

Cabinet



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23rd November 2018

A meeting of the **Cabinet** of North Norfolk District Council will be held in the Council Chamber at the Council Offices, Holt Road, Cromer on **Monday 03 December 2018 at 10.00am**

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

Members of the public who wish to ask a question or speak on an agenda item are requested to arrive at least 15 minutes before the start of the meeting. It will not always be possible to accommodate requests after that time. This is to allow time for the Committee Chair to rearrange the order of items on the agenda for the convenience of members of the public. Further information on the procedure for public speaking can be obtained from Democratic Services, Tel: 01263 516010, Email: democraticservices@north-norfolk.gov.uk

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

Emma Denny
Democratic Services Manager

All other Members of the Council for information.
Members of the Management Team, appropriate Officers, Press and Public.



If you have any special requirements in order to attend this meeting, please let us know in advance
If you would like any document in large print, audio, Braille, alternative format or in a different language please contact us

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A G E N D A

1. TO RECEIVE APOLOGIES FOR ABSENCE

2. MINUTES

(page 9)

To approve, as a correct record, the minutes of the meeting of the Cabinet held on 29th October 2018.

3. PUBLIC QUESTIONS & STATEMENTS

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

4. ITEMS OF URGENT BUSINESS

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

5. DECLARATIONS OF INTEREST

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

6. MEMBERS QUESTIONS

To receive oral questions from Members, if any.

7. OVERVIEW & SCRUTINY MATTERS

(page 16)

(Beach Huts & Chalets Review – electronic only)

The following recommendation was made by the Beach Huts & Chalets Task and Finish Group (Overview & Scrutiny sub-committee)

‘To delegate to the Head of Economic & Community Development, in consultation with the Head of Finance and Asset Management and the portfolio holder for Leisure, Culture, Health and Customer Services, to implement the changes detailed in this report.’

8. RECOMMENDATIONS FROM CABINET WORKING PARTIES

None

9. FEES AND CHARGES 2019/20

(page 23)

(Appendix A – p.25)

Summary: This report recommends the fees and charges for 2019/20 that will come into effect from April 2019.

Options considered: Alternatives for the individual service fees and charges now being proposed will have been considered as part of the process in arriving at the fees presented within the report.

Conclusions: The fees and charges as recommended will be used to inform the income budgets for the 2019/20 budget. Approval for the fees ahead of presenting the detailed budgets allows for implementation of changes where applicable and also informs the 2019/20 budgets.

Recommendations: That Cabinet agree and recommend to Full Council:
a) The fees and charges from 1 April 2019 as included in Appendix A.
b) That Delegated Authority be given to the Section 151 Officer, in consultation with the Portfolio Holder for Finance and relevant Heads of Service, to agree those fees and charges not included within Appendix A as required as outlined within the report

Reasons for Recommendations: To approve the fees and charges as set out in the report that will be used to inform the 2019/20 budget process.

Ward Member(s) All
Contact Officer Lucy Hume
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10. HALF YEARLY TREASURY UPDATE 2018/19

(page 48)

Summary: This report sets out the Treasury Management activities actually undertaken during the first half of the 2018/19 Financial Year compared with the Treasury Management Strategy for the year.

Options Considered: This report must be prepared to ensure the Council complies with the CIPFA Treasury Management and Prudential Codes.

Conclusions: Treasury activities for the half year have been carried out in accordance with the CIPFA Code and the Council's Treasury Strategy.

Recommendations: **That the Council be asked to RESOLVE that The Treasury Management Half Yearly Report 2018/19 is approved.**
That the Council be asked to APPROVE changes to the Counterparty Limits.

Reasons for Recommendation: Approval by Council demonstrates compliance with the Codes.

Ward Member(s) All
Contact Officer Lucy Hume
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Summary: This report sets out alternative options for the level of council tax discounts which Full Council will resolve shall apply to classes of dwelling for the financial year 2019/20.

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

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

Conclusions: The legislation provides local authorities with the power to make changes to the level of council tax discount in relation to classes of property. The Council has to approve its determinations for each financial year. The calculation of the tax base for 2019/20 will be made on the assumption that the determinations recommended below will apply.

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

Recommendation 1

- (a) The discounts for the year 2019/20 and beyond are set at the levels indicated in the table at paragraph 2.1.
- (b) The premium for long term empty properties (those that have been empty for a consecutive period longer than 24 months) is set at 100% of the Council Tax charge for that dwelling.
- (c) To award a local discount of 100% for eligible cases of care leavers under section 13A of the Local Government Finance Act 1992 (as amended) as set out in paragraph 2.2.

Recommendation 2

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

structurally capable of occupation all year round and were built before the restrictions of seasonal usage were introduced by the Town and Country Planning Act 1947, will be entitled to a 35% discount.

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

To set appropriate council tax discounts which will apply in 2019/20 in accordance with the legal requirements and to raise additional council tax revenue.

Ward Member(s) All
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12. MANAGING PERFORMANCE QUARTER 2 2018/19

(page 73)
(Appendix A – p.76)

Summary: The purpose of this report is to give a second quarter progress report of the performance of the Council. More specifically it reports on the delivery of the Annual Action Plan 2018/19 and progress against targets. It gives an overview, identifies any issues that may affect delivery of the plan, the action being taken to address these issues and proposes any further action needed that requires Cabinet approval.

Options considered: Options considering action regarding performance are presented separately, issue by issue, to the appropriate Council Committee.

Conclusions:

1. The majority of the 38 actions are on track (34). Only two have identified some problems and one is delayed. One action has completed successfully. The actions reported on are from the Annual Action Plan 2018/19. Performance is being closely monitored, particularly for the activities where issues or problems have been identified.
2. Of the 31 monthly and quarterly performance indicators where a target has been set 26 are on, above or close to target and six below target.
3. The delivery of the Annual Action Plan is progressing according to plan. However, there are a few performance issues in achieving targets and improvement. The issues involved, and action being taken in each case, are detailed in the remainder of the document.

Recommendations: **1. That Cabinet notes this report, welcomes the progress being made and endorses the actions being taken by management where there are areas of concern.**

Reasons for Recommendations: To ensure the objectives of the Council are achieved.

Ward Member(s) All
Contact Officer Helen Thomas
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13. NORTH WALSHAM ARTIFICIAL GRASS PITCH

(page 108)
(Exempt Appendix – p.119)

**** NOT FOR PUBLICATION – BY VIRTUE OF PARAGRAPHS 3 OF PART 1 OF SCHEDULE 12A (AS AMENDED) OF THE LOCAL GOVERNMENT ACT 1972****

Summary: This report updates Members on the need for an Artificial Grass Pitch (AGP) in North Walsham and identifies the costs entailed, along with a potential funding and project management opportunity, in order to progress to construction.

The costs are outside the current budgetary framework and to proceed, requires a Full council decision.

Options considered: The only other option is not to proceed, although another site was considered and rejected by the FA.

Conclusions: The need for an Artificial Grass Pitch in North Walsham has been clearly made and grant funding is available for 60% of the capital cost. If the Council went ahead with the project, it would largely recoup the capital costs via user income through the Dual Use Sports Centre arrangement in place with the High School.

Recommendations: **To Recommend that Full Council:**

- 1) Approves a capital budget of £860,000 for this project, with the NNDC contribution of £374,000 to be funded by borrowing.
- 2) Provides delegation for the s151 Officer to be able to amend financing sources for this budget so long as these remain with the budget framework approved above.
- 3) Give authority for the inclusion of any ongoing revenue costs to be built in to the budget.
- 4) Provides delegated authority to the Joint Head of Paid Service (NB) to appoint the FA and its appointed consortium to provide the professional services required to design, and oversee the project on the Council's behalf.
- 5) Provides delegated authority to the Joint Head of Paid Service (NB) to appoint any other professional consultants as required to form the project team with officers and other stakeholders.
- 6) Provides delegated authority to the Joint Head of Paid Service (NB) to agree any lease or other property related arrangements (including the Dual Use agreement) to enable the scheme to progress.
- 7) Subject to the necessary business plan, funding package and approvals being forthcoming, delegates to the Joint Head of Paid Service (NB), and s151 Officer, approval of the construction contract from within the FA Framework.

8) Waives financial standing orders for the appointment of the FA in 4) and 7) above, on the basis that the FA have the necessary expertise and existing framework contracts, the use of which are a condition of their grant funding.

Reasons for Recommendations: To provide the necessary budget for the project to proceed and for the necessary professional support and construction contract to be procured to complete the project.

Ward Member(s) All
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14. LEISURE MANAGEMENT CONTRACT (page 115)
(Exempt Appendix 1 – p.166) (Exempt Appendix 2 – p.170)

**** NOT FOR PUBLICATION – BY VIRTUE OF PARAGRAPH 3 OF PART 1 OF SCHEDULE 12A (AS AMENDED) OF THE LOCAL GOVERNMENT ACT 1972****

Summary: This report advises Members on the progress towards a new Leisure Management Contract to run the Council's three Leisure Centres at Cromer, North Walsham and Fakenham, and also the three Dual Use Sports Centres at Stalham, North Walsham and Cromer.

The report summarises the tender evaluation, which is contained in a confidential appendix and recommends the award of the contract to the successful bidder.

The report also recommends the budget provision for the initial fit out of the new Sheringham Leisure Centre which will be financially advantageous for the Council as opposed to the new contractor paying for this fit out directly.

Options considered: Within the procurement process a variant bid was allowed for to enable the new contract to cover the Dual User Sports Centres as well as the previously managed Leisure Centres, which were within the historical contract.

Conclusions: The contract has been subject to a thorough and compliant procurement process and should now be awarded as per the recommendations and confidential appendix.

The report has shown that it is advantageous to the Council to pay for the initial fit out of the Leisure Centre at Sheringham instead of the successful bidder for this contract.

Recommendations: **1) That Cabinet confirms the Award of the Leisure Management Contract to Bidder X as per the Confidential Appendix; this to be finalised by officers after the necessary standstill period.**

- 2) **That Cabinet recommends to Full Council to fund the up front, capital investment costs of £1.013m for the initial fit out of the new Sheringham Leisure Centre, as described in the confidential appendix.**

Reasons for Recommendations:

- 1) To complete the contract procurement process.
- 2) To provide the most financially advantageous option for this part of the build project, and management contract.

Ward Member(s)
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All
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15. MARKET TOWNS INITIATIVE – AWARD OF FUNDING

Please note the full report and accompanying documentation will follow when the Market Towns Initiative Working Group has met to agree the award of grant funding

Summary: This report seeks Cabinet approval of the recommendations made by the Market Towns Initiative Working Group, in order to award grant funding to successful applicants from North Norfolk's four inland market towns.

Options considered: All applications and funding options have been considered.

Conclusions: The Market Towns Initiative Working Group has compiled a list of all bids received alongside recommendations on whether or not to award funding. Overall, the project has aimed to provide a good opportunity for the Council to support its inland market towns during a period of change, whilst allowing residents an opportunity to have a positive impact on their towns.

Recommendations: **It is recommended that;**

- (1) That Cabinet approve the recommendations to award funding to the eligible applicants outlined in the report.**
- (2) That Cabinet allow the MTI Working Group to continue to monitor the outcomes of any/all applications that receive approval.**

16. EXCLUSION OF PRESS AND PUBLIC

To pass the following resolution:

“That under Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 3 of Part I of Schedule 12A (as amended) to the Act.”

17. PRIVATE BUSINESS

CABINET

Minutes of the meeting of the Cabinet held on Monday 29 October 2018 at the Council Offices, Holt Road, Cromer at 10.00 am

Members Present:

| | |
|---------------------|---------------|
| Mrs S Arnold | Miss B Palmer |
| Mr D Baker | Mr R Price |
| Mr N Dixon | |
| Mr J Lee (Chairman) | |

Also attending:

| | |
|-------------------------|---------------|
| Mrs A Claussen-Reynolds | Mr N Pearce |
| Mrs A Fitch-Tillett | Mr J Rest |
| Mr T FitzPatrick | Mr R Reynolds |
| Mr V FitzPatrick | Mr E Seward |
| Mrs P Grove-Jones | Mr R Shepherd |
| Mr B Hannah | Mr B Smith |
| Mr S Hester | Ms K Ward |
| Mr M Knowles | |

Officers in Attendance:

The Heads of Paid Service, the Monitoring Officer, the Head of Finance and Asset Management, the Estates & Asset Strategy Manager, the Communications & PR Manager, and the Policy & Performance Manager

Press: Not present

The Leader opened that meeting by saying that it was with great sadness that he had to inform Members and staff of the recent death of Councillor Wyndham Northam. Councillor Northam who was 89 years old, gave a lifetime to public service. He served a total of 15 years for the Mundesley ward on the District Council, including seven years on the Cabinet. He brought a great deal of expertise to the Council working on his finance portfolio.

He was a Norfolk County Councillor for a total of 12 years and its Chairman in 2008-9, finishing in 2017, and a member of Mundesley Parish Council (its Chairman in 1997/98). He also had previous local government service as a member of Mountain Ash Urban District Council in Wales from 1959 to 1972 (its Chairman in 1965).

Cllr Northam was very proud of his service in the Royal Navy from 1945 to 1954, specialising in radar and communications, and he worked as a station master and traffic controller for British Rail from 1954 to 1963. From then until 1992, he was a member of a major finance house, specialising in administration and credit control. Despite living in Norfolk for many years, he never forgot his Welsh roots, remaining a passionate rugby fan.

Cllr Northam is survived by his wife Sylvia and their son James.

Members and staff then stood for one minutes' silence.

64. APOLOGIES FOR ABSENCE

Apologies were received from Cllr H Cox.

65. MINUTES

The minutes of the meeting held on 1st October 2018 were approved as a correct record and signed by the Chairman.

66. PUBLIC QUESTIONS

None.

67. ITEMS OF URGENT BUSINESS

None

68. DECLARATIONS OF INTEREST

None

69. MEMBERS QUESTIONS

No questions were submitted prior to the meeting but the Chairman confirmed that Members could ask questions as each item arose.

70. OVERVIEW & SCRUTINY COMMITTEE MATTERS

The Chairman of the Overview and Scrutiny Committee, Cllr K Ward, informed Cabinet that the Committee had supported the recommendations for the Medium Term Financial Strategy.

71. RECOMMENDATIONS FROM PLANNING POLICY & BUILT HERITAGE WORKING PARTY

Cllr S Arnold, Portfolio Holder for Planning Policy, introduced this item. She outlined the recommendations before members and urged them to accept them.

It was proposed by Cllr S Arnold, seconded by Cllr R Price and

RESOLVED

Local Plan – Landscape Character Assessment and Landscape Sensitivity Assessment Studies

1. To accept and publish the Landscape Character Assessment and Landscape Sensitivity Assessment Studies as a source of evidence to support the emerging Local Plan for North Norfolk to cover the period 2016-2036.
2. That both documents are subject to a minimum six-week public consultation period alongside the new Local Plan with a view to adopting both as formal supplementary planning documents (SPDs)

Neighbourhood Planning Update – Corpusty and Saxthorpe examination

That delegated powers are given to the Planning Portfolio Holder in conjunction with the Planning Manager to modify the Corpusty & Saxthorpe Neighbourhood

Plan and allow it to proceed to referendum subject to agreeance with the modifications contained in the examiner's report.

72. BUDGET MONITORING REPORT 2018/19 – PERIOD 6

Cllr D Baker, Portfolio Holder for Finance, introduced this item. He explained that the report covered the period until the end of September 2018 for both the revenue account and the capital programme. At present there was a forecast underspend of £160,307 on the revenue account. Cllr Baker reminded Members that with six months left in the financial year, the Council was in a strong financial position. He then spoke about the release of £607,000 from the Capital Projects Reserves to fund the works to the Cromer office roof. Cabinet was also being asked to consider the winter opening of the public convenience facilities at West Runton and Cart Gap.

The Leader invited Members to speak.

Cllr S Bütikofer said that she welcomed the winter opening of the toilet facilities but she felt it should have happened earlier as it was not expensive.

It was proposed by Cllr D Baker, seconded by Cllr R Price and

RESOLVED to

- 1) Note the contents of the report and the current budget monitoring position;
- 2) Agree to the release of £607,000 from the Capital Projects Reserve to fund the required works to the Cromer office roof with the contract being awarded to the preferred supplier.
- 3) To consider the winter opening of the public convenience facilities at West Runton and Cart Gap as detailed within the body of the main report.

Reason for the decision:

To update Members on the current budget monitoring position for the Council.

58. MEDIUM TERM FINANCIAL STRATEGY

Cllr D Baker introduced this item. He explained that the report presented an updated Medium Term Financial Strategy (MTFS) for the period 2019/20 to 2022/23. It set out how both the external financial changes and internal budget pressures would impact on the overall financial position of the Council for the next four years. It also updated the Council's financial projections for the medium term. Cllr Baker explained that this would be the last MTFS to be based on the current Corporate Plan, with a new Corporate Plan to be produced following the District elections in May 2019.

Cllr Baker drew Members' attention to the section of the report outlining how the Council could close the budget gap now that there was a shift towards utilising local resources. With a projected deficit of £2.1m in 2022/23 there would need to be more focus on frontline growth, including property investment and asset commercialisation, digital transformation and business rates growth.

Cllr Baker concluded by saying that the Council was in a good financial position and healthy reserves provided resilience.

It was proposed by Cllr R Price, seconded by Cllr N Dixon and

RESOLVED to note

- a) The current financial forecast for the period 2019/20 to 2022/23;
- b) The current capital funding forecasts;

Reasons for the decision:

To refresh the Medium Term Financial Strategy in line with the Corporate Plan and to inform the detailed budget work for 2019/20.

59. ADVICE AND INFORMATION CONTRACT EXTENSION

Cllr B Palmer, Portfolio Holder for Community Engagement, introduced this item. She explained that the report sought approval to extend the current Advice and Information contract with Mid Norfolk Citizens Advice and the joint funding agreement with Norfolk County Council for a further 15 months, expiring on 31 March 2020.

The Leader invited Members to speak:

Cllr A Claussen-Reynolds made reference to an issue that she had dealt with on behalf of a constituent. Trading Standards had suggested she contact the Citizens Advice Bureau which just reiterated what she had already been told by Trading Standards. Cllr Claussen-Reynolds said that she had been very disappointed by the standard of advice given and felt that it did not indicate that the CAB staff were highly trained.

The Head of Paid Service (SB) replied that the issue should be raised with the contract manager. He said that the CAB contract was soundly managed following a significant restructure. He acknowledged that there may be some shortcomings but said he could not comment on individual cases. Cllr Claussen-Reynolds said that she would like a written response outlining the level of training provided to CAB staff.

It was proposed by Cllr B Plamer, seconded by Cllr S Arnold and

RESOLVED

1. Suspends Contract Standing Orders using exemption Rule 9 (f) to allow the extension of the current contract with Mid Norfolk Citizens Advice until 31 March 2020.
2. Approves an extension of the Council's partnership agreement with Norfolk County Council to pool funding for the provision of a generic advice and information service across the district until 31 March 2020.

Reasons for the decision:

To ensure that residents across North Norfolk continue to benefit from the provision of a quality and accessible information and advice service

60. RECYCLING CONTRACT VARIATION

The Leader, Cllr J Lee, introduced this item in the absence of the Portfolio Holder, Cllr Cox. He explained that the contract involving the Waste Collection Authorities, Norfolk County Council and NEWS Ltd that processed dry recyclables entered dispute in 2014 relating to the amount of non-recyclable material being collected in recycling bins and being delivered for sorting and the extra costs involved in removing and treating this excess waste. All parties had now negotiated a mutually acceptable variation to the contract that resolved the dispute. A Deed of Variation formalised the position, ensuring the best interests of the Council, maximising its recycling tonnage without the

risk of rejected loads at the Materials Recycling Facility, thereby securing the best level of income possible through recycling credits and materials value.

The Leader invited Members to speak:

- a) Cllr N Lloyd commented that the extra cost could have been avoided if the Council had addressed the problem of the wrong waste in the wrong bin. He asked what was being done to improve recycling rates. The Head of Paid Service (NB) said that it was a joint venture and that the Council was in partnership with 7 other districts. He acknowledged that contamination rates were higher than anticipated and this had led to an increase in costs. This had already been budgeted for and the signing of the deed legalised this. He went on to say that there was an ongoing promotion and advertising campaign but only so much could be achieved as changing behaviour was very challenging.
- b) Cllr P Grove-Jones said that there was a huge variation in recycling across the country. Different coloured bins could be very confusing for tourists on holiday and often recycling was put into the general waste bin.
- c) Cllr S Bütikofer asked what quota of contaminated waste going to the recycling facility came from NNDC. She added that following Cllr Grove-Jones comment, was there any work being undertaken to educate second home owners regarding waste disposal. The Head of Paid Service (NB) confirmed that work was being done regarding holiday and second homes for the summer of 2019. Regarding the first question, he said that all districts had undertaken a 9 month period of auditing all of the trucks. Since then there had been regular but less frequent audits based on what was 'tipped' versus the contamination rate. He said that some key issues were being addressed such as removing contaminated items rather than 'ditching' the whole load.
- d) Cllr S Arnold asked whether there had been any successful prosecutions for littering and if there was anything that could be done when a householder received repeated red tags on their bins for contamination. The Head of Paid Service (NB) replied that he was not aware of any prosecutions for contamination of bins. Food establishments had been charged for a whole load rather than face prosecution and regular offenders would be contacted by the Environmental Health team to try and address the issue. In response to a further question from Cllr Arnold asking if any work was being done with schools to educate youngsters on recycling, the Head of Paid Service (NB) replied that some work was being done and the Environmental Health team would respond to any requests to visit schools.
- e) Cllr A Fitch-Tillett said that the Council should write to the Government and urge them to work with manufacturers to ensure more packaging was recyclable. In particular the use of black plastic trays should be discouraged. The Head of Paid Service (NB) replied that a National Waste Strategy was coming forward which would include a charging mechanism for contamination.
- f) Cllr P Grove-Jones said that she recently read that there were proposals that food waste could be used as pig swill again. The Head of Paid Service (NB) said that he was not aware of this but that he would have concerns due to the spread of foot and mouth disease.

Cllr K Ward, Chairman of Overview & Scrutiny Committee, reminded Members that the Committee was undertaking a rapid review of waste recycling within the next few weeks.

It was proposed by Cllr J Lee, seconded by Cllr R Price and

RESOLVED to

Agree to the proposed Deed Variation to the contract between the Council and NEWS Ltd and that officers proceed to implement the decision at the earliest available opportunity.

Reason for the decision:

The Deed of Variation offers a reasonable settlement of a contract dispute which ensures the continued delivery of the contracted services.

61. REVIEW OF POLLING DISTRICT AND PLACES 2018

The Leader, Cllr J Lee, introduced this item. He explained that Section 17 of The Electoral Registration & Administration Act 2013 required local authorities to undertake periodic reviews of polling districts and polling places in their areas every five years. The next compulsory review needed to be undertaken in the 16-month period from 1st October 2018 (by end of January 2020). It was therefore proposed that the new arrangements be implemented with effect from the Electoral Registers published from 1st March 2019 and any new polling stations used from the elections to be held on 2nd May 2019 and thereafter.

The Leader invited Members to speak:

1. Cllr N Dixon referred to the consultation taking place during November to December. He was concerned that some parish councils may not meet during this period and he wondered whether this had been taken into account at all. The Head of Paid Service (SB) said that it was impossible to have an understanding of the meeting cycles of all 121 parish councils. He acknowledged that some only met quarterly and that they may struggle to meet the statutory deadlines. For those parishes where revisions were proposed, they would be contacted once Cabinet had agreed to the consultation timetable to ensure they were aware of the process. Information would also be added to the website.
2. Cllr P Grove-Jones asked whether she would be consulted as both a town and district councillor. She also sought clarification on how many people would be expected to go to the Poppy Centre in Stalham and how many to the Town Hall. The Head of Paid Service (SB) replied that Stalham was the largest polling district in the district with 2300 electors. Where there was more than 1500 electors then an additional polling station should be added or the polling place should be divide. The consultation would clarify residents' preferred approach.
3. Cllr A Claussen-Reynolds queried when the data for TBCs would be available. The Head of Paid Service (SB) replied that it would be available from 1st December when the register was finished.

62. EXCLUSION OF PRESS AND PUBLIC

That under Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 3 of Part I of Schedule 12A (as amended) to the Act.

63. PRIVATE BUSINESS

None

The meeting ended at 10.25 am.

Chairman

BEACH HUT AND CHALET REVIEW

| | |
|------------------------------|--|
| Summary: | To develop a 5-year Beach Hut & Chalet Strategy optimising income streams, reviewing policies and regularising the administration process whilst having regard to the reputation of the Council |
| Options considered: | Various options considered as detailed in report for both Weekly and Annual lets |
| Conclusions: | A series of process and charging changes are suggested, together with options that will enable the service to better develop the quality of its offer, the efficiency of the service and the financial returns. |
| Recommendations: | To delegate to the Head of Economic & Community Development, in consultation with the Head of Finance and Asset Management and the portfolio holder for Leisure, Culture, Health and Customer Services, to implement the changes detailed in this report. |
| Reasons for Recommendations: | To implement improvements to the Beach Huts and Chalet service in an expeditious manner. |

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| Contact Officer, telephone number and email: Rob Young 01263 516162 |
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1. Introduction

At a meeting of the Overview & Scrutiny Committee on 21 March 2018 the establishment of a Task and Finish Group for Beach Huts and Chalets was agreed.

The resolutions stated

1. The Task & Finish Group should comprise Mrs J English, Mr M Knowles and Mr B Smith, with input from Mr B Hannah, Mr N Pearce, Mrs A Fitch-Tillett and Mrs H Cox.
2. The Group aimed to meet ideally before the Overview & Scrutiny Committee on 25 April.
3. Terms of Reference should be drafted prior to 25 April, including frequency and method of reporting to Overview and Scrutiny, and timespan of the Group.

In order to facilitate changes that may be able to come in to effect for April 2019, it was felt that the process should be best managed through six, monthly meetings. Members wishing to give ideas, highlight concerns or provide local perspectives have been given the opportunity to feed into the process.

1.1 The review overview

At the first meeting the Terms of Reference were agreed as follows;

- Purpose** To develop a 5-year Beach Hut / Chalet Strategy and Business Plan, optimising income streams and regularising the administration process whilst having regard to the reputation of the Council
- Consider written evidence regarding beach hut and chalet management, fees and charges policies
 - Attend site visits
 - If appropriate, attend other comparable sites / organisations to review good practice
- Actions**
- Talk to people who are affected by this service and have regard to their views
 - Research and review options, proposals and issues – as required
 - Help shape procedures and enforcement requirements
 - Agree a proposed plan of action for future management of all resorts and aspects of the beach hut sites and chalet assets
 - Agree a long-term financial strategy for the service
 - Help shape positive change management through the media and other communication channels around implementation of the strategy

It was agreed that the group would take a holistic look at the Beach Hut and Chalet service in order to determine priorities for change as well as opportunities for further growth or cost saving.

