

Managing Performance

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Managing Performance

Quarterly Report Chief Executive's Overview

Delivery against the key priority objectives for the period 1 April to 30 June 2023

Local Homes for Local Need

During the first quarter of 2023/24 58 households on the Council's Housing List were housed, which is lower than the average of 71 households housed per quarter for the 2022/23 year (when a total of 285 households were accommodated over the whole year) and 81 households housed in the first quarter of 2022/23.

No new affordable homes were completed during this quarter, against a background of low completions in 2022/23 because of the impact of the pandemic in delaying the planning and delivery of pipeline schemes and because of Nutrient Neutrality delaying starts on some schemes (eg. Stalham – a total of 145 affordable units are delayed by the Nutrient Neutrality issue). 39 units of affordable housing given planning permission in the quarter.

At the end of the first quarter we had 72 households in Temporary Accommodation.

6 properties with works completed under the Government's Warm Homes grant programme this quarter. This is fewer than hoped for due to lack of contractor capacity and complex rules which appear to exclude many homes and applicants from eligibility – this issue is not unique to North Norfolk and is being pursued with partners in the Norfolk Warm Homes partnership.

Local Plan submitted for Examination providing new context for future housing delivery – examination expected to commence before end of 2023.

The Council has promoted small builders working with RSL partners in bringing forward small sites for housing development, notwithstanding the constraints of Nutrient Neutrality.

Boosting Business Growth and Sustainability

Launched the Invest North Norfolk webpages on the Council's internet providing a one-stop shop for advice and support for businesses in north Norfolk across a range of issues including grant funding, workforce and skills development, sites and premises, planning and licensing – [Home | Invest North Norfolk \(north-norfolk.gov.uk\)](#).

Launch of the UK Shared Prosperity Fund and Rural England Prosperity Fund – [Home | UK Shared Prosperity Fund and Rural England Prosperity Fund \(north-norfolk.gov.uk\)](#)

Works continue to a number of properties in North Walsham town centre supported with Heritage Action Zone Building Improvement Grant monies.

Local Plan submitted for Examination providing new context for future employment and business growth investment – examination expected to commence before end of 2023.

Customer Focus

Successful delivery of the Local Government elections on 4 May 2023 – involving 138 candidates for 40 district seats and 775 nominations for town and parish councils, including 13 contested parish areas. Average turnout for the District elections was 38.73%, almost the same as 2019 (38.31%). Successful introduction of Voter ID across the District with no significant issues experienced.

Face to face customer contacts in the quarter were 2733 as against 2438 at the Council's Cromer and Fakenham offices – an increase of 12% against the same quarter last year.

Telephone calls to the Customer Contact Centre was 13,341 for the quarter compared to 11,331 in the same quarter in 2022 (an increase of 17.7%) reflecting the Contact Centre taking on more frontline service calls including Benefits enquiries this year, and fielding calls for the 4 May elections. Average waiting time for the quarter was approx. 8.9 minutes, but this had improved to 4.3 minutes for the month of June.

The Council's work facilitating the development of the North Norfolk Youth Council through the Democratic Services Team continues – the outcomes of which were shared at the Full Council meeting on 19 July.

Managing Performance

Quarterly Report Chief Executive's Overview continued

Climate, Coast and the Environment

Ground works commenced on the solar car port at The Reef, Sheringham.

A Carbon Audit of the Council's property assets and operations has been completed with data informing future asset management works, with an example of work being progressed being the investment made in the provision of new thermal insulation, doors and windows to the Council's Cornish Way industrial units in North Walsham at a cost of £170,000.

Local Plan submitted for Examination providing new context for future environmental policies around climate change and Net Zero – examination expected to commence before end of 2023.

Quality of Life

143,575 users of the Council's leisure and sports centres against a target of 140,860 which was the figure achieved in the same quarter in 2022. Support for the Victory Super Sprint Triathlon at North Walsham in conjunction with Everyone Active.

Visitors to Country Park events – 318 against a target of 320 and a figure of 519 in the same quarter in 2022.

RNLI beach lifeguards provision in preparation for our beaches at Sheringham, West Runton, East Runton, Cromer, Mundesley and Sea Palling although East Runton, Mundesley and Sea Palling have lost their Blue Flag status for 2023 due to a small number of water quality issues during 2022, the reasons for which the Council continues to discuss with Anglian Water and the Environment Agency.

Contract meeting held with Openwide to discuss forthcoming summer season for the Pier Pavilion Theatre with positive level of advance bookings reflecting 2019 (i.e. pre-COVID).

Opening of the new Queens Road toilets in Fakenham to include new Changing Place facilities as part of the Council's commitment to provide such a facility in each principal settlement. Ongoing investment to provide similar new facilities at Vicarage Street, North Walsham and first phase of The Leas, Sheringham.

Financial Sustainability and Growth

At 30 June 2023, we had collected 29.06% of Council Tax against a target of 28.75%; and 33.03% of Business Rates collected against a target of 27%.

Strong occupancy of Council-owned commercial property with 90.48% occupancy for industrial premises against a target of 80% (19 out of 21 properties) and seasonal concessions.

Updated Asset Management Plan






Conclusion

Continued strong progress was made over the first quarter of 2023/24 in areas of core service delivery and in respect of key Corporate Plan projects and objectives as detailed in the report.












This was achieved alongside the preparations for the Full Council elections on 4 May and the delivery of the new member induction programme and the forming of the new council administration, new Committees and work undertaken to prepare a new Corporate Plan for the period 2023 – 2027, which was approved through Committee and Council processes in the July cycle of meetings.

Actions and Performance Measure Keys

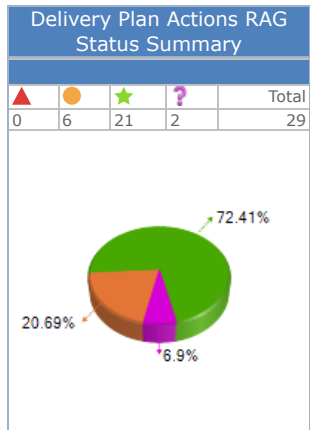
Actions - key to symbols

	The action may not be delivered, or may not deliver the planned outcomes, without intervention
	The action will be delivered but adjustments need to be made or the action may not be delivered as planned and/or may not deliver the planned outcomes
	The action is being delivered as planned
	The action has been completed as planned
n/r	Not relevant as the action has previously been completed or is not yet due to start.
	The Start date for the action is in the future
not set	The action is an ongoing activity throughout the life of the Corporate Plan so does not have a set Due Date
?	Missing information

Measures - key to symbols




Key	
Performance	Direction of Change
 Performance better than target	 Value Increasing (Smaller is Better)
 Performance just off target	 Value Decreasing (Smaller is Better)
 Performance worse than tolerance	 Value Increasing (Bigger is Better)
 No information	 Value Decreasing (Bigger is Better)
 Missing comparator	 No change
 No actual value	
- Measure is a quarterly measure so there is no data reported for this month	


Key Priorities Overview



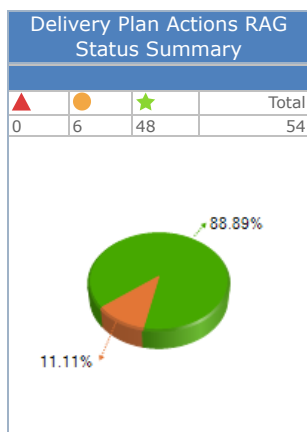
Delivery Plan Actions Summary
Actions stage
Not Started:4, In Progress:13, Completed:11, Blocked:0, Parked:0, Cancelled:1

