



ANNUAL
ACTION PLAN
2017 - 2018

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Annual Action Plan 2017-18 Final



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● Denotes that this is an equalities objective.

Introduction

North Norfolk District Council's Corporate Plan 2015-19, sets out the Council's priorities until 2019. It guides business decisions to ensure that the council is well-run and able to meet its objectives.

The Corporate Plan is a strategic document, listing the priorities for council actions for the period 2015-2019, giving our shared vision and our values and listing the priority areas on which the council intends to concentrate its efforts:

- Jobs and the Local Economy
- Housing and Infrastructure
- Coast and Countryside
- Health and Well-Being
- Delivering Service Excellence

Success in meeting these aims will involve making some difficult choices. We must ensure that our spending is focussed on the things that really matter to local people and businesses. The **Corporate Plan 2015-19** is available for online viewing.

This document is the second Annual Action Plan, giving detail of how the priorities in the Corporate Plan will be realised over the forthcoming 12 months from 1 April 2017 to 31 March 2018.

Regular dialogue continues to take place with Parish and Town Councils and other local bodies so as to ensure that local communities are involved and engaged with District Council actions and some of the results of that dialogue are included in this plan.

March 2017

1. Jobs and the Local Economy

A - Work to maintain existing jobs and help businesses expand by

Corporate Plan Objective	Action 17/18
Providing business grants and mentoring support	Report on business engagement programme outputs
	Report on business support/ grants provided by third parties in North Norfolk
Ensuring our procurement practise supports small and medium sized businesses operating in the district	Review our current procurement guidance and support local procurement
Supporting our market and coastal towns recognising their importance as economic hubs and local centres	Develop a forward programme of funding opportunities and regularly promote to the business community. To produce an NNDC list of schemes with potential match funding
Working with partners to improve access to faster Broadband for all our communities including investing directly £1m over the next 2 years	Monitor future roll out. Investment and coverage will be reviewed and reported on a six monthly basis

C - Improve the job opportunities for young people within the District by

Corporate Plan Objective	Action 17/18
Encouraging employers to offer apprenticeships	Ensure that information on apprenticeships is included within all business engagement activity ●
	Explore opportunities for further apprenticeships within the Council as an employer
Working with partners to bring businesses and schools together to ensure skills match needs and jobs	To co-ordinate all of the interested bodies and put together an action plan for North Norfolk ●
Supporting provision of a North Norfolk centre for science, technology, engineering and maths (STEM)	We will consider the conclusions of the feasibility study to test the most effective model of delivery and develop an appropriate outline business case, with identified potential funding sources

D - Support major business opportunities and take-up of allocated employment land across the district by

Corporate Plan Objective	Action 17/18
Working with the New Anglia Local Enterprise Partnership (NALEP) to access funding streams	Produce a quarterly report of projects to be included in the LEP Project Pipeline and other sources such as Norfolk Business Rate Pool
Developing an Inward Investment Strategy for business growth to North Norfolk specifically to promote the designated Enterprise Zones and improve pre-application planning advice	Construct service plots of land and market for development at Egmere Enterprise Zone
	Construct warehouse & office premises and secure tenant at Egmere Enterprise Zone
	Develop an Inward Investment Strategy for business growth to North Norfolk specifically to promote the designated Enterprise Zones and improve pre-application planning advice

E - Capitalise on our tourism offer both inland and along our historic coast by District by

Corporate Plan Objective	Action 17/18
Investing in our assets to support the tourism economy and promote the 'Deep History' concept	Ensure any projects such as the Cromer West Prom project will capitalise on the Deep History concept and findings
Encouraging a private sector lead to tourism promotion with support in developing a strong brand	Continue to support the Destination Management Organisation (DMO) and explore opportunities to increase its effectiveness and financial sustainability

2. Housing and Infrastructure

A - Increase the number of new homes built in the District by

Corporate Plan Objective	Action 17/18
Encouraging the early completion of dwellings through incentivisation measures	Support the development of neighbourhood plans by aligning the wishes of towns and parishes with the local plan review
	Identify new housing sites through the local plan review process
Providing grants and loans which support the delivery of local housing initiatives	Implement a Local Investment Strategy and devise suitable opportunities and/or mechanisms to facilitate housing development ●

