

Action Plan 2024/25

Progress updates for quarter 4 2024/25 - January to March 2025



	Action	Lead Officer	Corporate Plan Theme	Corporate Plan objective	Stage	RAG Status	Lead Officer comment (most recent update for April in red)	RAG Status previous quarter
		Use the filter to find your actions	Use drop down		Use Drop Down	Use Drop Down		
1	Complete the work on the production and examination of the North Norfolk Local Plan and formally adopt the Plan by September 2024.	Russell Williams	Our Greener Future	Greener: Net Zero: 6 Protecting and enhancing the special landscape and ecological value of North Norfolk whilst improving the biodiversity of the district	In Progress	Amber	Further Examination Hearings are scheduled to take place in week commencing 7th April 2025. If Plan is found 'sound' by the Planning Inspector it should be adopted during 2025.	
2	Monitor and report on the greenhouse gas emissions of the Council's operations and activities and ensure the climate impact of all decisions are fully accounted for and deliver carbon literacy training to all elected members and staff as we look to achieve our commitment to Net Zero by 2030. We will have implemented this programme by September 2024.	Kate Rawlings	Our Greener Future	Greener: Net Zero: 9 Providing carbon literacy training for all staff and members to better inform council decisions and promote community understanding	Completed	NA	The Council's carbon footprint report for 23/24 has been presented to the relevant boards and committees and is published on the Council's website. Senior management have approved the use of a climate impact assessment tool, and other measures to allow officers to produce a more detailed analysis of the impacts of projects and policies on Net Zero in Council reports. The initial programme of carbon literacy and carbon awareness training for staff and members has been completed with further training materials available on the intranet. Training will be available for new starters as required. 62 staff and 23 members have received carbon literacy training of which 53 and 10, respectively have received official certification. 200+ additional staff have received carbon awareness training. In recognition of this, the Council has been awarded Bronze Accreditation by the Climate Literacy Project.	Green
3	Commission feasibility studies into where the Council might be able to deliver further photovoltaic installations and public EV charging points and deliver at least one such project by March 2025.	Kate Rawlings	Our Greener Future	Greener: Net Zero: 2 Introducing significant new projects which deliver on our Net Zero ambitions	Completed	NA	Solar PV was successfully installed on Victory Swim and Fitness in December 2024. A high level feasibility study has been carried out for a solar carport on a further council car park. Feasibility studies have been carried out on 5 council car parks for public EV charging points - these are awaiting information from UKPN on electricity supply and the Council's legal team on land issues.	Green
4	Increase the percentage of household waste collected which is recycled through programmes of education and public awareness and the development of a Business Case by March 2025 for the introduction of a food waste collection service in the 2025/26 civic year.	Emily Capps	Our Greener Future	Greener: Waste: 1 Using the National Waste and Resources Strategy implementation and any additional funding available to maximise recycling and reduce waste through the introduction of new streams, such as food waste collections for every household	In Progress	Green	Presentation at Business Planning 31st March 2025. Awaiting further details from contractor before the presentation of a full business case. Anticipated in the next month, once proposal has passed through contractors governance process. Paper at Full Council 23rd of April 2025 relating to vehicle and equipment procurement.	Green
5	Undertaking a review of our open spaces maintenance regimes with the objective of increasing carbon efficiency and encouraging areas of increased biodiversity by September 2024 and implement new arrangements from the 2025 growing season.	Emily Capps	Our Greener Future	Greener: Net Zero: 6 Protecting and enhancing the special landscape and ecological value of North Norfolk whilst improving the biodiversity of the district	In Progress	Amber	Investigations are ongoing with Serco, the contractor, regarding alternatives to summer and winter bedding to reflect climate change and it increase biodiversity across the public spaces the Council maintains. The Council has stopped the use of glyphosate on the contract since March 2024 and alternative methods of weed control across future growing seasons.	Amber
6	Complete the Cromer Phase 2 and Mundesley Coast Protection Schemes by March 2026.	Tamzen Pope	Our Greener Future	Greener: Coast: 2 Implementing the Cromer and Mundesley Coast Protection Schemes	In Progress	Amber	Main works at Cromer have been completed and celebration event held in February 2025. Rock works have been completed at Mundesley and concreting works ongoing. Current programme showing works to be completed early Summer 2025. Environment Agency funding has now all been approved and being drawn down. Balance of costs vs funding ongoing by project team.	Green
