt Housing Society and Stable Door – who have all received grant to help them purchase additional homes).
- 2.6 The current Community Enabling Post is a fixed term contract which runs until March 2023. This post is key, not only to delivery of community-led housing but also to help enable affordable housing especially on rural exception schemes. The Enabler works with housing associations to identify housing need, gain the support of parish councils to new affordable homes, identify suitable sites and willing landowners, liaise with Planning, carry out public consultation, etc. Without this work housing associations may not choose to develop in North Norfolk and would arguably develop in districts where development is considered ‘easier’. In line with the Peoples Services restructure and funding posts until the end of 2023/24 we propose to commit £50k p.a. to ensure continuation of the Community Enabling role.
- 2.7 In addition to the requirement to fund the Enabler role from the CHF there is an expectation that some funds will be maintained for the development and expansion of community-led housing. A new Community Land Trust has recently been formed in Swanton Novers who, together with existing groups, are likely to request funding from the Council for additional affordable homes. Additionally, £50k of grant has already been spent this year to provide support to Stable Door to purchase a further home in Sheringham. Therefore it is recommended that a budget of £300k p.a. (£50k revenue for staffing costs and £250k capital for grant) is continued for the next 3 years (2021-24).
- 2.8 Support for community-led housing is part of the Housing Strategy

(Supporting new types of Development – Supporting the delivery of community-led housing – 1.6).

Energy Officer Proposal

- 2.9 North Norfolk District has over 5,000 households living in fuel poverty. At the same time CO₂ emissions from domestic properties represent nearly 30% of carbon emissions in the district. Taking action to improve energy efficiency for low income households will help deliver corporate objectives to reduce both fuel poverty and CO₂ emissions.
- 2.10 A key element of the Corporate Plan and Housing Strategy is about improving energy efficiency and reducing fuel poverty.
- Identifying the most effective interventions to improve conditions and energy efficiency in the private sector (Corporate Plan Action Plan 1.2.2)
 - Investigate the viability of methods to help reduce fuel poverty amongst vulnerable local residents (Corporate Plan Action Plan 1.2.4).
- 2.11 This report recommends that the Council appoints an Energy Officer, initially on a two-year fixed term contract. The salary including on-costs will be £76,266. (We anticipate a contribution from Norfolk Warm Homes will fund £22,500¹ of the cost leaving a net cost of £53,766 for the Council).

The Energy Officer will be responsible for:

- Delivering the actions relating to energy efficiency and fuel poverty in the Housing Strategy.
- Identifying properties/households likely to be eligible for grants for energy efficiency improvement works and raising awareness/encouraging applications from those households.
- Providing support to grant applicants to make the application process easy and to minimise disruption caused by installation works.
- Supporting partner organisations with work that will improve energy efficiency of homes in the district.

Other Options for use of Reserves

- 2.12 In total, taking account of: the proposals for Peoples Services, continuation of an enabling role and community-led housing activity, and part-funding a dedicated energy officer post; there would be £890,246 of uncommitted Housing Reserves available (see section 5. Financial and Resource Implications).
- 2.13 This funding could be used to deliver new affordable homes. However, it is very hard to accelerate new build, which has a long lead-in period, so additional funding is unlikely to yield quick results. There are a number of actions already identified in the Housing Strategy to secure a good pipeline of new affordable homes – such as working with Planning to make the process of planning applications for affordable housing easier, continuing the enabling role (as set out above) and making available a programme of s106 funding to support schemes that might otherwise struggle due to viability.
- 2.14 S106 commuted sums are already to be used to help deliver new affordable

¹ Subject to a successful LAD3 and HUG bid.

homes. Cabinet on 23/2/21 agreed to allocate £900k of existing Section 106 commuted sums to provide enabling grant to Registered Providers to deliver new affordable homes in North Norfolk. The funding was agreed to deliver five housing schemes providing approximately 181 affordable homes between 2021/22 and 2023/24 and a £500k budget has been included in the 2021/22 capital programme. Individual reports will be presented to Cabinet for approval of grant support over £100k (the first of which is anticipated in November 2021).

- 2.15 Therefore it is not recommended that Housing Reserves are used to fund building of new affordable homes as this is unlikely to deliver quick results and s106 funds are already being used for this purpose. Recommended options to deliver housing strategy aims are set out below:
- 2.16 **Purchase of Temporary Accommodation (TA)** – the council has over the last two years purchased several additional units of TA. The People Services restructure acknowledges the impact of this and the need to adequately resource management of the homes and residents. Business cases for previous TA purchase have shown that this is a viable use of funding, reducing the net cost to the council of more expensive/poorer quality bed & breakfast accommodation and providing a rental income to the council. Available Reserves could be used to purchase further TA units. In particular we have recently purchased a Flagship disposal bungalow for £160k which requires some renovation with an estimated outturn full cost of £200k. Reserves could be used to purchase a similar further unit of TA.
- 2.17 Additionally, the Council has no acceptable TA options for large families who are faced with homelessness. There is no suitable TA available for large families and if we have to resort to bed & breakfast accommodation this is not only expensive but also means families are split across a number of separate units. The council could purchase a large property, primarily to be used as TA for large families, but which could be used flexibly in future (e.g. as a shared house for younger single people). It is likely that a budget of £440k would be required to purchase a suitable property.
- 2.18 Developing and implementing a new Homelessness and Rough Sleepers Strategy and Action Plan (Corporate Plan Action Plan 1.4.1) is a Corporate Objective and the Housing Strategy identifies delivery of further temporary accommodation (Housing Strategy Action Plan 4.2.2) as a way of helping implementation of the Corporate objective. In addition both the Corporate Plan (Corporate Plan Action Plan 1.5.3) and the Housing Strategy Housing Strategy Action Plan (3.1) see the purchase of Flagship properties rather than sale on the open market as option to deliver other housing objectives, i.e. in this case the provision of temporary housing.
- 2.19 Whilst the elements of the uncommitted housing reserves are not ring-fenced those arising from the DFG/Homelessness reserve could be used towards purchase of additional temporary accommodation.
- 2.20 **Rent guarantee** – The private rented sector in North Norfolk is relatively small and there is often fierce competition for decent properties that do become available. Increasingly landlords require not only significant deposits but also (for those on lower incomes) a rent guarantor. A guarantor needs to be someone in full time employment and/or a home owner. Many customers who approach the council for advice and support do not have anyone that can act as a guarantor for them and so trying to access private renting can be impossible. The council could act as a guarantor in such circumstances. Guarantees are generally required for the full length of a tenancy, i.e. 6 or 12 months, and must be available to cover the full cost of the rent (so for

example a rent of £800 per calendar month would require a guarantee for 6 months of £4,800). It might be sensible to set a cap, perhaps a maximum guarantee of £5,000 which would support access to most reasonably priced accommodation. As a trial it is also suggested that a relatively small provision could be made for this use – which would allow time to understand the level of default/bad debt this might incur. A pilot scheme will also help us develop and refine criteria to identify which households should be prioritised for help with this scheme. Therefore a budget provision of £50,000 to help at least 10 households into private renting could be established.

- 2.21 Although rent guarantees are not specifically mentioned in the Housing Strategy rent guarantees do help achieve the objective of Accessing Alternative Housing Options (Housing Strategy Action Plan – 3.5).
- 2.22 Whilst the elements of the uncommitted housing reserves are not ring-fenced those arising from the DFG/Homelessness reserve could be used towards rent guarantees.
- 2.23 **Shared ownership – conversion to Affordable Rent** – this year's forecast of new affordable homes contains a particularly high level of shared ownership (SO) homes – 112 from a total of 183 homes. There is a mixture of reasons for this high number – 36 are older persons SO flats at Meadow Walk the new extra care scheme in Fakenham, 36 are homes purchased by Clarion that were due to be full market sale in Fakenham, similarly 20 are homes purchased by Broadland housing association at Holt that were also due to be full market sale homes. Most of these 92 (36+36+20) homes are already sold and in some cases the developer will not accept other tenures (i.e. rented) homes. However, there are some SO homes on sites due for delivery in 2021/22 or 2022/23 where it may be possible with grant support from NNDC, for the housing association to convert SO homes to Affordable Rent homes, which are in greater need. SO homes are more viable for housing associations – not only do they recoup some of their build costs immediately with sale of part of the home, they also charge rent on the remaining share and are not responsible for much of the repair of these homes. Therefore additional funding is required to change SO to rented homes. Discussions with Homes England and local housing associations suggest the conversion cost is around £25k per home (depending on location and type of property). £200k could be allocated to convert eight SO homes to more affordable rented homes.
- 2.24 Although not a specific objective in the Corporate Plan or Housing Strategy, conversion of shared ownership homes to affordable rent does help increase the supply of homes which meet the needs of the most vulnerable households.
- 2.25 Whilst the elements of the uncommitted housing reserves are not ring-fenced those arising from CHF reserves could be used towards shared ownership conversion to affordable rent.

3. **Corporate Plan Objectives**

This proposal helps deliver the Corporate Plan objective “Local Homes for Local Need”

4. **Medium Term Financial Strategy**

The proposals for use of Housing Reserves are based on outrun information for 2020/21 and have taken account of commitments to fund key services for

the 3-year period 2021-24. Use of reserves to help strengthen homelessness services and other Peoples Services, provide new affordable rented homes, provide access to the private rented sector for those in housing need and fund purchase of NNDC properties to be used for TA, instead of a more costly alternative such as bed and breakfast, will help reduce the Council's net spend on homelessness and TA.

5. Financial and Resource Implications

The report sets out a range of recommendations and options for use of £2.516m of Housing Reserves brought into 2021/22. The table below summarise these:

Starting Balances as at 31/03/2021	£2,516,351
Recommended Uses:	
Balance remaining after funding Peoples Services restructure (additional cost £486k) and continuation of existing posts 2021-24 (total £649,850)	£1,866,501
Balance remaining after funding continuing enabling and community-led housing activity 2021-24 (£900k)	£966,501
Balance remaining after funding part of the cost of Energy Officer 2021-23 (£76,266)	£890,246
Balance remaining after purchase TA (1 x large family TA & 1 x 'normal' TA (£640k)	£250,235
Balance remaining after establishing a private rented sector rent guarantee scheme (£50k)	£200,235
Balance remaining after converting 8 x Shared Ownership homes to Affordable Rent (£200k)	£235

6. Legal Implications

Whilst none of the housing reserves are legally ring-fenced, proposals for their use in this report are in line with the purpose for which the funding was originally awarded or allocated. Both Homelessness and provision of Disabled Facilities Grants are statutory services and strengthening these services will help us perform these statutory duties more effectively. The council is able to hold in the General Fund, and let on license, homes to be used for TA for homeless households. Legal input will be required to ensure effective conveyancing and to identify any legal constraints on properties that are considered for purchase.

7. Risks

The risks of associated with the Peoples Services review are set out in a separate report on today's agenda.

The risks associated with use of the Community Housing Fund were identified in the original Cabinet report in 2017 and the scheme has been running

successfully for four years.

The main risk relating to the energy officer post is that the Norfolk Warm Homes LAD3 and HUG bid is unsuccessful or only partially successful. In this event Norfolk Warm Homes will be unable to grant fund part of the cost of the energy officer. This risk has been mitigated by budgeting in this report for the full costs of the posts and not assuming grant funding.

The key risks and mitigations associated with purchase of properties for TA are:

- The property is a poor investment – mitigated by purchases being subject to an independent valuation
- The property has unforeseen major investment needs – mitigated by purchases being subject to a full survey
- The property is not required for TA in the future – mitigated by either sale of the asset or use as market rented home (if a housing company is in place)

The key risk associated with the establishment of a private rent guarantee scheme are: that it is oversubscribed – this will be mitigated by clear criteria for use and regular monitoring; or that tenants default on their rent and the guarantee is called in – this will be mitigated by budgeting for a bad debt allowance.

The key risk associated with conversion from shared ownership to affordable rent is that this change could be reversed in future by the housing association – this will be mitigated by use of a Funding Agreement and by securing the change in tenure through a variation to the Section 106 agreement.

8. Sustainability

The creation of an energy officer role will help raise awareness of sustainability issues and improve the energy efficiency of homes in the district. Homes purchased for use as TA will achieve good energy standards and improvements to heating and insulation will be undertaken to ensure this where required.

9. Equality and Diversity

No direct implications in this report

10. Section 17 Crime and Disorder considerations

No direct implications in this report

11. Conclusion and Recommendations

The housing reserves held (£2.516m as at 31/3/21) can be used to make a positive impact at a time of high housing need in the district. Therefore it is recommended that the funding should be used in line with the table in paragraph 5. (to support the strengthening of Peoples Services, continuation of community-led housing activity, creation of a dedicated energy officer role, purchase of two further units of temporary accommodation for homeless households, establishment of a private rented sector guarantor scheme and conversion of 8 shared ownership homes to affordable rented homes) and funds reallocated to the appropriate budgets.

Further, to allow purchase of suitable properties for temporary accommodation in a timely way, authority for individual property purchases should be delegated to a Chief Officer, in consultation with the Portfolio Holder for Housing & Benefits (with all purchases subject to an independent valuation and survey).

DETERMINATION OF COUNCIL TAX DISCOUNTS 2022/23

Summary: This report sets out alternative options for the level of council tax discounts which Full Council will resolve shall apply to classes of dwelling for the financial year 2022/23.

The determinations are made by the Council under sections 11A and 11B, and of the Local Government Finance Act 1992, subsequent enabling powers and Regulations made under the Act.

Options considered: The recommendations take advantage of the reforms included in the Local Government Finance Act 2012 as amended to generate additional revenue.

Conclusions: The legislation provides local authorities with the power to make changes to the level of council tax discount in relation to classes of property. The Council has to approve its determinations for each financial year. The calculation of the tax base for 2022/23 will be made on the assumption that the determinations recommended below will apply.

