

Appendix 7 Quality of Life Action Plan

Big issue	Action	Reasoning	Responsibility	Resources	Timescale	Outcomes/measures
Sustainability /Housing/ Transport and Connectivity	Implement the new Local Plan	to protect and enhance the natural and built environment and promote sustainability	Place and Climate Change Directorate	officer time	ongoing	monitoring of the effectiveness of the Local Plan Policies
Sustainability	Deliver our Net Zero 2030 Strategy and Climate Action Plan (NEW)	to support our Climate Emergency declaration and Net Zero Target	Climate and Environment supported by all Directorates	officer time, revenue and capital funding for investment in alternatives to use of fossil fuels/renewables	ongoing	monitoring of actions taken and their impacts, reduction in carbon footprint
Sustainability	Implement and monitor the effectiveness of the Council's Environmental Charter	to support our Climate Emergency declaration and Net Zero Target	Climate and Environment supported by all Directorates	officer time, revenue and capital funding for investment in alternatives to use of fossil fuels/renewables	ongoing	monitoring of actions taken and their impacts, reduction in carbon footprint
Sustainability	Continue to manage our green spaces to retain the Green Flag status	to protect and maintain our natural assets and promote access to and enjoyment of these for residents and visitors	Environmental and Leisure Services	officer time, revenue and capital funding to maintain and enhance the asset	ongoing	monitor visitor numbers and seek feedback from users on the impact of their visit on their health and wellbeing
Sustainability	Monitor the air quality in the district via the Air Quality Annual Status Report (ASR) (NEW)	to identify any decrease in the air quality levels which would give cause for concern and enable action to be taken to reduce levels of pollution	Environmental Protection	officer time	annually	effective action to reduce air pollution if levels increased to a level which gave cause for concern

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Education and Learning	Review and update the Council's Play Strategy (NEW)	to ensure that there is adequate, appropriate and accessible opportunities for play for children and to encourage outdoor active play in our natural environment	Environmental and Leisure Services	officer time, revenue and capital funding for developing and maintaining play provision and exploring opportunities to lever in funding via voluntary, charitable and community groups	April 2023	completion of review and updated Play Strategy produced
People and Community - Participation	Develop and implement a Community Engagement Strategy	to provide a framework for engaging with our residents, communities and key stakeholders to increase the influence they have over decisions that affect them	Communities Directorate	mainly officer time with some resources being needed to facilitate engagement activities	June 2022 and ongoing	a published Community Engagement Strategy/ demonstration of consideration of the most appropriate engagement mechanism for the circumstance/ promotion of engagement opportunities on the Council's website and how the engagement has affected the decision being made
People and Community - Participation	Engagement with the residents of North Norfolk and communities of interest to determine future priorities for Quality of Life (NEW)	to understand the issues faced by our residents and communities of interest and in particular those who are the most disadvantaged and marginalised	Communities Directorate	mainly officer time with some resources being needed to facilitate engagement activities	April 2023	evidence of appropriate engagement which can adequately inform the development of priorities for the refresh of this Strategy

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People and Community - Participation	Develop and implement an Equality, Diversity and Inclusion Strategy (NEW)	to ensure that Equality, Diversity and Inclusion are embedded in the decisions made by the Council and in service delivery	People Services	officer time	April 2023	the production of an Equality, Diversity and Inclusion Strategy, development of a consistent process for undertaking Impact Assessments as part of decision making processes, a suite of outcome measures, delivery of training for all staff and members
People and Community - Participation	Continue to support and develop the North Norfolk Domestic Abuse Forum (NEW)	to provide support to survivor victims of domestic abuse (DA) and an engagement opportunity for victims to influence service provision to bring together partner agencies to improve service provision	the Forum was brought together by Members of the district Council	officer support from Democratic Services and People Services	ongoing	development of the forum, feedback from members, recognition that services for those at risk of DA and victim survivors is improving and tolerance of DA and violence against women and girls is reducing
People and Community - Participation	Continue to support communities to deliver activities, services and events which increase participation and active engagement with visual, literary and performing arts through the Arts and Culture Fund	improve health and wellbeing through participation and active engagement in cultural activity	Early Help and Prevention	officer and member time, Arts and Culture Fund	ongoing	fulfilment of the terms and conditions of the grant - demonstration of significant benefit to the health and wellbeing of North Norfolk residents and an active participatory role