7	Working with Defra, the Environment Agency, local partners and communities to progress delivery of the Coastwise programme in the development and implementation of innovative approaches to coastal adaptation – ongoing until March 2027.	Rob Goodliffe	Our Greener Future	Greener: Coast: 1 Realising the opportunities of external funding to secure a sustainable future for our coastal communities through transition and adaptation responses	In Progress	Green	Ongoing progress with reporting to Project Board and Environment Agency in quarterly intervals. Momentum developing with next phase to move forward with strategic and community erosion and transition plans. Nature of the work (being new and innovative) and it being essential to involve communities, is complex and needs time, this is a risk without clarity over longer term timeframes of the programme, government spending review etc. Lots of positive progress overall.	Green

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8	Produce and publish a Rural Strategy and Action Plan by June 2024	Stuart Quick	Developing our Communities	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	Rural Position statement being prepared to inform the strategy and provide a baseline.	Green
9	Put in place a programme of Residents Surveys for delivery from September 2024 to establish community priorities from April 2025.	Steve Hems	Developing our Communities	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	The Council has undertaken a number of consultation exercises specific to relevant subject areas in order to provide opportunity for residents to feel informed and have opportunity to comment on areas of the council's work that are relevant to them. During 2024 consultations and event took place as follows : Review of polling districts and places, Council Tax support scheme, Local Plan: Further Consultation on Proposed Changes, North Walsham High Street Heritage Action Zone Impact Survey, Coastwise Survey, Holt Country Park Visitors Survey and various PositiviTea events. During 2025 the following consultation have taken place or are currently under way: Car Park consultation, North Lodge Park consultation, Gambling Statement of Principles consultation, Taxi and Private Hire Policy and Handbook consultation, Norfolk Local Nature Recovery Strategy (LNRS) consultation, Cromer Pier Survey, Housing Allocation Service Review survey, and Grant scheme feedback. Further consultations will be undertaken as appropriate. Some of those planned are: Countryside Surveys and PSPOs dog restrictions for non-coastal public areas.	Green
10	With external partners we will urgently pursue funding opportunities to develop initiatives which proactively and reactively support our communities prioritising health, wellbeing and financial inclusivity of our most vulnerable and hard to reach residents from April 2024.	Karen Hill	Developing our Communities	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	Funding was secured from a range of sources including The North Norfolk Health and Wellbeing Partnership, Better Care Fund and Local Place Board Community Transformation fund enabling the continued employment of the Community Connector Team to deliver projects on Frailty, High Intensity Users and the roll out of community engagement PositiviTea events. We have been funded by Age UK to develop Age Friendly Communities. We have continued to deliver the Household Support Fund. These projects will continue to be delivered until 31/03/2025.	Green
11	Continue the Council's commitment to improving the quality and accessibility of our public conveniences undertaking feasibility studies, identification of cost / budgets etc for new or improved facilities at four locations, with the objective of delivering one project by March 2025 and in each of the following years (2026 and 2027).	Tina Stankley	Developing our Communities	Communities: Accessibility: 2 Continuing our record of investment in the provision of inclusive public toilet facilities	Completed	Amber	There are no plans to deliver any more accessible toilets in 2026 and 2027. The Council will have provided 5 changing places toilets (and refurbished the existing toilets at the same sights) in Wells, Fakenham, North Walsham, Sheringham and Holt by the end of 2024/25 over a two year period. The provision of the CPTs has been possible with having received some grant funding for the project. The Council plans to update the toilets at Holt County Park including improving the drainage system.	Green
12	Prepare an Active Environment and Play Park Strategy (by June 2024) to inform future investment decisions and external funding applications with the objective of delivering at least one major project by March 2025 and in each of the following years (2026 and 2027).	Colin Brown	Developing our Communities	Communities: Accessibility: 3 Creating active environments for all ages and abilities	Cancelled	NA	Following conversations between officers and the Leader it has been agreed to no longer pursue this action.	NA