Recommendations: Members recommend that Full Council shall resolve that under section 11A of the Local Government Finance Act 1992, and in accordance with the provisions of the Local Government Finance Act 2012 and other enabling powers one of the following applies:

Recommendation 1

- (a) The discounts for the year 2022/23 and beyond are set at the levels indicated in the table at paragraph 2.1.
- (b) The premium for long term empty properties (those that have been empty for a consecutive period longer than 24 months) is set at 100% of the Council Tax charge for that dwelling
- (c) The premium for long term empty properties (those that have been empty for a consecutive period longer than 60 months) is set at 200% of the Council Tax charge for that dwelling
- (d) The premium for long term empty properties (those that have been empty for a consecutive period longer than 120 months) is set at 300% of the Council Tax charge for that dwelling

- (e) To award a Council Tax Hardship Discount of 100% as per the policy attached at Appendix B, under the provisions section 13A of the Local Government Finance Act 1992 (as amended)
- (f) To continue to award a local discount of 100% for eligible cases of care leavers under section 13A of the Local Government Finance Act 1992 (as amended).
- (g) That an exception to the levy charges may be made by the Section 151 Officer in conjunction with the Portfolio holder for Finance, on advice of the Revenues Manager in the circumstances laid out in section 3.6 of this report.

Recommendation 2

- (a) those dwellings that are specifically identified under regulation 6 of the Council Tax (Prescribed Classes of Dwellings)(England) Regulations 2003 will retain the 50% discount and;
- (b) those dwellings described or geographically defined at Appendix A which in the reasonable opinion of the Head of Finance and Asset Management are judged not to be structurally capable of occupation all year round and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947, will be entitled to a 35% discount.

Reasons for
Recommendations:

In accordance with the relevant legislation these determinations shall be published in at least one newspaper circulating in North Norfolk before the end of the period of 21 days beginning with the date of the determinations.

To set appropriate council tax discounts which will apply in 2022/23 in accordance with the legal requirements and to raise additional council tax revenue.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

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Cabinet Member(s) Cllr Eric Seward	Ward(s) affected All

Contact Officer, telephone number and email:
Lucy Hume, 01263 516246, lucy.hume@north-norfolk.gov.uk

1. Introduction

- 1.1 Local Authorities are required to approve their Council Tax discount determinations each year. The legislation provides local authorities with powers to make changes to the level of council tax discount in relation to certain types of properties.
- 1.2 All billing authorities are able to reduce or end the nationally set 50% council tax discount for second homes. The exception to this rule is that billing authorities cannot change the discount for second homes of people who are liable for council tax on dwellings provided by an employer, i.e. tied accommodation, as established under regulation 6 of the Council Tax (prescribed classes of dwellings) (England) Regulations 2003.
- 1.3 It is for the billing authority to determine whether changes on discounts apply to all or parts of its area. An area can be as small as one property (provided it can be defined geographically) and different discounts can apply in different parts of the area.
- 1.4 Properties that are classed as Long Term Empty (those that have not been occupied for a period of 24 months) can attract a premium on their Council Tax, which is currently 100% of the charge.
- 1.5 The Council also has powers under Section 13A of the Local Government Finance Act 1992 (as amended) to introduce discounts to particular taxpayers.
- 1.6 Since April 2013 North Norfolk District Council (as a billing authority) has had additional powers to vary the levels of council tax discount offered in the District. Reductions in the discounts offered will generate additional revenue for both the District Council and preceptors.

2. Current Discounts and amendments for 2022/23

- 2.1 There are four classes of dwellings where the Council has discretion to vary the discount offered to council tax payers. The table below sets out the current discount levels as agreed by Full Council in December 2020. Maintaining these discount levels is in line with the current strategy to reduce the forecast budget gap. It is proposed that these levels continue from 1st April 2022.

Class	Description	2019/20 Discount	Proposed Discount from 1 st April 2020
Class A	Dwellings which are not the sole or main residence, are furnished, but their continuous occupation is restricted by	10%	10%

	planning regulations to less than 28 days a year.		
Class B	All other dwellings which are not the sole or main residence, are furnished, and their continuous occupation is not restricted by planning regulations to less than 28 days a year.	No Discount	No Discount
Class C	All dwellings which are unoccupied and substantially unfurnished.	No Discount	No Discount
Class D	Dwellings that are unoccupied and unfurnished and: <ul style="list-style-type: none"> • require or are undergoing major repair to make them habitable • are undergoing structural alteration • have undergone major repair work to render them habitable, if less than six months have elapsed since the date on which the alteration was substantially completed and the dwelling has continuously remained unoccupied and unfurnished since that date 	No Discount	No Discount

3. Empty Homes Premium and Section 13A Discounts

- 3.1 Between 2013 and 2019 the Council has charged the maximum premium of 50% (on top of the usual 100% charge) on long term empty properties ie those that have been empty continuously for 24 months or more.
- 3.2 Introduced in March 2018 and passed through the report stage of the House of Lords on 18 July 2018, the Council has been given additional legal powers to increase the levy premium level to a maximum from 50% to 100%, which would effectively mean a 200% charge on qualifying properties. This has been in place since the 2019/20 financial year. In the 2020/21 financial year, the Council introduced a levy of 200% on properties unoccupied for longer than 60 months, and in the 2021/22 financial year a levy of 300% was introduced on properties that had been empty for 120 months.
- 3.3 The levy premium cannot apply to homes that are empty due to the occupant living in armed forces accommodation for job-related purposes, or to annexes being used as part of a main property.
- 3.4 Currently, there are fewer than 150 properties that fall within the bracket within North Norfolk, so this isn't being viewed as a significant revenue generating exercise for the Council, rather a policy tool to encourage efficient use of available housing within the district..
- 3.5 Officers are aware there are cases where long term empty properties are undergoing significant renovations in order to bring them back into use, and would like to incentivise this where possible. Officers are recommending that discretion be provided

to the Section 151 Officer in conjunction with the Portfolio holder, on advice of the Revenues Manager to provide exceptions to the Levy charge in these cases. There are anticipated to only be a small number of qualifying properties in the District, so is not considered to be a significant financial risk to the Council.

- 3.6 For the 2022/23 financial year, the Council would like to introduce a new discount under Section 13A of the Local Government Finance Act 1992 (as amended) to give 100% relief to those experiencing hardship. The policy that would apply to this discount and determine who would be eligible, can be found at Appendix B, with the application form shown at Appendix C. Billing Authorities must pay 100% of the relief granted (rather than their usual proportionate share with respect to Council Tax), which puts financial pressure on the authority. It is expected that there will be fewer than 5 cases per year, which means the financial pressure will be small.

4. Classes of Property

- 4.1 The Regulations differentiate between classes of property as follows:

- “Class A” - properties are those which are not an individual’s sole or main residence, are furnished and have seasonal planning prohibition (i.e. preventing occupation for a continuous period of at least 28 days)
- “Class B” - properties are those which are not an individual’s sole or main residence, are furnished and have no restrictions with regard to occupation.

- 4.2 In effect Class A properties are second homes where occupancy is restricted for a period of at least 28 days a year where Class B properties have no restrictions on occupancy.

5. Formal Determinations

- 5.1 The Council has to approve its determinations for each financial year. It should be noted that the schedule of Class “B” property exceptions shown in Appendix A and referred to in recommendation 2) above, is believed to include all dwellings potentially entitled to retain a discount for the year commencing 1 April 2022 for the reason stated. Under the wording of the 2003 regulations, changes cannot be made to the schedule once the determinations have been made. Should further properties be notified to the Council for possible inclusion in the list for exemptions, they may only be added when the determinations for 2023/24 are made for operation from 1 April 2023.

6. Financial Implications and Risks

- 6.1 The calculation of the tax base for 2022/23 will be made alongside the budget, based on the level of discounts approved by Members. The taxbase dictates the expected income to the Council from Council Tax in the following year. Any increase in discounts will reduce the taxbase, and therefore also income.

7. Sustainability

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

8. Equality and diversity

- 8.1 This report does not raise any issues relating to Equality and Diversity

9. Section 17 Crime and Disorder considerations

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

North Norfolk District Council
Reduction in Council Tax Discounts for Second Homes
Schedule of Class 'B' Property Exceptions for the year 2022/23

Dwellings described or geographically defined, which are judged not structurally capable of occupation all year around and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947.

<u>Property Reference</u>	<u>Property Name/ Number</u>	<u>Property Address</u>	<u>Post Code</u>
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Anne Stannard Way, Bacton

710567	Arfrada, 3	Anne Stannard Way, Bacton, Norwich, Norfolk	NR12 0HX
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Coast Road Chalet Park, Bacton

779616	2	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710835	3	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710836	4	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710837	5	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710838	6	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710839	7	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710842	10	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710843	11	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710844	12	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710845	13	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710846	14	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710847	15	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710848	16	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710849	17	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710850	18	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710851	19	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710852	20	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Appendix A

772237	21	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710854	22	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710855	23	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
776071	24	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
781175	25	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710858	26	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710860	28	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710861	29	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710862	30	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710863	31	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710864	32	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710865	33	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
779802	34	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710867	35	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710868	36	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710869	37	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710870	38	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710871	39	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710873	41	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778948	42	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710874	43	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710833	45	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
777495	46	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710877	47	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710878	47A	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710879	48	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710880	49	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710881	50	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710882	51	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710883	52	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710884	53	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710885	54	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710886	55	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710887	56	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Appendix A

710888	57	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710889	58	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710890	59	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710891	60	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710892	61	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710893	62	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710894	63	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710895	64	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710897	65	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710896	66	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710898	67	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710899	68	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710900	69	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710901	70	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710902	71	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710903	72	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710904	73	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710905	74	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710906	75	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778525	76	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
062510	77	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710909	78	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710910	79	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710911	80	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778551	81	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710914	83	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710915	84	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710916	85	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710917	86	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710918	87	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710919	88	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Mill Lane, Bacton

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778888	Crest-O-Cliff	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HS
779428	Hydaway	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HN
774277	Rest Haven	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HN

New Zealand Way, Bacton

772331	2	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
770682	3	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
778690	4	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
773905	5	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
762930	6	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
763225	7	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
763260	8	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
762797	9	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW

Sea View Estate, Bacton

710648	Poppycott, 1	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710654	7	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710655	8	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710656	9	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710657	10	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710646	11	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710641	12	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710659	15	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710660	16	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710661	17	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710662	18	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710663	19	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710642	20	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710664	21	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH

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710665	22	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710667	24	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710668	25	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710669	26	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710670	27	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710671	28	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710643	29	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710647	30	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710674	33	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
760703	34	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710676	35	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710666	Brenholme, 36	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH

Watch House Lane, Bacton

710777	Falaig M Hara, 2	Watch House Lane, Bacton, Norwich, Norfolk	NR12 0HL
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Abbotts Way, Eccles-on-sea

012370	Alouette	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
756512	Amberwood	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712403	Bennebroek	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712379	Freaneezy	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712380	Gaytime	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712382	Kingfishers	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712404	Reviellie	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712392	St Ives	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712385	The Beach House	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712376	Tranquility	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712397	Tresco	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA

Beach Road, Eccles-on-sea

715614	Braemar	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715608	Everne	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715627	Field View	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715634	Four Winds	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715626	Hillside	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715611	Idlehours	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715618	Lattice Chalet	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
761175	Lisfannon	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715622	Munden	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715630	Oasis	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715624	Sandilands	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715599	Sea Gulls	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715621	The Old Kit Bag	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715617	Wylaway	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715609	Y Not	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715605	You & I	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL

Bush Drive, Eccles-on-sea

712438	Aingarh	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712495	Badgers Set	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712473	Bali-Hai	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712496	Blue Bay	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712498	Cedar Wood	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712484	Dingly Dell	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712476	Dresden	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712493	Endways	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712506	Redwing	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712481	Sea Urchin	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF

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Church Lane, Eccles-on-sea

712407	Appleby	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712429	Campana	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712410	Campanella	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
767987	Dunes Edge	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712417	Majorca	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712413	Marineville	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712421	Sandsend	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712424	Sea Whistles	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712425	Sunnyside	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712426	Sunray	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY

Crowden Road, Eccles-on-sea

712455	Argus	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
770505	Bung Ho	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712470	Cliff Royal	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712462	Sea Lows	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712463	Spartyme	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712468	White Lodge	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712472	Zermatt	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ

Hedgehog Walk, Eccles-on-sea

712607	Orkney	Hedgehog Walk, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SZ
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Bush Drive, Happisburgh

752939	Bruins Rest	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724196	Flamingo	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN

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724197	Fourwinds	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724198	Green Tiles	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724201	Holidays	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724202	Kirk-Cu-Brae	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
778617	Leisure Hour	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724204	Linden	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724205	Puffin	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724206	Samphire	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724208	Sand Castle	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724212	Silver Sand	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724213	Slide Away	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724215	Surf Cottage	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724219	Windhill	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN

Cart Gap Road, Happisburgh

724376	The Bungalow	Cart Gap Road, Happisburgh, Norwich, Norfolk	NR12 0QL
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Doggetts Lane, Happisburgh

061248	Romany, 5	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724151	Jeckells Hyde, 8	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724137	10	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724143	Eastward Ho, 11	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724139	14	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724149	The Brambles, 16	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724144	Pershore, 17	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724141	O'Meara Bungalow	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724148	Sea Edge	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724147	Seadrift	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL

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Wroxham Way, Happisburgh

724372	Haleholm, 42	Wroxham Way, Happisburgh, Norwich, Norfolk	NR12 0RX
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Staithe Road, Hickling

713184	The Bungalow	Staithe Road, Hickling, Norwich, Norfolk	NR12 0YW
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Bureside Estate, Horning

714003	1B	Bureside Estate, Crabbetts Marsh, Horning, Norwich, Norfolk	NR12 8JP
713987	15	Bureside Estate, Crabbetts Marsh, Horning, Norwich, Norfolk	NR12 8JP

