

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR A BROWN - CABINET MEMBER FOR PLANNING & PLANNING POLICY

For the period November 2019 to December 2019

1 Progress on Portfolio Matters.

Development Management Performance

Our latest figures for speed of decision stand as:

Two-year average Majors at 90.99% up from November 89.55% National indicators require decisions should exceed 60%

Two-year average Non- major applications down 89.55% from November 91.53%, (National indicators require decisions should exceed 70%.

The overall picture for performance remains positive with both sectors significantly exceeding national requirements when viewed over the two-year performance interval. Performance has stabilised for both indicators at around 90% over the last 2 Quarters.

Our latest figures for quality of decision (as measured by appeal success) stand as:

Majors no appeal decision have been overturned 0%.

Non-major developments 0.93% Stable with November at 0.93%, this equates to 24 decisions overturned in the 2 year qualifying period. (National benchmark 10%).

Excellent performance is sustained on qualitative measures for decision made by the major developments team and non-major decision are significantly above the national benchmark. Robust and defensible decision is clear and apparent for the service at NNDC.

No fees were refunded as a result of requests made following failure to determine the cases in 26 weeks.

Planning Policy

Local Plan Review:

The team have reported to the Planning Policy & Built Heritage Working Party held on 9 December. The reports related to an update on the Brownfield Register and a precis of the responses received from the Local Plan Review Consultation

(Regulation 18) and explanation of the process for considering the responses as part of the finalisation of the Local Plan.

Major Developments

The major development application for the Dyson Foundation funded STEAM building at Gresham's School has been approved with the assistance of a Planning Performance Agreement which has ensured delivery of planning permission ahead of schedule.

The major housing development proposals for Beresford Close, Holt are targeted for reporting back with additional information and third part consultancy over view to a reserve Development Committed ate of 23 January.

Building Control

Incomes maintain sustained growth since last reporting.

The process of utilising surplus for the restructuring of the team has now commenced, recruitment campaigns will be undertaken for Apprentice, surveyor and Principle surveyor roles in the period to March 2020.

Planning Enforcement

I can report a successful outcome in relation to a planning appeal for proliferation of signage at the Dormy House, East Runton. The enforcement team will be undertaking appropriate actions to secure removal of the unauthorised signage and monitoring of advertisements at this site.

Recruitment to the vacated Combined Enforcement Manager Post has been unsuccessful, Heads of Service Environmental Health and Planning are reviewing the matter and will be making provision for interim support of the service.

Software Introduction

A report for the Head of Service, Portfolio Holder, Development Committee Chair and the Leader around options for Go live and resting communications will be heard at a meeting on 20 December, with actions and a recommendation to be considered.

The project remains on target for Go live dates in March / April

Recruitment:

A recruitment campaign is having been successfully which will see tow internal candidates take up new roles. Jayne Owens moving to a senior Officer role in Development Management and Paul Rhymes moving to a Senior Planning Officer Role in Major Projects.

Recruitment will be underway in December to fill the vacancies those officers leave behind. A vacant role for Team Leader Major Developments; will be reviewed by Head of Service and Service Manager actions will then be reported.

2 Forthcoming Activities and Developments.
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Development Committee – 9 & 23 January
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Planning Policy & Built Heritage Working Party – 13 January

3 Events Attended.

Development Committee – 5 December

Planning Policy & Built Heritage Working Party – 9 December

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR ANDREW BROWN - CABINET MEMBER FOR PLANNING AND HOUSING

For the period November and December 2019

1 Progress on Portfolio Matters.

Affordable Homes

We project that there will be 115 new affordable homes completed in 2019/20.

As at 30th November 2019 housing associations have delivered 36 of these homes on seven sites.

Community Housing Fund (CHF)

The Trimmingham steering group continues the process of becoming a formally constituted organisation. The group is now ready to incorporate as a legal body which can own land and in partnership with Hastoe Housing Association develop affordable homes. Four other parishes are actively pursuing community-led housing ideas.

Our existing Community-led housing groups continue to deliver new affordable homes. In 2019/20 CHF monies have helped Stable Door to provide an extra home in Sheringham and Homes for Wells to provide an extra home in Wells.

Homes for Wells has paused progress with their site in Warham. Homes England funding has a deadline of 31st March 2020. Homes for Wells has asked for an extension of the funding as it is no longer feasible for the March deadline to be met.

Exceptions Housing Sites

Broadland Housing Association will complete 26 affordable homes on exceptions housing sites in Binham (14 homes) and Erpingham (12 homes) in 2019/20. These form part of a five site package including Great Ryburgh and Trunch which completed in 2018/19 and Edgefield which will be complete in 2020/21. In total these five schemes will deliver 61 new affordable homes for local people.

Victory Housing Trust Stock Disposals

In 2018/19 Victory Housing Trust (now part of the Flagship Housing Group) sold 16 homes to tenants under the preserved right to buy. These sales

generated a capital receipt of £966,600 for the Council.

In addition, Victory Housing Trust made 45 private sales during the year.