Local Homes for Local Need

Local Homes for Local Need Key Performance Indicator Update		
Jun 2023		
HO 007 Numbers on the Housing Register	Performance (YTD)	n/a
	Comments	
	Actual (YTD)	581
	Target (YTD)	
	Direction of change (YTD)	
	Benchmarking Comments	Benchmarking data is not available.
HS 001 Number of affordable homes built	Performance (YTD)	
	Comments	26/07/23 We project that only 27 new affordable homes will be delivered in 2023/24 and none of these have been delivered in the first quarter. The Council has 348 affordable homes in the development pipeline, a small number of sites (145 affordable homes) are delayed by nutrient neutrality. We expect that affordable housing delivery will improve from 2024/25 as sites with planning permission progress and issues around nutrient neutrality resolve
	Actual (YTD)	0
	Target (YTD)	25
	Direction of change (YTD)	
	Benchmarking Comments	Additional affordable homes. Annual dataset. Data last updated: 03/12/2022. Actual data: The Additional affordable homes for North Norfolk was 111 dwellings in the latest recorded period of 2021/22, this was less than the previous recorded period in 2020/21 with 155 dwellings and greater than the figure 5 years ago in 2017/18 with 109 dwellings . Area comparisons: North Norfolk had less affordable homes than the mean for North Norfolk CIPFA nearest neighbours of 116 dwellings in 2021/22, the districts in this comparison group had a minimum of 15 dwellings, maximum of 291 dwellings, a 25th percentile marker of 186 dwellings and a 75th percentile marker of 54 dwellings. Ranks: North Norfolk was ranked 24th out of 39 districts in the East of England, and 91st out of 181 districts in England for the latest recorded period, rank 1 being the highest number of Additional affordable homes. Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year. The Additional affordable homes provided as a percentage of all net additional homes dataset is also relevant. The Additional affordable homes provided as a percentage of all net additional homes for North Norfolk was 24% in the latest recorded period of 2021/22. The mean for North Norfolk CIPFA nearest neighbours was 23% in 2021/22.

Mar 2023		
CE 002 Number of long term empty homes (6 months or more as at October each year)	Performance (YTD)	n/a
	Comments	
	Actual (YTD)	483
	Target (YTD)	
	Direction of change (YTD)	

Benchmarking Comments	<p>The benchmarking data for long term empty properties is not available. This dataset shows the Total vacant dwellings. Annual dataset. Data last updated: 14/04/2023. Actual data: The Total vacant dwellings for North Norfolk was 1,614 dwellings in the latest recorded period of 2022/23, this was greater than the previous recorded period in 2021/22 with 1,508 dwellings and less than the figure 5 periods ago in 2018/19 with 1,646 dwellings. Area comparisons: North Norfolk had higher vacant dwellings than the mean for North Norfolk CIPFA nearest neighbours of 1,551 dwellings in 2022/23, the districts in this comparison group had a minimum of 886 dwellings, maximum of 2,667 dwellings, a 25th percentile marker of 1,125 dwellings and a 75th percentile marker of 1,806 dwellings. Ranks: North Norfolk was ranked 27th out of 39 districts in the East of England, and 120th out of 164 districts in England for the latest recorded period, rank 1 being the highest Total vacant dwellings. Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus.</p>
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Delivery Plan Actions Summary
Actions stage
In Progress:7, Completed:47

Local Homes for Local Need delivery plan actions completed this quarter			
Objective(s)/ Department	Action		30/06/2023
<ul style="list-style-type: none"> Objective 1.2.2b: Increase the Supply of Housing - Delivery by Others - De-risk Housing Development Strategic Housing Economic Growth 	<input checked="" type="checkbox"/> 1.2.2b.3 Encourage small and medium-sized builders and developers	Performance	🟢
		Comments	26/07/23 This action is now complete. We have an offer to SME builders working in partnership with Broadland Housing Association and the Flagship Housing Group. The offer is on the Council's website Home Small sites for new homes in North Norfolk (north-norfolk.gov.uk) . The Council's Comms team has raised awareness via social media. We have had offers of land as a result of the promotional activity. As yet no SME developer has been in contact.
		Owner	Graham Connolly
		Start Date	01/10/2022
		Due Date	31/12/2022
		Estimated end date/ Completion date	30/06/2023
<ul style="list-style-type: none"> Objective 1.4.2: Making Best Use of Existing Homes - Supporting access to home ownership Strategic Housing 	<input checked="" type="checkbox"/> 1.4.2.1 The council will work with partners to raise awareness and understanding of shared ownership	Performance	🟢
		Comments	31/7/23 Research was carried out with the main Shared Ownership providers in North Norfolk to understand opportunities and challenges. The findings from this research were considered and resulting actions (publicity & training) are being implemented linked to delivery of new shared ownership homes, as they become available.
		Owner	Nicky Debbage
		Start Date	01/10/2021

			30/06/2023
		Due Date	31/12/2022
		Estimated end date/ Completion date	30/06/2023

Local Homes for Local Need delivery plan actions exceptions report				
Objective(s)/ Department	Action	Stage		30/06/2023
<ul style="list-style-type: none"> Objective 1.1: Developing and adopting a new Local Plan Planning Policy Quality of Life Strategy 2022 - 2024 Action Plan 	<input checked="" type="checkbox"/> 1.1.1 Formulate policies and proposals (Local Plan) to facilitate the delivery of housing supply	In Progress	Performance	★
			Comments	The Local Plan has been submitted for examination. Hearing sessions expected to be complete by the end of 2023 following which the Plan can be adopted by the Council.
			Owner	Mark Ashwell
			Start Date	04/02/2020
			Due Date	01/04/2023
			Estimated end date/ Completion date	01/04/2023
<ul style="list-style-type: none"> Objective 1.2.2a: Increase the Supply of Housing - Supporting delivery by others - Affordable Housing Strategic Housing Major Planning Projects 	<input checked="" type="checkbox"/> 1.2.2a.2 Make the planning process easier for affordable housing providers	In Progress	Performance	●
			Comments	
			Owner	Geoff Lyon
			Start Date	01/01/2022
			Due Date	31/03/2022
<ul style="list-style-type: none"> Objective 1.2.2b: Increase the Supply of Housing - Delivery by Others - De-risk Housing Development Place and Climate Change 	<input checked="" type="checkbox"/> 1.2.2b.4 Fakenham Roundabout	In Progress	Performance	●
			Comments	<p>Project has stalled due to escalating materials and construction costs. Original cost estimate is insufficient to complete works - with an additional circa £1m required at time of writing. Landowner investigating changes to S106 agreement and draft planning conditions pursuant to current submission, however, has indicated that the funding shortfall will be met by them.</p> <p>Applications to NCC to extend existing Business Rates funding availability (£900k) were successful. This funding is to be match funded by NNDC (£900k). This funding has been included within the 2023/24 budget. Earliest opportunity for works now Autumn 2024 and this is the current target date. Delay a direct result of nutrient neutrality issues around the housing delivery. However, initial design works continuing and traffic regulation order being progressed.</p>
			Owner	Martyn Fulcher
			Start Date	01/12/2021
			Due Date	31/12/2023
<ul style="list-style-type: none"> Objective 1.2.2b: Increase the Supply of Housing - Delivery by Others - De-risk Housing Development Strategic Housing Major Planning Projects 	<input checked="" type="checkbox"/> 1.2.2b.2 Investigate de-risking options	In Progress	Performance	●
			Comments	The consultants recommendations from action 1.2.2a.2 will be used to inform this action. The outcome will form part of the programme of the Planning Service Improvement Plan to be completed during Summer/Autumn 2023 linked, in part, to affordable housing pre-apps.
			Owner	Geoff Lyon
			Start Date	01/01/2022
			Due Date	31/03/2022
			Estimated end date/ Completion date	31/05/2023
		In Progress	Performance	●