B - Address housing need through the provision of more affordable housing by

Corporate Plan Objective	Action 17/18
Encouraging the building of affordable homes in sustainable locations	Continue to negotiate sufficient affordable housing through S106 agreements from planning applications
Addressing the housing waiting list by enabling more exception schemes that provide local housing for local people	Continue the 'housing enabling' work and engagement with local communities on a pipeline of 'rural exceptions' schemes
	Purchase additional temporary accommodation for homeless households

C - Ensure new housing contributes to the prosperity of the area by

Corporate Plan Objective	Action 17/18
Undertaking a review of all planning policies and land allocations to inform the new Local Plan up to 2036	Produce draft Local Plan and carry out public consultation

D - Reduce the number of empty properties by

Corporate Plan Objective	Action 17/18
Working pro-actively across the Council using all available powers to bring empty properties back into use	Provide a fortnightly update on Enforcement Board Matrix actions to all Members and a 6 monthly update on Enforcement Board actions/progress to Cabinet and Overview & Scrutiny Committee

E - Improve the infrastructure needs of the District by

Corporate Plan Objective	Action 17/18
Exploring with partners the extent to which there is a capacity to modify and expand train services along the Bittern Line from Norwich to Sheringham	Work with relevant partners to take forward recommendations within the recently completed Bittern Line Development report
	Officers to bring forward a paper regarding car parking at North Walsham Railway Station

3. Coast and Countryside

A - Work jointly with neighbouring authorities and key partners to attract funding to manage the coast for future generations by

Corporate Plan Objective	Action 17/18
Supporting fishing and agriculture in North Norfolk through accessing funding streams such as European Grants	Supporting fishing and agriculture in North Norfolk through accessing suitable funding streams such as LEADER programmes
Working with partners to identify funding and deliver schemes which will enable us to manage our coastline	Continue to develop and promote the Norfolk & Suffolk Coastal Partnership
	Continue to work with private sector partners on a scheme for Bacton and affected communities
	Implement the Cromer West Prom plans to redevelop sea front property assets in Cromer following completion of the major Cromer Defence Scheme. This will include development of the 'Deep History' concept
	Refurbish coastal defences at Mundesley

B - Protect the wonderful countryside and encourage sustainable access by

Corporate Plan Objective	Action 17/18
Caring for our areas of outstanding natural beauty and protected areas and liaising with other organisations	Undertake reviews of Holt Country Park, Pretty Corner Woods and North Lodge Park to help ensure these assets are sustainable for the future
Through careful management, ensuring our natural environment contributes to the tourism offer and wider economic well-being of the area	Work with other agencies to retain four of the district's Blue Flags for the quality of the beaches and to achieve quality coast awards elsewhere ●
	Assess and implement requirements for new Green Flag Awards and work to retain existing awards ●

C - Continue to improve recycling rates and reduce the amount of waste material going to landfill by

Corporate Plan Objective	Action 17/18
Working with other Councils on the Norfolk Waste Partnership to consider ways in which we can maximise recycling thereby minimising waste to landfill	<p>The NWP Board continues to work on the following four workstreams:</p> <ul style="list-style-type: none"> Collection frequency and food waste collections Develop reuse, repair and recycling systems Develop a Communications Strategy to encourage the public to help in reducing waste sent for disposal Infrastructure review for depots and Recycling Centres

D - Improve the environment both in our towns and in the countryside by

Corporate Plan Objective	Action 17/18
Addressing properties and sites which create eyesores and detract from our natural and built environment	Through the work of the Council's Enforcement Board take appropriate action across all services to address such properties
Tackling dog fouling, fly tipping and litter across our district through Community Engagement Schemes	Review and monitor our approach to environmental enforcement and give community engagement schemes more power to act on the Council's behalf

4. Health and Well-Being

A - Support local residents and their communities by

Corporate Plan Objective	Action 17/18
Continuing to operate the Big Society Fund to meet local needs and aspirations	Promote and monitor the fund throughout the year 
Developing projects to address fuel poverty and energy efficiency	Consider the Business Plan for provision of solar panels on the Council offices
Working with charities and other voluntary organisations	Monitor the operation of the advice and information service in North Norfolk, ensure suitable engagement and report on its outcomes 

B - Address issues leading to ill health and improve the quality of life for all our residents by

Corporate Plan Objective	Action 17/18
Encouraging more community involvement and volunteering	Implement a Community Resilience Planning programme to increase uptake amongst local communities so that communities are able to help and support each other in the face of a common crisis
Provide support and advice to people who are vulnerable and/or struggling with issues which are negatively impacting on their lives	Continue to work with a wide range of partners to develop and extend the Early Help Hub to provide early intervention and preventative support to vulnerable families and older people 

