

Action Plan 2023/24

Updates



Action	Lead Officer	Corporate Plan objective	Stage	RAG Status	Carried forward to 2024/25 plan	Lead Officer comment (progress reports must be provided for all actions)
	Use the filter to find your actions		Use Drop Down	Use Drop Down		
1 Provide the solar car port at the Reef	Kate Rawlings	Greener: Net Zero: 2 Introducing significant new projects which deliver on our Net Zero ambitions	Completed	Green	NA	The solar car port is complete and providing electricity to The Reef. Performance will continue to be monitored against original business case and lessons learned have been collated to provide learning to future projects.
2 Develop a response to the Waste and Resources Strategy	Bob Wade	Greener: Waste: 3 Engaging with businesses, residents and partners to develop campaigns, actions and investment in infrastructure to reduce waste and litter	In Progress	Amber	Action no. 4	Work has been commenced to enable compliance with the legislative requirements. There have been numerous delays to the introduction of legislation at a national level and it is not yet fully clear what impact the change of Government may on implementation. A report has been commissioned and received to inform the approach to be taken and discussions are ongoing with the Waste and Related Services Contractor, Serco, to develop an service offering to meet the enhanced collection requirements. Carried forward to 2024/25 Action Plan.
3 Local Plan examination	Russell Williams	Greener: Waste: 4 Identifying solutions to nutrient neutrality that will enable key watercourses to remain healthy ecosystems, whilst ensuring necessary development can take place	Completed	Green	NA	The Examination took place in February - March 2024. The Council is now awaiting feedback from the Independent Inspector
4 Launch CoastWise	Rob Goodliffe	Greener: Coast: 1 Realising the opportunities of external funding to secure a sustainable future for our coastal communities through transition and adaptation responses	Completed	Green	NA	Outline business case approved. Core project team in place. Programme launched. First series of Coastwise cafe events completed.

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5 Commence delivery of Cromer and Mundesley Coast Protection Schemes	Tamzen Pope	Greener: Coast: 2 Implementing the Cromer and Mundesley Coast Protection Schemes	Completed	Green	Action no. 6	Construction is progressing on both schemes according to the planned programme. Regular and ongoing collaboration as a whole project team to identify and address any challenges. Awaiting final confirmation from Environment Agency for final top up funding for Cromer scheme (sufficient funding secured for the current works) Some outstanding consents leading to programme adjustments. Follow on action since commencement added to 2024/25 Action Plan.
6 Promote the development of Neighbourhood Plans	Russell Williams	Communities: Engaged: 1 Ensuring that people feel well informed about local issues, have opportunities to get involved, influence local decision making, shape their area and allow us to continue to improve services they receive	In Progress	Green	Action no. 18	Incorporated into Action Plan 2024/25.
7 Develop a Rural Strategy	Martyn Fulcher	Communities: Engaged: 1 Ensuring that people feel well informed about local issues, have opportunities to get involved, influence local decision making, shape their area and allow us to continue to improve services they receive	In Progress	Green	Action no. 8	Scoping work being undertaken. Consultation with Pfh. Economic Growth Team to progress initially. Carried forward to Action Plan 2024/25.
8 Further develop and embed our Youth Council work	Emma Denny	Communities: Engaged: 2 Ensuring that the needs of harder to reach groups are not overlooked; through identifying, understanding and removing the barriers that might hinder engagement with the council.	In Progress	Amber	Action no. 43	Capacity issue. Carried forward to Action Plan 2024/25.