The Council are working with the Flagship Group to manage the number of private sales. The sales are usually properties in poor repair or with poor energy efficiency. Some are of non-standard construction. In the year to 30th November 2019 Victory Housing Trust/Flagship sold 32 homes. One of the sales was to Homes for Wells and has therefore been retained as an affordable home.

Housing with Care/Extra Care Housing

Development has begun of the 66-unit Housing with Care scheme at Fakenham. The Housing21 scheme will provide 30 affordable rented and 36 shared ownership homes with support for older people. We are working with Norfolk County Council to identify other possible sites for schemes, with possibilities in Wells and Sheringham at a very early stage.

Housing Company

Cabinet is keen to progress options to establish a housing company, with a view to providing local homes to rent, whilst meeting the local need for temporary housing for homeless households. Options for addressing the urgent need for temporary housing will be brought to Cabinet shortly, in order to provide better quality and less costly alternatives to Bed and Breakfast establishments or hotels.

Consultants have been engaged to explore the viability of potential business models and to advise on tax implications for the Council.

Housing Options Team – Customer Services

Your Choice Your Home

Total numbers on Housing List as at 30 Nov 2019 = 2939, of which:

- Housing Register Priority Card: 0
- Housing Register Band 1: 197
- Housing Register Band 2: 210
- Housing Options Register: 493
- Transfer Register: 2039

Number of Let's: 1 April 2019 – 31 Oct 2019 = 167

Homelessness

Numbers Currently in Temporary Accommodation as at 4 Dec 2019 = 28

Number of new Approaches to the Service 1 April 2019 – 30 Jun 2019 = 250

1 Jul 2019 – 31 Oct 2019 = 332

Rough Sleepers: 10

Current Live Cases: 178

- Prevention Duties: 32
- Decisions pending: 0
- Relief Duties: 52
- Main Housing Duty Accepted: 18
- Review: 1
- Triage: 74

Work to Improve Housing Stock Condition

I include in this report information about work the Council undertakes to improve the condition of existing housing within the District. This includes the work of the IHAT (integrated housing adaptations team) and the housing-related work of the Environmental Protection Team.

IHAT

The IHAT provide adaptations to properties. The aim is to enable residents with disabilities/mobility problems to continue to live independently in their homes. The team work with residents across all tenures.

The team includes a Team Leader, two Technical Officers, a Client Officer, an Apprentice and an Administrator employed by the District Council. In addition, the team includes an Occupational Therapist and Assistant Practitioner employed by Norfolk County Council. They assess the needs of the customer and seek to assist through directly provided services or in partnership with other agencies. The assistance may take the form of advice, equipment, adaptations or rehousing, where appropriate. The team also receives recommendations from Occupational Therapists based in the Adult Social Care Locality Team.

The IHAT has a budget of nearly £1.2 million in 2019/20. The team use this money to fund adaptations such as stair lifts, ramps and level access showers. The maximum grant is £30,000 and in a small number of cases the grant is part funding extensions to properties to provide additional living accommodation, including ground floor shower rooms and bedrooms.

Cases are becoming increasingly complex and as a result the average grant has increased from £5,923 in 2015/16 to £9,579 in 2019/20.

In the year to 30th November the team has committed to spend £699,238 of the annual budget. This work will provide adaptations for 73 customers. Actual spend in the year to date is £798,618 and includes spending on adaptations which were approved in the previous financial year.

The team are in the process of introducing new ways of working to implement recommendations from the Royal College of Occupational Therapists' report

'Adaptations without Delay'. This report recognises that there is an overreliance on the use of Occupational Therapists in the assessment process. In the New Year the team will move to a system which seeks to offer a home visit to all customers within 2 weeks of their contact.

Environmental Protection Team

The Environmental Protection team is responsible for tackling disrepair and poor energy efficiency in privately owned housing, including the private rented sector.

The team use the housing health and safety rating system (HHSRS). This is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings. In particular the team focuses on HHSRS Category 1 hazards; Excess Cold hazards, Falls hazards and Disrepair.

In the 12 months to 30th November:

- Number of complaints received: 61
- Number of those complaints resulting in inspections: 52
- Number of those dwellings inspected with category 1 hazards: 28
- Number of dwellings made decent of those above dwellings assessed: 8
- Number of dwellings made decent: 17 (including cases carried forward which originate before 30th November 2018).

If necessary, the team will take enforcement action against an owner. This means that it may take time to address a category 1 hazard and explains why of the 17 dwellings made decent – nine were first identified before 30th November 2018.

The Building Research Establishment ('The Full Cost of Poor Housing' BRE 2016) calculate that every Category 1 hazard has a cost. The report calculated the cost to the NHS is £406 and to wider society, e.g. social care costs, as a result of a fall of £5,080 per year.

In this context the 17 category 1 hazards addressed by the team result in annual savings to society of £93,262 (=17 x (£406 + £5,080)).