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People and Community - Participation	North Walsham Heritage Action Zone	to create and deliver community-led cultural activities on North Walsham High Street	Economic and Community Development	officer time, North Walsham Cultural Consortium, Historic England	ongoing to 2024	delivery of local events celebrating local pride in the town, theatre and musical performances and art work created by local people
People and Community - Participation	continue to invest in the Cromer Pier	to maintain and enhance Cromer pier as a cultural icon, enabling it to thrive as part of the cultural offering	Estates and Assets, Assets and Property	officer time, significant revenue and capital funding	ongoing	monitoring of visitors to the Pier and the Pavilion Theatre
Transport and Connectivity	Continue to fund projects that benefit vulnerable, disadvantaged and isolated people of all ages living in rural areas to access the services and facilities through the Community Transport Fund	fund transport solutions to facilitate access to services and facilities for vulnerable, disadvantaged and isolated people of all ages living in rural areas	Early Help and Prevention	officer and member time, Community Transport Fund	ongoing	grant terms and conditions fulfilled, benefit to vulnerable, disadvantaged and isolated people of all ages living in rural areas in accessing services and facilities
Transport and Connectivity	consider ways in which the Council and partners can support and encourage active travel (NEW)	to reduce use of personal transport and support and encourage active lives	Leisure Services, Active Norfolk	officer time, revenue funding to jointly fund work of Active Norfolk	April 2022	monitoring and delivery against service level agreement, increase in activity levels of children and adults
Mental Health and Isolation	Explore opportunities to make our green spaces more accessible for vulnerable households and to support positive parenting through interaction with nature (NEW)	increase accessibility and utility of our natural assets to improve the health and wellbeing of marginalised groups and to ensure the best start in life for children	Environmental and Leisure Services, People Services	officer time, revenue and possibly capital funding to facilitate transport to and from, consider bidding opportunities by voluntary, charitable and community groups	September 2022	development of options/funding bids/business case

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Housing	Delivery of the Housing Strategy Action plan	the action plan has four themes; increase the supply of housing, improve the condition of the private sector housing stock, make best use of empty homes and support vulnerable residents to access and sustain suitable housing all of which contribute to the quality of life for residents within our communities	Resources Directorate, Place and Climate Change Directorate, Communities Directorate	officer time, significant capital and revenue resource, partner resource including other statutory services, Registered Providers, Government funding, community resource and funding	ongoing to 2025	increased supply of housing (market and affordable), improvement in private sector stock condition (stock condition survey), empty homes brought back into use (Council Tax returns), development of Housing with Care, DFG expenditure, delivery of energy advice and take up of energy efficiency measures/grants
Housing	Review and update the Homelessness and Rough Sleeper Strategy and action plan (NEW)	to review the effectiveness of current responses in respect of homelessness and rough sleeping and to deliver a step change in upstream prevention activity	Housing Options	officer time, Homelessness Prevention Grant and RSI Funding, potential opportunities Rough Sleeping Accommodation Programme	in progress – completion of the review by July 2022 and ongoing	updated strategy/action plan demonstrating homelessness prevention and improved standards of temporary accommodation
Housing	Work towards Domestic Abuse Housing Alliance (DAHA) accreditation for the Housing Service (NEW)	to increase the knowledge and understanding of staff within the Housing Service with regards to domestic abuse so that they can better support those approaching the Council for support and assistance	Housing Options	officer time, funding from Norfolk County Council (as part of the joint responsibility for the Norfolk Support in Safe Accommodation Strategy) to fund the membership of DAHA and the accreditation process	commencing in April 2022 with accreditation by March 2025 at the latest	actions being undertaken as part of the DAHA accreditation process with successful accreditation, positive customer feedback from those coming to the Council for support and assistance

