

Cabinet

Date: Wednesday, 13 June 2018

Time: 17:30

Venue: Mancroft room, City Hall, St Peters Street, Norwich, NR2 1NH

Committee members:

For further information please contact:

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Waters (chair)
Harris (vice chair)
Davis
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Kendrick
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Information for members of the public

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Agenda

Page nos

1 Apologies

To receive apologies for absence

2 Public questions/petitions

To receive questions / petitions from the public

Please note that all questions must be received by the committee officer detailed on the front of the agenda by **10am on Friday 8 June 2018**.

Petitions must be received must be received by the committee officer detailed on the front of the agenda by **10am on Tuesday 12 June 2018**.

For guidance on submitting public questions or petitions please see appendix 1 of the council's constitution.

3 Declarations of interest

(Please note that it is the responsibility of individual members to declare an interest prior to the item if they arrive late for the meeting)

4 Minutes

7 - 14

To approve the accuracy of the minutes of the meetings held on 14 and 28 March 2018.

5 Performance report 2017-18 quarter 4

15 - 34

Purpose: To report progress against the delivery of the corporate plan priorities and key performance measures for quarter 4 of 2017-18 and provide an update on proposed targets for performance reporting for 2018-19.

6 Revenue and capital budget monitoring 2017-18 P13

35 - 60

Purpose: To update cabinet on the 2017/18 financial out-turn of the council as at 31 March 2018.

7 Applications for a neighbourhood area and neighbourhood forum for the Cathedral, Magdalen and St Augustine's area

61 - 92

Purpose: To set out the legal background to the designation of neighbourhood areas and neighbourhood forums, set out the issues regarding the proposed designations in Norwich, and to seek a resolution from Cabinet on the applications for designation of the

proposed neighbourhood area and forum.

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|-----------|--|-----------|
| 8 | River Wensum Strategy
Purpose: This report feeds back on the recent public and stakeholder consultation on the draft strategy and from the recent meeting of Sustainable Development Panel, and sets out the revised strategy for endorsement by cabinet. | 93 - 108 |
| 9 | Scrutiny committee recommendations
Purpose: To consider the recommendations from the scrutiny committee held on 22 March 2018. | 109 - 116 |
| 10 | Procurement of various housing contracts
Purpose: To seek approval from cabinet to award two contracts and to delegate authority to the director of neighbourhood services in consultation with the deputy leader and cabinet member for social housing to award two contracts. | 117 - 126 |
| 11 | Procurement of gas supplies for council sites
Purpose: To advise cabinet of the procurement of gas supplies for Norwich City Council sites and to seek approval to award the contract. | 127 - 134 |
| 12 | Procurement of tenant decoration allowances vouchers and paint pack packs
Purpose: To advise cabinet of the procurement of decoration voucher and paint packs for allowance scheme for tenants and to seek approval to award the contract. | 135 - 144 |
| 13 | Exclusion of the public
Consideration of exclusion of the public. | |

EXEMPT ITEMS:

(During consideration of these items the meeting is not likely to be open to the press and the public.)

To consider whether the press and public should be excluded from the meeting during consideration of an agenda item on the grounds that it involves the likely disclosure of exempt information as specified in Part 1 of Schedule 12 A of the Local Government Act 1972 or it being confidential for the purposes of Section 100A(2) of that Act.

In each case, members are asked to decide whether, in all circumstances, the public interest in maintaining the exemption (and discussing the matter in private) outweighs the public interest in disclosing the information.

Page nos

14 Managing assets (housing)

- This report is not for publication because it would disclose information relating to the financial or business affairs of any particular person (including the authority holding that information) as in para 3 of Schedule 12A to the Local Government Act 1972.

15 Managing assets (non-housing)

- This report is not for publication because it would disclose information relating to the financial or business affairs of any particular person (including the authority holding that information) as in para 3 of Schedule 12A to the Local Government Act 1972.

16 Norwich Regeneration Ltd- transfer of land at Rayne Park

- This report is not for publication because it would disclose information relating to the financial or business affairs of any particular person (including the authority holding that information) as in para 3 of Schedule 12A to the Local Government Act 1972.

17 Future provision of contracted services

- This report is not for publication because it would disclose information relating to the financial or business affairs of any particular person (including the authority holding that information) as in para 3 of Schedule 12A to the Local Government Act 1972.
- This report is not for publication because it would disclose information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority as in para 4 of Schedule 12A to the Local Government Act 1972.

Date of publication: **Tuesday, 05 June 2018**



CABINET

17:30 to 18:55

14 March 2018

Present: Councillors Harris(vice chair in the chair), Davis, Herries, Kendrick, Maguire, Packer and Stonard

Apologies: Councillor Waters (other council business)

Also present: Councillors Schmierer and Wright

1. Declarations of interest

Councillors Harris and Davis declared an 'other' interest in item 11 below 'Review of external relationships, contracts and grants 2018-19'.

Councillor Stonard declared an 'other' interest in item 12 below 'Meeting complex needs and the prevention of rough sleeping innovation fund' and also in item 13 below 'Building control service delegation'.

2. Public questions/petitions

No public questions or petitions were received.

3. Minutes

RESOLVED to agree the accuracy of the minutes of the meeting held on 7 February 2018.

4. Enforcement of stationary engine idling offences – key decision

Councillor Stonard, cabinet member for sustainable and inclusive growth presented the report.

He highlighted that this initiative was aimed at specific vehicles in specific areas of the city which had been identified as 'hotspots' for air quality. These were mainly pick up and set down areas for buses and taxis. If a civil enforcement officer found a vehicle idling in one of these areas, the driver would be asked to switch the engine off and would only be fined £20 if they refused to do so.

In response to a question from Councillor Schmierer, the head of city development confirmed that the council had engaged with local bus companies which supported the initiative, and would continue to do so.

RESOLVED to request that the Secretary of State approves Norwich City Council as a designated local authority for the purpose of issuing fixed penalties for stationary idling offences as set out within the Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002.

5. Quarter 3 2017-18 performance report

Councillor Harris, cabinet member for social housing, presented the report.

She said that there was an overall improvement in performance but where there were dips, this was due to methodological changes to ensure that the data collected was robust. The strategy manager added that some responses included more detail, such as measure SCL03(percentage of people feeling safe) which allowed officers to work with residents to achieve the right outcome.

In response to a question from Councillor Schmierer, the housing options manager said that the challenge around customer contact for measure HCH5 (Preventing homelessness) was preserving the face to face service for those that needed it whilst moving to an appointment system. He added that this had already been achieved.

The chief executive officer added that although it would be formally reported in the quarter four performance report, the council had received £1million for the amelioration of the Mile Cross Depot and £12million for the redevelopment of Anglia Square.

RESOLVED to note the quarter 3 2017-18 performance report.

6. Revenue and capital budget monitoring 2017/18 – Period 10

Councillor Kendrick, cabinet member for resources, presented the report.

RESOLVED to:

- (1) note the forecast outturn for 2017/18 for the General Fund, HRA and capital programme;
- (2) note the consequential forecast of the General Fund and Housing Revenue Account balances;
- (3) approve the transfer of additional rental income received above target from commercial property acquisitions to the commercial property earmarked reserve, as detailed in paragraph 3;
- (4) approve the transfer of general fund underspends to the invest to save earmarked reserve, as detailed in paragraph 3;
- (5) note the award of a land remediation grant, as detailed in paragraph 4;
- (6) note the HRA virement as detailed in paragraph 6; and
- (7) note the use of HRA contingency funds, as detailed in paragraph 7

7. Write off of irrecoverable national non domestic rate debt – key decision

Councillor Kendrick, cabinet member for resources, presented the report.

The director of business services said that the council had been informed by the liquidators that there was no pay out to be awarded to creditors in this case.

In response to a question from Councillor Schmierer, the director of business services said that debt management procedures had to be followed. Recovery action began with encouragement to pay and then if no payment was received legal action would begin. If the premises had a high rateable value, the timescales for these processes could mean that large sums of money were outstanding by the time the company went into liquidation. The council ensured that recovery action was taken as soon as possible.

RESOLVED to approve the write off of £266,138.75 of NNDR debt, which is now believed to be irrecoverable.

8. Write off of pre 1998 balance sheet

Councillor Kendrick, cabinet member for resources, presented the report. He highlighted that when a debt was written off, there was always the option to write it back on again if the opportunity arose.

In response to a question from Councillor Wright, the head of city development said that due to the age of the debt, he did not have detailed information. He added that currently, when major works were being undertaken, the payments were made directly to the contractors by Norfolk County Council which had led to stronger checks and balances for the city council.

RESOLVED to approve the write off of debt of £147,226 which is deemed irrecoverable.

9. Scrutiny committee recommendations

Councillor Wright, chair of the scrutiny committee presented the report.

He highlighted the work of the committee on the Private Rented Sector. He said that the response to the recommendation on page 72 regarding air quality sensors was not the answer he had envisioned but suggested that further work could be done on this. He added that he was pleased that more attention would be drawn to the 'Better off Norwich' platform.

Councillor Herries, cabinet member for safer, stronger neighbourhoods said that the introduction of licensing for Houses of Multiple Occupation (HMOs) regardless of their height would be introduced in October 2018. Due to financial constraints, it would be very difficult to employ more environmental health officers unless cuts were made elsewhere.

In response to a question from Councillor Schmierer, the strategy manager said that the social value in procurement framework did include environmental considerations and this would be used to inform the development of a framework for the purchase and management of assets. The director of business services added that information was also being collected from the Norfolk Pension Service to inform this.

RESOLVED to:-

- (1) Note the recommendations made by the scrutiny committee in February
- (2) Note the portfolio holder and officer responses as listed in the report to the recommendations from the January scrutiny committee; and
- (3) Ask officers to include a link on council communications to the 'Better off Norwich' platform.

10. Pay policy statement 2018-19

Councillor Harris, cabinet member for social housing, presented the report. She highlighted that the pay multiplier figures were not available at the publication of the report.

The head of HR and learning said that she was awaiting a third party report to calculate the pay multipliers and that this figures would be available at the next meeting of full council.

In response to a question from Councillor Wright, the head of HR and learning said that the last pay award was for a two year period to work on the lowest pay scales being brought in line with the national living wage.

RESOLVED to recommend to council the pay policy statement for 2018-19

11. An overview of external relationships, contracts and grants – key decision

(Councillors Harris and Davis had declared an 'other' interest in this item)

Councillor Harris, cabinet member for social housing, presented the report.

She highlighted the award to a financial inclusion consortium had been expanded to include the Citizens Advice Bureau.

RESOLVED to note the partnerships and business relationship and contracts registers. As well as the grants to be awarded for 2018-19.

12. Meeting complex needs and the prevention of rough sleeping innovation funding award decision – key decision

(Councillor Stonard had declared an 'other' interest in this item)

Councillor Maguire, cabinet member for safe city environment, presented the report. He thanked the officers who had worked on the Severe Weather Emergency Protocol during the recent bad weather.

He said that a pooled budget had been created from several agencies and a number of organisations had been invited to propose suggestions on how to spend the funding.

In response to a question from Councillor Schmierer, the housing strategy officer said that the council was working closely with Public health around the introduction of the new drug and alcohol contract and that it was identified in the rough sleeping strategy the need for a “dry house” in the City as there was no such provision in the whole of Norfolk.

RESOLVED to agree to award funding for a three year period starting on 1 April 2018 to the consortium bid led by St Martins as recommended by the Making Every Adult Matter evaluation panel on 9 February 2018.

13. Building control service delegation – key decision

(Councillor Stonard had declared an ‘other’ interest in this item)

Councillor Stonard, cabinet member for sustainable and inclusive growth presented the report.

In response to a question from Councillor Davis, the director of business services said that there were some Key Performance Indicators within the contract and a small number of these had fallen outside on the 95% target. These had been acknowledged at board meetings and improvement was expected.

RESOLVED to continue with the delegation of building control services to South Norfolk Council.

14. The award of contract for leaseholder insurance – key decision

Councillor Kendrick, cabinet member for resources, presented the report.

RESOLVED to delegate authority to award a contract for leaseholder insurance to the director of business services, in consultation with the portfolio holder for resources.

15. Procurement of replacement grounds maintenance equipment – key decision

Councillor Kendrick, cabinet member for resources, presented the report.

RESOLVED to delegate approval to the director of neighbourhoods in consultation with the portfolio holder for resources, to award the contract to replace grounds maintenance equipment.

16. Award of contract for agency workers – key decision

Councillor Harris, cabinet member for social housing, presented the report.

The director of business services said that this would be an ideal opportunity for local suppliers to work with the city council.

RESOLVED to delegate authority to establish a framework agreement and award contracts to up to four suppliers for provision of agency workers to the director of business services, in consultation with the leader.

17. Award of contract for temporary accommodation for homeless households – key decision

Councillor Harris, cabinet member for social housing, presented the report.

RESOLVED to approve the award of the contract to Norwich Accommodation Ltd (Petit Port)

18. Exclusion of the public

RESOLVED to exclude the public from the meeting during consideration of items *19 to *20 (below) on the grounds contained in the relevant paragraphs of Schedule 12A of the Local Government Act 1972 (as amended).

***19. Managing assets (non-housing) – key decision (paragraph 3)**

Councillor Stonard, cabinet member for sustainable and inclusive growth presented the report.

Following discussion during which the head of city development answered member's questions, it was:-

RESOLVED to agree the asset disposal described in this report subject to the heads of terms appended.

***20. Building control service delegation – exempt appendix (paragraph 3)**

RESOLVED to note the building control service delegation exempt appendix.

CHAIR



CABINET
Extraordinary meeting

17:00 to 17:05

28 March 2018

Present: Councillors Harris (vice chair in the chair), Davis, Herries, Kendrick, Maguire, Packer and Stonard

Apologies: Councillor Waters

Also present: Councillor Wright

1. Declarations of interest

There were no declarations of interest.

2. To consider delegating authority to award the contract for customer contact centre redesign

Councillor Packer, cabinet member for health and wellbeing presented the report.

Councillor Wright in his capacity as chair of scrutiny asked why the item had not been brought to cabinet on 14 March. The chief executive apologised and said there had been an oversight and the item should have gone to cabinet on 14 March but had not.

RESOLVED to delegate to the director of customers and culture in consultation with the portfolio holder for health and wellbeing authority to award the contract for customer contact centre redesign.

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CHAIR

Report to	Cabinet	Item
	13 June 2018	
Report of	Strategy Manager	5
Subject	End of year Corporate Performance Report for 2017-18, including Quarter 4 and new targets for corporate performance measures in 2018-19	

Purpose

To report progress against the delivery of the corporate plan priorities and key performance measures for quarter 4 of 2017-18 and provide an update on proposed targets for performance reporting for 2018-19.

Recommendations

To:

- 1) consider progress against the corporate plan priorities for quarter 4 of 2017-18;
- 2) suggest future actions and / or reports to address any areas of concern; and
- 3) approve proposed performance targets for 2018-19

Corporate and service priorities

The report helps to meet the corporate priority of achieving value for money services.

Financial implications

The direct financial consequences of this report are none.

Ward/s All wards

Cabinet member Councillor Waters - Leader

Contact officers

Adam Clark, Strategy Manager 01603 212273

Ruth Newton, Senior Strategy Officer 01603 212368

Background documents

None

Report

Introduction

1. This report sets out progress against the key performance measures that are designed to track delivery of the corporate plan priorities. This is the twelfth quarterly performance report for the corporate plan 2015-2020.
2. The corporate plan 2015-20 established five priorities. Progress with achieving these is tracked by forty three key performance measures. It is these performance measures which form the basis of this report. Most of the performance measures are available quarterly while some are reported six monthly or annually to show general outcomes for residents.
3. Methodological changes for some survey derived measures have been included to improve the robustness of the results as agreed at cabinet on 8 November 2017. These include a new methodology and the weighting of measures that are derived from the Local Area Survey and a new text based methodology for overall satisfaction with council services. These improve accuracy but have an impact on reported performance, as can be seen from this quarter and previous quarters' performance.
4. Performance status for each of the performance measures is then combined for each priority to show at a glance high level performance. This should enable members to see where performance is improving or falling.
5. Performance is based around a traffic light concept where green is on target, red is at a point where intervention may be necessary and amber a point in between these two.
6. A copy of the full performance report can be found at appendix A.
7. This report also includes an update on the outstanding targets for performance indicators for 2018-19, where they were not agreed at the cabinet meeting on 7 February 2018.

Headlines for quarter 4 performance

8. Overall performance this quarter has remained consistent to last quarter's with only one of the council priorities now showing amber (Safe, clean and low carbon city). There are some specific areas where the council is performing well and exceeding its targets but there are also some specific issues highlighted below. Each of the performance measures are provided within the relevant section of the performance report at appendix A.
9. The following areas of performance are brought to your attention:
 - a) The percentage of people satisfied with their waste collection has exceeded the target for the quarter suggesting the proactive work the Council is doing with our collection contractor is having the desired effect.

- b) Accident casualties on Norwich roads have fallen even further this quarter following a period where they have remained high; efforts are underway with partners to consolidate this reduction.
- c) There has been a decrease in performance on a number of customer satisfaction indicators, including satisfaction with parks and open spaces and with the local environment and the proportion of people feeling safe, and satisfaction with opportunities to engage with the Council and these still remain under target following the change in methodology to a text survey.
- d) The amount of funding secured by the council for regeneration activity has continued to exceed the target with an additional £1.725M secured as part of Cycle Safety Funding.
- e) This was the final quarter of the digital inclusion action plan for 2015-2018 and has successfully achieved its target, with a new action plan developed for 2018-20.
- f) The number of private sector homes where council activity has improved energy efficiency has risen to 800, exceeding the annual target of 123.
- g) The percentage of Council properties which meet the Norwich Standard is above target for the quarter and year overall, despite challenges including a number of contractor changes.
- h) Average re-let time for council housing continues to be on target at 14 days in quarter 4; this is following a challenging period in the first two quarters of 2017-18.
- i) Performance on the channel shift indicator has dipped slightly, with 17.6% of contact with the council taking place electronically in quarter 4, below the target of 25% by the end of 2017-18; this is despite new processes being introduced, for example to stop issuing of parking permits through face-to-face contact.
- j) The City Council successfully intervened to save a priority building on the 'at risk register'. Howard House on King Street was removed from the register after a period of intensive collaboration with Orbit Housing.
- k) The percentage change in the number of cyclists counted at automatic count sites cannot be reported this quarter. The method for calculating the data has presented anomalies and a review will be undertaken in 2018-19 to ensure that data presented going forward is accurate and reliable.

Summary of performance for 2017-18

10. Overall performance for the year has been reviewed to consider any trends over the four quarters. The key areas which the Council have performed well in or where there have been specific issues has been drawn out below:

- a) The percentage of people feeling safe was amber in Q1 2017-18 but has remained red and below target through to Q4 and the end of 2017-18. In addition the percentage of residents who are satisfied with the opportunities to engage with council has fluctuated within the year between amber, red, green and back to red for Q4 and below target for the year. Analysis will be undertaken in 2018-19 to better understand our performance with these indicators.
- b) The Council's approach to preventing homelessness has consistently been exceeding its target for the year and has remained green. This is due to the Council's approach of offering an accessible and specialist service.
- c) Delivery of the Council's capital programme which was below target in previous quarters is above target for the year with 81% of the programme now on target at year end. This is a result of fewer delays, concerns of overspends or a lack of funding.
- d) The percentage of community organisation that pay the living wage for services delivered on behalf of Norwich City Council is slightly below the target for the year. The few organisations which do not pay the living wage are currently striving to achieve this in 2018-19.
- e) The Channel Shift measure is below target for the year overall despite being green and on target for Q1 and Q2 as a result of new processes such as new self-serve forms which had a positive impact for the first two quarters. The methodology and target for the indicator will be reviewed for 2018-19.
- f) The number of accident casualties on the Norwich roads has gradually been decreasing each quarter as a result of the Council's work with Norfolk County Council and the Safety Camera Partnership and the indicator has now been green for two quarters, for Q3 and Q4 2017-18.
- g) The percentage of residents satisfied with the service they received from the Council has been improving throughout the year. This is because resource issues have now been resolved and team restructuring has been embedded and the indicator is now green for the quarter and 2017-18 overall.

Proposed outstanding targets for 2018-19

The full list of proposed targets for 2018-19 is included in appendix B. The new targets have been set based on a full year's worth of data using the new methodologies, which was not available when the other targets were agreed. Headline changes proposed include:

- a) Percentage of people satisfied with their local environment to have a target of 75%.
- b) Percentage of people feeling safe to have a target of 60%.

- c) Percentage of people satisfied with opportunities to engage with the Council to have a target of 75%.
- d) The number of new council or other affordable homes to be completed on council land to increase to 350.
- e) The Channel Shift measures target to change to 20% with a review to take place regarding the methodology in preparation for 2019-20.



Report author to complete

Committee:	Cabinet
Committee date:	13 June
Head of service:	Adam Clark
Report subject:	Quarter 4 performance report 2017/18
Date assessed:	May 2018
Description:	This report sets out progress against the key performance measures that are designed to track delivery of the Corporate Plan priorities for quarter 4 of 2017/18 and proposed changes to the key performance measures for 2018/19.

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	


	Impact			
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment	
Positive	
Negative	
Neutral	
Issues	
The range of council activity represented by this report means that it is not possible to identify the aggregate impact; this is covered by the individual impact assessments that are conducted as part of routine council business	




NORWICH
 City Council

Q4 : Jan to Mar 2018







Safe, clean and low carbon city

Prosperous and vibrant city

Fair city

Healthy city with good housing

Value for money services

Corporate plan

Safe, clean and
low carbon city

Prosperous and
vibrant city

Fair city

Healthy city with
good housing

Value for money
services

Comments

This report sets out progress against the key performance measures that are designed to track delivery of the corporate plan priorities. This is the twelfth quarterly performance report for the corporate plan 2015-2020.

Overall performance quarter 4 has remained consistent to last quarter's with only one of the council priorities now showing amber (Safe, clean and low carbon city).

Satisfaction indicators including satisfaction with parks and open spaces, the percentage of people feeling safe and percentage of people satisfied with opportunities to engage with the Council are below target for the quarter. This is a result of the change in methodology to a text survey which is still having an impact but analysis will be undertaken in 2018-19 to better understand our performance in these indicators.

Howard House, an historic building on the 'priority at risk' register has been successfully saved through intense intervention work between the Council and partner organisations.

The number of private sector homes with improved energy efficiency has reached far above its target for year end with 800 measures achieved against a target of 120.

Key areas within the healthy city and good housing priority include relet times for council housing and preventing homelessness, both of which are above target for the quarter. In addition the number of homes which have achieved the Norwich standard is above the target of 97%, despite challenges to achieve this target this quarter.

In quarter 4 there have been some challenges in reaching targets for Channel Shift. However, cumulatively over 17% of all contact with the council is now taking place digitally.

The Council has successfully reached its savings target for the year and this is coupled with the fact that the percentage of residents satisfied with the service they receive from Council is also above target for the quarter.

Green is on target, amber between target and cause for concern and red is cause for concern.