2 Forthcoming Activities and Developments.

3 Meetings attended

Events Attended

CABINET MEMBERS REPORT TO COUNCIL

9th December 2019

COUNCILLOR S BUTIKOFER - CABINET MEMBER FOR STRATEGY & CORPORATE SERVICES

For the period November 2019 to December 2019

1 Progress on Portfolio Matters.

The speed of processing target for ***change of circumstances*** is 14 days and as at 1st December our performance is 6 days.

The target for ***new claims*** speed of processing is 20 days and as at 1st December our performance is 10 days.

The team remains focused on embedding improvements to its service delivery in order to provide the customer with an excellent experience. Our current performance highlights the excellent work the team is achieving.

The Benefits Team continues to pilot joint working with Revenues whereby the customer's council tax account will be updated by the Benefits Team at the same time as the Benefit claim. This reduces hand offs between the two service areas, and allows the customer to receive the Council Tax bill with an explanation of their benefit entitlement at the same time. The pilot is proving very successful and will drive the two services towards improved customer service delivery.

A number of development opportunities within Benefits have been agreed around Quality Assurance, Performance, debt recovery, and Team Leader support, with interviews for these posts taking place at the beginning of December. These roles have been put forward by the Benefits Management Team to support the delivery of a better Customer Service concentrating on demand management, streamlining processes, financial inclusion, accessibility, and maximising revenue.

The Benefits Service is currently going through a procurement exercise in respect of its core IT system. We are using this opportunity to consider some elements of change to realise business efficiencies and excellent customer service delivery, whilst balancing any additional cost. It is anticipated that this opportunity will improve the way the service operates including enhanced customer service delivery, improved performance, increased flexibility and speed of introducing changes, the potential for reduced running costs, and the ability to better utilise specialist technology to improve key areas of performance.

The existing Council Tax Support scheme is in the process of being set for 2020/21. Benefit Managers are recommending no changes to the scheme for the next financial year. However, the service will be undertaking significant work during 2020/21 in order to realise and approve an appropriate scheme for 2021/22 which will aim to work alongside Universal Credit regulations. This will provide more

support to vulnerable customers through the process of claiming benefits, budgeting, and financial inclusion.

2 Forthcoming Activities and Developments.

We have agreed a start date of 27th January 2020 with Ernest Youngs in respect of the 2018/19 HB subsidy audit.

The team have been nominated for two staff achievement awards (Team of the Year and Change & Innovation). A number of staff in the team have also been nominated for awards on an individual basis.

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR S BUTIKOFER - CABINET MEMBER FOR CUSTOMER SERVICES

For the period to November 2019

1 Progress on Portfolio Matters.

North Norfolk Information Centre;

The refurbishment of the North Norfolk Information Centre on Loudon Road, Cromer is in progress to include a revitalised tourist information offer, improved public toilet facilities and the creation of a new visitor centre for the Deep History Coast project.

The Tourist Information staff are currently providing the Tourist Information Service from their temporary home at Merchants Place. We are hoping that the new facilities will be opened in time for the 30th November Cromer Christmas Lights Switch On. All efforts are being made to achieve this deadline, however, there is a possibility that there may be a short delay to the opening until later in December.

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR S BUTIKOFER – HUMAN RESOURCES

For the period November 2019 to December 2019

1 Progress on Portfolio Matters.

As part of the ongoing BPR work in the HR team, work is continuing with the IT team on the development of the HR metrics on the new InPhase system. Work has also begun on a procurement project for ILM 5 (management development) courses via the apprenticeship route. Delivering the ILM course via the apprenticeship route is both financially efficient for the Council and will also contribute to the Public Sector Apprenticeship Target on which we are required to report.

Workforce Profile and Recruitment Statistics have been produced and are now published on the intranet and public website.

A change to the Employee Volunteering Policy which provides more of an environmental focus and also allows volunteering activities to be undertaken on Council owned assets has been made, following consultation with Unison. The updated policy is now live and has been re-launched to tie in with National Volunteering Day, which was on 5 December 2019.

Finally, the new HR and Payroll Co-ordinator has joined the team and comes to us with a wealth of administrative experience. The team is now fully resourced.

2 Forthcoming Activities and Developments.

In the next few months, Gender Pay Gap figures will be analysed and a review of the action plan undertaken.

There has not been any movement on the national pay claim since the last report to Full Council. At a national level, the employers' side have advised that they will not be in a position to respond to the pay claim until the new year - once the impact of the forthcoming General Election is known.

3 Meetings attended

None

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR S BÜTIKOFER - CABINET MEMBER FOR STRATEGY & CORPORATE SERVICES

For the period November 2019 to December 2019

1 Progress on Portfolio Matters.

The Communications team has been supporting the delivery of the **General Election**. This has included the sourcing and commissioning of backdrops, compiling a media invite list and keeping the public and press informed of elections related news across our channels.

Sheringham Leisure Centre has seen communications activity including a press release regarding the receipt of Sport England funding and a subscriber's newsletter being circulated which includes news that Splash is open over the Christmas period, hoardings are in place and our recently re-launched website.