C - Encourage participation in a range of sports and activities by

Corporate Plan Objective	Action 17/18
Promoting North Norfolk as a sporting centre of excellence, to encourage our talented young people to aim for and reach the highest possible level in their sport	Capitalise on the North Norfolk sporting centre of excellence initiative and extend the range of opportunities within it, to encourage our talented young people to aim for and reach the highest possible level in their sport 
Working with partners to invest in sport and recreation facilities across the District	Implement the workstreams contained in the leisure facilities strategy; work with the community to realise the reopening of the Fakenham academy pool, lead the feasibility for an indoor tennis facility, work with local clubs to support a purpose built gymnastic facility in North Walsham, consider options for the new leisure contract and the future of the Splash leisure facility in Sheringham 
	Complete new football pitch and changing facilities at Cabbell Park
Supporting iconic sporting events	Develop a framework for which events NNDC support, recognising the sporting and economic benefits realised for the district
Promoting health and fitness for all ages, abilities and ambition	Support communities to develop and sustain sports clubs and hubs 

5. Delivering Service Excellence

A - Help you to get what you need from the Council easily by

Corporate Plan Objective	Action 17/18
Redesigning services around the customer and using technology as a driver for efficiency	Maintain progress on all projects within the Council's Digital Transformation Programme
	Complete the implementation of the business process review (BPR) in the Planning Service
	Ongoing HR Business Process Review
	Ongoing Environmental Health Business Process Review
	Implement the outcomes arising from the Communication Strategy approved by Cabinet February 2017
	Promote and optimise the use of social media and our website for those communicating and doing business with the Council
Ensuring all information from the Council is accurate and readily available, whether people choose to visit in person, online or telephone	Maintain and develop the Council's new website to enable better transactional activity for all customer groups
	Use pro-active and promotional campaigns linked to the Council's priorities
Collaborating and developing local solutions leading to a more joined up service for our residents	Monitor rollout of universal credit in the District, working closely with the DWP

B - Ensure the Council's finances continue to be well managed and inform our decision making by

Corporate Plan Objective	Action 17/18
Maximising the value from services delivered through contracts	Procure new Pier Management Contract
	Continue procurement of Contract for Waste and Related Services
Taking a more commercial approach to the management of our asset portfolio	Develop and Implement Asset Management Strategy
Investing in property as a means by which we will improve income streams	Take forward a range of property investment opportunities

C - Value and seek to develop the Council's staff and Members by

Corporate Plan Objective	Action 17/18
Recognising and rewarding good performance and celebrating success	To work with the Staff Focus Group to implement 'Wider Wallet' a staff reward and recognition portal.
Encouraging a culture of learning and development	To ensure 100% completion rate of annual and mid-year appraisals
Offering focused training to our staff	To design and deliver against a corporate training programme for 2017/18 based on the Corporate Plan and individual learning and development needs as identified through the appraisals
Offering Members the opportunity to develop their expertise	To work with the Members' Development Group to offer an ongoing programme to develop Members' skills and knowledge

Performance Indicators and Measures including Targets

Indicator or Measure	Objective	Target 2016/17	Target 2017/18
MONTHLY			
Number of long term empty homes (6 months or more as at 1st working day of each month) (Monthly) H 002	02 D	Monitor	Monitor
Number of very long term empty homes (2 years or more as at 1st working day of each month) (monthly) H 009	02 D	Monitor to reduce below 110	Monitor
Number of affordable homes built (annual) H 007	02 B	Review and report	Review and report
Numbers on the housing waiting list – Total (monthly) HO 006	02 B	Review and report	Review and report
Numbers on the Housing Register (monthly) HO 007	02 B	Review and report	Review and report
Numbers on the Housing Options Register (monthly) HO 008	02 B	Review and report	Review and report
Numbers on the Transfer Register (monthly) HO 009	02 B	Review and report	Review and report
Number of Disabled Facilities Grants allocated (monthly cumulative) HW 001	04 B	Review and report	Delete Replace with indicator to measure grants approved
Number of Disabled Facilities Grants outstanding (monthly snapshot) HW 002	04 B	Review and report	Review and report
Number of Disabled Facilities Grants completed (monthly cumulative) HW 003	04 B	Review and report	Review and report
Percentage of planning appeals allowed (monthly cumulative) C 002	01 D 02 A 02 B 05 B	Less than 30%	Deleted – replaced with new indicators below
Number of planning appeals allowed (monthly cumulative) C 002a	Not applicable	Not applicable	Deleted – replaced with new indicators below