The figure opposite shows the six elements evaluated as part of this review, the outcomes of which are set out in a comprehensive report (appendix A: Beach Hut & Chalet Review: Overview & Scrutiny Task and Finish Group 2018)

As part of this process the T&FG met monthly and undertook site visits to both current beach huts and chalets and also explored potential new sites.

The resulting report is split into two parts. Part 1 demonstrates the current financial and user information for both weekly and annual let assets (this information was central to discussions regarding performance and opportunities). Part 2 documents the findings, subsequent discussions and ideas proposed. All ideas and proposals were measured against the following criteria:

- Does it directly increase income or offer savings?
- Does it represent a significant process efficiency?
- Does it increase the quality or variety of the offer?
- Does it mitigate the impacts of or reduce the effects of natural events (i.e. storms, erosion)?
- Is the proposal considered reasonable and acceptable?



2. The Results

2.1 Management considerations & Efficiency Savings

Following consideration of 18 options (Page 27 of Appendix A) and some 15 locations along the coast, the preferred options for both Weekly Lets and Annual Lets were collated and split into three time frames covering the 5 years of this strategy;

Stage 1: within 12 months - small changes that can be implemented including monitoring, followed by an annual progress review;

Stage 2: 1 -2 year further objectives dependant on the outcomes of the annual review;

Stage 3: 3 – 5 year longer term proposals that require further investigation and business cases depending on outcomes from 1 and 2 above.

Further detail regarding all of the considerations are detailed in the Beach Hut & Chalet Review: Overview & Scrutiny Task and Finish Group 2018 document.

Weekly lets

Stage 1: within 12 months

| PROCESS EFFICIENCIES | MARKETING | QUALITY AND MONITORING | MITIGATE RISK | REVIEW/ CHARGES | OPPORTUNITIES |
|--|--|--|--|---|---|
| Move to on line booking and charge collection asap | Create a marketing strategy | Set standards and keep quality consistent | Install removable shutters to a selection of chalets to better facilitate off peak lets | Keep charges same for 2019 until changes take place and outcomes reviewed | Offer weekend bookings |
| Agree process for charging to facilitate bookings 18 months in advance | Make better use of on-site advertising, TICs etc | Obtain feedback from users and make improvements where possible | Monitor bookings to be able to react in a timely way to optimise bookings during events and good weather | Monitor competition and if possible service to visit local facilities to evaluate and make comparisons relative | Use automation of system to allow better use of staff resources to obtain and react to feedback effectively and plan improvements accordingly |
| Make better use of resources by concentrating on marketing, monitoring and quality control | Provide better customer service through targeted correspondence | Ensure continued ongoing maintenance / improvement programme | Agree plan of action to ensure continuity of offer should bookings increase significantly (i.e. ensure cover for cleaning, off peak contacts, problem resolution etc.) | | Obtain certainties over pricing and obtain income at time of booking – up to 18 months in advance. |
| Ensure adequate training is provided for staff and ensure the | Allow 'offers' to encourage off season use and take advantage of good weather and local events | Monitor quality regularly through spot checks and feedback forms | | | Consider weekly lets at other locations (i.e. East Runton) |

| | | | | | |
|--|---|---|--|--|--|
| system is developed to allow some flexibility (ie weekend booking) | | | | | |
| Review key change overs (particularly during off peak) to offer better customer experience | Ensure web pages are up to date and encourage on-line booking and make better use of social media | Monitor prices of similar offer to ensure competitiveness | | | |

Stage 2: Undertake a review of service following Stage 1

| MARKETING | QUALITY AND MONITORING | REVIEW CHARGES | OPPORTUNITIES |
|---|---|--|---|
| Review and revise communication plan and marketing strategy | Review feedback and determine desire for improved offer. If yes complete business case and submit capital bid | Compare competitors' prices and offer. Review feedback on charges and take up of offers before considering price changes | Consider weekly lets at other locations (ie Weybourne and Cart Gap) |

Stage 3: Weekly lets – If necessary review further options/opportunities

| MARKETING | QUALITY AND MONITORING | OPPORTUNITIES |
|---|---|--|
| Review marketing – ask people how they found out about NNDC. What is working that is cost effective? Try new means if necessary | Review feedback and determine desire for improved offer. If yes complete business case and submit capital bid | If income from weekly lets does not exceed the annual rent achieved at this time then consider <ul style="list-style-type: none"> a) Reducing or eliminating the weekly let offer b) Outsourcing blocks of chalets or huts to suitable hospitality organisations to manage under tenancy agreement |

Annual lets

Stage 1: within 12 months

| PROCESS EFFICIENCIES | MARKETING & COMMUNICATIONS | QUALITY AND MONITORING | MITIGATE RISK | REVIEW CHARGES | OPPORTUNITIES |
|---|---|--|--|---|--|
| Move from 1 to 5 year licences | Actively engage through annual newsletter. | Obtain feedback to evidence change and direct improvements | Mitigate risk of storms to ensure 'time-out' is minimised – ensure chalets are part of contingency programming | Graded increase in charges – open and transparent charging mechanism | Review opportunities for huts at other non-promenade locations |
| Move to on-line licence issue and receipt | Seek ways to highlight advantages of chalets/huts. Ie: Health / | Monitor comparative charges in East Anglia to ensure ongoing | Use newsletter to highlight and negate risk (storms, vandalism, | Set 3 year term based on approvals – aim to reach target price within 2 | Increase/maximise the number of lets at Key resorts |

| | | | | | |
|----------------------------------|---|--|-----------|---|--|
| | relaxation/ hobbies etc | competitiveness | property) | years. | |
| Continue to encourage DD payment | Promote and encourage community spirit and improvements using events/competitions etc | Ensure all issues raised are dealt with efficiently and effectively. | | Use matrix for determining charges to ensure clarity and transparency | |

Stage 2: Undertake a review of service and implement changes following Stage 1 years 1 – 2

| MARKETING | QUALITY AND MONITORING | OPPORTUNITIES |
|--|--|--|
| Advertise / promote waiting lists if necessary | Evaluate feedback and use results for future planning. | Consider use of currently redundant lower art deco block as new chalets if other options do not progress |
| | Review charging matrix – is it working? | If feedback suggests need for improved quality of offer (ie: designer chalets), submit business case and seek capital funding. |

Stage 3: years 3 – 5

| MARKETING | QUALITY AND MONITORING | OPPORTUNITIES |
|--|--|---|
| Advertise / promote waiting lists if necessary | Review prices for year 3 against market prices /local comparatives. Set for further two years. Repeat process to ensure continuity | Move from Annual lets to weekly lets if more viable to do so |
| | | Consider selling or long term leasing (25yrs) of chalets and hut sites |
| | | Consider outsourcing chalets to local businesses to manage maintenance and lettings |

2.2 Charging proposals

Weekly lets – the Group discussed charges for weekly lets, taking into consideration their location, existing quality, amenities etc. and it concluded that the current price for these was sufficient and competitive and that additional income should be sought through increased lettings rather than by continuing to increase weekly hire rates. It is anticipated that with on-line booking and implementation of suggested proposals (above – particularly marketing effort) that weekly lettings should increase by 200% over the next two years.

It is suggested that, should demand rise significantly, a proportion of the additional income should be made available to support the revenue budget in order to maintain and improve the quality of the offer (for example to facilitate additional cleaning, repairs, maintenance and replacement of fixtures, fittings and contents).

Annual Lets - The basic fee, based on footprint size (m²) is proposed to bring beach huts and chalets in line with other commercial letting practices. A ‘charging matrix’ has therefore been devised, which proposes a charge of between £110/m² and £135/m² (depending on resort facilities) for chalets and £35/m² to £60/m² for hut sites (prices quoted include VAT). In addition, a charge based on demand (an indicator of ‘desirability’) should be levied; this fee is based on numbers on the waiting list and may potentially result in charges going down

as well as up. A review of charges for chalets in less popular positions might result in reasonable adjustments being made, if appropriate.

By the third year, it is anticipated that this change to charges would have brought in an additional £53k in revenue.

2.3 Amenity and economic benefits

Beach huts and chalets not only bring in revenue to the Council; indeed that is almost certainly not the main motive behind their development over the years. They provide amenity to seaside resorts (for local people and visitors from further afield) and (for the most part) create an attractive, vibrant addition to the foreshore. They thus contribute to the vitality of coastal towns and villages, improving the visitor economy, with wider benefits to local businesses. They can help provide year-round facilities and attractive places to visit, the upkeep of which will depend upon continued investment. There is thus a reputational risk to the Council if the beach huts and chalets, and the other facilities on which they depend, fall into disrepair; so maximizing the income they generate is vital for the general upkeep of the areas in which they reside.

4. Conclusion

Having undertaken the review of the Beach Hut and Chalet service the T&FG have identified a range of improvements and opportunities as well as proposing an improved system for charging, that better aligned to the offer and current demand.

It is anticipated that, should the suggested changes be implemented, the Council could see significant increase in income from this service area, which if (in part at least) reinvested in improvements to the quality of the offer could lead to further increases in income in future years. It is proposed that a structured price matrix be introduced, alongside improved efficiencies in service delivery.

As well as the recommended changes, it is suggested that, in order to capitalize on the opportunities that certain events, weather conditions or other factors that might bring, authority should be given to officers, in consultation with the relevant portfolio holder, to:

- a) offer occasional discounts on weekly lets to maximise lettings potential; and
- b) continue to allow future weekly bookings at current prices until any budget changes are approved (so as to optimize the opportunities brought by longer-term on-line bookings).

5. Implications and Risks

The recommended changes result from a review of the quality of the offer, the resources currently dedicated to the operation of the service, an evaluation of the likely demand, and the impacts of any changes on customers and localities. The existing processes and procedures do not make the most of the current asset and do not provide any certainty as to any future improvements to the asset or the customer experience. This reduces the resilience of the asset, increasing the risk of complaints and leading to reputational risks for the Council. The changes proposed equate to an evolution of the service and are designed to take customers and other stakeholders on that journey; they are not radical or sudden and clearly follow a rational methodology. There should therefore be no adverse implications resulting from the recommended changes. The phased implementation recommended is intended to mitigate any financial or reputational risks.

6. Financial Implications and Risks

The recommendations in this report seek to balance the investment needed to be made in the improvements to the assets, with the additional income that these are expected to generate. There are no unmitigated financial risks resulting from the recommended approach; however, if these changes are not implemented then the additional income is not likely to arise and therefore the longer term improvements to the asset and the service will be more difficult to achieve.

7. Sustainability

This matters referred to in this report aim to support the vitality of seaside towns and villages and they take full account of the environmental conditions in which the assets reside. Making the best use of existing assets and improving their resilience have been key considerations in the recommendations made.

8. Equality and Diversity

There are no impacts on equality or diversity resulting from the recommendations of this report.

9. Section 17 Crime and Disorder considerations

There are no impacts on crime and disorder resulting from the recommendations of this report.

FEES AND CHARGES 2019/20

- Summary: This report recommends the fees and charges for 2019/20 that will come into effect from April 2019.
- Options considered: Alternatives for the individual service fees and charges now being proposed will have been considered as part of the process in arriving at the fees presented within the report.
- Conclusions: The fees and charges as recommended will be used to inform the income budgets for the 2019/20 budget. Approval for the fees ahead of presenting the detailed budgets allows for implementation of changes where applicable and also informs the 2019/20 budgets.
- Recommendations: **That Cabinet agree and recommend to Full Council:**
a) The fees and charges from 1 April 2019 as included in Appendix A.
b) That Delegated Authority be given to the Section 151 Officer, in consultation with the Portfolio Holder for Finance and relevant Heads of Service, to agree those fees and charges not included within Appendix A as required as outlined within the report
- Reasons for Recommendations: To approve the fees and charges as set out in the report that will be used to inform the 2019/20 budget process.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

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

| |
|--------------------------|
| Current fees and charges |
|--------------------------|

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

1. Introduction

- 1.1 The setting of the fees and charges for the next financial year forms part of the annual budget setting process. The reason for presenting them for approval ahead of the detailed budget report provides a lead in time where applicable to allow implementation of the revised charges from 1 April 2019 and also to ensure that income budgets can be updated accordingly and reflected in the budget for 2019/20 and future projections.

2. Fees and Charges 2019/20

- 2.1 Fees and charges proposals for 2019/20 have been circulated to the relevant budget managers so that income budgets can be updated as part of the budget process. Appendix A to this report provides the detail of the proposed charges for 2019/20 from 1 April 2019, these have been discussed and agreed with the relevant portfolio holders.
- 2.2 Approval to these charges in advance of the approval of the budget for the 2019/20 financial year enables Officers to make preparations for the new financial year and also enables more accurate projections for income to be factored into the budget for 2019/20 which will be presented to Members in February 2019. Any further work in this area will be reported in the budget reports in February 2019.
- 2.3 Where applicable the proposed increase to fees and charges is around 2.5% for 2019/20 (in line with inflation in the latter part of the year) or to the nearest sensible figure after allowing for rounding. The exceptions to this are for those fees and charges which are set by central government, for example planning and premises licence fees. Also a number of the Council's fees are calculated on a cost recovery basis and will be excluded for example Land Charges, Building Control and the majority of our locally set licence fees. In addition Council facilities operated by an external contractor will also be excluded as the Council has no discretion on the setting of these fees.
- 2.4 Some fees are not published as part of this process such as those relating to trade waste collection and garden bin fees. This is due to the fact that some of our costs are not known this early in the year and in order to ensure that the services operate in a financially effective manner, the setting of the associated fees is done separately under delegated powers once we are more certain of future costs.

3. Conclusion

- 3.1 The report makes recommendations for the fees and charges that will come into effect from 1 April 2019. These will inform the service income budgets that will be included within the detailed 2019/20 budget when it is presented for recommendation and approval in February 2019.

4. Financial Implications and Risks

- 4.1 For demand led services there is a risk that income will not be received as budgeted. When producing income budgets assumptions will be made around the level of income to be achieved from services, these will be based on service managers best estimates with assistance from Finance.

5. Sustainability – none as a direct impact.

6. Equality and Diversity – none as a direct impact.

7. Section 17 Crime and Disorder considerations - none as a direct impact.

Fees and Charges - 2018/19

The following pages detail the current fees and charges along with three previous years

The last two columns are proposals for the 2018/19 based on a 3.0% increase where applicable and rounded to nearest £1 or 50p as applicable for administration purposes.

Timetable for Fees and Charges Recommendations:

18th September to 6th October 2017 - consideration by service areas - finalise proposals

21st November - Cabinet Pre agenda meeting for December Cabinet

4th December 2017 - Cabinet report on 2018/19 Fees and Charges

20th December 2017 - Full Council recommendation for 2018/19 Fees and Charges

(Note - the reason for making recommendations on the fees and charges in December as opposed to February within the budget report is to ensure sufficient time for implementation and notice where applicable)

Corporate Leadership Team / Corporate Service Area**ELECTIONS****Statutory Charges**

Sale of Edited Register of Electors - Printed Copy - Basic Charge (per first 1,000 names, or part thereof).

Printed copy as above, extra 1,000 names or part thereof.

Sale of edited Register of Electors - Data Form - Basic Charge (per first 1,000 names or part thereof).

Data form as above, extra 1,000 names or part thereof.

Supply of Full Register and monthly updates (to credit reference agencies and government departments) - Printed Copy - Basic Charge (per first 1,000 names or part thereof).

Printed copy as above, extra 1,000 names or part thereof.

Supply of Full Register and monthly updates (to credit reference agencies and government departments) - Data Form - Basic Charge (per first 1,000 names or part thereof).

Data Form as above, extra 1,000 names or part thereof.

Sale of Marked Registers - Printed Copy - Basic Charge.

Printed copy of Marked Registers - 1,000 names or part thereof.

Data form of Marked Registers - 1,000 names or part thereof.

Sale of Overseas Elector List - Printed Copy - Basic Charge (per first 100 names or part thereof).

Printed copy as above, extra 100 names or part thereof.

Sale of Overseas Elector List - Data Form - Basic Charge (per first 100 names or part thereof).

Data form as above, extra 100 names or part thereof.

Non Statutory Charges

Certificate of Registration

| | V A T | 2017/18 Charge £ : p | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|--|-------------|----------------------------|---|---|-------|
| | O | 15.00 | 15.00 | £15.00 | |
| | O | 5.00 | 5.00 | £5.00 | |
| | O | 21.50 | 21.50 | £21.50 | |
| | O | 1.50 | 1.50 | £1.50 | |
| | O | 15.00 | 15.00 | £15.00 | |
| | O | 5.00 | 5.00 | £5.00 | |
| | O | 21.50 | 21.50 | £21.50 | |
| | O | 1.50 | 1.50 | £1.50 | |
| | O | 10.00 | 10.00 | £10.00 | |
| | O | 2.00 | 2.00 | £2.00 | |
| | O | 1.00 | 1.00 | £1.00 | |
| | O | 15.00 | 15.00 | £15.00 | |
| | O | 5.00 | 5.00 | £5.00 | |
| | O | 21.50 | 21.50 | £21.50 | |
| | O | 1.50 | 1.50 | £1.50 | |
| | O | 12.50 | 12.50 | £12.50 | |

Statutory Instrument 2001 / 341 still applies.

Customer Services & ICT Service Area

| | V A T | 2017/18 Charge £ : p | 3.00% Increase | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes | Appendix A |
|---|-------------|----------------------------|-------------------|---|---|--|------------|
| TOURIST INFORMATION CENTRES | | | | | | | |
| Concessionary Fares | | | | | | | |
| Application processing | T | £7.00 | | £7.00 | £7.00 | Concessionary fare charges set by NCC. | |
| Renewals (Lost) | T | £10.00 | | £10.00 | £10.00 | | |
| FILMING* | | | | | | | |
| TV drama/advertisements/feature films | | | | | | | |
| <i>*These figures are for guidance only and any enquiries could be subject to further negotiation. Prices quoted exclude VAT.</i> | | | | | | | |
| Per Day | T | £1,550.00 | £1,596.50 | £1,596.50 | £1,550.00 | | |
| Per Hour | T | £250.00 | £257.50 | £257.50 | £250.00 | | |
| Documentaries and charities (depending on nature of organisation, subject and crew size) | | | | | | | |
| Per Day | T | From £500.00 | | | From £500.00 | | |
| Per Hour | T | From £100.00 | | | From £100.00 | | |
| Administration Charge (only charged where a fee and/or contract is appropriate) | | | | | | | |
| Standard | T | £36.00 | £37.08 | £37.00 | £36.00 | | |
| Less than 7 day's notice | T | £87.00 | £89.61 | £89.50 | £87.00 | | |
| Stills (specifically commercial advertising with props, etc.) | T | £100 - £500 | | £100 - £500 | £100 - £500 | | |
| Education/news/weather/student/individual photographers or 'in the interest of the district' | T | Discretionary | | Discretionary | Discretionary | | |
| Parking (if required) | T | £15.00 | £15.45 | £15.50 | £15.00 | | |
| PHOTOCOPYING | | | | | | | |
| A4 and below - black and white | T | £0.12 | £0.12 | £0.15 | £0.15 | | |
| A4 and below - colour | T | £0.18 | £0.19 | £0.20 | £0.20 | | |
| A3 - black and white | T | £0.30 | £0.31 | £0.30 | £0.30 | | |
| A3 - colour | T | £0.60 | £0.62 | £0.60 | £0.60 | | |
| Colour Copying - Staff (A4) | T | £0.60 | £0.62 | £0.60 | £0.60 | | |
| Colour Copying - Staff (A3) | T | £0.60 | £0.62 | £0.60 | £0.60 | | |
| A2 - black and white | T | £0.60 | £0.62 | £0.60 | £1.20 | | |
| A2 - colour | T | £1.20 | £1.24 | £1.25 | £2.40 | | |
| A1 - black and white | T | £1.20 | £1.24 | £1.25 | £2.40 | | |
| A1 - colour | T | £2.40 | £2.47 | £2.50 | £4.80 | | |
| A0 - black and white | T | £2.10 | £2.16 | £2.15 | £3.60 | | |
| A0 - colour | T | £3.60 | £3.71 | £3.70 | £7.20 | | |

Economic & Community Development & Leisure Service Area

| | | | V | 2017/18 | | 2018/19 | 2018/19 | Notes |
|--|-----------------------------|--|----------|---------------------|-----------------|---------------------|---------------------|--------------|
| | | | A | Charge | 3.00% | Projected | Recommended | |
| | | | T | £ : p | Increase | Charge | Charge | |
| | | | | | | £ : p | £ : p | |
| CAR PARKING | | | | | | | | |
| Pay & Display Car Parks between 08:00 - 18:00 | | | | | | | | |
| <i>Coastal Car Parks</i> | | | | | | | | |
| Cromer | - Runton Road | | T | | | | | |
| East Runton | - Beach Road | | T | | | | | |
| Happisburgh | - Cart Gap | | T | | | | | |
| Mundesley | - Beach Road | | T | 60p for 30 | | 60p for 30 minutes | 60p for 30 minutes | |
| Overstrand | - Pauls Lane | | T | minutes only, | | only, £1.50 per | only, £1.50 per | |
| Sea Palling | - Clink Road | | T | £1.50 per hour | | hour thereafter. £7 | hour thereafter. £7 | |
| Sheringham | - Beach Road | | T | thereafter. £7 for | | for 24 hours | for 24 hours. | |
| | - Station Road | | T | 24 hours | | | | |
| Wells | - Stearmans Yard | | T | | | | | |
| Weybourne | - Beach Road | | T | | | | | |
| <i>Other Car Parks</i> | | | | | | | | |
| Cromer | - Cadogan Road | | T | | | | | |
| | - Meadow | | T | 60p for 30 | | 60p for 30 minutes | 60p for 30 minutes | |
| | - Promenade (Disabled only) | | T | minutes only, | | only, £1.30 for the | only, £1.30 for the | |
| Holt | - Albert Street | | T | £1.30 for the first | | first hour, £1 per | first hour, £1 per | |
| | - Station Road | | T | hour, £1 per | | hour thereafter. £7 | hour thereafter. £7 | |
| Sheringham | - Chequers | | T | hour thereafter. | | for 24 hours | for 24 hours. | |
| | - Morris Street | | T | £7 for 24 hours | | | | |
| Wells | - Staithe Street | | T | | | | | |
| Fakenham | - Bridge Street | | T | | | | | |
| | - The Limes | | T | 50p for 30 | | 50p for 30 minutes | 50p for 30 minutes | |
| | - Queens Road | | T | minutes only, | | only, £1.00 for 2 | only, £1.00 for 2 | |
| North Walsham | - Bank Loke | | T | £1.00 for 2 | | hours, 70p per | hours, 70p per | |
| | - New Road | | T | hours, 70p per | | hour thereafter. £5 | hour thereafter. £5 | |
| | - Vicarage Street | | T | hour thereafter. | | for 24 hours | for 24 hours. | |
| | Mundesley Road | | T | £5 for 24 hours | | | | |
| Stalham | - High Street | | T | | | | | |

Economic & Community Development & Leisure Service Area

| | | V | 2017/18 | 3.00% | 2018/19 | 2018/19 | Notes |
|---|-----------------------------|---|---------|----------|-----------|-------------|-------|
| | | A | Charge | Increase | Projected | Recommended | |
| | | T | £ : p | | Charge | Charge | |
| | | | | | £ : p | £ : p | |
| <u>Economic & Community Development & Leisure Service Area</u> | | | | | | | |
| CAR PARKING | | | | | | | |
| Other Charges | | | | | | | |
| Coach Parking (where permitted) | - Half day (up to 4 hours) | T | £5.00 | £5.15 | £5.00 | £5.00 | |
| | - All day ticket | T | £10.00 | £10.30 | £10.50 | £10.00 | |
| Carnival Day (Runton Road) | - Per Car, Per Entry | T | £7.00 | £7.21 | £7.00 | £7.00 | |
| | - Per Motorcycle, Per Entry | T | £4.00 | £4.12 | £4.00 | £4.00 | |
| Weekly Permit | | T | £28.00 | £28.84 | £29.00 | £28.00 | |
| Annual Permit | - 3 hour permit | T | £56.00 | £57.68 | £57.50 | £56.00 | |
| | - 24 hour permit | T | £204.00 | £210.12 | £210.00 | £204.00 | |
| Half Year Permit | - 3 hour permit | T | £31.00 | £31.93 | £32.00 | £31.00 | |
| | - 24 hour permit | T | £122.00 | £125.66 | £125.50 | £122.00 | |
| Quarter Year Permit | - 3 hour permit | T | £16.00 | £16.48 | £16.50 | £16.00 | |
| | - 24 hour permit | T | £66.00 | £67.98 | £68.00 | £66.00 | |
| Penalty Charge Notice | - Full | T | £50.00 | £51.50 | £51.50 | £50.00 | |
| | - Prompt Payment | T | £25.00 | £25.75 | £26.00 | £25.00 | |
| Change of Permit (change of registration) | | T | | | | £10.00 | |
| Addition of second car registration onto Permit | | O | | | | Free | |
| <i>All prices include VAT</i> | | | | | | | |
| <u>Economic & Community Development & Leisure Service Area</u> | | | | | | | |

Economic & Community Development & Leisure Service Area

| | | V | 2017/18 | 3.00% | 2018/19 | 2018/19 | Notes |
|--|-----------------------------------|---|--------------|----------|--------------|--------------|-------|
| | | A | Charge | Increase | Projected | Recommended | |
| | | T | £ : p | | Charge | Charge | |
| | | | | | £ : p | £ : p | |
| MARKETS | | | | | | | |
| Site = 4m Frontage x 5m Depth | | | | | | | |
| Cromer, Stalham and Sheringham (Weds) - Per Site | | | | | | | |
| Weekly | - April, May, June, Oct, Nov, Dec | T | £19.00 | £19.57 | £19.50 | £19.00 | |
| | - July, August, Sept | T | £28.00 | £28.84 | £29.00 | £28.00 | |
| | - Jan, Feb, March | T | £15.00 | £15.45 | £15.50 | £15.00 | |
| Quarterly | - April - June | T | £138.00 | £142.14 | £142.00 | £138.00 | |
| | - July - September | T | £224.00 | £230.72 | £230.50 | £224.00 | |
| | - October - December | T | £102.00 | £105.06 | £105.00 | £102.00 | |
| | - January - March | T | £82.00 | £84.46 | £84.50 | £82.00 | |
| Half Yearly (Up to 2 pitches, £ per pitch) | - April - Sept | T | £255.00 | £262.65 | £262.50 | £255.00 | |
| | - October - March | T | £133.00 | £136.99 | £137.00 | £133.00 | |
| Half Yearly (3rd pitch +, £ per pitch) | - April - Sept | T | £204.00 | £210.12 | £210.00 | £204.00 | |
| | - October - March | T | £102.00 | £105.06 | £105.00 | £102.00 | |
| Sheringham (Saturday) - Per Site | | | | | | | |
| Weekly | - April, May, June, Nov, Dec | T | £31.00 | £31.93 | £32.00 | £31.00 | |
| | - July, August, Sept, Oct | T | £41.00 | £42.23 | £42.00 | £41.00 | |
| | - Jan, Feb, March | T | £22.00 | £22.66 | £22.50 | £22.00 | |
| Quarterly | - April - June | T | £306.00 | £315.18 | £315.00 | £306.00 | |
| | - July - September | T | £469.00 | £483.07 | £483.00 | £469.00 | |
| | - October - December | T | £224.00 | £230.72 | £230.50 | £224.00 | |
| | - January - March | T | £179.00 | £184.37 | £184.50 | £179.00 | |
| Half Yearly (Up to 2 pitches, £ per pitch) | - April - Sept | T | £592.00 | £609.76 | £610.00 | £592.00 | |
| | - October - March | T | £306.00 | £315.18 | £315.00 | £306.00 | |
| Half Yearly (3rd pitch +, £ per pitch) | - April - Sept | T | £449.00 | £462.47 | £462.50 | £449.00 | |
| | - October - March | T | £230.00 | £236.90 | £237.00 | £230.00 | |
| Yearly | | | £872.00 | £898.16 | £898.00 | £872.00 | |
| Other Charges | | | | | | | |
| Full Annual Payment in Advance | | T | 10% discount | | 10% discount | 10% discount | |
| Refunds - Administration Fee | | T | £15.00 | £15.45 | £15.50 | £15.00 | |
| New Traders Discount (conditions apply) | | T | 25% discount | | 25% discount | 25% discount | |
| Economic & Community Development & Leisure Service Area | | | | | | | |