Ferry View Estate, Horning

062364	Cresta Cottage	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT
778976	Oakdale	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT
713848	Waters Edge	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT

Horning Reach, Horning

714025	Bonnington	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714028	Jada	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714033	The Birches	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714037	The Bungalow	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR

Brimbelow Road, Hoveton

052371	Bure Banks	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
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014717	Bure Croft	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
059714	Bureway	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014730	Morlands	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
059715	Rosemere	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
057285	Summer Craft	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014776	Summer Haven	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
774241	Summer Lodge	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014744	Summer Vale	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014745	Summer Vista	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014742	Summerville	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
773269	Sunrest	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
714750	The Patch	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
058865	The Wherry	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
774664	Willow Cabin	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ

Horsefen Road, Ludham

782444	Toad Hall	Horsefen Road, Ludham, Great Yarmouth, Norfolk	NR29 5QG
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Thurne Dyke, Ludham

713919	Churne	Thurne Dyke, Ludham, Great Yarmouth, Norfolk	NR12 8QA
713922	Thurne Mouth	Thurne Dyke, Ludham, Great Yarmouth, Norfolk	NR12 8QA

North West Riverbank, Potter Heigham

717005	Olken, 1	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715991	Toorak, 1B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715988	Tonga, 1C	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715992	Royston, 1D	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715993	Pot Pourri, 1E	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

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715994	Sunflowers, 1F	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
754931	Joybelle, 1G	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715996	Summertime, 2A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715997	Fairway, 2B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715998	Dolphins, 2C	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715999	Bluewaters, 2D	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716000	Repps Reach, 2E	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716001	Terre Nuove, 3A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716002	Cedar Lodge, 3B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717016	Rest Awhile, 4	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716003	The Bield, 4A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716004	Rania, 4B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716008	Touchwood, 5A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716005	5B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716006	Leaside, 6	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717047	Pachelbel, 6	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717048	Little Quay, 7	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717049	River Rest, 8	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717019	Nine, 9	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717050	Downriver, 10	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717052	Burton Garth, 11	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717044	Wee Ben, 14	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
061826	Woodstock, 14A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779412	Kalinda, 19	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
059675	The Haven, 20	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
058228	The Rosary, 21	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779837	Dutch Tutch, 22	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
060391	Four Es, 24	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
062684	Windy Ridge, 26	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779056	Rand View, 29	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717067	Paddock Wood, 31	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717068	Thurnholme, 32	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
767419	37	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717051	Crystal Haven	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

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760276	Mands	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715989	Swan Haven	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717064	The Sanctuary	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715990	The Willows	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

River Bank, Potter Heigham, Great Yarmouth, Norfolk.

017103	The Rands, 56-56A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
057220	Milldene, 76A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
057388	Patika Pa, 55	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
058415	Sunnyside, 76	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717007	Bath Hurst, 51	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
779255	Melrose, 85A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717009	Eveholme, 93	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717013	Highs Mill	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
780021	Risdene, 90	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717020	Rosemary Cottage, 62	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717021	St Elmo, 75	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717040	Idleways, 97	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
777927	Fishers Haven, 90A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717045	Dyde Down, 87	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
780694	Eastcote, 73	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717071	The Nook, 57-58	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717073	Herongate, 59	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717074	Maisonette, 60	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
771303	Willow Creek, 61	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717076	Broad View, 63	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717077	Tower View, 64	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717078	Bullrush, 66	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717079	Reedsmere, 67	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717081	Heron Cottage, 70	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717082	Herwinia, 72	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717083	The Fens, 74	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE

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717084	Sunnyside, 76	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717086	Topping, 78	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717093	Millway, 85C	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717095	Jokers Wild, 86	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717096	Manderley, 88	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717100	Tencholme, 99B	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717101	Four Winds, 99A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717106	Ambleside, 86B	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
755550	Rivendell, Plot 79	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759643	St Clair	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759644	River Holme	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759645	The Rosary	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
759646	Marsh View	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759786	Primrose	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759787	Silver Ley	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759806	Ellesmere	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759893	Pastime	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
760184	Le Chalet	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
760231	Mill View	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
760269	23 Riverside	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
760448	Octagon Lodge	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
761608	River View, 27	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
761764	Thurne View, North West	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
762518	Up River, North East	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
762883	Moon River Cottage	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
763336	Calypso, 82	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
764919	Vespers	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
766222	Deekside	North West Riverbank, Potter Heigham, Great Yarmouth	NR29 5ND
717024	The Nest, 89	North East Riverbank, Potter Heigham, Great Yarmouth	NR29 5NE
773123	Ivydene, 30	North West Riverbank, Potter Heigham, Great Yarmouth	NR29 5ND

Clink Lane, Sea Palling, Norwich, Norfolk.

Appendix A

717969	Nutshell	Clink Lane, Sea Palling, Norwich, Norfolk.	NR12 0UL
717970	Seaway	Clink Lane, Sea Palling, Norwich, Norfolk.	NR12 0UL

The Marrams, Sea Palling, Norwich, Norfolk.

061870	Meadow View	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718091	Oriel	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718093	Sea Home	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718094	Linga Longa	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718097	Sunnyside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718098	Santa Monica	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718100	Kia Ora	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718101	Sandy Lodge	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718103	Tween Whyles	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718105	Sea Breezes	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718106	Timbers	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718107	Vi La Vaer	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718108	Splinters	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718109	Peddlars Peace	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718110	Tramore	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718111	Stanfield	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718112	Hillcroft	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718113	Duneside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718115	Brambledene	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718116	Jandola	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718117	Tiny Tots	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718121	Cliffside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
758355	Hazeldene	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
761287	Venta	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN

Sand Hills, Sea Palling, Norwich, Norfolk.

Appendix A

018035	Primary Guest House at The School	Waxham Road, Sea Palling, Norwich, Norfolk.	NR12 0UP
718063	Grenut	Sand Hills, Sea Palling, Norwich, Norfolk.	NR12 0UN
718065	Little House	Sand Hills, Sea Palling, Norwich, Norfolk.	NR12 0UN

Moor Road, Sutton, Norwich, Norfolk

720253	Moorlands	Moor Road, Sutton, Norwich, Norfolk	NR12 9QN
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Seaview Crescent, Walcott, Norwich, Norfolk.

061806	Blue Moon	Seaview Crescent, Ostend Road, Walcott, Norwich	NR12 0NZ
724604	1	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724605	10	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724606	11	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724607	12	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724609	14	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724610	15	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724611	16	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724614	19	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724616	Sea Breeze, 20	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724618	Sea Breeze, 22	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724619	4	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724620	5	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724622	7	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724623	8	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724625	Calm Seas	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724626	Golden Sands	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724627	Sunnyside	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL

Hill Gap, Waxham, Norwich, Norfolk.

773282	Bide a Wee	Hill Gap, Waxham, Norwich, Norfolk.	NR12 0DY
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North Norfolk District Council's Council Tax Discretionary Reduction (Hardship Relief) Policy

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2.7 Review of Decision

2.8 Recovery of a Hardship Relief Award

2.9 Fraud

1. Purpose of Policy Document

1.1 This policy sets out the Council's approach to the awarding of discretionary hardship relief in respect of Council Tax liability. It has been designed to ensure that all customers making an application for relief are treated in a fair, consistent and equal manner.

1.2 This policy has been written to:

- Set guidelines for the factors that should be considered when making a decision to award or refuse an application
- Set out the delegated authority to award relief in appropriate circumstances
- Advise how customers dissatisfied with the decision made, can appeal.
- Safeguard the interest of the local taxpayers by ensuring that funds that are allocated for the award of relief are used in the most effective and economic way

2. Council Tax Discretionary Reduction Policy

2.1 Introduction

- 2.1.1 Councils have the power to reduce the amount of Council Tax a person has to pay to such an extent as they see fit. This includes the power to reduce an amount to nil, and may be exercised in relation to particular cases or by determining a class of property in which liability is to be reduced to an extent provided for by the determination. There is a cost to the Council in respect of any hardship relief awarded and is met by the Council's collection fund.

2.2 Legislation

- 2.2.1 Council Tax hardship awards are included in Section 13A Local Government Finance Act 1992 as amended by Local Government Act 2003, section 76. Section 76 gives councils the authority to make a discretionary payment of Council Tax where it is satisfied that the taxpayer would sustain exceptional hardship if it did not do so.

2.3 North Norfolk District Councils Policy

- 2.3.1 North Norfolk District Council has not defined any specific class of property on which to award a section 13A discount.
- 2.3.2 Applications for a reduction will usually only be considered in individual cases where severe hardship or extenuating circumstances can be demonstrated.
- 2.3.3 Where an application is successful, the award will be paid/credited directly to the Council Tax account.

2.4 Criteria

- 2.4.1 Each hardship application will be assessed on its individual merits. When assessing applications, the following considerations will be made:
- All applications are only intended as short term assistance and awards will not extend beyond the current financial year, and should not be considered as a way of reducing Council Tax liability indefinitely
 - Hardship relief or remission will be the exception and not the rule
 - Council Tax hardship relief will not be awarded for any reason other than to reduce Council Tax liability
 - Relief is not to be granted in order to prevent recovery action being instigated by the Council or to stop bankruptcy proceedings commenced by the Council or any other body
 - The applicant must detail the reasons for the application, explaining the specific circumstances and hardship being experienced

- There must be evidence of hardship or personal circumstances that justifies a reduction in Council Tax liability. There is no definition in the legislation for 'hardship' and as the scheme is aimed at covering unforeseen events it is not possible to list precise criteria. Applications will be accepted on the basis that the applicant or household would suffer exceptional financial hardship if financial assistance were not given.
- Exceptional circumstances for hardship under the Council Tax regulations will usually be circumstances that are outside the control of the household and beyond normal risks faced by a household. The household must demonstrate that it has done all it can to mitigate those risks and is taking action to minimise them.
- The Council's finances allow for a reduction to be made and it is reasonable to do so in light of the impact on other Council Tax payers
- The Council Tax payer (applicant) must be able to demonstrate that all reasonable steps have been taken to meet their full Council Tax liability prior to application including exploring entitlement to all other reliefs, discounts, exemptions, reductions, discretionary payments and valuation office appeals.
- The Council Tax payer does not have access to other assets that could be realised and used to pay Council Tax.
- Application for hardship relief should be one of last resort. Applicants will be expected to have explored and secured any lawful entitlement to other benefits, incomes and reductions in preference to claiming hardship relief. This particularly includes an application for Council Tax Support.
- The liable person for an unoccupied domestic property must have made their best efforts to sell or let the property and not asked for an unreasonable rent or sale price and must show that to levy an empty Council Tax charge would cause them exceptional financial hardship.
- The Council's finances allow for a reduction to be made.
- The amount outstanding must not be the result of wilful refusal to pay or culpable neglect.

2.4.2 Hardship relief will normally be awarded for a short, fixed period depending on the nature and likely duration of the hardship. In all cases relief will end in the following circumstances:

- At the end of a financial year
- There is a change of liable person
- The Council Tax payer enters any form of formal insolvency
- The Council Tax payer's financial circumstances significantly change.
- At the end of any fixed period notified to the Council Tax payer at the time of the award

2.5 The Application

2.5.1 All applications should be made in writing or by completing the web form available on our web site. The form can be completed by an advocate/appointee or a recognised third party acting on their behalf, and must contain the necessary information including a full financial statement. Postal application forms and any supporting information should be completed and returned to:

North Norfolk District
Holt Road
Cromer
Norfolk
NR27 9LJ

2.5.2 It is the responsibility of the Council Tax payer applying for relief to provide sufficient information and documentary evidence to support their applications. If the Council Tax payer applying does not, or will not, provide the required evidence; the application will still be considered, but only on the basis of the information and evidence provided. No costs will be borne by the Council in the provision of this evidence.

2.5.3 Further information may be requested to support an application. Where a request for further information is made information must be provided within 4 weeks. Failure to provide information within 4 weeks may lead to the refusal of the application unless good cause can be shown.

2.6. The Decision Making Process

2.6.1 Upon receipt of a signed application and all supporting documentation and Information; a standard decision making process will be followed:

- Initial applications will be checked by Revenues Team Leaders within 28 days of receipt of a signed application to ensure all supporting information / evidence has been included.

- Cases will then be forwarded to the Revenues Manager and the case presented at the next available discretionary panel hearing. A decision will be made by the representatives attending the panel hearing.
- Once a decision has been approved the Council Tax payer will be notified in writing of the decision within 28 days and revised Council Tax demand notices will be issued where applicable
- Whilst every effort will be made to meet the deadlines outlined above, failure by the Council to do so does not qualify the claimant for relief or any financial compensation.

2.7. Review of Decision

2.7.1 The Council will not accept a request from a Council Tax payer for a re-determination of its decision unless further evidence can be provided.

- If a claimant is dissatisfied with refusal of their application, they may appeal to the Valuation Tribunal for England (VTE) either by completing the online appeal form at <https://www.valuationtribunal.gov.uk/>. The claimant has two months to do this from the date of North Norfolk District Council's reply.

The Valuation Tribunals contact details are

Valuation Tribunal
3rd Floor
Crossgate House
Wood Street
Doncaster
DN1 3LL
Email: appeals@valuationtribunal.gov.uk
Telephone 0300 123 2035

2.8 Recovery of a Hardship Relief Award

2.8.1 If an award is subsequently cancelled the amount will be withdrawn from the applicant's Council Tax account and will be payable as the Council Tax due under the regulations.

2.9 Fraud

2.9.1 The Council reserves the right to withdraw any award made under this scheme where fraud or error has occurred

2.9.2 The Council reserves the right to withdraw any award where the applicant has failed to provide, or, has knowingly provided false or misleading information.