For more information please contact the Strategy & Transformation team on ext 2535 or email strategy@norwich.gov.uk

Key to tables (following pages) :

RAG - Red, Amber, Green; **DoT** - Direction of Travel: a green upward arrow signifies an improvement in performance compared with the previous reporting period, a red downward arrow shows a drop in performance and a blue horizontal arrow shows no change. **YTD** - data shown is for the (financial) year to date



	Safe, clean and low carbon city	Prosperous and vibrant city	Fair city	Healthy city with good housing	Value for money services	Corporate plan
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Measure	Actual	- Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
SCL13 % change in the number of cyclists counted at automatic count sites	?	5.0	?	?	?	5.0	?	03/18
<p>Comments: Cannot be confident in displaying the data for this quarter. SCL13 is based on automatic cycle counters and has shown some erroneous data (plus 19% and minus 27% on two of the routes). The counters are susceptible to missing counts owing to being covered or blocked in some way. For example a staff welfare unit relating to works in the highway. The method for calculating the totals for the full 365 days relies on using averages based on the days where counts were possible. Where large number of days data are missing (339 days total across all 11 counters in this case), a significant amount of error is introduced. As this degree of error is greater than the degree of change we are typically measuring we cannot be confident in presenting this set of data. A review will be undertaken in 2018-19 to ensure the data is more reliable</p>								
SCL08 % of adults cycling at least 3x per week for utility purposes	12.0%	14.0%	▲	Ⓜ	12.0%	14.0%	▲	04/17
<p>Comments: At 12%, Norwich is the sixth highest performing local authority in England (effectively fifth as the Isle of Scilly sample size is very small). Although this does not achieve the target of 14% set for 2017/2018, it should be noted that the latest counts for this measure are from mid-November 2015 to mid-November 2016 and important cycling schemes have been delivered since then.</p>								
SCL03 % of people feeling safe	57.6%	78.0%	▲	🔴	60.2%	78.0%	▲	03/18
<p>Comments: SCL3: The % of people feeling safe remains under target this quarter, and slightly below the performance for Q3. This is one of three measures where a different methodology is being used which better reflect the residents of the city which has resulted in lower performance, and it was anticipated that the year-end out turn will be below the current target. The target is being revised for the new financial year. Some analysis will be undertaken during 2018-19 on this measure to understand performance better.</p>								
SCL12 Percentage of people satisfied with their local environment	60.6%	80.0%	▲	🔴	67.9%	80.0%	▲	03/18
<p>Comments: SCL12: The % of people satisfied with their local environment remains under target this quarter, and slightly below the performance for Q3. This is one of three measures where a different methodology is being used which better reflect the residents of the city. This has resulted in lower performance and it was anticipated that the year-end out turn will be below the current target. The target is being revised for the new financial year. The housing service, surveys tenants on their satisfaction with their neighbourhood as a place to live as part of a suite of indicators to gauge tenant satisfaction with the landlord service. At March 2018 this stood at 75%. Some analysis will be undertaken during 2018-19 on this measure to understand performance better and the relationship with related performance measures.</p>								
SCL11 % of people satisfied with parks & open spaces (Q)	69.5%	85.0%	▲	🔴	78.7%	85.0%	●	03/18
<p>Comments: It is difficult to identify specific causes as this is a general satisfaction score.</p>								

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
SCL01 % of streets found clean on inspection	87.3%	88.0%	●	🔴	87.3%	89.5%	●	03/18
<p>Comments: This is the 4th quarter of our new inspection regime and performance has remained slightly below target. The new regime appears to be providing a more reliable picture of the cleanliness of our roads. Those transects that were not found to be cleaned have since been rectified.</p>								
SCL04 Residual household waste per household (Kg)	97.6	93.8	●	🟢	397.4	380.3	●	03/18
<p>Comments: The council continues to work proactively with our collection contractor to improve services to residents, this work includes a jointly-funded recycling officer and a range of projects aimed at increasing recycling and reducing waste.</p>								
SCL06 % of residential homes on a 20mph street	44.4%	45.0%	●	🔴	44.4%	45.0%	●	03/18
<p>Comments: Pleasing progress was made in the rollout of 20mph restrictions in 17/18, when hundreds more households were included in such areas and the target for the year was only narrowly missed. Work continues to implement 20mph areas and a consultation is to start shortly on bringing 20mph to thousands of more homes.</p>								

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
SCL02 % of people satisfied with waste collection	89.8%	85.0%	★	🟢	82.7%	85.0%	🟡	03/18
Comments: The council continues to work proactively with our collection contractor to improve services to residents and this result suggests that these efforts are having the desired effect.								
SCL05 % of food businesses achieving safety compliance	95.9%	90.0%	★	🔴	95.9%	90.0%	★	03/18
Comments: The hygiene standard of food premises in the City remains steady at approximately 96%. There is evidence of a slight downturn which will be monitored. The team will be offering extra business support to support and increase standards in 2018-19								
SCL07 Number of accident casualties on Norwich roads	365	400	★	➡	365	400	★	03/18
Comments: It is very pleasing to see that the is lower than the target maximum and efforts continue with our partners at Norfolk county council and the safety camera partnership to ensure that the rate stays within target								
SCL09 CO2 emissions for the local area	4.4%	2.4%	★	🔴	4.4%	2.4%	★	04/17
Comments: The data for 2016 will be released at the end of June. However, in 2015 our per capita emissions dropped by 4.4%. Since 2005 there has been a 39% drop in per capita emissions.								
SCL10 CO2 emissions from local authority operations	14.6%	2.2%	★	🟢	14.6%	2.2%	★	04/17
Comments: www.norwich.gov.uk/downloads/file/4058/carbon_footprint_report_2016-17 Using the 2016 DEFRA conversion factors, Norwich City Council has made an additional 14.6% reduction in its carbon emissions in 2017/18 taking the total reduction to 54.1%. NCC was awarded best LA East of England for Energy Efficiency.								



	Safe, clean and low carbon city	Prosperous and vibrant city	Fair city	Healthy city with good housing	Value for money services	Corporate plan
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Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
PVC8 % of people satisfied with leisure and cultural facilities	85.0%	95.0%	▲	■	85.0%	95.0%	▲	03/18
Comments: Riverside Leisure Centre maintained "Quest Excellent" leisure accreditation this year. Norman Centre is working towards being assessed for "Quest Entry" accreditation in September 2018								

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
PVC09 Amount of visitors at council ran events	98,945	85,200	★	➡	98,945	85,200	★	03/18
Comments: The figure is from Q3 which was above target (98,945), currently awaiting for the summer events to take place before a new figure will be made available ready for the Q1 report 2018/19.								
PVC03 Amount of funding secured by the council for regeneration activity (4 year rolling average)	£6,051	£2,000	★	➡	£6,051	£2,000	★	03/18
Comments: Cycle City Ambition Grant- £3.346M Additional cycling funding £1.725M of Cycle Safety Funding Land Remediation Fund £980K via One Public estate for demolition and decontamination of Mile Cross Depot site In addition there was a successful bid to the Business Rates Pool for funding for project management, studies and site investigations on a number of private and council owned development sites. This will be claimed during 2018/9.								
PVC1 Number of new jobs created/ supported by council funded activity	327	300	★	➡	327	300	★	03/18
Comments:								
PVC6 Planning service quality measure	90%	83%	★	➡	90%	83%	★	03/18
Comments: The result reported here is a proxy using the planning performance measures reported to central government i.e. speed of processing of Major, Minor and Other applications. Outputs will soon include both these measurements of speed of processing and quality of service by way of feedback received from a customer survey process. However, this will be dependent on the receipt of information which is outside the council's full control (as information will be processed via PAS) and the successful operation of the new quality measures.								
PVC2 Delivery of the council's capital programme	81%	80%	★	➡	81%	80%	★	03/18
Comments: 81% of projects were green- This was generally due to programme delays but there are some potential budget issues.								
PVC07 No. of priority buildings on the 'at risk register' saved from decay by council interventions	1	1	★	⏸	1	1	★	03/18
Comments: The target for 2017/18 was to save one priority buildings on the 'at risk register' from decay and dereliction through the intervention of the city council. This target was achieved when Howard House on King Street was removed from the register following an intensive period of collaborative working between the city council conservation team and Orbit Housing. Other non-priority buildings that were removed from the register during 2017/18 were Waterloo Park Pavillion and Weavers House on Mountergate.								



Measure	Frequency	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
FAC02 % of people who felt their wellbeing had been improved following receiving advice	Biannual	65.0	86.0	▲	?	65.0	86.0	▲	03/18
Comments: The response rate is low in terms of people commenting on their well-being and we believe that this has a detrimental effect to the overall satisfaction figure (people who have got what they needed tend not to respond as often as people who haven't). This coming year we will work with the Consortium members to increase the response rate to in order to address this and therefore reach the target									

Measure	Frequency	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
FAC06 % of comm. org. who pay the living wage for services delivered on behalf of NCC	Annual	97.0%	100.0%	●	Ⓢ	97.0%	100.0%	●	03/18
Comments: The few community organisations which do not currently pay the living wage to all staff are striving to achieve this.									

Measure	Frequency	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
FAC1 Delivery of the reducing inequalities action plan	Quarterly	100%	100%	★	➡	100%	100%	★	03/18
Comments: The reducing inequalities programme incorporates a number of large projects which have been successfully delivered in partnership with a range of organisations during 2017-18, some of which are still underway. These include the roll out of 'social prescribing' advice in GP surgeries and other venues across the city, delivery of the new Lumi digital sharing platform and other Get Involved projects, support for the setup of a new 'Feeding Norwich' partnership and ongoing work to ensure the council's operation, policies and procurement maximise their impact on reducing inequalities.									
FAC3 Delivery of the digital inclusion action plan	Quarterly	100%	100%	★	➡	100%	100%	★	03/18
Comments: This was the last quarter of the Digital Inclusion action plan 2015-2018, and saw our partner organisation, Voluntary Norfolk achieving their targets for learners and volunteer engagement. Fugill Road has been the latest Sheltered Housing scheme to be engaged in the programme this quarter and has received a lot of interest from tenants. The last few digital coaches training sessions took place in January and February, meaning that nearly all frontline staff across the council have received the training. This quarter also saw a pop-up Digital Hub at the Ready for Work Jobs Fair, where our digital coaches supported Norwich jobseekers with applying for work and getting their CVs in shape. This event has led to further discussions with Norwich Job Centre Plus and a new regular drop-in session will begin in April 2018. Our extended action plan covering the period of April 2018 to March 2020 has been created and an updated project plan for our work with Voluntary Norfolk has been agreed.									
FAC4 Timely processing of benefits	Quarterly	100.0%	100.0%	★	➡	100.0%	100.0%	★	03/18
Comments:									
FAC5 No of private sector homes where council activity improved energy efficiency (YTD)	Quarterly	800	165	★	➡	800	165	★	03/18
Comments: Year to date 800 measures have been done (Small measures, loft and cavity wall insulation, boiler replacements etc). Fuel poverty fallen 2.4%/ 1000 less fuel poor homes.									



	Safe, clean and low carbon city	Prosperous and vibrant city	Fair city	Healthy city with good housing	Value for money services	Corporate plan
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Measure	Frequency	Actual	Target	▲ RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
HCH04 Affordable Homes measure	Quarterly	117	200	▲	▲	117	200	▲	03/18
Comments: We're on our way to meeting the 5 year target but delivery is not linear. 10 units have been completed at Hansard Close and a further 20 on the Lakenham Cricket Ground for which some funding was provided by the council. Work on site is progressing on 105 new dwellings at Goldsmith Street and a further 18 at Threescore. 39 further units will be delivered at Threescore following the decision by Norwich regeneration Ltd to complete phase 2 and a further 11 units are being purchased on a site in Northumberland Street. In addition, cabinet has approved the grant of 1-4-1 receipts to registered providers to facilitate the delivery of 78 units to be completed in 2018/19. 20 homes were expected to be delivered in quarter 4 but due to slippage at Threescore this was reduced. The Threescore units are now expected to be handed-over in May 2018.									

▲ Measure	Frequency	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
HCH1 Delivery of the Healthy Norwich action plan	Quarterly	95%	100%	●	▲	95%	100%	●	03/18
Comments: While difficulties engaging primary schools to take up the 'Daily Mile' programme has led to the overall amber rating for this indicator in Q4, there have been a number of other projects which have continued to be delivered successfully by the Healthy Norwich partnership (made up of Norwich Clinical Commissioning Group, the city council and county council's public health team). These include a sugar awareness project in Norwich secondary schools, a breastfeeding friendly GP scheme and extension of the successful smoke free park scheme to promote smoke free football matches.									

▲ Measure	Frequency	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
HCH03 No of empty homes brought back into use	Quarterly	45	20	★	▲	45	20	★	03/18
Comments: The annual target was exceeded for the year.									
HCH2 Relet times for council housing	Quarterly	14	16	★	▲	17	16	●	03/18
Comments: Performance has continued to improve during quarter 4, with an average relet time of 14 days being one day better than in the previous quarter, and well within the 16 day target. The year to date figure of 17 days is still above target, but nonetheless shows a trend of improvement when compared to the previous two quarters. This shows a return to NCC's usual strong performance, although even the lesser performance earlier in the year still saw the council ranked in the top quartile for this indicator.									
HCH5 Preventing homelessness	Quarterly	68.8%	60.0%	★	▲	67.5%	60.0%	★	03/18
Comments: Our gold standard approach, with focus on provision of an accessible, specialist service to prevent homelessness, continues to deliver excellent and cost-effective performance to a vulnerable client group.									
Upcoming challenges such as the change in the way that the council deals with customer contact, the effects of the implementation of the Homelessness Reduction Act and the introduction of Universal Credit will cause significant pressure on this service and in such a challenging environment, such high performance in the prevention of homelessness may be difficult to maintain.									
HCH6 % of people who feel that the work of the HIA has enabled them to maintain independent living	Quarterly	95	90	★	▲	95	90	★	03/18
Comments: The figure dropped slightly in the last quarter but this is believed to be due to one client being unhappy with the service provided rather than the works not enabling them to continue to maintain independent living.									

Measure	Frequency	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
HCH7 % of council properties meeting Norwich standard	Quarterly	97.9%	97.0%	★	?	97.9%	97.0%	★	03/18
<p>Comments: By the end of the 17-18 financial year, 97.9% of homes met the Norwich Standard, which is in excess of the 97% target.</p> <p>The year has presented a number of challenges in attaining this target, including a number of contractor changes and difficulties in delivery in some streams of work. Many of the streams of work, some with new contractors, showed a slow start to contract delivery.</p> <p>In the case of kitchens and bathrooms, the new contractor had to start surveying from the contract start date (during quarter 3) meaning that actual completion of their first kitchens and bathrooms happened later than usual. In previous years, the incumbent contractor had been able to pre-survey before the start of the financial year. Accelerated programmes of door replacements in the tower blocks meant that NPS Norwich was able to reach more homes which previously would have failed the standard.</p> <p>NPS Norwich Ltd has been making improvements to delivery of contracts, focusing on monthly delivery numbers especially on kitchens and bathrooms, and continues to focus on targeting non-standard properties for upgrade works, including gaining access to homes which have never received a stock condition survey.</p>									
HCH8 % of tenants satisfied with the housing service	Quarterly	84%	83%	★	🚩	84%	83%	★	03/18
<p>Comments: Having now accrued a further 250 responses during January to March, the most recent results are based on a total of 750 responses, which is closer to the rolling 1,000 over 12 months that we will eventually use. Results are still similar to previous outturns (under both STAR and the previous methodology) with the figure as at the end of quarter 4 being 84%, which is slightly lower than the 86% as at the end of quarter 3, but still above target. Having said that, results should continue to be viewed with some caution, until we have the full 1,000 responses on a rolling basis.</p>									
HCH9 No of private sector homes made safe	Quarterly	102	100	★	🚩	102	100	★	03/18
<p>Comments: Annual target exceeded. We continue to gain experience of the use of civil penalties with the total collected now at £16,500.</p>									



Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
VFM5 Channel shift measure	17.64%	25.00%	▲	■	17.06%	19.38%	▲	03/18
Comments: Performance has increased slightly against Q3 but is below the target of 25% for the last year. New processes have continued to be launched since June 2017 with some services like parking permits no longer being generally available face to face. We need to review the methodology for this target in order to set a realistic target for the coming year of 18/19.								
VFM8 % of customers satisfied with the opportunities to engage with the council	26%	54%	▲	■	44%	54%	●	03/18
Comments: People's satisfaction with the opportunities to engage with the council remains under target this quarter, and slightly below the performance for Q3. This is one of three measures where a different methodology is being used which better reflect the residents of the city. The target will be reviewed for the new financial year. The indicator will be monitored closely to understand if there is a broader reason for this change given that there have been increasing number of opportunities for engagement with new resident groups establishing and the emerging community engagement work under the banner of Get Involved, may have a positive impact once fully implemented. Some analysis will be undertaken during 2018-19 on this measure to understand performance better.								

Measure	Frequency	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD	Date Measured
VFM02 Council achieves savings target	Quarterly	£-2,096,493	£0	★	➡	£-2,096,493	£0	★	03/18
Comments: The quarter 4 general fund forecast outturn for the 2017/18 financial year is an underspend against budget of £2,096k. These are provisional figures pending the finalisation of the accounts in June.									
VFM1 % of residents satisfied with the service they received from the council	Quarterly	77.7%	75.0%	★	➡	75.3%	79.5%	★	03/18
Comments: This is the 4th quarter outturn using the new methodology which is using a 'text' to measure satisfaction. The 4th quarter outturn has increased against the previous quarter and exceeded the new agreed target of 75%. A wealth of data is also being captured and available to help drive forward improvements and identify areas for transformation and savings across the authority.									
VFM4 Avoidable contact levels	Quarterly	33.4%	35.0%	★	■	33.4%	35.0%	★	03/18
Comments: Performance in this 4th quarter is within target but has seen a slight increase. We continue to work with service areas to understand the reasons for this and identify areas for transformation. The new and improved electronic contact channels together with improvements in customer access are continuing to focus on the highest areas of avoidable contact.									
VFM6 % of income owed to the council collected	Monthly	96.7%	95.0%	★	➡	96.7%	95.0%	★	03/18
Comments: The quarter 4 general fund income for 2017/18 financial year is forecast to equate to 51.76 % of expenditure which is above the target of 45.2%.									
VFM7 % of income generated by the council compared to expenditure	Quarterly	51.8%	45.2%	★	➡	51.8%	45.2%	★	03/18
Comments: Reported on bi-annually in Q1 and Q3. Target was reached in Q3. Local Democracy week was held between 9 October and 13 October 2017. This included a voter registration event at the UEA, Be a Cllr session, and an open day where the public were invited to have a look at City Hall and met the Lord Mayor and leader.									
VFM9 Delivery of local democracy engagement plan	Biannual	2	2	★	➡	2	2	★	03/18
We have run voter registration events across the year. These took place in April and May in the run up to the election and in September when the new set of students started. We have also visited care homes in November.									

Corporate performance measures 2018-19

The council sets targets for each key performance measure. These are described in detail in service plans and as part of the quarterly performance reports. Specific measures and targets beyond 2018-19 will be developed as part of the review of the corporate plan in 2018-19.

Key performance measure	Prefix	2018-19 target
Council priority: safe, clean and low carbon		
% of streets found clean on inspection	SCL1	88%
% of people satisfied with waste collection	SCL2	85%
% of people feeling safe	SCL3	60%
Residual household waste per household (kg)	SCL4	375
% of food businesses achieving safety compliance	SCL5	94%
% of residential homes on a 20mph street	SCL6	50%
Number of accident casualties on Norwich roads	SCL7	<400
% of adults cycling at least 3x a week for utility purposes	SCL8	16%
% change in the number of cyclists counted at automatic count sites	SCL13	5% increase
Reduction in CO2 emissions for the local area	SCL9	2.4%
Reduction in CO2 emissions from local authority operations	SCL10	2.2%
% of people satisfied with parks and open spaces	SCL11	85%
% of people satisfied with their local environment	SCL12	75%
Council priority: prosperous and vibrant city		
Number of new jobs created/ supported by council funded activity	PVC1	300
Delivery of the council's capital programme	PVC2	80%
Amount of funding secured by the council for regeneration activity (4 year rolling average)	PVC3	£2m p/a
Planning service quality measure	PVC6	TBC
Number of priority buildings on the 'at risk register' that have been saved from decay and dereliction through the intervention of the city council.	PVC7	1 p/a
% of people satisfied with leisure and cultural facilities	PVC8	95%
Amount of visitors at council ran events	PVC9	85,200 p/a

Key performance measure	Prefix	2018-19 target
Council priority: fair city		
Delivery of the reducing inequalities action plan	FAC1	100% on target p/a
% of people who felt their wellbeing had been improved following receiving advice	FAC2	86%
Delivery of the digital inclusion action plan	FAC3	100%
Timely processing of benefits	FAC4	100%
No of private sector homes where council activity improved energy efficiency	FAC5	165
% of commissioned organisations who pay their staff the living wage for services delivered on behalf of Norwich City Council	FAC6	100%
Council priority: healthy city with good housing		
Delivery of the Healthy Norwich action plan	HCH1	100% on target p/a
Relet times for council housing	HCH2	16 days
Number of long-term empty homes brought back into use	HCH3	20
Number of new council or other affordable homes completed on council land or which the council has financially contributed to	HCH4	350
Preventing homelessness	HCH5	60%
Percentage of people who feel that the work of the home improvement agency has enabled them to maintain independent living	HCH6	90%
% of council properties meeting Norwich Standard	HCH7	97%
% of people satisfied with the housing service	HCH8	84%
No of private sector homes made safe	HCH9	100
Council priority: value for money services		
% of residents satisfied with the service they received from the council	VFM1	75%
Avoidable contact	VFM4	35%
Channel shift	VFM5	20% <i>Methodology to reviewed for 2019-2020</i>
% of customers satisfied with the opportunities to engage with the council	VFM8	75%
Council on track to remain within agreed general fund budget	VFM10	<£250k

Report to Cabinet
Report of Chief finance officer (Section 151 Officer)
Subject Revenue and capital budget monitoring 2017/18 Final
outturn

Item

6

Purpose

To update cabinet on the 2017/18 financial out-turn of the council as at 31 March 2018.

Recommendation

To note:

- 1) the financial outturn for 2017/18 for the General Fund, HRA and capital programme;
- 2) the consequential forecast of the General Fund and Housing Revenue Account balances as detailed in paragraph 8;
- 3) the transfers to earmarked reserves as detailed in paragraph 3 & the impact on earmarked balances detailed in appendix 3; and
- 4) the non-housing and housing capital programme virements as detailed in paragraphs 10 and 11

Corporate and service priorities

The report helps to meet the corporate priority value for money services and the service plan priority to provide accurate, relevant and timely financial information.

Financial implications

The General Fund revenue budget is underspent by £2.346m.
The Housing Revenue Account budget is underspent by £3.624m.
The Non-Housing Capital Programme is underspent by £56.143m.
The Housing Capital Programme is underspent by £30.709m.

Ward/s: All Wards

Cabinet member: Councillor Kendrick - Resources

Contact officers

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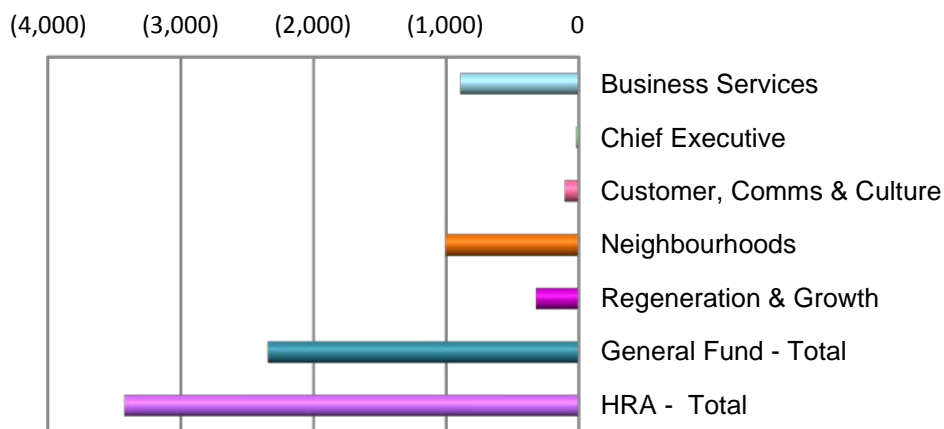
Background documents

None

Financial Position – Final outturn 2017/18 Figures in 000s

General Fund	Current budget	Final outturn	Final variance
Expenditure	156,879	151,951	(4,928)
Income	(53,472)	(51,791)	1,681
Grants and subsidies	(103,407)	(102,506)	901
Total	0	(2,346)	(2,346)

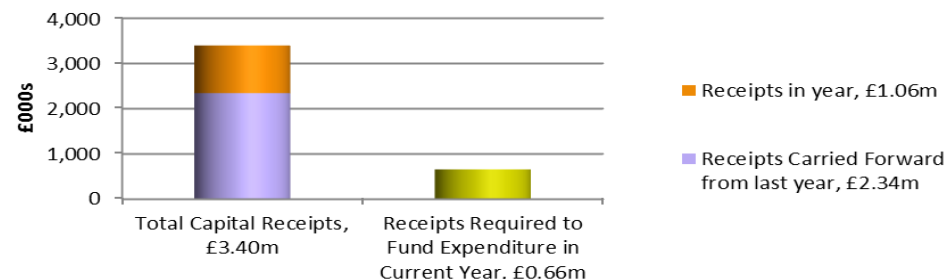
Forecast variances by service area under spends



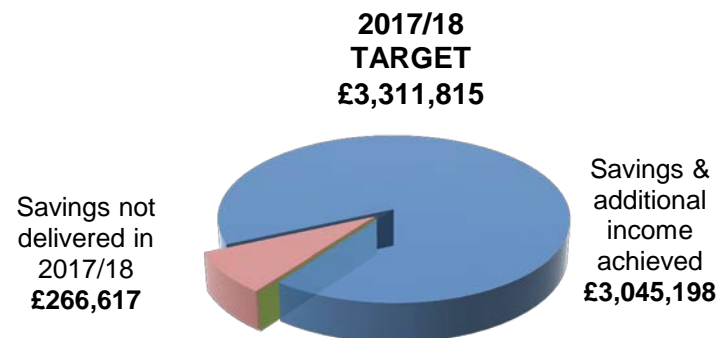
Housing Revenue Account	Current budget	Final outturn	Final variance
Expenditure	70,764	66,959	(3,805)
Income	(70,764)	(70,583)	181
Total	0	(3,624)	(3,624)

Fund	Current budget	Final outturn	Final variance
Non-Housing Capital	75,182	19,039	(56,143)
Housing Capital	59,345	28,636	(30,709)

Non-Housing Capital Receipts



Transformation savings



- The provisional General Fund outturn shows an underspend of £2.35m, mainly arising from staff vacancies, reduction of business rate tariff and reduced pension fund deficit payments.
- The provisional HRA outturn shows an underspend of £3.62m largely due to savings in the HRA dwellings repair budget and staff vacancies.
- The non-housing capital programme is underspent by £56m, due to some schemes slipping into the next financial year; aspirational schemes that are not yet ready to start being included in the budget, a slowing down of commercial property acquisitions due to the market, and the holding back of some schemes until sufficient funding is raised from asset sales to cover the costs.
- The housing capital programme is underspent by £31m mainly due to delays in new build projects, contract savings, and contractor delays within social housing upgrade programme.
- Both the General Fund and HRA reserves will exceed their respective prudent minimum balances.