		30/06/2023	
<ul style="list-style-type: none"> ▪ Objective 1.5.2b: Supporting Vulnerable Residents - Provision of Specialist Housing - Care/ Extra Ca ▪ Strategic Housing ▪ Key Priorities 	<input checked="" type="checkbox"/> 1.5.2b.1 Working with partners to deliver 500 units of Housing with Care / Extra Care	Comments	31/7/23 A number of sites have been identified for new extra care schemes. One site in Stalham was submitted for Planning consent but is delayed as a result of nutrient neutrality requirements. We are also actively working with a housing provider on a site in North Walsham and a further potential site in Cromer
		Owner	Nicky Debbage
		Start Date	31/03/2021
		Due Date	31/12/2028
		Estimated end date/ Completion date	31/12/2028

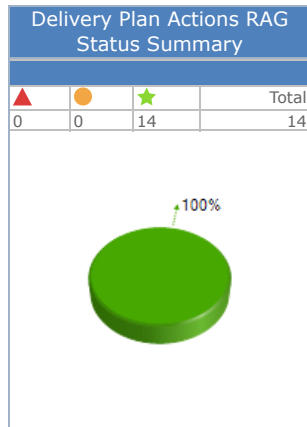
Local Homes for Local Need delivery plan actions cancelled this quarter

No entries this quarter

Boosting Business Sustainability and Growth

Boosting Business Sustainability and Growth Key Performance Indicator Update

		Jun 2023
EG 011 Number of businesses supported	Performance (YTD)	★
	Comments	
	Actual (YTD)	48
	Target (YTD)	30
	Direction of change (YTD)	↕
	Benchmarking Comments	Benchmarking data is not available.



Delivery Plan Actions Summary

Actions stage
Not Started:2, In Progress:7, Completed:5

Boosting Business Sustainability and Growth delivery plan actions completed this quarter

No entries this quarter

Boosting Business Sustainability and Growth delivery plan actions exceptions report

Objective(s)/ Department	Action	Stage	30/06/2023	
<ul style="list-style-type: none"> Economic Growth Key Priorities Objective 2.3: Taking a proactive approach to unlocking development sites 	<input checked="" type="checkbox"/> 2.3.2 New investment opportunities	Not Started	Performance	★
			Comments	
			Owner	Stuart Quick
			Start Date	16/11/2022
			Due Date	30/04/2023
			Estimated end date/ Completion date	30/04/2023
<ul style="list-style-type: none"> Economic Growth Objective 2.7: Facilitating the transition of our town centres Key Priorities 	<input checked="" type="checkbox"/> 2.7.2 - Support the work of the High Street Task Force - community engagement work in Stalham	Not Started	Performance	★
			Comments	
			Owner	Stewart Damonsing
			Start Date	01/11/2022
			Due Date	30/04/2023
			Estimated end date/ Completion date	30/04/2023
		In Progress	Performance	★
			Comments	The Local Plan has been submitted for examination. Hearing sessions expected to be complete by the end of 2023 following which the Plan can be adopted by the Council.

			30/06/2023	
<ul style="list-style-type: none"> ▪ Objective 2.1: Developing and adopting a new Local Plan ▪ Planning Policy ▪ Quality of Life Strategy 2022 - 2024 Action Plan 	<input checked="" type="checkbox"/> 2.1.1 Deliver the local plan, ensuring a sufficient focus on facilitating business development		Owner	Mark Ashwell
			Start Date	04/02/2020
			Due Date	01/04/2023
			Estimated end date/ Completion date	01/04/2023
<ul style="list-style-type: none"> ▪ Objective 2.2: Developing and implementing new Economic Growth Strategy 2020 - 2023 ▪ Economic Growth ▪ Key Priorities 	<input checked="" type="checkbox"/> 2.2.1 Economic Growth Strategy 2020 - 2023	In Progress	Performance	★
			Comments	A Project Inception Document has been produced and agreed by the Portfolio Holder for Sustainable Growth. This outlines the various elements that will be delivered by this work, including evidence gathering and consultation. A final document will be produced for adoption by the Council in early 2024.
			Owner	Stuart Quick
			Start Date	01/04/2022
			Due Date	30/04/2023
			Estimated end date/ Completion date	30/04/2023
<ul style="list-style-type: none"> ▪ Objective 2.4: Analyse local business needs ▪ Economic Growth 	<input checked="" type="checkbox"/> 2.4.1 Analyse evidence of local business needs and opportunities and engage local businesses	In Progress	Performance	★
			Comments	
			Owner	Stuart Quick
			Start Date	11/04/2022
			Due Date	04/04/2023
	Estimated end date/ Completion date	04/04/2023		
	<input checked="" type="checkbox"/> 2.4.2 Develop a range of engagement tools to build relationships with local businesses	In Progress	Performance	★
			Comments	
			Owner	Stuart Quick
			Start Date	25/04/2022
Due Date			05/04/2023	
Estimated end date/ Completion date	05/04/2023			
<ul style="list-style-type: none"> ▪ Objective 2.5: Providing support and advice for new business start-ups and growing businesses ▪ Economic Growth 	<input checked="" type="checkbox"/> 2.5.1 Develop a mechanism for providing suitable support to business start-ups and micro businesses	In Progress	Performance	★
			Comments	
			Owner	Stuart Quick
			Start Date	25/04/2022
			Due Date	30/04/2023
Estimated end date/ Completion date	08/04/2023			
<ul style="list-style-type: none"> ▪ Objective 2.6: Encouraging links between local education providers, apprentices and businesses ▪ Economic Growth 	<input checked="" type="checkbox"/> 2.6.1 Work with partners to identify skills deficiencies & monitor apprenticeships	In Progress	Performance	★
			Comments	
			Owner	Stuart Quick
			Start Date	11/04/2022
			Due Date	31/03/2023
Estimated end date/ Completion date	30/04/2023			

Boosting Business Sustainability and Growth delivery plan actions cancelled this quarter