Economic & Community Development & Leisure Service Area

| | V A T | 2017/18 Charge £ : p | 3.00% Increase | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|--|-------------|----------------------------|-------------------|---|---|-------|
| CHALETs & BEACH HUTS | | | | | | |
| Chalets | | | | | | |
| <i>Sheringham</i> | | | | | | |
| Old Chalets | T | £485.00 | | £505.00 | £505.00 | |
| New Chalets (inc. electricity) | T | £595.00 | | £615.00 | £615.00 | |
| <i>Cromer</i> | | | | | | |
| West Beach | T | £580.00 | | £600.00 | £600.00 | |
| East Beach | T | £630.00 | | £650.00 | £650.00 | |
| <i>Weekly Lets - Cromer & Sheringham</i> | | | | | | |
| Low Season | T | £75.00 | | £85.00 | £85.00 | |
| High Season | T | £180.00 | | £210.00 | £210.00 | |
| <i>Weekly Lets - Cromer East & Sheringham New (Serviced)</i> | | | | | | |
| Low Season | T | £90.00 | | £95.00 | £95.00 | |
| High Season | T | £220.00 | | £260.00 | £260.00 | |
| <i>Winter Lets</i> | | | | | | |
| Per Month | T | £65.00 | | £65.00 | £65.00 | |
| Per Week | T | £21.00 | | £21.00 | £21.00 | |
| 40 Week Lets (October - July) | T | £520.00 | | £535.00 | £535.00 | |
| 40 Week Lets (October - July) | T | £570.00 | | £585.00 | £585.00 | |
| Hut Sites | | | | | | |
| <i>Cromer, Overstrand & Sheringham</i> | | | | | | |
| One Year (Excluding Rates) | T | £300.00 | | £400.00 | £400.00 | |
| Mundesley | T | £290.00 | | £390.00 | £390.00 | |

Economic & Community Development & Leisure Service Area

| | V A T | 2017/18 Charge £ : p | 3.00% Increase | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|--|-------------|----------------------------|-------------------|---|---|--------|
| Huts | | | | | | |
| <i>Weekly Lets</i> | | | | | | |
| Low Season | T | £60.00 | | £70.00 | £70.00 | |
| High Season | T | £165.00 | | £195.00 | £195.00 | |
| Mundesley - Seasonal Let | T | £575.00 | | £590.00 | £590.00 | |
| Extras: | | | | | | |
| Termination of Licence (early - mid-term) | | Admin Fee | T | £40.00 | £45.00 | £45.00 |
| Charge to go onto beach hut or chalet waiting list | | Per List | T | | £25.00 | £25.00 |

Economic & Community Development & Leisure Service Area**HOLT COUNTRY PARK**

| | | | | | | |
|--|---|-------|-------|-------|-------|--|
| School visits where Ranger's assistance required (Per Child) | E | £5.00 | £5.15 | £5.15 | £6.00 | |
| Car Park | | | | | | |
| Per car per occasion | T | £2.00 | £2.06 | £2.00 | £2.00 | |

SPORTS CLUBS AND HUBS

| | | | | | | |
|-------------------|---|-------|-------|-------|-------|--|
| Price per session | E | £1.00 | £1.03 | £1.00 | £3.00 | |
|-------------------|---|-------|-------|-------|-------|--|

Finance & Assets Service Area**DUAL USE SPORTS FACILITIES**

| | | | | | | | |
|----------------------|--|-------------------------|---|---------|---------|---------|---------|
| Cromer | | Sports Hall | T | £25.00 | £25.75 | £26.00 | £26.00 |
| | | Badminton Court | T | £10.00 | £10.30 | £10.00 | £10.00 |
| | | All Weather 5-a-side | T | £30.00 | £30.90 | £30.00 | £30.00 |
| | | All Weather full | T | £45.00 | £46.35 | £50.00 | £50.00 |
| | | 1.5 hour birthday party | T | £70.00 | £72.10 | £75.00 | £75.00 |
| | | 2 hour birthday party | T | £90.00 | £92.70 | £95.00 | £95.00 |
| | | Toddler party | T | £120.00 | £123.60 | £125.00 | £125.00 |
| North Walsham | | Sports Hall | T | £25.00 | £25.75 | £26.00 | £26.00 |
| | | Badminton Court | T | £10.00 | £10.30 | £10.00 | £10.00 |

Fees and Charges 2017/18

Please note - Annual Permit
has been removed.

Economic & Community Development & Leisure Service Area

| | | V | 2017/18 | 3.00% | 2018/19 | 2018/19 | Notes |
|-------------------------------|---|----------|----------------|-----------------|---|---|--------------|
| | | A | Charge | Increase | Projected | Recommended | |
| | | T | £ : p | | Charge | Charge | |
| | | | | | £ : p | £ : p | |
| | Tennis Court | T | £8.00 | £8.24 | £8.00 | £8.00 | |
| | Gymnasium | T | £16.00 | £16.48 | £18.00 | £18.00 | |
| | 1.5 hour birthday party | T | £70.00 | £72.10 | £75.00 | £75.00 | |
| | 2 hour birthday party | T | £90.00 | £92.70 | £95.00 | £95.00 | |
| | Toddler party | T | £120.00 | £123.60 | £125.00 | £125.00 | |
| Stalham | Sports Hall | T | £25.00 | £25.75 | £26.00 | £26.00 | |
| | Badminton Court | T | £10.00 | £10.30 | £10.00 | £10.00 | |
| | Multi Use Games Area (MUGA) | T | £25.00 | £25.75 | £25.00 | £25.00 | |
| | Tennis Court | T | £8.00 | £8.24 | £8.00 | £8.00 | |
| | 1.5 hour birthday party | T | £70.00 | £72.10 | £75.00 | £75.00 | |
| | 2 hour birthday party | T | £90.00 | £92.70 | £95.00 | £95.00 | |
| | Toddler party | T | £120.00 | £123.60 | £125.00 | £125.00 | |
| PARKLANDS CARAVAN SITE | | | | | | | |
| Site Per Year | Increased by RPI as under Mobile Homes Act. | T | | | Increased by RPI as under Mobile Homes Act. | Increased by RPI as under Mobile Homes Act. | |
| | | | £1,075.63 | | | | |

| Environmental Health | | | 2017/18 | | 2018/19 | 2018/19 | Notes |
|--|--|----------|----------------|--|--|--|---------------------|
| | | V | Charge | 3.00% | Projected | Recommended | |
| | | A | £ : p | Increase | Charge | Charge | |
| | | T | | | £ : p | £ : p | |
| WASTE COLLECTION SERVICES | | | | | | | |
| Clinical Waste - Commercial & Prescribed | | | | Charges set separately under Delegated Power | Charges set separately under Delegated Power | Charges set separately under Delegated Power | |
| Commercial Waste Bins - Collection & Hire | | | | | | | |
| Commercial Recycling Bins - Collection & Hire | | | | | | | |
| Sacks - Commercial & Prescribed | | | | | | | |
| Bulky Items - Commercial, Prescribed & Household | | | | | | | |
| Garden Bin Collection - Per Annum | | | | | | | |
| EDUCATION & PROMOTION | | | | | | | |
| (CIEH) Foundation Certificate in Food Hygiene | | | | | | | |
| Resident or employed in North Norfolk | | E | £55.00 | £56.65 | £56.50 | £56.50 | |
| Other | | E | £70.00 | £72.10 | £72.00 | £72.00 | |
| Specially arranged courses for businesses - held at business premises for their staff only | for up to 15 candidates per additional candidate up to maximum of 18 | E | £675.00 | £695.25 | £695.50 | £695.00 | |
| | | E | £45.00 | £46.35 | £46.50 | £46.50 | |
| COMMERCIAL SERVICES | | | | | | | |
| Food Inspections | | | | | | | |
| Unfit food inspections | | O | £40.00 | £41.20 | £41.00 | £41.00 | |
| Food export certificates | | O | £31.00 | £31.93 | £32.00 | £32.00 | |
| Officer time per hour (plus VAT) | | T | £36.00 | £37.08 | £37.00 | £37.00 | |
| Sunday Trading Application for loading consent | | O | £92.00 | £94.76 | £95.00 | £95.00 | |
| Registration of Food Premises | | | | | | | |
| Charge for copies of Register (or parts of) | - Single Entry | O | £16.00 | £16.48 | £16.50 | £16.50 | |
| | - Part of Register | O | £440.00 | £453.20 | £453.00 | £453.00 | |
| | - Complete Register | O | £932.00 | £959.96 | £960.00 | £960.00 | |
| Private Water Supplies Sampling Regulations | | | | | | | |
| Laboratory Analysis of a sample | "Regulation 10 - Single Private Dwelling - Maximum | O | £25.00 | | £25.00 | £25.00 | Max charge reached. |
| | Regulation 9 "Check Monitoring" - Maximum | O | £100.00 | | £100.00 | £100.00 | Max charge reached. |
| | Regulation 9 "Audit Monitoring" - Maximum | O | £500.00 | | £500.00 | £550.00 | Max charge reached. |
| Sampling - per visit | | O | £54.00 | £55.62 | £55.50 | £55.50 | |
| Other Investigations (e.g. Investigating failure) | | O | £100.00 | £103.00 | £103.00 | £100.00 | Max charge reached. |
| Granting an authorisation to depart from the standard authorisation | | O | £100.00 | £103.00 | £103.00 | £100.00 | Max charge reached. |

| Environmental Health | | | 2017/18 | | 2018/19 | 2018/19 | Notes |
|--|---|----------|----------------|---------|--------------------------|--------------------|--|
| | | V | Charge | | Projected | Recommended | |
| | | A | £ : p | | Charge | Charge | |
| | | T | | | £ : p | £ : p | |
| Risk Assessments | - Single Private Dwelling | O | £100.00 | | | £100.00 | |
| | - Small Domestic Supplies | O | £100.00 | | | £100.00 | These charges are not the maximum allowed under the regulations. The council approved a charging structure according to the perceived work involved depending on the size of the supply. The smaller risk assessment charges are therefore tied into the higher ones and are effectively fixed until either the council adopt a different charging regime or the regulations allow for higher charges. |
| | - Large Domestic Supplies | O | £200.00 | | | £200.00 | |
| | - Commercial or Public Small | O | £200.00 | | | £200.00 | |
| | - Commercial or Public Medium | O | £300.00 | | | £300.00 | |
| | | | | | Not applicable for 18/19 | | |
| | - Commercial or Public Large | O | £500.00 | | | £500.00 | Max charge reached. |
| | - Commercial or Public Very Large | O | £500.00 | | | £500.00 | Max charge reached. |
| HOUSING ACT NOTICES | | | | | | | |
| Hazard Awareness Notice | | | | | | | |
| Improvement / Suspended Improvement Notice (Section 11 & 12) | Notice with up to 3 hazards identified | O | £350.00 | £360.50 | £360.50 | £350.00 | |
| Prohibition/Suspended Prohibition Order | | O | £350.00 | £360.50 | £360.50 | £350.00 | |
| Emergency Remedial Action | | O | £350.00 | £360.50 | £360.50 | £350.00 | |
| Emergency Prohibition Order | For each additional hazard included in Notice | O | £50.00 | £51.50 | £51.50 | £50.00 | |
| Demolition Order | | O | £50.00 | £51.50 | £51.50 | £50.00 | |
| Service of second and subsequent HA2004 Statutory Notices (inc. Schedule 3 Notices for works in default) | | O | £70.00 | £72.10 | £72.00 | £70.00 | |
| Review of suspended HA 2004 Statutory Notices | | O | £70.00 | £72.10 | £72.00 | £70.00 | |
| HMO LICENSE FEES | | | | | | | |
| HMO License application fee (up to 6 units of accommodation) | | O | £525.00 | £540.75 | £541.00 | £525.00 | |
| Additional unit charge | | O | £25.00 | £25.75 | £26.00 | £25.00 | |
| ENVIRONMENTAL PROTECTION SERVICES | | | | | | | |
| Statutory release fee - Dogs (Charge includes VAT) | | T | £25.00 | | £25.00 | £25.00 | |
| Land Enquiry (Charge includes VAT) | | T | £31.00 | £31.93 | £32.00 | £32.00 | |

Environmental Health

| | | V A T | 2017/18 Charge £ : p | | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|---|--|-------------|----------------------------|---------|---|---|--|
| TAXI LICENCE FEES | | | | | | | |
| Taxi Licences | | | | | | | |
| Licence to Drive Hackney Carriages or Private Hire Vehicles | - New Licence valid for 1 year | O | £173.00 | £178.19 | £178.00 | £173.00 | |
| | - New Licence valid for 3 years | O | £173.00 | £178.19 | £178.00 | £173.00 | |
| Licence to Drive Hackney Carriages or Private Hire Vehicles | - Renewal valid for 1 year | O | £173.00 | £178.19 | £178.00 | £173.00 | |
| | - Renewal valid for 3 years | O | £173.00 | £178.19 | £178.00 | £173.00 | |
| Hackney Carriage Vehicle Licence | - New valid for 1 year | O | £149.00 | £153.47 | £153.50 | £149.00 | |
| | - Renewal valid for 1 year with plate | O | | | | | |
| Hackney Carriage Vehicle Licence | | | | | New Line | £149.00 | Hackney Carriage and Private Hire Vehicle categories have been split. Price is the same for new licence. |
| Hackney Carriage Vehicle Licence | - Renewal valid for 1 year with no plate | O | | | New Line | £130.00 | Renewal licence fee costs is now a separate charge at a lower price. |
| Private Hire Vehicle Licence | - New valid for 1 year | O | £149.00 | £153.47 | £153.50 | £149.00 | |
| | - Renewal valid for 1 year with plate | O | | | | | |
| Private Hire Vehicle Licence | | | | | New Line | £149.00 | Hackney Carriage and Private Hire Vehicle categories have been split. Price is the same for new licence. |
| Private Hire Vehicle Licence | - Renewal valid for 1 year with no plate | O | | | New Line | £130.00 | Renewal licence fee costs is now a separate charge at a lower price. |
| Private Hire Operators Licence | - New or Renewal valid for 5 years | O | £153.00 | £157.59 | £157.50 | £153.00 | |
| Taxi Licence Charges | | | | | | | |
| Replacement Badge & Licence (Name Change) | | O | | | | £15.00 | Name and Address change are now separate fees. Previously combined charge of £20 for name or address change. |
| Replacement Licence (Address Change) | | O | £20.00 | £20.60 | £20.50 | £10.50 | Name and Address change are now separate fees. Previously combined charge of £20 for name or address change. |
| Replacement drivers badge holder with lanyard | | O | £3.00 | £3.09 | £3.00 | £3.00 | |
| Windscreen pouches (additional or replacement) | | O | £2.00 | £2.06 | £2.00 | £2.00 | |
| Replacement plate for vehicle | | O | £39.00 | £40.17 | £40.00 | £39.00 | |

| <u>Environmental Health</u> | | | 2017/18 | | 2018/19 | 2018/19 | Notes |
|--|-------------------------------------|---|-----------|-----------|-----------|-------------|-------|
| | | V | Charge | | Projected | Recommended | |
| | | A | £ : p | | Charge | Charge | |
| | | T | | | £ : p | £ : p | |
| OTHER LICENSING | | | | | | | |
| Premises Licence Fees - Gambling Act 2005 | | | | | | | |
| Betting Premises (excluding tracks) | - New Application | O | £2,800.00 | £2,884.00 | £2,884.00 | £2,800.00 | |
| | - Annual Fee | O | £560.00 | £576.80 | £577.00 | £560.00 | |
| | - Application to Vary | O | £1,400.00 | £1,442.00 | £1,442.00 | £1,400.00 | |
| | - Application to Transfer | O | £1,130.00 | £1,163.90 | £1,164.00 | £1,130.00 | |
| | - Application to Reinstatement | O | £1,130.00 | £1,163.90 | £1,164.00 | £1,130.00 | |
| | - Application for Prov. Statement | O | £2,800.00 | £2,884.00 | £2,884.00 | £2,800.00 | |
| | - Application (Prov. State Holders) | O | £1,130.00 | £1,163.90 | £1,164.00 | £1,130.00 | |
| | - Copy Licence | O | £25.00 | | £25.00 | £25.00 | |
| | - Notification of Change | O | £50.00 | | £50.00 | £50.00 | |
| Tracks | - New Application | O | £1,400.00 | £1,442.00 | £1,442.00 | £1,400.00 | |
| | - Annual Fee | O | £930.00 | £957.90 | £958.00 | £930.00 | |
| | - Application to Vary | O | £1,150.00 | £1,184.50 | £1,184.50 | £1,150.00 | |
| | - Application to Transfer | O | £880.00 | £906.40 | £906.50 | £880.00 | |
| | - Application to Reinstatement | O | £880.00 | £906.40 | £906.50 | £880.00 | |
| | - Application for Prov. Statement | O | £2,300.00 | £2,369.00 | £2,369.00 | £2,300.00 | |
| | - Application (Prov. State Holders) | O | | | | £880.00 | |
| | - Copy Licence | O | £25.00 | | £25.00 | £25.00 | |
| | - Notification of Change | O | £50.00 | | £50.00 | £50.00 | |
| Family Entertainment Centres | - New Application | O | £1,900.00 | £1,957.00 | £1,957.00 | £1,900.00 | |
| | - Annual Fee | O | £700.00 | £721.00 | £721.00 | £700.00 | |
| | - Application to Vary | O | £935.00 | £963.05 | £963.00 | £935.00 | |
| | - Application to Transfer | O | £880.00 | £906.40 | £906.50 | £880.00 | |
| | - Application to Reinstatement | O | £880.00 | £906.40 | £906.50 | £880.00 | |
| | - Application for Prov. Statement | O | £1,900.00 | £1,957.00 | £1,957.00 | £1,900.00 | |
| | - Application (Prov. State Holders) | O | £880.00 | £906.40 | £906.50 | £880.00 | |
| | - Copy Licence | O | £25.00 | | £25.00 | £25.00 | |
| | - Notification of Change | O | £50.00 | | £50.00 | £50.00 | |

Environmental Health

| | V A T | 2017/18 Charge £ : p | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|-------------------------------------|-------------|----------------------------|---|---|-------|
| OTHER LICENSING CONTINUED | | | | | |
| Adult Gaming Centre | | | | | |
| - New Application | O | £1,900.00 | £1,957.00 | £1,900.00 | |
| - Annual Fee | O | £935.00 | £963.05 | £935.00 | |
| - Application to Vary | O | £935.00 | £963.05 | £935.00 | |
| - Application to Transfer | O | £1,130.00 | £1,163.90 | £1,130.00 | |
| - Application to Reinstatement | O | £1,130.00 | £1,163.90 | £1,130.00 | |
| - Application for Prov. Statement | O | £1,900.00 | £1,957.00 | £1,900.00 | |
| - Application (Prov. State Holders) | O | £1,130.00 | £1,163.90 | £1,130.00 | |
| - Copy Licence | O | £25.00 | £25.00 | £25.00 | |
| - Notification of Change | O | £50.00 | £50.00 | £50.00 | |
| Bingo | | | | | |
| - New Application | O | £3,000.00 | £3,090.00 | £3,000.00 | |
| - Annual Fee | O | £935.00 | £963.05 | £935.00 | |
| - Application to Vary | O | £1,630.00 | £1,678.90 | £1,630.00 | |
| - Application to Transfer | O | £1,130.00 | £1,163.90 | £1,130.00 | |
| - Application to Reinstatement | O | £1,130.00 | £1,163.90 | £1,130.00 | |
| - Application for Prov. Statement | O | £3,000.00 | £3,090.00 | £3,000.00 | |
| - Application (Prov. State Holders) | O | £1,130.00 | £1,163.90 | £1,130.00 | |
| - Copy Licence | O | £25.00 | £25.00 | £25.00 | |
| - Notification of Change | O | £50.00 | £50.00 | £50.00 | |
| Permits | | | | | |
| Family Entertainment Centres | | | | | |
| - Application Fee | O | £300.00 | £300.00 | £300.00 | |
| - Change of Name | O | £25.00 | £25.00 | £25.00 | |
| - Copy of Permit | O | £15.00 | £15.00 | £15.00 | |
| Prize Gaming | | | | | |
| - Application Fee | O | £300.00 | £300.00 | £300.00 | |
| - Annual Fee | O | £300.00 | £300.00 | £300.00 | |
| - Change of Name | O | £25.00 | £25.00 | £25.00 | |
| - Copy of Permit | O | £15.00 | £15.00 | £15.00 | |
| Small Lottery Society | | | | | |
| - Application Fee | O | £40.00 | £40.00 | £40.00 | |
| - Annual Fee | O | £20.00 | £20.00 | £20.00 | |
| - Change of Name | O | £25.00 | £25.00 | £25.00 | |
| - Copy of Permit | O | £15.00 | £15.00 | £15.00 | |

| Environmental Health | | | 2017/18 | | 2018/19 | 2018/19 | Notes |
|--|----------------------------------|----------|----------------|-----------|------------------|--------------------|--|
| | | V | Charge | | Projected | Recommended | |
| | | A | £ : p | | Charge | Charge | |
| | | T | | | £ : p | £ : p | |
| OTHER LICENSING CONTINUED | | | | | | | |
| Club Gaming | - Application Fee Permit | O | £200.00 | | £200.00 | £200.00 | |
| | - Application Fee Machine Permit | O | £200.00 | | £200.00 | £200.00 | The wording for the Club Gaming charges have been changed to be more specific by EH's request. Gaming and Machine Permits have been split as separate charges. |
| | - Annual Fee Permit | O | £50.00 | | £50.00 | £50.00 | |
| | - Annual Fee Machine Permit | O | | | | £50.00 | |
| | - Change of Name | O | £25.00 | | £25.00 | £25.00 | |
| | - Change of Name Machine Permit | O | | | | £25.00 | |
| | - Copy of Permit | O | £15.00 | | £15.00 | £15.00 | |
| | - Copy of Permit Machine | O | | | | £15.00 | |
| License Premises Gaming Machine Permit | - Application Fee (2 or less) | O | £50.00 | | £50.00 | £50.00 | |
| | - Application Fee (3 or more) | O | £150.00 | | £150.00 | £150.00 | |
| | - Annual Fee | O | £50.00 | | £50.00 | £50.00 | |
| | - Change of Name | O | £25.00 | | £25.00 | £25.00 | |
| | - Copy of Permit | O | £15.00 | | £15.00 | £15.00 | |
| | - Variation | O | £100.00 | | £100.00 | £100.00 | |
| | - Transfer | O | £25.00 | | £25.00 | £25.00 | |
| Licences and certificates of suitability | | | | | | | |
| Skin piercing premises | - Registration (one-off) | O | £235.00 | £242.05 | £242.00 | £242.00 | |
| Skin piercing each additional operative at same premises | - Registration (one-off) | O | £31.00 | £31.93 | £32.00 | £32.00 | |
| Scrap Metal Dealer | New/Renewal (3 years) | O | £420.00 | £432.60 | £432.50 | £432.50 | |
| Scrap Metal Dealer | Variation | O | £315.00 | £324.45 | £324.50 | £324.50 | |
| Scrap Metal Collector | New/Renewal (3 years) | O | £105.00 | £108.15 | £108.00 | £108.00 | |
| Scrap Metal Collector | Variation | O | £80.00 | £82.40 | £82.50 | £82.50 | |
| Sex Shop or sex cinema | | O | £1,900.00 | £1,957.00 | £1,957.00 | £1,950.00 | Charge rounded to the nearest multiple of 50. |
| Sexual Entertainment Venue | | O | £2,800.00 | £2,884.00 | £2,884.00 | £2,900.00 | Charge rounded to the nearest multiple of 50. |
| Street Trading Consents | - Non profit | O | Free | | Free | Free | |
| | - Commercial | O | £73.00 | £75.19 | £75.00 | £75.00 | |
| Animal Boarding | - New/Renewal | O | £130.00 | £133.90 | £134.00 | £134.00 | |
| Dangerous Wild Animals (and vet fees where appropriate) | - New/Renewal | O | £170.00 | £175.10 | £175.00 | £175.00 | |
| Dog Breeding (and vet fees where appropriate) | - New/Renewal | O | £130.00 | £133.90 | £134.00 | £134.00 | |
| Pet Shop | - New/Renewal | O | £130.00 | £133.90 | £134.00 | £134.00 | |
| Riding Establishment (and vet fees where appropriate) | - New/Renewal | O | £220.00 | £226.60 | £226.50 | £226.50 | |
| | - Variation | O | £180.00 | £185.40 | £185.50 | £185.50 | |
| Zoo (and vet fees where appropriate) | - New/Renewal | O | £220.00 | £226.60 | £226.50 | £226.50 | |
| Provision of non-statutory service advice or activity | | O | £36.00 | £37.08 | £37.00 | £37.00 | |
| Reissue of Licence (Copy or Name/Address Change). | | O | | | | £10.50 | New item on list. |

Environmental Health**OTHER LICENSING CONTINUED****Premises Licences (Alcohol)**

Premises Licences, under the Licensing Act 2003, are based on bands determined by the non-domestic rateable value of the property concerned.