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9 Completion of new/ refurbished toilets at North Walsham Sheringham and Holt	Russell Tanner	Communities: Accessibility: 2 Continuing our record of investment in the provision of inclusive public toilet facilities	In Progress	Amber	Action no. 11	North Walsham complete. The Leas at Sheringham is work in progress. Albert Street at Holt is also work in progress and demolition is taking place and should be complete during August 2024. Carried forward and incorporated into Action Plan 2024/25.
10 Develop an Active Environments Strategy	Colin Brown	Communities: Accessibility: 3 Creating active environments for all ages and abilities	In Progress	Amber	Action no. 12	Conversations are ongoing regarding the correct and most appropriate approach to be taken for this action. Meeting scheduled with Leisure, Property, Planning and Members 9/9/24 . Carried forward and incorporated into Action Plan 2024/25.
11 Submit quality bids to available Government funding opportunities	Tina Stankley	Communities: Culture: 4 Developing further the leisure facilities provided across the District	In Progress	Green	Action no. 11	This is an ongoing piece of work, that we look for opportunities and apply for funding where possible. Carried forward and incorporated into Action Plan 2024/25.
12 Encouraging those in our communities eligible for financial support through the benefits system to claim all they are entitled to	Trudi Grant	Communities: Health: 2 Growing the work done in reaching out to our communities and provide additional focus to the work being undertaken to support the most vulnerable	Completed	Green	Action no. 10	During 2023/24, we have realised over £1.2million in annual income for our residents through our income maximisation work. Carried forward and incorporated into Action Plan 2024/25.

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13 Develop 38 affordable housing units	Nicky Debbage	Housing: Housing Need: 1 Supporting the delivery of more affordable housing, utilising partnership and external funding wherever possible	Completed	Green	Action no. 21	38 new affordable homes were built in 2023/24. The average over the previous 10-years was 92 per annum. Carried forward and incorporated into Action Plan 2024/25.
14 Realise the Council's contracted commitment under the Local Authority Housing Fund	Nicky Debbage	Housing: Housing Need: 1 Supporting the delivery of more affordable housing, utilising partnership and external funding wherever possible	Completed	Green	NA	Working with Flagship Housing 10 new homes were delivered supported by LAHF grant and NNDC have also purchased 5 homes for homeless households supported by LAHF grant
15 Work with partners, agree a programme of investment in local housing initiatives, funded through the local Second Homes Council Tax premium	Nicky Debbage	Housing: Housing Need: 1 Supporting the delivery of more affordable housing, utilising partnership and external funding wherever possible	In Progress	Red	Action no. 20	Second Homes premium will not be in place until April 2025. However, working with Registered Provider partners we have a pipeline of affordable housing developments in place. Carried forward and incorporate into Action Plan 2024/25.
16 Deliver additional units of Temporary Accommodation	Lisa Grice	Housing: Housing Need: 3 Increasing our portfolio of Temporary Accommodation to support residents in crisis	In Progress	Green	Action no. 37	Ongoing grant funding: LAHF has enabled the purchase of additional units of accommodation. Carried forward and incorporated into Action Plan 2024/25.
17 Take forward the recommendations of the Stalham High Street Task Force Action Plan	Stuart Quick	Economy: Thriving Business: 1 Working with our Market and Resort Towns to reinforce their roles as local service centres, centres of employment, financial services and business activity, served by public transport	In Progress	Green	Action no. 26	Implementation of recommendation of action plan being developed with local stakeholders. Carried forward and incorporated into Action Plan 2024/25.