Indicator or Measure	Objective	Target 2016/17	Target 2017/18
Percentage of MAJOR planning applications processed within thirteen weeks in each financial year (monthly cumulative) C 003	01 D 02 A 02 B 03 D	80%	Deleted – replaced with new indicators below
Percentage of MAJOR planning applications processed within thirteen weeks (over the last 24 months) C 003c	01 A 01 D 02 A	80%	60% New reference number DM 031
Percentage of MINOR planning applications processed within eight weeks in each financial year (monthly cumulative) C 004	03 D	70%	Deleted – replaced with new indicators below
Percentage of OTHER planning applications processed within eight weeks in each financial year (monthly cumulative) C 005	03 D	70%	Deleted – replaced with new indicators below
Percentage of MAJOR planning applications overturned on appeal over the last 24 months (monthly cumulative) DM 006	01 D 02 A 02 B 03 D 05 B	20%	Deleted – replaced with new indicators below
Number of MAJOR planning applications overturned on appeal over the last 24 months (monthly cumulative) DM 006a	05 B	Less than 5	Deleted – replaced with new indicators below
Planning Income £ (monthly cumulative) DM 023	05 B	Review and report	Review and report
Building Control income (monthly cumulative) BC 001	05 B	£361,045	Review and report
Target response time to fly tipping and all other pollution complaints (within 2 working days) (monthly cumulative) C 007	03 D	82.00%	80%
Number of defaults issued to the waste and related services contractor (monthly cumulative) C 010	03 D 05 B	Review and report	Review and report
Number of rectifications issued to the waste and related services contractor (monthly cumulative) ES 015	03 D 05 B	Review and report	Review and report

Indicator or Measure	Objective	Target 2016/17	Target 2017/18
Percentage of household waste sent for reuse, recycling and composting (monthly cumulative) ES 001	03 C	Review and report	Review and report
Number of grants awarded to local communities from the Big Society Fund (monthly cumulative) L 005	04 A	Review and report	Review and report. Change to quarterly cumulative indicator
Amount of funding investment in community projects (from the Big Society Fund) (£) (monthly cumulative) L 006	04 A	Review and report	Review and report. Change to quarterly cumulative indicator
Participation at NNDC Sporting Facilities (monthly cumulative) LE 004	04 C	Annual target of 566,555	Under review – targets will be recommended for adoption at the Cabinet meeting in September 2017
Number of Events Organized at Country Parks (monthly cumulative) LE 005	03 B	40 (annual)	30 (annual) Concentrating on fewer, higher quality events attracting more visitors per event and also increasing efficiency
Number of Compliments (monthly cumulative) CS 050	05 A	Review and report	Review and report
Number of Complaints (monthly cumulative) CS 051	05 A	Review and report	Review and report
Number of MPs Letters (monthly cumulative) CS 052	05 A	Review and report	Review and report
Average wait time (minutes) - Customer Services (monthly) CS 057	05 A	Review and report to Transformation Board	10 minutes (low is good)
Average transaction time (minutes) - Customer Services (monthly) CS 058	05 A	Review and report to Transformation Board	Review and report to Transformation Board

Indicator or Measure	Objective	Target 2016/17	Target 2017/18
Average wait time (minutes) - Housing Options (monthly) CS 059	05 A	Review and report to Transformation Board	10 minutes (low is good)
Legal Services Fee Income (£) (monthly cumulative) LS 003	05 B	£72,000 (annual)	£72,000 (annual)
Percentage of Freedom of Information (FOI) Requests responded to within the statutory deadline of 20 working days (monthly cumulative) LS 004	05 A	80.0%	80.0%
Number of Freedom of Information (FOI) Requests (monthly cumulative) LS 004b	Not applicable	Not applicable	Not applicable
Occupancy Rate of Council Owned Rental Properties (monthly) PS 006	05 B	80%	80%
Percentage of Council Tax collected (monthly cumulative) RB 009	05 B	98.5% (annual)	98.5% (annual)
Percentage of Non-domestic Rates collected (monthly cumulative) RB 010	05 B	99.2% (annual)	99.2% (annual)
Average time for processing new claims (Housing and Council Tax Benefit) (monthly cumulative) RB 027	04 A 04 B 05 A	18 calendar days (amber boundary 20)	20 calendar days (amber boundary 18)
Speed of processing: change in circumstances for Housing and Council Tax Benefit claims (average calendar days) (monthly cumulative) RB 028	04 A 04 B 05 A	10 days	14 days
PM 32 Average Number of days Revenue Outstanding (Debtor Days) (monthly) RB 029	05 B	75 (low is good)	41 (low is good)
	We currently report on the Average DRO for All Sales Ledgers this includes all the residue recovery of the Overpaid benefit Debts. The recommendation is to change so that we only report the actual DRO for the current year on SL1		
Visits to NNDC website (monthly cumulative) WG 005	05 A	Review and report	Review and report
Unique Visitors to NNDC website (monthly cumulative) WG 006	05 A	Review and report	Review and report
Number of Ombudsman referral decisions (monthly cumulative) PA 001	05 A	Not applicable	Not applicable
Percentage of Ombudsman referrals successful outcomes for the Council (monthly cumulative) PA 002	05 A	Review and report	Review and report