Launching of the **tree planting initiative**. This included a press release, photo opportunities and public activities which generated an encouraging amount of media interest which stands us in good stead for the future events scheduled to take place over the course of the initiative.

Communications have also supported the Economic Development team in promoting a series of **workshops** being held across the district in the shape of targeted social media planning.

2 Forthcoming Activities and Developments.

Delivery of the **General Election** with Communications performing general media liaison duties.

Cromer will see the opening of the newly refurbished tourist information centre as part of the **Deep History Coast** project. This will require co-ordinated planning between us, Economic Development and Property Services and Customer Services to ensure the re-opening makes maximum impact to promote the centre and the wider DHC project as a whole.

A communications plan is to be established for the **Mammoth Marathon**

event being held next February. Thought is to be given on whether external resources may be required to execute this effectively.

Announcement of the new **waste contract** being awarded. This communications activity is being co-ordinated with Breckland (leading) and South Norfolk District councils.

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR S BÜTIKOFER - CABINET MEMBER FOR STRATEGY & CORPORATE SERVICES

For the period November 2019 to December 2019

1 Progress on Portfolio Matters.

Significant works have been undertaken in preparation for the General Election.

The second test data load for the Planning System has been undertaken successfully

A cloud based consultation/engagement tool has been procured and is being configured for use.

<https://nndc.budgetsimulator.com/>

The delivery of a data warehouse to act as a central point of reference/sharing for Council data has commenced with the implementation of the "Microsoft Integration Services" product.

The new mini-website to support the Tree planting project has been developed and delivered which includes the facility for Citizen group to register an interest in participating.

<https://www.north-norfolk.gov.uk/projects/110-000-trees/>

The service improvement "Suggestion Box" is now live and available from the intranet home page.

An internal audit of the Cyber security arrangements of the Council has been completed. The audit concluded that the arrangements offered "reasonable assurance".

An upgrade to the remote access system has been undertaken to ensure continued security and availability.

Work has continued on the improvements to the backup and recovery systems between Cromer and Fakenham data centres.

2 Forthcoming Activities and Developments.

Work will commence on the end of year process for Council Tax which will also involve an upgrade to the Council tax system.

The preparations for go live of the new planning system will commence including technical setup, training, data migration and a comprehensive communications plan to keep stakeholder groups informed.

The GIS system will be upgraded to the latest version.

Work to renew the Council's access to the Public Sector Network (PSN) will commence. This involves a detailed external examination of the Information Security arrangements to ensure they offer adequate protections.

The cash receipting system will be upgraded to the latest version.

Upgrades to the HR system and The EH system will be applied.

3 Meetings attended

Breckland / Kings Lynn / NNDC IT meetings primarily for Joint Waste collaboration

County Hall – meeting with the County Council and all the Districts concerning procuring Cyber software to enhance the monitoring of threats.

Meeting with suppliers regarding upcoming changes to Microsoft Enterprise Agreement and the withdrawal of Public Sector pricing discounts in 2020.

CABINET MEMBERS REPORT TO COUNCIL

December 2019

COUNCILLOR A FITCH-TILLET - CABINET MEMBER FOR COAST

For the period November 12th to December 05th 2019

PROGRESS ON PORTFOLIO MATTERS.

1 Progress on Portfolio Matters.

Project Updates

Bacton to Walcott:

Sandscaping Lessons Leant process is underway seeking to capture the learning from the project to enable improvements/adopting good practice in NNDC/CPE and also sharing nationally and internationally.

- Outfall beacons at Bacton Gas Terminal Completed.
- Monitoring underway and under further development.
- Main works contract nearly finalised.
- Presentation provided to The Crown Estate Annual Minerals Review
- Monitoring programme progressing in agreement with EA

Sea Palling Ramp:

The Sea Palling Ramp is not an NNDC asset however the team are seeking to work with local representatives and the Environment Agency to overcome issues with low beach levels limiting launching of fishing vessels and the local lifeboat.

CLIFF:

The Coastal Loss Innovative Funding and Finance (CLIFF) project, part funded by DEFRA is now underway. Marsh consulting have now begun interviews with key representative's of the insurance and finance sector. For further information, please contact Rob Goodliffe (Coastal Manager).

Mundesley and Cromer Coastal Management Schemes:

- Work underway to finalise tenders to seek design and environmental consultants to move forward projects

Hemsby, Pakefield and Great Yarmouth

Although not in the NNDC district, it is relevant to report the CPE team have over the last month been busy involved with coastal management issues at Hemsby and Pakefield and emerging longer term adaptation discussion are starting in GY.

Inspections and Maintenance update

Cromer pier legs maintenance work is underway – a collaboration between CPE and the NNDC Property Team.

A host of minor works throughout the coast are undertaken on a day to day basis through the Coastal Measured Term Contract.