The fees relating to applications for premises licences, club premises certificates and variations or conversions to existing licences are:

| | | V A T | 2017/18 Charge £ : p | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|---|------------------------------------|-------------|----------------------------|---|---|-------|
| Band | Non-domestic rateable value | | | | | |
| A | £0 - £4,300 | O | £100.00 | £100.00 | £100.00 | |
| B | £4,301 - £33,000 | O | £190.00 | £190.00 | £190.00 | |
| C | £33,001 - £87,000 | O | £315.00 | £315.00 | £315.00 | |
| D | £87,001 - £125,000 | O | £450.00 | £450.00 | £450.00 | |
| E | £125,001 and over | O | £635.00 | £635.00 | £635.00 | |
| Annual charges relating to the above are: | | | | | | |
| Band | Non-domestic rateable value | | | | | |
| A | £0 - £4,300 | O | £70.00 | £70.00 | £70.00 | |
| B | £4,301 - £33,000 | O | £180.00 | £180.00 | £180.00 | |
| C | £33,001 - £87,000 | O | £295.00 | £295.00 | £295.00 | |
| D | £87,001 - £125,000 | O | £320.00 | £320.00 | £320.00 | |
| E | £125,001 and over | O | £350.00 | £350.00 | £350.00 | |
| Personal Licence | - Initial Fee | O | £37.00 | £37.00 | £37.00 | |

Environmental Health

| | V A T | 2017/18 Charge £ : p | | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes | |
|---|-------------|----------------------------|---------|---|---|---------|---------|
| OTHER LICENSING CONTINUED | | | | | | | |
| Additional Fees and Charges | | | | | | | |
| Application for copy of licence or summary on theft, loss etc. of premises licence or summary | O | £10.50 | £10.82 | £11.00 | £10.50 | | |
| Notification of change of name or address (holder of premises licence) | O | £23.00 | £23.69 | £23.50 | £23.00 | | |
| Application to vary to specify individual as premises supervisor | O | £23.00 | £23.69 | £23.50 | £23.00 | | |
| Application to transfer premises licence | O | £23.00 | £23.69 | £23.50 | £23.00 | | |
| Interim authority notice | O | £315.00 | £324.45 | £324.50 | £315.00 | | |
| Application for making of a provisional statement | O | £10.50 | £10.82 | £11.00 | £10.50 | | |
| Application for copy of certificate or summary on theft, loss etc. of certificate or summary | O | £10.50 | £10.82 | £11.00 | £10.50 | | |
| Notification of change of name or alteration of club rules | O | £10.50 | £10.82 | £11.00 | £10.50 | | |
| Change of relevant registered address of club | O | £21.00 | £21.63 | £21.50 | £21.00 | | |
| Temporary event notices | O | £10.50 | £10.82 | £11.00 | £10.50 | | |
| Application for copy of notice on theft, loss etc. of temporary notice | O | £10.50 | £10.82 | £11.00 | £10.50 | | |
| Application for copy of notice on theft, loss etc. of personal licence | O | £10.50 | £10.82 | £11.00 | £10.50 | | |
| Notification of change of name or address (personal licence) | O | £21.00 | £21.63 | £21.50 | £21.00 | | |
| Notice of interest in any premises | O | £89.00 | £91.67 | £91.50 | £89.00 | | |
| Application for a minor variation to a premises licence or club premises licence | | | | | | | |
| Mobile Home Act 2013 (MHA 2013) | | | | | | | |
| New Park Home Licence | | Units - 1-5 | O | £215.00 | £221.45 | £221.50 | £210.00 |
| New Park Home Licence | | Units - 6-24 | O | £230.00 | £236.90 | £237.00 | £225.00 |
| New Park Home Licence | | Units - 25-29 | O | £245.00 | £252.35 | £252.50 | £240.00 |
| New Park Home Licence | | Units - 100 plus | O | £275.00 | £283.25 | £283.50 | £270.00 |
| Annual Licence Fee | | 1-3 | O | £0.00 | £0.00 | £0.00 | £0.00 |
| Annual Licence Fee | | 4-5 | O | £122.00 | £125.66 | £125.50 | £120.00 |
| Annual Licence Fee | | 6-24 | O | £185.00 | £190.55 | £190.50 | £180.00 |
| Annual Licence Fee | | 25-29 | O | £245.00 | £252.35 | £252.50 | £240.00 |
| Annual Licence Fee | | 100 plus | O | £275.00 | £283.25 | £283.50 | £270.00 |
| Licence Transfer | | n/a | O | £100.00 | £103.00 | £103.00 | £97.50 |
| Licence Variation | | n/a | O | £100.00 | £103.00 | £103.00 | £97.50 |
| Deposit of Site Rules | | n/a | O | £46.00 | £47.38 | £47.50 | £45.00 |

Legal & Democratic Service Area

| | V A T | 2017/18 Charge £ : p | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|---|-------------|------------------------------|---|---|-------|
| LEGAL SERVICES | | | | | |
| Legal Work (exclusive of VAT charged) | | | | | |
| Mortgage Redemption | | | | | |
| Preparation of a new lease | | | | | |
| Sale of land | | | | | |
| Preparation of License | T | At Solicitors Hourly Rate | At Solicitors Hourly Rate | At Solicitors Hourly Rate. | |
| Private Mortgage | | | | | |
| Quest re: second Mortgage | | | | | |
| Agreement - section 18 Public Health Act 1936 | | | | | |
| Legal Work in connection with release of covenant | | | | | |

Planning Service Area

| | V A T | 2017/18 Charge £ : p | 3.00% Increase | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|--|-------------|----------------------------|-------------------|---|---|-------|
| LAND CHARGES | | | | | | |
| LLC1 | | | | | | |
| Official Search of - One Part | T | £0.00 | £0.00 | £0.00 | £0.00 | |
| Official Search of - Whole | | | | | | |
| - Paper Search | E | £28.00 | £28.84 | £28.00 | £28.00 | |
| - Electronic Search | E | £24.00 | £24.72 | £24.50 | £24.00 | |
| - Additional Parcel | E | £2.00 | £2.06 | £2.00 | £2.00 | |
| CON 29 Enquiries | | | | | | |
| One Parcel | | | | | | |
| - Paper Search | T | £92.00 | £94.76 | £95.00 | £92.00 | |
| - Electronic Search | T | £79.00 | £81.37 | £81.50 | £79.00 | |
| - Additional Parcel | T | £17.50 | £18.03 | £18.00 | £17.50 | |
| Optional Enquiries | | | | | | |
| Printed | T | £18.00 | £18.54 | £18.50 | £18.00 | |
| Additional | E | £20.00 | £20.60 | £20.50 | £20.00 | |
| Other Fees relating to Local Land Charges | | | | | | |
| Registration of a charge in Part 11 of the Register (Light Obstruction Notice) | E | £74.00 | £76.22 | £76.00 | £74.00 | |
| Filing a judgement order or application for variation or cancellation of any entry in Part 11 of the Register (Light Obstruction Notice) | E | £7.00 | £7.21 | £7.00 | £7.00 | |
| Filing a definitive certificate of the Lands Tribunal under rule 10 (3) of the Local Land Charges Rules 1977 | E | £3.00 | £3.09 | £3.00 | £3.00 | |
| Inspection of documents filed under Rule 10 in respect of each parcel of land | E | £3.00 | £3.09 | £3.00 | £3.00 | |
| Office copy of any entry in the Register (not including a copy or extract of any plan or document filed pursuant to 1977 Rules) | E | £0.00 | £0.00 | £0.00 | £0.00 | |

Planning Service Area

**V 2017/18
A Charge
T £ : p**

**2018/19
Projected
Charge
£ : p**

**2018/19
Recommended
Charge
£ : p**

Notes

PLANNING

Pre-Application Service

Major Applications

These fees will be charged upon the submission of proposals for pre-application advice.
For advice on the service provided see separate note.

Outline Applications

| | | | | | | |
|-------------------------|--|---|-----------|-----------|-----------|--|
| Site area up to 2.5 ha. | Per 0.1 ha. | T | £120.00 | £120.00 | £120.00 | |
| Site area over 2.5 ha. | (Plus £36 per additional 0.1 ha.) (Maximum £36,000) | T | £3,000.00 | £3,000.00 | £3,000.00 | |

Erection of Dwellings (Full or Reserved Matters)

(including change of use to dwellings)

| | | | | | | |
|--------------------|---|---|-----------|-----------|-----------|---|
| 10 to 50 dwellings | Per dwelling | T | £120.00 | £120.00 | £120.00 | Defenition change - "Up to 50" has become "10 to 50". |
| Over 50 dwellings | (Plus £36 per additional dwelling) (Maximum £72,000) | T | £6,000.00 | £6,000.00 | £6,000.00 | |

Erection of Buildings (Non-residential)

| | | | | | | |
|---------------------------------|---|---|-----------|-----------|-----------|--|
| Floor space 1,000 - 3,750 sq.m. | Per 75 sq.m. | T | £120.00 | £120.00 | £120.00 | Changed to 1000-3750 sq.m. from 40 - 3750. |
| Floor space over 3,750 sq..m. | (Plus £36 per additional 75 sq.m.) (Maximum £36,000) | T | £6,000.00 | £6,000.00 | £6,000.00 | |

Erection of Agricultural Buildings

| | | | | | | |
|---------------------------------|---|---|-----------|-----------|-----------|--|
| Floor space 1,000 - 4,215 sq.m. | For 1st 1000 sq.m. | T | £120.00 | £120.00 | £120.00 | Changed from 465 - 4215 sq.m. to 1000 - 4215 sq.m. |
| Floor space over 4,215 sq.m. | (Plus £120 per additional 75 sq.m. after 1000 sq.m.) (Plus £36 per additional 75 sq.m.) (Maximum £72,000) | T | £6,000.00 | £6,000.00 | £6,000.00 | |

Erection of Glasshouses

| | | | | | | |
|-----------------------------|--|---|--------|--------|---------|---|
| Floor space over 1000 sq.m. | | T | £60.00 | £60.00 | £600.00 | Price corrected to £600 which was 17/18 charge. |
|-----------------------------|--|---|--------|--------|---------|---|

Planning Service Area

| | | V A T | 2017/18 Charge £ : p | | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|---|--|----------------------|-------------------------------------|---------|---|---|--|
| <u>Erection, Alteration or Replacement of Plant or Machinery</u> | | | | | | | |
| Site area up to 5 ha. | Per 1 ha. | T | £120.00 | | £120.00 | £1,200.00 | Price corrected to £1,200 which was 17/18 charge. |
| Site area over 5 ha. | Plus £36 per additional 0.1 ha. (Maximum £72,000) | T | £6,000.00 | | £6,000.00 | £6,000.00 | |
| <u>Engineering or Other Operations</u> | Over 1 ha. | T | | | | £600.00 | Changed from per 0.1 ha. To over 1 ha. |
| <u>Car Parks and Service Roads for existing uses</u> | | T | £60.00 | | £60.00 | £60.00 | |
| <u>Change of Use of Land or Building to Dwellings</u> | | | | | | | |
| 10 to 50 | (Plus £120 per new dwelling) | T | £120.00 | | £120.00 | £1,200.00 | Changed from up to 50 to 10 to 50. |
| Over 50 | (Plus £36 per dwelling) (Maximum £72,000) | T | | | | £6,000.00 | |
| <u>Other Changes of Use</u> | | T | £120.00 | | £120.00 | £120.00 | |
| ** | | | | | | | |
| <u>Bronze</u> | | | | | | | |
| Householder - up to 50 sq. metres | | O | £114.00 | £117.42 | £117.50 | £95.00 | |
| 1-9 dwellings - up to 999 sq. metres | | O | n/a | n/a | n/a | £295.00 | |
| Commercial floorspace 51 - 499 sq.m. and telecommutation masts | | O | | | | £195.00 | |
| Other (listed building, tree advice, advert, agricultural, telecoms) | | | | | | Free | |
| <u>Silver</u> | | | | | | | |
| Householder - up to 50 sq. metres | | O | £234.00 | £241.02 | £241.00 | £195.00 | |
| 1-9 dwellings - up to 999 sq. metres | | O | n/a | n/a | n/a | £595.00 | |
| Commercial floorspace 51 - 499 sq.m. and telecommutation masts | | O | | | | £395.00 | |
| Other (listed building, tree advice, advert, agricultural, telecoms) | | O | £234.00 | £241.02 | £241.00 | Free | |
| | | | | | | | Please note - Gold and Platinum have been removed. |

Planning Service Area

| | | V A T | 2017/18 Charge £ : p | | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|------------------------------|---|----------------------|-------------------------------------|--------|---|---|--|
| <u>Extras:</u> | | | | | | | |
| Additional Plans | | T | £114.00 | | £114.00 | £95.00 | Price lowered and now only one set fee for any number/amount of additional plans. |
| Additional Meeting | | T | £114.00 | | £114.00 | £95.00 | Price lowered and now only one set fee for any number/amount of additional meetings. |
| Discharging of conditions | - Non householder permission | T | Statutory | | Statutory | Statutory | |
| | - Householder permission | T | Statutory | | Statutory | Statutory | |
| Building Control Fees | Hourly rate included within calculated fee. | T | £66.00 | £67.98 | £68.00 | £60.00 | |

Planning Service Area

| | | V A T | 2017/18 Charge £ : p | | 2018/19 Projected Charge £ : p | 2018/19 Recommended Charge £ : p | Notes |
|--|---------------|-------------|----------------------------|--------|---|---|-------|
| PLANNING - MISCELLANEOUS | | | | | | | |
| High Hedges Complaint | | T | £445.00 | 458.35 | 458.50 | £445.00 | |
| Supply of Information on Permitted Use/History | | | | | | | |
| Administrative Staff - per hour | | T | £48.00 | 49.44 | 49.50 | £49.50 | |
| Professional Staff - per hour | | T | £94.00 | 96.82 | 97.00 | £97.00 | |
| Check compliance with Conditions (for Solicitors, Agents) | | | | | | | |
| Administrative Staff - per hour | | T | £48.00 | 49.44 | 49.50 | £49.50 | |
| Professional Staff - per hour | | T | £94.00 | 96.82 | 97.00 | £97.00 | |
| General Research | | | | | | | |
| Administrative Staff - per hour | | T | £48.00 | 49.44 | 49.50 | £49.50 | |
| Professional Staff - per hour | | T | £94.00 | 96.82 | 97.00 | £97.00 | |
| Naming of new street, consultation process and notifi | Single Street | T | £125.00 | 128.75 | 129.00 | £125.00 | |
| | 2-5 Streets | T | £250.00 | 257.5 | 257.50 | £250.00 | |
| | 5+ Streets | T | £500.00 | 515 | 515.00 | £500.00 | |
| Street numbering Schemes | 1-5 Plots | T | £80.00 | 82.4 | 82.50 | £80.00 | |
| | 6-10 Plots | T | £70.00 | 72.1 | 72.00 | £70.00 | |
| | 11-50 Plots | T | £60.00 | 61.8 | 62.00 | £60.00 | |
| | 50+ Plots | T | £50.00 | 51.5 | 51.50 | £50.00 | |
| Change of property name | | T | £27.00 | 27.81 | 28.00 | £25.00 | |

Treasury Management Half Yearly Report 2018/19

| | |
|-----------------------------|--|
| Summary: | This report sets out the Treasury Management activities actually undertaken during the first half of the 2018/19 Financial Year compared with the Treasury Management Strategy for the year. |
| Options Considered: | This report must be prepared to ensure the Council complies with the CIPFA Treasury Management and Prudential Codes. |
| Conclusions: | Treasury activities for the half year have been carried out in accordance with the CIPFA Code and the Council's Treasury Strategy. |
| Recommendations: | That the Council be asked to RESOLVE that The Treasury Management Half Yearly Report 2018/19 is approved. That the Council be asked to APPROVE changes to the Counterparty Limits. |
| Reasons for Recommendation: | Approval by Council demonstrates compliance with the Codes. |

| | |
|--|-----------------------|
| Cabinet Member(s) | Ward(s) affected: All |
| Contact Officer, telephone number and email: Lucy Hume, 01263 516246, lucy.hume@north-norfolk.gov.uk | |

Introduction

The Authority has adopted the Chartered Institute of Public Finance and Accountancy's *Treasury Management in the Public Services: Code of Practice* (the CIPFA Code) which requires the Authority to approve treasury management semi-annual and annual reports.

The Authority's treasury management strategy for 2018/19 was approved at a meeting on 21st February 2018. The Authority has invested substantial sums of money and is therefore exposed to financial risks including the loss of invested funds and the revenue effect of changing interest rates. The successful identification, monitoring and control of risk is therefore central to the Authority's treasury management strategy.

Following consultation in 2017, CIPFA published new versions of the Prudential Code for Capital Finance in Local Authorities (Prudential Code) and the Treasury Management Code of Practice but has yet to publish the local authority specific Guidance Notes to the latter. In England MHCLG published its revised Investment Guidance which came into effect from April 2018.

The updated Prudential Code includes a new requirement for local authorities to provide a Capital Strategy, which is to be a summary document approved by full Council covering capital expenditure and financing, treasury management and non-treasury investments. The Authority's Capital Strategy, complying with CIPFA's requirement, was approved by full Council on 21st February 2018.

External Context

Economic background: UK Consumer Price Inflation (CPI) for August rose to 2.7% year on year, above the consensus forecast and that of the Bank of England's in its August *Inflation Report*. The most recent labour market data for July 2018 showed the unemployment rate at 4%, its lowest since 1975.

Year on year GDP growth remains below trend. The Bank of England made no change to monetary policy at its meetings in May and June, however hawkish minutes and a 6-3 vote to maintain rates was followed by a unanimous decision for a rate rise of 0.25% in August, taking Bank Rate to 0.75%.

The escalating trade war between the US and China, as tariffs announced by the Trump administration appeared to become an entrenched dispute, was damaging not just to China but also other Asian economies in the supply chain. The fallout, combined with tighter monetary policy, risks contributing to a slowdown in global economic activity and growth in 2019.

The EU Withdrawal Bill, which repeals the European Communities Act 1972 that took the UK into the EU and enables EU law to be transferred into UK law, narrowly made it through Parliament. With just six months to go when Article 50 expires on 29th March 2019, neither the Withdrawal Agreement between the UK and the EU, which will be legally binding on separation issues and the financial settlement, nor its annex which will outline the shape of their future relationship, have been finalised, extending the period of economic uncertainty.

Financial markets: Gilt yields displayed marked volatility during the period, particularly following Italy's political crisis in late May when government bond yields saw sharp moves similar to those at the height of the European financial crisis. Over the period, despite the volatility, the net change in gilt yields was small.

Credit background: The ringfencing of the big four UK banks - Barclays, Bank of Scotland/Lloyds, HSBC and RBS/Natwest Bank plc – is complete, the transfer of their business lines into retail (ringfenced) and investment banking (non-ringfenced) is progressing and will need to be completed by the end of 2018.

Our treasury advisor Arlingclose will provide credit ratings which are specific to wholesale deposits including certificates of deposit, rather than provide general issuer credit ratings. Non-preferred senior unsecured debt and senior bonds are at higher risk of bail-in than deposit products, either through contractual terms, national law, or resolution authorities' flexibility during bail-in. Arlingclose's creditworthiness advice will continue to include

unsecured bank deposits and certificates of deposit (CDs) but not senior unsecured bonds issued by commercial banks.

Local Context

On 31st March 2018, the Authority had net investments of £40.105m arising from its revenue and capital income and expenditure. The treasury management position at 30th September 2018 and the change during the period is show in Table 1 below.

Table 1: Treasury Management Summary

| | 31.3.18 Balance £m | Movement £m | 30.9.18 Balance £m |
|--------------------------|-----------------------------------|------------------------|-----------------------------------|
| Long-term borrowing | 0 | 0 | 0 |
| Short-term borrowing | 0 | 0 | 0 |
| Total borrowing | 0 | 0 | 0 |
| Long-term investments | 30.500 | 1.250 | 29.250 |
| Short-term investments | 3.460 | 7.395 | 10.855 |
| Total investments | 33.960 | 8.645 | 40.105 |
| Net investments | 33.960 | 8.645 | 40.105 |

Borrowing Strategy during the period

At 30th September 2018 the Authority held no loans, (same position as at 31st March 2018), as part of its strategy for funding previous and current years' capital programmes. Some external borrowing is assumed in the current estimates of future year's capital funding, but has not yet been taken out.

The Authority's chief objective when borrowing will be to strike an appropriately low risk balance between securing low interest costs and achieving cost certainty over the period for which funds are required, with flexibility to renegotiate loans should the Authority's long-term plans change being a secondary objective.

With short-term interest rates remaining much lower than long-term rates, the Authority considers it to be more cost effective in the near term to use internal resources or borrowed rolling temporary / short-term loans instead of longer term debt.

Other Debt Activity

Although not classed as borrowing, the Authority can raise capital finance via Private

Finance Initiatives and finance leases, etc. The Authority has not done this in the period to 30th September 2018.

Treasury Investment Activity

The Authority holds significant invested funds, representing income received in advance of expenditure plus balances and reserves held. During the six-month period, the Authority's investment balance ranged between £37.3m and £44.8m due to timing differences between income and expenditure. The investment position is shown in table 2 below.

Table 2: Treasury Investment Position

| | 31.3.18 Balance £m | Net Movement £m | 30.9.18 Balance £m | 30.9.18 Rate of Return % |
|--|-----------------------------------|--------------------------------|-----------------------------------|---|
| Banks & building societies (unsecured) | 0.000 | 0.000 | 0.000 | n/a |
| Covered bonds (secured) | 4.500 | (2.250) | 2.250 | 0.96 |
| Government (incl. local authorities) | 0.000 | 5.000 | 5.000 | 0.75 |
| Corporate bonds and loans | 0.000 | 0.000 | 0.000 | n/a |
| Money Market Funds | 3.460 | 2.395 | 5.855 | 0.66 |
| <i>Cash plus funds</i> | 6.000 | 0.000 | 6.000 | 0.96 |
| <i>Strategic bond funds</i> | 5.000 | 0.000 | 5.000 | 3.30 |
| <i>Equity income funds</i> | 6.000 | 0.000 | 6.000 | 5.23 |
| <i>Property funds</i> | 5.000 | 0.000 | 5.000 | 5.84 |
| <i>Multi asset income funds</i> | 4.000 | 1.000 | 5.000 | 4.09 |
| Total investments | 33.960 | 6.145 | 40.105 | 2.82 |

**Weighted average maturity will apply to the first five categories above and to cash plus and bond funds.*

Both the CIPFA Code and government guidance require the Authority to invest its funds prudently, and to have regard to the security and liquidity of its treasury investments before seeking the optimum rate of return, or yield. The Authority's objective when investing money is to strike an appropriate balance between risk and return, minimising the risk of incurring losses from defaults and the risk of receiving unsuitably low investment income.

In furtherance of these objectives, and given the increasing risk and falling returns from short-term unsecured bank investments, the Authority has diversified into more secure and/or higher yielding asset classes. £1m that is available for longer-term investment was moved from liquidity money market funds into pooled funds. As a result, investment risk was diversified while the average rate of return has increased. The Authority's Treasury advisors, Arlingclose, compile quarterly investment benchmarking across their client base. Table 3 shows extracts from this, focussing on measures of risk (credit rating and bail-in exposure) and return (Rate of return).

Table 3: Investment Benchmarking – Treasury investments managed in-house

| | Credit Score | Credit Rating | Bail-in Exposure | Weighted Average Maturity (days) | Rate of Return % |
|--------------------|---------------------|----------------------|-------------------------|---|-------------------------|
| 31.03.2018 | 2.52 | AA | 43% | 159 | 0.86% |
| 30.09.2018 | 3.44 | AA | 45% | 76 | 0.75% |
| Similar LAs | 4.28 | AA- | 56% | 88 | 0.78% |
| All LAs | 4.38 | AA- | 60% | 37 | 0.76% |

*Weighted average maturity

The Authority's £27m of externally managed pooled funds generated an £0.4m income return which is used to support services in year, and £1.6m of capital growth. Because these funds have no defined maturity date, but are available for withdrawal after a notice period, their performance and continued suitability in meeting the Authority's investment objectives is regularly reviewed. In light of their performance and the Authority's latest cash flow forecasts, investment in these funds has been increased in the half year.

MHCLG consulted on statutory overrides relating to the IFRS 9 Financial Instruments accounting standard from 2018/19. The consultation recognised that the requirement in IFRS 9 for certain investments to be accounted for as fair value through profit and loss may introduce "more income statement volatility" which may impact on budget calculations. The consultation proposed a time-limited statutory override and sought views whether it should be applied only to pooled property funds. The Authority responded to the consultation which closed on 28th September, with the view that the principle for requiring the override was not limited to pooled property funds (but was equally applicable to other types of fund), and that it should not be time limited. Very recently MHCLG have confirmed the override will be in place for 5 years starting from 1st April 2018 which is welcome news.

Non-Treasury Investments

The definition of investments in CIPFA's revised Treasury Management Code now covers all the financial assets of the Authority as well as other non-financial assets which the Authority holds primarily for financial return. This is replicated in MHCLG's Investment Guidance, in which the definition of investments is further broadened to also include all such assets held partially for financial return.

The Authority also holds £4.375m of such investments in

- directly owned property £0.875m
- loans to housing associations £3.5m

These investments are expected to generate £0.100m of investment income for the Authority in the year after taking account of direct costs, representing a rate of return of 2.3%. This compares favourably against Treasury investment rates, particularly against shorter term deposits. These investments represent a different risk to the Authority, as property investments do not carry the same interest rate or credit risk, but there is the risk

of loss of income through voids and other market factors. They also require more staff time to manage than externalised pooled investments.

The Authority does not currently rely on these funds from Non-Treasury investments to balance the budget, but in a climate of reduced Government funding, is likely to do so more in the future. To guard against the risk of reducing levels of income from these investments, they are proactively managed by experienced and qualified individuals within the Authority, with external advice as required.

Treasury Performance

The Authority measures the financial performance of its treasury management activities both in terms of its impact on the revenue budget and its relationship to budget interest rates, as shown in table 4 below.

Table 4: Performance

| | Actual £m | YTD Budget £m | Over/ (under) | Actual % | Budget % | Over/ under |
|---|----------------------|------------------------------|--------------------------|---------------------|---------------------|------------------------|
| Term Deposits (MMFs and Local Government) | 0.031 | 0.008 | 0.023 | 0.50 | 0.50 | - |
| Covered Bonds | 0.012 | 0.009 | 0.003 | 0.96 | 0.75 | Over |
| Pooled Funds | 0.427 | 0.491 | (0.064) | 3.24 | 3.66 | Under |
| Total treasury investments | 0.470 | 0.508 | (0.038) | 1.14 | 3.23 | Under |

Compliance

The Chief Finance Officer reports that all treasury management activities undertaken during the first 6 months of the 2018/19 financial year complied fully with the CIPFA Code of Practice and the Authority's approved Treasury Management Strategy. Compliance with specific investment limits is demonstrated in table 5 below.

Compliance with the authorised limit and operational boundary for external debt is demonstrated in table 6 below.

Table 5: Debt Limits

| | H1 Maximum | 30.9.18 Actual | 2018/19 Operational Boundary | 2018/19 Authorised Limit | Complied? Yes/No |
|--|-----------------------|---------------------------|---|---|-----------------------------|
| | | | | | |

| | | | | | |
|-------------------|------------|------------|-----------------|-----------------|-----|
| Total debt | Nil | Nil | £15.030m | £23.400m | Yes |
|-------------------|------------|------------|-----------------|-----------------|-----|

Since the operational boundary is a management tool for in-year monitoring it is not significant if the operational boundary is breached on occasions due to variations in cash flow, and this is not counted as a compliance failure.