13	Continue to work with Active Norfolk for a further three years, from April 2024, to promote active lifestyles and investment in sports facilities across the district.	Colin Brown	Developing our Communities	Communities: Culture: 4 Developing further the leisure facilities provided across the District	Completed	Green	This partnership continues to deliver across the district with several new funds obtained and projects started in the last quarter.	Green

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14	Subject to Government announcing a further round of Levelling Up funding, re-submit proposals for the Fakenham Leisure and Sports Hub proposal and the Cromer Clifftop public realm proposal emphasising the strong community support and benefits which would be realised from these investments – bids to be submitted in accordance with Government bidding deadlines.	Steve Hems	Developing our Communities	Communities: Culture: 4 Developing further the leisure facilities provided across the District	Completed	Green	The announcement in the Autumn Statement of 2023 included the funding of the Fakenham Leisure and Sports Hub proposal. The Council has complied with the validation process set out by Government although the funding has not been confirmed due to the change of Government administration. This action is complete and it is suggested that should funding be confirmed at the end of October that a new action for the 2025/26 Annual Action Plan is included for the delivery of the build aspect of the project.	Green
15	Explore external funding to support a business case to provide a mains electricity supply to allow further development of facilities at Holt Country Park. Business case to be prepared by March 2025.	Colin Brown	Developing our Communities	Communities: Culture: 4 Developing further the leisure facilities provided across the District	Completed	Green	The business case for the provision of electricity at Holt County Park was provided as part of the case for a capital allocation. The preferred option for the installation of electricity is across a local landowners field, however he has stated that he is not interested in having conversations about this at present. We intend to go back to him with a final offer before reviewing our options. External funding has been secured for a project to build an eco classroom on site at Holt CP. It is therefore appropriate that this action is completed, and the delivery of the project is dealt with through the Project Oversight Board.	Amber
16	Develop clear business cases, project investment proposals and timescales to provide 3G pitches at Cromer, Fakenham and North Walsham aligned with external funding opportunities – business cases to be prepared by June 2024.	Colin Brown	Developing our Communities	Communities: Culture: 4 Developing further the leisure facilities provided across the District	In Progress	Green	Work on installing Cromer 3G pitch commenced in March and is set to be complete in early June. This will be the first pitch of this kind in the district. The Football Foundation are still very keen to work on projects in the other two priority towns in the district. Fakenham will commence as soon as a lease is agreed with Fakenham Town Council for the grassed area next to the sports centre. For North Walsham we are waiting on the new committee to agree the lease and then will re-open conversations with the club about this project. Colin met with Norfolk FA recently who are fully supportive of all three projects still.	Amber
17	Share data about the number of permanent, affordable, second and holiday homes, empty homes and numbers of local people on the housing register at a parish level on an annual basis so that there is a very clear understanding of the context of local housing issues at a local community level. It would be expected that sharing this information widely would generate more support for a pipeline of affordable housing schemes across the District through Community Land Trusts and Rural Exceptions schemes.	Nicky Debbage	Meeting our Housing Need	Housing: Housing Need: 1 Supporting the delivery of more affordable housing, utilising partnership and external funding wherever possible	In Progress	Green	Annual data shared with all Town & Parish Councils in November/December 2024, with offer to attend future meetings. Position at April 2025 to be reported shortly.	Green
18	Promote greater take up of Neighbourhood Plans by local communities with the objective of supporting communities adopt Neighbourhood Plans.	Russell Williams	Meeting our Housing Need	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	Promotion continuing via discussions with various Town and Parish Councils	Green
19	Develop and implement solutions to the challenging Nutrient Neutrality issue which is holding up some new residential developments in the district through developing appropriate mitigation schemes – we will have worked with partners to deliver at least two local mitigation schemes by March 2025.	Martyn Fulcher	Our Greener Future	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	Mitigation schemes now up and running via NEC Ltd. Credits being sold to facilitate developments within North Norfolk. Meetings held with NEC Ltd to ascertain any unregistered interest, so to ensure that proposed developments within North Norfolk are prioritised before any wider release of credits.	Green