No entries this quarter

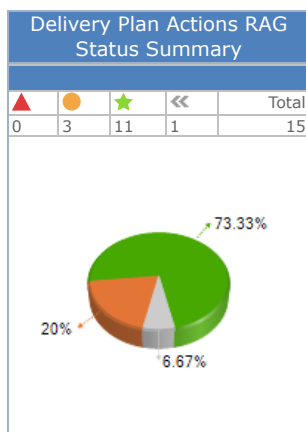
Customer Focus

Customer Focus Key Performance Indicator Update

Jun 2023

		Jun 2023
CL 002 Number of Ombudsman referral decisions	Performance (YTD)	★
	Comments	
	Actual (YTD)	4
	Target (YTD)	9
	Direction of change (YTD)	✖
	Benchmarking Comments	<p>Number of Ombudsman complaints - referred back for local resolution Annual dataset. Data last updated: 11/11/2022. Actual data: The Number of Ombudsman complaints - referred back for local resolution for North Norfolk was 3 decisions in the latest recorded period of 2021/22, this was equal to the previous recorded period in 2020/21 with 3 decisions and less than the figure 5 years ago in 2017/18 with 9 decisions. Area comparisons: North Norfolk had less Decisions than the mean for North Norfolk CIPFA nearest neighbours of 5 decisions in 2021/22, the districts in this comparison group had a minimum of 0 decisions, maximum of 12 decisions, a 25th percentile marker of 6 decisions and a 75th percentile marker of 3 decisions. Ranks: North Norfolk was ranked 27th out of 39 districts in the East of England, and 96th out of 181 districts in England for the latest recorded period, rank 1 being the highest Number of Ombudsman complaints - referred back for local resolution. Source name: Local Government & Social Care Ombudsman, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year.</p> <p>The Number of decisions on complaints made by the Ombudsman and Number of Ombudsman complaints datasets are also relevant. The Number of decisions on complaints made by the Ombudsman for North Norfolk was 11 decisions in the latest recorded period of 2021/22. The mean for North Norfolk CIPFA nearest neighbours was 16 decisions in 2021/22. The Number of Ombudsman complaints for North Norfolk was 15 complaints in the latest recorded period of 2021/22. The mean for North Norfolk CIPFA nearest neighbours was 15 complaints in 2021/22.</p>
CL 003 Number of Ombudsman referral decisions successful outcomes for the Council	Performance (YTD)	★
	Comments	
	Actual (YTD)	4
	Target (YTD)	0
	Direction of change (YTD)	✔

	Benchmarking Comments	<p>Number of Ombudsman complaints - not upheld Annual dataset. Data last updated: 11/11/2022. Actual data: The Number of Ombudsman complaints - not upheld for North Norfolk was 1 decisions in the latest recorded period of 2021/22, this was equal to the previous recorded period in 2020/21 with 1 decisions and less than the figure 5 years ago in 2017/18 with 4 decisions. Area comparisons: North Norfolk had less decisions than the mean for North Norfolk CIPFA nearest neighbours of 2 decisions in 2021/22, the districts in this comparison group had a minimum of 0 decisions, maximum of 4 decisions, a 25th percentile marker of 3 decisions and a 75th percentile marker of 1 decisions. Ranks: North Norfolk was ranked 22nd out of 39 districts in the East of England, and 77th out of 181 districts in England for the latest recorded period, rank 1 being the highest Number of Ombudsman complaints - not upheld. Source name: Local Government & Social Care Ombudsman, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year.</p> <p>The Number of Ombudsman complaints - upheld dataset is also relevant. The Number of Ombudsman complaints - upheld for North Norfolk was 1 decisions in the latest recorded period of 2021/22. The mean for North Norfolk CIPFA nearest neighbours was 2 decisions in 2021/22.</p>
CS 001 Number of complaints	Performance (YTD)	★
	Comments	
	Actual (YTD)	29
	Target (YTD)	90
	Direction of change (YTD)	✖
	Benchmarking Comments	Benchmarking data is not available.
CS 002 Number of compliments	Performance (YTD)	★
	Comments	
	Actual (YTD)	9
	Target (YTD)	9
	Direction of change (YTD)	✔
	Benchmarking Comments	Benchmarking data is not available.



Delivery Plan Actions Summary
Actions stage
 In Progress:1, Completed:13, Cancelled:1

Customer Focus actions completed this quarter

Objective(s)/ Department	Action	30/06/2023
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Objective(s)/ Department	Action	30/06/2023	
<ul style="list-style-type: none"> ▪ Key Priorities ▪ Democratic Services ▪ Objective 3.4: Developing an Engagement Strategy ▪ 3 - Customer Focus 	<input checked="" type="checkbox"/> 3.4.6 Further develop and embed the new Youth Council	Performance	★
		Comments	The Youth Council is now established and meeting regularly. They have agreed priorities for the forthcoming year and are continuing to recruit new members. Engagement with District Councillors is being strengthened via attendance at Full Council meetings.
		Owner	Emma Denny
		Start Date	01/10/2022
		Due Date	30/06/2023
		Estimated end date/ Completion date	30/06/2023

Customer Focus actions exceptions report

Objective(s)/ Department	Action	Stage	30/06/2023	
<ul style="list-style-type: none"> ▪ Objective 3.1: Developing a new Customer Charter with published service standards ▪ Organisational Resources 	<input checked="" type="checkbox"/> 3.1.6 Digital Customer Service Improvement	In Progress	Performance	★
			Comments	
			Owner	Sean Kelly
			Start Date	01/06/2020
			Due Date	30/04/2023
			Estimated end date/ Completion date	30/04/2023

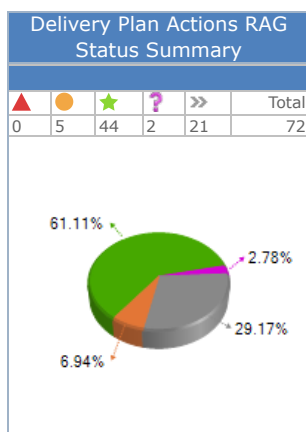
Customer Focus actions cancelled this quarter

No entries this quarter

Climate, Coast and the Environment

Climate, Coast and the Environment Key Performance Indicator Update

Mar 2023		
EC 001 Council carbon footprint (tCO2e)	Performance (YTD)	?
	Comments	The carbon footprint figure for 2022/23 will be available in autumn 2023. The footprint has gradually fallen from 6,633 (tCO2e) in 2018/19 to 2,825 (tCO2e) in 2021/22.
	Actual (YTD)	2,825
	Target (YTD)	
	Direction of change (YTD)	?
	Benchmarking Comments	Benchmarking data is not available.
EC 002 Number of trees planted	Performance (YTD)	★
	Comments	Project Completed. A total of 115,820 trees were planted over the course of the project.
	Actual (YTD)	43,961
	Target (YTD)	20,000
	Direction of change (YTD)	✖
	Benchmarking Comments	Benchmarking data is not available.



Delivery Plan Actions Summary
Actions stage
Not Started:26, In Progress:24, Completed:22



Climate, Coast and the Environment actions completed this quarter

Objective(s)/ Department	Action	30/06/2023	
<ul style="list-style-type: none"> Objective 4.09: Buildings and energy Climate & Environment Key Priorities 	<input checked="" type="checkbox"/> 4.09.BE02a Undertake energy audits of all our buildings	Performance	
		Comments	An estimate received from an external consultant to review all our properties was not considered value for money. The estates team continue to prioritise buildings as they become vacant and from data showing which of our buildings have the highest energy consumption. This is now business as usual.
		Owner	Kate Rawlings
		Start Date	02/08/2022
		Due Date	30/06/2023
		Estimated end date/ Completion date	30/06/2023