Table 6: Investment Limits

| | Half-year Maximum | 30.9.18 Actual | 2018/19 Limit | Complied? Yes/No |
|--|--------------------------|--------------------------|----------------------|-------------------------|
| Any single organisation, except the UK Government | Nil | Nil | £3m each | Yes |
| Any group of organisations under the same ownership | Nil | Nil | £3m per group | Yes |
| Any group of pooled funds under the same management | Max is £7m with CCLA | Max is £7m with CCLA | £10m per manager | Yes |
| Negotiable instruments held in a broker's nominee account | £2.25m (King and Shaxon) | £2.25m (King and Shaxon) | £10m per broker | Yes |
| Limit per non-UK country | Nil | Nil | £5m per country | Yes |
| Registered providers | Nil | Nil | £7.5m in total | Yes |
| Unsecured investments with building societies | Nil | Nil | £3m in total | Yes |
| Loans to unrated corporates | Nil | Nil | £3m in total | Yes |
| Money Market Funds | £19.320m | £5.855m | £20m in total | Yes |
| Long term non-specified investments | £27m | £27m | £31m | Yes |
| Total investments without credit ratings or rated below A-(except UK Government and local authorities) | £21m | £21m | £25m | Yes |
| Total investments (except pooled funds) with institutions domiciled in foreign countries rated below AA+ | Nil | Nil | £2m | Yes |
| Total Non-specified investments | £27m | £27m | £33m | Yes |

Treasury Management Indicators

The Authority measures and manages its exposures to treasury management risks using the following indicators.

Security: The Authority has adopted a voluntary measure of its exposure to credit risk by monitoring the value-weighted average credit score of its investment portfolio. This is calculated by applying a score to each investment (AAA=1, AA+=2, etc.) and taking the arithmetic average, weighted by the size of each investment. Unrated investments are assigned a score based on their perceived risk.

| | 30.9.18 Actual | 2018/19 Target | Complied? |
|--------------------------------|---------------------------|---------------------------|------------------|
| Portfolio average credit score | 3.44 | 6.0 | Yes |

Liquidity: The Authority has adopted a voluntary measure of its exposure to liquidity risk by monitoring the amount of cash available to meet unexpected payments within a rolling three-month period, without additional borrowing

| | 30.9.18 Actual | 2018/19 Target | Complied? |
|--------------------------------------|---------------------------|---------------------------|------------------|
| Total cash available within 3 months | £10.855m | £3m | Yes |

Interest Rate Exposures: This indicator is set to control the Authority's exposure to interest rate risk. The upper limits on fixed and variable rate interest rate exposures, expressed as the proportion of net principal borrowed was:

| | 30.9.18 Actual | 2018/19 Limit | Complied? |
|--|---------------------------|--------------------------|------------------|
| Upper limit on fixed interest rate exposure | (100%) | (100%) | Yes |
| Upper limit on variable interest rate exposure | (100%) | (100%) | Yes |

Fixed rate investments and borrowings are those where the rate of interest is fixed for at least 12 months, measured from the start of the financial year or the transaction date if later. All other instruments are classed as variable rate.

Maturity Structure of Borrowing: This indicator is set to control the Authority's exposure to refinancing risk. The upper and lower limits on the maturity structure of all borrowing were:

| | 30.9.18 Actual | Upper Limit | Lower Limit | Complied? |
|--------------------------------|---------------------------|------------------------|------------------------|------------------|
| Under 12 months | 0 | 100% | 0% | Yes |
| 12 months and within 24 months | 0 | 100% | 0% | Yes |
| 24 months and within 5 years | 0 | 100% | 0% | Yes |
| 5 years and within 10 years | 0 | 100% | 0% | Yes |
| 10 years and above | 0 | 100% | 0% | Yes |

Principal Sums Invested for Periods Longer than 365 days: The purpose of this indicator is to control the Authority's exposure to the risk of incurring losses by seeking early repayment of its investments. The limits on the long-term principal sum invested to final maturities beyond the period end were:

| | 2018/19 | 2019/20 | 2019/21 |
|---|----------|---------|---------|
| Actual principal invested beyond year end | £29.250m | £27m | £27m |
| Limit on principal invested beyond year end | £35m | £35m | £35m |
| Complied? | Yes | Yes | Yes |

Outlook for the remainder of 2018/19

Having raised policy rates in August 2018 to 0.75%, the Bank of England's Monetary Policy Committee (MPC) has maintained expectations of a slow rise in interest rates over the forecast horizon.

The MPC has a definite bias towards tighter monetary policy but is reluctant to push interest rate expectations too strongly. While policymakers are wary of domestic inflationary pressures over the next two years, it is believed that the MPC members consider both that (a) ultra-low interest rates result in other economic problems, and that (b) higher Bank Rate will be a more effective weapon should downside Brexit risks crystallise and cuts are required.

The Authority expects the Bank Rate to rise twice in 2019. The risks are weighted to the downside. The UK economic environment is relatively soft, despite seemingly strong labour market data. GDP growth recovered somewhat in Q2 2018, but the annual growth rate of 1.2% remains well below the long term average

| | Sep-18 | Dec-18 | Mar-19 | Jun-19 | Sep-19 | Dec-19 | Mar-20 | Jun-20 | Sep-20 | Dec-20 | Mar-21 | Jun-21 | Sep-21 |
|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Official Bank Rate | | | | | | | | | | | | | |
| Upside risk | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.25 | 0.25 | 0.25 | 0.25 | 0.25 | 0.25 | 0.25 |
| Arlingclose Central Ca | 0.75 | 0.75 | 1.00 | 1.00 | 1.25 | 1.25 | 1.25 | 1.25 | 1.25 | 1.25 | 1.25 | 1.25 | 1.25 |
| Downside risk | 0.00 | 0.00 | 0.50 | 0.50 | 0.75 | 0.75 | 0.75 | 0.75 | 0.75 | 0.75 | 0.75 | 0.75 | 0.75 |

The view is that the UK economy still faces a challenging outlook as the minority government continues to negotiate the country's exit from the European Union. Central bank actions and geopolitical risks, such as prospective trade wars, have and will continue to produce significant volatility in financial markets, including bond markets.

DETERMINATION OF COUNCIL TAX DISCOUNTS 2019/20

Summary: This report sets out alternative options for the level of council tax discounts which Full Council will resolve shall apply to classes of dwelling for the financial year 2019/20.

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

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

Conclusions: The legislation provides local authorities with the power to make changes to the level of council tax discount in relation to classes of property. The Council has to approve its determinations for each financial year. The calculation of the tax base for 2019/20 will be made on the assumption that the determinations recommended below will apply.

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

Recommendation 1

- (a) The discounts for the year 2019/20 and beyond are set at the levels indicated in the table at paragraph 2.1.
- (b) The premium for long term empty properties (those that have been empty for a consecutive period longer than 24 months) is set at 100% of the Council Tax charge for that dwelling.
- (c) To award a local discount of 100% for eligible cases of care leavers under section 13A of the Local Government Finance Act 1992 (as amended) as set out in paragraph 2.2.

Recommendation 2

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

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

Reasons for
Recommendations:

To set appropriate council tax discounts which will apply in 2019/20 in accordance with the legal requirements and to raise additional council tax revenue.

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1. Introduction

- 1.1 Local Authorities are required to approve their Council Tax discount determinations each year. The legislation provides local authorities with powers to make changes to the level of council tax discount in relation to certain types of properties.
- 1.2 All billing authorities are able to reduce or end the nationally set 50% council tax discount for second homes. The exception to this rule is that billing authorities cannot change the discount for second homes of people who are liable for council tax on dwellings provided by an employer, i.e. tied accommodation, as established under

regulation 6 of the Council Tax (prescribed classes of dwellings) (England) Regulations 2003.

- 1.3 It is for the billing authority to determine whether changes on discounts apply to all or parts of its area. An area can be as small as one property (provided it can be defined geographically) and different discounts can apply in different parts of the area.
- 1.4 Properties that are classed as Long Term Empty (those that have not been occupied for a period of 24 months) can attract a premium on their Council Tax, which is currently 50% of the charge.
- 1.5 The Council also has powers under Section 13A of the Local Government Finance Act 1992 (as amended) to introduce discounts to particular taxpayers.
- 1.6 Since April 2013 North Norfolk District Council (as a billing authority) has had additional powers to vary the levels of council tax discount offered in the District. Reductions in the discounts offered will generate additional revenue for both the District Council and preceptors. The current position in respect of the council tax discounts offered by district councils in Norfolk for 2018-19 is shown in the table below.

2. Current Discounts and amendments for 2019/20

- 2.1 There are four classes of dwellings where the Council has discretion to vary the discount offered to council tax payers. The table below sets out the current discount levels as agreed by Full Council in December 2017. This represented an increase from 2017-18 levels, as the 5% discount for Class B properties was removed and the 50% discount awarded to Class A properties was reduced to 10%. This generated extra income for the Council, along with Norfolk County Council and Norfolk Police Authority. This is in line with the current strategy to reduce the forecast budget gap of £2.1m by March 2022. It is proposed that these levels continue from 1st April 2019.

| Class | Description | 2018/19 Discount | Proposed Discount from 1 st April 2019 |
|---------|--|------------------|---|
| Class A | Dwellings which are not the sole or main residence, are furnished, but their continuous occupation is restricted by planning regulations to less than 28 days a year. | 10% | 10% |
| Class B | All other dwellings which are not the sole or main residence, are furnished, and their continuous occupation is not restricted by planning regulations to less than 28 days a year. | No Discount | No Discount |
| Class C | All dwellings which are unoccupied and substantially unfurnished. | No Discount | No Discount |
| Class D | Dwellings that are unoccupied and unfurnished and: <ul style="list-style-type: none"> • require or are undergoing major repair to make them habitable • are undergoing structural alteration | No Discount | No Discount |

| | | | |
|--|--|--|--|
| | <ul style="list-style-type: none"> • have undergone major repair work to render them habitable, if less than six months have elapsed since the date on which the alteration was substantially completed and the dwelling has continuously remained unoccupied and unfurnished since that date | | |
|--|--|--|--|

2.2 Last financial year, when the discount for Class A properties was reduced to 10%, a number of complaints were received from owners of properties which were built before the 1947 Town and Country Planning Act which, despite being deemed incapable of year-round occupation, are not entitled to a Council Tax exemption for this period. They were concerned about the fairness of paying a 90% charge for a property they were not able to occupy all year. Members now have the opportunity to amend this discount for 2019/20. The options presented in recommendation 2 are to keep the discount at the current level (option B) or to increase the level of discount to 35% (option C). The amount of 35% has been arrived at by judging the average amount of time a property may not be occupied and adding 10%, which is the current level of discount. Increasing a discount will result in a loss of income to the Council, as shown in the table below.

| 2018/19 Band A charge: | Total Tax | Value of Discount 10% | Value of Discount 35% | Cost of Increased Discount | |
|------------------------|-----------------|-----------------------|-----------------------|----------------------------|----------------|
| NCC | 881.82 | 360,664 | 36,066 | 126,232 | 90,166 |
| NPA | 152.76 | 62,479 | 6,248 | 21,868 | 15,620 |
| NNDC | 95.88 | 39,215 | 3,922 | 13,725 | 9,803 |
| Av Parish | 21.03 | 8,601 | 860 | 3,010 | 2,150 |
| | <u>1,151.49</u> | <u>470,959</u> | <u>47,096</u> | <u>164,835</u> | <u>117,739</u> |

2.3 It has been proposed by Norfolk County Council to allow a 100% discount for certain care leavers from 2019/20. Each authority would need to agree to fund their portion of this discount, as Norfolk County Council are only intending to compensate authorities for approximately 75% of the cost. At the current time, it is estimated that there are fewer than ten eligible cases in North Norfolk, which would cost the Council less than £2,000 assuming only the Parish and District shares are to be met. The terms of the discount that have been agreed by Norfolk County Council Policy and Resources Committee are:

- The discount will apply to individuals for whom Norfolk County Council held corporate parenting responsibility at the point when the young person left care (a care leaver).
- The level of discount applied will be 100 per cent of residual council tax liability after taking account of any other available statutory discounts/exemptions to which the resident may be entitled (for example single person discount).

- The discount will apply only to those care leavers in single residence who have sole liability, or who are sharing with one or more other eligible care leaver(s) under the age of 25.
- Eligibility to the discount would cease on the care leaver's 25th birthday.
- The discount would be awarded against any future council tax liability from the date of implementation.
- The discount will not be means tested or responsive to the individual circumstances of the 'care leaver' if s/he is between the ages of 18 to 24.
- Where the care leaver resides, and is liable to pay council tax in Norfolk, the County Council will seek to work with the billing authorities to implement a full local council tax discount for Norfolk care leavers under S13A of the Local Government Finance Act 1992 (as amended). The cost of a S13A discount is borne by the billing authority (district council). The County Council would therefore compensate districts implementing such a discount for the county council element of the council tax (approximately 75%) and have engaged with the Norfolk Police and Crime Commissioner to contribute to the district in respect of their share of the precept. A process to confirm the actual cost of support provided by districts will need to be established for the County Council to make payment.
- Care leavers for whom the County Council does not have a corporate parenting responsibility (i.e. those from outside Norfolk but now residing in the county) would not be eligible for reimbursement to the district

3. Empty Homes Premium

- 3.1 Since 2013 the Council has charged the maximum premium of 50% (on top of the usual 100% charge) on long term empty properties ie those that have been empty continuously for 24 months or more.
- 3.2 Introduced in March 2018 and passed through the report stage of the House of Lords on 18 July 2018, the Council has been given additional legal powers to increase the levy premium level to a maximum from 50% to 100%, which would effectively mean a 200% charge on qualifying properties.
- 3.3 The levy premium cannot apply to homes that are empty due to the occupant living in armed forces accommodation for job-related purposes, or to annexes being used as part of a main property.
- 3.4 Currently, there are 130 properties that fall within the bracket within North Norfolk, so this isn't being viewed as a significant revenue generating exercise for the Council, rather a policy tool to encourage efficient use of available housing within the district.

4. Classes of Property

- 4.1 The Regulations differentiate between classes of property as follows:
- "Class A" - properties are those which are not an individual's sole or main residence, are furnished and have seasonal planning prohibition (i.e. preventing occupation for a continuous period of at least 28 days)

- “Class B” - properties are those which are not an individual’s sole or main residence, are furnished and have no restrictions with regard to occupation.
- 4.2 In effect Class A properties are second homes where occupancy is restricted for a period of at least 28 days a year where Class B properties have no restrictions on occupancy.
- 5. Formal Determinations**
- 5.1 The Council has to approve its determinations for each financial year. It should be noted that the schedule of Class “B” property exceptions shown in Appendix A and referred to in recommendation 2) above, is believed to include all dwellings potentially entitled to retain a discount for the year commencing 1 April 2019 for the reason stated. Under the wording of the 2003 regulations, changes cannot be made to the schedule once the determinations have been made. Should further properties be notified to the Council for possible inclusion in the list for exemptions, they may only be added when the determinations for 2020/21 are made for operation from 1 April 2020.
- 6. Financial Implications and Risks**
- 6.1 The calculation of the tax base for 2019/20 will be made alongside the budget, based on the level of discounts approved by Members. The taxbase dictates the expected income to the Council from Council Tax in the following year. Any increase in discounts will reduce the taxbase, and therefore also income.
- 7. Sustainability**
- 7.1 This report does not raise any issues relating to Sustainability
- 8. Equality and diversity**
- 8.1 This report does not raise any issues relating to Equality and Diversity
- 9. Section 17 Crime and Disorder considerations**
- 9.1 This report does not raise any issues relating to Crime and Disorder considerations

Appendix A

North Norfolk District Council
Reduction in Council Tax Discounts for Second Homes
Schedule of Class 'B' Property Exceptions for the year 2019/20

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

| Property Reference | Property Name/ Number | Property Address | Post Code |
|---------------------------|------------------------------|---|------------------|
| 710567 | Alfrada, 3 | Anne Standard Way, Bacton, Norwich, Norfolk | NR12 0HE |

**Coast Road, Bacton, Norwich,
Norfolk.**

| | | | |
|--------|-------------|---|----------|
| 710365 | 42 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710444 | Finnesterre | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0AA |
| 710833 | 45 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710834 | 2 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710835 | 3 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710836 | 4 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710837 | 5 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710838 | 6 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710839 | 7 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710842 | 10 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710843 | 11 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710844 | 12 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710845 | 13 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710846 | 14 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710847 | 15 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710848 | 16 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710849 | 17 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710850 | 18 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710851 | 19 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710852 | 20 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 772237 | 21 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710854 | 22 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710855 | 23 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 776071 | 24 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710857 | 25 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710858 | 26 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710859 | 27 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710860 | 28 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710861 | 29 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710862 | 30 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710863 | 31 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710864 | 32 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710865 | 33 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710866 | 34 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710867 | 35 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710868 | 36 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710869 | 37 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710870 | 38 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710871 | 39 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710872 | 40 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710873 | 41 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710874 | 43 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710876 | 46 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710877 | 47 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710878 | 47A | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710879 | 48 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710880 | 49 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710881 | 50 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710882 | 51 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710883 | 52 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710884 | 53 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710885 | 54 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710886 | 55 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |

| | | | |
|--------|----|---|----------|
| 710887 | 56 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710888 | 57 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710889 | 58 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710890 | 59 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710891 | 60 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710892 | 61 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710893 | 62 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710894 | 63 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710895 | 64 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710896 | 66 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710897 | 65 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710898 | 67 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710899 | 68 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710900 | 69 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710901 | 70 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710902 | 71 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710903 | 72 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710904 | 73 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710905 | 74 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710906 | 75 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710907 | 76 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710908 | 77 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710909 | 78 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710910 | 79 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710911 | 80 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710912 | 81 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710913 | 82 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710914 | 83 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710915 | 84 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710916 | 85 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710917 | 86 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710918 | 87 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |
| 710919 | 88 | Coast Road Chalet Park, Bacton, Norwich, Norfolk. | NR12 0EZ |

Mill Lane, Bacton, Norwich, Norfolk

| | | | |
|--------|-------------------|-------------------------------------|----------|
| 058339 | 1 The Warren | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HS |
| 059157 | 5 New Zealand Way | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HW |
| 059716 | 3 New Zealand Way | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HW |
| 061605 | Montana | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HN |
| 772331 | 2 New Zealand Way | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HW |
| 710479 | Resthaven | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HN |
| 710573 | Crest o Cliff | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HS |
| 762797 | 9 New Zealand Way | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HW |
| 762930 | 6 New Zealand Way | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HW |
| 763225 | 7 New Zealand Way | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HW |
| 763260 | 8 New Zealand Way | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HW |
| 763261 | 4 New Zealand Way | Mill Lane, Bacton, Norwich, Norfolk | NR12 0HW |

Seaview Estate, Bacton, Norwich, Norfolk

| | | | |
|--------|----|--|----------|
| 710641 | 12 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710642 | 20 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710643 | 29 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710646 | 11 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |

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| 710647 | 30 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710648 | Popycott, 1 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710654 | 7 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710655 | 8 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710656 | 9 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710657 | 10 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710659 | 15 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710660 | 16 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710661 | 17 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710662 | 18 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710663 | 19 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710664 | 21 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710665 | 22 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710666 | Brenholme | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710667 | 24 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710668 | 25 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710669 | 26 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710670 | 27 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710671 | 28 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710673 | 32 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710674 | 33 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 710676 | 35 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 760703 | 34 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |
| 763356 | 31 | Seaview Estate, Bacton, Norwich, Norfolk | NR12 0HH |

Watch House Lane, Bacton, Norwich, Norfolk

| | | | |
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| 710777 | Falaig M'Hara 2 | Watch House Lane, Bacton, Norwich, Norfolk | NR12 0HL |
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Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk.

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|--------|-----------------|--|----------|
| 715599 | Seagulls | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715604 | Sea Shack | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715605 | You & I | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715606 | Lucky Break | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715608 | Everne | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715609 | Ynot | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715610 | Barley Break | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715611 | Idle Hours | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715614 | Braemar | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715617 | Wylaway | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715618 | Lattice | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715621 | The Old Kit Bag | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715622 | Munden | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715624 | Sandilands | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715626 | Hill Side | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715627 | Fieldview | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715630 | Oasis | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 715634 | Fourwinds | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |
| 761175 | Lisfannon | Beach Road, Eccles-on-sea, Lessingham, Norwich, Norfolk. | NR12 0SL |

Bush Estate, Eccles-on-sea, Norwich, Norfolk.

| | | | |
|--------|--------------|--|----------|
| 012370 | Alouette | Abbotts Way, Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712376 | Tranquility | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712379 | Freaneezy | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712380 | Gaytime | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712382 | Kingfishers | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712385 | Pamela | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712392 | St Ives | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712397 | Tresco | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712403 | Bennebroek | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712404 | Reviellie | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 756512 | Amberwood | Abbotts Way, Bush Estate, Eccles-on-sea, Norwich, Norfolk. | NR12 0TA |
| 712438 | Aingarth | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712473 | Bali-Hai | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712476 | Dresden | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712481 | Sea Urchin | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712484 | Dingly Dell | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712493 | Endways | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712495 | Badgers Set | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712496 | Blue Bay | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712504 | The Saltings | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712506 | Redwing | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |
| 712498 | Cedar Wood | Bush Drive, Eccles-on-sea, Norwich, Norfolk. | NR12 0SF |

**Church Lane, Eccles-on-sea,
Norwich, Norfolk.**

| | | | |
|--------|-------------|---|----------|
| 712407 | Appleby | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712410 | Campanella | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712413 | Marinville | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712414 | Dunes edge | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712415 | Fairlight | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712417 | Majorica | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712421 | Sandsend | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712424 | Sea Whistle | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712425 | Sunnyside | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712426 | Sunray | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |
| 712429 | Campana | Church Lane, Eccles-on-sea, Norwich, Norfolk. | NR12 0SY |

**Crowden Road, Eccles-on-sea,
Norwich, Norfolk.**

| | | | |
|--------|-------------|--|----------|
| 712455 | Argus | Crowden Road, Eccles-on-sea, Norwich, Norfolk. | NR12 0SJ |
| 712462 | Sea Lowes | Crowden Road, Eccles-on-sea, Norwich, Norfolk. | NR12 0SJ |
| 712463 | Sparetyme | Crowden Road, Eccles-on-sea, Norwich, Norfolk. | NR12 0SJ |
| 712468 | White Lodge | Crowden Road, Eccles-on-sea, Norwich, Norfolk. | NR12 0SJ |
| 712470 | Cliff Royal | Crowden Road, Eccles-on-sea, Norwich, Norfolk. | NR12 0SJ |
| 712472 | Zermatt | Crowden Road, Eccles-on-sea, Norwich, Norfolk. | NR12 0SJ |
| 770505 | Bung-Ho | Crowden Road, Eccles-on-sea, Norwich, Norfolk. | NR12 0SJ |

Hedgehog Walk, Eccles-on-sea, Norwich, Norfolk.

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|--------|--------|---|----------|
| 712607 | Orkney | Hedgehog Walk, Eccles-on-sea, Norwich, Norfolk. | NR12 0SZ |
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**Beach Road, Happisburgh, Norwich,
Norfolk.**

061348 Forge Cottage Beach Road, Happisburgh, Norwich, Norfolk. NR12 0PP

**Bush Drive, Happisburgh, Norwich,
Norfolk.**

724196 Flamingo Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724197 Fourwinds Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724198 Greentiles Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724201 Holidays Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724202 Kirk-Cu-Brae Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724203 Leisure Hours Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724204 Linden Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724205 Puffin Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724206 Samphire Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724208 Sand Castle Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724212 Silver Sand Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724213 Slide Away Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724215 Surf Cottage Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
724219 Windhill Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN
752939 Bruins Rest Bush Drive, Happisburgh, Norwich, Norfolk. NR12 0QN

**Cart Gap Road, Happisburgh,
Norwich, Norfolk**

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

**Doggetts Lane, Happisburgh,
Norwich, Norfolk**

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

**Wroxham Way, Happisburgh,
Norwich, Norfolk**

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

**Hickling Broad, Hickling, Norwich,
Norfolk**

713184 The Bungalow Hickling Broad, Hickling, Norwich, Norfolk NR12 0YW

**Vale Road, High Kelling, Holt,
Norfolk**

| | | | |
|--------|-----------------------|--|----------|
| 060747 | Lynton Loft at Lynton | Vale Road, High Kelling, Holt, Norfolk | NR25 6RA |
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**Bureside Estate, Horning, Norwich,
Norfolk**

| | | | |
|--------|--------------------------|--|----------|
| 062453 | Bureville & Burevista, 9 | Bureside Estate, Horning, Norwich, Norfolk | NR12 8JP |
| 713987 | Plot 15 | Bureside Estate, Horning, Norwich, Norfolk | NR12 8JP |
| 714003 | Plot 1B | Bureside Estate, Horning, Norwich, Norfolk | NR12 8JP |

**Ferry View Estate, Horning, Norwich,
Norfolk**

| | | | |
|--------|----------------|--|----------|
| 061055 | Oakdale | Ferry View Estate, Horning, Norwich, Norfolk | NR12 8PT |
| 062364 | Cresta Cottage | Ferry View Estate, Horning, Norwich, Norfolk | NR12 8PT |
| 713848 | Waters Edge | Ferry View Estate, Horning, Norwich, Norfolk | NR12 8PT |

**Horning Reach, Horning, Norwich,
Norfolk**

| | | | |
|--------|--------------|--|----------|
| 714025 | Bonnington | Horning Reach, Horning, Norwich, Norfolk | NR12 8JR |
| 714033 | The Birches | Horning Reach, Horning, Norwich, Norfolk | NR12 8JR |
| 714037 | The Bungalow | Horning Reach, Horning, Norwich, Norfolk | NR12 8JR |

**Thurne Dyke, Horning, Norwich,
Norfolk.**

| | | | |
|--------|--------------|---|----------|
| 713919 | Churne | Thurne Dyke, Horning, Norwich, Norfolk. | NR12 8QA |
| 713920 | Bishops Mill | Thurne Dyke, Horning, Norwich, Norfolk. | NR12 8QA |
| 713922 | Thurne Mouth | Thurne Dyke, Horning, Norwich, Norfolk. | NR12 8QA |

**Brimbelow Road. Hoveton, Norwich,
Norfolk**

| | | | |
|--------|--------------|---|----------|
| 714750 | The Patch | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 052371 | Bure Banks | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 774664 | Willow Cabin | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 059725 | Rosemere | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 059714 | Bure Way | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 058865 | The Wherry | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 773269 | Sunrest | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 057285 | Summer Craft | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 014776 | Summer Haven | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 014745 | Summer Vista | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 014744 | Summer Vale | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 774241 | Summer Lodge | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 014742 | Summerville | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 014730 | Morlands | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |
| 014717 | Burecroft | Brimbelow Road. Hoveton, Norwich, Norfolk | NR12 8UJ |

**Riverbank, Ludham, Great Yarmouth,
Norfolk.**

| | | | |
|--------|---------------------|---|----------|
| 060955 | Woodbine Cottage | Horse Fen Road, Ludham, Great Yarmouth, Norfolk | NR29 5QG |
| 715988 | Tonga | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715989 | Swan Haven | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715990 | The Willows | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715991 | Toorak | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715992 | Royston Plot 1D | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715993 | Pot Pourri | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715994 | Sunflowers | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715996 | Summertime Plot 2A | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715997 | Fairway | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715998 | Plot 2C | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 715999 | Bluwaters | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 716000 | Repps Reach Plot 2E | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 716001 | Terra Nova | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 716002 | Cedar Lodge | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 716003 | Plot 4A | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 716004 | Rania | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 716005 | Plot 5B | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 716006 | Leaside | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 716008 | Touchwood Plot 5A | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 716385 | Toad Hall | Horsefen Road, Ludham, Great Yarmouth, Norfolk | NR29 5QG |
| 754931 | Joybelle 1G | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |
| 760276 | Mands | Riverbank, Ludham, Great Yarmouth, Norfolk. | NR29 5ND |

Paston Road, Mundesley, Norwich, Norfolk.