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20	Negotiate with Norfolk County Council and the Office of the Police and Crime Commissioner on the retention of the Second Homes Council Tax premium (subject to appropriate legislation being passed) to finance the delivery of a more ambitious programme of affordable homes developments in the district from March 2025.	Tina Stankley	Meeting our Housing Need	Housing: Second Homes: 1 Continuing the work we have done to represent the District over second homes, advocating for a fair proportion of the taxation which will be spent on affordable homes and related infrastructure provision	Completed	Green	Agreement has been reached with the County Council over the collection of the Second Homes Council Tax premium with 25% of the County Council's element of the premium being "returned" to North Norfolk for spending on housing-related projects – report to Full Council on 29th January 2025. The Council's budget and collection of second homes premium for 2025/26 was approved by full Council on 19 February 2025.	Green
21	Take forward with partners a programme of new affordable homes development in the district, with a target number of 350 new affordable homes completed over the period to March 2027.	Nicky Debbage	Meeting our Housing Need	Housing: Housing Need: 1 Supporting the delivery of more affordable housing, utilising partnership and external funding wherever possible	In Progress	Green	Whilst delivery on 2024/25 is below target, as developments start to find mitigation solutions for nutrient neutrality, the pipeline is very healthy - with 184 affordable homes on site and a further 508 with/very close to achieving planning permission	Green
22	Work with partners in the North Norfolk Help Hub to respond to housing standard issues as and when they arise in a timely and satisfactory manner. Conduct at least 50 inspections under the Housing Health and Safety Rating System per year of privately rented accommodation in response to complaints received. Inspect all new Houses in Multiple Occupation (HMOs) applications received by the Council and using a risk-based approach inspect on a rolling basis all HMOs in the District. In all cases take appropriate action in accordance with the Council's enforcement policy.	Emily Capps	Meeting our Housing Need	Housing: Housing Stock: 2 Continuing the high-profile work done to tackle unscrupulous landlords/ poor quality housing during the cost of living crisis	Completed	Green	01/04/2024 to 31/03/2025- HMO License applications 10, Housing Health and Safety Rating System (HHRS) inspections 54 against an annual target of 50.	Green
23	Publish and implement a new Economic Growth Strategy and Action Plan for the District by March 2024.	Stuart Quick	Investing in our Local Economy and Infrastructure	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	Strategy completed	Green
24	Improve engagement and dialogue with and between the district's business community by establishing a North Norfolk Business Forum for launch in September 2024, with a series of monthly business briefing events to be staged throughout the autumn / winter of 2024/25.	Stuart Quick	Investing in our Local Economy and Infrastructure	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	The Invest North Norfolk website has been revamped and updated, detailing a range of activities and providing a comprehensive resource of information to support businesses. A range of activities have been delivered and/or planned including an 'Inspiring North Norfolk' event on 12 March 2025, The North Norfolk Annual Business Forum on 25 March 2025 and a cultural/creative sector workshop on 27 March 2025.	Green
25	Be a lead advocate and facilitator in establishing the Bacton Energy Hub site as one of the UK's principal locations for carbon capture and storage and hydrogen production in support of the UK's energy transition to Net Zero realising the employment, supply chain and wider economic benefits for North Norfolk, Norfolk and the wider East of England region. Ongoing from now throughout the period of the Corporate Plan.	Steve Blatch	Investing in our Local Economy and Infrastructure	Economy: Infrastructure: 2 Seeking to maximize 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	Bacton Energy Hub Summit held at the NNDC offices on 14th January 2025, attended by 78 individuals who received presentations on the existing Bacton operations in the supply of natural gas from UK and continental sources and the opportunities for the energy transition through carbon capture and storage and hydrogen production recognising the strategic location of Bacton in the existing and future transmission networks. A number of key actions were agreed/taken forward from the event, some of which require coordination or a response from the District Council, however many decisions will be taken forward by key actors and stakeholders within the sector as evidenced by Perenco's recent successful trial test injections of CO2 into depleted gas reservoirs through their Poseidon project.	Green