Health and Safety and Incidents

No new issues identified/reported

2 Forthcoming Activities and Developments.

Diary Dates

- NNDC Staff awards- 18th December – NNDC/CPE team nominated
- RFCC 17th January
- LGA Coastal Special Interests Group – 9 January 2020- Bacton film presentation and update on CLIFF from KT
- Climate change Policy Research project- Larissa Naylor NNDC interviews January 14-17th
- CPE Board Meeting 31st January

3 Meetings Attended

North Norfolk Coastal Forum:

Held on 12 November at NNDC presentations included the value of Saltmarshes in CO2 capture, how actions can be taken to safeguard the welfare of seals on the Norfolk coast, tides, surges and climate change, UEA research into Sandscaping and updates from the Environment Agency and CPE.

Anglian Coastal Monitoring Programme:

CPE officers attended and chaired the quarterly ACMP meeting for the eastern region. Topics included review of coastal monitoring, discussion regarding <https://twitter.com/JulietBlaxland> days of monitoring data captured, next 5 year programme business case, presentation of erosion at Pakefield.

Corporate Plan delivery:

CPE and the Portfolio Holder contributed to a workshop to develop the delivery plan for the Climate, Coast and the Environment theme.

Shoreline Management Plan Refresh:

Coastal partnership East contributed to a health check workshop as part of a national refresh of the SMP's. A report will be issued next year to highlight if there are areas which may require further assessment/review for the SMPs on the North Norfolk Coast

The next Regional Flood and Coastal Committee (I am no longer a Member) is 17th January at Ipswich

I attended the Chairman's Conference of The National Association of AONBs

CABINET MEMBERS REPORT TO COUNCIL

December 2019

COUNCILLOR VIRGINIA GAY - CABINET MEMBER FOR CULTURE & WELLBEING

1 Progress on Portfolio Matters.

Culture

Arts & Culture Fund - Grant Panel met in November and awarded seven grants totalling £14,425. Remaining budget for this financial year: £14,146

Pier Pavilion Theatre

The current figures are:

Summer	3.7 % up against 2018
Christmas	18.26% up against 2018
Hires	12.94% down against 2018
Concerts	17.35% down against 2018

The Christmas Show has now started and the feedback has been excellent.

The hires and concert figures are lower this year due to the theatre being closed between January – March for capital repair works.

Community & Wellbeing

Community Transport Fund Grant Panel met in November and awarded four grants totalling £25,000. Remaining budget for this financial year: £9,963.

Social Prescribing

Thirty-nine referrals received for the three Living Well Officers between 6th November and 3rd December. Total referrals since service started on 4.6.18 = 900

This is a two-year pilot project, funded by NCC up until the end of June 2020.

Primary Care Networks

NNDC has been commissioned by two Primary Care Networks (clusters of GP practices) in North Norfolk to deliver a Social Prescribing Link Worker service on their behalf. Two officers will be employed by NNDC and based in the Help Hub. Interviews are taking place on 11th December 2019.

Citizens Advice Bureau

Current Information and Advice contract is due to end on 31st March 2020. NNDC area's service is jointly funded by NNDC and NCC and delivered by

Norfolk Citizens Advice. A meeting with NCC to discuss future arrangements takes place on 5th December.

Leisure

Sports and Leisure Facilities

Participation at the Council's sports and leisure facilities have been good in the past month: just over 2,000 visits above the target with a total of 42,687 visits. Both Splash and Fakenham leisure facilities enjoyed their best November on record.

Parkrun

In recent weeks the participation figures at parkrun have dropped slightly compared to the same period in 2018. However, this is likely to be linked to the bad weather experienced recently.

Our event has now accumulated a total of 2,700 registered runners with an average attendance of 144 runners each week. There has been a total of 365 events, with 10,037 different runners from 900 clubs taking part in 52,573 runs covering 262,865km.

Countryside

There are proposals to install a new and improved play area at Holt Country Park. Work will begin early in the new year.

A 2020 calendar for Holt Country Park based on photos provided by visitors is now on sale (priced £5.00)

The Council's tree planting project was successfully launched last week (National Tree Week), with the Countryside team organising a seed planting event; 55 people attended.

Bookings for the forthcoming Christmas Trails are going very well with nearly 150 children already booked on.

Sports Development

The Sports Development and Physical Activity Strategy has now been finalised. Work has now started to ensure that the sports development plan of our leisure operator dovetails in order for them to deliver activities on our behalf.

Beaches

We have now received confirmation of the 2019 water quality tests across our Blue Flag beaches. It has been confirmed that all six beaches at Sheringham, West Runton, East Runton, Cromer, Mundesley and Sea palling have been classified as 'excellent'. We are therefore eligible to once again apply for Blue Flags at all of those locations.

Deep History Coast

All discovery points, except the one at Happisburgh have now been installed.

The final one will commence in the new year, with delays caused by the need to reconsider its precise siting. The adaptation of the Tourist Information Centre in Cromer to serve also as the Deep History Coast Discovery Centre will be completed in January, together with the enhanced public conveniences and incorporation of a Changing Places facility, in the meantime the TIC has been successfully operating from Merchant's Place in the town centre. (Sufficient public conveniences will be provided for Cromer's New Year's Day firework display).