Climate, Coast and the Environment actions exceptions report

Objective(s)/ Department	Action	Stage		30/06/2023
<ul style="list-style-type: none"> ▪ Key Priorities ▪ Objective 4.04: Continuing to Take a Lead Role Nationally in Coastal Management Initiatives ▪ CTAP 	<input checked="" type="checkbox"/> 4.4.7 Coastal Transition Accelerator Programme	In Progress	Performance	★
			Comments	The North Norfolk Coastal Accelerator Transition Programme will be locally known and publicised as Coastwise. At the end of July NNDC received confirmation that the Environment Agency had signed off the full £15M (including DEFRA contributions) to Coastwise. It is requested the due date for the programme is now amended on InPhase to reflect the programme timeframe until 31 March 2027.
			Owner	Rob Goodliffe
			Start Date	25/05/2022
			Due Date	30/04/2023
			Estimated end date/ Completion date	31/03/2027
<ul style="list-style-type: none"> ▪ Objective 4.02: Developing and implementing a new Local Plan ▪ Planning Policy ▪ Quality of Life Strategy 2022 - 2024 Action Plan 	<input checked="" type="checkbox"/> 4.2.1 Formulate a local plan that supports the transition to a low-carbon future	In Progress	Performance	★
			Comments	The Local Plan has been submitted for examination. Hearing sessions expected to be complete by the end of 2023 following which the Plan can be adopted by the Council.
			Owner	Mark Ashwell
			Start Date	04/02/2020
			Due Date	01/04/2023
			Estimated end date/ Completion date	01/04/2023
<ul style="list-style-type: none"> ▪ Objective 4.04: Continuing to Take a Lead Role Nationally in Coastal Management Initiatives ▪ Coastal Partnership East 	<input checked="" type="checkbox"/> 4.4.6 Share best practice and seek to influence national policy regarding coastal management	In Progress	Performance	★
			Comments	Continued engagement with Local Government Association Coastal Special Interest Group including input and leading on national topic themes such as adaptation. Continued support and input into the East Anglian Coastal Group and (Eastern) Regional Flood and Coast Committee. Input into DEFRA Historic Erosion Rates project. Completion of Phase 1a and 1b of the Coastal Loss Innovative Funding and Finance Project which seek to provide evidence and information to influence national approach of solutions or at risk residential properties, will in future link into CTAP. Input into National Coastal Erosion Risk Mapping project at board and technical levels. Charing the Anglian Coastal Monitoring Group. As this is a continuous activity I suggest the due date is removed.
			Owner	Tamzen Pope
			Start Date	04/02/2020
			Due Date	31/05/2023
			Estimated end date/ Completion date	31/03/2024
<ul style="list-style-type: none"> ▪ Objective 4.09: Buildings and energy ▪ Climate & Environment 	<input checked="" type="checkbox"/> 4.09.BE03 Prioritise efforts to switch away from oil and carbon-intensive fuels by 2030	In Progress	Performance	●
			Comments	Work continues to review the Council's estate and prioritise buildings for decarbonisation, suitable grants for decarbonisation capital and other resources continue to be explored. Further staff and capital resources are needed to meet the Council's ambitious 2030 Net Zero target. The recently announced Net Zero fund will help with this.
			Owner	Kate Rawlings
			Start Date	08/08/2022
			Due Date	not set
			Estimated end date/ Completion date	not set
		Not Started	Performance	●

			30/06/2023	
<ul style="list-style-type: none"> ▪ Objective 4.09: Buildings and energy ▪ Climate & Environment ▪ Key Priorities 	<input checked="" type="checkbox"/> 4.09.BE07 New council-controlled buildings/ refurbishments to be Net Zero by 2030		Comments	An Internal Carbon Pricing process and various decision making models are being developed to ensure that the cost of new buildings and refurbishments include the carbon cost of these projects and bring net zero initiatives and technologies to the forefront of decisions. However this needs to be embraced across all council services.
			Owner	Kate Rawlings
			Start Date	09/01/2023
			Due Date	not set
			Estimated end date/ Completion date	not set
<ul style="list-style-type: none"> ▪ Objective 4.09: Buildings and energy ▪ Organisational Resources ▪ Key Priorities 	<input checked="" type="checkbox"/> 4.09.BE05 Implement new LED and control system in the Cromer office	In Progress	Performance	★
			Comments	
			Owner	Sean Kelly
			Start Date	01/04/2022
			Due Date	31/03/2023
	Estimated end date/ Completion date	31/03/2024		
	<input checked="" type="checkbox"/> 4.09.BE06 23/24 Implement new LED and control system in the Fakenham office	Not Started	Performance	?
			Comments	
			Owner	Sean Kelly
			Start Date	01/04/2023
Due Date			not set	
Estimated end date/ Completion date	not set			
<ul style="list-style-type: none"> ▪ Objective 4.12: Transport ▪ Climate & Environment 	<input checked="" type="checkbox"/> 4.12.T02 Adopt a target for EV charge-points at Council owned carparks	Not Started	Performance	★
			Comments	Discussions have been had with Norfolk County Council and various third party operators to explore options for increasing EV provision at Council owned car parks. A paper outlining these options will be brought to CLT over the summer.
			Owner	Kate Rawlings
			Start Date	01/07/2022
			Due Date	not set
	Estimated end date/ Completion date	not set		
	<input checked="" type="checkbox"/> 4.12.T03 Shift to hydrotreated vegetable oils for all Council refuse collection vehicles	Not Started	Performance	●
			Comments	The council continues to investigate HVO purchasing options to ensure a reliable supply from a sustainable source. Meanwhile the recent change in collection routes appears to have resulted in a reduction of miles travelled by the fleet and therefore its contribution to our carbon footprint.
			Owner	Kate Rawlings
			Start Date	09/01/2023
Due Date			not set	
Estimated end date/ Completion date	not set			
<ul style="list-style-type: none"> ▪ Objective 4.13: Business travel ▪ Climate & Environment 	<input checked="" type="checkbox"/> 4.13.Bt01 Review New Ways of Working policy	In Progress	Performance	●
			Comments	
			Owner	James Claxton
			Start Date	09/01/2023
			Due Date	30/11/2023
Estimated end date/ Completion date	31/07/2023			
<ul style="list-style-type: none"> ▪ Objective 4.16: Water ▪ Climate & Environment 		Not Started	Performance	★
			Comments	

			30/06/2023	
	<input checked="" type="checkbox"/> 4.16.H2O02 Identify priority actions for saving water at Council-owned and occupied properties		Comments	The Council has moved to a different water supplier who provides more detailed and up to date information on water use at council properties. This will allow better decisions to be made regarding priority actions for saving water
			Owner	Kate Rawlings
			Start Date	16/10/2022
			Due Date	not set
	Estimated end date/ Completion date	not set		
	<input checked="" type="checkbox"/> 4.16.H2O03 Identify priority actions for improving water management across the district	In Progress	Performance	
			Comments	The Council continues to engage with external parties at all levels but water management remains an area of concern for the district
			Owner	Kate Rawlings
Start Date			30/10/2022	
Due Date	not set			
Estimated end date/ Completion date	not set			
<ul style="list-style-type: none"> ▪ Objective 4.20: Offsetting ▪ Climate & Environment 	<input checked="" type="checkbox"/> 4.20.Of02 Explore carbon offsetting opportunities	Not Started	Performance	
			Comments	Discussions have been had with local environmental partners and land owners on opportunities to off set carbon locally. Tools for measuring carbon capture on the council's estate are also being investigated.
			Owner	Kate Rawlings
			Start Date	10/01/2023
			Due Date	not set
Estimated end date/ Completion date	not set			

Climate, Coast and the Environment actions cancelled this quarter

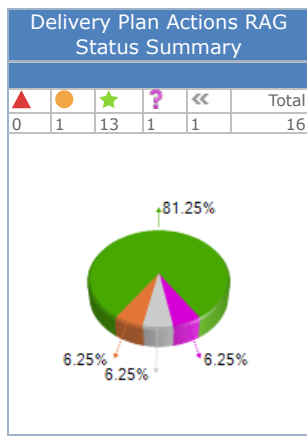
No entries this quarter

Quality of Life

Quality of Life Key Performance Indicator Update

		Jun 2023
LE 004 Participation at Council Sporting Facilities	Performance (YTD)	★
	Comments	
	Actual (YTD)	143,575
	Target (YTD)	140,860
	Direction of change (YTD)	✔
	Benchmarking Comments	Benchmarking data is not available.

