Cabinet

Members of the Cabinet

Mr J Fuller  
Chairman  
Leader, External Affairs

Mr M Wilby  
Vice-Chairman  
Deputy Leader, Communities and Localism

Portfolio Holders

Mrs Y Bendle  
Housing and Public Health

Mr D Bills  
Innovation and Efficiency

Mr K Kiddie  
Environment and Regulation

Mr G Wheatley  
Finance and Resources

Date
Monday 16 June 2014

Time
9.00 am

Place
Cavell and Colman Rooms
South Norfolk House
Swan Lane
Long Stratton Norwich
NR15 2XE

Contact
Claire White  
tel (01508) 533669
South Norfolk District Council
Swan Lane
Long Stratton Norwich
NR15 2XE

Website: www.south-norfolk.gov.uk

If you have any special requirements in order to attend this meeting, please let us know in advance

Large print version can be made available
A G E N D A

1. To report apologies for absence;

2. Any items of business which the Chairman decides should be considered as matters of urgency pursuant to Section 100 B (4) (b) of the Local Government Act, 1972; [Urgent business may only be taken if, "by reason of special circumstances" (which will be recorded in the minutes), the Chairman of the meeting is of the opinion that the item should be considered as a matter of urgency]

3. To receive Declarations of Interest from Members;

   (Please see guidance form and flow chart attached - page 7)

4. Minutes of the meeting held on Monday 6 May 2014; (attached – page 9)
This report details the Council’s risk position at the end of 2013/14, the provisional outturn for the financial year 2013/14 and the performance of the Council for the year.

Performance

The Council’s strategy performance indicators have been summarised in the appendix (Annual Performance Report) and highlights and summary is included in this report.

Risk

This is the second quarter of reporting risk against the new Risk Management Strategy. Significant risks remain broadly unchanged over the past quarter. The Council is putting appropriate measures in place to ensure the smooth transition of staff and services after the Deputy Chief Executive’s departure in July 2014. The Council’s ability to adopt additional risk remains positive.

Finance

The report provides an explanation of the key movements and variances, which resulted in a favourable variance against expenditure budgets and additional income generated of £2.677 million. These figures are subject to the completion of the audit by EY.

It presents the position of the Reserves, which have increased by £1.095 million as at 31 March 2014. This is a combination of the favourable variance against expenditure budgets and additional income generated of £2.677 million, the creation of a reserve for the transformation grant containing £0.495 million, the use of £1.353 million of the general revenue reserve to fund the capital programme, and use of a net £0.561 million from the renewals reserve and £0.204 million from the low cost housing reserve.

The positive variance against the pay budgets is 1.07% of the budget, illustrating effective management of the staff budget, including management of staff vacancies, to ensure expenditure was in line with the approved budget. The non-pay variance was a positive 8.87% and some of the budgets included in the non-pay variance have been reduced in the 2014/15 budget. The final element of the overall variance is income where the Council experienced an increase of 9.82% against the budget, income increased especially in Leisure, Development Management and Garden Waste Services. Some of the income budgets have been increased in the 2014/15 budget.

There are six slippage requests which Members are asked to recommend to Council which total £453,203 and would reduce the general revenue reserve in 2014/15.
6. Capital Outturn Report for 2013/14; (report attached – page 49)

The report outlines the outturn of the Capital Programme for the financial year 2013/14. Expenditure for the year was £3,571,820 compared to a budget of £9,874,089. The report explains the main variances between budget and actual.

The Capital Programme was fully financed and the future programme is also fully financed up to the end of 2015/16 and is detailed in the report.

There are twelve areas of slippage which have been requested for carry forward into the financial year 2014/15.

7. Annual Treasury Management Outturn Report 2013/14; (report attached – page 58)

The report reviews the treasury management activity during the financial year 2013/14 and reports on the prudential indicators as required by CIPFA’s Treasury Management Code of Practice.

Investments totalled £30.865 million as at 31 March 2013, an increase of £2.690 million on the previous year. The Council maintained its policy of investing short term rather than longer term (greater than one year) due to market conditions.

Interest received during the financial year was £354,586 which was £32,586 above the budget of £322,000. The average rate of return was 1.04%, a decrease from the 2012/13 figure of 1.44%.

Capita Asset Services, the Council’s treasury advisers, have provided an economic review of the year.