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|--------|---------------|---|----------|
| 060979 | 8 East Cliff | Paston Road, Mundesley, Norwich, Norfolk. | NR11 8AW |
| 733932 | 10 East Cliff | Paston Road, Mundesley, Norwich, Norfolk. | NR11 8AW |
| 733934 | 4 East Cliff | Paston Road, Mundesley, Norwich, Norfolk. | NR11 8AW |
| 733936 | 6 East Cliff | Paston Road, Mundesley, Norwich, Norfolk. | NR11 8AW |
| 733937 | 7 East Cliff | Paston Road, Mundesley, Norwich, Norfolk. | NR11 8AW |

River Bank, Potter Heigham, Great Yarmouth, Norfolk.

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| 017014 | Kalinda, 19 | North East Riverbank, Potter Heigham, Great Yarmouth | NR29 5ND |
| 017103 | Rands (56-56A) | North East Riverbank, Potter Heigham, Great Yarmouth | NR29 5NE |
| 057217 | Windy Ridge | North East Riverbank, Potter Heigham, Great Yarmouth | NR29 5ND |
| 057220 | Mildene | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 057388 | Patikipa | North East Riverbank, Potter Heigham, Great Yarmouth | NR29 5NE |
| 058228 | The Rosary | North West Riverbank, Potter Heigham, Great Yarmouth | NR29 5ND |
| 058378 | Willow Creek | North East Riverbank, Potter Heigham, Great Yarmouth | NR29 5NE |
| 058415 | Sunnyside | North East Riverbank, Potter Heigham, Great Yarmouth | NR29 5NE |
| 059675 | Haven | North West Riverbank, Potter Heigham, Great Yarmouth | NR29 5ND |
| 060391 | Four Es | North West Riverbank, Potter Heigham, Great Yarmouth | NR29 5ND |
| 061826 | Woodstock | North West Riverbank, Potter Heigham, Great Yarmouth | NR29 5ND |
| 717005 | Olken | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717007 | Bath Hurst | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717008 | Melrose, 85A | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717009 | Eveholme | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717013 | High's Mill | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717016 | Restawhile, Plot 4 | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717017 | Risedene | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717019 | Nine | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717020 | Rosemary Cottage | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |

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| 717021 | St Elmo | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717040 | Idleway | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717042 | Dutch Tutch | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717043 | Fishers Haven | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717044 | Wee Ben | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717045 | Dyde Down, 87 North East | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717046 | Eastcote | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717047 | Pachelbel, Plot 6 | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717048 | Little Quay | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717049 | River Rest, 8 North West | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717050 | Down River | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717051 | Crystal Haven | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717052 | Burton Garth | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717064 | The Sanctuary | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717065 | Rand View | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717067 | Paddock Wood | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717068 | Thurnholm, 32 | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 717069 | Plot 37 | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717071 | The Nook 57-58 | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717073 | Herongate | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717074 | Maissonette | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717075 | Willow Creek | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717076 | Broad View | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717077 | Tower View | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717078 | Bullrush | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717079 | Reedsmere | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717081 | Heron Cottage, 70 | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717082 | Herwinia | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717083 | The Fens | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717084 | Sunnyside | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717086 | Perfick | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717090 | Carousel | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717093 | Millway, 85C | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717095 | Jokers Wild | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717096 | Manderley | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717100 | Tencholme | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717101 | Four Winds | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717102 | Fresh Fields | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 717106 | Ambleside, 86B | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 755550 | Rivendell, Plot 79 | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 759012 | Haven | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 759643 | St Clair | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 759644 | River Holme | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 759645 | The Rosary | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 759646 | Marsh View | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 759786 | Primrose | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 759787 | Silver Ley | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 759806 | Ellesmere | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 759893 | Pastime | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 760184 | Le Chalet | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 760231 | Mill View | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 760269 | 23 Riverside | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 760448 | Octagon Lodge | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 761608 | River View, 27 | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 761764 | Thurne View, North West | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 762518 | Up River, North East | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |
| 762883 | Moon River Cottage | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 763336 | Calypso, 82 | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5NE |

| | | | |
|--------|--------------|--|----------|
| 764919 | Vespers | River Bank, Potter Heigham, Great Yarmouth, Norfolk. | NR29 5ND |
| 766222 | Deekside | North West Riverbank, Potter Heigham, Great Yarmouth | NR29 5ND |
| 715991 | Toorak 1B | North West Riverbank, Potter Heigham, Great Yarmouth | NR29 5ND |
| 717024 | The Nest, 89 | North East Riverbank, Potter Heigham, Great Yarmouth | NR29 5NE |
| 773123 | Ivydene, 30 | North West Riverbank, Potter Heigham, Great Yarmouth | NR29 5ND |

Clink Lane, Sea Palling, Norwich, Norfolk.

| | | | |
|--------|-------------|--|----------|
| 060037 | 2 Farmside | Clink Lane, Sea Palling, Norwich, Norfolk. | NR12 0UL |
| 717969 | Nutshell | Clink Lane, Sea Palling, Norwich, Norfolk. | NR12 0UL |
| 717970 | Seaway | Clink Lane, Sea Palling, Norwich, Norfolk. | NR12 0UL |
| 717975 | The Retreat | Clink Lane, Sea Palling, Norwich, Norfolk. | NR12 0UL |

The Marrams, Sea Palling, Norwich, Norfolk.

| | | | |
|--------|----------------|---|----------|
| 061870 | Meadow View | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718091 | Oriel | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718093 | Sea Home | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718094 | Linga Longa | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718097 | Sunnyside | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718098 | Santa Monica | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718100 | Kia Ora | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718101 | Sandy Lodge | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718103 | Tween Whyles | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718104 | Pot Luck | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718105 | Sea Breezes | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718106 | Timbers | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718107 | Vi La Vaer | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718108 | Splinters | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718109 | Peddlers Peace | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718110 | Tramore | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718111 | Stanfield | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718112 | Hillcroft | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718113 | Duneside | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718115 | Brambledene | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718116 | Jandola | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718117 | Tiny Tots | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718121 | Cliffside | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 758355 | Hazeldene | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 761287 | Venta | The Marrams, Sea Palling, Norwich, Norfolk. | NR12 0UN |

Sand Hills, Sea Palling, Norwich, Norfolk.

| | | | |
|--------|-----------------------------------|---|----------|
| 018035 | Primary Guest House at The School | Waxham Road, Sea Palling, Norwich, Norfolk. | NR12 0UP |
| 718062 | La Siesta | Waxham Road, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718063 | Grenut | Sand Hills, Sea Palling, Norwich, Norfolk. | NR12 0UN |
| 718065 | Little House | Sand Hills, Sea Palling, Norwich, Norfolk. | NR12 0UN |

Moor Road, Sutton, Norwich, Norfolk

| | | | |
|--------|-----------|-------------------------------------|----------|
| 720253 | Moorlands | Moor Road, Sutton, Norwich, Norfolk | NR12 9QN |
|--------|-----------|-------------------------------------|----------|

**Seaview Crescent, Walcott, Norwich,
Norfolk.**

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

Hill Gap, Waxham, Norwich, Norfolk.

| | | | |
|--------|------------|-------------------------------------|----------|
| 773282 | Bide a Wee | Hill Gap, Waxham, Norwich, Norfolk. | NR12 0DY |
|--------|------------|-------------------------------------|----------|

Agenda Item No ____ 12 ____

MANAGING PERFORMANCE QUARTER 2 2018/19

Summary: The purpose of this report is to give a second quarter progress report of the performance of the Council. More specifically it reports on the delivery of the Annual Action Plan 2018/19 and progress against targets. It gives an overview, identifies any issues that may affect delivery of the plan, the action being taken to address these issues and proposes any further action needed that requires Cabinet approval.

Options considered: Options considering action regarding performance are presented separately, issue by issue, to the appropriate Council Committee.

Conclusions:

1. The majority of the 38 actions are on track (34). Only two have identified some problems and one is delayed. One action has completed successfully. The actions reported on are from the Annual Action Plan 2018/19. Performance is being closely monitored, particularly for the activities where issues or problems have been identified.
2. Of the 31 monthly and quarterly performance indicators where a target has been set 26 are on, above or close to target and six below target.
3. The delivery of the Annual Action Plan is progressing according to plan. However, there are a few performance issues in achieving targets and improvement. The issues involved, and action being taken in each case, are detailed in the remainder of the document.

Recommendations:

1. **That Cabinet notes this report, welcomes the progress being made and endorses the actions being taken by management where there are areas of concern.**

Reasons for Recommendations: To ensure the objectives of the Council are achieved.

| |
|--|
| Contact Officer, telephone number and email: Nick Baker, 01263 516221, Nick.Baker@north-norfolk.gov.uk |
|--|

1. Introduction

The purpose of the 'Managing Performance Quarter 2 2018/19 report is to identify good practice and disseminate it, highlight any performance issues to help the Council identify areas for discussion and take action to secure improvement in the future where it is needed.

It is a key part of the Council's Performance Management Framework.

2. Content of the Report

The second quarter performance report shows progress against the Corporate Plan 2015-2019 priorities together with any other relevant achievements and issues.

The report presents;

An overview of performance in delivering all priorities which shows the number of Key Performance Targets being achieved and an overview of progress in delivering projects in the Annual Action Plan 2018/19.

Performance information for each objective is broken into three sections:

- Progress in achieving key performance indicator targets
- Progress in delivering projects
- Additional relevant information

Information for management indicators is now provided every month on the Intranet as well as being included in the quarterly report to Cabinet as an appendix. This will enable Members and management to receive this information faster and more frequently.

3. Conclusion

3.1 The majority of the 38 actions are on track (34). Only two have identified some problems and one is delayed. One action has completed successfully. The actions reported on are from the Annual Action Plan 2018/19. Performance is being closely monitored, particularly for the activities where issues or problems have been identified.

3.2 Of the 31 monthly and quarterly performance indicators where a target has been set 26 are on, above or close to target and six below target.

3.3 The delivery of the Annual Action Plan is progressing according to plan. However, there are a few performance issues in achieving targets and improvement. The issues involved, and action being taken in each case, are detailed in the remainder of the document.

4. Implications and Risks

Prompt action to deal with any performance issues identified by this report will reduce the risk to delivery of the Annual Action Plan and the achievement of the priorities in the Corporate Plan 2015-19. The recommendations of this report outline the action being taken to reduce or remove the risk of not delivering the Corporate Plan.

The Corporate Risk Register which includes the risk associated with non-delivery of the Corporate Plan is reviewed regularly by the Governance Risk and Audit Committee and the Risk Management Board.

5. Financial Implications and Risks

Prompt action to deal with any performance issues identified by this report will reduce the financial risk to the Council.

6. Sustainability

There are no sustainability implications of this report.

7. Equality and Diversity

There are no equality and diversity implications of this report.

8. Section 17 Crime and Disorder considerations

There are no Section 17 Crime and Disorder implications of this report.



**NORTH
NORFOLK
DISTRICT
COUNCIL**

Managing Performance

Quarter 2 2018/19

Version 05

Introduction

The quarterly performance report for Cabinet shows progress against the Corporate Plan 2015-2019 priorities, together with relevant performance achievements and issues.

The report presents;

An overview of performance in delivering all priorities which shows the number of Key Performance Targets being achieved and an overview of progress in delivering projects in the Annual Action Plan 2018/19.

Performance information for each objective is broken into four sections:

- Progress in achieving key performance indicator targets
- Progress in delivering projects
- Reporting of additional achievements, and
- Assessment of issues and actions being taken to deal with them

Information for management indicators will now be available separately within the monthly data report available on the Intranet and as an appendix to this report.

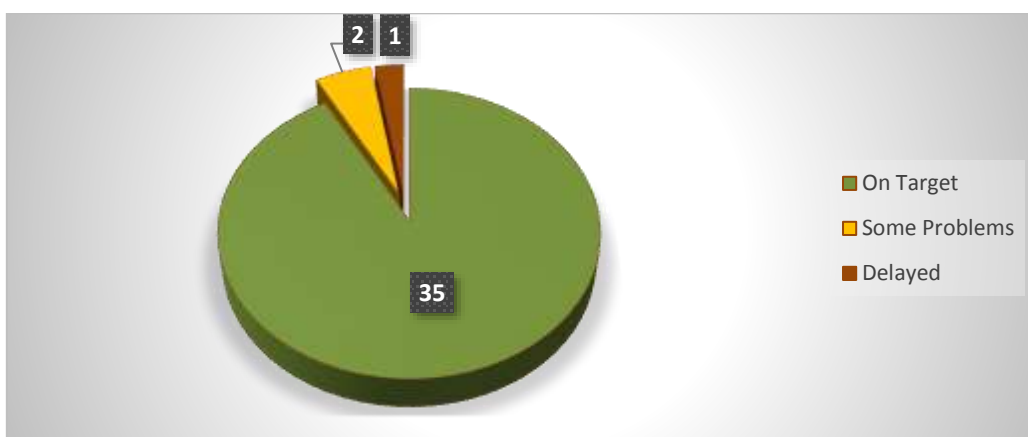
The purpose of this report is to highlight any performance issues to help the Council identify areas for discussion and take action to secure improvement in the future, where it is needed.

A key is provided at the end of the document to explain all the symbols used but this should not be needed.

Overview



1. The majority of the 38 actions are on track (34). Only two have identified some problems and one is delayed. One action has completed successfully. The actions reported on are from the Annual Action Plan 2018/19. Performance is being closely monitored, particularly for the activities where issues or problems have been identified.
2. Of the 31 monthly and quarterly performance indicators where a target has been set 26 are on, above or close to target and six below target.
3. The delivery of the Annual Action Plan is progressing according to plan. However, there are a few performance issues in achieving targets and improvement. The issues involved, and action being taken in each case, are detailed in the remainder of the document.




Activities





Jobs and the Local Economy

Work to maintain existing jobs, support start-ups and help businesses expand (01 A)

| Key Performance Indicators | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|-----------------------|---------------------|---|--------------------|--|
| Number of new jobs created (annual) J 027 | - | 99 (2017/18) | - | - | Monitor and report jobs created |
| Number of employed and self-employed people (annual) J 010 | 42,000 (2015/16) | 40,300 (2016/17) | - | - | The trend year on year since 2012 is for this number to reduce. Aim to slow this reduction |
| Non-Domestic (Business) Rates Base - total number of properties (annual) J 013 | 6,910 (2017/18) | 7,191 (2018/19) |  | - | Aim to support the continuing rise in the rates base |
| Number of VAT registered businesses (annual) J 006 | 4,990 (2016/17) | 5,040 (2017/18) |  | - | Improve compared to previous year |

| Action | Status | Progress/ Action Note |
|---|----------|--|
| Engage with businesses by a variety of means in order to help exploit growth opportunities, address challenges and celebrate success. 01 A 01 | On Track |  162 business engaged via events. 106 businesses directly supported. |
| Monitor business support/ grants provided by third parties in North Norfolk and report on the take-up, outputs and outcomes. 01 A 02 | On Track |  £612,048 of local grants have been awarded through LEADER and NALEP grants |
| Maintain and disseminate information on the external funding opportunities available locally and provide support to local organisations in order to enable the development of projects that assist economic growth and community development. 01 A 03 | On Track |  The Project Enabler in the Economic Growth Team routinely reviews and provides information on funding opportunities and has provided a valuable series of funding workshops to external organisations - these have been very well received. Support has been given to a large number of initiatives from both within the Council and local businesses and community organisations. |



| Action | Status | Progress/ Action Note |
|--|----------|--|
| <p>Monitor future roll-out of faster broadband. Investment and coverage will be reviewed and reported on a six monthly basis.</p> <p>01 A 04</p> | On Track | <p></p> <p>To the end of September 2018 the second contract has implemented 74 new fibre cabinets and 8 Fibre to the Premises (FTTP) solutions across North Norfolk District Council which have provided access to fast broadband for over 8,750 North Norfolk District Council properties.</p> <p>The order of the rollout continues to be based, on the most efficient possible, to ensure as many properties as possible have access to Superfast speeds by minimising deployment costs.</p> <p>15 more cabinets and 20 Fibre to the Premises (FTTP) solutions have begun implementation in North Norfolk District Council and a further 49 surveys have been completed.</p> |
| <p>Publish the First Draft Local Plan for consultation by January 2019 which will include;</p> <ul style="list-style-type: none"> • A review of tourism policies • New housing sites and review of housing numbers and distribution • A review of housing numbers and types as part of the Local Plan and Site allocations • Infrastructure capacity study and identify deficiencies and measures to improve • A review of planning obligation standards • Land use policies relating to countryside, conservation areas, listed buildings, landscape and wildlife. <p>01 A 05</p> | On Track | <p></p> <p>Over the last few months the Working Party has considered proposals for provisional residential allocations and has now identified sufficient sites in towns and larger villages to address the majority of the housing target. Work is now focussed on other land uses and completing the remaining aspects of the supporting evidence. The first draft of the local plan is being prepared for consultation and it is proposed that a six week period will commence towards the end of February 2019. Alongside the plan the Council will also consult on replacement Design Guides and Landscape Character Assessments.</p> <p>Local Parish and Town Council update sessions have been held and were well received.</p> |

In addition

1. The Council supported the Local Flavours event at the Norfolk Showground. Food and drink businesses based in the district that have not previously exhibited at Local Flavours enjoyed a discount if they took a stand. Local Flavours gives food and drink producers the chance to show off their wares to buyers from the hospitality, catering, food retail and tourism sectors. The buyers are both local and from further afield, with multi-national buyers as well as owners of smaller operations such as delis, farm shops and cafes.

Improve the job opportunities for young people within the district (01 C)

| Key Performance Indicators | Same period last year | Latest data | Latest Data Target | Annual Target/ Direction of Travel | |
|--|-----------------------|-----------------|--------------------|------------------------------------|---|
| Number of Job Seeker Allowance claimants, 18 - 24 year olds (annual) J 009 | 45 (2016/17) | 65 (2017/18) | - | - | Assess the reasons for a change in numbers in the last three years. |




| Action | Status | Progress/ Action Note |
|---|----------|--|
| Engage with business and education and training providers and develop a suitable programme of events to help address skills gaps and raise awareness of career opportunities. 01 C 01 | On Track |  Continued support of businesses with their recruitment needs. A Business Breakfast with the Head teachers is in development, pending date confirmation. |
| Promote opportunities for apprenticeships within the Council as an employer. 01 C 02 | On Track |  12 current Apprentices. 3 apprentices have joined since last update. Apprenticeship return information has been submitted to government website. HR had a stand at Greenbuild with Apprenticeship information available and this information will also be available at a forthcoming event for parents at Cromer Academy. |

In addition



1. More than 600 Year 9, 10 and 12 students from seven local schools attended the North Norfolk Skills & Careers Festival at Paston College. They were able to meet representatives from more than 40 employers, training providers and universities. Local businesses at the event included Kinnerton, the Holkham Estate, CT Baker, East Coast Nurseries and Westover Vets. The aim of the event was to show young people from North Norfolk the wide range of career opportunities available locally. It is part of an effort to help minimise the risk of ambitious young people feeling they have to leave the district to realise their dreams because they are unaware of the wealth of opportunities nearer to home. The festival, organised by Paston College, City College Norwich and North Norfolk District Council, built on the success of the North-East Norfolk Futures events, which have been held at Paston College in recent years. The new festival follows the recent merger between Paston College and City College, which has allowed the event to expand.

Support major business opportunities and uptake of allocated employment land across the district (01 D)

| Key Performance Indicators | Same period last year | Latest data | Latest Data Target | Annual Target/ Direction of Travel | |
|--|-----------------------|--------------------|--------------------|------------------------------------|--|
| Business Expansion / land developed / premises filled (sqm) (annual) J 026 | - | 8,906 (2017/18) | - | - | Monitor and report developments |

| Action | Status | Progress/ Action Note |
|--|----------|---|
| Exploit opportunities for external funding, investment and other initiatives that enable business growth and expansion and the development of employment land and supporting infrastructure. 01 D 01 | On Track |  The Economic Growth team actively encourages the take-up of any business grant funding available, which historically has been low in the District. The team manages a 'pipeline' of business funding applications which has seen a general uplift within the last year. Particular focus is being placed on the LEADER rural support grant. |
| Provide serviced plots of land at Egmere Enterprise Zone and market for further development. Construct warehouse & office premises. 01 D 02 | Delayed |  Cabinet have approved the terms of the land lease and updated business case. A draft lease has been prepared for the land and is under review. A value engineering exercise has been undertaken on the construction costs. |
| Acquisition / transfer of sites at Catfield Industrial Estate. 01 D 03 | On Track |  A high level review of the possible options for disposal have be prepared. A meeting has been held with the adjacent business regarding their interest. |

Capitalise on our tourism offer both inland and along our historic coast (01 E)

| Key Performance Indicators | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|---|-----------------------|-----------------------|---|--------------------|--|
| Number of visitors to North Norfolk (annual) J 028 | 8,827,700 (2017) | 9,126,959 (2018) |  | - | Predicted value based on three-year average of percentage increases (+4.48%) is 8,680,721. Actual results due to be released in September 2019. N.B. 2018 values based on full year not financial year |
| Value of visitors in North Norfolk (£) (annual) J 029 | 505,000,000 (2017) | 517,433,916 (2018) |  | - | Total Tourism Value. Predicted value based on three-year average of percentage increases (+4.12%) is £510,559,969. Actual results due to be released in September 2019. n.b. 2018 values based on full year not financial year |

| Action | Status | Progress/ Action Note |
|---|----------|---|
| <p>Work in collaboration with the local tourist sector to market North Norfolk as a distinct tourism destination with the promotion of the Deep History Coast project.</p> <p>01 E 01</p> | On Track |  <p>The Council has sponsored Visit North Norfolk's latest marketing campaign, 'North Norfolk, Naturally'. This campaign started in June 2018 and features ten new thirty second films focussing on the unique aspects of north Norfolk. The films can be seen on www.visitnorthnorfolk.com. The campaign so far has been tremendously successful with over 100,000 views of the films. This has led to a significant increase in website visits with an 83% uplift (1 January to 3 September) on 2017's figures.</p> |
| <p>Provide support to food businesses, beyond that offered through the Food Standards Agency Brand Standard, to ensure the food offering for visitors is of a high quality and safe. We will monitor success by the number of businesses achieving a Food Hygiene Rating of 5.</p> <p>01 E 02</p> | On Track |  <p>The percentage of relevant businesses achieving an FHRS of 5 is currently 63%.</p> |
| <p>Ensure the current and future Waste and Related Services Contract sets and maintains standards of cleanliness for the District, specifically high tourism areas.</p> <p>01 E 03</p> | On Track |  <p>The specification of the future contract includes these issues and is due to go out for tender at the end of November</p> |
| <p>Implement the Market Towns Initiative for Fakenham, Holt, Stalham and North Walsham to support environmental improvements and regeneration initiatives.</p> <p>01 E 04</p> | On Track |  <p>The Market Town Initiative Fund was established in February and April 2018 by Council and Cabinet and referred through to Overview and Scrutiny Committee to further develop the funding programme. The MTI Working Group has worked to produce a prospectus and develop a process and the scheme was launched on 2 July with the towns involved and the closing date for applications is 16 November 2018. A bid writing workshop has been held and was well attended by groups seeking to bid through the scheme. The scheme has been very positively received and the towns are currently working up their applications. The MTI Working Group has met to refine the next stage of the process and 2 meetings have been arranged to consider the bids. The award of funding is due to take place in December.</p> |



In addition


1. The decision was made to invest £80,000 in upgrading Highfield Car Park in Fakenham. The work started in September.
2. Launched the Goats on a Slope range of merchandise, which include mugs, tea-towels, ceramic fridge magnets, mounted prints, postcards, key rings and coasters, all feature original artwork by Ian Richardson, a North Norfolk District Council employee who has a great talent for drawing. A total of 1,015 items have been sold as at 30 September generating an income of £3,455.47

3. Refurbishment and improvement works to the Beach Road public toilets in Wells have been completed in time for the peak tourist season and the school holidays.
4. Cabinet agreed to spend £600,000 on lavatories across the district. The plans involve the rebuilding of the lavatories at Lusher's Passage, Sheringham, and Stearman's Yard, Wells. Significant upgrades are planned for the facilities in Queens Road, Fakenham, and New Road, North Walsham. There will also be refurbishment of the loos in Coast Road, Bacton, and Coast Road, Walcott.