1. General Fund Revenue Budget

The final outturn shows a £2.346m underspend at the year-end. This equates to 1.5% of the gross expenditure budget.

The key forecast budget variances (those with variances of +/- 100k) are set out below:

Table 1

Key General Fund revenue budget variances (NB: figures in brackets represent savings or increased income)

General Fund Service	Final Outturn Variance £000s	Description and commentary
Business Services	(892)	<p>The key variances are:</p> <ul style="list-style-type: none">• £300k underspend relating to lower than budgeted insurance settlements in year; offset by reduced transfer from insurance earmarked reserves• £261k unutilised contingency funds• £105k additional grant income unspent relating to; New Burdens: Discretionary Housing Payment Administration £48k, Right Benefit Initiative £39k & New Burdens: Benefit Cap £18k
Democratic Services	(202)	<p>The key variances are:</p> <ul style="list-style-type: none">• £135k additional income from reconciliation of earmarked balances relating to elections• £33k staff vacancies
Finance	201	<p>The key variances are:</p> <ul style="list-style-type: none">• £292k lower depreciation charges within the service area budgets being offset in the movement in reserves• £300k reduced transfer required from the insurance earmarked reserve as lower settlement costs incurred in year. Offset by reduced expenditure in the service area.• £280k reduction in business rates tariff applied by Central Government announced in December 2017 (as part of the finance settlement)• £120k reduction in Minimum Revenue Provision expense following back-dating of new policy agreed by Council in January 2018.

General Fund Service	Final Outturn Variance £000s	Description and commentary
Citywide Services	(898)	<p>The key variances are:</p> <ul style="list-style-type: none"> • £123k unanticipated pension rebate relating to Norwich Norse Environmental contracts • £120k underspend due to integrated waste management contract variation relating to pension fund re-evaluation and inflationary changes • £93k underspend due to vacant area manager posts within Neighbourhood Operations • £76k additional income relating to bulky items and garden waste collections and replacement bins • £57k increase in recharge income from the HRA to reflect changes within the service • £53k underspend on marketing due to a delay in implementation of food waste project • £43k underspend on reactive street cleansing budgets
Neighbourhood Services	(118)	<p>The key variances are:</p> <ul style="list-style-type: none"> • £64k CCTV depreciation charges lower than budgeted due to decommissioning of assets • £21k underspend on CCTV equipment • £15k lower than anticipated costs relating to restructuring of CCTV service
Property Services	(272)	Underspends on responsive repairs budgets across non-housing properties

Further detail is set out in Appendix 1

2. Transformational Savings

The 2017/18 net budget includes £3.312m of transformational savings. The provisional outturn indicates that £617k of these were not delivered, however this is partially offset by £351k where the savings have exceeded the target. This leaves the net undelivered savings at £267k. At the overall general fund level, other unbudgeted savings, for example reduced pension fund deficit payments, additional income and salary underspends, are compensating, resulting in the forecast underspend position.

3. Earmarked Reserves

On 20 February 2018, Council approved the creation of a commercial property earmarked reserve and a Norwich Regeneration Ltd (NRL) earmarked reserve. It also agreed that the forecast underspend arising from 2017/18 would be transferred to the Invest-to-save earmarked reserve in order to meet potential one-off costs arising from implementing the Fit for the Future transformational programme.

Net income generated above the medium term financial strategy (MTFS) savings target will be transferred into the commercial property reserve to help mitigate the potential risks of holding such property (void costs, rent free periods and future maintenance needs). The new net income arising from commercial property acquisitions in 2017/18 is £123k higher than the savings target; this amount has been transferred to the earmarked reserve.

Net income from NRL is £50k higher than the budgeted amount due to higher than anticipated loan arrangement fee; this amount has been transferred to the NRL earmarked reserve. This reserve will increase over time and will help mitigate the potential risks involved in lending to the Council's subsidiary company, as well as to provide the means for smoothing the returns to the council from lending to the company within the MTFS.

Further detail on the General Fund and HRA general and earmarked reserves is set out in appendix 3.

4. Housing Revenue Account

The final outturn shows a £3.624m underspend at the year-end. The key forecast budget variances are set out below in Table 2.

Table 2

Key HRA revenue budget variances (NB: figures in brackets represent savings or increased income)

HRA Service	Final Outturn Variance £000s	Description and commentary
Repairs & Maintenance	(2,535)	<p>The demand for responsive repairs has been lower than anticipated, largely due to the capital investment in planned works over the last five years, which has replaced old items before they start to fail. The key variances are:</p> <ul style="list-style-type: none"> • £409k underspend on asbestos removal, major and minor repairs, structural repairs and general responsive repairs • £312k underspend relating to drainage repairs • £164k underspend on landlord's lighting repairs due to delays in delivering project, which are to be completed in early 2018/19 • £100k underspend on maintenance of un-adopted roads as no work was required in 2017/18 • £185k unbudgeted income relating to contractor savings and interest free Salix energy efficiency funding • £709k variance relating to additional leasehold major works contributions, offset by £709k corresponding variance against financing code

HRA Service	Final Outturn Variance £000s	Description and commentary
General Management	(1,290)	<p>The key variances are:</p> <ul style="list-style-type: none"> • £288k saving from staffing vacancies • £410k underspend against budget in respect of corporate and general recharges from the general fund • £194k underspend on contingency fund • £62k underspend against void dwelling management mainly relating to a reduced demand for decoration allowances • £62k underspend on compensation across the service mainly due to the use of council owned property for emergency decants, rather than hotel accommodation. • £50k underspend due to reduced requirement for grant expenditure as a result of delayed implementation of Universal Credit
Special Services	(574)	<p>The key variances are:</p> <ul style="list-style-type: none"> • £493k underspend on district heating and sheltered housing fuel due to mild start to winter, partially offset by reduced income against service charge budget. • £108k underspend against sheltered housing alarms – no work required in 2017/18 • Underspends partially offset by £87k overspend on community alarm service; additional agency staff used to cover staff vacancies in order to ensure service continuity and additional costs associated with transferring the service to an external provider
Rents, Rates & Other Property Costs	107	<p>The key variances are:</p> <ul style="list-style-type: none"> • £262k higher than anticipated water charges for dwellings, partially offset by higher income against service charges • £98k underspend against professional advice; full asset condition survey not undertaken in 2017/18
Dwelling Rents	(345)	<p>The key variances are:</p> <ul style="list-style-type: none"> • £164k unbudgeted credit adjustment to account for rental income in the correct financial year • £114k additional income from contractor to cover lost rental income in previous financial year
Service Charges	657	<p>The key variances are:</p> <ul style="list-style-type: none"> • £355k lower than budgeted income from district heating service charges due to reduction in charge, offset by underspend against special services • £218k unbudgeted bad debts relating to outstanding leasehold service charge income
Depreciation & Impairment	134	Higher than budgeted depreciation costs relating to HRA assets

HRA Service	Provisional Outturn Variance £000s	Description and commentary
Provision for bad debts	(126)	Catch up review led to increased income recovery and lower arrears than originally anticipated, which led to a lower than budgeted bad debt provision
Adjustments & Financing Items	668	£709k additional leasehold major works capital contribution offset by corresponding variance against repairs & maintenance

Further detail is set out in Appendix 1.

5. Collection Fund

The Collection Fund consists of Council Tax and Business Rates.

Table 3

	Business Rates £000s	Council Tax £000s
Council Tax receivable		(75,459)
Business rates receivable (net yield)	(75,608)	
Council Tax Reduction Scheme		13,239
TOTAL INCOME	(75,608)	(62,220)
Precepts & Demands	75,424	60,109
Distribution of Estimated Surplus for Previous Years	(330)	2,006
Transitional Protection Payable	1,570	
Costs of Collection	271	
Increase/(decrease) in Bad Debt Provision	(472)	(33)
Increase/(decrease) in Provision for Appeals	897	
Write Offs of uncollectable amounts	671	461
TOTAL EXPENDITURE	78,031	62,543
Collection Fund Balance b/fwd at 1 April	(123)	5,647
Surplus / (Deficit) for the year	(2,423)	(323)
Collection Fund Balance c/fwd at 31 March	(2,546)	5,324

6. Council Tax

Council Tax income is shared between the city, the county, and the police and crime commissioner based on an estimated tax base and the council tax rates agreed by each of the preceptors. Any surplus or deficit is shared in the following financial year.

In 2017/18 Council Tax charged totalled £62.2m.

There was an in-year deficit of £0.3m on the Collection Fund due to an increased distribution to the precepting authorities in 17-18 of the brought forward surplus position.

The overall year-end surplus is £5.3m which will be taken into account in considering distribution of balances between the preceptors (city, county, and police) in the future.

The council's share of the closing balance on the council tax collection fund at 31st March 2018 is a surplus of £0.755m (14.18%).

7. Business Rates

Business rates income is shared between the city, the county, and central government. Any surplus or deficit is shared in the following financial year.

In 2017/18 total business rates charged totalled £75.6m.

There was an in-year deficit of £2.4m on the collection fund resulting from both reductions in the gross rateable value (in part reflecting conversions from offices to housing) and from additional reliefs being given by central government. The new reliefs include discretionary rate relief, pub relief and supporting small business relief. Any deficit reported on the business rates account will roll forward and be distributed in 2018/19 and 19/20. Norwich City Council's share of the overall collection fund deficit is £1.0m.

Additional (section 31) grant has been received into the General Fund during 17/18 to offset all or part of any shortfall in business rate income due to the additional reliefs granted by central government. The additional unbudgeted grant of £840k has been set aside in the earmarked section 31 reserve and will be transferred back in 18/19 and 19/20 to offset the related deficit contributions recognised in the general fund.

Despite the deficit on the collection fund, the council's share of retained business rates income (including sections 31 grant) exceeded its baseline funding level (set annually by central government) by £0.6m. The Council is required to pay a 50% levy on all growth above the baseline funding level. As Norwich City Council is within the Norfolk Business Rates Pool, this levy is payable into the pool (rather than central government) where it will be used to supplement economic development activity throughout the county. The levy due for 2017/18 is £0.3m; this has been funded from the s31 grants earmarked reserve.

Transfers have been made out of the Section 31 reserve in 17/18 to offset the 15/16 and 16/17 net deficit recognised in the general fund of £0.1m as well as the levy payable £0.3m.

The closing balance on the earmarked reserve is £2.2m. This will be used to fund the required deficit payments in future years and offset any volatility in business rates.

8. Impact on General Reserves

The prudent minimum level of General Fund reserves has been assessed as £4.161m. The year end position is shown below:

Table 4

Item	£000s
Balance at 1 April 2017	(14,344)
Budgeted reserves used in year	688
Transfer 2016/17 underspend to invest to save	500
Forecast outturn 2017/18	(2,346)
Transfer to invest to save	2,060
Transfer to commercial property earmarked reserve	123
Transfer to elections earmarked reserve	113
Transfer to NRL earmarked reserve	50
= Forecast balance at 31 March 2018	(13,156)

The General Fund balance is therefore expected to continue to exceed the prudent minimum balance.

The prudent minimum level of HRA reserves has been assessed as £5.885m. The year end position is shown below:

Table 5

Item	£000s
Balance at 1 April 2017	(30,384)
Budgeted reserves used in year	3,020
Forecast outturn 2017/18	(3,624)
Transfer to HRA Invest to Save	500
= Forecast balance at 31 March 2018	(30,488)

The Housing Revenue Account balance is therefore expected to continue to exceed the prudent minimum balance.

9. Capital Programme

The provisional outturn for the non-housing capital programme shows an underspend of £56.143m and the provisional outturn for the housing capital programme shows an underspend of £30.709m in this financial year.

The Council decided in February 2018, as part of the 2018/19 budget setting report, to change its approach to how and when it agrees schemes and projects for inclusion in the capital budget. It decided that for large projects and those requiring the council to borrow in order to finance, such schemes would only be approved and included in the budget once a robust Business Case has been submitted to the Council and the scheme is ready to implement.

The General Fund capital budget agreed for 2017/18 was partly aspirational in that a number of large projects had been included which were not ready to be implemented in that financial year and have not therefore spent any of the budget allocated to them.

The biggest of these was the £4.4m budget approved for investment in the redevelopment of the airport industrial estate including related demolition costs of property at Hurricane Way. Whilst no actual capital expenditure has yet been incurred, Norwich City Council and Norfolk County Council have appointed a joint Project Manager for the scheme and soft-market testing has just concluded to assess potential private sector interest in redeveloping the estate as a Joint Venture partnership.

In addition, £16.2m was approved in the General Fund capital budget to lend to the Council's wholly owned company, Norwich Regeneration Limited (NRL) so that it could develop new housing at Rayne Park (part of the Threescore land development). Whilst £10.7m was lent to NRL during 2017/18 this isn't, in accounting terms, capital expenditure but is a balance sheet transaction. There is, therefore, no capital expenditure to report alongside the budget approved for the loan.

A sum of £40m was approved in the 2017/18 General Fund capital budget for commercial property acquisition. This is part of a programme of upgrading and growing the Council's existing investment property portfolio by selling smaller, less valuable assets and/or assets that take a lot of management time, and replacing them by better quality and higher yielding investment property.

£13.4m was spent in 2017/18 on acquiring three new investment properties whilst the acquisition of another property (£10m) concluded just after the end of the financial year in April 2018. £16m of the budget remains uncommitted to carry forward into 2018/19 although the pace of spending the money is dependent on good and relevant investment opportunities becoming available in the market. The purchase of these properties has more than achieved the new net income target for commercial rental income set in the MTFS (£75k in 2017/18 and £400k in 2018/19).

During the 2017/18 financial year, the housing capital programme delivered upgrades to over 3,700 council homes, including over 500 new kitchens, 600 new bathrooms, and 500 heating installations. Over 400 properties have benefitted from structural or roofing upgrades. Additionally, over 1,600 doors were replaced including 283 in tower blocks as part of a programme to improve fire resistance.

The development of new council homes has continued, with 10 homes completed at Hansard Close. Work also commenced on the 93 homes being built at Goldsmith Street, although some delay on site has meant that £7m of budget was not spent last year and will carry forward into 2018/19. In addition to being one of the largest residential Passivhaus schemes in the UK, the design of the Goldsmith Street development was a project winner at the 2016 Housing Design Awards and voted as one of the top 10 architectural schemes by The Times.

Grants of Right to Buy receipts to Registered Providers have also enabled the development of a further 177 new affordable homes in the city.

Key capital programme budget variances (NB: figures in brackets represent underspends)

Table 6

Capital Programme Group	Final Variance £000s	Description and commentary
Non-Housing Regeneration	(5,747)	<ul style="list-style-type: none"> £4.412m not spent in financial year as NAIE regeneration project currently at preliminary stage with planned development over next 2 years.
		<ul style="list-style-type: none"> £305k underspend in financial year resulting from delays to Riverside Walk project.
		<ul style="list-style-type: none"> £530k underspend in financial year resulting from Mountergate development being at preliminary stage with business case currently being investigated.
		<ul style="list-style-type: none"> £282k expenditure delayed as Parks Depot demolition will not complete until 2018/19.
		<ul style="list-style-type: none"> £222k earmarked for expenditure in 2018/19 in the Investment for Regeneration budget.
Non-Housing Asset Upgrade	(1,240)	<ul style="list-style-type: none"> £265k underspend at Norman Centre as projects held pending availability of resources
		<ul style="list-style-type: none"> £251k of expenditure on CCTV replacement delayed until 2018/19.
		<ul style="list-style-type: none"> £136k due to completion of Customer Centre Redesign works being carried over into 2018/19.
		<ul style="list-style-type: none"> £210k contract saving for St Giles MSCP renovation.
Non-Housing Asset Investment	(26,572)	<ul style="list-style-type: none"> £9.96m underspend due to short delay in purchase of commercial investment property, completed in April 2018.
		<ul style="list-style-type: none"> £16.38m underspend due to lack of investment property currently available for sale.
Non-Housing Asset Improvement	(443)	<ul style="list-style-type: none"> £363k underspend as Norwich parks tennis expansion not completed in the financial year due to planning and funding issues.
		<ul style="list-style-type: none"> £80k underspend as Multi Use Games Areas work on hold pending availability of resources.

Capital Programme Group	Final Variance £000s	Description and commentary
Non-Housing Initiatives	(802)	<ul style="list-style-type: none"> £309k of IT Investment fund put on hold whilst strategic review of IT infrastructure completed.
		<ul style="list-style-type: none"> £305k underspend as new HR & Finance system currently being implemented, extending into next financial year.
		<ul style="list-style-type: none"> £132k Loan to Norwich Preservation Trust transferred from non-housing capital programme and financed as a Long Term Investment.
Non-Housing Capital Lending	(16,114)	<ul style="list-style-type: none"> £16.114m of loans to NRL to be considered as Long Term Investment and not included within capital programme
Non-Housing Community Infrastructure Levy	(812)	<ul style="list-style-type: none"> £646k underspend due to lower than forecast contributions towards CIL strategic pool caused by delays in private developers commencing a number of residential schemes across the city.
Non-Housing Greater Norwich Growth Board	(792)	<ul style="list-style-type: none"> £150k to be carried forward to next financial year as delays with HLF funded Caste Gardens project being delivered by Norfolk Museum Service.
		<ul style="list-style-type: none"> £115k to be carried forward to next financial year as work on football pitch to take place in 2018 close season.
		<ul style="list-style-type: none"> £527k underspend as completion of GNGB schemes programmed into next financial year.
Non-Housing Cycle City Ambition Group 2	(3,169)	<ul style="list-style-type: none"> Budget encompasses approximately 50 individual CCAG projects delivered in partnership with Norfolk County Council, some of which have extended into the next financial year due to the extensive process of value engineering, public consultation, planning process and contractor capacity.
Non-Housing Section 106	(449)	<ul style="list-style-type: none"> Completion of further S106 schemes programmed into next financial year.
Housing Investment	(9,965)	<ul style="list-style-type: none"> £500k underspend as no RTB buyback opportunities arisen in this financial year.
		<ul style="list-style-type: none"> £411k of delayed expenditure proposed for other new build developments.
		<ul style="list-style-type: none"> £799k for purchase of new build social housing at Northumberland Street postponed until 2018/19 due to developer's delays in commencing work on site.
		<ul style="list-style-type: none"> £7.39m of expenditure on Goldsmith Street development now re-programmed due to legal access issues.

Capital Programme Group	Final Variance £000s	Description and commentary
Neighbourhood Housing	(18,486)	<ul style="list-style-type: none"> £4.49m underspend on home upgrades including kitchen and bathroom replacements and electrical upgrades due to contract savings and delays due to change of contractors during the year. Some of the underspent budget will form part of a carry-forward request.
		<ul style="list-style-type: none"> £3.25m of expenditure on Heating and Insulation upgrades delayed into next financial year due to heating contract issues and planning issues for insulation works. An additional contractor has now been appointed and the underspent budget will form part of a carry-forward request.
		<ul style="list-style-type: none"> £530k underspend as window replacement programme now almost complete and general door replacements reduced during tower block fire door replacement
		<ul style="list-style-type: none"> £174K underspend on programmed Community Safety Door Entry Systems installations due to contractor delays. The underspent budget will form part of a carry-forward request.
		<ul style="list-style-type: none"> £144k of expenditure on CCTV replacement delayed until 2018/19.
		<ul style="list-style-type: none"> £400k underspend due to no further work taking place on Sheltered Housing Regeneration in the financial year.
		<ul style="list-style-type: none"> £8.51m of expenditure on preventative upgrade projects including structural and roofing works delayed into next financial year due to contractor issues and contractor's capacity to deliver all required works. Some structural work to be retendered in 2018/19 therefore underspent budgets will form part of carry-forward request.
		<ul style="list-style-type: none"> £557K underspend due to lower than anticipated demand for Disabled Adaptations.
Strategic Housing	(2,258)	<ul style="list-style-type: none"> £300k underspend as Sheltered Housing Alarm upgrade not taking place in the
		<ul style="list-style-type: none"> £2.00m of grants to Registered Providers postponed into the next financial year due to partner organisation's development delays

10. Non-housing capital programme virements

The following non-housing capital programme budget virements were approved by CLT under delegated authority and processed in P11.

The cost of replacing City Hall roof membrane was lower than originally anticipated. Some of the savings were utilised to cover; unanticipated final contract costs in relation to the construction of Rose Lane multi-story car park; replacement of doors and windows at St Giles multi-story car park following a fire safety assessment.

Table 7

Scheme	P10 Budget	Virement	Revised Budget
City Hall roof membrane replacement	276,000	(34,975)	241,025
Rose Lane MSCP	0	21,500	21,500
St Giles MSCP doors & windows	6,525	13,475	20,000
Total	282,525	0	282,525

11. Housing capital programme virements

The following non-housing capital programme budget virements were approved by CLT under delegated authority and processed in P11.

Both the upgrade of Primrose Place and the conversion of Cavalry Ride from a shop to a residential dwelling are expected to cost more than originally anticipated. Underspends on electrical rewiring and kitchen upgrades have been utilised to cover the shortfall. It is anticipated that the Primrose Place budget will be carried forward into 2018/19.

Table 8

Scheme	P10 Budget	Virement	Revised Budget
Electrical rewiring	1,048,935	(11,500)	1,037,435
Primrose Place upgrades	56,134	11,500	67,634
Kitchen upgrades	4,069,921	(15,700)	4,054,221
Cavalry Ride conversion	43,667	15,700	59,367
Total	5,218,657	0	5,218,657

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Cabinet
Committee date:	
Head of service:	Chief Finance Officer
Report subject:	Budget Monitoring 2017/18 Final outturn
Date assessed:	29/05/18
Description:	This is the integrated impact assessment for the Budget Monitoring 2017/18 report to Cabinet

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The report shows that the council monitors its budgets, considers risks to achieving its budget objectives, reviews its balances position, and is therefore able to maintain its financial standing
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The report demonstrates that the council is aware of and monitors risks to the achievement of its financial strategy.