Mammoth Marathon

Work is continuing for the Council's Mammoth Marathon. The event will be the first official marathon held in Norfolk since 1990. The race takes place on Sunday 17th May as a means of promoting the Deep History Coast project, and showcase North Norfolk as a visitor and activity destination.

There will be a full and a half marathon event, starting at Sea Palling and Mundesley respectively. Both will finish at Sheringham High School.

There is an entry limit of 400 for the full and 600 for the half marathon, and all spaces have now 'sold out'.

The Council has established charity partnerships with both 'The Big C' and 'Break'.

The Council has also secured sponsorship for the event from 'Sportlink', 'Everyone Active' and 'Openwide Coastal'. All three companies bring with them great kudos for the event and will help the Council further promote the marathon and our wonderful coastline.

2 Forthcoming Activities and Developments.

3 Meetings attended

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR GREG HAYMAN - CABINET MEMBER FOR COMMERCIALISATION AND ASSETS

For the period November to December 2019.

1 Progress on Portfolio Matters.

Electric Vehicle Charging Points (EVCP) – in relation to the property aspects of this scheme the initial surveying works are now complete.

The tender documents for the purchase and installation of the charging equipment were issued on 29 November and are due back this month. The installation and commissioning of the works needs to be completed by the end of March.

Office cleaning contract – the new contract opportunity for the office cleaning went live on 9 December with tenders expected back with the Council by 10 January.

Condition surveys – the results from these surveys continue to be assessed so that a work programme can be established. The chalet works are currently being prioritised with a view to the majority of the works being undertaken early next year ahead of the start of the summer season.

Cromer office roof works – the works to the glulam beams and roof glazing at the main administrative office in Cromer continue to progress well and the scaffolding to the southern elevation of the west wing has now been removed. The works commenced back in December with an anticipated completion date in March.

Public convenience improvement programme – the tender documents for the remaining schemes (New Road – North Walsham, Stearmans Yard – Wells-next-the-Sea and Bridge Street – Fakenham) are prepared and should be issued by the end of the week with a return date of 10 January. The scheme is currently within the £600k budget originally approved and the tender prices will be monitored against the budget forecasts for the remaining works once received.

Cromer pier – as per my last update the pier works have now been suspended until the spring due to the reduction in daylight hours, worsening weather conditions (unworkable wind speeds) and the Christmas show. The suspension will now see us through the worst of the winter weather and allow

the works to restart in the spring.

North Norfolk Information Centre (NNIC) – the improvements to the public conveniences at the NNIC, which have been included as part of the Deep History Coast, are almost complete. These will be open and fully operational by the end of the month and will showcase the Council’s first Changing Places facility.

2 Forthcoming Activities and Developments.

Leases, licences, acquisitions and disposals – the current case load in respect of the Estates team continues to be reviewed to ensure that all pending property transactions provide best value for the Council and consider and take advantage of improved use of assets wherever possible.

3 Meetings attended

Nothing further to report at the present time.

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR RICHARD KERSHAW - CABINET MEMBER FOR ECONOMIC & CAREER DEVELOPMENT

For the period November 2019 to December 2019

1 Progress on Portfolio Matters.

Business Support

The Economic Growth Team proactively works with the business community, providing support for business growth plans and helping to overcome any barriers to growth. Financial year to date, the team have engaged **208** business via business events and had 'meaningful' engagement with a further **347** businesses.

North Norfolk Growth Sites Delivery Strategy

Following a successful funding bid into the Norfolk Business Rate Pool (BRP), and further to NNDC's Cabinet approval in September, a consultant has now been appointed to undertake this work. The final report will help the Council in its ambition to enact a more delivery-focused approach to bringing forward the development of local key employment sites in order help facilitate the growth of indigenous businesses and effectively compete with other areas for investment.

Visitor Economy

Visit North Norfolk's 'North Norfolk, Naturally' campaign is currently promoting its 14th (out of 16) short film. To date there has been an impressive **2.8 million film views** with **4.5 million digital advert impressions** and a social media reach of **1.4 million**. The traffic to the VNN website, off the back of the campaign remains at its highest ever levels.

Filming for the 'North Norfolk Uncovered' campaign for 2020-2021 has now commenced. This campaign will seek to further highlight North Norfolk's unique aspects and hidden gems.

The Deep History Coast marketing campaign is year-round using topical content for the time of year. The film 'Delve into the DHC' and taster films have had **200,000 film views** and the web pages have had over **10,000 hits**. A new film, 'How to Enjoy the Deep History Coast' has now been completed. It is anticipated that the film will go live in January/February in time for the key

January holiday/staycation booking period.

North Walsham High Streets Heritage Action Zone

Following a successful funding bid to Historic England, the detailed programme design phase to support the creation of a Heritage Action Zone in North Walsham has now commenced. An initial draft submission was submitted on 6 December, with the final agreed programme due to be submitted for consideration by Historic England by 20 December. The final grant award will be confirmed in January. NNDC's Cabinet and Full Council have agreed that up to £975,000 be made available to support the match funding of the programme, which will see significant improvements to the public realm and historic buildings in the town centre and serve to better showcase the town's important heritage.