Housing and Infrastructure


Increase the number of new homes built in the district (02 A)



| Key Performance Indicators | Same period last year | Latest data | Latest Data Target | Annual Target/ Direction of Travel |
|---|-----------------------|-------------------|---|---|
| Number of new homes built of all tenures (annual) H 001 | 442 (2016/17) | 547 (2017/18) |  | Review, report and recommend action against Local Plan average target over 2001-2021 420 p.a. |
| Number of homes granted planning permission of all tenure types (monthly cumulative) HS 008 | 314 (Sep 2017) | 231 (Sep 2018) |  | Review, report and recommend action against Local Plan average target over 2001-2021 467 p.a. |

| Action | Status | Progress/ Action Note |
|--|------------------------|---|
| Implement a Local Investment Strategy and devise suitable opportunities and/or mechanisms to facilitate housing development. 02 A 01 | Completed Successfully |  Opportunities to facilitate housing delivery are considered on an ongoing basis. Opportunities such as the provision of loan funding will be pursued subject to the necessary approvals being provided. |




Address housing need through the provision of more affordable housing (02 B)

| Key Performance Indicators | Same period last year | Latest data | Latest Data Target | Annual Target/ Direction of Travel |
|--|---|--------------------|---|---|
| Number of people on the housing waiting list - total (annual) H 004 | 2,479 (2016/17) | 2,644 (2017/18) | - | Review, report and recommend action where appropriate |
| Number of households from the housing register rehoused (monthly cumulative) H 005 |  192 (Sep 2017) | 186 (Sep 2018) | - | Review, report and recommend action where appropriate |
| Number of affordable homes built (monthly cumulative) H 007 |  41 (Sep 2017) | 60 (Sep 2018) |  | Review, report and recommend action where appropriate |



| Key Performance Indicators | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|-----------------------|-----------------|---|--------------------|--|
| Number of affordable homes granted planning permission (monthly cumulative) HS 009 | 67 (Sep 2017) | 4 (Sep 2018) |  | - | Review, report and recommend action where appropriate |

| Action | Status | | Progress/ Action Note |
|--|----------|---|--|
| Engage with local communities to develop a pipeline of 'rural exceptions' schemes and community housing initiatives. 02 B 01 | On Track |  | The Community Housing Team have carried out community consultations with three communities between the start of July and end of September and are engaging with a number of other communities. |
| Monitor the need for temporary accommodation and ensure suitable provision. 02 B 02 | On Track |  | The use of and availability of temporary accommodation continues to be reviewed. |


Reduce the number of empty properties (02 D)

| Key Performance Indicators | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|-----------------------|-------------------|---|--------------------|---|
| Number of very Long Term Empty (LTE) homes (homes empty for two years or more as at first working day of each month) (monthly) H 009 | 122 (Sep 2017) | 130 (Sep 2018) |  | - | Review, report and recommend action where appropriate |
| Number of Long Term Empty homes (homes empty for six months or more as at first working day of each month) (monthly) H 002 | 617 (Sep 2017) | 647 (Sep 2018) |  | - | Review, report and recommend action where appropriate |
| Number of Long Term Empty homes (6 months or more as at October each year) (annual) H 002 | 603 (Oct 2017) | 482 (Oct 2018) |  | - | Review, report and recommend action where appropriate |

| Key Performance Indicators | Same period last year | Latest data | Latest Data Target | Annual Target/ Direction of Travel |
|--|-----------------------|-------------|--------------------|------------------------------------|
| <p>As at 1 October 2018 there was a big decrease in last year's Long Term Empty property figures. There has been a continued effort to reduce the number of Long Term Empty properties over the past year. There has been a massive amount of work by revenues to improve the data for reporting which has helped and there has been a concentrated focus on inspections over the past month of September to help fast track changes to empty property status.</p> <p>To increase the tax base of properties by 439 and reduce the Long Term Empty Properties at the same time is a real achievement! We are below the national average on Long Term Empty properties.</p> | | | | |



| Action | Status | | Progress/ Action Note |
|---|----------|---|--|
| <p>Review LTE property management process, especially to consider earlier and more direct action to bring LTEs back into use. Provide regular updates to all Members (fortnightly) and to Cabinet (six monthly).</p> <p>02 D 01</p> | On Track |  | <p>As at 1 October 2018 there was a big decrease in last year's Long Term Empty property figures. There has been a continued effort to reduce the number of Long Term Empty properties over the past year. There has been a massive amount of work by revenues to improve the data for reporting which has helped and there has been a concentrated focus on inspections over the past month of September to help fast track changes to empty property status.</p> <p>To increase the tax base of properties by 439 and reduce the Long Term Empty Properties at the same time is a real achievement! We are below the national average on Long Term Empty properties.</p> |
| <p>Bring forward proposal to implement higher Council Tax levy on LTEs of two years or more.</p> <p>02 D 02</p> | On Track |  | <p>This proposal will be brought forward for consideration by Members as part of the report on council tax discounts in December 2018.</p> |

Improve the infrastructure needs of the district (02 E)




| Key Performance Indicators | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|-----------------------|-----------------|---|--------------------|--|
| <p>Number of settlements that have had Broadband upgraded (annual)</p> <p>J 008</p> | 32 (2016/17) | 23 (2017/18) |  | - | Review, report and recommend action where appropriate |
| <p>While the Council has contributed to this project and seeks to influence the rollout – Norfolk County Council are responsible for delivery.</p> | | | | | |


Coast and Countryside


Work jointly with neighbouring authorities and key partners to attract funding to manage the coast for future generations to enjoy (03 A)

| Action | Status | Progress/ Action Note |
|---|----------|---|
| <p>Continue to work with private sector partners to provide a Sandscaping Coastal Protection Scheme for the Bacton Gas Terminal and neighbouring communities.</p> <p>03 A 01</p> | On Track |  <p>Public consultation open on Planning and Marine Applications. Tender for main works contractor in evaluation stage. ECC Project Manager and Supervisors tender under preparations. Many other streams of work progressing.</p> |
| <p>Refurbish coastal defences at Mundesley.</p> <p>03 A 02</p> | On Track |  <p>Outline Business Case submitted to Environment Agency National Project Assurance Service. Response as per process queries received which require a response.</p> |

Protect the wonderful countryside and encourage sustainable access (03 B)

| Key Performance Indicators | Same period last year | Latest data | Latest Data Target | Annual Target/ Direction of Travel |
|--|-----------------------|---------------------|--------------------|--|
| <p>Number of Adult Visitors to Parks and Countryside Events (quarterly cumulative)</p> <p>LE 010</p> | 820 (Q2 17/18) | 533 (Q2 18/19) | 455 |  <p>705 (annual) 2017/18 1,500 (annual)</p> |
| <p>Number of Child Visitors to Parks and Countryside Events (quarterly cumulative)</p> <p>LE 011</p> | 1,127 (Q2 17/18) | 480 (Q2 18/19) | 900 |  <p>1,380 (annual) 2017/18 1,900 (annual)</p> |
| <p>Number of Visitors to Parks and Countryside Events (quarterly cumulative)</p> <p>LE 013</p> | 1,947 (Q2 17/18) | 1,013 (Q2 18/19) | 1,355 |  <p>2,085 (annual) 2017/18 3,400 (annual)</p> |
| <p>3 beach events were cancelled due to the weather and our annual fun day, for which we plan for hundreds of children, was severely affected by rain.</p> | | | | |

| Action | Status | Progress/ Action Note |
|---|----------|--|
| <p>Work with other agencies to maintain and improve the quality of local beaches, retain the district's six Blue Flag awards and host the national Blue Flag Awards Ceremony in May 2018.</p> <p>03 B 01</p> | On Track |  <p>The Council successful hosted the national Blue Flag Award Ceremony in May 2018, keeping its six blue flag awards and one Seaside Award for a rural beach with a lower level of facility.</p> |




| Action | Status | Progress/ Action Note |
|--|---------------|---|
| Assess and implement requirements for new Green Flag Awards and work to retain the three existing awards. 03 B 02 | Some Problems |  The Council maintained two Green Flag awards but unfortunately lost the award for Sadlers Wood, North Walsham. Work is now being undertaken to ensure that this Green Flag is able to be awarded in 2019. |

In addition

1. The Council has confirmed it will appeal a High Court decision which would lead to a key wind turbine decision being heard via the written representation method instead of a Public Inquiry. It was announced that the High Court had overturned an appeal by the Council which sought to ensure a Public Inquiry was used in the next stage of the Bodham and Selbrigg wind turbines planning process, as opposed to written representations. The Council felt it was important to give the public the chance to make their point directly to an Inspector rather than it being a desktop exercise. The written representations would reduce the voice of the local people who have for so long resisted the building of these turbines on the Cromer ridge.

Continue to improve recycling rates and reduce the amount of waste material going to landfill (03 C)

| Key Performance Indicators | Same period last year | Latest data | Latest Data Target | Annual Target/ Direction of Travel |
|--|-----------------------|-----------------------------|--------------------|---|
| Household recycling tonnage (annual) ES 008 | 9,233.30 (2017/18) | 4421.45 (Apr – Sep 2018) | - | - Review, report and recommend action where appropriate |


| Action | Status | Progress/ Action Note |
|--|----------|---|
| Procure new joint waste and related services contract with partners for commencement April 2020. 03 C 01 | On Track |  Progress towards this is very good, with almost all documentation ready to go out for tender at the end of November. |
| Maximise the number of trade and garden waste customers to maintain and improve income levels. 03 C 02 | On Track |  Both services have already achieved full year budgeted income at the end of period 6 due to continued successful growth in the customer bases. It is anticipated this position will improve further still during the remainder of the year. |
| Work with Norfolk Waste Partnership to promote behaviour change for domestic waste where appropriate for North Norfolk. 03 C 03 | On Track |  The four partnership work streams are continuing to progress. |

In addition

1. Launched the Council's #whatSUP campaign – a push to slash the use of single-use plastic (SUP) in North Norfolk and beyond. A part of the campaign is to produce smart, reusable, environmentally-friendly cups which are now on sale in North Norfolk – and they should prove a popular choice for people who want to do

their bit to save the planet. The “Refill not Landfill” branding is designed to spread the message that it’s easy to cut down on how much SUP we get through.

Improve the environment both in our towns and in the countryside (03 D)


| Key Performance Indicators | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|---|-----------------------|----------------------|--|--------------------|------------------------------------|
| Percentage of responses to fly-tipping and other pollution complaints within two working days (monthly cumulative) C 007 | 65.00% (Sep 2017) | 82.00% (Sep 2018) |  | 80.00% | 80% |


In addition

1. Building Control won an award at the 2018 East Anglia Local Authority Building Control (LABC) Building Excellence awards. The council took the top prize in the Best Partnership with a Local Authority Building Control Team category – a prestigious category that recognises the work of the council with its customers to deliver successful projects. It reflects a team effort between a private company and the public sector. In this case, NNDC’s partner architect was Stead Mutton Griggs (SMG) Architects from Sheringham.
2. The council successfully brought a prosecution for fly-tipping, with covert CCTV surveillance helping to secure the convictions. Following a complaint of illegal dumping of green waste on Salthouse Heath the subsequent installation of cameras at the heath caught the perpetrators carrying out the fly-tipping. They were fined a total of £530, with Victim Surcharges of £60 and contributions to costs of £1068.50.
3. Green Build 2018 was held on 8 and 9 September at Felbrigg Hall and was again another huge success. Over 100 exhibitors and approximately 6,500 visitors attended over the two days and the Green Build team have received some wonderful feedback from both exhibitors and visitors alike. This year, the event took place on a different site at Felbrigg and this worked extremely well for both the exhibitors and the Council and will be used for future events. It provided exhibitors with far more room to display their goods and information materials and gave the Council the opportunity to expand the Service Area marquee and pleasingly, the largest number of service areas attended to date.
4. The four Glaven Ports are undergoing a Conservation Area Appraisal which will review the conservation area designation that protects their character through the planning process. The Council’s appointed heritage consultancy, Purcell, has drafted appraisals for each of the four settlements, defining their special qualities and identifying the issues which threaten them. The documents aim to provide guidelines for the public, developers and planners to prevent erosion of character and achieve enhancement. The consultation will run until October 22. Exhibitions displaying the proposals will feature in the parish church of each village during the consultation period. Copies of the full appraisal documents will also be available alongside feedback forms to leave written comments. A public meeting was held at Blakeney Village Hall on Friday, 5 October where representatives from the Council and Purcell were available to explain the process and answer questions.

Health and Wellbeing

Support local residents and their communities (04 A)

| Key Performance Indicators | | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|---|-----------------------|------------------|---|--------------------|---|
| Number of grants awarded to local communities from the Big Society Fund (quarterly cumulative) L 005 |  | 14 (Sep 2017) | 19 (Sep 2018) | - | - | Review, report and recommend action where appropriate |

| Action | Status | Progress/ Action Note |
|---|----------|--|
| Deliver community support initiatives 04 A 01 | On Track |  In July applications for Community Transport and Arts and Culture grants resulted in the awarding of 3 Community Transport Grants and 9 Arts and Culture Grants. The Big Society Grant Fund panel in September approved 13 grant applications. |

In addition

1. The first ever Norfolk Day was supported in various different ways by the Council. Backed by the EDP, Norwich Evening News and BBC Radio Norfolk, Norfolk Day took place on Friday, 27 July and has been designed to mark the special qualities of the county. A number of NNDC councillors had their photographs taken in their communities showing the beauty and diversity of the district. These locations include the Broads, a church, an ancient castle, a family butchers, leisure facilities, a historic town centre and the coast.
2. An event to help and inform prospective candidates considering standing for election at North Norfolk District Council next May was held on 20 September. The evening was designed to:
 - a. Inform prospective candidates of the positive difference they can make to their communities.
 - b. Inform prospective candidates of the varied work of North Norfolk District Council – including housing, licensing, economic development, tourism, culture, health, environment, coast and electoral services.
 - c. Ensure key dates in the run up to May 2019 are understood by all prospective candidates.
3. The council's Community Transport Fund (CTF) is supporting three projects that have successfully applied for funding. The projects are available to eligible residents of any age.
 - a. Aylsham & District Care Trust has been awarded £7,000 towards its minibus and volunteer car service. The grant will enable the schemes to expand their geographical area of operation to include specific additional parishes in North Norfolk.
 - b. Burnham Market Area Community Car Scheme has been awarded £1,000 to provide transport for medical appointments and to extend its car scheme service to include Barsham.
 - c. North Norfolk Community Transport has been awarded £24,000. Half of this money is going towards the establishment of a volunteer car scheme to enable patients who are registered with Cromer Medical Practice and who don't have access to other transport to attend medical appointments, social events, employment opportunities and leisure opportunities, as well as health and wellbeing activities. The rest is going towards an expansion of the Dial a Ride Scheme.



Address issues leading to ill health and improve the quality of life for all our residents (04 B)



- Community organisations looking to improve health and wellbeing in North Norfolk are being urged to submit bids for the next round of funding for the Council's Arts and Culture Fund. It follows the awarding of the first round of grants, which saw nine groups benefit from up to £2,000 each.


The grants were made to

- Creative Arts East** - £2,000 towards the cost of Our Day Out – Music and Movement in North Norfolk, a participatory arts programme for rurally isolated older people, with a particular focus on those living with early to mid-stage dementia.
- Swafeld Village Hall** - £250 towards the costs associated with monthly cinema nights held at the village hall.
- Little Snoring Parish Council** - £2,000 towards the cost of monthly arts and craft sessions local residents.
- Music for Families** - £2,000 towards the cost of the Music for Families Project in Briston and Holt.
- Musical Keys** - £2,000 towards the Music at the Arts Barn project for adults with learning difficulties.
- North Norfolk Exhibition Project** - £1,000 towards the cost of artist led workshops at Cley 18, an annual month long contemporary art exhibition.
- Playing for Cake** - £2,000 towards the cost of the North Norfolk Skylarks Singing Group. Sessions to improve the health and wellbeing of local residents and specifically those with Parkinson's.
- Sheringham & Cromer Choral Society** - £778 towards the cost of the community Come & Sing workshop to be held in the autumn.
- Sing Your Heart Out (North)** - £2,000 towards the cost of Sing Your Heart Out Wellbeing Workshops in Sheringham.

Encourage participation in a range of sports and activities (04 C)








| Key Performance Indicators | | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|---|-----------------------|-----------------------|--|--------------------|------------------------------------|
| Participation at Council-owned sporting facilities (monthly cumulative) |  | 290,026 (Sep 2017) | 281,492 (Sep 2018) |  | 279,667 | 550,245 (annual) |
| LE 004 | | | | | | |


| Action | Status | | Progress/ Action Note |
|---|----------|---|--|
| Deliver new leisure management contract to commence April 2019. 04 C 01 | On Track |  | Progress on this procurement has been excellent with evaluation of tenders taking place in October/November 2018 with an award planned for December 2018. |
| Continue to work on project to deliver new leisure centre at Sheringham to replace Splash. 04 C 02 | On Track |  | Progress is very good with Planning approval anticipated in October 2018 and an initial start on building works in November 2018 and a full construction contract award in early 2019. |



| Action | Status | Progress/ Action Note |
|---|-----------------|---|
| <p>Deliver new Community Sports Hub at Cromer and other tennis facility upgrades at Fakenham, Wells and North Walsham.</p> <p>04 C 03</p> | <p>On Track</p> | <p> Progress is very good with Planning approval received in September 2018 and enabling works completed during the Academy Summer Holidays. Following property contract sign off, a construction contract award is anticipated for November 2018.</p> |



Delivering Service Excellence

Help you to get what you need from the Council easily (05 A)



| Key Performance Indicators | | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|---|-----------------------|---------------------|---|--------------------|--|
| Transactions made via the Council's website (monthly) IT 002 | | 334 (Sep 2017) | 3,953 (Sep 2018) |  | - | Monitor and review in line with Customer Service Strategy. |
| Average time for processing new claims (housing benefit and council tax support) (monthly cumulative) RB 027 |  | 19.0 (Sep 2017) | 19.0 (Sep 2018) |  | 20.0 | 20 calendar days (amber boundary 22) |
| Speed of processing: change in circumstances for housing benefit and council tax support claims (average calendar days) (monthly cumulative) RB 028 |  | 14.0 (Sep 2017) | 15.0 (Sep 2018) |  | 14.0 | 14 days (amber boundary 16 days) |
| Number of Disabled Facilities Grants completed (monthly cumulative) HW 003 |  | 65 (Sep 2017) | 70 (Sep 2018) |  | - | Review, report and recommend action where appropriate |


| Action | Status | | Progress/ Action Note |
|---|----------|---|--|
| Maintain progress on all projects within the Council's Digital Transformation Programme including implementing; Document Management System, Management Information System, Server Replacement Scheme, completion of the Planning BPR projects and starting the implementation of Phase 2 of the programme. 05 A 01 | On Track |  | Ongoing progress is being maintained with a new online payment system introduced and a digital direct debit payment enabled for garden bins, together automating over 20,000 payments totalling well in excess of £1m. |


| Action | Status | Progress/ Action Note |
|---|-----------------|---|
| <p>Progress HR Business Process Review. 05 A 02</p> | <p>On Track</p> | <p> ONLINE RECRUITMENT</p> <p>Spec submitted to IT for online recruitment form/process. Awaiting advice as to options for progress.</p> <p>IT have drafted a web form version of our application form which is currently being tested/reviewed.</p> <p>APPRAISALS</p> <p>SFG have provided feedback on the Appraisal process and we have committed to reviewing the process and changing the timescales by Sept 19.</p> <p>INTRANET</p> <p>IT have advised that it is not possible to reinstate the HR A-Z due to licensing issues. Work ongoing to improve tagging to make search function more efficient and improve/update HR content.</p> <p>HR Metrics</p> <p>Janella will be seeking feedback from HR team and Managers as to what information they want/need in the next month.</p> |
| <p>Progress Environmental Health Business Process Review to redesign services to meet customer needs and use technology as a driver for efficiency. 05 A 03</p> | <p>On Track</p> | <p> Latest releases of Assure have resolved many issues encountered by back-office staff with some efficiencies beginning to be identified. It is anticipated that the Assure software will continue to be developed and refined over the next 9 months. There are areas of development that have resulted from BPR that are due to go live imminently and from which further efficiencies are anticipated:</p> <ul style="list-style-type: none"> • Agile (tablet-based) working. • API web-form integration. • Data matching between EH and Business Rates. • Nuisance Complaint webform. • Abandoned Vehicle webform. • Food inspection webform (to save visits to low risk businesses). <p>On the back of these works will begin on other identified components that have resulted from the EH BPR. Additionally a cross-service review of our Empty homes process will be shortly undertaken to identify additional efficiencies in this critical area of work.</p> |

| Action | Status | Progress/ Action Note |
|--|----------|--|
| Rollout of Universal Credit in the District, working closely with the Department for Work and Pensions. 05 A 04 | On Track |  <p>The Council continues to work closely with the Department of Work and Pensions and Citizens Advice. Citizens Advice will continue to provide Personal Budgeting Advice to Universal Credit applicants and the provision of assisted digital support in local libraries is being explored. Universal full service implementation dates for Job Centre Plus offices that serve people across North Norfolk are scheduled for June to December 2018. A stakeholder events schedule is in place for July to September 2018 aimed at Members, Social landlords, Partners/stakeholders and private landlords.</p> |
| Review our use of assets through the One Public Estate programme including completing the Options Appraisal and Master Plan exercise for future development of the Kelling Hospital campus. 05 A 05 | On Track |  <p>Norfolk Community Health and Care are developing a Masterplan for the Kelling Hospital Site.</p> |


Ensure the Council's finances continue to be well managed and inform our decision making (05 B)

| Key Performance Indicators | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|---|-----------------------|----------------------|---|--------------------|------------------------------------|
| Percentage of council tax collected (monthly cumulative) RB 009 | 55.69% (Sep 2017) | 55.80% (Sep 2018) |  | 55.65% | 98.4% |
| Percentage of non-domestic rates collected (monthly cumulative) RB 010 | 61.66% (Sep 2017) | 59.97% (Sep 2018) |  | 59.90% | 99.1% |



| Action | Status | Progress/ Action Note |
|---|----------|--|
| Establish a £2m Property Investment Fund with any spend being dependent on agreement of the Asset Management Plan. To be funded from the New Homes Bonus reserve (£1m) and the Invest to Save reserve (£1m). 05 B 01 | On Track |  <p>A small investment property being sold at auction was considered, however it was not acquired. Regular review of investment properties for sale is undertaken to highlight potential opportunities.</p> |




| Action | Status | Progress/ Action Note |
|--|---------------|---|
| <p>Consider a business plan for provision of solar panels on the Council offices.</p> <p>05 B 02</p> | Some Problems |  <p>Work is required to produce a business case to consider the potential benefits of the installation of solar panels on the roof of the Cromer office. This would need to consider any capital investment required and the length of any payback recognising the current feed in tariffs which have been substantially reduced over recent years and may mean the scheme would be unviable. It is anticipated that the work on the business case should be completed by the end of this financial year and a contractor is currently looking at a high level cost estimate for this.</p> |




Value and seek to develop the Council's staff and Members (05 C)


| Action | Status | Progress/ Action Note |
|---|----------|--|
| <p>Facilitate the Investors in People re-assessment – winter 2018.</p> <p>05 C 01</p> | On Track |  <p>The IIP process has commenced with the online survey now complete (with an excellent response rate of 76%) and the context meeting has taken place. The next step is the assessment itself which is scheduled for 27-30 Nov 18.</p> |





Appendix 1 - Management Indicators








| Indicator | Objective | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|---------------|--------------------------|--------------------------|---|--------------------|---|
| Grants awarded (£) (quarterly cumulative) J 025 | 01 A | 145,213.00 (Q2 17/18) | 612,048.00 (Q2 18/19) | - | - | Monitor and report |
| Number of businesses engaged via events (quarterly cumulative) J 021 | 01 A, 01 B | 297 (Q2 17/18) | 162 (Q2 18/19) |  | 100 | 400. Held two large launch networking events in 2017/18. Events of this size are not anticipated for 2018/19. |
| Number of businesses supported (quarterly cumulative) J 022 | 01 A, 01 B | 85 (Q2 17/18) | 106 (Q2 18/19) |  | - | 200 |
| Numbers on the housing waiting list (monthly) HO 006 | 02 B | 2,498 (Sep 2017) | 3,059 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Numbers on the Housing Register (monthly) HO 007 | 02 B | 307 (Sep 2017) | 345 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Numbers on the Housing Options Register (monthly) HO 008 | 02 B | 1,728 (Sep 2017) | 2,175 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Numbers on the Transfer Register (monthly) HO 009 | 02 B | 463 (Sep 2017) | 531 (Sep 2018) | - | - | Review, report and recommend action where appropriate |





| Indicator | Objective | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|--|-----------------------|---------------------|---|--------------------|------------------------------------|
| Non-Major - Speed: Percentage of Applications Determined within the statutory determination period or such extended period as has been agreed in writing with the applicant (24 month cumulative) DM 024 | 02 B, 03 D, 02 A, 01 D, 01 A | 88.7% (Sep 2017) | 96.9% (Sep 2018) |  | 80% | 80% |
| Non-Major - Quality: Percentage of the total number of decisions allowed on appeal (24 month cumulative) DM 025 | 02 B, 03 D, 02 A, 01 D, 01 A | 0.4% (Sep 2017) | 0.7% (Sep 2018) |  | 10.0% | Less than 10% |
| Non-Major - Quality: Number of the total number of decisions allowed on appeal (24 month cumulative) DM 025a | 02 B, 03 D, 02 A, 01 D, 01 A | 10.0 (Sep 2017) | 16.0 (Sep 2018) | - | - | Not applicable |
| Major - Speed: Percentage of Applications Determined within the statutory determination period or such extended period as has been agreed in writing with the applicant (24 month cumulative) MJ 001 | 02 B, 03 D, 02 A, 01 D, 01 A | 92.0% (Sep 2017) | 92.5% (Sep 2018) |  | 60% | 60% |



| Indicator | Objective | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|---|-------------------------|--------------------------|---|--------------------|---|
| Major - Quality: Percentage of the total number of decisions allowed on appeal (24 month cumulative) MJ 002 | 02 B, 03 D, 02 A, 01 D, 01 A | 0.0% (Sep 2017) | 0.0% (Sep 2018) |  | 10% | Less than 10% |
| Major - Quality: Number of the total number of decisions allowed on appeal (24 month cumulative) MJ 002a | 02 B, 03 D, 02 A, 01 D, 01 A | 0.0% (Sep 2017) | 0.5% (Sep 2018) | - | - | Not applicable |
| Income from events organised at Country Parks (quarterly cumulative) LE 012 | 03 B, 05 B | - | 3,940.50 (Q2 18/19) |  | 4,510.00 | £6,340 (annual) |
| Income from summer funday was far below what was expected due to the weather. This income figure was helped by £2,000 from the Woodland Trust to support the fun day. | | | | | | |
| Number of pollution enforcement interventions (quarterly cumulative) C 008 | 03 B, 03 D | 9 (Q2 17/18) | 10 (Q2 18/19) | - | - | Review, report and recommend action where appropriate |
| Number of fixed penalty notices issued (quarterly cumulative) C 009 | 03 B, 03 D | 12 (Q2 17/18) | 1 (Q2 18/19) | - | - | Review, report and recommend action where appropriate |
| Amount of funding investment in community projects (from the Big Society Fund) (£) (quarterly cumulative) L 006 | 04 A, Equality  | 87,117.75 (Q2 17/18) | 147,971.88 (Q2 18/19) | - | - | Review, report and recommend action where appropriate |



| Indicator | Objective | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|---|-----------|-----------------------|----------------------|---|--------------------|---|
| Number of Disabled Facilities Grants approved (monthly cumulative) HW 004 | 04 B | 67 (Sep 2017) | 57 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Average Disabled Facilities Grant spend (£) (monthly snapshot) HW 005 | 04 B | 77,123 (Sep 2017) | 87,368 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Percentage of people active in North Norfolk (annual) W 001 | 04 C | 62.1% (2016/17) | 64.9% (2017/18) | - | - | Review, report and recommend action where appropriate |
| Percentage of Freedom of Information (FOI) Requests responded to within the statutory deadline of 20 working days (monthly cumulative) LS 004 | 05 A | 96.0% (Aug 2017) | 96.0% (Aug 2018) |  | 90% | 90% |
| Number of Freedom of Information (FOI) Requests (monthly cumulative) LS 004b | 05 A | 268 (Aug 2017) | 352 (Aug 2018) | - | - | Not applicable |
| Number of Ombudsman referral decisions (monthly cumulative) PA 001 | 05 A | 1 (Sep 2017) | 3 (Sep 2018) | - | - | Not applicable |
| Number of Ombudsman referral decisions successful outcomes for the Council (monthly cumulative) PA 003 | 05 A | - | 3 (Sep 2018) | - | - | Review, report and recommend action where appropriate |