Recommendations from impact assessment
Positive
None
Negative

None
Neutral
None
Issues
The council should continue to monitor its budget performance in the context of the financial risk environment within which it operates.

Revenue Budget Monitoring Summary Year: 2017/18 Final outturn

Appendix 1

General Fund Summary

Approved budget	Current budget		Final outturn	Final variance
3,096,603	3,754,154	Business Services	2,862,544	(891,610)
291,867	307,171	Democratic Services	105,745	(201,426)
(19,214,059)	(19,989,136)	Finance	(19,788,352)	200,784
0	0	Human Resources	(3,587)	(3,587)
0	0	Procurement & Service Improvement	1,696	1,696
(15,825,589)	(15,927,811)	Total Business Services	(16,821,954)	(894,143)
0	0	Chief Executive	164	164
201,843	201,843	Strategy & Programme Management	185,084	(16,759)
201,843	201,843	Total Chief Executive	185,248	(16,595)
2,143,249	2,242,998	Communications & Culture	2,222,375	(20,623)
(2,760)	(90,502)	Customer Contact	(177,657)	(87,155)
2,140,489	2,152,496	Total Customers, Comms & Culture	2,044,718	(107,778)
10,229,891	10,216,202	Citywide Services	9,318,061	(898,142)
1,728,634	1,728,634	Neighbourhood Housing	1,739,944	11,310
807,037	976,445	Neighbourhood Services	857,965	(118,480)
12,765,562	12,921,281	Total Neighbourhoods	11,915,970	(1,005,311)
(1,994,594)	(1,326,416)	City Development	(1,352,449)	(26,033)
0	0	Environmental Strategy	31	31
0	0	Executive Head of Regeneration &	(985)	(985)
1,500,637	1,504,417	Planning	1,480,802	(23,615)
1,211,652	474,188	Property Services	202,607	(271,581)
717,695	652,189	Total Regeneration & Growth	330,007	(322,182)
0	(2)	Total General Fund	(2,346,012)	(2,346,010)

Housing Revenue Account Summary

Approved budget	Current budget		Final outturn	Final variance
13,815,288	13,841,786	Repairs & Maintenance	11,307,035	(2,534,751)
5,789,133	5,789,133	Rents, Rates, & Other Property Costs	5,895,750	106,617
12,115,683	12,055,683	General Management	10,765,785	(1,289,898)
5,090,423	5,123,921	Special Services	4,549,459	(574,462)
21,992,115	21,992,115	Depreciation & Impairment	21,620,047	(372,068)
223,000	223,000	Provision for Bad Debts	97,284	(125,716)
(57,692,382)	(57,692,382)	Dwelling Rents	(58,037,191)	(344,809)
(2,169,466)	(2,169,466)	Garage & Other Property Rents	(2,162,715)	6,751
(8,373,746)	(8,373,746)	Service Charges - General	(7,716,454)	657,292
(85,000)	(85,000)	Miscellaneous Income	(71,640)	13,360
10,056,112	10,056,112	Adjustments & Financing Items	11,030,506	974,394
(586,160)	(586,160)	Amenities shared by whole community	(663,447)	(77,287)
(175,000)	(175,000)	Interest Received	(238,245)	(63,245)
0	(4)	Total Housing Revenue Account	(3,623,827)	(3,623,823)

General Fund summary by type

Approved budget	Current budget		Final outturn	Final variance
20,188,816	20,185,443	Employees	18,683,142	(1,502,301)
9,800,145	9,914,963	Premises	9,325,087	(317,753)
278,046	278,046	Transport	256,653	(21,393)
16,401,424	16,203,508	Supplies & Services	16,012,181	(226,178)
4,060,353	4,060,353	Third Party Payments	3,986,752	(73,601)
85,507,495	85,507,495	Transfer Payments	84,091,642	(1,415,853)
1,114,624	1,114,624	Capital Financing	703,153	(683,594)
550,000	550,000	Rev Contribs to Capital	550,000	0
(26,598,010)	(26,635,960)	Receipts	(26,201,097)	469,714
(103,407,120)	(103,407,120)	Government Grants	(102,506,364)	900,756
1,153,076	1,153,073	Centrally Managed	947,273	(205,800)
17,911,324	17,911,324	Recharge Expenditure	17,395,092	(516,232)
(26,960,173)	(26,835,751)	Recharge Income	(25,589,527)	1,246,224
0	(2)	Total General Fund	(2,346,013)	(2,346,011)

Housing Revenue Account summary by type

Approved budget	Current budget		Final outturn	Final variance
6,312,030	6,154,030	Employees	5,952,988	(201,042)
22,230,815	22,464,128	Premises	20,442,451	(2,021,677)
122,209	122,209	Transport	98,666	(23,543)
2,693,175	2,617,858	Supplies & Services	1,612,359	(1,005,499)
350,856	350,856	Third Party Payments	238,918	(111,938)
7,344,492	7,344,492	Recharge Expenditure	6,851,152	(493,340)
(1,892,479)	(1,892,479)	Capital Financing	5,230,378	7,122,857
(69,737,016)	(69,737,016)	Receipts	(69,615,941)	121,075
(1,026,499)	(1,026,499)	Recharge Income	(966,662)	59,837
19,676,614	19,676,614	Rev Contribs to Capital	12,527,327	(7,149,287)
13,925,803	13,925,803	Capital Financing	14,004,538	78,735
0	(4)	Total Housing Revenue Account	(3,623,827)	(3,623,823)

Capital Budget Monitoring Summary Year: 2017/18 Final outturn

Non-Housing Capital Programme	Current Budget £000s	Final Outturn £000s	Final Variance £000s
CCTV replacement	265,750	14,815	(250,935)
Customer centre redesign	196,094	59,731	(136,363)
Norwich Parks tennis expansion	415,000	52,428	(362,572)
Car park payment machines upgrade	7,635	5,570	(2,065)
Replacement of multi-use games	80,000	0	(80,000)
Eaton Park Tennis Development	45,775	0	(45,775)
City Hall 2nd Floor	80,850	73,910	(6,940)
City Hall external lighting	42,330	36,774	(5,556)
Parking Management System	72,351	6,526	(65,825)
Energy saving lighting	10,000	0	(10,000)
Eaton Park access improvements	29,686	0	(29,686)
Asset investment for income (other)	16,368,455	0	(16,368,455)
Traveller Site	26,000	0	(26,000)
Asset Acquisition - Kent	2,385,020	2,344,987	(40,033)
Asset Acquisition 1 - Norfolk	7,202,700	7,178,926	(23,774)
Asset Acquisition 2 - Norfolk	9,961,250	7,057	(9,954,193)
Asset Acquisition - Northamptonshire	4,082,575	3,897,494	(185,081)
HR System	193,620	130,347	(63,273)
City Hall heating pumps replacement	28,000	29,041	1,041
City Hall roof membrane replacement	241,025	213,067	(27,958)
Hewett Yard major repairs	33,000	0	(33,000)
Pedestrian bridges / boardwalks	50,000	0	(50,000)
Norman centre corridor lighting	14,000	13,252	(748)
Norman Centre heating replacement	200,000	0	(200,000)
Norman Centre roof replacement	38,500	0	(38,500)
Riverbank stabilisation	75,000	0	(75,000)
St Andrews - fire system voice alarm	11,000	13,689	2,689
St Giles MSCP - replace central	1,500	0	(1,500)
Bowthorpe B1108 - Various Works	0	0	0
Memorial Gardens temporary works	0	0	0
St Andrews MSCP repair	0	1,234	1,234
Co-St Giles MSCP Refurb	568,578	358,096	(210,482)
The Halls refurbishment project	0	0	0
Major Repairs 2016-17 Community Centres	41,000	28,334	(12,666)
City Hall finials	214,070	216,857	2,787

Non-Housing Capital Programme (cont)	Current Budget £000s	Final Outturn £000s	Final Variance £000s
Major Repairs	0	0	0
St Andrews & Blackfriars Hall WC	0	0	0
Waterloo Park pavillion works	50,000	50,247	247
CC Norman Bowl Lighting	26,500	0	(26,500)
St Giles MSCP - Windows and doors	20,000	0	(20,000)
Riverside LC heating	12,000	11,361	(639)
10-14 Ber Street	280,000	0	(280,000)
Hurricane Way 16 demolition	30,000	0	(30,000)
Hurricane Way 20 demolition	85,000	0	(85,000)
Hurricane way 25 demolition	57,000	0	(57,000)
Hurricane way 6-14 demolition	240,000	0	(240,000)
NAIE phase 1 regeneration	4,000,000	0	(4,000,000)
Ass Inv - Mile Cross Depot	0	4,373	4,373
Rose Lane MSCP Construction	21,500	21,174	(326)
Riverside Walk (adj NCFC)	305,189	0	(305,189)
Mountergate Phase 2	530,309	0	(530,309)
Park Depots demolition	288,475	6,156	(282,319)
Investment for regeneration	270,000	47,965	(222,035)
NaHCASP Threescore	326,017	326,017	0
New Build - Threescore 2	12,442,814	0	(12,442,814)
New Build - Airport	2,909,484	0	(2,909,484)
Threescore phase 3	482,782	1,167	(481,615)
Eco-Investment Fund	32,000	2,708	(29,292)
IT Investment Fund	390,000	80,561	(309,439)
Finance & HR System	416,380	174,511	(241,869)
Norwich Preservation Trust Loan	132,250	0	(132,250)
Community Infrastructure Levy	1,481,530	669,741	(811,789)
GNGP	837,407	44,945	(792,462)
Section 106	681,472	232,119	(449,353)
Cycle City Ambition Group 2	5,853,336	2,684,200	(3,169,136)
Cycle City Ambition	0	0	0
Total Non-Housing Capital Programme	75,182,209	19,039,380	(56,142,829)

Housing Capital Programme Group	Current Budget £000s	Final Outturn £000s	Final Variance £000s
Community Safety & Environment	656,686	410,611	(246,075)
Heating Upgrades	5,325,393	2,564,164	(2,761,229)
Home Upgrades	9,979,783	5,487,607	(4,492,176)
Supported Independent Living	1,379,829	522,587	(857,242)
Preventative Maintenance	12,438,978	3,933,869	(8,505,109)
Sheltered Housing Regeneration	698,222	288,724	(409,498)
Insulation	874,904	388,890	(486,014)
Window & Door Upgrades	2,214,264	1,684,278	(529,986)
Site Formation	63,980	0	(63,980)
CCTV Replacement	144,250	0	(144,250)
New Build Social Housing	17,475,359	8,007,969	(9,467,390)
RTB Buyback Programme	500,000	0	(500,000)
Capital Grants to Housing Associations	6,226,019	4,225,172	(2,000,847)
Home Improvement Agency Works	1,367,518	1,121,870	(245,648)
Total Housing Capital Programme	59,345,185	28,635,741	(30,709,444)

Funding of 2017/18 capital programme

Funding of 2017/18 Non-Housing Capital Programme	£000s
Non-housing Capital Expenditure 2017/18	19,039
Borrowing	(13,808)
CCA Grant	(2,530)
Capital Receipts	(656)
CIL Strategic Pool	(635)
Revenue Contribution (RCCO)	(550)
Grants & Contributions	(463)
Section 106	(315)
GNGB	(43)
CIL Neighbourhood	(39)
Balance	(0)

Funding of 2017/18 Housing Capital Programme	£000s
Housing Capital Expenditure 2017/18	28,636
Revenue Contribution (RCCO)	(12,723)
Major Repairs Reserve	(7,001)
Retained One for One RTB Capital Receipts	(6,628)
Leaseholder Contribution	(1,159)
Better Care Fund (Inc Disabled Facilities Grant)	(998)
MHCLG Social Care Fund (Additional Disabled Facilities Grant)	(103)
Grants & Contributions - Other	(24)
Balance	0

Reserves position at end of 2017/18

Reserve	Purpose	Amount as at 31/3/18 (£000)
GENERAL FUND RESERVES		
General reserve	This is a usable reserve which has not been earmarked for a specific future use. However, the agreed MTFS strategy is to use this reserve over the next 4 years to part fund the annual budget.	13,156
Invest to save reserve	The reserve has been set up to support the delivery of savings and efficiencies through the Fit for the Future programme. The reserve is expected to be utilised to support the implementation of a new operating model, IT investment and increased capacity in commercial, property and place shaping activities over the next 2-3 years.	2,648
Revenue grants unapplied reserve	This holds the grants and contributions received which have yet to be applied to meet expenditure. The use of the balance is restricted and can only be used to fund the specific expenditure/service area awarded the grant income.	2,072
S31 Earmarked reserve	This holds the unutilised balance of the S31 grant monies received in 2016/17 and 2017/18 from central government to fund Business Rates relief. These monies will be transferred to the General Fund Reserves during 2018/19 and 2019/20 in line with statutory accounting regulations.	2,165
Insurance reserve	This is to cover the excesses carried in respect of claims under various insurance policies and is subject to annual review.	681
Commercial property reserve	Has been established to reduce the risks associated with holding commercial property by providing funding for any future void and rent free periods as well as repairs and upgrades to the investment property portfolio. This is the first year for the earmarked reserve and it is anticipated that the amounts put aside for this purpose will increase in 2018/19 onwards.	123
Elections reserve	This is to provide funding for future elections, the cost and funding of which varies each year depending on the type of elections being held.	113
NRL reserve	This reserve has been established to smooth any fluctuations in net income received by the Council from lending to NRL. It will provide a buffer in case the income is lower than anticipated due to the company not borrowing as much or as early from the council as planned (e.g. due to delays in construction). This is the first year for the earmarked reserve and it is anticipated that the amounts put aside for this purpose will increase in 2018/19 onwards.	50
Mousehold Conservators Reserve	This is earmarked for use on Mousehold Heath projects	8

HOUSING REVENUE ACCOUNT (HRA) RESERVES		
General reserve	This is also a usable reserve which has not been earmarked for a specific future use. The use of this is incorporated into the HRA business plan.	30,489
Invest to save reserve	This will fund the HRA's share of implementing the Fit for the Future programme (see above).	500

Report to	Cabinet	Item
	13 June 2018	
Report of	Director of regeneration and development	7
Subject	Applications for a neighbourhood area and neighbourhood forum for the Cathedral, Magdalen and St Augustine's area	

KEY DECISION

Purpose

To set out the legal background to the designation of neighbourhood areas and neighbourhood forums, set out the issues regarding the proposed designations in Norwich, and to seek a resolution from Cabinet on the applications for designation of the proposed neighbourhood area and forum.

Recommendation

- (1) To refuse the application for designation of the Cathedral, Magdalen and St Augustine's neighbourhood area for the reasons set out at paragraph 57;
- (2) To refuse the application for designation of the Cathedral, Magdalen and St Augustine's neighbourhood forum as an appropriate body for neighbourhood planning for the reason set out in paragraph 73;
- (3) To designate the northern city centre area as an alternative neighbourhood area for the reasons set out in paragraph 63; and
- (4) To delegate power to the Director of Regeneration and Development, in consultation with the Portfolio Holder for Sustainable and Inclusive Growth to issue the decisions as recommended above, following the decision of the Broads Authority at its meeting on 22 June 2018.

Corporate and service priorities

The report helps to meet the corporate priority a prosperous and vibrant city.

Financial implications

There are several financial implications arising from the applications for designation of the proposed neighbourhood area and forum.

- a) The council has a statutory duty under the Town & Country Planning Act 1990 ("TCPA") to advise and assist prospective neighbourhood forums in the preparation of a neighbourhood plan. The approval of the applications for designation of a neighbourhood area and forum would have resource implications for the council over a lengthy period of at least 2-3 years. This would include the provision of professional planning input on the development of policies and proposals, carrying out public consultation on the emerging plan, and organising / facilitating the public examination and

referendum. It is not possible to identify precise costs at this stage but the neighbourhood planning process is likely to impact significantly on the work of the planning policy team over the next couple of years.

- b) The government provides financial support for local planning authorities dealing with neighbourhood plans. Local Planning Authorities (“LPAs”) can claim £5,000 upon designation of a neighbourhood area (this applies to the first 5 neighbourhood areas designated only) and can also claim £5,000 upon designation of a neighbourhood forum (again with a limit of 5 forums). LPAs can claim £20,000 once they have set a date for a referendum following a successful examination where a neighbourhood plan has not already been ‘made’ (i.e. adopted) for that area. The cost to the local authority of facilitating the neighbourhood planning process must be set against this potential income, however the grant income is likely to be a small portion of the total LPA resource required, and there is a risk that in some cases a neighbourhood plan may not have a successful examination. For clarification, the council will be able to claim £5,000 in 2018/19 if the northern city centre neighbourhood area is designated but will not be able to claim for the forum proposal if that is refused as recommended.
- c) Communities without a parish, town or community council, such as Norwich, currently benefit from 15% of Community Infrastructure Levy (“CIL”) receipts in their area for neighbourhood community infrastructure projects. This rises to 25% if a neighbourhood plan is ‘made’ (ie adopted). In non-parished areas, the charging authority (ie Norwich City Council) retains the levy receipts but should engage with the communities where development has taken place and agree how to best spend their neighbourhood funding. Planning Practice Guidance states that the use of neighbourhood funds should match priorities expressed by local communities, including priorities set out formally in neighbourhood plans. Designation of the proposed neighbourhood area, which includes a number of significant regeneration sites (for example Anglia Square, Barrack Street, Mary Chapman Court, and Duke’s Wharf), has the potential to generate significant CIL receipts.

Ward/s: Multiple Wards

Cabinet member: Councillor Stonard - Sustainable and inclusive growth

Contact officers

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Background documents

None

Report

Introduction

1. Two applications have been submitted by the Cathedral, Magdalen and St Augustine's Neighbourhood Forum to Norwich City Council and the Broads Authority, as the first stage in the neighbourhood plan process for the proposed area. These are:
 - An application for designation of a Neighbourhood Area (under Part 2 Regulation 5 of the Neighbourhood Planning (General) Regulations 2012) – see plan attached at appendix 1; and
 - An application for the Neighbourhood Forum to become the Designated Body to produce a Neighbourhood Plan (under Part 3 Regulation 8 of the Neighbourhood Planning (General) Regulations 2012).
2. The proposed neighbourhood area falls within the city council and Broads Authority boundaries, and includes significant parts of Mancroft and Thorpe Hamlet wards, as well as a stretch of the River Wensum. It includes almost half of the city centre by area and has an approximate population of 4000.
3. The purpose of neighbourhood planning is to provide local people with a set of tools to enable them to set out a vision for an area and to shape development in a positive manner. Neighbourhood plans must be aligned with the strategic needs and priorities of the wider local area.
4. A neighbourhood plan, once 'made' or adopted, forms part of the development plan prepared by the local planning authority (LPA). The development plan for Norwich includes the Joint core Strategy for Broadland, Norwich and South Norfolk (adopted 2011, with amendments adopted 2014), and the Norwich Development Management and Site Allocations plans (both adopted 2014). Decisions on planning applications will be made using both the development plan and the neighbourhood plan (unless material considerations indicate otherwise). To help deliver the vision for their neighbourhood, where an adopted (or 'made') local plan is in place the neighbourhood forum will benefit from 25% of the revenues from the Community Infrastructure Levy arising from development that takes place in their area.
5. Norwich currently has no neighbourhood plans and this is the first time that the city council has received applications for designation of a neighbourhood area and forum. There are many neighbourhood plans in surrounding local authority areas, including Broadland, South Norfolk and the Broads Authority areas. Typically the production of a neighbourhood plan in parished areas is undertaken by the relevant parish council, and they tend to cover the entire parish area, as is the case for the existing and emerging neighbourhood plans in the adjacent districts. Deciding on appropriate boundaries for neighbourhood areas within non-parished areas, such as Norwich city, is more problematic and involves an element of judgement as to which area is most appropriate for planning purposes. Planning Practice Guidance sets out considerations to assist with the definition of boundaries. This is referred to later in the report when considering the application for the neighbourhood area boundary.

Legal requirements

6. Local planning authorities have a statutory duty to advise and assist prospective neighbourhood forums in preparation of a neighbourhood plan. The Town and Country Planning Act 1990, as amended by the Localism Act 2011, sets out the requirements and considerations for LPAs in relation to applications for designation of a neighbourhood forum and designation of a neighbourhood area.

Designation of a neighbourhood area

7. The neighbourhood planning regulations set out the conditions for a valid application to include a map of the area, a statement explaining why the area is considered appropriate for designation as a neighbourhood area; and a statement that the body is a relevant body for the purposes of the Act.
8. A local planning authority can refuse to designate the area applied for if it considers the area is not appropriate. Where it does so, the local planning authority must give reasons. Case law suggests such reasons must be robust and justified. The authority must use its powers of designation to ensure that some or all of the area applied for forms part of one or more designated neighbourhood areas. This means that it must designate at least part of the area refused as one or more neighbourhood areas.
9. National Planning Practice Guidance states that when a neighbourhood area is designated a local planning authority should avoid pre-judging what a qualifying body may subsequently decide to put in its draft neighbourhood plan.

Designation of a neighbourhood forum

10. The basic conditions an application (set out in 61F(5) of the Act and in the neighbourhood planning regulations) must meet are:
 - that it is established for the express purpose of promoting or improving the social economic and environmental wellbeing of an area including or consisting of the neighbourhood area;
 - its membership is open to individuals who live in the area, work there, and local elected members for the area;
 - membership includes a minimum of 21 individuals meeting the above criteria; and
 - it has a written constitution.
11. In determining whether to designate the forum as an appropriate body to undertake neighbourhood planning, the LPA must have regard to the desirability of designating a body which
 - Has taken reasonable steps to ensure that its membership includes at least one individual within each of the membership groups listed in paragraph 10 above;

- Where membership is drawn from different places in the neighbourhood and from different sections of the community; and
 - Its purpose reflects in general terms the character of the area.
12. Both applications which are the subject of this report are considered valid in terms of the documentation provided, which includes a plan, a written constitution, and a list of 32 names of persons supporting the application, although see later discussion regarding the make-up of the forum.

Public consultation

13. Facilitation of the neighbourhood planning process includes publicising the applications, and making a decision within a specified period (which is 20 weeks given that 2 local planning authorities are involved), resulting in approval or refusal.
14. Given that the proposed area boundary includes part of the River Wensum, the Broads Authority is also involved in the consultation and decision-making process, with the city council as the lead authority. The design of the consultation was therefore agreed by both authorities.
15. A 6 week period of public consultation commenced on 8 February and ended on 21 March 2018. Under the regulations the minimum publicity requirement is for the city council and the BA to publicise the applications on their websites and seek comments within a 6 week period. In addition to this, the city council and BA sent emails to approximately 300 consultees to draw attention to the consultation.
16. In deciding who to consult on the proposals, the starting point was relevant consultees in both authorities' local plan consultation databases. However, given that the proposed neighbourhood area represents about half the city centre by area and contains a number of key regeneration sites (including Anglia Square), and major cultural attractions including Norwich Cathedral and other historic buildings, it is considered to have an influence that extends far beyond its boundaries, with potential implications for the northern suburbs and the city centre as a whole. For this reason, a number of organisations, stakeholders and individuals were identified for consultation both within the proposed area boundary and in the wider area of influence.
17. These included: major landowners in or adjacent to the neighbourhood area, selected agents acting on behalf of landowners in or adjacent to the area, businesses including major retail interests and related representative organisations including Norwich BID and Chamber of Commerce, institutions including Norwich University of the Arts and relevant schools, community groups in the area and the wider area of influence, representative organisations and charities with an interest in the area, and civic societies (eg Norwich Society).

Consultation responses

18.22 responses were received in total, 20 within the consultation period, and 2 several days later. All comments are available in full on the council's [website](#). In addition appendix 2 contains a summary of all representations received.

19. The responses can be broken down as follows:

- Neighbourhood area boundary: 5 respondents supported the proposed boundary, 6 opposed it or suggested a revision, and 11 were neutral in response (eg no comment).
- Neighbourhood forum: 6 respondents were in support, 5 opposed and 11 neutral.
- 19 of the 22 responses were received by Norwich City Council in response to its consultation emails, and 3 by the Broads Authority.
- 4 individuals responded including one city councillor (Lesley Grahame, in her capacity as city councillor at the time of the consultation) and 2 members of the proposed neighbourhood forum. 18 organisations responded including organisations representing the business community such as Norwich BID and Late Night Norwich, individual businesses such as Norcom, statutory consultees such as Natural England and Historic England, representatives of key local landowners and developers (Iceni Developments on behalf of the Anglia Square landowners/ developers, and CODE Development Planners representing Jarrold & Sons), and community organisations (St Augustine's Community Together Residents Association and Surrey Chapel). This is not an exhaustive list.