Indicator or Measure	Objective	Target 2016/17	Target 2017/18
NEW MONTHLY INDICATORS			
Percentage of major planning appeals allowed (over the last 24 months) DM 033	01 D 02 A 02 B 05 B	-	Government designation criteria target not more than 10%
Number of major planning appeals allowed (over the last 24 months) DM 033a	Not applicable	-	-
Percentage of non-major planning appeals allowed (over the last 24 months) DM 034	01 D 02 A 02 B 05 B	-	Government designation criteria target not more than 10%
Number of non-major planning appeals allowed (over the last 24 months) DM 034a	Not applicable	-	-
Percentage of NON-MAJOR planning applications processed within eight weeks (over the last 24 months) DM 032	03 D	70%	70%
Number of Disabled Facilities Grants approved (monthly cumulative) HW 004	04 B	-	Replaces HW 001
Average Disabled Facilities Grant spend (£s per grant) (monthly snapshot) HW 005	04 B	-	Monitor
QUARTERLY			
Number of pollution enforcement interventions (quarterly cumulative) C 008	03 B 03 D	Review and report	Review and report
Number of fixed penalty notices issued (quarterly cumulative) C 009	03 B 03 D	20 (annual). Split between littering, fly-tipping and dog fouling	Review and report
Waste - All Household - (tonnage) (annual) ES 020	03 C	Target under review report	Annual review in October when accurate information is available

Indicator or Measure	Objective	Target 2016/17	Target 2017/18
Number of Adult Visitors to Parks and Countryside Events (quarterly cumulative) LE 010	03 B	1500 (annual)	1500 (annual)
Number of Child Visitors to Parks and Countryside Events (quarterly cumulative) LE 011	03 B	1900 (annual)	1900 (annual)
Percentage of Priority 2 (Important) audit recommendations completed on time (quarterly cumulative) V 001	05 B	80%	80%
Percentage of Priority 1 (Urgent) audit recommendations completed on time (quarterly cumulative) V 002	05 B	100.0%	100.0%
Percentage of audit days delivered (quarterly cumulative) V 004	05 B	100.0%	100.0%
Working days lost due to sickness absence (whole authority days per Full Time Equivalent members of staff) (quarterly cumulative) V 007	05 C	6	6
Percentage of customers who were quite or extremely satisfied they were dealt with in a helpful, pleasant and courteous way (quarterly) CS 053	05 A	Review and report to Transformation Board	Review and report to Transformation Board
Percentage of customers who were quite or extremely satisfied they were dealt with in a competent, knowledgeable and professional way (quarterly) CS 054	05 A	Review and report to Transformation Board	Review and report to Transformation Board
Percentage of customers who were quite or extremely satisfied with the time taken to resolve their enquiry (quarterly) CS 055	05 A	Review and report to Transformation Board	Review and report to Transformation Board
Percentage of customers who were quite or extremely satisfied they got everything they needed (quarterly) CS 056	05 A	Review and report to Transformation Board	Review and report to Transformation Board