		Mar 2023
AP 001 Level of investment made in upgrading public conveniences (£)	Performance (YTD)	▲
	Comments	<ul style="list-style-type: none"> A total of £781,840.88 on Public Convenience improvements at Fakenham/Sheringham/ Wells/ North Walsham to date for 2022/23. Some final accounts have not yet been received. A total of £9,985.00 on Weybourne (waterless loo purchase).
	Actual (YTD)	791,825.88
	Target (YTD)	1,260,873.00
	Direction of change (YTD)	n/a
	Benchmarking Comments	Benchmarking data is not available.
AP 002 Number of changing places facilities provided	Performance (YTD)	●
	Comments	Facilities have been installed at the North Norfolk Visitor Centre in Cromer and at Stearmans Yard, Wells and The Reef at Sheringham. Work is currently in progress at Queen's Road, Fakenham due to be completed by May 2023.. Two further facilities are to be provided in Vicarage Street, North Walsham (open July 2023) and The Leas in Sheringham by August 2023.
	Actual (YTD)	2
	Target (YTD)	4
	Direction of change (YTD)	✔
	Benchmarking Comments	Benchmarking data is not available.
LE 015 Number of Blue Flag beaches	Performance (YTD)	●
	Comments	Three of the Council's Blue Flag beaches have been downgraded to Seaside Awards due to a reduction in bathing water quality from 'Excellent' to 'Good'. This is beyond the control of the District Council.
	Actual (YTD)	3
	Target (YTD)	6
	Direction of change (YTD)	✘
	Benchmarking Comments	Benchmarking data is not available.
LE 016 Number of Green Flag open spaces	Performance (YTD)	★
	Comments	
	Actual (YTD)	3
	Target (YTD)	3
	Direction of change (YTD)	→
	Benchmarking Comments	Benchmarking data is not available.



Delivery Plan Actions Summary
Actions stage
 In Progress:8, Completed:6, Cancelled:2

Quality of Life actions completed this quarter
 No entries this quarter

Quality of Life actions exceptions report

Objective(s)/ Department	Action	Stage	30/06/2023	
<ul style="list-style-type: none"> Key Priorities People Services Objective 5.11: Development of strong, sustainable and healthy local communities 	<input checked="" type="checkbox"/> 5.11.2 Develop policy & programmes in response to the Cost of Living pressures faced by residents	In Progress	Performance ★	
			Comments	Cost of Living Group was time limited and is not currently meeting. Range of measures implemented to support residents with Cost Of Living. Has become Business as Usual. Group will reform if necessary.
			Owner	Sonia Shuter
			Start Date	16/11/2022
			Due Date	30/04/2023
			Estimated end date/ Completion date	30/04/2023
<ul style="list-style-type: none"> Leisure and Localities Key Priorities Objective 5.11: Development of strong, sustainable and healthy local communities 	<input checked="" type="checkbox"/> 5.11.3 Develop a new Play Strategy for the District	In Progress	Performance ●	
			Comments	Discussions are taking place between the Leisure Team, senior officers, the leader and portfolio holder as to the best approach for this strategy.
			Owner	Colin Brown
			Start Date	16/11/2022
			Due Date	30/04/2023
			Estimated end date/ Completion date	30/04/2024
<ul style="list-style-type: none"> Objective 5.6: Continued investment in Cromer Pier as an iconic heritage and cultural attraction Property Services Quality of Life Strategy 2022 - 2024 Action Plan 	<input checked="" type="checkbox"/> 5.6.1a Maintain and enhance the physical structure of Cromer Pier	In Progress	Performance ★	

			30/06/2023	
			Comments	<p>Essential sub-structure works on the iconic Cromer Pier commenced at the beginning of October 2022.</p> <p>The works, which will cost around £1.2m, are vital for the structural integrity of the much loved Cromer landmark and will help in future proofing it for years to come. They will be delivered in two simultaneous phases:</p> <p>Sub-structure works:</p> <p>Underneath the Pier, the programme of structural steel works has started, including the replacement or reinforcement of trusses, steel sections, deck bearers and tie-bars. Some of the works will involve the removal of areas of decking, and subsequent replacement where required with EKKI timbers from FSC forests in West Africa.</p> <p>A steel gantry will be installed beneath the decking, making future inspections and maintenance more efficient and cost-effective, allowing repairs to be made by the Council's Property Services teams and sub-contractors, rather than specialist contractors.</p> <p>The last programme of works saw repairs to the sacrificial concrete encasements protecting the pier legs from continual wave action. These works were completed by specialist diving teams, strengthening the steel support legs that are embedded into the seabed.</p> <p>Sub-structure works, undertaken by UK Industrial Services, began in October 2022. The works are managed by NNDC's Property Services team and the Hemsley Orrell Partnership, structural engineers and pier experts, based in Hove.</p> <p>While the works are undertaken, Cromer Pier, including the Pavilion Theatre & Bar, Box Office, Tides Restaurant, the shop and toilets will remain fully operational and the public will still be able to access them.</p> <p>Works are on track as planned and are scheduled to be completed by October 2023. This is a few months later than intended due to issues with the availability of the steels required.</p>
			Owner	Russell Tanner
			Start Date	04/02/2020
			Due Date	30/06/2023
			Estimated end date/ Completion date	31/10/2023
<ul style="list-style-type: none"> ▪ Objective 5.10: Maximising the level of external funding to support community projects ▪ Project Enabling (closed) 	<input checked="" type="checkbox"/> 5.10.1 Identify new opportunities for funding to implement and promote the Quality of Life Strategy	In Progress	Performance	★
			Comments	<p>North Norfolk District Council has been successful in attracting funding to support the implementation of its Quality of Life Strategy including Covid Recovery Funding, Health and Wellbeing Partnership Funding, Better Care Funding (Social Prescribing in Secondary Care), ICB funding (Waiting Well), Primary Care Network funding (Social Prescribing Link Worker), Coastal Transition Accelerator Partnership Funding, Household Support Funding, Energy Rebate funding, UK Shared Prosperity Funding, Rural England Prosperity Fund and Shelter System Change support funded by DLUHC.</p>
			Owner	Karen Hill
			Start Date	04/02/2020
			Due Date	31/05/2022

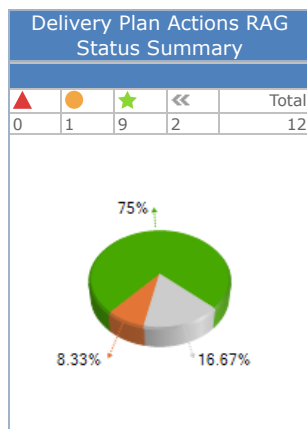
				30/06/2023
			Estimated end date/ Completion date	30/09/2023