20. The level of response to the consultation is relatively low considering that over 300 individuals and organisations were consulted, and the fact that the proposals relate to a large part of the city centre. However as noted above a good spread of responses was received from organisations representing the business community, landowners and developers, community groups and other stakeholders in the area.

21. Representations of support are generally very brief with limited justification of the reasons for support (Ian Gilles, Norwich Over the Water Group, and St Augustine's Community Together Residents' Association in relation to both applications, and Savills on behalf of Hill Residential Ltd in relation to the forum application only). One respondent states that they 'have no objection' to the applications rather than stating support (Sustrans). The more substantive comments are summarised below:

- The area is very diverse but cohesive, with a vibrant and unique character. Much work has been done to engage people and considerable interest generated (Cllr Grahame).
- The creation of the Forum is invaluable to this part of the city which is subject to developments that do not necessarily reflect community needs. The area covers a number of urban villages and one of Norwich's secondary large districts. The connections between St Augustine's,

Magdalen Street and Tombland provide a solid foundation for the Forum to develop considerations for the area (Amelia Sissons).

22. 'No comments' responses were received from 6 organisations - the Cruising Association, BPA Pipelines, the Water Management Alliance, Highways England, Natural England, and Surrey Chapel. A late representation from National Grid was neutral and stated that it wishes to be involved in the preparation of any plans for the area that might affect its assets.
23. The consultation attracted a number of representations making comments critical of the proposed designations, and several which suggest changes to the proposed area boundaries. Comments are summarised below separately in relation to the proposed area and forum designations :

Proposed neighbourhood area designation

- Jarrold & Sons objects to the proposed boundary. It lacks coherence and appears to disregard the relationships between particular local areas and the catchments they serve, ignoring both physical and cultural characteristics. Of specific concern is inclusion of land within Jarrold ownership at Barrack Street / Whitefriars which the company has been working to bring forward for development. The site is a strategic opportunity to deliver a range of benefits and should remain within the wider planning policy structure of the city where it can be dealt with properly and comprehensively, rather than treated in an ad hoc fashion with insufficient integration with the vision and strategic objectives of the city. Given the complex nature of the site with well-established development proposals, Jarrold requests that it is excluded from the neighbourhood area boundary (see plan at Appendix 3).
- Hill Residential Ltd is a development partner of Jarrold & Sons for a parcel of land at Whitefriars / Barrack Street which it is proposing to develop for housing with some retail floorspace. The representation proposes that the wider Barrack Street site is excluded from the neighbourhood area boundary (on the same boundary as proposed by Jarrold) so this is treated as an objection.
- Norwich BID represents the business community within the inner ring road. Its membership includes a wide range of Norwich businesses and institutions. The BID objects to the geography and size of the proposed neighbourhood area. The BID suggests that the area is already covered by the existing Business Improvement District and the designation of a neighbourhood area will impact on business engagement. They state that the area does not follow logical boundaries, economic areas, or physical infrastructure areas, and that it does not make sense to include Prince of Wales Road and the Cathedral Close alongside the northern city centre – there is not a consistency of building style or period, or in terms of proposed development areas. The BID recommends revisiting the area boundary to include only the area across the water [ie the northern city centre] and not Prince of Wales Road, Tombland and Cathedral Close.
- The BID's comments are echoed by Late Night Norwich, a trade led organisation representing the majority of operators in the city council's

designated Late Night Activity Zone as defined on the local plan policies map (including Prince of Wales Road and part of Riverside). LNN does not support the proposed neighbourhood area, and in particular is concerned that the proposed neighbourhood area does not include the whole late night activity zone and thus could result in hindrance and confusion between venues located either side of the proposed boundary.

- A local business, Norcom, considers the area boundary to be very arbitrary. For example the neighbourhood forum states that the area is based on the old historic boundary so the respondent queries why King Street is not included on that basis. The inclusion of Anglia Square is queried as it is very different in feel to areas like the Cathedral Close.
- Icenl acts on behalf of Weston Homes PLC and Columbia Threadneedle who have submitted a planning application for the comprehensive redevelopment of Anglia Square for residential and retail/commercial floorspace, covering 4.1 ha of land within the proposed neighbourhood area. Icenl considers that the proposed boundary includes a wide range of diverse parts of the city centre, and suggests that it would not be possible to prepare a neighbourhood plan that would be relevant to each part of the area and capable of addressing needs. It concludes that the proposed boundary is not a sufficiently coherent and logical area to be covered by the neighbourhood plan having regard to the criteria set out in planning practice guidance. Icenl considers the Norwich City Council Policy Guidance Note for Anglia Square to be appropriate and up-to-date guidance to shape the development of this area. Timing of the neighbourhood planning process is also a concern; the preparation and adoption of any future neighbourhood plan including the Anglia Square site should be timed to capitalise on the proposals for the site rather than pre-empting the final scheme.
- Historic England suggests a modification to the neighbourhood area boundary, to realign it to follow Bull Close Road, to ensure that it includes a section of the city wall's historical alignment (including a surviving section of the wall and one of its towers).

Proposed neighbourhood forum

- Jarrold & Sons objects to the proposed forum. It is concerned at the lack of accountability in the decision-making process of an unelected forum, although it would anticipate fully engaging with the forum and area if they are designated as proposed.
- Norwich BID does not support the proposed forum: business involvement is limited to a few small businesses and it is not representative of the wider business community. The BID is concerned at the business and commercial implications of not having any formal business vote in the process of the referendum on the eventual neighbourhood plan. The process is therefore not representative. This is of concern as the neighbourhood plan could have widespread implications for growth, economics and site availability that could impact on profitability or viability of businesses in the area.
- Late Night Norwich repeats the BIDs concerns about the proposed forum's representativeness, and adds that if the late night business community

overall has no say in the process then the process cannot be representative, and that its outcomes may affect profitability or viability of businesses in the area. It does not support the proposed forum.

- Norcom queries the representativeness of the Forum body and its mandate. Norwich is not parished so there is no democratic representation of neighbourhoods unlike in parished rural areas. Norcom is within the BID area and queries the need for another organisation for this area. The proposed forum has not approached Norcom and the membership list suggests that just a few select people have been approached – it is questionable whether the group will represent the view of the whole community.
- Icení notes that it has not been invited to play a more active part in the development of the neighbourhood plan given the inclusion of Anglia Square in the proposed area. It highlights the importance of undertaking appropriate consultation and engagement to ensure that the entire community is involved in the plan-making process including key stakeholders like the landowner / developer of Anglia Square.

Process for determining the applications

24. The 20 week timescale for determination of the applications is taken from the start of the consultation and will end on 27th June.
25. The approach that has been agreed with the Broads Authority is to prepare a joint report that goes to the city council's Cabinet on 13 June and to the Broads Authority's Planning Committee meeting on 22 June (which has delegated authority for decision-making on neighbourhood planning matters) so that the decision of both authorities is made prior to the 20 week deadline of 27 June.
26. In the case of the application for the designation of the area boundary each authority will make a decision on the basis of the area as a whole rather than on their individual parts of it.
27. The applications for neighbourhood area and forum have relatively greater significance for the city council than for the Broads Authority given the size of the proposed boundary and its strategic importance. The portion of the River Wensum included is a small part of the proposed area and includes no land and therefore no strategic sites. Therefore although river related issues have to be considered in the assessment, reflecting the Broads Authority's status (equivalent to that of a national park), the applications do not have strategic implications for the Broads Authority as they do for the city council.

Consideration of the neighbourhood area application

28. The proposed neighbourhood area boundary set out at appendix 1.
29. National Planning Practice Guidance states that the LPA should take into account the relevant body's (i.e. the neighbourhood forum's) statement explaining why the area applied for is considered appropriate to be designated as such. It states that a local planning authority can refuse to designate the area applied for if it considers the area is not appropriate. Where it does so, the

local planning authority must give reasons (under the Town and Country Planning Act (1990) section 61G(5)), and must designate an alternative neighbourhood area as referred to in paragraph 8 above.

30. The supporting information supplied with the applications includes a statement setting out the key aim for neighbourhood planning in this area, which is *‘to stitch back together those areas that have been divided by infrastructure and through industrial change. It will further aim to bring a new cohesion to the area to attain its full potential as a series of interlinked urban village neighbourhoods; as the focus of the creative and cultural industries, educational experience, professional life and as an important visitor destination’*.
31. In considering the application for designation of a neighbourhood area, this report looks at both strategic and local impacts, some of which are cross-boundary in nature. The assessment takes into consideration comments made through the public consultation process.

Potential strategic impacts of the neighbourhood area designation

32. The proposed neighbourhood area boundary is located within Norwich City Centre and represents about half of the city centre by area, which means that its designation may have strategic impacts.
33. As stated above, neighbourhood plans are required to be aligned with the strategic needs and priorities of the wider local area. The strategic importance of the city centre in planning terms is set out in the adopted Joint Core Strategy for Broadland, Norwich and South Norfolk (adopted 2011, with amendments adopted 2014) and this is reflected in Norwich’s Development Management Policies Plan and Site Allocations Plan (both adopted 2014). The Broads Authority boundary extends into the city centre, up to New Mills, and is tightly defined at this point to include only the river. The JCS does not apply to the Broads Authority however there may be strategic implications for the river running through Norwich arising from the JCS given that the river is directly adjacent to the city council area on both sides.
34. The JCS acknowledges and promotes the strategic role of the city centre in its objectives and policies. For example objective 3 acknowledges the city centre’s role as a powerful economic influence over the growth of the wider Greater Norwich area, and objective 4 promotes development and growth in specific locations in Norwich to bring benefits to local people, especially those in deprived communities. Objective 8 stresses Norwich’s role as the cultural capital of East Anglia and objective 9 highlights the need to protect enhance and manage Norwich’s remarkable historic centre. The JCS objectives are replicated in Norwich’s local planning documents – the Development Management Policies and Site Allocations Plans (both adopted 2014).
35. Policy JCS 11 seeks to enhance the city centre’s regional role by taking an integrated approach to economic, social, physical and cultural regeneration to enable greater use of the city centre, including redevelopment of brownfield sites. The policy proposes the comprehensive regeneration of the northern city centre in order to achieve its physical and social regeneration, facilitate public transport corridor enhancements, and utilise significant development opportunities. The key diagram identifies Anglia Square as an ‘area of change’,

with a split focus of change on residential, commercial and retail development. Policy JCS 19 sets out the hierarchy of centres in Greater Norwich and identifies Anglia Square as a large district centre which serves a catchment to the north of the city centre.

36. The JCS and in particular policy JCS 11 treats the city centre as an entity which requires an integrated approach to ensure its economic, social, physical and cultural regeneration. The designation of a neighbourhood area covering around half of the city centre could therefore have strategic impacts. A key concern is that the development of a neighbourhood plan for this area could lead to a disjointed approach to delivery of strategic planning and transportation policy, as set out in the JCS.
37. For example public realm and transportation improvements are planned and delivered through the JCS and the Norwich Area Transportation Strategy (NATS). JCS policy 11 proposes improvements to the public realm, walking and cycling provision, and sustainable transportation access to and within the city centre in accordance with NATS. The development of a neighbourhood plan for the proposed area, representing such a large part of the city centre, could impact on the integrated approach to planning and delivering such improvements. Current arrangements already involve detailed public consultations including with key representative bodies such as Norwich BID, the Norwich Society, residents' associations, and ward councillors representing Mancroft and Thorpe Hamlet ward. A further layer of consultation with a neighbourhood forum for half of the city centre, and a boundary that is different to the BID, could hamper the existing process and affect both planning and delivery of such improvements.
38. Another concern about the proposed neighbourhood area boundary relates to its strategic sphere of influence which extends far outside its boundary. For example the Anglia Square shopping centre serves residents in the northern suburbs, well outside the neighbourhood area boundary, while the Cathedral Precinct is of regional and national significance. Inclusion of key regeneration sites within the proposed boundary, including Anglia Square, adds to the area's strategic significance.
39. Anglia Square is the most significant development opportunity in the northern part of the city centre and one of Norwich's most important priorities for regeneration. National and local planning policy supports redevelopment of Anglia Square as a suitable location for a significant amount of residential development in a comprehensive mixed use, high density scheme in recognition of its highly sustainable location.
40. Concerns about the inclusion of the Anglia Square redevelopment site in the neighbourhood area were raised by Icení in its consultation response on behalf of the Anglia Square owners and developer, in particular the timing of the neighbourhood plan in relation to the planning application.
41. The timing of a neighbourhood plan prepared for the area proposed is very unlikely to significantly affect consideration of the pending planning application for Anglia Square. It is very unlikely that the neighbourhood plan will have progressed sufficiently to have any significant weight in determination of the application, due to the time it takes to prepare a neighbourhood plan and the

anticipated timescale for determination of the current planning application (assuming the determination is by the city council rather than being called in by the Secretary of State). However it is reasonable to note that the outcome of the pending application could have a significant impact on any neighbourhood plan covering the proposed area. Should the application be approved and implemented shortly thereafter there would appear to be little purpose in producing planning policies seeking to cover the Anglia Square area itself, and any subsequent neighbourhood plan would be best to focus on guiding the development of other sites in the area in the light of the changing environment in this part of the city. Should the application be refused, or not get implemented, there may then be merit in seeking to bring forward new planning policies for Anglia Square. Whilst Icení's concerns about the timing of the neighbourhood plan process are noted, these are not considered appropriate to influence the outcome of either the neighbourhood area and forum applications.

42. Another potential strategic impact (with cross-boundary implications) arising from the proposed area boundary relates to the River Wensum Strategy, due for adoption by Norwich City Council at this meeting. The River Wensum Strategy Partnership is led and project managed by Norwich City Council working alongside the Broads Authority, Norfolk County Council, the Environment Agency, and Wensum River Parkway Partnership. The strategy has been subject to two rounds of public and stakeholder consultation and its delivery will commence upon adoption by all partners in summer 2018.
43. The strategy seeks to enhance management of the river corridor, improve opportunities for access, leisure, heritage and the environment. The river corridor covered by the strategy stretches from Hellesdon to Whitlingham Country Park with only a relatively short stretch of the Wensum included in the proposed neighbourhood area boundary as shown in Appendix 1 (from Foundry Bridge to New Mills). There may be some impacts arising on the implementation and coordination of the strategy through expenditure of neighbourhood CIL influenced by a designated neighbourhood forum with a focus on a small section of the river rather than the whole of the River Wensum Corridor from Hellesdon to Whitlingham Country Park.

Appropriateness of the proposed area boundary

44. Planning Advisory Service (PAS) guidance states that the starting point for a neighbourhood area boundary is that it should make sense to the community and be logical in spatial terms. National planning practice guidance (NPPG) sets out a number of potential considerations when deciding the boundaries of a neighbourhood area, which include:
- the catchment area for walking to local services such as shops, primary schools, doctors' surgery, parks or other facilities;
 - the area where formal or informal networks of community based groups operate;
 - the physical appearance or characteristics of the neighbourhood, for example buildings may be of a consistent scale or style;

- whether infrastructure or physical features define a natural boundary, for example a major road or railway line or waterway;
 - the natural setting or features in an area; and
 - the size of the population (living and working) in the area.
45. The proposed boundary includes several very disparate areas in terms of function and character, environment, socio-economic background and regeneration potential.
- The northern city centre area, focused on Magdalen Street and St Augustine's Street, is a historic part of the city centre and includes the city's primary regeneration opportunity of Anglia Square (currently at planning application stage). This northern city centre area was the subject of an area action plan (the Northern City Centre Area Action Plan, 2010), developed as a response to the area's regeneration potential and which expired in 2016. At present this area has an unattractive mixture of styles and functions of buildings with many derelict sites and buildings. The area is however highly accessible with most of the routes to the north of the city going through the area. The Anglia Square and Magdalen Street area is designated as a District Centre in the adopted Norwich local plan and is a shopping / leisure focus for residents in the north of the city as well as complementing the primary retail area in the city centre.
 - The Cathedral precinct is also within the proposed boundary and is of major cultural and religious significance, regionally and even nationally. It retains the appearance of an enclosed cathedral quarter, with open spaces, houses, the Norwich School playing fields, riverside walk, and other features, including a number of local businesses. The scale of building typifies the area's character, dominated by the structure of the Cathedral whilst most of the rest of the precinct is domestic in scale. The planning policy applying to this area is primarily to protect its archaeological features and retain its character.
 - The proposed boundary excludes Norwich city centre's primary retail area but includes the area around St Andrew's Street / Duke Street including the Duke Street car park serving the city's retail centre. In addition to the Cathedral Precinct it also includes some important historic areas such as St Andrew's and Blackfriars Halls and the Elm Hill area which are key visitor attractions, a range of businesses on St Andrew's Street, and the campus of Norwich University of the Arts. It also includes the Jarrolds and Duke's Wharf regeneration sites.
46. The proposed boundary is considered to be inappropriate and does not address the considerations in planning practice guidance. For example the physical appearance, character and function of the area varies markedly between the different parts of the area as discussed above, and natural boundaries do not help to define the boundary for the most part.
47. The diverse nature of the proposed area in terms of character is demonstrated by the fact that it contains 7 different conservation character areas as defined in the Norwich City Centre Conservation Area Appraisal (2007). These are

Northern City, Anglia Square, Northern Riverside, Colegate, Cathedral Close, Elm Hill and Maddermarket, and Prince of Wales character areas. These areas vary in terms of their significance, ranging from low significance (Anglia Square), to significant (Northern City, Northern Riverside and Prince of Wales), high (Colegate) and very high (Cathedral Close, and Elm Hill and Maddermarket)

48. The southern boundary in particular is not clearly justified. It runs down Prince of Wales Road which is the main thoroughfare leading from the train station to the city centre, a focus for commercial and leisure activity. There is no clear justification given for why the north side of Prince of Wales Road is included and not the south side, or on the other hand why the boundary excludes land further to the south, such as Mountergate and King Street which has significant regeneration potential.
49. The area boundary also does not appear to address local catchments for walking to local services. For example those who live in the Cathedral / Prince of Wales Road area have many local convenience shopping options open to them and are more likely to shop at Riverside or the city centre than in Magdalen Street and Anglia Square.
50. The area contains a disparate range of local communities / neighbourhoods, many of which have very little relationship with each other. Analysis of Indices of Multiple Deprivation (IMD) data and CACI paycheck data set out in appendix 3 highlights the level of disparity within the proposed neighbourhood area in terms of socio-economic characteristics. The IMD data measures relative deprivation of residents based on a number of indicators including their education, employment, housing and income profile, and shows that deprivation varies significantly between parts of the area, most markedly between Cathedral Close and the northern city centre. Parts of the northern city centre area are within the most 10% of deprived areas in the UK on a wide variety of indicators. Although the IMD shows a significant part of the proposed neighbourhood area (including the Cathedral precinct) as being within the 30% of most deprived areas overall, this classification is based on specific measures, particularly crime, and is considered likely to be a result of being in the area of the city with a vibrant nightlife. The CACI Paycheck income data further highlights this disparity with the most deprived areas having low income and the least deprived areas within the boundary classed as having high income.
51. The types of business throughout the area help to underscore this disparity, with a vibrant mix of independent shops, ethnic foodstores, cafes, restaurants and budget shopping in the Magdalen Street area, compared with a more traditional range of small shops and offices along Tombland for example.
52. Icenj, on behalf of Anglia Square landowners and developer, considers that it would not be possible to prepare a neighbourhood plan capable of meeting the needs of this area given its diverse nature. To some extent it is to be expected that there will be a range of people, communities and business within a neighbourhood area however the level of disparity in the Cathedral, Magdalen and St Augustine's area suggests that it might be very challenging to develop a plan to satisfy the needs of all residents and businesses in the area.

53. The delineation of the proposed area boundary impacts on the delivery of Norwich local plan policy. As noted in the consultation response from Late Night Norwich, the proposed boundary bisects the Late Night Activity Zone on Prince of Wales Road which is designated under policy DM23 in the Development Management Policies Plan. A Cumulative Impact Policy was adopted by the city council in 2015 which seeks to control anti-social impacts of new/amended licenses to sell alcohol or late night refreshments in this area. The purpose of the Late Night Activity Zone is to enable effective management of late night and other uses in the zone as a whole.
54. Designation of the neighbourhood area boundary as proposed could therefore potentially hamper delivery of policy DM23 and the CIP, and cause confusion for businesses/venues located either side of the proposed boundary.
55. Several suggestions have been made to amend the proposed boundary. Two consultees proposed removing the Barrack Street site, while Historic England proposes a modified northern boundary on Bull Close Road. Norwich BID go further and recommends including only the area 'across the water' in the boundary (ie only the northern city centre area) as a more coherent area for planning purposes.
56. The proposal to include only the northern city centre (NCC) area within the neighbourhood area is a compelling one and its merits are discussed in more detail below in relation to an alternative neighbourhood area designation. The NCC area excludes both the Barrack Street site and the land between Bull Close Road and Silver Road. The council would have no objection in principle to removal of the Barrack Street site from the neighbourhood area proposed at appendix 1, given its relatively peripheral nature to that boundary, and accepts there is merit in modifying the northern boundary to include currently excluded land on Bull Close Road. However both suggestions are superseded by the alternative designation proposed below.

Recommendation on the application for designation of a neighbourhood area

57. The recommendation to Cabinet is that the application for a neighbourhood area for area shown in appendix 1 be refused for the following reasons:
- 1) The area proposed is of a size and strategic influence that makes it inappropriate for neighbourhood planning. It covers approximately 50% of Norwich City Centre which is a key economic driver for the City and sub-region. Development of a neighbourhood plan for this area could lead to a disjointed approach to delivery of city centre planning policy that could frustrate the objectives of the JCS and Norwich's local plan;
 - 2) It is a very disparate area encompassing a number of different neighbourhoods within the city centre with very different physical, economic and social characteristics and relatively weak connections between them. The differences are particularly stark between the area north and south of the River Wensum which are also physically separated by the river. It is

considered unlikely that a neighbourhood plan would be relevant to each part of the area and capable of addressing needs;

- 3) Having a separate neighbourhood plan covering the stretch of the River Wensum from Foundry Bridge until a point north of St Crispin's Road may undermine implementation of the River Wensum Strategy;
- 4) At a local level some of the boundaries proposed are considered to be illogical, in particular having a southern boundary running down the middle of Prince of Wales Road may create difficulties in implementing consistent policies toward late night economic activities consistently.

58. As stated earlier in this report, where a local authority refuses to designate a neighbourhood area, in addition to giving its reasons it must use its powers of designation to ensure that some or all of the area applied for forms part of one of more designated neighbourhood areas. This means that it must designate at least part of the area refused, potentially including land outside that area, as one or more neighbourhood areas. Legal advice on the timing of such a designation concludes that it should be undertaken simultaneously with the refusal of the neighbourhood area.

59. The council has considered the proposed boundary and responses to the public consultation and considers that there are several options open to it in relation to an alternative neighbourhood area designation. These include:

- Designation of the northern city centre area, and /or;
- Designation of the Cathedral Quarter and Tombland; or
- Designation of the city centre as a whole.

60. In addition, when modifying or designating a neighbourhood area the LPA must consider whether it should designate it as a business area under the Town and Country Planning Act 1990 s61H(1), (2). This power can only be exercised if the LPA considers the area to be "wholly or predominantly business in nature". This is a discretionary power and there is no duty to designate.

61. Looking at the options in turn:

- The designation of the northern city centre area as a neighbourhood area has a number of merits. This area is already established as a regeneration area in the Joint Core Strategy. Policy JCS11 proposes its comprehensive regeneration in order to achieve its physical and social regeneration and to utilise its significant development opportunities. The JCS also identifies Anglia Square as the focus of new residential, commercial and retail development. In addition the area was the subject of the Northern city centre area action plan (2010, now expired) and as such is an established planning unit. A neighbourhood plan for this area could positively build on its significant regeneration potential. This area does not include the River Wensum, so the Broads Authority would not be directly involved in the decision-making process, however it would want to be involved in any emerging neighbourhood plan given the proximity to its executive area.
- A neighbourhood area could be proposed for designation based on the Cathedral Quarter and Tombland to reflect that area's major cultural and

religious significance. However planning policy applying to this area is primarily focused on protecting its archaeological and historic features and retaining its character. There are very limited opportunities for development within this area, so it is not clear what the focus of a neighbourhood plan for this area would be and how it would differ from the approach already taken by the current development plan.