26	Work with the local community and partners in Stalham through the Government's High Street Task Force programme to develop a series of interventions to improve the town centre environment and levels of footfall and activity for delivery of the period April 2024 – March 2027.	Stuart Quick	Investing in our Local Economy and Infrastructure	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	Completed	Green	Stalham Town Centre Task Force has concluded its work and reported to local stakeholders. A new Town Team has been established to facilitate stronger partnership working with local stakeholders and to initiate appropriate projects in response to the issues identified.	Green

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27	Work with partners in Fakenham to retain banking and post office services in the town centre, through establishing a banking hub facility by September 2024.	Stuart Quick	Investing in our Local Economy and Infrastructure	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	The Council remains actively engaged in pursuing Banking Hubs, particularly in town centre locations where the Banks have withdrawn or have announced that they plan to do so. In March, Santander confirmed that they would be closing their North Walsham premises later this year. However, through ongoing dialogue with Cash Access UK it has been confirmed that there is an intention to deliver a Banking Hub within North Walsham which will help to provide an alternative banking facility for local residents.	Amber
28	Continue to support and work with Visit North Norfolk to promote North Norfolk as a key visitor destination with a diverse visitor offer.	Rob Young	Investing in our Local Economy and Infrastructure	Economy: Thriving Business: 4 Continuing to promote North Norfolk's diverse tourism and visitor offer	In Progress	Green	Close liaison with VNN maintained, working collaboratively on destination marketing and support and engagement with the local visitor economy businesses. Exploring new ways of cementing the relationship and identifying ways of enhancing the visitor offer.	Green
29	Ensure, through sound programme management and appropriate promotion, that full commitment and draw down is made of the UK Shared Prosperity Fund and Rural England Prosperity Fund monies allocated to the district.	Stuart Quick	Investing in our Local Economy and Infrastructure	Economy: Thriving Business: 3 Looking to maximise the benefits to our business community of the UK Shared Prosperity and Rural England Prosperity Funds	In Progress	Green	As has been recently reported to the Overview and Scrutiny Committee recently, the UKSPF and REPF programmes have been successfully defrayed. The Government has recently announced an additional allocation for UKSPF and REPF for a further transitional year and the detail on these programmes is presently being finalised, with an outline programme agreed by Cabinet on 3 February 2025.	Green
30	With partners, develop Energy Infrastructure and Water Resources Plans for the district by March 2025 and lobby for these key infrastructure constraints in the district to be addressed by statutory undertakers so that businesses and developers are not disadvantaged in taking forward investment plans in the district.	Rob Young	Investing in our Local Economy and Infrastructure	Economy: Infrastructure: 4 Influencing issues of water scarcity and constraints in the local electricity distribution network	In Progress	Amber	Continued dialogue with relevant statutory undertakers and representative organisations (e.g. Water Resources East, Broadland Agricultural Water Abstractors Group) in relation to water infrastructure planning affecting the District, as well as local businesses affected by infrastructure constraints. The Leader of the Council and Chief Executive had an introductory meeting with the new Chief Executive of Anglian Water on 9th January. Delays in agreement to NCC's devolution deal funding has caused set back on Local Energy Plan. Discussions about the future role of Bacton Gas Terminal have included consideration of its potential future energy and water needs as well as its potential to facilitate the supply of energy and water in the future.	Amber
31	Through developing a deeper understanding of the constraints of existing mobile and digital infrastructure in North Norfolk, lobby key operators and providers so as to reduce the "digital divide" which exists in the district.	Stuart Quick	Investing in our Local Economy and Infrastructure	Economy: Infrastructure: 3 Acting as a digital champion to promote investment to address our competitive disadvantage through broadband and mobile connectivity challenges	In Progress	Green	Evidence base work ongoing. All Councillors have been contacted with a view to collating and aligning information. Responses received and being assessed to understand extent of coverage loss and need. Cllrs Toye and Holliday liaising.	Green