| Indicator | Objective | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|--|-----------|-----------------------|----------------------|---|--------------------|---|
| Number of compliments (monthly cumulative) CS 050 | 05 A | 2 (Sep 2017) | 11 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Number of complaints (monthly cumulative) CS 051 | 05 A | 87 (Sep 2017) | 66 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Number of MPs letters (monthly cumulative) CS 052 | 05 A | 169 (Sep 2017) | 156 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Average wait time (minutes) - Customer Services (monthly) CS 057 | 05 A | 6.05 (Sep 2017) | 6.02 (Sep 2018) |  | 10.0 | 10.0 |
| Average transaction time (minutes) - Customer Services (monthly) CS 058 | 05 A | 9.13 (Sep 2017) | 10.16 (Sep 2018) |  | 10.0 | 10.0 |
| Average wait time (minutes) - Housing Options (monthly) CS 059 | 05 A | 5.01 (Sep 2017) | 4.21 (Sep 2018) |  | 10.0 | 10 minutes (low is good). With the introduction of the Homelessness Reduction Act 2017 this target may need to be reviewed. |
| Percentage of customers who were quite or extremely satisfied they were dealt with in a helpful, pleasant and courteous way (quarterly) CS 053 | 05 A | 95.00% (Q2 17/18) | 100.0% (Q2 18/19) |  | 95% | 95% |








| Indicator | Objective | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|---|-----------|-----------------------|-----------------------|---|--------------------|---|
| Percentage of customers who were quite or extremely satisfied they were dealt with in a competent, knowledgeable and professional way (quarterly) CS 054 | 05 A | 97.50% (Q2 17/18) | 100.0% (Q2 18/19) |  | 95% | 95% |
| Percentage of customers who were quite or extremely satisfied with the time taken to resolve their enquiry (quarterly) CS 055 | 05 A | 92.50% (Q2 17/18) | 96.40% (Q2 18/19) |  | 95% | 95% |
| Percentage of customers who were quite or extremely satisfied they got everything they needed (quarterly) CS 056 | 05 A | 97.50% (Q2 17/18) | 100.0% (Q3 18/19) |  | 95% | 95% |
| Planning income (£) (monthly cumulative) DM 023 | 05 B | 479,051 (Sep 2017) | 394,104 (Sep 2018) |  | - | Review, report and recommend action where appropriate |
| Building Control income (£) (monthly cumulative) BC 001 | 05 B | 191,472 (Sep 2017) | 219,807 (Sep 2018) |  | 190,000 | 380,000 |
| Legal Services fee income (£) (monthly cumulative) LS 003 | 05 B | 96,738 (Sep 2017) | 80,777 (Sep 2018) |  | 36,000 | 72,000 |
| PM 32 Average number of days revenue outstanding (Debtor Days) (monthly) RB 029 | 05 B | 88.0 (Sep 2017) | 92.0 (Sep 2018) |  | 41.0 | 41 |

| Indicator | Objective | Same period last year | Latest data | Latest Data Target | Annual Target/ Direction of Travel | |
|--|-----------|-----------------------|---------------------|---|---|-----|
| <p>The DRO (Debtors Revenue Outstanding) has been affected by the reduction in value of net debit raised in Sept. The net debit raised in Sept 18 was only £189k compared to last Sept when £1.1m was raised. This is due to the non-production of large value Recycling Credit Claim invoices, as payments are being received directly. The net revenue Apr-Sep 18.19 is down by £761k compared to 17.18 but the value of Customers paying by monthly instalments DD increased by an avg. of £27k p/m</p> | | | | | | |
| Occupancy rate of Council-owned rental properties – Industrial (monthly) PS 009 | 05 B | 94.7% (Sep 2017) | 94.7% (Sep 2018) |  | 85% | 85% |
| Occupancy rate of Council-owned rental properties –Retail (monthly) PS 010 | 05 B | 71.4% (Sep 2017) | 78.6% (Sep 2018) |  | 78% | 78% |
| Occupancy rate of Council-owned rental properties – Concessions (monthly) PS 011 | 05 B | 64.3% (Sep 2017) | 71.4% (Sep 2018) |  | 90% | 90% |
| <p>The Council has had a concession give notice at Holt Country Park as they had found an alternative pitch within the market town. However, the concession is returning. A further concession expired at the Country Park however a further café concession is likely to come forward subject to planning consent.</p> | | | | | | |
| Percentage of rent arrears on all debts 90 days and over (monthly) PS 008 | 05 B | - | 18.8% (Sep 2018) |  | 5% | 5% |
| <p>Debt Over 90 Days: £2,100.00</p> <p>This Relates to one tenant who has agreed a payment plan to clear his debt and is keeping up to date with payments with monthly instalments.</p> | | | | | | |
| Rate of Return – Industrial (annual) PS 012 | 05 B | - | 10.58% (2017/18) | - | New indicator. Interim target of 4% will be reviewed after six months | |
| Rate of Return – Retail (annual) PS 013 | 05 B | - | 0.34% | - | New indicator. Interim target of 4% will be reviewed after six months | |








| Indicator | Objective | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|---|---------------|-----------------------|-------------------------|---|--------------------|--|
| Percentage of assets that have a Stock Condition Survey rating of A-B (annual) PS 014 | 05 B | - | Data not yet available. | - | - | 80% |
| Number of defaults issued to the waste and related services contractor (monthly cumulative) C 010 | 05 B, 03 D | 784 (Sep 2017) | 112 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Number of rectifications issued to the waste and related services contractor (monthly cumulative) ES 015 | 05 B, 03 D | 571 (Sep 2017) | 458 (Sep 2018) | - | - | Review, report and recommend action where appropriate |
| Percentage of Priority 2 (Important) audit recommendations completed on time (quarterly cumulative) V 001 | 05 B | 100.0% (Q2 17/18) | 38.0% (Q2 18/19) |  | 70% | There were only nine important recommendations made last year. Only a small number of these not being implemented on time (3) had a large impact on the performance figure. This does not have a significant impact on services therefore to ensure the target is achievable it should be reduced from 80% to 70%. |
| Five out of a possible 13 priority recommendations have been completed - 38%. | | | | | | |
| Percentage of Priority 1 (Urgent) audit recommendations completed on time (quarterly cumulative) V 002 | 05 B | 100.0% (Q2 17/18) | 100.0 (Q2 18/19) |  | 100.0% | 100% |

| Indicator | Objective | Same period last year | Latest data | | Latest Data Target | Annual Target/ Direction of Travel |
|---|-----------|-----------------------|---------------------|---|--------------------|------------------------------------|
| Percentage of audit days delivered (quarterly cumulative) V 004 | 05 B | 55.0% (Q2 17/18) | 29.0% (Q2 18/19) |  | 32.0% | 100% |
| Four out of the 14 planned audits for the year were scheduled for Q2. All 4 of these were completed and at draft report stage by the end of the quarter. Cumulative total days delivered is 29% | | | | | | |
| Working days lost due to sickness absence (whole authority days per Full Time Equivalent members of staff) (quarterly cumulative) V 007 | 05 C | 2.10 (Q2 17/18) | 1.84 (Q2 18/19) |  | 3.00 | 6 |

Targets Key

| | | | |
|---|--|---|---|
| For performance measures, where the Council has a high degree of control over the outcome and achieving a target will help to achieve an objective, a numerical target is set. This symbol shows whether the quarterly target has been achieved and we are therefore on course to meet the annual target. | | For performance measures, where the Council has a low degree of control and moving the indicator in a positive direction will help to achieve an objective, a numerical target is not set but a direction of travel is the aim. This symbol shows whether the measure is moving in the desired direction. | |
|  | Target achieved or exceeded |  | Improving compared to the same period last year |
|  | Close to target |  | Close to the same period last year's result |
|  | Below target |  | Worse compared to the same period last year |
| - | These are measures listed that show levels of activity of services delivered by the Council, provide context, or which have not yet had a target set. These measures are included here for monitoring and information purposes. No symbol is shown for these. E.g. Number of settlements that have had Broadband upgraded. | | |
|  | Signifies a target achieved that has an outcome which meets our equalities objectives. | | |

Actions Key

| Activity Status | Symbol | Description |
|------------------------------------|---|--|
| Completed Successfully/ On Track |  | Activity has started on schedule, and is on track to be completed by the predicted end date, to budget and will deliver the expected outputs and outcomes/ impacts or already has. |
| Not Started |  | This is for activities that are not programmed to start yet. |
| Cancelled |  | The activity is no longer required. Reasons for the cancellation are given. |
| Postponed, Delayed or On Hold |  | This is for activities that should have started by now but have not or activities that have started but have had to pause or are taking longer than expected. |
| Some Problems |  | Lead officers should have described the problems and the action being taken to deal with them. |
| Needs Attention/ Off Track/ Failed |  | Activity is off track (either by starting after the predicted start date or progress slower than expected), and it is anticipated that it will not be completed by the predicted end date. Attention is needed from the lead officer and others to get this activity back on track. Failed - Activity not delivered and there is no way that it can be. |
| |  | Signifies an action achieved that has an outcome that meets our equalities objectives for specified groups e.g. children etc. |

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ARTIFICIAL GRASS PITCH AT NORTH WALSHAM

Summary: This report updates Members on the need for an Artificial Grass Pitch (AGP) in North Walsham and identifies the costs entailed, along with a potential funding and project management opportunity, in order to progress to construction.

The costs are outside the current budgetary framework and to proceed, requires a Full council decision.

Options considered: The only other option is not to proceed, although another site was considered and rejected by the FA.

Conclusions: The need for an Artificial Grass Pitch in North Walsham has been clearly made and grant funding is available for 60% of the capital cost. If the Council went ahead with the project, it would largely recoup the capital costs via user income through the Dual Use Sports Centre arrangement in place with the High School.

Recommendations: **To Recommend that Full Council:**

- 1) Approves a capital budget of £860,000 for this project, with the NNDC contribution of £374,000 to be funded by borrowing.**
- 2) Provides delegation for the s151 Officer to be able to amend financing sources for this budget so long as these remain with the budget framework approved above.**
- 3) Give authority for the inclusion of any ongoing revenue costs to be built in to the budget.**
- 4) Provides delegated authority to the Joint Head of Paid Service (NB) to appoint the FA and its appointed consortium to provide the professional services required to design, and oversee the project on the Council's behalf.**
- 5) Provides delegated authority to the Joint Head of Paid Service (NB) to appoint any other professional consultants as required to form the project team with officers and other stakeholders.**
- 6) Provides delegated authority to the Joint Head of Paid Service (NB) to agree any lease or other property related arrangements (including the Dual Use agreement) to enable the scheme to progress.**
- 7) Subject to the necessary business plan, funding package and approvals being forthcoming, delegates to the Joint Head of Paid Service (NB),**

and s151 Officer, approval of the construction contract from within the FA Framework.

- 8) Waives financial standing orders for the appointment of the FA in 4) and 7) above, on the basis that the FA have the necessary expertise and existing framework contracts, the use of which are a condition of their grant funding.

Reasons for

Recommendations:

To provide the necessary budget for the project to proceed and for the necessary professional support and construction contract to be procured to complete the project.

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Karl Read 01263 516002 karl.read@north-norfolk.gov.uk

1. Introduction

- 1.1 This paper updates Members on the need for an Artificial Grass Pitch (AGP) in North Walsham and identifies a potential funding opportunity to part fund the project, in order to progress to construction.

Having commissioned a Feasibility Study for the project which forms Confidential Appendix 1 to this report, the report recommends the Council takes the opportunity the funding presents whilst it is available.

2. Background

- 2.1 There has, for many years, been an identified need by the Football Association (FA), for an AGP in the North Walsham area. A project group was set up approximately 10 years ago by North Walsham High School (and which included NNDC representation) to investigate the possibility of installing such a facility. This group existed for approximately 3-4 years before disbanding due to lack of funding opportunities.
- 2.2 The proposed facility would be built at North Walsham High School and would include improved parking and changing facilities.
- 2.3 This would necessitate a Planning Application coming forward as part of the preparatory work and, as the High School has not taken up academy status, this would almost certainly be through the County Council's Planning process. Anticipated environmental issues such as noise, lighting and parking would obviously need to be addressed as part of the Planning

process.

- 2.4 In terms of ownership, the proposed model is that the facility would be built on school land but with a secure lease for the Council in terms of operating the facility as part of an extended Dual Use Agreement. This would protect the Council's position in terms of being able to recoup its capital costs, via facility bookings, which in turn would be managed by the Council's leisure contractor. A funding agreement would also be signed with the Football Foundation to ensure maximum participation was driven for the facility.

3. Current Situation

- 3.1 The FA appointed a new Football Development Manager for Norfolk in August 2017, who undertook a piece of work regarding the strategic need for AGPs in North Norfolk. This study reports a need for at least two additional full sized AGPs in the district, with the most significant need in North Walsham. This had been previously identified some ten years ago, but at that time there was no funding available for the project and it was not taken forward.

- 3.2 Council officers were invited to a meeting in September 2017, at North Walsham High School, attended by governors, a local member and the School Business Manager, to revisit the possibility of installing an AGP on the High School site. It was agreed to progress this work, and for the Council's officers to discuss with Norfolk FA on the basis of the following:

- the School providing the land but no financial input,
- the FA and the Council funding the capital project, subject to a usage survey
- the Council then managing the site through the Dual Use Agreement, which already exists with the school, and taking the revenue from bookings to offset its capital contribution.

- 3.3 Subsequent meetings took place with Norfolk FA, who are fully supportive of the proposal, and together, work was undertaken to better understand the possibility of such a project.

Importantly, the FA did not support a similar request from North Walsham FC to locate an AGP at its site, which is leased from the Council. Local members attended a meeting at the end of April 2018, where the reasons for this were explained to the Club. These centred on the belief that the FA did not feel that usage could be maximised at a football club, as opposed to a public facility.

- 3.4 This was accepted by the Club and, under the guidance of the Norfolk FA, Council officers therefore commissioned FMG Leisure Consultants, to undertake a feasibility study for an AGP facility, to see if there was enough demand to allow part funding by the FA.

The feasibility study was received at the end of September 2018 and confirmed that there is sufficient demand from number of teams locally to make the facility sustainable, using the FA's business model, hence officers now bringing this forward for member consideration.

The matter has subsequently been discussed with the three Group Leaders,

along with Local and Portfolio Members, all of whom have expressed support for the project.

4. Funding

4.1 The feasibility study identified an initial cost estimate of £760k to install the AGP, with further costs of around £50k to support the wider work on applications for funding, design and Planning. It recommends a 3G (third generation) type pitch, which is the preferred option for football. It is suggested that the facility should also cater for other sports such as rugby if an additional “shock pad” system is used and both Sport England and the FA are trying to ensure that facilities are multi-use wherever possible. An initial estimate of an additional £50k has been suggested to provide this facility and, whilst this cost would not be eligible for FA grant funding, if suitable demand is shown to exist, this would be provided for in any final business plan.

4.2 Funding for AGP projects is available via the Football Foundation (consisting of finance from Sport England, The Premier League and the FA). As the local representative of the FA corporately, the Norfolk FA works closely with the Football Foundation to ensure any local funding application is compliant and successful, and ultimately “signs off” the submission.

The Football Foundation would normally award up to 50% of the total project cost of an AGP but in this case, where there is a very clear demonstration of demand and need, the Foundation is willing to fund 60%. FA officials have advised that the pitch at North Walsham falls into this category

The FA and the Football Foundation are supportive of the Council being the lead applicant for the funding application, with suitable consultants, to complete the project with the school. Essentially, this would work in a similar way to the wider Sport England funding, where our bid is worked up with help from the funder to ensure it complies at the first stage.

4.3 The FA use a compulsory framework system to procure both the necessary professional support and construction contractors to deliver all Football Foundation projects, and in this case the companies involved would then work in partnership with the Council. The cost of the initial consultancy element needs to be funded up front and is contained in the estimated figures above. This work will include a more in-depth feasibility study/business model, which will confirm precise costs; therefore, the assumed figures above may vary.

4.4 Based on an assumed funding level of 60% from the FA, the initial feasibility study generates a small annual deficit of £11.1k per annum over 10 years. However, it is important to note that the plan includes a required annual sinking fund contribution to reprovide the surface after 10 years or so (£25k pa) plus assumed debt costs of c£43k pa (based on PWLB borrowing @ 2.8%).

4.5 In practice however, the Council would be able to access funding at a lower level than the 2.8% currently assumed through unwinding lower value investments and this is discussed further in the financial implications below. Also, at present, no contribution is assumed from North Walsham High School to the operating costs, which may change depending on the Dual Use

Agreement variation.

- 4.6 In addition, there is the opportunity to increase user fees and available hours to further improve the revenue position. To put this into more context, while at the present time the business plan in the feasibility does not break even, a modest increase of c10% to user prices (£25 to 27.50 per pitch per hour) could provide a break even point, even allowing for the £25k sinking fund. It has also been suggested that an increase in winter opening hours, when demand is higher and noise intrusion less likely, would further improve the position outlined in the feasibility study.

These details would be covered when developing the final operating plan with our leisure contractor, who will manage any new facility.

5. Potential Timeline

- 5.1 The Football Foundation has suggested that given the likely demand for the current funding round, the Council should aim to submit the funding application for the April 2019 deadline, with a decision being made by the FA in July 2019 and completion before the end of that year.
- 5.2 In turn, this necessitates a member decision to proceed with the project, initially within the estimated budget envelope above, just as was done for both the other two large capital leisure projects currently being undertaken, as the final business plan and application is developed further. This has been discussed with Group Leaders who were happy, in principle, to take the project forward.

6. Financial Implications

The capital costs of the scheme based on known FA pricing of recent similar facilities, and backed by our own consultant's knowledge, total a maximum estimated cost of £860k of which £810k would be eligible for 60% grant funding from the Football Foundation, giving a maximum requirement of £374,000 from the Council.

The anticipated funding for the scheme would therefore be as follows:

| | |
|---|-------|
| FA contribution (60% of £810k eligible costs) | £486k |
| NNDC contribution (eligible costs) | £324k |
| NNDC contribution (non-eligible costs) | £50k |
| | |
| Total scheme funding requirement | £860k |

While the most advantageous method of financing this scheme will be selected at the time it is currently assumed within the scheme financing that this will be from borrowing and the business case has been modelled on this 'worst case' basis.

If however, the Council is able to fund the scheme from internal resources at the time of construction, such as by capital receipts or from earmarked reserves, this would improve the overall position assuming those capital receipts are not replaced.

The business case currently assumes borrowing of £374k with an annual debt cost (repayment and interest) of £43k. Using our budgeted return on investment of 3.3% for the 2018/19 financial year the anticipated loss of interest would be £12k which would represent a net annual benefit of £31k and would mean that rather than an £11k annual cost there would be a £20k annual income. Again this is based on the assumption that the capital receipts are not replaced.

7. Risks

The project at this stage has a number of risks which are shown below, along with comments around mitigation.

Costs Increase

Unforeseen build costs from contractor issues – controlled by fixed contract price being known before commencement of construction works.

Unforeseen ground conditions – controlled by surveys in advance of final contract award.

Revenue reductions

Insufficient usage of the facility once completed, with resultant revenue reductions – mitigated by expert advice, from both our own consultants and the FA in advance, regarding demand and likely usage numbers and the appointment of a leisure contractor with a good record of delivering community sports activities.

8. Conclusion

The need for an Artificial Grass Pitch in North Walsham has been clearly identified and grant funding is available from the FA for 60% of the capital cost. If the Council went ahead with the project, it would largely recoup the capital costs via user income through the Dual Use Sports Centre arrangement in place with the High School, with a worst case position of an additional revenue requirement of c£11k per annum.

9. Sustainability

Whilst there are no direct sustainability issues arising from the proposal, clearly, issues of energy use for floodlighting will be a consideration, as will ensuring that travel options for walking and cycling are considered.

Wider environmental matters will be considered within any Planning Application.

10. Equality and Diversity

Again, there are no issues directly arising, as the Council's facilities are genuinely open to all. However, one of the key points for the FA is to maximise participation at the proposed facility.

There is a particular emphasis on girls' and women's football and with Sport England involvement, the "This Girl Can" campaign, which runs across all sports and active leisure activities, will be at the forefront of operating the facility.

There is also a growing emphasis on walking football for older people to help them maintain activity and independence, although this is somewhat limited by safeguarding issues during the school day.

11. Section 17 Crime and Disorder considerations

The facility would be fully supervised and fenced, so unauthorised access is very unlikely, therefore not encouraging anti-social behaviour. In addition, it is well known that sport and active leisure gives a positive pathway away from such activity and in North Walsham, the Police have historically had real success in working with young people through community football.

LEISURE MANAGEMENT CONTRACT

Summary: This report advises Members on the progress towards a new Leisure Management Contract to run the Council's three Leisure Centres at Cromer, North Walsham and Fakenham, and also the three Dual Use Sports Centres at Stalham, North Walsham and Cromer.

The report summarises the tender evaluation, which is contained in a confidential appendix and recommends the award of the contract to the successful bidder.

The report also recommends the budget provision for the initial fit out of the new Sheringham Leisure Centre which will be financially advantageous for the Council as opposed to the new contractor paying for this fit out directly.

Options considered: Within the procurement process a variant bid was allowed for to enable the new contract to cover the Dual User Sports Centres as well as the previously managed Leisure Centres, which were within the historical contract.

Conclusions: The contract has been subject to a thorough and compliant procurement process and should now be awarded as per the recommendations and confidential appendix.

The report has shown that it is advantageous to the Council to pay for the initial fit out of the Leisure Centre at Sheringham instead of the successful bidder for this contract.

Recommendations:

- 1) That Cabinet confirms the Award of the Leisure Management Contract to Bidder X as per the Confidential Appendix; this to be finalised by officers after the necessary standstill period.**
- 2) That Cabinet recommends to Full Council to fund the up front, capital investment costs of £1.013m for the initial fit out of the new Sheringham Leisure Centre, as described in the confidential appendix.**

Reasons for Recommendations:

- 1) To complete the contract procurement process.
- 2) To provide the most financially advantageous option for this part of the build project, and management contract.

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|---|
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|---|

1. Introduction

- 1.1 The Council's current Leisure Contract runs out on 31 March 2019. The current contract covers the management of the three Leisure Centres at Fakenham, North Walsham and Cromer. It is proposed that the new contract will also cover the operation of the three Dual Use Sports Centres at Stalham, North Walsham and Cromer and, if approved separately by Full Council, will also take in the proposed new Community Sports Hub at Cromer. In addition, the new contract will take on the operation of the new Sheringham Leisure Centre once it is completed around the end of 2020.
- 1.2 The Council has been supported in the procurement process by FMG Leisure Consultants and their help has been invaluable in advising on the current issues within the Leisure Management market and helping the Council to ensure the best possible procurement outcome.

2. Contract Procurement Process

- 2.1 The procurement process commenced during winter 2017/18 and has been overseen by a project group of officers and external consultants, and an officer/Member Board, to ensure Member input and understanding for this important contract.
- 2.2 A bidders' engagement process was undertaken to ensure that the Leisure Contract market place was made fully aware of the Council's need and that as much information was provided to make it as attractive as possible to likely municipal leisure contract bidders.
- 2.3 Expressions of Interest were received from most of the main companies involved in this market and firm bids were received from two of the larger Leisure Contractors. Both are highly regarded in the market and are well experienced in delivering local authority leisure provision.
- 2.4 Because of the value of the contract, it was subject to OJEU procurement rules and the "Competitive Procedure with Negotiation" procurement route was chosen as the most appropriate route. This enabled initial bids to be received, evaluated and bidders interviewed at length as to the detail of their offer and potential for bids to then be amended to better reflect the Council's need and the bidders' ability to deliver.
- 2.5 The evaluation of the final bids was then undertaken and the details of this evaluation are contained in the Confidential Appendix 2.
- 2.6 Members will be aware that bidders are not publicly named until a formal contract award is made and Members are asked at this stage to confirm the award to Bidder X, before a standstill period ensues to allow for potential appeals, etc. The formal award will then be made after a minimum of ten days, at which time the usual announcements and publicity will be forthcoming.

3. Implications and Risks

- 3.1 The delivery of a successful Leisure Management Contract is essential for the Council's wider health and wellbeing provision and it is critical that the contractor is able to interact well with the existing leisure user groups, as well as developing sport and active leisure on behalf of the Council, centred especially on our own leisure facilities, but also interacting with wider user groups.
- 3.2 The failure of a contractor to deliver a good service in this area would represent potentially significant, financial, safety and reputational risks to the Council and this has been mitigated by the intensive procurement process as described above. In addition, the Council will still retain management of the contract with the usual structures in place to ensure good contractor performance.
- 3.3 As noted above, there are three significant changes to the contract and the way it is managed
- The Splash Leisure Centre in Sheringham is being replaced with a new facility on the same site. The new operator will operate the existing facility until the new centre is built and commissioned over the coming two years.
 - The Community Sports Hub in Cromer, if approved by Council will open in summer 2019 and will bring together the existing tennis facilities and dual use arrangements, with a new three court indoor tennis centre, along with gym, studio and social facility.
 - Dual Use Sports Centres will come into the contract for the first time, through the variant bid, with a view to running them more efficiently. This will also allow the Council to make use of the contractor's expertise in terms of better developing lower level community sport and active leisure, which in turn will increase participation.

4. Financial Implications and Risks

- 4.1 The financial impact of the final tender submission from the recommended preferred supplier is contained within Confidential Appendix 1.
- 4.2 The key financial risk is that the winning bidder cannot deliver their contract financial performance as planned.

This is mitigated by the depth of evaluation carried out by the Council's team and the level of expertise contained thereon.

5. Sustainability

- 5.1 There are few environmental sustainability issues arising from the contract, except for the efficient running and management of the buildings themselves to minimise energy use.
- 5.2 This will also be measured within the contractual performance and management regime.

6. Equality and Diversity

- 6.1 The main feature in this area will be availability of the Council's facilities to all of our residents and visitors, with many features geared towards our ageing population. This was a significant factor in our recent successful funding bid for the Sheringham Leisure Centre.
- 6.2 That said, it is crucial that our facilities also encourage younger people to take up active leisure and in terms of this sector of our population, the contract envisages closer links with all schools in the district, as well as classes specific to younger people and a fun/party offer for those groups.

7. Section 17 Crime and Disorder considerations

- 7.1 It is well recognised that the provision of leisure facilities helps with younger people not falling into low-level crime, anti-social behaviour, etc. by offering alternative activities.