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Covid Response and Recovery	To continue to manage risks related to Covid, including preparedness for outbreak management, supporting communities to move towards Covid recovery and developing resilience	to continue to work with partners to protect our communities	Communities Directorate, Resilience Team	officer time, revenue resource, Government support and support of partners	ongoing	monitoring of community transmission and activity in response and recovery
Cost of Living	Support residents to mitigate the worst impacts of the current cost of living 'crisis' (NEW)	helping residents to mitigate the worst of the cost of living 'crisis' through implementation of Gov't sponsored schemes, delivery of its own services, use of funding available and working in partnership with statutory, voluntary and community orgs	People Services, Revenue Services, Customer Services	officer time, administration of Gov't schemes, development of discretionary schemes using funding from Gov't passed down from other agencies, using Council resources working in tandem with partners and communities	April 2022 on going depending on funding	successful administration of Government schemes and allocation of funding, development of discretionary schemes with output and where possible outcome measures, co-ordinated working with partners and communities
Levelling-Up	Undertake an audit of services on a locality basis to identify gaps in order to inform future decisions on service delivery and commissioning (NEW)	to ensure that the necessary services are available/accessible to residents and where they are not or where demand exceeds capacity to highlight to commissioners, support community/voluntary sector to support individuals and groups as an alternative to statutory provision	People Services	officer time	April 2022 ongoing	development of repository of information at a locality level which can be updated as service provision in an area changes due to services closing or new services being delivered and monitor demand for services against capacity

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Levelling-Up	Engage with partners and Government to ensure that the needs of North Norfolk are recognised in the Levelling-Up considerations	support the development of our communities, promoting a vibrant and sustainable economy and reducing health inequalities	Corporate Leadership Team	officer time, potential match funding for projects, resources of partners	ongoing	demonstration of investment in North Norfolk relative to other Districts
Ukrainian Refugee Resettlement	Support the Ukrainian refugee resettlement arrangements (NEW)	to support the Homes for Ukraine process to ensure that refugees are able to come to North Norfolk, provide support to refugees and their sponsors to facilitate integration in to the area and effectively manage any community tensions	Communities Directorate, Economic and Community Development, Revenues	officer time, funding from Government to support placements and integration, administration of support payments to sponsors	March 2022 ongoing to 2025	monitoring numbers of refugees coming to North Norfolk/accommodation and welfare check requests, successful placements and support provided, monitoring of placements and breakdown, monitoring of impact on Council services
Working in Partnership	Set up the North Norfolk Health and Wellbeing Partnership (NEW)	Health and Wellbeing Partnerships are being set up on district council boundaries as part of the new Norfolk and Waveney Integrated Care System	District Portfolio Holder as Chair supported by Communities Directorate and Norfolk County Council Public Health	District Council Member and officer time, Advanced Public Health Officer, venues for meetings, Covid Recovery Funding, resource of the partners	inaugural shadow meeting April 2022 ongoing	a functioning Health and Wellbeing Partnership resulting in improved health outcomes

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Working in Partnership	Develop and implement a Health and Wellbeing Strategy	to prioritise the action and resources of the Council with regard to Health and Wellbeing and to influence the work of the Health and Wellbeing Partnership and actions and spend of partners	Communities Directorate	mainly officer time and resources currently being spent on Health and Wellbeing activity, with influence over the spend of other partners and the Covid Recovery Funding	July 2022 and ongoing	a published Health and Wellbeing Strategy, directing of resources, identified priorities, evidence of influencing spend of partners/spend for Covid Recovery, improvement in key health and wellbeing outcome measures in the longer term
Working in Partnership	Work in partnership with Active Norfolk to increase activity and participation in organised sport (NEW)	to deliver the shared priorities of the Council and Norfolk County Council to increase activity and participation in organised sport to improve health and wellbeing	Leisure Services	officer time, revenue funding to fund joint post	from April 2022	monitor effectiveness of Active Norfolk against agreed criteria
Working in Partnership	Continue to support the work of the Norfolk Community Safety Partnership	to help to keep our residents safe, engendering trust in statutory services and reducing the fear of crime and harm at both an individual and community level	Communities Directorate, partners supporting the work of the Community Safety Partnership	mainly officer time, some budget allocation to support the delivery of local and countywide initiatives	ongoing	attendance at partnership meetings and contribution to local and countywide initiatives, low crime rates and evidence that fear of crime and harm is not increasing