Indicator or Measure	Objective	Target 2016/17	Target 2017/18
NEW QUARTERLY INDICATORS			
Number of businesses engaged via events (quarterly) J 021	01 A 01 B	-	Review and Report
Number of businesses supported (quarterly) J 022	01 A 01 B	-	Review and Report
New apprenticeship vacancies filled (quarterly) J 023	01 C	-	Review and Report
New work experience placements filled (quarterly) J 024	01 C	-	Review and Report
Grants awarded (£) (quarterly) J 025	01 A	-	Review and Report
ANNUAL			
Number of arts exhibitions/event days (annual) AR 001	01 E	Review and report	Delete *
Number of attendees at arts events (annual) AR 002	01 E	Review and report	Delete*
	*There is a new emphasis on arts supporting Health and Well-being. We will consider replacement performance monitoring as the new approach is developed.		
Number of garden waste customers as at 1st October (annual) ES 014	03 C	19,000	19,400
Number of events for which NNDC provided financial support (quarterly cumulative) W 002	04 C	2	2
NEW ANNUAL INDICATORS			
Business Expansion / land developed / premises filled (sqm) (annual) J 026	01 D	-	Review and Report
Number of new jobs created (annual) J 027	01 A	-	Review and Report
Number of visitors to North Norfolk (annual) J 028	01 E	-	Review and Report
Value of visitors in North Norfolk (£) (annual) J 029	01 E	-	Review and Report
Disabled Facilities Grants approved (£) (annual) HW 006	04 B	Review and report	Review and report

All Jobs and the Local Economy indicators below have been withdrawn during 2016/17 and replacement indicators are being developed. The proposed new indicators are shown in the table above. During 2017/18 the indicators will be assessed with a view to setting targets in 2018/19.

Indicator	
MONTHLY	
Number of economically active people assisted into work each year (monthly cumulative) J 014	Archived
Number of businesses assisted to retain jobs and/or increase employment each year (monthly cumulative) J 004	Archived
Number of North Norfolk Small Business Grants awarded (monthly cumulative) J 017	Archived. Scheme closed.
Amount of North Norfolk Small Business Grants funding awarded (£) (monthly cumulative) J 018	Archived. Scheme closed.
QUARTERLY	
Number of member businesses of the Destination Management Organisation (DMO) for the North Norfolk coast and countryside (quarterly) J 015	Archived as service level agreement ended.
Number of people supported with IAG (quarterly cumulative) ED 025	Archived - contracts ended
ANNUAL	
Number of businesses accessing grant funding or information through the LEP in North Norfolk (quarterly cumulative) J 019	Archived - Target replaced
Number of successful start-ups (annual) J 020	Archived - Target replaced

KEY

Review and report = where it is not possible to set a numerical target, due to factors such as limited control over the indicator, actions are taken to improve performance against the indicator and the effects of that action reviewed and reported and the need for further action assessed.

Target under review = target being assessed due to changed circumstances or because the indicator is new. It is planned that all of these will be resolved by the time the final version of this plan is presented to Cabinet.

AREA SNAPSHOT - PROFILE OF NORTH NORFOLK MEASURES

Profile of North Norfolk Measures are monitored to show the need for action in the district across the areas of social, health and economic wellbeing and show the impact the Council has had on the measure.

	Objective	2013/14 actual	2014/15 actual	2015/16 actual	2015/16 actual
MONTHLY					
Number of homes granted planning permission (all tenure types) (monthly cumulative) HS 008	02 A	582	865	632	988 (Jan 17)
Number of affordable homes granted planning permission (monthly cumulative) HS 009	02 B	113	89	76	185 (Jan 17)
Number of households from the housing register rehoused (monthly cumulative) H 005	02 B	451	446	336	341 (Jan 17)
ANNUAL					
Number of economically active - employed & self-employed people (annual) J 010	01 A	44,900	44,700	42,800	43,500
Business rate base (annual) J 013	01 A	6,095	6,298	6,426	6,674
Number of VAT registered businesses (annual) J 006	01 B	4,670	4,735	4,985	4,990
Number of Job Seeker Allowance claimants (JSA) 18 - 24 year olds (annual) J 009	01 C	350	230	90	35 (Nov 2016)
Percentage of existing employment land occupied (annual) J 016	01 D	68.6%	68.6%	-	-
Number of new homes built of all tenures (annual) H 001	02 A	383	503	479	-
Number of people on the housing waiting list - total (annual) H 004	02 B	2,184	2,387	2,346	-
Number of settlements that have had Broadband upgraded (annual) J 008	02 E	10	33	13	-
Number of people active in North Norfolk (annual) W 001	04 C	-	-	-	-

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North Norfolk District Council
Holt Road, Cromer
Norfolk NR27 9EN

Any queries please contact Policy and Performance
Management Officer, Helen Thomas

T: 01263 516214
www.north-norfolk.gov.uk