Application for Council Tax Reduction under Section 13A of the Local Government Finance Act 1992

* Please note that if a joint bill has been issued then the application must also be made in joint names

Name of applicant/s:

Contact Address:

Mobile/Telephone:

Email Address

Address of property for which relief is being claimed:

Owners Name/s:

Is the property currently vacant? YES/NO

What is the value of equity in the property? £

Is the property currently marketed for sale? *YES/NO

*Please provide details of marketing agent/ estate agent for the property

Is the property currently marketed for rent? *YES/NO

*Please provide details of marketing agent/ estate agent for the property

Please provide details of any other properties or land owned by yourself and value of any rental income you are in receipt of

If you have left a property empty to move to more suitable accommodation or to receive or provide care due to old age, disablement, illness, alcohol or drug abuse or mental disorder, then please provide details below

Please provide the detailed reasons why you are applying for a reduction in Council Tax. This should fully explain the circumstances that are creating financial difficulty and how long you expect these circumstances to continue.

Has an application for Council Tax Reduction been made? YES/NO

Are you receiving financial assistance from any other source? *YES/NO

*please provide details:

Have you approached any organisation to assist with your current financial situation such as Citizen Advice Bureau/ Welfare Rights etc? *YES/NO *please provide details?

Please provide details of any stocks/shares/savings/ money you may have or money you are owed

Please provide any additional information you wish to provide in support of your application

Your application will not be processed unless the enclosed financial information sheet is completed and returned.

All applicants must provide documentary evidence in support of their claim. At a minimum these should include the following:-

- Confirmation • of all income received
- Bank • Statements
- Any • additional information to support the application
- Written • Details of any Savings/Stocks/Shares

I declare that the information given on this form is, to the best of my knowledge, accurate and complete.

I understand that a copy of this form may also be sent to the Welfare Rights who may be able to offer me further advice and assistance.

I also understand that whilst this application for relief is pending I am not entitled to withhold payment of Council Tax due to the Council.

Signed:

Capacity of person signing:

Date:

Daytime telephone number:

**Please return your completed form to:-
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN**

For information: In line with Data Protection law we may use information you give us to prevent or detect fraud or other crimes. We may also share it with other Council Services or public organisations if they need it to carry out their legal duties.

FINANCIAL INFORMATION SHEET

Council Tax Hardship Application

Name 1:
Address 1:

Income	Amount	Weekly/Monthly
Wages	£	
JSA/Income Support	£	
Working Tax Credit	£	
Disabled Tax Credit	£	
Child Tax Credit	£	
Retirement Pension	£	
Works Pension	£	
Guaranteed Pension Credit	£	
Savings Credit	£	
Child Benefit	£	
Incapacity Benefit/ESA	£	
Maintenance	£	
Non Dependant Contribution	£	
D L A	£	
Any Other Income	£	
Total Income	£	

Expenditure	Amount	Weekly/Monthly
Rent/Mortgage	£	
Council Tax	£	
Water Rates	£	
House Insurance	£	
Life Insurance	£	
Gas/Electricity/Fuel	£	
Housekeeping/Fuel	£	
Telephone/Mobile	£	
TV Rental	£	
TV Licence	£	
Travel Expenses	£	
Car Running Costs (Petrol, Oil etc.)	£	
Car Insurance	£	
Car Tax	£	
Car Repayments	£	
Catalogues	£	
Loans	£	
Credit/Store Cards	£	
Hire Purchase/Credit Repayments	£	
Fines	£	
Child Care	£	
Clothing	£	
Other Expenses (please specify)	£	
Total Expenditure	£	

I hereby certify that the above information is an accurate record of my present financial position	Signed
	Date

FINANCIAL INFORMATION SHEET

Council Tax Hardship Application

Name 2:
Address 2:

Income	Amount	Weekly/Monthly
Wages	£	
JSA/Income Support	£	
Working Tax Credit	£	
Disabled Tax Credit	£	
Child Tax Credit	£	
Retirement Pension	£	
Works Pension	£	
Guaranteed Pension Credit	£	
Savings Credit	£	
Child Benefit	£	
Incapacity Benefit/ESA	£	
Maintenance	£	
Non Dependant Contribution	£	
D L A	£	
Any Other Income	£	
Total Income	£	

Expenditure	Amount	Weekly/Monthly
Rent/Mortgage	£	
Council Tax	£	
Water Rates	£	
House Insurance	£	
Life Insurance	£	
Gas/Electricity/Fuel	£	
Housekeeping/Fuel	£	
Telephone/Mobile	£	
TV Rental	£	
TV Licence	£	
Travel Expenses	£	
Car Running Costs (Petrol, Oil etc.)	£	
Car Insurance	£	
Car Tax	£	
Car Repayments	£	
Catalogues	£	
Loans	£	
Credit/Store Cards	£	
Hire Purchase/Credit Repayments	£	
Fines	£	
Child Care	£	
Clothing	£	
Other Expenses (please specify)	£	
Total Expenditure	£	

I hereby certify that the above information is an accurate record of my present financial position	Signed

	Date

North Norfolk District Council
Reduction in Council Tax Discounts for Second Homes
Schedule of Class 'B' Property Exceptions for the year 2022/23

Dwellings described or geographically defined, which are judged not structurally capable of occupation all year around and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947.

<u>Property Reference</u>	<u>Property Name/ Number</u>	<u>Property Address</u>	<u>Post Code</u>
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Anne Stannard Way, Bacton

710567	Arfrada, 3	Anne Stannard Way, Bacton, Norwich, Norfolk	NR12 0HX
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Coast Road Chalet Park, Bacton

779616	2	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710835	3	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710836	4	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710837	5	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710838	6	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710839	7	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710842	10	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710843	11	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710844	12	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710845	13	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710846	14	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710847	15	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710848	16	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710849	17	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710850	18	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710851	19	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710852	20	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

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772237	21	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710854	22	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710855	23	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
776071	24	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
781175	25	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710858	26	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710860	28	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710861	29	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710862	30	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710863	31	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710864	32	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710865	33	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
779802	34	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710867	35	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710868	36	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710869	37	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710870	38	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710871	39	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710873	41	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
778948	42	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710874	43	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710833	45	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
777495	46	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710877	47	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710878	47A	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710879	48	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710880	49	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
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710883	52	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710884	53	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710885	54	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710886	55	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710887	56	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

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710888	57	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710889	58	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710890	59	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
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710892	61	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710893	62	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710894	63	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710895	64	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
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710896	66	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710898	67	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710899	68	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710900	69	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710901	70	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
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710904	73	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
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710910	79	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710911	80	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
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710914	83	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710915	84	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710916	85	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710917	86	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710918	87	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ
710919	88	Coast Road Chalet Park, Coast Road, Bacton, Norwich, Norfolk	NR12 0EZ

Mill Lane, Bacton

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778888	Crest-O-Cliff	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HS
779428	Hydaway	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HN
774277	Rest Haven	Mill Lane, Bacton, Norwich, Norfolk	NR12 0HN

New Zealand Way, Bacton

772331	2	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
770682	3	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
778690	4	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
773905	5	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
762930	6	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
763225	7	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
763260	8	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW
762797	9	New Zealand Way, Mill Lane, Bacton, Norwich, Norfolk	NR12 0HW

Sea View Estate, Bacton

710648	Poppycott, 1	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710654	7	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710655	8	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710656	9	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710657	10	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710646	11	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710641	12	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710659	15	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710660	16	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710661	17	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710662	18	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710663	19	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710642	20	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710664	21	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH

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710665	22	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710667	24	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710668	25	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710669	26	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710670	27	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710671	28	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710643	29	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710647	30	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710674	33	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
760703	34	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710676	35	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH
710666	Brenholme, 36	Sea View Estate, Coast Road, Bacton, Norwich, Norfolk	NR12 0HH

Watch House Lane, Bacton

710777	Falaig M Hara, 2	Watch House Lane, Bacton, Norwich, Norfolk	NR12 0HL
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Abbotts Way, Eccles-on-sea

012370	Alouette	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
756512	Amberwood	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712403	Bennebroek	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712379	Freaneezy	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712380	Gaytime	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712382	Kingfishers	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712404	Reviellie	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712392	St Ives	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712385	The Beach House	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712376	Tranquility	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA
712397	Tresco	Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0TA

Beach Road, Eccles-on-sea

715614	Braemar	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715608	Everne	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715627	Field View	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715634	Four Winds	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715626	Hillside	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715611	Idlehours	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715618	Lattice Chalet	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
761175	Lisfannon	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715622	Munden	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715630	Oasis	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715624	Sandilands	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715599	Sea Gulls	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715621	The Old Kit Bag	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715617	Wylaway	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715609	Y Not	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL
715605	You & I	Beach Road, Eccles-on-sea, Norwich, Norfolk	NR12 0SL

Bush Drive, Eccles-on-sea

712438	Aingarh	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712495	Badgers Set	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712473	Bali-Hai	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712496	Blue Bay	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712498	Cedar Wood	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712484	Dingly Dell	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712476	Dresden	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712493	Endways	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712506	Redwing	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF
712481	Sea Urchin	Bush Drive, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SF

Church Lane, Eccles-on-sea

712407	Appleby	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712429	Campana	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712410	Campanella	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
767987	Dunes Edge	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712417	Majorca	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712413	Marineville	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712421	Sandsend	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712424	Sea Whistles	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712425	Sunnyside	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY
712426	Sunray	Church Lane, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SY

Crowden Road, Eccles-on-sea

712455	Argus	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
770505	Bung Ho	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712470	Cliff Royal	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712462	Sea Lows	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712463	Spartyme	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712468	White Lodge	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ
712472	Zermatt	Crowden Road, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SJ

Hedgehog Walk, Eccles-on-sea

712607	Orkney	Hedgehog Walk, Bush Estate, Eccles-on-sea, Norwich, Norfolk	NR12 0SZ
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Bush Drive, Happisburgh

752939	Bruins Rest	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724196	Flamingo	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN

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724197	Fourwinds	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724198	Green Tiles	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724201	Holidays	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724202	Kirk-Cu-Brae	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
778617	Leisure Hour	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724204	Linden	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724205	Puffin	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724206	Samphire	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724208	Sand Castle	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724212	Silver Sand	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724213	Slide Away	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724215	Surf Cottage	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN
724219	Windhill	Bush Drive, Happisburgh, Norwich, Norfolk	NR12 0QN

Cart Gap Road, Happisburgh

724376	The Bungalow	Cart Gap Road, Happisburgh, Norwich, Norfolk	NR12 0QL
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Doggetts Lane, Happisburgh

061248	Romany, 5	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724151	Jeckells Hyde, 8	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724137	10	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724143	Eastward Ho, 11	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724139	14	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724149	The Brambles, 16	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724144	Pershore, 17	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724141	O'Meara Bungalow	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724148	Sea Edge	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL
724147	Seadrift	Doggetts Lane, Happisburgh, Norwich, Norfolk	NR12 0QL

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Wroxham Way, Happisburgh

724372	Haleholm, 42	Wroxham Way, Happisburgh, Norwich, Norfolk	NR12 0RX
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Staithe Road, Hickling

713184	The Bungalow	Staithe Road, Hickling, Norwich, Norfolk	NR12 0YW
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Bureside Estate, Horning

714003	1B	Bureside Estate, Crabbetts Marsh, Horning, Norwich, Norfolk	NR12 8JP
713987	15	Bureside Estate, Crabbetts Marsh, Horning, Norwich, Norfolk	NR12 8JP

Ferry View Estate, Horning

062364	Cresta Cottage	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT
778976	Oakdale	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT
713848	Waters Edge	Ferry View Estate, Horning, Norwich, Norfolk	NR12 8PT

Horning Reach, Horning

714025	Bonnington	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714028	Jada	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714033	The Birches	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR
714037	The Bungalow	Horning Reach, Horning, Norwich, Norfolk	NR12 8JR

Brimbelow Road, Hoveton

052371	Bure Banks	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
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014717	Bure Croft	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
059714	Bureway	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014730	Morlands	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
059715	Rosemere	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
057285	Summer Craft	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014776	Summer Haven	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
774241	Summer Lodge	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014744	Summer Vale	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014745	Summer Vista	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
014742	Summerville	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
773269	Sunrest	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
714750	The Patch	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
058865	The Wherry	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ
774664	Willow Cabin	Brimbelow Road, Hoveton, Norwich, Norfolk	NR12 8UJ

Horsefen Road, Ludham

782444	Toad Hall	Horsefen Road, Ludham, Great Yarmouth, Norfolk	NR29 5QG
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Thurne Dyke, Ludham

713919	Churne	Thurne Dyke, Ludham, Great Yarmouth, Norfolk	NR12 8QA
713922	Thurne Mouth	Thurne Dyke, Ludham, Great Yarmouth, Norfolk	NR12 8QA

North West Riverbank, Potter Heigham

717005	Olken, 1	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715991	Toorak, 1B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715988	Tonga, 1C	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715992	Royston, 1D	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715993	Pot Pourri, 1E	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

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715994	Sunflowers, 1F	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
754931	Joybelle, 1G	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715996	Summertime, 2A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715997	Fairway, 2B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715998	Dolphins, 2C	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715999	Bluewaters, 2D	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716000	Repps Reach, 2E	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716001	Terre Nuove, 3A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716002	Cedar Lodge, 3B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717016	Rest Awhile, 4	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716003	The Bield, 4A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716004	Rania, 4B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716008	Touchwood, 5A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716005	5B	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
716006	Leaside, 6	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717047	Pachelbel, 6	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717048	Little Quay, 7	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717049	River Rest, 8	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717019	Nine, 9	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717050	Downriver, 10	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717052	Burton Garth, 11	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717044	Wee Ben, 14	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
061826	Woodstock, 14A	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779412	Kalinda, 19	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
059675	The Haven, 20	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
058228	The Rosary, 21	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779837	Dutch Tutch, 22	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
060391	Four Es, 24	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
062684	Windy Ridge, 26	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
779056	Rand View, 29	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717067	Paddock Wood, 31	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717068	Thurnholme, 32	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
767419	37	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717051	Crystal Haven	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

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760276	Mands	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715989	Swan Haven	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
717064	The Sanctuary	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND
715990	The Willows	North West Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5ND

River Bank, Potter Heigham, Great Yarmouth, Norfolk.