- A neighbourhood area could potentially be proposed for the city centre as a whole. However given the issues raised in this report it is considered that this area is too large and diverse to be appropriate as a neighbourhood area, and its designation could frustrate the objectives of the JCS and Norwich's local plan.

62. On the basis of this assessment it is proposed that the northern city centre area (as defined in the northern city centre action plan and set out at Appendix 4) is designated as a neighbourhood area. Although this area contains many businesses and the Large District Centre based on Anglia Square, Magdalen Street and St Augustine's Street, it also includes a significant residential population (approximately 2,600) which is likely to grow substantially if Anglia Square is redeveloped as proposed. The area is not considered to be "wholly or predominantly business in nature" and is therefore considered inappropriate for designation as a business area.

63. The reasons for designation of the northern city centre as a neighbourhood area are:

- 1) The area is already established as an appropriate area for planning purposes;
- 2) The area is well-defined with the River Wensum as its southern boundary and follows the line of the historic city walls as the northern boundary for the most part.
- 3) A neighbourhood plan for this area can positively build on its significant regeneration potential.

Consideration of the neighbourhood forum application

64. There is nothing in law to prevent an application for a neighbourhood forum from being considered even though a relevant neighbourhood area application is refused. The forum application has to be considered on its own merits and provided it meets the necessary conditions.

65. The key considerations in reaching a decision on the designation of the proposed neighbourhood forum are set out above in paragraphs 10-12.

66. The membership of the proposed forum body at the time of the application and its constitution are available on the council's [website](#).

67. The constitution sets out the purpose of the Cathedral Magdalen and St Augustine's neighbourhood forum to be "to produce a Neighbourhood Plan to protect and enhance the inherent qualities of the Area and to further the cultural, creative, social, economic and environmental well-being of the Area as shown on the attached plan...(or as amended by agreement with the local

authority) and such other purposes as the Executive Committee may from time to time decide.”

68. The constitution demonstrates that the neighbourhood forum is established for the expressed purpose of promoting or improving the social, economic and environmental well-being of the area. It also states the terms of membership of the forum which is open to residents living in the area, individuals who work there, and local members. The constitution therefore satisfies the key requirements of the Neighbourhood Planning regulations set out in S.61F(5).
69. The Neighbourhood Planning regulations state amongst other things that a local planning authority must have regard to the desirability of designating an organisation or body whose membership is drawn from different places in the neighbourhood area and from different sections of the community in that area (S7(a)(ii)).
70. The list of membership supplied by the forum at the time of the application shows that the proposed forum is not representative of the proposed area, as can be seen from appendix 5. The majority of residents live in the Cathedral Close with very few in the Magdalen Street area whereas a greater proportion of business members are located in the Magdalen / St Augustine's street area. It has limited representation from key institutions / organisations active in the area.
71. This is echoed by comments received through the consultation process which include concern that the forum is not representative of the wider business community, that local businesses who would have expected to be invited to be involved in the process were not, and concerns at the fact that the forum would be an unelected body. The BID states that the unrepresentative nature of the forum is of concern as the neighbourhood plan could have widespread implications for growth, economics and site availability that could impact on profitability or viability of businesses in the area.
72. Since the original application was made for designation of the neighbourhood forum, the forum membership has been growing. The forum states that it currently has 87 members although a number live outside the area shown in appendix 1. Analysis of information supplied to the council shows that current membership is 68 in total within the area. There is some overlap between categories of membership, however overall the membership comprises 38 residents, 21 businesses, 9 organisations, and no current local authority members. Unfortunately the Forum is unable to make this information available publicly at present which means that this application for designation needs to be made on the basis of the information that is currently in the public domain.

Recommendation on the application for designation of a neighbourhood area

73. Consideration of the designation of the neighbourhood forum for the originally proposed neighbourhood area is largely academic now that this area is recommended to be refused and subsequently modified. However, on the basis of the above information and assessment, the application for designation of the Cathedral, Magdalen and St Augustine's neighbourhood forum as an appropriate body for neighbourhood planning is recommended for refusal. The reason for refusal is:

- 1) That the membership of the proposed body at the time of submission is not representative of the proposed neighbourhood area.
74. Given the proposed designation of the northern city centre neighbourhood area, the CMSA Forum may wish to consider adapting its membership and constitution based on the modified area, and to come back with an application for designation as a neighbourhood forum on this basis. The council is keen to work with community groups to assist with this process. It should also be noted that there is considerable scope for further neighbourhood areas to be identified, in addition to the northern city centre, within the area proposed in appendix 1 and outside it, and the city council remains open to discussing such proposals.

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Cabinet
Committee date:	13 June 2018
Director / Head of service	Dave Moorcroft
Report subject:	Neighbourhood area and forum applications
Date assessed:	24 May 2018

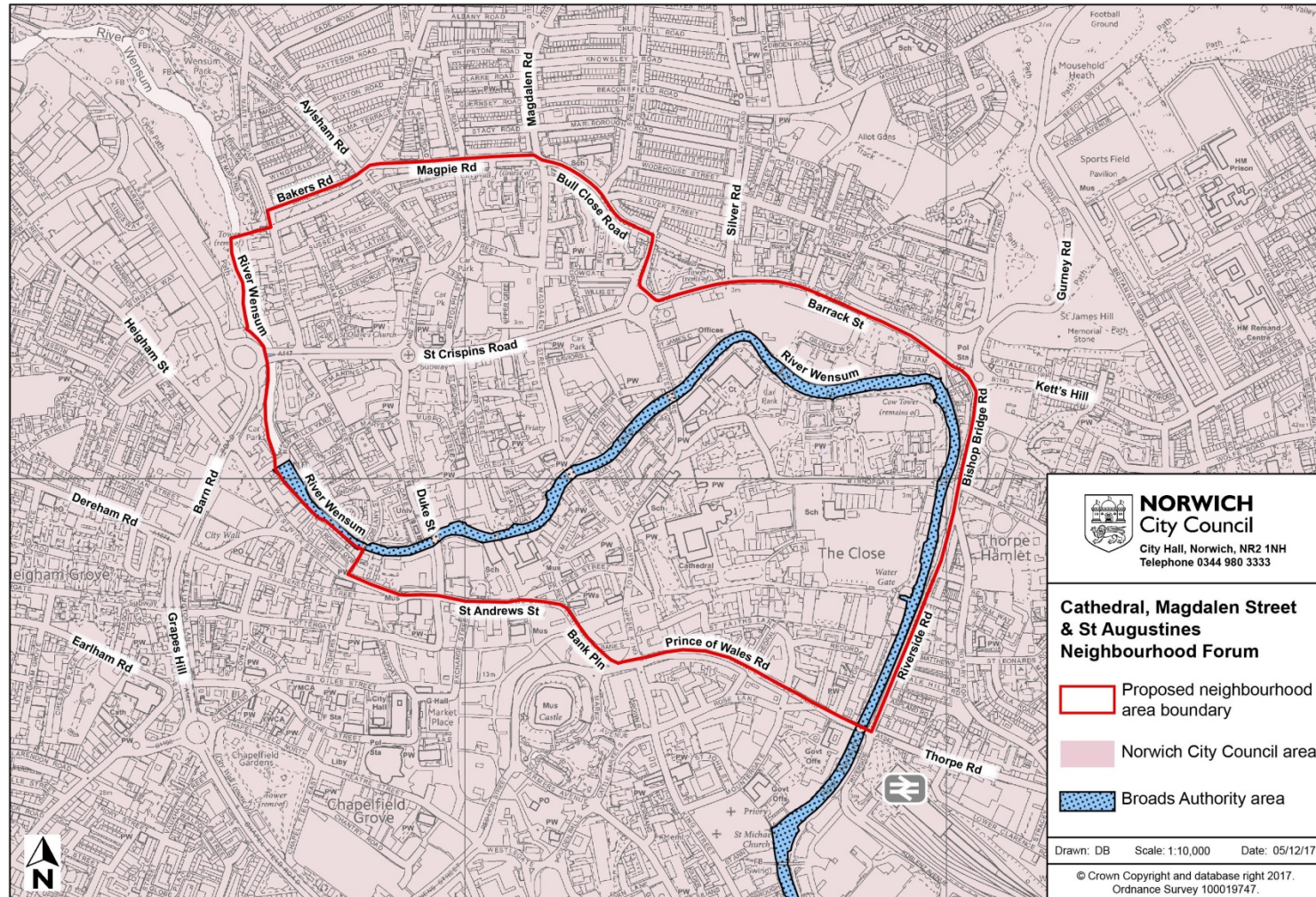
	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designation of neighbourhood area will have resource implications for the city council but this should be partially offset by government grant. The extent of the impact is not known so it is assessed as neutral at present.
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation but preparation of a neighbourhood plan in future may improve community cohesion
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation at this stage but there may be impacts from a future neighbourhood plan
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation at this stage but there may be impacts from a future neighbourhood plan
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation but there may be impacts from a future neighbourhood plan
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation at this stage but there may be impacts from a future neighbourhood plan

	Impact			
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impact arising from neighbourhood area designation

Recommendations from impact assessment
Positive
None at this stage
Negative
None at this stage
Neutral
All impacts are assessed as neutral as there are no direct impacts arising from the designation of a neighbourhood area at this stage (aside from impact on resources).
Issues
There are likely to be direct impacts once a neighbourhood plan is prepared.

Appendix 1: proposed Cathedral, Magdalen and St Augustine's neighbourhood area boundary



Appendix 2: summary of consultation responses

Name	Organisation	Proposed Neighbourhood Forum	Proposed Neighbourhood Plan Area	Other Comments
Nicki Farenden	BPA Pipelines	Neutral Not in Zone of Interest	Neutral Not in Zone of Interest	
Hugh McGlyn	Cathedral, Magdalen & St Augustine's Neighbourhood Forum	Support Forum has robust & well drafted constitution	Support	
Ian Gilles	Cathedral, Magdalen & St Augustine's Neighbourhood Forum	Support	Support	
Helen Adcock	Code (For Jarrolds)	Object Requests member status of the forum if their site is retained within the boundary	Object Requests revision of boundary to exclude site at Barrack street/Whitefriars	
Former Councillor Lesley Grahame	Norwich City Council - Thorpe Hamlet Ward	Support	Support The area is a diverse but cohesive community.	
David Broad	Cruising Association	Neutral	Neutral	
Davina Galloway	Highways England	Neutral	Neutral	

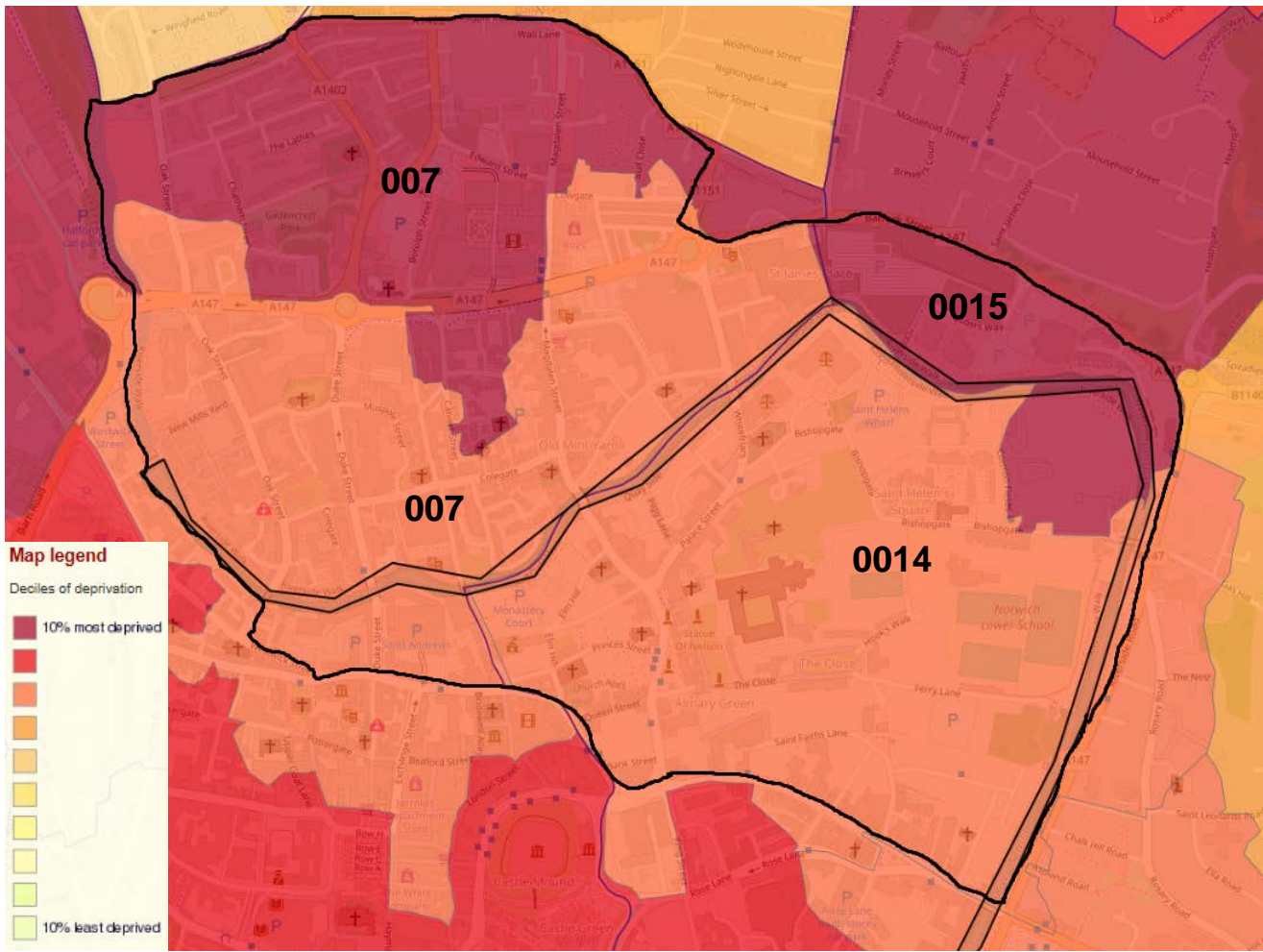
Name	Organisation	Proposed Neighbourhood Forum	Proposed Neighbourhood Plan Area	Other Comments
Edwards James	Historic England	Neutral	Object Alignment with city wall 'abandoned' between Bull Close Road & Silver Road.	
Ian Anderson (Chief executive)	Iceni (on behalf of Weston Homes & Columbia Threadneedle)	Object Encourage wider representation of demographics within the forum.	Object Diverse area, not sufficiently coherent & logical boundary. Timing in relation to Anglia square redevelopment is inappropriate.	
Andy Gotts	Late Night Norwich	Object Area conflicts with BID boundary, conflicts with Late Night Activity Zone designation/does not include the wider Late Night Economy operation, not a consistent character/need across area.	Object Group is limited in its representation of parties & concern is raised about its implications.	
Joanne Widgery	Natural England	Neutral	Neutral	General advice provided on information sources useful in developing a neighbourhood plan
Phil Harris	Norcom (Managing Director)	Object Insufficient community representation, narrow representative group; not a democratic forum - questions mandate & need.	Object proposed boundary arbitrary without logic - should have had greater consultation before formal proposal, different characteristics in proposed area,	

Name	Organisation	Proposed Neighbourhood Forum	Proposed Neighbourhood Plan Area	Other Comments
Stefan Gurney	Norwich BID	Object Not representative of the business interests in the area, yet could have significant impact.	Object Proposed area has overlap/conflict with BID boundary. Not a logical boundary.	
Paul Scruton	Norwich Over the Water Group	Support	Support	
Stuart McLaren	St Augustine's Community Together Residents' Association	Support	Support	
Lydia Voyias	Savills on behalf of Hill Residentil Ltd.	Support	Object Regarding the site south of Barrack Street: Given the complex nature of the site & well established redevelopment proposals it is requested that it is omitted from the boundary.	
Philip Broadbent-Yale	Sustrans	Neutral	Neutral	
Cathryn Brady	Water Management Alliance	Neutral	Neutral	
Amelia Sissons		Support Individual respondent feels the forum will enable community members to be considered more in future planning of the area.	Support The historic and modern connection between these areas forms a solid foundation for the proposed area.	

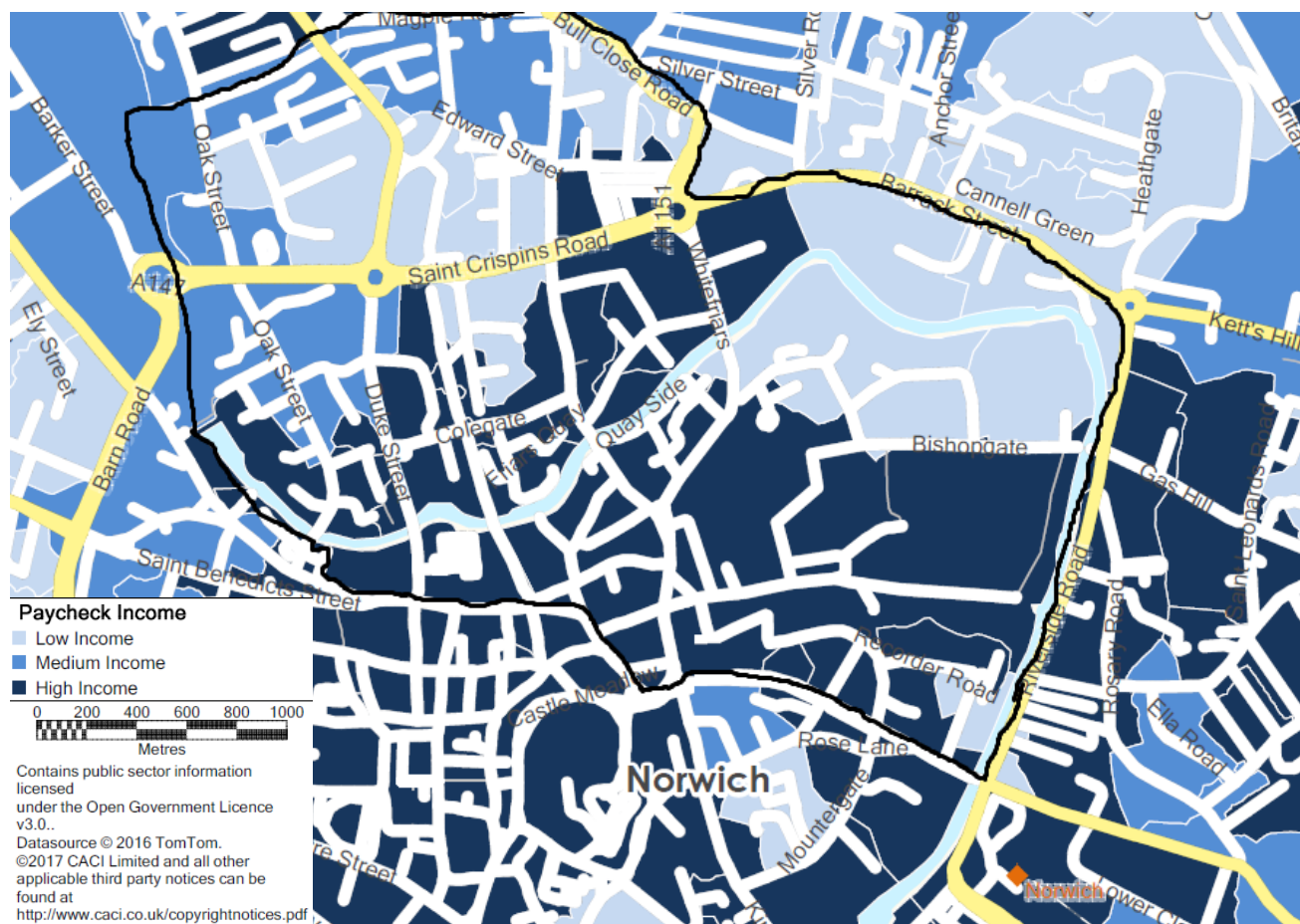
Name	Organisation	Proposed Neighbourhood Forum	Proposed Neighbourhood Plan Area	Other Comments
Late Representations				
Charlotte Jarvis	Historic Environment	Neutral	Neutral	General/Factual advice given for next stages
Hannah Bevins	Amec Foster Wheeler on behalf of National Grid	Neutral	Neutral	National Grid wishes to be involved in the preparation, alteration and review of plans and strategies which may affect its assets. National Grid has identified that it has no record of specific apparatus within the Neighbourhood Plan area.