Quality of Life actions cancelled this quarter

No entries this quarter

Financial Sustainability and Growth

Financial Sustainability and Growth Key Performance Indicator Update		
		Mar 2023
AC 001 Council Tax Band D (NNDC element) (£)	Performance	n/a
	Comments	
	Actual	158.67
	Target	
	Direction of change	⬇️
	Benchmarking Comments	<p>Average Band D - paid to local services (excl. parishes). Annual dataset. Data last updated: 23/03/2023. Actual data: The Average Band D - paid to local services (excl. parishes) for North Norfolk was 164 GBP in the latest recorded period of 2023/24, this was greater than the previous recorded period in 2022/23 with 159 GBP and greater than the figure 5 periods ago in 2019/20 with 149 GBP. Area comparisons: North Norfolk had less Council Tax than the mean for North Norfolk CIPFA nearest neighbours of 197 GBP in 2023/24, the districts in this comparison group had a minimum of 159 GBP, maximum of 230 GBP, a 25th percentile marker of 219 GBP and a 75th percentile marker of 184 GBP. North Norfolk had less Council Tax than the mean for East of England of 208 GBP in 2023/24, the districts in this comparison group had a minimum of 110 GBP, maximum of 396 GBP, a 25th percentile marker of 232 GBP and a 75th percentile marker of 169 GBP. North Norfolk had less Council Tax than the mean for England of 209 GBP in 2023/24, the districts in this comparison group had a minimum of 110 GBP, maximum of 396 GBP, a 25th percentile marker of 232 GBP and a 75th percentile marker of 179 GBP. Ranks: North Norfolk was ranked 32nd out of 39 districts in the East of England, and 141st out of 164 districts in England for the latest recorded period, rank 1 being the highest Average Band D - paid to local services (excl. parishes). Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus.</p>



Delivery Plan Actions Summary

Actions stage

In Progress:1, Completed:9, Cancelled:2

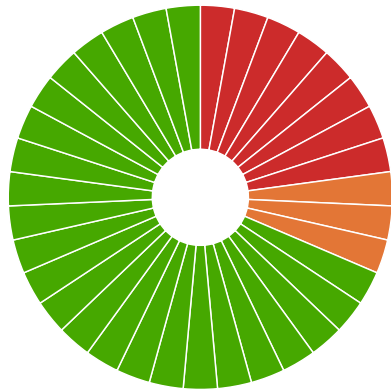
Financial Sustainability and Growth actions completed this quarter			
Objective(s)/ Department	Action		30/06/2023
		Performance	★
		Comments	
		Owner	Renata Garfoot
		Start Date	04/02/2020

		30/06/2023	
<ul style="list-style-type: none"> Objective 6.2: Taking a more commercial approach to the delivery of discretionary services Estates and Assets 	<input checked="" type="checkbox"/> 6.2.3 Explore the opportunities to generate income from advertising and sponsorship	Due Date	30/11/2022
		Estimated end date/ Completion date	14/04/2023
<ul style="list-style-type: none"> Objective 6.3: Forming a development company to take our property ambitions forward Estates and Assets 	<input checked="" type="checkbox"/> 6.3.3 Take a strategic approach to commercial development opportunities	Performance	
		Comments	
		Owner	Renata Garfoot
		Start Date	04/02/2020
		Due Date	30/04/2023
		Estimated end date/ Completion date	30/04/2023

Financial Sustainability and Growth actions exceptions report				
Objective(s)/ Department	Action	Stage	30/06/2023	
<ul style="list-style-type: none"> Objective 6.2: Taking a more commercial approach to the delivery of discretionary services Finance Resources Key Priorities 	<input checked="" type="checkbox"/> 6.2.1 Develop a Financial Sustainability Strategy	In Progress	Performance	
			Comments	This work has not been started due to resource issues. It will be started once those issues have been resolved and to ensure that it is consistent with the goals of the new Corporate Plan.
			Owner	Tina Stankley
			Start Date	04/02/2020
			Due Date	31/12/2022
			Estimated end date/ Completion date	30/06/2023





Financial Sustainability and Growth actions cancelled this quarter
No entries this quarter

Performance Focus









This following section of the report shows all management performance measures that are not achieving target i.e. that are showing as red or amber year-to-date. The context and explanation for that level of performance and any actions being taken is given. The performance levels shown are the year-to-date figures for monthly, quarterly and annual measures.

		Jun 2023
AS 004 Percentage of rent arrears on all debts 90 days and over	Performance (YTD)	?
	Comments	Arrears data, 24.37%, has only just become available for July 2023. Arrears are being monitored on a case by case basis. These debts are being actively managed to recover the debt.
	Actual (Period) (YTD)	
	Target (YTD)	10.00
	Direction of change (YTD)	?
	Benchmarking Comments	Benchmarking data is not available.
AU 001 Percentage of Priority 1 (Urgent) audit recommendations completed on time	Performance (YTD)	▲
	Comments	Three of the five urgent recommendations that were due to be implemented on or before 30 June 2023 were implemented on time. The other two recommendations have now been completed but this was after the due date.
	Actual (Period) (YTD)	60.00
	Target (YTD)	100.00
	Direction of change (YTD)	✖
	Benchmarking Comments	Benchmarking data is not available.
AU 002 Percentage of Priority 2 (Important) audit recommendations completed on time	Performance (YTD)	▲
	Comments	Two of the eleven important recommendations that were due to be implemented on or before 30 June 2023 were implemented on time. Five recommendations have now been completed but this was after the due date. One recommendation has been completed but not signed off by the Internal Auditors. Five recommendations are past their due date and are still outstanding. CLT will review these recommendations and ask for action to proceed to implementation promptly.
	Actual (Period) (YTD)	18.18
	Target (YTD)	70.00
	Direction of change (YTD)	✖
	Benchmarking Comments	Benchmarking data is not available.
AU 004 Percentage of audit days delivered	Performance (YTD)	▲
	Comments	Seventeen of the planned nineteen audit days were delivered. This will need to be monitored to ensure the programme progresses as planned.
	Actual (Period) (YTD)	89.47
	Target (YTD)	100.00
	Direction of change (YTD)	✔
	Benchmarking Comments	Benchmarking data is not available.
BC 001 Building Control income (£)	Performance (YTD)	▲
	Comments	A shortfall of income had been identified against increased budget costs. Building Control Fees and charges were uplifted commencing 1 July 2023 with an approx. 20% uplift.
	Actual (Period) (YTD)	94,404.00