2 Forthcoming Activities and Developments.

As a result of North Norfolk District Council's successful application to the Local Investment in Future Talent (LIFT) grant scheme, the Council will be hosting a suite of skills training workshops for people employed in small businesses in the tourism and hospitality sector:

Digital Media Workshop

'Introductory'

9 January 2020 - 09:00 – 13:00

Merchants Place, Cromer

'Advanced'

15 January 2020 - 09:00 – 13:00

Wells Community Hospital

29 January 2020 - 09:00 – 13:00

Merchants Place, Cromer

Author of "The Social Jobseeker", Julie Bishop's articles have also been featured in Forbes, CNBC, The Independent and more, as well as being a regular writer for business sites. Julie is a public speaker on many social media and digital topics; she is the UK partner for an artificial intelligence tool which helps businesses. Julie delivers training internationally on social media marketing, social selling, social recruiting, employer branding and culture change.

Welcome Host Customer Service Workshop
22 January 2020. 09:00-16:30
NNDC Cromer

The Welcome to Excellence initiative is the most successful accredited customer service training in the UK. The course helps participants to acquire new customer service and communications skills, as well as improving knowledge of local facilities and services.

Marketing
'Advanced' – 8 January 2020 - 09:00 – 13:00
NNDC, Cromer

Ashley Riley has over two decades of global experience working in business, in the public sector, in the political world and mentoring some of the most successful organisations on how they market their business. His training delivers thought disrupting, challenging and inspiring content in a captivating and highly energetic manner.

This workshop is aimed at staff who would benefit from understanding the needs of customers and how to attract new and repeat business.

For all workshops businesses can book online, email economic.growth@north-norfolk.gov.uk or telephone 01263 516331 / 01263 516009 for more information.

3 Meetings attended

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR NIGEL LLOYD - CABINET MEMBER FOR ENVIRONMENT

For the period November 2019 to December 2019

1 Progress on Portfolio Matters.

Our ambitious project to plant 110,000 trees continued with a media announcement to coincide with National Tree Week which began on 23rd November. Letters have also gone out to all Town and Parish Councils and to schools in the District seeking their help in achieving that goal.

A seed gathering and tree planting event took place on Saturday 30th November at Holt Country park.

The application for OLEV support funding for EV charging point installations in our car parks has been made and accepted. We expect to hear back after the 12th December and are confident of receiving the funds, with the installation planned to be complete by the end of March. A grant has been approved for charging points at the NNDC Offices and these will be installed in January.

Officers have been working with the Carbon Trust to supply all necessary information on our carbon emissions and the baseline report is anticipated before Christmas.

Plans to replace NNDC Office lighting with LEDs are being developed, with further energy savings and carbon reduction anticipated when completed.

Environmental Protection

- Sainsbury's in North Walsham planning app has now been submitted. We are reviewing the acoustic report before providing a response to planning.
- Rats in Cromer- increase in complaints and sightings. We are baiting the cliff, currently with three large bait stations, but we are currently reviewing our baiting strategy, officers are working on a campaign to be launch in the spring regarding feeding the birds/rats.
- One Fixed Penalty Notice issued for fly tipping- remains unpaid so court action pending
- Dangerous Structure at Norwich Street, Fakenham. Imminent risk removed, we are currently working with the building owner and the Conservation team to secure the building going forward.
- The Goats are over wintering at Ingleborough Hill and Salthouse.

Environmental Services

- New bin collection calendars have been sent out to every household. Also available online.
- 533.7kg of food redistributed from the North Walsham Community Fridge from launch in Sep to end of October. This is food that would otherwise have gone for disposal.
- A new contract for textile banks has started. The contract gives a higher rate per tonne of textiles collected than the previous contract. Textile banks will be replaced with new ones at the 21 existing sites. In order to increase our recycling rate and target material which frequently contaminates recycling bins, 9 new sites also will have banks installed shortly:
 - Potter Heigham – path to WC's
 - Happisburgh - Wynn Evans Hall
 - Mundesley - Beach Road Car park
 - North Walsham - Victory
 - Cromer x2 – Meadow Road car park and Cabbell Park
 - Sheringham - Morris Street car park
 - Holt - Station Road car park
 - Fakenham Leisure centre

Resilience Team

Officers are progressing arrangements to move the store of rest centre equipment following the decision made by Norfolk Civil Protection Volunteers to disband. Our thanks go to those volunteers who have supported NNDC and other organisations unstintingly for many years. A new storage location is being finalised and this will allow for the effective storage and deployment of resource in the future.

The team is providing contingency planning support to the General Election preparations.

2 Forthcoming Activities and Developments.

Development of capital projects to provide the required reduction in carbon emission from the Council's activities, to feed into the 2020 budget.

3 Meetings attended

Attended the Norfolk Coast Partnership Climate Change Forum.

Attended a meeting with staff to seek input into our tree planting initiative

Met with a group of Officers who wish to run in-house campaigns to improve recycling and further single use plastic reduction

Meetings with officers to establish key projects for inclusion in the Delivery Plan and future capital programme.