017103	The Rands, 56-56A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
057220	Milldene, 76A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
057388	Patika Pa, 55	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
058415	Sunnyside, 76	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717007	Bath Hurst, 51	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
779255	Melrose, 85A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717009	Eveholme, 93	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717013	Highs Mill	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
780021	Risdene, 90	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717020	Rosemary Cottage, 62	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717021	St Elmo, 75	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717040	Idleways, 97	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
777927	Fishers Haven, 90A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717045	Dyde Down, 87	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
780694	Eastcote, 73	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717071	The Nook, 57-58	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717073	Herongate, 59	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717074	Maisonette, 60	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
771303	Willow Creek, 61	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717076	Broad View, 63	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717077	Tower View, 64	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717078	Bullrush, 66	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717079	Reedsmere, 67	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717081	Heron Cottage, 70	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717082	Herwinia, 72	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717083	The Fens, 74	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE

717084	Sunnyside, 76	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717086	Topping, 78	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717093	Millway, 85C	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717095	Jokers Wild, 86	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717096	Manderley, 88	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717100	Tencholme, 99B	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717101	Four Winds, 99A	North East Riverbank, Potter Heigham, Great Yarmouth, Norfolk	NR29 5NE
717106	Ambleside, 86B	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
755550	Rivendell, Plot 79	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759643	St Clair	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759644	River Holme	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759645	The Rosary	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
759646	Marsh View	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759786	Primrose	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759787	Silver Ley	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759806	Ellesmere	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
759893	Pastime	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
760184	Le Chalet	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
760231	Mill View	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
760269	23 Riverside	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
760448	Octagon Lodge	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
761608	River View, 27	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
761764	Thurne View, North West	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
762518	Up River, North East	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
762883	Moon River Cottage	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
763336	Calypso, 82	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5NE
764919	Vespers	River Bank, Potter Heigham, Great Yarmouth, Norfolk.	NR29 5ND
766222	Deekside	North West Riverbank, Potter Heigham, Great Yarmouth	NR29 5ND
717024	The Nest, 89	North East Riverbank, Potter Heigham, Great Yarmouth	NR29 5NE
773123	Ivydene, 30	North West Riverbank, Potter Heigham, Great Yarmouth	NR29 5ND

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717969	Nutshell	Clink Lane, Sea Palling, Norwich, Norfolk.	NR12 0UL
717970	Seaway	Clink Lane, Sea Palling, Norwich, Norfolk.	NR12 0UL

The Marrams, Sea Palling, Norwich, Norfolk.

061870	Meadow View	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718091	Oriel	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718093	Sea Home	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718094	Linga Longa	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718097	Sunnyside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718098	Santa Monica	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718100	Kia Ora	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718101	Sandy Lodge	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718103	Tween Whyles	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718105	Sea Breezes	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718106	Timbers	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718107	Vi La Vaer	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718108	Splinters	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718109	Peddlers Peace	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718110	Tramore	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718111	Stanfield	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718112	Hillcroft	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718113	Duneside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718115	Brambledene	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718116	Jandola	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718117	Tiny Tots	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
718121	Cliffside	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
758355	Hazeldene	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN
761287	Venta	The Marrams, Sea Palling, Norwich, Norfolk.	NR12 0UN

Sand Hills, Sea Palling, Norwich, Norfolk.

Appendix A

018035	Primary Guest House at The School	Waxham Road, Sea Palling, Norwich, Norfolk.	NR12 0UP
718063	Grenut	Sand Hills, Sea Palling, Norwich, Norfolk.	NR12 0UN
718065	Little House	Sand Hills, Sea Palling, Norwich, Norfolk.	NR12 0UN

Moor Road, Sutton, Norwich, Norfolk

720253	Moorlands	Moor Road, Sutton, Norwich, Norfolk	NR12 9QN
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Seaview Crescent, Walcott, Norwich, Norfolk.

061806	Blue Moon	Seaview Crescent, Ostend Road, Walcott, Norwich	NR12 0NZ
724604	1	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724605	10	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724606	11	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724607	12	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724609	14	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724610	15	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724611	16	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724614	19	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724616	Sea Breeze, 20	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724618	Sea Breeze, 22	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724619	4	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724620	5	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724622	7	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724623	8	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724625	Calm Seas	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724626	Golden Sands	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL
724627	Sunnyside	Seaview Crescent, Walcott, Norwich, Norfolk.	NR12 0NL

Hill Gap, Waxham, Norwich, Norfolk.

773282	Bide a Wee	Hill Gap, Waxham, Norwich, Norfolk.	NR12 0DY
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North Norfolk District Council's Council Tax Discretionary Reduction (Hardship Relief) Policy

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1. Purpose of Policy Document

1.1 This policy sets out the Council's approach to the awarding of discretionary hardship relief in respect of Council Tax liability. It has been designed to ensure that all customers making an application for relief are treated in a fair, consistent and equal manner.

1.2 This policy has been written to:

- Set guidelines for the factors that should be considered when making a decision to award or refuse an application
- Set out the delegated authority to award relief in appropriate circumstances
- Advise how customers dissatisfied with the decision made, can appeal.
- Safeguard the interest of the local taxpayers by ensuring that funds that are allocated for the award of relief are used in the most effective and economic way

2. Council Tax Discretionary Reduction Policy

2.1 Introduction

- 2.1.1 Councils have the power to reduce the amount of Council Tax a person has to pay to such an extent as they see fit. This includes the power to reduce an amount to nil, and may be exercised in relation to particular cases or by determining a class of property in which liability is to be reduced to an extent provided for by the determination. There is a cost to the Council in respect of any hardship relief awarded and is met by the Council's collection fund.

2.2 Legislation

- 2.2.1 Council Tax hardship awards are included in Section 13A Local Government Finance Act 1992 as amended by Local Government Act 2003, section 76. Section 76 gives councils the authority to make a discretionary payment of Council Tax where it is satisfied that the taxpayer would sustain exceptional hardship if it did not do so.

2.3 North Norfolk District Councils Policy

- 2.3.1 North Norfolk District Council has not defined any specific class of property on which to award a section 13A discount.
- 2.3.2 Applications for a reduction will usually only be considered in individual cases where severe hardship or extenuating circumstances can be demonstrated.
- 2.3.3 Where an application is successful, the award will be paid/credited directly to the Council Tax account.

2.4 Criteria

- 2.4.1 Each hardship application will be assessed on its individual merits. When assessing applications, the following considerations will be made:
- All applications are only intended as short term assistance and awards will not extend beyond the current financial year, and should not be considered as a way of reducing Council Tax liability indefinitely
 - Hardship relief or remission will be the exception and not the rule
 - Council Tax hardship relief will not be awarded for any reason other than to reduce Council Tax liability
 - Relief is not to be granted in order to prevent recovery action being instigated by the Council or to stop bankruptcy proceedings commenced by the Council or any other body
 - The applicant must detail the reasons for the application, explaining the specific circumstances and hardship being experienced

- There must be evidence of hardship or personal circumstances that justifies a reduction in Council Tax liability. There is no definition in the legislation for 'hardship' and as the scheme is aimed at covering unforeseen events it is not possible to list precise criteria. Applications will be accepted on the basis that the applicant or household would suffer exceptional financial hardship if financial assistance were not given.
- Exceptional circumstances for hardship under the Council Tax regulations will usually be circumstances that are outside the control of the household and beyond normal risks faced by a household. The household must demonstrate that it has done all it can to mitigate those risks and is taking action to minimise them.
- The Council's finances allow for a reduction to be made and it is reasonable to do so in light of the impact on other Council Tax payers
- The Council Tax payer (applicant) must be able to demonstrate that all reasonable steps have been taken to meet their full Council Tax liability prior to application including exploring entitlement to all other reliefs, discounts, exemptions, reductions, discretionary payments and valuation office appeals.
- The Council Tax payer does not have access to other assets that could be realised and used to pay Council Tax.
- Application for hardship relief should be one of last resort. Applicants will be expected to have explored and secured any lawful entitlement to other benefits, incomes and reductions in preference to claiming hardship relief. This particularly includes an application for Council Tax Support.
- The liable person for an unoccupied domestic property must have made their best efforts to sell or let the property and not asked for an unreasonable rent or sale price and must show that to levy an empty Council Tax charge would cause them exceptional financial hardship.
- The Council's finances allow for a reduction to be made.
- The amount outstanding must not be the result of wilful refusal to pay or culpable neglect.

2.4.2 Hardship relief will normally be awarded for a short, fixed period depending on the nature and likely duration of the hardship. In all cases relief will end in the following circumstances:

- At the end of a financial year
- There is a change of liable person
- The Council Tax payer enters any form of formal insolvency
- The Council Tax payer's financial circumstances significantly change.
- At the end of any fixed period notified to the Council Tax payer at the time of the award

2.5 The Application

2.5.1 All applications should be made in writing or by completing the web form available on our web site. The form can be completed by an advocate/appointee or a recognised third party acting on their behalf, and must contain the necessary information including a full financial statement. Postal application forms and any supporting information should be completed and returned to:

North Norfolk District
Holt Road
Cromer
Norfolk
NR27 9LJ

2.5.2 It is the responsibility of the Council Tax payer applying for relief to provide sufficient information and documentary evidence to support their applications. If the Council Tax payer applying does not, or will not, provide the required evidence; the application will still be considered, but only on the basis of the information and evidence provided. No costs will be borne by the Council in the provision of this evidence.

2.5.3 Further information may be requested to support an application. Where a request for further information is made information must be provided within 4 weeks. Failure to provide information within 4 weeks may lead to the refusal of the application unless good cause can be shown.

2.6. The Decision Making Process

2.6.1 Upon receipt of a signed application and all supporting documentation and Information; a standard decision making process will be followed:

- Initial applications will be checked by Revenues Team Leaders within 28 days of receipt of a signed application to ensure all supporting information / evidence has been included.

- Cases will then be forwarded to the Revenues Manager and the case presented at the next available discretionary panel hearing. A decision will be made by the representatives attending the panel hearing.
- Once a decision has been approved the Council Tax payer will be notified in writing of the decision within 28 days and revised Council Tax demand notices will be issued where applicable
- Whilst every effort will be made to meet the deadlines outlined above, failure by the Council to do so does not qualify the claimant for relief or any financial compensation.

2.7. Review of Decision

2.7.1 The Council will not accept a request from a Council Tax payer for a re-determination of its decision unless further evidence can be provided.

- If a claimant is dissatisfied with refusal of their application, they may appeal to the Valuation Tribunal for England (VTE) either by completing the online appeal form at <https://www.valuationtribunal.gov.uk/>. The claimant has two months to do this from the date of North Norfolk District Council's reply.

The Valuation Tribunals contact details are

Valuation Tribunal
3rd Floor
Crossgate House
Wood Street
Doncaster
DN1 3LL
Email: appeals@valuationtribunal.gov.uk
Telephone 0300 123 2035

2.8 Recovery of a Hardship Relief Award

2.8.1 If an award is subsequently cancelled the amount will be withdrawn from the applicant's Council Tax account and will be payable as the Council Tax due under the regulations.

2.9 Fraud

2.9.1 The Council reserves the right to withdraw any award made under this scheme where fraud or error has occurred

2.9.2 The Council reserves the right to withdraw any award where the applicant has failed to provide, or, has knowingly provided false or misleading information.

Application for Council Tax Reduction under Section 13A of the Local Government Finance Act 1992

* Please note that if a joint bill has been issued then the application must also be made in joint names

Name of applicant/s:

Contact Address:

Mobile/Telephone:

Email Address

Address of property for which relief is being claimed:

Owners Name/s:

Is the property currently vacant? YES/NO

What is the value of equity in the property? £

Is the property currently marketed for sale? *YES/NO

*Please provide details of marketing agent/ estate agent for the property

Is the property currently marketed for rent? *YES/NO

*Please provide details of marketing agent/ estate agent for the property

Please provide details of any other properties or land owned by yourself and value of any rental income you are in receipt of

If you have left a property empty to move to more suitable accommodation or to receive or provide care due to old age, disablement, illness, alcohol or drug abuse or mental disorder, then please provide details below

Please provide the detailed reasons why you are applying for a reduction in Council Tax. This should fully explain the circumstances that are creating financial difficulty and how long you expect these circumstances to continue.

Has an application for Council Tax Reduction been made? YES/NO

Are you receiving financial assistance from any other source? *YES/NO

*please provide details:

Have you approached any organisation to assist with your current financial situation such as Citizen Advice Bureau/ Welfare Rights etc? *YES/NO *please provide details?

Please provide details of any stocks/shares/savings/ money you may have or money you are owed

Please provide any additional information you wish to provide in support of your application

Your application will not be processed unless the enclosed financial information sheet is completed and returned.

All applicants must provide documentary evidence in support of their claim. At a minimum these should include the following:-

- Confirmation • of all income received
- Bank • Statements
- Any • additional information to support the application
- Written • Details of any Savings/Stocks/Shares

I declare that the information given on this form is, to the best of my knowledge, accurate and complete.

I understand that a copy of this form may also be sent to the Welfare Rights who may be able to offer me further advice and assistance.

I also understand that whilst this application for relief is pending I am not entitled to withhold payment of Council Tax due to the Council.

Signed:

Capacity of person signing:

Date:

Daytime telephone number:

**Please return your completed form to:-
North Norfolk District Council
Holt Road
Cromer
Norfolk
NR27 9EN**

For information: In line with Data Protection law we may use information you give us to prevent or detect fraud or other crimes. We may also share it with other Council Services or public organisations if they need it to carry out their legal duties.