Appendix 3: socio-economic data

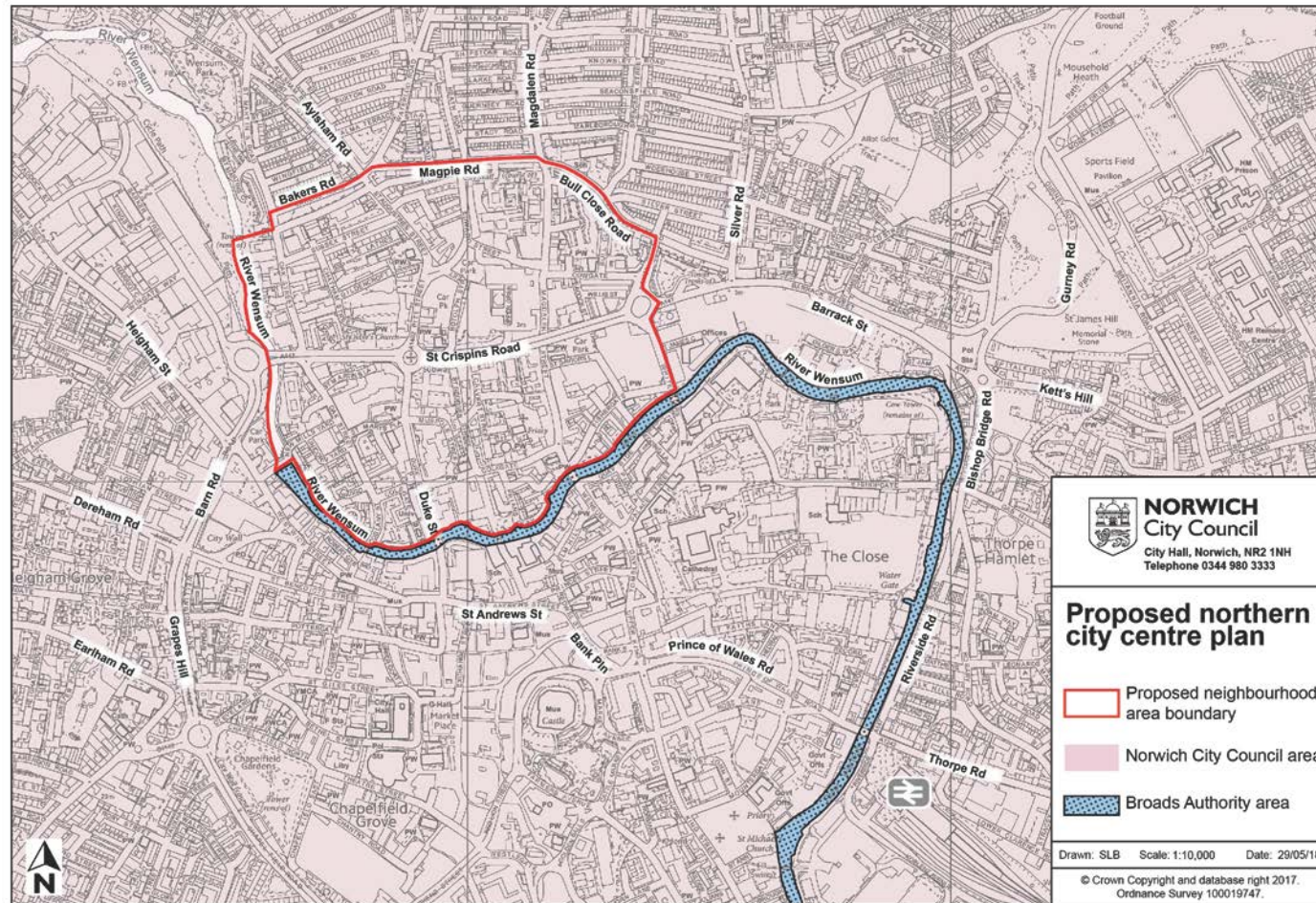
Indices of Multiple Deprivation data



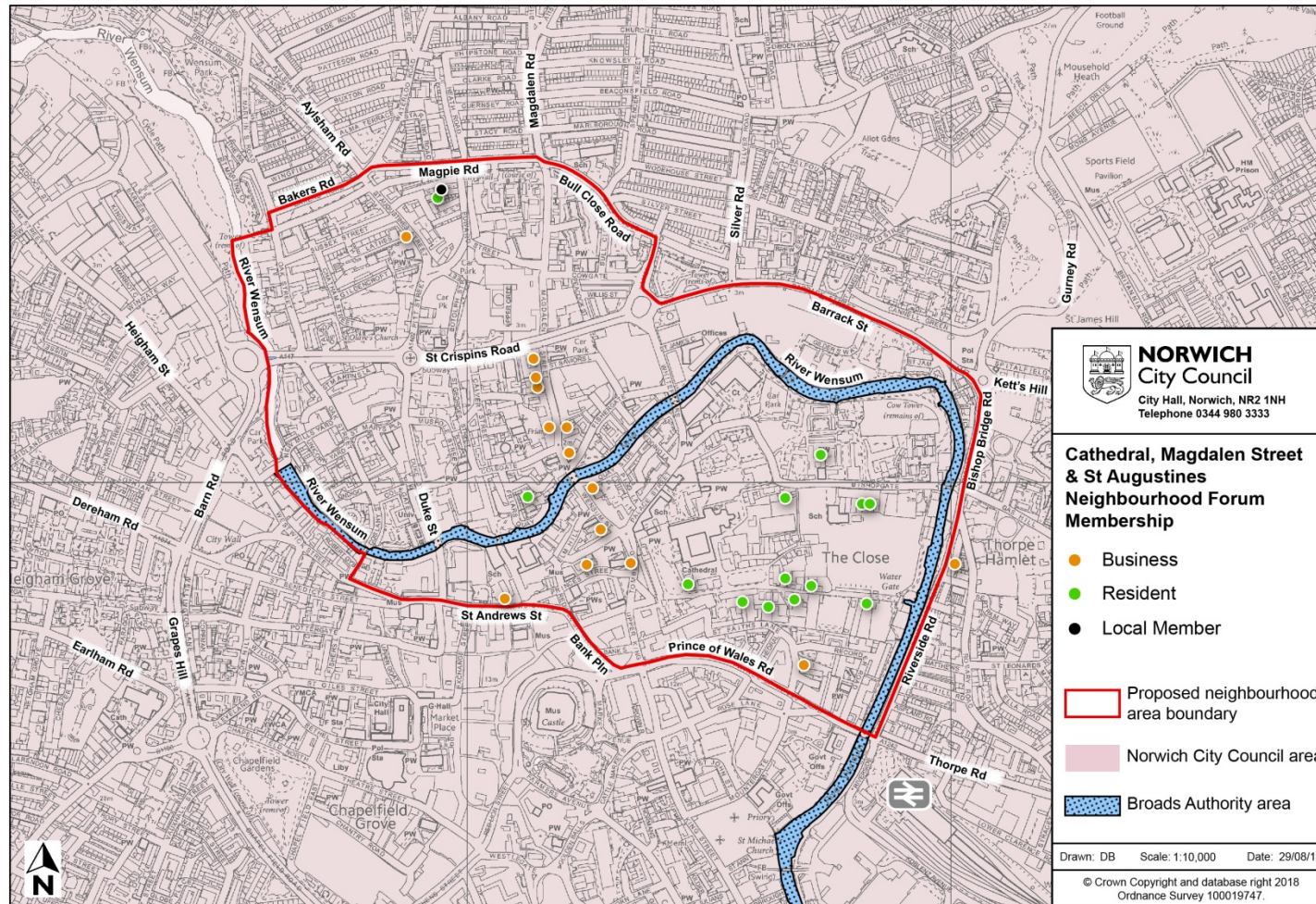
CACI Paycheck data



Appendix 4: proposed northern city centre neighbourhood area boundary



Appendix 5: Cathedral Magdalen St Augustine's neighbourhood forum: distribution of membership



Report to Cabinet
13 June 2018
Report of Director of regeneration and development
Subject River Wensum Strategy

Item

8

KEY DECISION

Purpose

This report feeds back on the recent public and stakeholder consultation on the draft strategy and from the recent meeting of Sustainable Development Panel, and sets out the revised strategy for endorsement by cabinet.

Recommendation

To adopt the River Wensum Strategy on behalf of the city council.

Corporate and service priorities

The report helps to meet the corporate priority a safe, clean and low carbon city, a healthy city, a fair city, and value for money services.

Financial implications

None arising from this report.

Ward/s: Multiple Wards, including Wensum, Mile Cross, Mancroft and Thorpe Hamlet.

Cabinet member: Councillor Stonard - Sustainable and inclusive growth

Contact officers

Judith Davison	01603 212529
Graham Nelson	01603 212530

Background documents

None

Report

Background

1. The River Wensum is a valuable asset to the city, with a rich heritage, and has great potential to drive wider economic, social and environmental improvements.
2. The River Wensum Strategy Partnership (RWSP) was created in December 2014 to develop a strategy for the River Wensum in Norwich in order to maximise its potential for regeneration, in particular by encouraging greater access to the river corridor, enhancing its natural and built environment and biodiversity value, and by stimulating business and economic activity. The RWSP is led and project managed by the city council. Councillor Stonard is the member lead and chairs the RWSP Project Board. Partners comprise the Broads Authority, Norfolk County Council, Environment Agency, and the Wensum River Parkway Partnership.
3. The purpose of this report is to present the proposed final version of the River Wensum Strategy for adoption by cabinet. This is a long term strategy to facilitate positive change in the river corridor, by helping to change perceptions of the city as a visitor destination, improving the quality of life, and acting as an economic driver to attract external investment and contribute to the city's regeneration.
4. The strategy's executive summary is set out at Appendix 1 for information.

The final strategy

5. The strategy proposed for adoption is the culmination of sustained partnership working by the city council and its partners in the River Wensum Strategy Partnership (RWSP) since late 2014. The city council has project managed the process, and all partners have contributed to the development of the strategy through regular Working Group and Project Board meetings. Cllr Stonard has been actively involved in the process in his role as chair of the Project Board.
6. Over the past couple of years the RWSP has consulted the public and stakeholders on issues and opportunities for the river corridor (in 2015) and on a draft strategy document (in 2017).
7. Following the most recent consultation a revised draft strategy was considered by Sustainable development panel at its meeting on 21 March 2018. The panel considered feedback from the consultation, endorsed the revised River Wensum Strategy, and recommended that cabinet adopt the document, subject to an amendment to the environment objective to include reference to water quality. This has now been incorporated in the final strategy document.
8. Feedback from the recent consultation is set out in the report to Sustainable Development Panel on 21 March 2018, available on the council website, see [here](#). There was a very positive level of response from the public consultation demonstrating a strong public interest in the strategy from local residents, key public bodies, the business community and stakeholder groups. The committee report shows that analysis of the comments overall is very supportive of the draft strategy.
9. The revised strategy has taken on board many of the consultation responses. Overall, the strategy is not proposed to be fundamentally changed from the draft version published in 2017. The revised strategy still has the same key themes as the draft strategy: management and partnership working, access for walking and cycling, waterways access, and environment, with the overall aim of regenerating the river corridor. In terms of delivery, the revised strategy continues to stress the

importance of working in partnership with key stakeholders to implement policies and proposals, and the importance of seeking external project funding.

10. However there are several changes of emphasis in the revised document, set out in detail in the Panel report. In particular, the strategy has been revised to clarify that its focus is not just on the city centre to east Norwich area but that it includes a number of potential projects in the area upstream of New Mills. Other changes highlight the importance of the natural and built environment, including the historic environment in the river corridor, and inclusion of assessment criteria for assessment of potential projects. Greater reference is also added into the strategy to encourage the active participation of local communities and stakeholders in project delivery where appropriate. The action plan has been amended by deletion of a project to complete the missing link of riverside walk between Fye Bridge and Whitefriars Bridge, although the principle of completing this link will remain a proposal in the local plan and an aspiration in the River Wensum Strategy.
11. Following the Panel meeting in March several further changes have been identified as necessary to the action plan in section 8 of the strategy document. These changes relate to timescales for specific projects, to reflect some potential slippage in likely implementation. The action plan as proposed to be revised is set out in appendix 2.
12. The revised strategy document and annex are available on the council's website as a meeting document of cabinet 13 June 2018 available [here](#).

Conclusions and next steps

13. The revised strategy provides a clear vision and set of objectives for the area, and proposes a set of policies and projects that will help to bring about sustainable regeneration of the river corridor for the benefit of the city council, its partners, residents, businesses and visitors to the city. It will help to:
 - (a) Attract external investment: the strategy will act as a basis for funding bids; its emphasis on working closely with key partners and stakeholders is likely to improve access to funding opportunities.
 - (b) Support growth: Delivery of enhanced green infrastructure along the river corridor will support the major housing and employment growth planned for the city centre and east Norwich.
 - (c) Support the local economy: a more accessible river corridor with a high quality public realm will help boost the local economy, both by providing a backdrop more attractive to the relocation and creation of business in the creative sector and also by attracting tourists and visitors with benefits to Norwich's shopping, heritage and visitor attractions.
 - (d) Reduce inequalities: the strategy has potential health and recreational benefits for existing communities adjacent to the river, some of which suffer from high levels of deprivation and health inequalities.
 - (e) Address management and maintenance of the river corridor: The strategy will not add to the council's management and maintenance liabilities. Through more streamlined management of the river corridor, issues such as illegal mooring should be resolved more quickly and help reduce related costs. There is also potential for involving volunteers and local communities in delivery, which has the potential for reducing management and maintenance costs.
 - (f) Generate income: The strategy has potential to assist with income generation for the city council for example by creating the conditions

to increase activity in the river corridor and support the use of council owned river infrastructure, such as some of its pontoons, thus leading to increased revenue.

14. It is therefore recommended that cabinet approves the revised River Wensum Strategy for adoption by the council. The strategy will also be reported to the committees of the partner bodies during the summer for adoption.
15. Following adoption by partners, a strategy launch event is planned for autumn 2018 to focus the attention of partners and stakeholders on the implementation of the strategy's policies and proposals.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with the completion of the assessment can be found [here](#). Delete this row after completion

Report author to complete

Committee:	Cabinet
Committee date:	13 June 2018
Director / Head of service	Dave Moorcroft
Report subject:	River Wensum Strategy adoption
Date assessed:	24 May 2018

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct financial impacts for the council from adoption of the strategy
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
Economic development	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adoption of the strategy and its implementation should help support the local economy and attract external investment
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
<u>S17 crime and disorder act 1998</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adoption of the strategy and its implementation should improve management of the river corridor and help reduce anti-social behaviour
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adoption of the strategy and its implementation should have positive health and recreational benefits for existing communities beside the river, some of which have high levels of deprivation and health inequalities

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adoption of the strategy and its implementation should have benefits for existing communities beside the river, and assist with community cohesion
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adoption of the strategy and implementation of action plan projects should have positive impacts by improving access to and on the river for residents and visitors
Natural and built environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adoption of the strategy and implementation of action plan projects should have positive impacts for the natural and built environment
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are no direct impacts from adoption of the strategy
Energy and climate change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Adoption of the strategy and implementation of action plan projects should have positive impacts for the climate change

	Impact			
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No direct impacts

Recommendations from impact assessment	
Positive	
Adoption of the strategy and its implementation will have a range of positive impacts as set out above.	
Negative	
No negative impacts have been identified	
Neutral	
A number of neutral impacts have been identified, where there are no direct impacts arising from adoption.	
Issues	
None identified other than those highlighted above.	

Executive summary

About the River Wensum

The River Wensum runs through the heart of Norwich and was once the centre of city life and industry. However as the city has changed the focus of activity has moved away from the river. Now very little activity is currently evident on the river itself or on the open spaces beside it.

But the river is now cleaner and greener than in the past. It now enjoys much improved public access, with 11km of riverside walk created since the 1970s and three new bridges built since 2001. It is a short walk from one of the most vibrant city centres in the country, and adjacent to Norwich University of the Arts. It runs through the most historic part of the city centre with many nearby notable landmarks including Norwich Cathedral, The Halls, Fye Bridge and Bishop's Bridge.

A thriving riverside environment with improved access and a high quality public realm has the potential to greatly benefit the city and wider Norwich area. The River Wensum Strategy is a long-term strategy aimed at facilitating change and regeneration in the river corridor by helping to change perceptions of the city as a visitor destination, improving the quality of life, and acting as an economic driver to attract external investment and contribute to Norwich's regeneration.

About the River Wensum Strategy Partnership

A new partnership has been established to develop a strategy to revitalise the River Wensum. The River Wensum Strategy Partnership (RWSP) is led by Norwich City Council working alongside the Broads Authority, Norfolk County Council, the Environment Agency, and the Wensum River Parkway Partnership.

The RWSP has consulted with other stakeholders and the public to help it shape a 10 year strategy and a 3 year action plan. It is anticipated that a final strategy will be adopted by the RWSP members in mid 2018.

The strategy vision

The strategy covers the River Wensum corridor from the city council boundary at Hellesdon in the west to Whitlingham Country Park in the east. The vision is to:

'Breathe new life into the river by enhancing it for the benefit of all and increasing access to, and greater use of, this important asset. An enhanced river corridor, with its unique natural and historic environment, will once again play an important part in the growth and vitality of the city, strengthening the visitor economy and helping to give the city a competitive advantage in attracting inward investment'.

The objectives are for delivering the vision are:

- improving the management of the river corridor and its surroundings for the benefit of the city, residents of the wider Norwich area, and visitors;
- increasing access to, and use of, the area by all, including enhanced connectivity with the Norfolk Trails network;
- enhancing the natural environment, biodiversity and green infrastructure;
- enhancing the city's environmental, cultural and historic offer in a manner which maximises the attractiveness of the area as a location to do business;
- enhancing the historic environment, ensuring its long term conservation where practicable, and making the most of the unique and significant heritage assets within the river corridor;
- addressing social deprivation and inequalities;
- maximising the efficiency of public expenditure in the river corridor, where possible reducing the pressure on stretched public sector budgets; and
- identifying and exploiting external funding opportunities including private sector investment.

The draft strategy proposals:

Management

A well-managed river corridor, with effective joint working between partners, is a prerequisite for the regeneration of the river corridor and to maximise benefits to the city and wider area. Management proposals (set out in section three) include:

- Clarification of Partners' roles and responsibilities to make it easier for stakeholders and the public to know who to contact.
- Establishment of delivery arrangements including a delivery board to oversee day-to-day management of the river, and a strategic board to oversee implementation and monitoring, involving joint working with key delivery partners.
- Working with local stakeholder groups and those who live and work in the vicinity of the river to help deliver the strategy.
- Ensuring that ongoing maintenance is addressed fully for all projects and proposals to make sure that they do not add to ongoing public maintenance expenditure.

Access and leisure

A key strategy theme is increasing access to the river corridor, including enhancing connectivity with the Norfolk Trails network (section four), and encouraging greater leisure and commercial use of the river itself (section five). Proposed access measures will encourage increased use of the river corridor by commuters and leisure users, and help to create the conditions for local businesses to thrive through increased footfall and activity including event and festivals, whilst supporting health initiatives which encourage activity.

Proposals include:

- Completion of the riverside walk between New Mills and Trowse Swing Bridge, including construction of the key 'missing link' of the Riverside Walk between Duke's Palace and St George's Street
- Improvements to the accessibility of the Riverside Walk downstream of New Mills making it accessible for people of all ages and abilities, and enhanced signage between the river and key tourist and visitor locations including the city centre
- An improved cycle crossing of the Barn Road roundabout to encourage greater commuting and leisure usage of the Marriotts Way and the Riverside Walk
- Enhanced links with the Broads network at Whitlingham Country Park in the longer term
- Enhancement of existing, and creation of new, river infrastructure. This includes an improved slipway at Friar's Quay and enhanced moorings at the Yacht station. New short-stay visitor moorings are proposed in a number of locations including Quayside and between Carrow Bridge and Lady Julian Bridge. The strategy also encourages improved canoeing infrastructure including new canoe access points at New Mills
- Enhancement of angling access and fish habitat
- Promotion of river events and trails including a proposed river festival.

Environment

The strategy aims to improve the natural and historic environment, the public realm and open spaces near to the river (section six). The river is a wildlife corridor and its sensitive enhancement has the potential to improve ecology and biodiversity in the heart of the city. Proposals include:

- Improvements to water quality in specific stretches of the river including a proposal to reduce the levels of oils and fats entering the river from food related businesses in the Magdalen Street/Fye Bridge Street area
- Protection and enhancement of biodiversity of the river and riverbanks including proposals for floating vegetation platforms; a biodiversity enhancement and non-invasive species management plan to manage non-native species; and an eel pass at New Mills to assist with migration of this protected species (which has now been installed)
- Improvements to open spaces adjacent to the river to maximise their use for leisure and recreation as well as enhancing biodiversity and heritage features where appropriate.
- Conserve and where possible enhance the historic environment and individual designated and non-designated heritage assets along the riverbank.

Ideas for the future

The strategy also identifies some potential projects as opportunities for the future (section seven), which may be developed in the strategy lifetime as opportunities arise. These include the historic New Mills pumping house, the medieval Boom

Towers and city walls/wooded ridge in east Norwich, Mary Chapman Court riverside site in the northern city centre, and Wensum Park. These potential opportunities require detailed investigation in order to establish feasibility and costings.

Action plan and funding

The strategy aims to facilitate regeneration of the river corridor in the longer term, but includes an action plan with a number of projects considered capable of delivery in the short to medium term (approximately three years) to kickstart the process of positive change. The action plan also includes an assessment of potential project suggestions in order to identify additional projects for future delivery. It is a living document and will be updated as required.

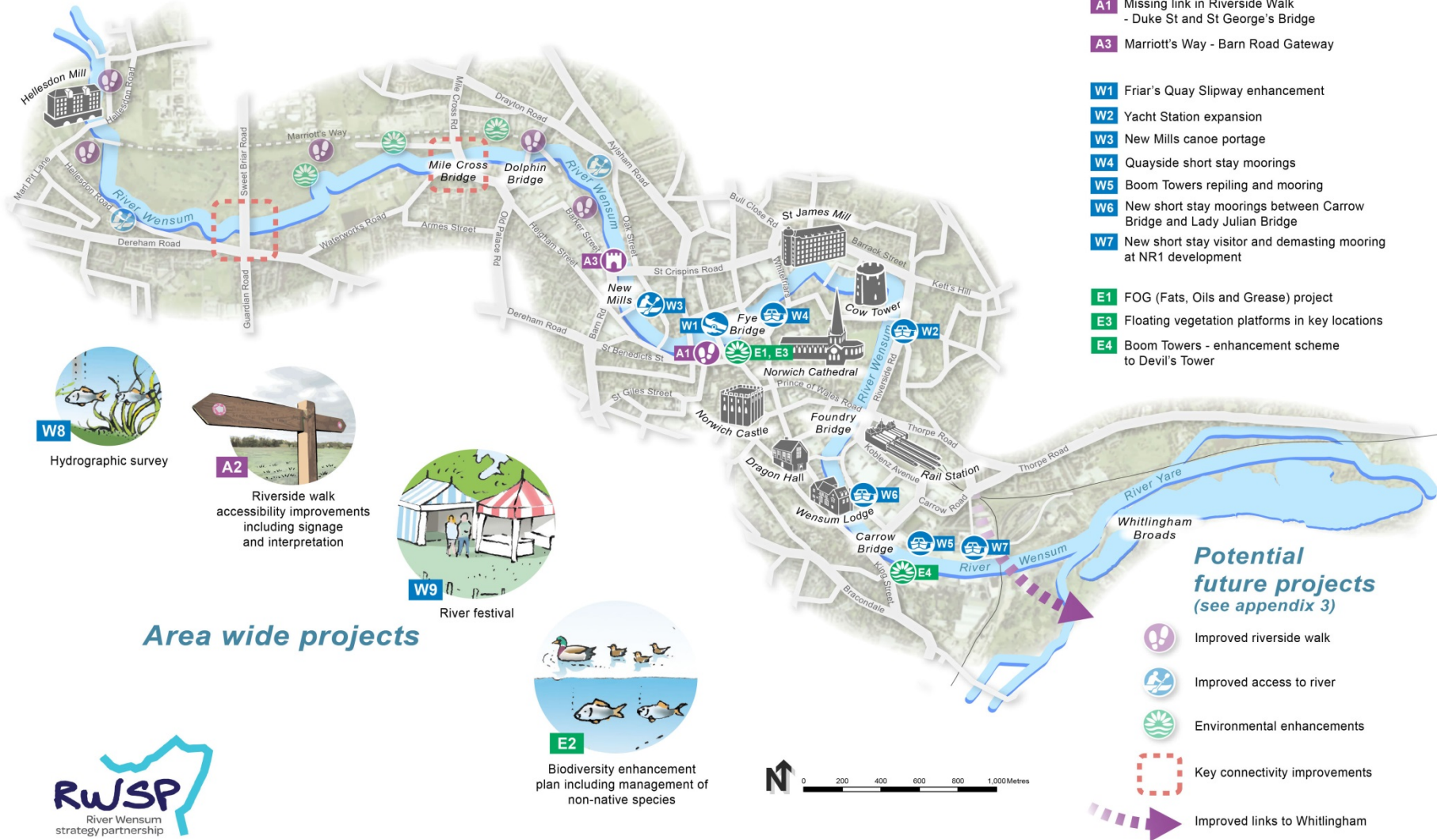
The strategy proposes working with external partners and relevant stakeholders and community groups to attract funding to the river corridor. Potential sources of project funding for action plan projects include Community Infrastructure Levy (CIL), Anglian Water, and the Water Mills and Marshes Landscape Partnership. Other sources of funding will be applied for as projects develop.

Strategy benefits

The strategy will have a range of economic, social, environmental and heritage benefits including:

- Increased access to the river corridor and an enhanced public realm for the benefit of residents, businesses and visitors
- Boosting the local economy by providing an environment conducive to the establishment and growth of various creative businesses and by attracting tourists and visitors with benefits to Norwich's shopping, heritage and visitor attractions
- Improved green infrastructure to support the delivery of major housing growth planned for the city centre and east Norwich areas
- Providing health and recreational benefits for the existing communities adjacent to the river, some of which suffer from high levels of deprivation and health inequalities
- Improved natural environment and biodiversity in the river corridor, acting as a green lung in the heart of the city
- Identification of funding opportunities and potential for private sector investment, through focused attention on the river.

Summary of projects & key opportunities



Revised action plan

Theme	Reference	Project	Anticipated delivery	Lead authority
Walking and Cycling Access	A1	Missing link in Riverside Walk between Duke St and St George's Bridge	2019/20	Norwich City Council (NCC)
	A2	Riverside walk accessibility improvements including signage and interpretation	Ongoing (2017/18 – 2018/19)	NCC
	A3	Marriott's Way - Barn Road gateway	Ongoing (2017/18 – 2019/20)	Norfolk County Council
Waterways Access and Leisure	W1	Friar's Quay slipway enhancement	2021/22	Broads Authority (BA)/NCC
	W2	Yacht station expansion	2020/21	BA/NCC
	W3	New Mills Canoe portage	2020/21	BA/NCC
	W4	Quayside short stay moorings	2021/22	BA/NCC
	W5	Boom towers repiling and mooring	2019/20	BA/NCC
	W6	New short-stay moorings between Carrow Bridge and Lady Julian Bridge	2019/20	BA/NCC

Theme	Reference	Project	Anticipated delivery	Lead authority
	W7	New short stay visitor and demasting mooring at the NR1 Development	2019/20	BA/NCC
	W8	Hydrographic survey for dredging	2019/20	BA
	W9	River festival	2019/20 (at earliest)	NCC
Environment	E1	FOG (Fats Oils and Grease) project	2019/20	Environment Agency (lead) and Anglian Water
	E2	Biodiversity enhancement plan including management of non-native species	Ongoing (2018/19)	EA / NWT
	E3	Floating vegetation platforms in key locations (and as part of new development)	Pilot – 2018/19	Environment Agency
	E4	Boom Towers - enhancement scheme to Devil's Tower	2019/20	NCC
Project assessment		Assess all proposed projects against assessment matrix	2018/19	RWSP

Report to Cabinet
13 June 2018
Report of Director of business services
Subject Scrutiny committee recommendations

Item

9

Purpose

To consider the recommendations from the scrutiny committee held on 22 March 2018.