CABINET MEMBERS REPORT TO COUNCIL

17 December 2019

COUNCILLOR ERIC SEWARD - CABINET MEMBER FOR FINANCE, REVENUES & BENEFITS

For the period November 2019 to December 2019

1 Progress on Portfolio Matters.

Medium Term Financial Strategy (MTFS) – the MTFS is before you this evening for consideration. This document sets out both the external financial challenges and internal budget pressures that will influence the financial position for the Council over the next four years and has been produced in the context of the new Corporate Plan 2019 – 2023.

As was the case last year there continues to be significant uncertainty around future funding streams, namely the ongoing discussions in relation to the retention of business rates and the Fair Funding Review, the Spending Review and the potential impact that Brexit will have on the general economy.

There continues to be a shift in funding towards local resources i.e. from businesses rates, council tax and New Homes Bonus although the later looks like it will be phased out over the coming years, possibly to be replaced by a new scheme, although the details of any replacement are not yet known.

The strategy seeks to identify a number of options that will be developed over the short to medium term to support the delivery of a sustainable budget moving forward. These are detailed in the section entitled 'Closing the budget gap' and include:

- Financial sustainability will be key for the Council in the future, the aspiration is to have a balanced medium term budget which does not rely on reserves to balance the position;
- There is an ever increasing need for Councils to take a more commercial and business-like approach to all elements of their business. A Commercialisation Strategy is currently under development, the successful delivery and implementation of this strategy will ultimately require a step change in the way that the Council thinks, acts and works in the future;
- Identifying opportunities for asset and property investment where upfront investments maybe required to generate a revenue saving or additional income opportunity;
- Realising further efficiencies and savings from digital transformation

and the service efficiency programme;

- Creating efficiencies and savings through service delivery models including shared service opportunities and selling services;
- Growth in new homes and business rates in return for direct financial benefits, from increases in Council Tax income and retained business rates;
- Increases to Council Tax in line with the increased flexibilities and central government assumptions on local government funding;
- New opportunities – it will be essential moving forward to identify new opportunities to increase income, increase efficiency through the redesign of services, explore new partnership models for service delivery etc and this will be one of the main challenges over the medium term.

The updated high level funding forecasts in this strategy build on previous figures from the 2019/20 Budget setting exercise, which were forecasting future year deficits in the region of £2m.

The updated forecasts below differ significantly from this, in the main this is due to postponement of the Fair Funding Review, Business Rates Review and the Spending Review, all of which have been impacted by the ongoing Brexit negotiations which have led to a one-year Settlement which has meant the continuation of the previous funding regime for a further year. This has had a beneficial impact on the 2020/21 budget and indeed future years as the expected funding reductions have not yet materialised.

The cumulative impact of all of all of these funding changes should see approximately £2.5m of additional resources being made available to help the Council to deliver vital services in 2020/21. It should be noted however that the final Spending Assessment announcement is due in December or January, the timing is not currently clear due to the General Election but the forecasts are based on the best information available at the current time.

At present this high level forecast is only based on the changes to the Council's funding position and uses the previous service expenditure forecasts. The finance team will continue to work over the coming months to update these forecasts to enable the budget to be set in February and to inform the setting of the Medium Term Financial Plan for the following three years.

These updated forecasts, produced as part of the formal budget setting process, will need to take account of any changes in spending pressures at that time. One of the most significant of these could potentially be the prices for the new waste contract, which will by that time be known.

There are some risks highlighted within the report, most notably around the ongoing reviews into the future methodology for Local Government funding and Brexit, the potential impact of which is incredibly difficult to try and predict at the current time.

There are similar risks in terms of future funding streams for business rates and also the Fair Funding Review, the outcome from which is still far from certain.

In the short term the Council remains in a good financial position, it's level of general and earmarked reserves provides both resilience - should funding reductions be greater or come sooner than currently forecast, or savings not be delivered as anticipated and also provides one-off funding to facilitate invest to save projects.

Essentially the financial strategy outlines the current financial challenges facing the authority. The strategy as presented will inform the detailed budget setting process for 2020/21 and demonstrates a good financial position, recognising that there are still financial challenges in the medium to long term.

Fees and charges – the fees and charges report went to Cabinet on 6 December and is due for consideration and approval by Full Council this evening.

Business rates NHS appeal – this has now been added to the Corporate Risk Register and will continue to be monitored. The decision is due to be announced in February.

2 Forthcoming Activities and Developments.

2019/20 Business Rates Pilot – the monitoring of the business rates pilot commenced during August and this will enable us to see how the pilot is progressing. However as indicated within previous reports this additional one-off income will only be taken account of once the final year end position is established.

2020/21 Budget – the finance team continue to work with service managers across the Council to pull the budget together for next year.

2019/20 Final Accounts audit – the external auditors are currently due to be returning in January to complete their final audit work having experienced significant capacity issues nationally.

3 Meetings attended

Nothing further to report.