FINANCIAL INFORMATION SHEET

Council Tax Hardship Application

Name 1:
Address 1:

Income	Amount	Weekly/Monthly
Wages	£	
JSA/Income Support	£	
Working Tax Credit	£	
Disabled Tax Credit	£	
Child Tax Credit	£	
Retirement Pension	£	
Works Pension	£	
Guaranteed Pension Credit	£	
Savings Credit	£	
Child Benefit	£	
Incapacity Benefit/ESA	£	
Maintenance	£	
Non Dependant Contribution	£	
D L A	£	
Any Other Income	£	
Total Income	£	

Expenditure	Amount	Weekly/Monthly
Rent/Mortgage	£	
Council Tax	£	
Water Rates	£	
House Insurance	£	
Life Insurance	£	
Gas/Electricity/Fuel	£	
Housekeeping/Fuel	£	
Telephone/Mobile	£	
TV Rental	£	
TV Licence	£	
Travel Expenses	£	
Car Running Costs (Petrol, Oil etc.)	£	
Car Insurance	£	
Car Tax	£	
Car Repayments	£	
Catalogues	£	
Loans	£	
Credit/Store Cards	£	
Hire Purchase/Credit Repayments	£	
Fines	£	
Child Care	£	
Clothing	£	
Other Expenses (please specify)	£	
Total Expenditure	£	

I hereby certify that the above information is an accurate record of my present financial position	Signed
	Date

FINANCIAL INFORMATION SHEET

Council Tax Hardship Application

Name 2:

Address 2:

Income	Amount	Weekly/Monthly
Wages	£	
JSA/Income Support	£	
Working Tax Credit	£	
Disabled Tax Credit	£	
Child Tax Credit	£	
Retirement Pension	£	
Works Pension	£	
Guaranteed Pension Credit	£	
Savings Credit	£	
Child Benefit	£	
Incapacity Benefit/ESA	£	
Maintenance	£	
Non Dependant Contribution	£	
D L A	£	
Any Other Income	£	
Total Income	£	

Expenditure	Amount	Weekly/Monthly
Rent/Mortgage	£	
Council Tax	£	
Water Rates	£	
House Insurance	£	
Life Insurance	£	
Gas/Electricity/Fuel	£	
Housekeeping/Fuel	£	
Telephone/Mobile	£	
TV Rental	£	
TV Licence	£	
Travel Expenses	£	
Car Running Costs (Petrol, Oil etc.)	£	
Car Insurance	£	
Car Tax	£	
Car Repayments	£	
Catalogues	£	
Loans	£	
Credit/Store Cards	£	
Hire Purchase/Credit Repayments	£	
Fines	£	
Child Care	£	
Clothing	£	
Other Expenses (please specify)	£	
Total Expenditure	£	

I hereby certify that the above information is an accurate record of my present financial position	Signed
	Date

BEACH HUTS AND CHALETS ANNUAL MONITORING REPORT

Summary: This report provides an update following the Beach Hut and Chalet review in 2018.

Options considered: Not applicable.

Conclusions: The review highlighted proactive management of this service was required in order to improve operational aspects, identify efficiencies and generate service enhancements. It established a number of actions over a 5 year period to take forward and some of which have been completed.

Since this time there has been some increase in income, however the national lockdown and approach to pricing has limited revenue gains over the last couple of years. With lockdown restrictions having lifted there is opportunity to move forward with a refreshed marketing strategy which is key in this service realising its full potential.

With tourism being currently very strong the Council should take this opportunity to optimise income from such lettings and improve the customer experience.

Recommendations: To receive and note update.

Reasons for Recommendations: N/A

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

Cabinet Member(s)	Ward(s) affected
Cllr Eric Seward	Cromer, Sheringham, Mundesley

Contact Officer, telephone number and email:
Renata Garfoot, Asset Strategy Manager tel: 01263 516086. Email.
Renata.Garfoot@north-norfolk.gov.uk

1. Introduction

- 1.1 In 2018 an Overview and Scrutiny Task and Finish Group was set up in order to review the Council's beach hut and chalet service. The review included the weekly and annual lets, with a full review of all processes, fees and charges in order to identify operational improvements and highlight options for future efficiencies and service enhancements.
- 1.2 Cabinet agreed the proposal and requested an annual review. Whilst a review report was provided in 2019, due to the pandemic a review report was not completed during 2020.
- 1.3 The service previously sat with the Leisure team however the Estates team took responsibility to manage the service earlier in 2021. The team are well placed to take forward managing and promoting this service alongside the commercial portfolio.

2. Booking Performance

- 2.1 Following a management restructure at the Council the beach hut and chalet management was transferred to the Estates Team. With previously only 1 member of staff (part time) managing the administration of the service this has highlight a business continuity risk. It is therefore intended that the current administrator and Technical Estates Officer job description will merge so that knowledge is shared more widely and service continuity is provided.

2.2 Summary of bookings for 2021 as at 06.09.21 are below

Month	Number of bookings	Number of bookings available (stock)	% booked	Comments
January	1	7	14%	National Lockdown limiting travel – booking cancelled
February	3	6	50%	National Lockdown limiting travel – booking cancelled
March	2	8	25%	National Lockdown limiting travel – booking cancelled
April	3	65	5%	
May	45	150	30%	
June	64	119	54%	
July	149	150	93%	
August	101	120	84%	
September	38	121	31%	
October	7	79	9%	
November	No bookings offered			
December	No bookings offered			

- 2.3 Restrictions on travel due to the national lockdown until early April 2021 have meant that the beach hut and chalets for weekly lettings were closed for the early part of the year.
- 2.4 Whilst the holiday let market saw substantial growth this summer due to an increase in tourism in the area as a result of travel restrictions due to the pandemic this did not translate into additional beach hut and chalet bookings.

August being the height of the peak season was only booked at an occupancy rate of 84%.

- 2.5 There is scope however to improve on the occupancy rates with a strong marketing campaign. Updating of the current marketing strategy has been done with a focus on enhancing the promotion of the weekly beach huts and chalets.
- 2.6 Previous to this in 2017 occupancy rate of 28.2% (prior to the Beach Hut and Chalet review in 2018) and last years (2020) occupancy of 29% which would have been somewhat negatively impacted by lockdown in the first half of the year.
- 2.7 The review document, recommended that a process should be agreed for charging to facilitate bookings 18 months in advance. It is however proposed that bookings are published annually in advance so that the Council has the ability to adjust the pricing to reflect changes in demand. There is little financial benefit in opening up the bookings 18 months in advance.

3. Condition Survey and Maintenance

- 3.1 The condition surveys were completed in 2019 with a three year work programme. A tender has been since undertaken to secure a contractor to undertake these works which are due to commence October 2021. The Council has received some negative feedback from users regarding the condition and therefore this work and ongoing repairs and maintenance is essential, not only to keep the buildings in a good condition but also to ensure booking income does not decline due to lack of demand for poor quality services.

Ref. No.	Site	Overall Condition Grade
5072	Chalets Cromer West W1 (33-39)	B
5075 and 5076	Chalets Cromer West W4 (126-142)	B
5078	Chalets Cromer East E1 (15-27)	C
5079	Chalets Cromer East E2 (28-41)	B
5080	Chalets Cromer East E3 (42-46)	C
5081	Chalets Cromer East E4 (47-54)	B
5082	Chalets Sheringham W1 (N1-N12)	B
5083	Chalets Sheringham W2 (N13-N18)	C
5084	Chalets Sheringham W3 19 to 29 (previously O1-O11)	C

B = Satisfactory Condition C = Poor Condition

4. Customer Service Enhancements

- 4.1 The key collection process which currently requires users to collect keys from the Council information centre in Cromer has been considered. Whilst it may

be more convenient for users to access a key safe it was believed that there was an overall benefit of providing tourist information to users during their stay. The impact to the team is minimal in terms of workload.

- 4.2 A draft feedback form has been prepared and investigations into an online system are being considered. The questionnaire is seeking to gain feedback on a range of areas including booking process/information, key collection, cleanliness, and maintenance issues. It is proposed to go live with this during April 2022.
- 4.3 There has been some complaints this year around the poor condition of the facilities. With the substantial maintenance works planned this autumn we hope that more positive feedback will be gained.
- 4.4 It is intended to add the waiting list and lease renewals as an online application/process with payment system if financially viable.

5. Corporate Plan Objectives

- 5.1 The key corporate priorities as contained within the current Corporate Plan that relate to this project are:
 - Boosting Business Sustainability and Growth
 - Customer Focus
 - Financial Sustainability and Growth
 - Quality of life

6. Medium Term Financial Strategy

- 6.1 In terms of income the figures below represent the Gross and actual financial position over the last 2 years:

	Actual Income	
	2019/20	2020/21
Annual Lets Rent	£178,560.99	£172,179.68
Weekly Lets Fees	£34,023.63	£38,104.14
Annual Lets Waiting List	£1,541.42	£2,270.47
Weekly Let Refunds	£1,097.50	£1,425.70
Beach Hut Removal Recharge	£10,939.17	£11,220.00
Total	£223,967.71	£222,348.59

- 6.2 The Annual let income was lower in 20/21 as a discretionary discount was given to these tenants as they were unable to use there huts/chalets for a period of time due to the national lockdown.

6.3 Along with occupancy rates increasing, the weekly lets did see a small increase in booking income during 2020/21.

6.4 In relation to expenditure the actual position is as below:

	ACTUAL EXPENDITURE	
	2019/20	2020/21
Staff salaries and other expenses	£37,863.69	£43,187.44
Repairs and maintenance	£12,192.23	£3,287.92
Business rates	£4,761.74	£4,756.65
Electric	£287.43	£817.69
Insurance	£2,692.37	£2,749.72
Other Services Recharge	£140,380.00	£104,015.00
Beach hut removal	£14,495.00	£15,003.00
Total	£212,672.46	£173,817.42

6.5 The prices of Weekly Beach Hut and Chalet hire have not increased since the charges were last set in 2018 and are as follows.

	Period	Chalet weekly rate	Beach Hut weekly rate
Peak Un-Serviced	July – Aug	£210	£195
Peak Serviced	July – Aug	£260	N/A
Off Peak Un-Serviced	Apr – Jun and Sept - Oct	£85	£70
Off Peak Serviced	Apr – Jun and Sept - Oct	£95	N/A
Winter	Nov - Mar	£21	N/A

6.6 Along with an increase to the price, it is proposed to trial a change to the current format of Peak, Off Peak, Winter charges by:

- Extending the traditional peak weeks beyond the 6 school week holidays
- Introduce a Mid rate price between the low (former off peak) and peak rate that is to be used for early summer bookings, creating a more blended pricing strategy.
- Offer Long Weekend (Friday to Monday) rate during the Low period to encourage visitors in the area for short breaks to make a booking. This price would be an enhanced pro-rata.
- Remove the £21 winter fee that is not viable due to the cost of servicing the booking. Replace it with a block period that extends from the autumn to the following spring. This will be offer to people on the waiting list and marketed

more widely.

- The Asset Strategy Manager having delegated authority to adjust the pricing up or down by 15% depending on demand and available at the time.
- 6.7 The Waiting List Fee has also not increased since 2016 and is £25 fee per list. It is proposed to increase this to £45.
- 6.8 Administration fee is charged when a licence is cancelled and deducted from any refund. Currently £25, it is propose to change this to 40% of the booking amount if cancelled within the 4 weeks prior to the start date and 25% at any other time subject to a £40 minimum fee.
- 6.9 In terms of 2022, there will be a 3 additional beach huts will be available from April at Cromer Prom, which had previously formed part of a café lease arrangement. These will be offered as weekly lets. A nominal number of additional ground rents could also be created here and these will be as 5 year leases.
- 6.10 Other none beach/prom locations are been considered as an alternative opportunity.

7. Financial and Resource Implications

- 7.1 There has been some investigation to the additional sites suggested in the review document, however there are land ownership issues that would prevent additional huts being provided in some of these locations. Other sites and none beach sites are being considered and if feasible, they will be offered as annual lets due to lower level of investment required (than weekly lets) and the Public Works Loan Board constraints on borrowing where the principle purpose is to generate a yield.
- 7.2 The beach huts and chalet administration is to be shared between the existing officer (who is seeking to reduce her hours) with and the officer dealing with administration for the estates team. This will enable the service to grow without the need for additional resource.
- 7.3 Propose changing the administration fee that is charged when a weekly let is cancelled and the amount is deducted from any refund. Propose to change this to 40% of the booking amount if cancelled within the 4 weeks prior to the start date and 25% at any other time subject to a £40 minimum fee.
- 7.4 This would be a change to the current arrangement whereby a full refund would be given, less an administration fee. If there was a national lockdown meaning users where unable to travel or the Council was unable to let the units then a full refund would be given. If a user is ill from covid or other illness then the proposed new refund policy would apply as cancellations are likely to be at short notice giving the Council limited opportunity to relet.
- 7.5 The rent review in relation to the ground rent leases will be undertaken for 2022 and be included in the corporate fees and charges proposal.

8. Legal Implications

- 8.1 The beach hut/chalet 5 year leases documents are being reviewed and improvements made. These will be used for new leases and brought in when the remaining leases come up for renewal.

9. Risks

- 9.1 The pricing strategy may not optimise the bookings as intended, however this can be adapted if necessary.
- 9.2 There may be some complaints from previous users of the weekly huts/chalets regarding the increase in fees. The Council has not increased its fees since 2018 and therefore it is not unreasonable to do so, particularly as tourism in the area is very strong.
- 9.3 Public Works Loan Board limits the Councils ability to bring forward other sites as weekly lets due to the financial investment required in purchasing beach huts unless the Council can clearly demonstrate a tourism service need.