Recommendation

To consider the individual recommendations made by the scrutiny committee as outlined in the report, particularly those addressed to cabinet.

Corporate and service priorities

The report helps to meet all the corporate priorities.

Financial implications

None

Ward/s: All wards

Cabinet member: Councillor Kendrick - Resources

Contact officers

Anton Bull, Director of Business Services

01603 212326

Background documents

None

Report

Background

1. The council's scrutiny committee is constituted of councillors who do not sit on cabinet. They are expected to review/scrutinise and oversee decisions made by cabinet. They can 'call in', for reconsideration, decisions made by cabinet or an officer which have not yet been implemented. The main functions of scrutiny are to hold cabinet to account by examining their proposals; evaluating policies, performance and progress; ensuring consultations, where necessary, have been carried out; and highlighting areas for improvement.

The committee makes recommendations for cabinet, the wider council and other stakeholders based on evidence on the issues scrutinised at their meetings.

The following is a summary of the topics the committee has considered over meetings with the recommendations that were made accordingly.

22 March 2018

The committee considered the following reports:

- Norwich City Council debt collection policy
- Scrutiny committee annual review

After discussion on each item, these reports were noted by the committee.

Norwich City Council debt collection policy

The Director of Business Services introduced the report, reviewing the implementation of the debt collection policy. Discussion surrounded the revised Norwich City Council debt collection policy, the role of enforcement agents, communications sent to customers and customers claiming Universal Credit.

RESOLVED to ask cabinet to:

- 1) Explore how to make council debt-related letters more accessible by:
 - a) Developing easy read letters, potentially in conjunction with a service-user led organisation (such as Opening Doors) to offer staff training
 - b) Testing the reading age of our letters
 - c) Extending the use of a summary or key facts covering letter
 - d) Learning from 'nudge' techniques
- 2) Appoint a member of the communications team to lead on improving our correspondence and to report progress to scrutiny committee in six months
- 3) Ensure that comprehensive information about the full range of an individual's debts to the council is available to all council staff and can be reflected in any correspondence, no matter which debt the customer has initial contact with the council regarding

- 4) Consider increasing the PCN fine and reducing the discount amount with consideration to current legislation
- 5) Develop initial screening to ensure all information about a customer is available and proactively identify any vulnerability or existing debts

24 May 2018

The committee appointed Councillor David Fullman as the vice chair of the scrutiny committee for the ensuing civic year.

The committee also appointed Councillor David Fullman as the representative on the Norfolk Health Overview and Scrutiny Committee (Councillor Matthew Fulton-McAlister as the substitute) and Councillor Cavan Stewart as the representative on the Norfolk Countywide Community Safety Partnership Scrutiny sub-panel (Councillor Vaughan Thomas as the substitute.)

The committee considered items to be included on the scrutiny work programme for the upcoming year and made the following resolutions:

RESOLVED to:

- (1) ask the scrutiny liaison officer to add the following items to the scrutiny committee work programme 2018-19:
 - a) The impact of Airbnb type properties (June)
 - b) Presentation of the report of the Communities and Local Government committee scrutiny inquiry to the scrutiny committee for consideration (June)
 - c) Preparations for full service of universal credit (July)
 - d) The impact of Operation Gravity/organised crime in Norwich since 2016 including the role of the council and police when dealing with communities blighted by anti-social behavior (September)
 - e) Good quality jobs in Norwich – the digital and emerging economy (October)
 - f) Responses to domestic violence in Norwich (November)
 - g) Corporate plan and performance framework and Equality Information report (December)
 - h) Pre-scrutiny of the proposed budget, Medium Term Financial Strategy and transformation programme (January)
 - i) Scrutiny of the parks and playgrounds review, its approach and scope (February)

j) Viability assessments and delivery of affordable housing (March)

(2) Formulate a task and finish group at the September meeting of the scrutiny committee to consider the parks and playgrounds review and report back to the committee in February 2019.

Integrated impact assessment



NORWICH
City Council

Report author to complete

Committee:	Cabinet
Committee date:	
Director / Head of service	Anton Bull
Report subject:	Scrutiny Committee Recommendations
Date assessed:	
Description:	A summary of scrutiny committee discussions and recommendations from 22 March 2018

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Could enhance financial inclusion for venerable residents
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment
Positive
Negative
Neutral
Issues

Report to Cabinet
13 June 2018
Report of Director of neighbourhoods
Subject Procurement of various housing upgrades and
maintenance contracts

Item

10

KEY DECISION

Purpose

To seek approval from cabinet to award two contracts and to delegate authority to the director of neighbourhood services in consultation with the deputy leader and cabinet member for social housing to award two contracts.

Recommendations

To:

- (1) approve the award of the external redecoration contract to Mitie Property Services (UK) Ltd;
- (2) delegate authority to the director of neighbourhoods in consultation with the deputy leader and social housing portfolio holder, to award contracts to the best value suppliers for loft and cavity wall insulation, and thermodynamic hot water systems; and
- (3) approve the award of the lift maintenance contract to Otis Ltd for a period of up to four years.

Corporate and service priorities

The report helps to meet the corporate priority a healthy city with good housing.

Financial implications

The costs arising from this decision will be met from approved budgetary provision within the HRA capital and revenue programme for 2018/19 and the General fund revenue provision for non-housing repairs and maintenance.

Ward/s: Multiple Wards

Cabinet member: Councillor Harris - Deputy leader and social housing

Contact officer

Lee Robson, head of neighbourhood housing 01603 212939

Carol Marney, associate director NPS Norwich 01603 227904

Background documents

None

Report

Introduction

1. The council has a programme of housing repairs, servicing and upgrades implemented via a number of term contracts, framework contracts and ad-hoc tenders. This report seeks authority to award a number of contracts relating to:
 - External redecoration of housing properties
 - Installation of loft and cavity wall insulation
 - Installation of thermodynamic hot water systems
 - Lift maintenance
2. The council owns 15,000 housing properties that contain painted elements such as doors, windows and roof soffits. Whilst the majority of doors and windows have been replaced with UPVC over the last five years there continues to be a need to redecorate those elements that remain, particularly in communal flat blocks.
3. NPS Norwich (NPSN) introduced a five-year cyclical plan for external redecoration, including internal communal areas, during 2013 to 2018. Mitie Property Services (UK) Limited was awarded this contract following an OJEU tender process. This contract came to an end 31 March 2018.
4. The full cycle was not achievable over the five years, and a further year during 2018/19 is required to achieve the full cycle of external decorating.
5. Fuel poverty is a significant issue for many council tenants but it can be reduced through the installation of various improvements. The council has been installing loft and cavity wall insulation for a number of years. Last year of the 407 properties that received additional insulation, 153 were situated in areas of high deprivation.
6. This area of work is one of the council's ongoing programmes to help residents who experience fuel poverty. This includes the big switch and save programme and winter wellbeing conference which contribute to implementation of the council's affordable warmth strategy. Taking all of these measures together, fuel poverty for all residents in Norwich has decreased from 12.2% to 9.9% since 2012, against a national backdrop of increasing fuel poverty and rising energy prices and the investment in the council's own stock plays a vital role in this.
7. The programme targets homes that have been identified as having low levels of insulation, observed during various surveys. This year's list of 500 homes contains 224 within areas of high deprivation.
8. NPS Norwich are continuing to deliver an installation programme of thermodynamic hot water systems into tenants' homes. A single panel on the roof of each property creates hot water and significantly reduces the need to heat water via gas or electricity. Savings will vary according to hot water usage but are typically in the range of £180 to £350 in a year. A further benefit is that boiler life is extended due to the lower demand.

9. The council, along with NPS Norwich and contractor, Impact Renewables, won an award for best small scale project at the East of England energy efficiency awards. This related to last year's programme of installation of thermodynamic hot water systems in council properties. The project has been nominated for the National Energy Efficiency Awards.
10. This report outlines the procurement process for both energy saving projects and seeks approval to delegate authority to award the contracts.
11. All of the above mentioned energy saving improvements would contribute to an overall reduction in household fuel bills, a reduction in the city's carbon footprint and increase individual property's standard assessment (SAP) and Energy Performance Certificate (EPC) scores.
12. The council owns lifts in tower blocks, multi-storey car parks and in City Hall. It is essential to maintain these lifts to ensure that they work efficiently and safely, and comply with the council's insurance requirements. Tower block lift maintenance is funded from the HRA and the maintenance of lifts in the car parks and City Hall is funded from the general fund.

External Redecoration

13. Eastern Procurement Ltd (EPL) established a framework for cyclical decorations which runs until 01 July 2019. Norwich City Council can utilise this framework under the partnering agreement that is in place. This framework allows direct award to a single supplier.
14. There are three suppliers on the framework. The three suppliers were evaluated by EPL based on a split of 70% price and 30% quality. The suppliers are listed below:

Bell Decorating Group Limited
Mitie Property Services (UK) Limited
Novus Property Solutions Limited
15. Mitie Property Services (UK) Limited was the highest placed supplier scoring 91.54 marks out of the full 100 marks available. NPSN have concluded that the rates offered by Mitie Property Services (UK) Limited provide the council with the best value.
16. In addition to cabinet approval the award will be subject to leaseholder consultation as the council is required to consult leaseholders on works and improvements over £250. Leaseholder Notice of Proposal (NOP) has not yet been triggered. Works will only be carried out at blocks of flats that do not contain leaseholders until the consultation process is complete.
17. An order for £180,000 has been placed to allow the work to commence, taking advantage of the better weather. This order was approved by the director of business services and the director of neighbourhoods under the scheme of delegation. Cabinet are requested to approve the award of the residual amount of £270,000.

Installation of Loft and Cavity Insulation and Thermodynamic Hot Water Systems

18. It is proposed to run two competitive procurement exercises to establish suppliers to meet the council's requirements. In accordance with the council's contract procedures and in order to maximise interest, the contracts will be advertised on the council's e-tendering portal and contracts finder.
19. Following this route will ensure the opportunity is made available to a competitive market, encourage value for money, yet still reach SMEs and local suppliers.
20. There is a budget of £660,000 for loft and cavity wall insulation and a budget of £1m for renewable technology, including thermodynamic hot water systems. Both budgets are inclusive of fees to NPS Norwich for directly managing the contractors in this instance and saving Norwich city council additional management fees by using other managing agents. This fee will not exceed 10% of each budget, therefore the value of loft and cavity wall insulation works delivered will be £600,000 and the value of thermodynamic hot water systems delivered will be £900,000.
21. Evaluation of the interested suppliers will be carried out to determine the most advantageous return. Factors to be evaluated are likely to include: quality; delivery, price; health and safety, and a minimum requirement for supplier levels of certification, guarantee and insurances.
22. Cabinet are asked to delegate authority to the director of neighbourhoods, in consultation with the deputy leader and portfolio holder for social housing to award these contracts to the best value suppliers.

Lift Maintenance

23. The lift maintenance contract was re-procured in July 2017 by the open procurement method described above. Two suppliers responded. The best offer was from Otis Ltd for the sum of £51,973 per annum. The contract is for four years and an interim award was made for two years with the final two year award being subject to cabinet approval. The tender process and result should have been reported into the September 2017 cabinet but this did not happen due to an oversight.
24. Cabinet is asked to approve the award of the contract for four years at a total value of £207,892. Funding of this contract is provided from both the HRA and the GF revenue budgets.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with the completion of the assessment can be found [here](#). Delete this row after completion

Report author to complete

Committee:	Cabinet
Committee date:	13 June 2018
Director / Head of service	Lee Robson
Report subject:	Procurement of various housing upgrades and maintenance contracts
Date assessed:	19 January 2018
Description:	Procurement of various housing upgrades and maintenance contracts

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Eastern Procurement Limited Frameworks ensures the council achieves value for money for the external redecoration contract. Open tendering will ensure that best value is achieved for the other contracts.
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Loft and cavity wall insulation and thermodynamic hot water systems contribute towards reducing fuel poverty.
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The improvements carried out from the works proposed will enhance the safety of residents and make the homes easier to heat.

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Loft and cavity wall insulation and thermodynamic hot water systems contribute towards reducing energy usage.
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>1. Risk of challenge from unsuccessful suppliers:</p> <p>The tenders and frameworks have followed a restricted process carried out by EPL with input from officers in terms of evaluation etc, with award criteria being based on the most economically advantageous tender, but there is always a risk of challenge from unsuccessful suppliers.</p> <p>2. Risk of supplier failure:</p> <p>There is a risk that the appointed suppliers could fail during the life of the contract. This is low risk as a number of suppliers have been appointed to the framework providing some cover should a supplier fail. In addition the Council is not investing in the supplier and so the risk is one of service continuity rather than financial, which is further mitigated by the fact that this contract is planned in nature.</p>

Recommendations from impact assessment
Positive
The works will reduce fuel poverty, reduce energy consumption, maintain the built environment and contribute towards safe use of lifts.
Negative
Neutral
Issues

Report to	Cabinet 13 June 2018	Item
Report of	Director of business services	11
Subject	Procurement of Gas supplies for Norwich City Council sites contract	

KEY DECISION

Purpose

To advise cabinet of the procurement of gas supplies for Norwich City Council sites and to seek approval to award the contract.

Recommendations

To approve the award of the gas supplies for Norwich City Council sites contract to Total Gas and Power Ltd for the next four years (commencing 01/04/2019).

Corporate and service priorities

The report helps to meet the corporate priority a safe, clean and low carbon city.

Financial implications

The costs arising from this decision will be met from approved budgetary provision within both the Housing Revenue Account (£595,000 - 85%) and General funds (£105,000 - 15%) to a value of approximately £700,000.00 in total for each financial year, depending on the rates obtained for the gas product.

Ward/s: Multiple Wards

Cabinet member: Councillor Harris - Deputy leader and social housing

Councillor Kendrick - Resources

Contact officers

Anton Bull, Director Of Business Services 01603 212326

Richard Buckenham, Contracts Officer 01603 212781

Background documents

None

Report

Introduction

1. The council has number of sites within the City that have a gas supply requirement. This report seeks authority to award the contract for these supplies for the following four years.
2. The council has 44 accounts that require gas supplies that are split between Housing sites and a number of council owned sites.
3. The current bulk contract comes to an end on 31 March 2019 but the decision to award is needed significantly earlier to allow the gas product to be purchased throughout the year at the best market prices.
4. The current contract was awarded via an Eastern Shire Purchasing Organisation (ESPO) framework open to local authorities to access. This framework is still considered the best way to obtain value for money gas supplies based on the purchasing power available to ESPO when they undertake their purchasing strategy.
5. The supplier to be awarded the contract under the framework is, **TOTAL GAS and POWER Ltd**, but the actual gas is purchased via the market by ESPO on their behalf.

Risk implications

6. The risk of not using the available ESPO framework would be that the council would be faced with paying current market prices for its gas requirements. These could be considerably higher than those that will be obtained by ESPO using their buying power.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with the completion of the assessment can be found [here](#). Delete this row after completion

Report author to complete

Committee:	Cabinet
Committee date:	13 June 2018
Director / Head of service	Anton Bull
Report subject:	Procurement of Gas supplies for Norwich City Council sites contract
Date assessed:	21 March 2018
Description:	Procurement of Gas supplies for Norwich City Council sites contract

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Eastern Shires Purchasing Organisation framework ensures the council achieves value for money for gas provision. An open tendering process was carried out to ensure the supplier selected to provide this service will ensure that best value is achieved.
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Unlike electricity there is not currently an opportunity to purchase fully green gas energy.
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>1. Risk of challenge from unsuccessful suppliers:</p> <p>The tenders and frameworks have followed a restricted process carried out by ESPO, with award criteria being based on the most economically advantageous tender, there is no risk of challenge from unsuccessful suppliers at this stage.</p> <p>2. Risk of supplier failure:</p> <p>There is a risk that the appointed suppliers could fail during the life of the contract. This is low risk the supplier is a multi-national company but if it does happen our services would continue to be provided. In addition the Council is not investing in the supplier and so the risk is one of service continuity rather than financial, which is further mitigated by the fact that this contract is planned in nature.</p>

Recommendations from impact assessment	
Positive	
Negative	

Neutral
Issues

Report to Cabinet
13 June 2018
Report of Head of neighbourhood housing services
Subject Procurement of decoration voucher and paint packs for allowance scheme for tenants.

Item

12

KEY DECISION

Purpose

To advise cabinet of the procurement of decoration voucher and paint packs for allowance scheme for tenants and to seek approval to award the contract.

Recommendations

To approve the award the contract for the provision of decoration voucher and paint packs for allowance scheme for tenant's requirements for the next two years to:

- (1) B & Q Ltd for decoration vouchers – up to £115,000 per annum.
- (2) Crown Paints Ltd for paint packs - up to £10,000 per annum.
- (3) PPG Johnstones for paint packs - up to £10,000 per annum.

Corporate and service priorities

The report helps to meet the corporate priority a healthy city with good housing.

Financial implications

The costs arising from this decision will be met from approved budgetary provision within the Housing Revenue Account to a value of approximately £135,000.00 in total for each financial year, depending on the need for vouchers or decoration packs.

The contract usage will be based on the available budgets to provide the services. If the councils approach changes in this area and there is no available budget we would cease obtaining the vouchers or packs.

Ward/s: Multiple Wards

Cabinet member: Councillor Harris - Deputy leader and social housing

Contact officers

Lee Robson, Head of neighbourhood housing 01603 212939

Tracey Fordham, Housing Operations Manager 01603 213581

Background documents

None

Report

Introduction

1. The Council has a current contract for the provision of voucher and paint packs for a decoration allowance scheme for tenants.
 - B&Q – through a plastic card which is loaded with £25 per room – to the amount allocated e.g. 3 rooms = £75.00. Tenants can purchase items such as paint brushes, rollers and filler.
 - Crown Paints Ltd and PPG Johnstones – paint packs are awarded for one room to a four bedroom house and are delivered free. The paint colours available are neutral. Please see attached doc for example of 2 bedroom flat contents from Crown Paints.
2. Appendix one, provides background information relating to the decoration scheme.
3. The council also has access to:
 - use of a local supplier – Thorns DIY which sits outside of this contract and operates on a similar voucher basis as B& Q of £25 per room
 - a BACS (cash) payment of £50 plus up to £25 per room (Max £75.00 per room) can be awarded to any disabled tenants who are unable to decorate or have family who are unable to undertake the decoration on their behalf. This assists in paying someone to decorate the home.
4. The amounts awarded last year were as follows:

• Cash Payments	£8,675.00
• B & Q Vouchers	£88,893.98
• Crown Paints/ Johnstones	£2,932.16
• Thorns DIY	£583.33
5. Voucher and paint packs are given for new tenancies for the decoration of the property, by the tenant, to a reasonable standard.
6. A lettings officer will determine the number of rooms which require decoration by the current standard of decoration. This is based on our current lettings standards and is assessed officers via an inspection of the property.
7. At the viewing of the property the applicant is advised of the amount and the choice of supplier available to them and they are asked to make a decision as to which supplier they would like to receive their decoration supplies from.
8. The current allowance is
 - either £25 per room for a voucher, or

- the number of room packs from other suppliers.
9. The current contract was awarded via the procurement for housing framework open to local authorities to access. This framework is still considered the best way to obtain the requirements. There is also a variety of options available where tenants can access the packs as a single supplier and location within the city may preclude tenants accessing them.
10. The benefits of the scheme are considered to be:
- a. At the end of each financial year the council receives a discount which varies as it is based on the level of spend. During 2017/18, the council received a 19.89% rebate of £14,606.73. This money goes back into the Housing Revenue Account (HRA)
 - b. Tenants are able to choose their colour and decorate to their own colour scheme
 - c. Current feedback is generally good for the choices of goods and providers
 - d. Keeps void times down
 - e. Keeps costs down e.g. the approximate price to decorate a one bed flat is £1258; a two bed flat /house is £1455; a three bed flat /house £2100 with neutral colour scheme

Risk implications

11. Currently the risks of not offering the decoration vouchers or paint packs to tenants are:
- a) That the Council would have to decorate each property at a greater cost than the voucher scheme
 - b) People may not take up tenancies because of the state of the properties leading to a higher viewing turnover and potentially voids

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with the completion of the assessment can be found [here](#). Delete this row after completion

Report author to complete	
Committee:	Cabinet
Committee date:	13 June 2018
Director / Head of service	Lee Robson
Report subject:	Procurement of decoration voucher & paint packs for allowance scheme for tenants
Date assessed:	11 May 2018
Description:	Procurement of decoration voucher & paint packs for allowance scheme for tenants

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	More cost effective use of resources
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	An opportunity of a better environment for the tenant.

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>1. Risk of challenge from unsuccessful suppliers:</p> <p>The tenders and frameworks have followed a restricted process carried out by Procurement for Housing, with award criteria being based on the most economically advantageous tender, there is no risk of challenge from unsuccessful suppliers at this stage as the framework allows for direct award to any supplier.</p> <p>2. Risk of supplier failure:</p> <p>There is a risk that the appointed suppliers could fail during the life of the contract. This is low risk the supplier is a multi-national company but if it does happen our services would continue to be provided via alternative suppliers on the framework. In addition the Council is not investing in the supplier and so the risk is one of service continuity rather than financial, which is further mitigated by the fact that this contract is planned in nature.</p>

Recommendations from impact assessment
Positive
Negative

Neutral
Issues

Paint Packs 2017 - Customer Handouts

Pack C - 2 Bedroom Flat

Pack C Price £98.45



Average room size

Living area - 17m sq

Kitchen - 15m sq

Bathroom - 4m sq

Bedroom - 15m sq and 8m sq

Hall - 6m sq

Paint - please select up to 4 colours from the Crown Colour Card

Quantity	Can Size	Product	Colour Choice	Used for	Item Cost	Code	Total Cost
2	5 litre	Crown Trade Acrylic Eggshell	Up to 2 colours	Walls	£20.88	5066078	£41.76
1	2.5 litre	Crown Trade Acrylic Eggshell	1 Colour	Walls	£11.97	5066077	£11.97
1	5 litre	Crown Trade Vinyl Matt Emulsion	White	Ceilings	£10.10	5024058	£10.10
1	2.5 litre	Crown Trade Satin Finish	White	Woodwork - skirting boards etc. No need for undercoat unless covering very dark colour or new wood	£11.35	5074312	£11.35
1	2.5 litre	Crown Trade Acrylic Eggshell	White	Walls or Ceilings	£10.61	5064685	£10.61

Accessories

Product	Used for	Item Cost	Code
1 kg Ready Mixed Filler	Filling in small cracks in plaster, wood, bricks and stone	£1.15	6047709
9" Roller & Tray Kit	To apply emulsion to walls and ceilings supplied with spare roller sleeve	£3.70	6049069
1" Brush	For touching up emulsion and to apply undercoat and gloss to woodwork	£0.64	6048801
1.5" Brush		£1.05	6048802
2" Brush		£1.27	6048803
2" Masking Tape	To protect windows, door frames etc.	£1.16	6048810
12' x 9' Polythene Dust sheet	To protect furniture or carpet from drips	£1.27	6047951
750 ml White Spirit	White spirit for cleaning brushes	£1.36	6048269
Assorted sandpaper	To smooth down rough surfaces before painting	£1.06	6053561

To place your order please call 01603 760914, call in to the branch: Units 12 & 13 Kingsway, Norwich, NR2 4UE or email Norwich@crownpaints.co.uk