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18	Facilitate the provision of at least one Banking Hub in the district as a model to retain access to cash and financial services in our key settlements	Stuart Quick	Economy: Thriving Business: 1 Working with our Market and Resort Towns to reinforce their roles as local service centres, centres of employment, financial services and business activity, served by public transport	In Progress	Amber	Action no. 27	Protracted discussions with stakeholders. Carried forward and incorporated into Action Plan 2024/25.
19	Prepare an Economic Growth Strategy	Rob Young	Economy: Thriving Business: 2 Providing support to allow rural businesses to thrive, recognising that many of our larger employers operate outside of our main towns	Completed	Green	NA	The Economic Growth Strategy was approved and adopted by full Council at its meeting of 27 March 2024.
20	Launch the Virtual Business Support Hub	Stuart Quick	Economy: Thriving Business: 2 Providing support to allow rural businesses to thrive, recognising that many of our larger employers operate outside of our main towns	Completed	Green	NA	The Invest North Norfolk site is now live and providing information and support for businesses.
21	Commission a study into the potential Hydrogen production at the Bacton Energy hub	Steve Blatch	Economy: Infrastructure: 2 Seeking to maximise the potential from the local implications of the transition towards hydrogen and carbon capture, use and storage (CCUS) at the Bacton Gas site	In Progress	Green	Action no. 25	Cabinet approval to commission a study obtained June 2023. However, significant exploratory developments around carbon capture and storage and Hydrogen production and transmission taken forward during the summer 2023 and a research project progressed by the University of Newcastle Upon Tyne. Member workshop delivered in March 2024 by the Newcastle University Team. Regular discussion now established with National Gas Grid, terminal operators and others proposing carbon capture and hydrogen development at Bacton and these discussions are ongoing. Carried forward and incorporated into Action Plan 2024/25.

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22 Ensure our customer service delivery model reflects current and future customer needs	Steve Hems	Council: Customer: 2 Providing support for all residents, focussing on equality, understanding and respect	In Progress	Amber	Action no. 38	<p>There have been number of enhancements to Customer Service delivery including the introduction of an online chatbot to assist customers to self serve for the information that they are seeking. The review of the Council's Customer Service Strategy will begin shortly informed by a systemic service review to fully understand customer needs and demands. The Complaints and Compliments policy is currently being updated to reflect upcoming changes to the national codes of practices for this area. There is likely to be some delay in completing all this work but progress is being made, helped by our involvement in the LGSCO code pilot.</p> <p>Carried forward and incorporated into Action Plan 2024/25.</p>
23 Complete implementation of the Planning Service Improvement Plan	Russell Williams	Council: Effective & Efficient: 2 Continuing a service improvement programme to ensure our services are delivered efficiently	In Progress	Green	Action no. 36	<p>Good progress being made.</p> <p>Carried forward and incorporated into Action Plan 2024/25.</p>
24 Facilitate Corporate Peer Challenge and prepare response to any recommendations made	Steve Blatch	Council: Effective & Efficient: 3 Delivering services that are value for money and meet the needs of our residents	In Progress	Green	Action no. 34	<p>Delivery against the action is in progress.</p> <p>Transferred to Action Plan 2024/25.</p>
25 Ensure the Councils annual accounts are audited in a timely manner	Tina Stankley	Council: Effective & Efficient: 4 Ensuring that strong governance is at the heart of all we do	In Progress	Green	Action no. 44	<p>The accounts will be produced and working papers reviewed so they are ready for the planned audit start date in October.</p> <p>Carried forward to 2024/25.</p>

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26	Develop a new People and Workforce Strategy in support of the Council's objectives and priorities	Susan Sidell	Council: Effective & Efficient: 5 Creating a culture that empowers and fosters an ambitious, motivated workforce	In Progress	Green	Action no. 42	Two workshops have been held in relation to the drafting of the People Strategy (25 June and 15 July 2024). Initial draft of the strategy is expected to be provided to the Chief Executive w/c 2 September 2024. The draft Learning and Development Strategy will be launched alongside the People Strategy. Incorporated into Action Plan 2024/25.
27	Review and prepare an options appraisal for the management of the car park service	Tina Stankley	Council: Opportunity: 2 Reviewing our parking management contract to ensure we are realising all opportunities to generate revenue from these assets	In Progress	Green	Action no. 39	This is ongoing and it is intended to report to Cabinet in October. Incorporated into Action Plan 2024/25.
28	Advertise and let the Cedars building in North Walsham	Renata Garfoot	Council: Opportunity: 3 Increasing the rates of occupation on all council's commercial properties	Completed	Green	NA	The main Cedars Building is fully let.