32	Based on previously commissioned surveys, develop a pipeline project proposal by December 2024 which seeks to increase the supply of serviced land or advance factory premises at Fakenham, Holt or North Walsham and can be delivered at pace if external funding can be secured for such an investment.	Stuart Quick	Investing in our Local Economy and Infrastructure	Economy: Infrastructure: 5 Ensuring an adequate supply of serviced employment land and premises to support local business growth and inward investment	In Progress	Green	A number of sizable investments are presently in discussion or have recently been announced. These include Jarrolds taking on the Back to the Garden sites at Holt, the proposed McDonalds at Fakenham, Lidl's potential move to Heath Farm at Holt, Sainsbury's acquisition of the Homebase site at Cromer (shortly to be commencing recruitment) and B & M Stores locating in the former Co-op stores on Holt Rd in Cromer. In addition, significant progress has been made on developing the new roundabout on the Fakenham Bypass.	Green
33	Develop, with Norfolk County Council, by March 2025 a North Norfolk Skills Forum to promote careers and workforce development in the district, address local skills shortages and secure education and training providers and employer engagement in apprenticeships and training provision.	Stuart Quick	Investing in our Local Economy and Infrastructure	Economy: Skills: 1 Promoting innovation and workforce development throughout the district	In Progress	Green	The North Norfolk Skills & Employment has now met 3 times and an agenda is emerging of key focus areas. The UKSPF funded 'Future Skills Now' programme has recently concluded having conducted skills audits on 83 businesses.	Green

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34	Produce an Action Plan in response to the recommendations made by the recent LGA Corporate Peer Challenge by end December 2023 and thereafter deliver the Action Plan objectives over the period to June 2025.	Steve Blatch	A Strong, Responsible and Accountable Council	Council: Effective & Efficient: 2 Continuing a service improvement programme to ensure our services are delivered efficiently	In Progress	Green	The Corporate Peer Challenge team returned to the District Council to assess progress made against the original peer challenge recommendations on 12/12/2024. Progress in this respect and the feedback from the team visit was reported to Overview & Scrutiny Committee on 12/02/2025. https://modgov.norfolk.gov.uk/ieListDocuments.aspx?CId=140&Mid=2173&Ver=4	Green
35	Monitor progress towards the objectives detailed the new Medium-Term Financial Strategy (November 2023) through continuously reviewing service delivery arrangements so as to realise efficiencies and ensure value for money service provision in meeting the needs of our residents, businesses and visitors. Two detailed service area reviews will be completed each year starting with IT and Licensing.	Tina Stankley	A Strong, Responsible and Accountable Council	Council: Effective & Efficient: 3 Delivering services that are value for money and meet the needs of our residents	In Progress	Green	Whilst the s151 officer can lead on identifying and delivering savings it is the service managers and assistant directors who will have to actually find and deliver efficiencies. Alongside the IT and Licensing a review of property services/assets and estates and customer services will also take place in 2025.	Green
36	To continue improvements to our Planning Service under the Planning Service Improvement Strategy introduced in March 2023 and to deliver the action plan by July 2024, with the intention of providing exemplary customer service to planning service users, improving performance monitoring and reporting, web pages, training for members and staff, review of appeal decision notices and pre-application processes and refining validation list requirements.	Russell Williams	A Strong, Responsible and Accountable Council	Council: Effective & Efficient: 2 Continuing a service improvement programme to ensure our services are delivered efficiently	Completed	Green	Complete	Green
37	Undertake a Value for Money Review of the Council's Temporary Accommodation provision in light of rising numbers of homeless households being accommodated in Bed and Breakfast accommodation. In recent times the Council has purchased a portfolio of self-contained temporary accommodation providing better outcomes for homeless households, but a deeper understanding of the costs of purchasing and managing these units – Review to be undertaken by June 2024 with a direct link to the Strong, Responsible and Accountable Council theme in terms of value for money and sustainable financial position.	Nicky Debbage	A Strong, Responsible and Accountable Council	Council: Effective & Efficient: 3 Delivering services that are value for money and meet the needs of our residents	Completed	Green	An independent review of the Council's approach to the purchase and management of Temporary Accommodation was undertaken by an EELGA Talent Bank resource and their report received in November 2024. The recommendations of the report are now being considered and will be taken forward during 2025.	Green
38	Undertake a review of our Customer Service provision by September 2024 to ensure that we continue to meet the needs of our residents whilst embracing new technology and digital platforms so as to increase access to council services 24/7 through self-service options.	Steve Hems	A Strong, Responsible and Accountable Council	Council: Customer: 1 Developing our self-service options so that customers can do business with us 24/7 to enable the most efficient transactions	In Progress	Green	The customer service team have been working with IT in order to develop the online reporting forms for an increased number of service activities. Work continues to develop the C3 System to enable integration of work flow between the council's CRM system and back office systems to create a greater degree of automation and to enhance the self-service capabilities of the council. Testing is due to start in the next month and it is anticipated that the system will be rolled out across back office systems, based on case volumes, across the summer months.	Green