		Jun 2023
	Target (YTD)	124,374.00
	Direction of change (YTD)	
	Benchmarking Comments	Total Income - Building control. Annual dataset. Data last updated: 23/03/2023. Actual data: The Total Income - Building control for North Norfolk was 359 GBP (000) in the latest recorded period of 2020/21, this was less than the previous recorded period in 2019/20 with 420 GBP (000) and less than the figure 5 years ago in 2016/17 with 416 GBP (000) . Area comparisons: North Norfolk had a greater income than the mean for North Norfolk CIPFA nearest neighbours of 344 GBP (000) in 2020/21, the districts in this comparison group had a minimum of 0 GBP (000), maximum of 1,238 GBP (000), a 25th percentile marker of 395 GBP (000) and a 75th percentile marker of 21 GBP (000). Ranks: North Norfolk was ranked 15th out of 39 districts in the East of England, and 45th out of 181 districts in England for the latest recorded period, rank 1 being the highest income. Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year.
BE 028 (HB2) Speed of processing: change in circumstances for housing benefit and CT support claims	Performance (YTD)	
	Comments	We have seen a slight improvement to our Housing Benefit Speed of Processing times for changes in circumstances as a result of a reduction in our outstanding workloads. We have also cleared some older outstanding enquiries from customers where we have been waiting for further evidence to be provided before the enquiry could be processed. Customers frequently report changes in circumstances over the phone, and we are reviewing options around the handling of telephone calls to ensure prompt recording and assessment of the change end to end. Using a vacant post, we have recruited a permanent Visiting Officer to support collection of evidence from vulnerable and/or elderly customers. We are also continuing to train new staff to increase the resource for processing customer enquiries, and we are recruiting further Business Support Apprentices who will undertake administrative duties for the team.
	Actual (Period) (YTD)	17.00
	Target (YTD)	14.00
	Direction of change (YTD)	
	Benchmarking Comments	Time taken to process housing benefit change events - Quarterly. Quarterly dataset. Data last updated: 01/08/2023. Actual data: The Time taken to process housing benefit change events - Quarterly for North Norfolk was 6 days in the latest recorded period of 2022/23 Q4, this was less than the previous recorded period in 2022/23 Q3 with 16days and greater than the figure 5 periods ago in 2021/22 Q4 with 5 days . Area comparisons: North Norfolk took more time than the mean for North Norfolk CIPFA nearest neighbours of 3 days in 2022/23 Q4, the districts in this comparison group had a minimum of 1 days, maximum of 5 days, a 25th percentile marker of 2 days and a 75th percentile marker of 3 days. North Norfolk took more time than the mean for East of England of 3 days in 2022/23 Q4, the districts in this comparison group had a minimum of 1 days, maximum of 11 days, a 25th percentile marker of 2 days and a 75th percentile marker of 3 days. North Norfolk took more time than the mean for England of 3 days in 2022/23 Q4, the districts in this comparison group had a minimum of 1 days, maximum of 11 days, a 25th percentile marker of 2 days and a 75th percentile marker of 3 days. Ranks: North Norfolk was ranked 36th out of 39 districts in the East of England, and 152nd out of 164 districts in England for the latest recorded period, rank 1 being the quickest Time taken to process housing benefit change events - Quarterly. Source name: Department for Work and Pensions, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per quarter. Also, the benchmarking data including Council Tax Support Claims is not available, this dataset shows the housing benefit claims only.
CE 005 Percentage of long term empty homes as a proportion of the taxbase	Performance (YTD)	

		Jun 2023
	Comments	The number of long term empty properties as a percentage to the tax base has seen a reduction over the past few months to 30 June 2023. The reasons for this are due in part at least, to the market. There are a few intervention strategies designed to prevent properties from being empty and encouraging owners to bring very long-term empties properties back into use. The current numbers of empty properties are being monitored by the Revenues Manager, however there is insufficient capacity to participate in active enforcement against empty homes, especially considering the complexity around this. The new Housing strategy includes this issue, but any resources will need to be targeted given local housing needs and recognise that there are rarely instant solutions in bringing long-term empties back into use via the corporate Enforcement Board.
	Actual (Period) (YTD)	1.09
	Target (YTD)	1.20
	Direction of change (YTD)	↓
	Benchmarking Comments	% vacant dwellings - the benchmarking data for long term empty properties is not available, this dataset shows the % vacant dwellings. Annual dataset. Data last updated: 14/04/2023. Actual data: The % vacant dwellings for North Norfolk was 2.8% in the latest recorded period of 2020/21, this was less than the previous recorded period in 2019/20 with 3.0% and less than the figure 5 periods ago in 2016/17 with 2.9%. Area comparisons: North Norfolk had a lower percentage than the mean for North Norfolk CIPFA nearest neighbours of 2.9% in 2020/21, the districts in this comparison group had a minimum of 1.6%, maximum of 4.2%, a 25th percentile marker of 2.3% and a 75th percentile marker of 3.5%. Ranks: North Norfolk was ranked 10th out of 39 districts in the East of England, and 68th out of 181 districts in England for the latest recorded period, rank 1 being the lowest % vacant dwellings. Source name: Department for Levelling Up, Housing & Communities, obtained via LG Inform Plus. Please note, the benchmarking data per month is not available, this dataset shows the data per year.
EP 001a Percentage of responses to nuisance complaints within 2 working days	Performance (YTD)	?
	Comments	The Environmental Protection Team is currently experiencing resourcing pressures due to team absences and officers resigning. This currently means that the operational capability of the Team is down by 50%. In order to resolve the situation the team is currently advertising a number of posts and undertaking a recruitment drive. Other absences are being actively managed in accordance with Council policy.
	Actual (Period) (YTD)	
	Target (YTD)	80.00
	Direction of change (YTD)	?
	Benchmarking Comments	Benchmarking data is not available.
EP 001b Percentage of responses to fly-tipping (private land) complaints within 2 working days	Performance (YTD)	▲
	Comments	Currently fly tipping data is under review due to changes associated with the introduction of new software systems.
	Actual (Period) (YTD)	0.00
	Target (YTD)	80.00
	Direction of change (YTD)	→
	Benchmarking Comments	Benchmarking data is not available.
EP 001c Percentage of responses to fly-tipping (public land) complaints within 2 working days	Performance (YTD)	▲
	Comments	Currently fly tipping data is under review due to changes associated with the introduction of new software systems.
	Actual (Period) (YTD)	0.00
	Target (YTD)	80.00
	Direction of change (YTD)	→
	Benchmarking Comments	Benchmarking data is not available.
FS 001 PM 32 Average number of days revenue outstanding (Debtor Days)	Performance (YTD)	?!
	Comments	Data is not currently available for this measure. The measure is under review as a result of the implementation of the new finance system.
	Actual (Period) (YTD)	
	Target (YTD)	
	Direction of change (YTD)	?
	Benchmarking Comments	Benchmarking data is not available.
HS 003 Energy Efficiency - grant spent (£)	Performance (YTD)	▲

Jun 2023		
	Comments	31/08/23 Spend in quarter 1 (and also for quarter 2) is carry forward from the funding available up to March 2023 and for which the government has allowed spending to September 2023. Norfolk Warm Homes our delivery partner has yet to start delivery against funding allocated for 2023/24 and 2024/25. Norfolk Warm Homes has to deliver improvements to 92 homes across Norfolk in 2023/24 and we will monitor progress against target as works commence from September 2023.
	Actual (Period) (YTD)	32,775.57
	Target (YTD)	200,000.00
	Direction of change (YTD)	n/a
	Benchmarking Comments	Benchmarking data is not available.
LE 011 Number of Child Visitors to Parks and Countryside Events	Performance (YTD)	
	Comments	Events across all three Green Flag Sites were delivered over Easter and Whitsun and were well attended. Overall we were slightly under target but this is not of concern.
	Actual (Period) (YTD)	161
	Target (YTD)	170
	Direction of change (YTD)	
	Benchmarking Comments	Benchmarking data is not available.
LE 012 Total number of Visitors to Parks and Countryside Events	Performance (YTD)	
	Comments	Events across all three Green Flag Sites were delivered over Easter and Whitsun and were well attended. Overall we were slightly under target but this is not of concern.
	Actual (Period) (YTD)	318
	Target (YTD)	320
	Direction of change (YTD)	
	Benchmarking Comments	Benchmarking data is not available.
PL 001 Planning income (£)	Performance (YTD)	
	Comments	Fees for planning applications are set by Government and the Council has very little control or influence over the level and types of applications made – they are more a reflection of national and sub-regional economic conditions. Whilst it is too early to predict the year end position it is worth noting that the cumulative position after three months this year is markedly better than the position after three months last year – although worse than the position after three months of 2021/22.
	Actual (Period) (YTD)	168,462.00
	Target (YTD)	216,249.00
	Direction of change (YTD)	
	Benchmarking Comments	Benchmarking data is not available.