10. Sustainability

- 10.1 Without regular maintenance the chalets and beach huts will fall into disrepair and the repairs could amount to a level where it is not financially viable to undertake and facilities then closed, which would have some minor implications to the financial sustainability to the Council as income generation could be lost.

11. Climate / Carbon impact

- 11.1 The beach huts and chalets provide a service to people wishing to stay in the UK for their holiday, reducing the level of carbon emissions from air travel to other countries.

12. Equality and Diversity

- 12.1 There are no direct implications from this report.

13. Section 17 Crime and Disorder considerations

- 13.1 There are no direct implications from this report.

14. Conclusion and Recommendations

- 14.1 The Beach Hut and Chalet review highlighted proactive management of this service was required in order to improve operational aspects, identify efficiencies and generate service enhancements. It established a number of actions over a 5 year period to take forward and some of which have been completed.
- 14.2 During this time there has been some increase in income, however the lockdown and approach to pricing having been static for weekly lets has limited revenue gains over the last couple of years. With lockdown restrictions having lifted and repairs works planned there is opportunity to move forward

with a refreshed marketing strategy along with which is key in this service realising its full potential.

- 14.3 The Estates team are well placed to manage and promote this service alongside the commercial portfolio and with tourism being currently very strong the Council should take this opportunity to optimise income from such lettings and improve the customer experience.
- 14.4 Having reassessed the service and worked through the previous actions, a report was presented to CLT seeking their support to proceed with the recommendations and proposals as outlined.

NORTH WALSHAM HIGH STREET HERITAGE ACTION ZONE: PROJECT UPDATE OCTOBER 2021

Portfolio Holder	Cllr R Kershaw
Senior Responsible Office telephone number and email:	Rob Young; 01263 516162; robert.young@north-norfolk.gov.uk

LIST OF ADDITIONAL PAPERS SUBMITTED

<https://www.north-norfolk.gov.uk/news/2021/september/proposed-improvements-to-north-walsham-town-centre-the-district-council-wants-your-input/>

<https://northnorfolkdistrictcouncil.mysocialpinpoint.co.uk/placemaking/placemaking-home/>

The North Walsham High Street Heritage Action Zone is an integrated programme of activities packaged into the following four key projects:

1. The Cedars: restoration of the Council owned Listed building and its curtilage and bringing it back into beneficial use
2. Place making: improvements to the accessibility and attractiveness of town centre streetscape and key public areas
3. Building improvements: provision of grants to facilitate building repairs, restoration and improvement
4. Cultural programme: establishing a programme of events that celebrate the town's culture and history

The Programme is led by North Norfolk District Council and funding is provided by The Council, Historic England, New Anglia LEP (Government Building Back Better Fund) and the National Lottery Heritage Fund (for the Cultural Programming).

The following summary illustrates the current status of the various elements of the programme.

The Cedars
<ul style="list-style-type: none">• A marketing board has been erected outside the Cedars and discussions are taking place with potential interested parties• Active promotion and community engagement will take place once repair and restoration works underway• Remedial and preparatory works are being undertaken (i.e. asbestos removal, drain clearance)• Technical specialists appointed and work commenced on - structural survey, building energy assessment and mechanical & electrical survey/feasibility• Kings & Dunne to continue to act as lead professionals and undertake RIBA Stage 5&6

<ul style="list-style-type: none"> • NNDC procurement process agreed with Historic England: <ul style="list-style-type: none"> ➤ Specification for works (mid-October) ➤ Tender invitation issued (submission deadline 21 days) ➤ Appointment of contractors within six weeks of tender invitation ➤ Works to commence on site prior to Christmas/early January subject to availability and capacity of contractors and availability of materials
Town centre place making
<ul style="list-style-type: none"> • Feedback and comments from previous community engagement activities reviewed • Topographical and other technical surveys completed • Draft highways and public realm design proposals developed for Market Place, the Shambles, Bank Loke, Black Swan Loke and Gardens and Churchyard north-south axis • Potential for bus interchange being explored in partnership with Norfolk County Council and North Walsham Town Council to mitigate potential impacts of removal of buses from Market Place • Black Swan Loke land site preparation (including asbestos survey/removal, structural survey of boundary walls, investigation of underground services/ former cellar on site, overhanging plant and equipment and queries over access and ownership of outbuilding on land) • Extensive public consultation process on proposed draft designs • Initial cost planning being carried out NCC and contractors based on draft design proposals to try and mitigate materials shortages and cost inflation • Decisions on final designs and scale, locations and materials to be used in place making improvement works to be taken November.
Building Improvement Grant (BIG) Scheme
<ul style="list-style-type: none"> • HAZ historic building and shopfront improvement grant scheme launched • Information, Guidance and EoI form available Social Pinpoint • Several potential BIG scheme projects identified, meetings held with property owners and site visits undertaken including possible large scale building improvement projects: <ul style="list-style-type: none"> ➤ repair and restoration, refurbishment and bringing vacant floorspace into use (Grade II listed) ➤ conversion of vacant floorspace for youth and community hub ➤ building repair and restoration of façade (Grade II listed) ➤ a shopfront reinstatement ➤ conversion of a vacant upper floor to office use (Grade II listed) ➤ restoration and conversion of vacant upper floor to residential use and building façade improvements (Grade II listed) ➤ repair and possible conversion works to bring vacant floorspace into community or commercial use ➤ repair to architectural feature window and other repairs <p>Ongoing contact with several other local businesses and property owners considering undertaking building improvement works.</p>
Community Engagement

<ul style="list-style-type: none"> • Meeting with Historic England to review and discuss Community Engagement plans - very positive feedback received • Stakeholder group meeting regularly • Communications and Community Engagement Assistant recruited to support the North Walsham HSHAZ scheme and Cultural Consortium on an initial 12 month contract, part-time 2 days per week • Extensive community engagement and consultation planned for Town Centre placemaking project 20 Sept – 15 Oct: • Letter to 1,500 residents outlining plans, inviting feedback • Letter to 194 businesses inviting to focus group evening event which was held on 29 September at The Atrium • Accessibility focus group event 29 September at the Black Swan function room • Exhibition staffed by design team & NNDC held on 30th September at a Market Stall; 7th October at Café Kitale and Paston College; 14th October at NW Library and Sainsbury's • Posters and information packs including highways and public realm surveys available at locations throughout NW • Press coverage including: Just North Walsham and NW Times and social media channels • Social Pinpoint engagement platform with placemaking design proposals, highways and public realm surveys and opportunities to provide feedback
Cultural Programming
<ul style="list-style-type: none"> • Cultural programme activities have been taking place over the summer including Norfolk Dumpling storytelling and poetry events at Market Cross • Paston and North Walsham exhibition is being held in St Nicolas Church from 11 – 18 September • What's On cultural programme activities are available on the HAZ engagement platform: Social Pinpoint Cultural Programme - What's on (mysocialpinpoint.co.uk)
Historic England Historic Area Assessment
<ul style="list-style-type: none"> • Update meeting held with the Historic England HAA research team on 14 July including local representatives Chair of NW Heritage Centre and Cllr Virginia Gay • Ongoing desk research and archive materials accessed by team now the County Archive has reopened • Research into the Cedars being undertaken • Meeting held with HE Research team during recent site visit to North Walsham • Dendrochronologists carried out survey of Shambles roof timbers • Further sites being planned including 26 and 27 Market Street • Ground Penetrating Radar (GPR) survey of Market Place cellars and tunnels planned – November (TBC)
Heritage Research and Skills

<ul style="list-style-type: none"> • The Historic England in-depth architectural research for the Historic Area Assessment will generate opportunities to increase awareness and appreciation of the history of North Walsham. The HAA and local historic research will be used for events such as talks, heritage trails, publications and leaflets and contribute to the Cultural Programme being delivered through the Cultural Consortium • Learning opportunities are being explored with local partners
Budget, issues and risks
<ul style="list-style-type: none"> • Year 2 Q2 Historic England project update and funding claim due October 2021 • HE require expenditure budgeted in 2021-22 to be spent within the financial year forecast and indicated there is no opportunity to roll forward any budget underspend to Year 3 • A review of the NW HSHAZ scheme is planned with Historic England at the end of Q2, October • Well publicised issues affecting the construction sector pose a risk, including materials shortages, long lead times, high and still increasing costs, high demand for professionals and specialists including conservation accredited architects and project backlogs from 2020 and labour shortages put the North Walsham HSHAZ projects at risk, in particular the construction projects including the Cedars restoration, North Walsham Town Centre Placemaking and Building Improvement Grants scheme • New Anglia LEP have indicated all funding awarded to the NW Placemaking project must be spent by end of February 2022. The challenges being experienced in relation to the delivery of the placemaking works have been explained in the previous Y2 Q1 report and are recognised. A review of the updated situation regarding the issues identified and programme and cost plan will take place with the LEP shortly. • Mitigation measures are being implemented and planned where possible including working in partnership with NCC to appoint contractors through NCC Contractor Framework to reduce procurement timescales, investigating opportunity to order non specialist materials to address long lead times, working closely with property owners to identify potential BIG scheme projects, carrying out site preparation works

Overview and Scrutiny – Waste update

Overview and Scrutiny have previously considered updates on the Governments Resources and Waste Paper which set out a series of ambitions in relation to environmental issues.

Following consultations, the Environment Bill is currently in its third reading in the House of Lords in its passage through the legislative process and is nearing the final stages before Royal Assent. It will make provision about targets, plans and policies for improving the natural environment. This includes creation of a new Office for Environmental Protection; but the Bill also covers waste and resource efficiency, air quality, environmental standards for products, water efficiency, nature and biodiversity, conservation, regulation of chemicals amongst a number of other areas.

Once enacted, the Environment Act will have significant impacts on the design and implementation of local authority waste and recycling services.

The Bill stipulates a consistent set of recyclable waste streams that must be separately collected from all households, including a weekly separate food waste collection. This will make it easier for households across the country to recycle.

In relation to the Waste and Recycling elements the Environment Act is effectively an enabling act, in that it does not necessarily detail the specific requirements but allows the making of further Regulations in order to introduce the specific changes, at this time there is no further detail on these Regulations.

For North Norfolk, the Act introduces a number of new burdens on the Council however it should be noted that for some elements relating to the separate collection of recyclable materials the current collection system is likely to be compliant until the current contract period comes to an end.

Separate food waste collections will need to be introduced, based on current indications, during 2023. Food waste will be collected in North Norfolk through an entirely separate collection stream. Each household will be provided with a food caddy which will be collected weekly through a small collection vehicle.

Collection of Food Waste was included in the recent Waste and Resources Contract procurement as a costed option. This means that the contractor has already provided a solution and cost for delivering these services.

Government have stated that they will fully fund all new burdens on local authorities arising from the Bill, recognising the financial pressures local authorities face and will ensure that costs arising from new statutory duties such as those proposed in the Bill are covered.

Businesses and other organisations that produce municipal waste will have a duty to separate the same recyclable waste streams (except for garden waste) and to arrange for their separate collection. The Council will be looking at the Trade Waste offering to

ensure that we are able to effectively meet the needs of our current customer base and any potential new customers.

Provisions contained in the Act relating to extended producer responsibility, deposit return scheme for drinks containers and those relating to clearer labelling of products so consumers can easily identify whether products and packaging are recyclable or not, are likely to impact on the processing and resale of the material collected from Residents recycling bins.

There is at this stage little clarity on whether there will be an impact on the Council or when, however it is likely that such schemes will reduce the value within the recycle and therefore represent an additional cost to the Council in the future.

The measures in the Bill will grant greater enforcement powers and the ability to increase penalties for fly-tipping in the future, building on previous work such as the introduction of powers to issue fixed penalty notices and to stop and seize vehicles of suspected fly-tippers.

Government have stated that they expect all local authorities to exercise their power to investigate fly-tipping incidents, prosecuting the fly-tippers and recovering clearance costs where possible.



Serco Contract

Whilst the core Services within the Waste and Resource Contract are being delivered there are a number of areas where these are not in accordance with the Method Statement which Serco submitted as part of their bid submission. Whilst some of this is undoubtedly attributable to Covid19 it is increasingly apparent that there are other reasons for the delays. These issues have not led to an increase in residents' complaints however the Council needs to be assured that it is getting full value from the services it is paying for.

Officers are working to obtain information from Serco on timelines to deliver the contract in accordance with the Method Statement.

Overview and Scrutiny may wish to consider a report and investigate these issues with representatives of the Serco Management at a future meeting.