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39	Undertake a review of the Council's car park management contract by March 2025 to assess if it continues to deliver value for money for the authority or whether an alternative contract arrangement should be put in place. This work should also consider if the Council would wish to take up the invitation to local authorities by the Government in its recent announcement about the introduction of a National Parking Platform from April 2024.	Tina Stankley	A Strong, Responsible and Accountable Council	Council: Opportunity: 2 Reviewing our parking management contract to ensure we are realising all opportunities to generate revenue from these assets	Completed	Green	Members have received a report on this and approved that the existing contract with the current arrangement provides the best value for money and so a new SLA is being drawn up by BKL&WN for NNDC to review. It will be essentially the same as the previous one with some minor amendments e.g. payment of abortive costs where NNDC ask to have a PCN cancelled and that costs will be updated to reflect what they are in 2025/26 including the cost of postage being updated to be the actual cost.	Green
40	Review the Council's approach to Asset Commercialisation to reflect the findings of the Corporate Peer Challenge in seeking to realise new and emerging opportunities around the use of the Council's land and property assets through preparing a revised Asset Management Strategy by September 2024.	Renata Garfoot	A Strong, Responsible and Accountable Council	Council: Opportunity: 1 Investing in projects which deliver financial returns and/or contribute to our wider objectives around Net Zero, business and jobs, community facilities and infrastructure	In Progress	Amber	The approach to asset management has changed to reflect the feedback from the Corporate Peer Challenge Review and this has been incorporated into working practices as evidenced below. The North Norfolk Visitor Centre has been advertised to let following a Cabinet decision regarding the service. Offers from a variety of organisations have been received and are being assessed by officers, which will generate an income for the Council which aligns with this action. The Asset Management Plan has been updated to reflect the revised practices but has not yet been formally signed off.	Green
41	Explore whether the Council should look to manage its seafront assets (beach huts and chalets, concessions etc) through a Local Authority Trading Company structure – options appraisal report to be prepared by December 2024.	Renata Garfoot	A Strong, Responsible and Accountable Council	Council: Opportunity: 1 Investing in projects which deliver financial returns and/or contribute to our wider objectives around Net Zero, business and jobs, community facilities and infrastructure	Completed	Green	The Peer Group recommended looking at setting up a company to manage this function. This option was reviewed but not felt to be appropriate for NNDC. However Members have decided to convert all of the weekly let beach huts to leased (5 year) units. This is being actioned by the Estates and Assets Manager under delegated authority.	Green
42	Produce an Organisational Development Plan for the Council which seeks to address the staff recruitment and retention challenges which face all local authorities but are perhaps more acute in some roles at North Norfolk District Council due to our geography. The new Plan, which is to be prepared by June 2024, will detail our approach to developing our workforce through apprenticeship recruitment, professional development and collaboration across the public sector locally in Norfolk.	Susan Sidell	A Strong, Responsible and Accountable Council	Council: Effective & Efficient: 5 Creating a culture that empowers and fosters an ambitious, motivated workforce	In Progress	Green	Final amendments are being made to the People Strategy and Learning and Development Strategy, once these are completed both documents will be shared with CLT, Unison and any committees as required.	Green
43	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.	Cancelled	Amber	We are exploring other ways of engaging with young people rather than hosting a Youth Council	Red
44	Ensure the Council's 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	Completed	Green	The annual accounts have now all been audited and signed off with the last set of accounts being agreed by GRAC on 25 February 2025 and signed off by EY before the deadline backstop date of 28 February 2025. The Council is all caught up with its annual accounts. It is intended to close the 2024/25 accounts by the end of June 2025 which is well within the deadline.	Green