North Norfolk District Council
Cabinet Work Programme
For the Period 01 November to 31 December 2021



Decision Maker(s)	Meeting Date	Subject & Summary	Cabinet Member(s) Lead Officer	Corporate Plan Theme	Status / additional comments
01 November 2021					
Cabinet Scrutiny	01 Nov 2021 10 Nov 2021	Review of Delivery Plan	Sarah Butikofer Steve Blatch Chief Executive	Financial Stability	
Cabinet Scrutiny	01 Nov 2021 10 Nov 2021	Budget Monitoring P6	Eric Seward Duncan Ellis Director of Resources	Financial Sustainability	
Cabinet	01 Nov 2021	NEWS – extension of Contract	Nigel Lloyd Scott Martin Environmental Services Manager		
Cabinet	01 Nov 2021	RIPA update	Nigel Lloyd Steve Hems Director for Communities		
29 November 2021					
Cabinet Scrutiny	29 Nov 2021	Review of Car Parking charges	Eric Seward Duncan Ellis Director for Resources	Financial Sustainability	



Key Decision – a decision which is likely to incur expenditure or savings of £100,000 or more, or affect two or more wards. (NNDC Constitution, p9 s12.2b)

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

North Norfolk District Council
Cabinet Work Programme
For the Period 01 November to 31 December 2021

Cabinet	29 Nov 2021	Fees & Charges	Eric Seward <i>Duncan Ellis</i> <i>Director for Resources</i>	<i>Financial Sustainability</i>	
Council	15 Dec 2021				
Cabinet	29 Nov 2021	Managing Performance Q2	Sarah Butikofer Steve Blatch Chief Executive	<i>Customer Focus</i>	
Scrutiny	15 Dec 2021				
Cabinet	29 Nov 2021	Public Conveniences – Changing Places Funding and progression of upgrade works	Eric Seward <i>Duncan Ellis</i> <i>Head of Finance & Assets</i>	<i>Quality of Life</i>	
Cabinet	29 Nov 2021	Recommendations for use of s106 commuted sums to support affordable housing delivery	Wendy Fredericks <i>Nicky Debbage</i> <i>Housing Strategy & Delivery Manager</i>	<i>Local Homes for Local People</i> <i>Quality of Life</i>	 Exempt information



Key Decision – a decision which is likely to incur expenditure or savings of £100,000 or more, or affect two or more wards. (NNDC Constitution, p9 s12.2b)

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

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2021/22

Meeting	Topic	Officer / Member	Objectives & desired outcomes	Time cycle
May 2021				
Scrutiny	Safer Norfolk Strategy 2021 – 25 Briefing		To receive a briefing on the new Safer Norfolk Strategy	
Cabinet Scrutiny	Officer Delegated Decisions (March – April 2021)	Emma Denny Sarah Butikofer	To review the officer delegated decisions	
Scrutiny	Sheringham Leisure Centre Project Update	Rob Young Virginia Gay	To update Members on the status of the Sheringham Leisure Centre Project	Monthly
Scrutiny	O&S Draft 2021/22 Work Programme	Matt Stembrowicz Nigel Dixon	To review and approve the draft 2021/22 Work Programme	Annual
Scrutiny Cabinet	Enforcement Board Update	Phillip Rowson Nigel Lloyd/John Toye	To receive an update on the work of the Enforcement Board	Six-monthly
June				
Scrutiny Cabinet Council	Equality, Diversity & Inclusion Policy	Karen Hill Sarah Butikofer	To review the updated Policy in advance of seeking Council approval	
Scrutiny	Sheringham Leisure Centre Project Update	Rob Young Virginia Gay	To update Members on the status of the Sheringham Leisure Centre Project	Monthly
Cabinet Scrutiny	Performance Monitoring Q4	Sarah Butikofer Helen Thomas	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Scrutiny Council	Overview & Scrutiny Committee Annual Report	Matt Stembrowicz	To approve annual summary of Committee work for 2019-20 & 2020-2021	Annual
July				
Scrutiny	Sheringham Leisure Centre Project Update	Rob Young Virginia Gay	To update Members on the status of the Sheringham Leisure Centre Project	Monthly
Scrutiny Cabinet	Housing Strategy	N Debbage/G Connolly	To review the Council's new Housing Strategy	
Scrutiny	North Walsham Heritage Action Zone Project Monitoring	Rob Young Richard Kershaw	To monitor progress of the NWHAZ project	Committee Request
Scrutiny	Coastal Ambulance Response Times Update	Victoria Holliday	To receive an update on the status of ambulance response times in coastal areas of the District	Committee Request
Scrutiny Cabinet Council	Pre-Scrutiny: Customer Services Strategy	Sean Kelly Lucy Shires	To review the new Customer Services strategy	

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2021/22

Meeting	Topic	Officer / Member	Objectives & desired outcomes	Time cycle
September				
Cabinet Scrutiny	Budget Monitoring P4	Eric Seward Duncan Ellis	To review the budget monitoring position	Periodical
Cabinet Scrutiny Council	Debt Management Annual Report	Eric Seward Sean Knight	To review the Report and make any necessary recommendations to Council	Annual
Cabinet Scrutiny Council	Out-turn report	Eric Seward Duncan Ellis	To make any recommendations to Council – To include an update on savings proposals	Annual
Cabinet Scrutiny Council	Treasury Management Annual Report	Eric Seward Duncan Ellis	To make recommendations to Council	Annual
Cabinet Scrutiny	Performance Monitoring Q1	Helen Thomas Sarah Butikofer	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Cabinet Scrutiny	Officer Delegated Decisions	Emma Denny Sarah Butikofer	To review any officer delegated decisions taken during the period covered by the report	
October				
Cabinet Scrutiny Council	Council Tax Discount Determinations	Lucy Hume/Eric Seward	To determine the Council Tax discounts for 2020/21	Annual
Scrutiny	Waste Contract Monitoring	Steve Hems Nigel Lloyd	To monitor performance of Council waste contractor (w/ update on food waste collection)	Annual
Scrutiny	Beach Huts & Chalets Monitoring	Renata Garfoot Eric Seward	To monitor the occupancy, condition and revenue of the beach huts and chalets.	Annual
Cabinet WP Scrutiny	NWHSZ Project Monitoring	Richard Kershaw Rob Young	To monitor the implementation of the NWHSZ Project.	Quarterly

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2021/22

Meeting	Topic	Officer / Member	Objectives & Desired Outcomes	Time cycle
November				
Scrutiny	Market Towns Initiative Monitoring/Process Review	Matt Stembrowicz Richard Kershaw	To monitor the implementation of successful MTI applicants and review the funding process (Once complete)	Committee Request
Cabinet Scrutiny	Budget Monitoring P6	Eric Seward Duncan Ellis	To review the budget monitoring position	Periodical
Cabinet Scrutiny	Enforcement Board Update	Phillip Rowson Nigel Lloyd/John Toye	To receive an update on the work of the Enforcement Board	Six-Monthly
December				
Cabinet Scrutiny Council	Treasury Management Half-Yearly Report	Eric Seward Duncan Ellis	To consider the treasury management activities	Six Monthly
Cabinet Scrutiny	Performance Monitoring Q2	Helen Thomas Sarah Butikofer	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Cabinet Scrutiny Council	Fees & Charges	Eric Seward Duncan Ellis	To undertake an annual review of the Council's fees and charges	Annual
Scrutiny	Sheringham Leisure Centre Project Review	Virginia Gay Rob Young	To review the implementation of the Sheringham Leisure Centre Project.	Committee Request
January 2022				
Cabinet Scrutiny Council	Medium Term Financial Strategy	Eric Seward Duncan Ellis	To review the Medium Term Financial Strategy	Annual Pre-2022/23 Budget
Cabinet Scrutiny Council	2020/21 Base Budget and Projections for 2021/22 to 2022/23	Eric Seward Duncan Ellis	To review the proposed budget and projections	Annual
Cabinet WP Scrutiny	NWHSZ Project Monitoring	Richard Kershaw Rob Young	To monitor the implementation of the NWHSZ Project.	Quarterly
Scrutiny	Ambulance Response Times Monitoring	Cllr V Holliday	To continue to monitor ambulance response times data across the District	Six-Monthly
Scrutiny	Planning Performance Review	John Toye Phillip Rowson	Review over five year period against national performance framework (To include a review of affordable housing delivery/section 106 agreements)	Committee Request

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2021/22

Meeting	Topic	Officer / Member	Objectives & Desired Outcomes	Time cycle
February				
Cabinet Scrutiny Council	Treasury Strategy 2019/20	Eric Seward Lucy Hume	To review the treasury management activities and strategy for the investment of surplus funds	Annual
Cabinet Scrutiny Council	Capital Strategy	Eric Seward Lucy Hume	To review the deployment of capital resources to meet Council objectives & framework for management of the capital programme	Annual
Cabinet Scrutiny Council	Investment Strategy	Eric Seward Lucy Hume	To review the Council's Investment Strategy for the year 2020-21	Annual
Scrutiny				
March				
Cabinet Scrutiny	Budget Monitoring P10	Eric Seward Duncan Ellis	To review the budget monitoring position	
Scrutiny Cabinet	Performance Monitoring Q3	Helen Thomas Sarah Butikofer	To monitor the Council's performance and consider any recommendations to Cabinet	Quarterly
Scrutiny	Crime and Disorder Briefing	Nigel Dixon Matt Stembrowicz	PCC and district Superintendent to provide a briefing on TBC	Annual
April				
Scrutiny	Car Park Usage Monitoring	Eric Seward	To undertake an annual review of the usage and revenue from the Council's public car parks	Annual
Cabinet WP Scrutiny	NWHSZ Project Monitoring	Richard Kershaw Rob Young	To monitor the implementation of the NWHSZ Project.	Quarterly

OVERVIEW AND SCRUTINY COMMITTEE – ANNUAL WORK PROGRAMME 2021/22

Meeting	Topic	Officer / Member	Objectives & Desired Outcomes	Time cycle
Outstanding/ TBC				
Scrutiny	Monitor resource implications for Homelessness Strategy		Scoping Required	Potential Panel Item
Scrutiny	Website design/functionality		Scoping Required - Review the functionality of the Council's website	Committee Request
Scrutiny	Council Asset Maintenance (Preventative) Maintenance Strategy		To review the Council's Asset Maintenance schedule	Committee Request
Scrutiny	Economic Development Strategy		Scoping Required	Potential Panel Item
Scrutiny	Rural Services (Access)		Scoping Required - Review service gaps and lack of access	Committee Request

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OVERVIEW & SCRUTINY OUTCOMES & ACTION LIST - SEPTEMBER 2021

REPORT, RECOMMENDATIONS & ACTIONS	ACTION BY	DATE
<p><u>10. DEBT RECOVERY 2020-21</u></p> <p>RESOLVED</p> <p>1. To recommend that Council 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.</p> <p>ACTIONS</p> <p>1. Revenues Manager to review whether Business Rates debts relate predominantly to any particular economic sector, to uncover any potential issues.</p>	<p>Council</p> <p>Revenues Manager</p>	<p>September 2021</p> <p>October 2021</p>
<p><u>11. BUDGET MONITORING REPORT 2021/22 - PERIOD 4</u></p> <p>RESOLVED</p> <p>1. To note the contents of the report and the current budget monitoring position.</p>	<p>Overview & Scrutiny Committee</p>	<p>September 2021</p>

<p><u>12. 2020/21 OUTTURN REPORT (PERIOD 12 BUDGET MONITORING REPORT)</u></p> <p>RESOLVED</p> <p>1. To recommend the following to Full Council for approval:</p> <ul style="list-style-type: none"> a) The provisional outturn position for the General Fund revenue account for 2020/21; b) The transfers to and from reserves as detailed within the report (and appendix C) along with the corresponding updates to the 2021/22 budget; c) Allocate the surplus of £752,223 to the Delivery Plan Reserve; d) The financing of the 2020/21 capital programme as detailed within the report and at Appendix D; e) The balance on the General Reserve of Reasons for Recommendations: £2.326 million; f) The updated capital programme for 2021/22 to 2024/25 and scheme financing as outlined within the report and detailed at Appendix E; g) The outturn position in respect of the Prudential Indicators for 2020/21 as detailed in Appendix F and; h) The roll-forward requests as outline in Appendix H are approved. 	Council	September 2021
<p><u>13. TREASURY MANAGEMENT ANNUAL REPORT 2020/21</u></p> <p>RESOLVED</p> <p>1. To recommend to Council that the Treasury Management Annual Report and Prudential Indicators for 2019/20 are approved.</p>	Full Council	September 2021

<p><u>14. MANAGING PERFORMANCE QUARTER 1 2021/2022</u></p> <p>RESOLVED</p> <ol style="list-style-type: none"> 1. To note the report and endorse the actions being taken by Corporate Leadership Team detailed in Appendix A – Managing Performance. 2. To recommend to CLT that consideration is given to including baseline completion dates alongside updated objective deadlines, and that benchmarking data is included in the report, where possible. <p>ACTIONS</p> <ol style="list-style-type: none"> 1. That ongoing consideration is given to improving the format and presentation of the performance report data. 	<p>Overview & Scrutiny Committee</p> <p>CLT</p> <p>CLT</p>	<p>September 2021</p> <p>November 2021</p> <p>November 2021</p>
<p><u>15. OFFICER DELEGATED DECISIONS (MAY TO AUGUST 2021)</u></p> <p>RESOLVED</p> <ol style="list-style-type: none"> 1. To receive and note the report and the register of officer decisions taken under delegated powers. 	<p>Overview & Scrutiny Committee</p>	<p>September 2021</p>
<p><u>16. CABINET WORK PROGRAMME</u></p> <p>ACTIONS</p> <ol style="list-style-type: none"> 1. Scrutiny Officer to arrange meeting to agree working arrangements of Scrutiny Panel(s). 	<p>Scrutiny Officer</p>	<p>October 2021</p>

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Start Date	Action	Owner	Status	Completion Date
14.07.21	That a project review be added to the Committee's Work Programme for consideration after opening of facility	Matt Stembrowicz/Rob Young	Added to Work Programme	16.07.21
14.07.21	Quarterly NWHSHAZ project updates to be added to Work Programme with the inc. budget/cash flow & project risks	Matt Stembrowicz/Rob Young	Added to Work Programme	16.07.21
14.07.21	To write to EEAST to express Committee's support for retaining the CFR - Rapid Response Vehicles	Matt Stembrowicz	Letter sent to EEAST - Awaiting Response	
14.07.21	Six-monthly updates to be added to the Committee Work Programme on Ambulance response times	Matt Stembrowicz	Added to Work Programme	16.07.21
14.07.21	Request information on the geographical location of the District's Community First Responders.	Matt Stembrowicz/CLr V Holliday	Outstanding	
15.09.21	RM to review Business Rates debts to uncover any potential issues relating to specific sector	Sean Knight	Data received - MS to	13.10.21
15.09.21	Original deadlines alongside updated, and benchmarking data included in Performance report, where possible.	CLT	Outstanding	
15.09.21	Ongoing consideration is given to improving the format & presentation of the performance report (TBC November)	CLT	Outstanding	
15.09.21	Scrutiny Officer to arrange meeting to agree working arrangements of Scrutiny Panel(s).	Matt Stembrowicz	Outstanding	

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