8. Early Help South Norfolk; (report attached – page 70)

This report provides an overview of the multi-agency Early Help Initiative being jointly led by South Norfolk Council and Norfolk County Council’s Children’s Services. The report outlines the change of approach we are taking to support residents earlier to enable self-help, intervene earlier to stop expensive escalation of services and engage with the voluntary sector and community.


NOTE: Appendices 1, 2 and 3 to the Business Plan, enclosed separately on A3

This report proposes an Annual Business plan for 2014/15 for strategic infrastructure projects in South Norfolk to support planned growth in the Joint Core Strategy and emerging Local Plan documents.

It is recommended that the attached business plan is presented to the Greater Norwich Growth Board (GNGB) for delivery in 2014/15 from pooled Community Infrastructure Levy (CIL) funding.
10. Cringleford Conservation Area Character Appraisal and Management Plan;
   (report attached – page 112)

   NOTE: Appendix B comprising of colour maps, available to view on the Council’s website. Hard copies forwarded to Cabinet members and Group Leaders only)

   This report explains the context for the revision of the above appraisal. It also summarises the comments received from the public consultation and sets out the officer responses to these representations and the proposed amendments.

   Cabinet is asked to:
   Agree the proposed amendments and the revised conservation area boundaries and recommend to the Council that the revised appraisal for Cringleford be formally adopted. The appraisals will then be a material consideration in the determination of planning applications in the district.

11. Geldeston, Ellingham Mill and Langley Abbey Conservation Area Character Appraisals and Management Plans;
   (report attached – page 145)

   NOTE: Appendix B comprising of colour maps, available to view on the Council’s website. Hard copies forwarded to Cabinet members and Group Leaders only)

   The above conservation areas fall within both South Norfolk and Broads Authority areas. This report explains the revisions of the conservation area appraisals, which have been completed by the Broads Authority on behalf of both authorities. South Norfolk Council have been consulted on any proposed changes. The revised character appraisal documents for Geldeston and Ellingham Mill were adopted by the Broads Authority March 2013. The revised character appraisal document for Langley Abbey was adopted by the Broads Authority February 2014.

   Cabinet is asked to:
   Agree the proposed amendments and the revised conservation area boundaries and recommend to the Council that the revised appraisals for Geldeston, Ellingham Mill and Langley Abbey be formally adopted. The appraisals will then be a material consideration in the determination of planning applications in the district.

Following the paper to 6 May Cabinet concerning the exploration of the potential for using compulsory purchase powers to bring forward the growth and infrastructure in Long Stratton, the Council has engaged a specialist practice to provide advice and guidance on a number of issues surrounding the use of these powers. Overall the Council needs to understand the likely costs, benefits and dis-benefits of compulsorily purchasing possible combinations of land to deliver the required growth. The advice will include outlining the financial implications for the Council in exercising the powers; the likely value of different land uses proposed for allocation through the Area Action Plan (AAP); potential disposal arrangements should the Council exercise the powers; and the overall risks and possible mitigation measures. The work is likely to be completed by late June, giving officers sufficient time to consider the outcomes before reporting to July Cabinet. Given the scope of the work being undertaken for the compulsory purchase paper, it is considered premature to bring the pre-submission version of the AAP to this Cabinet, but instead to consider both reports at 28 July Cabinet.

Simon Marjoram
Senior Planning Officer

13. **Gypsy and Traveller Local Plan Document: Issues and Options;**

There has been a slight delay in the finalisation of the South Norfolk Gypsy & Traveller Accommodation Assessment, which is being prepared by consultants ORS. As a result, it has not proved possible to complete the Gypsy & Traveller Local Plan Document Issues & Options for 16 June Cabinet. The Issues & Options document will therefore be tabled to Cabinet on 28 July.

Adam Nicholls
Planning Policy Manager

14. **Cabinet Core Agenda** (attached – page 220)
Performance, Risk and Revenue Outturn Report 2013/14

Compliance and Risk Manager/Accountancy Manager/Business Improvement Manager

This report details the Council’s risk position at the end of 2013/14, the provisional outturn for the financial year 2013/14 and the performance of the Council for the year.

Performance
The Council’s strategy performance indicators have been summarised in the appendix (Annual Performance Report) and highlights and summary is included in this report.

Risk
This is the second quarter of reporting risk against the new Risk Management Strategy. Significant risks remain broadly unchanged over the past quarter. The Council is putting appropriate measures in place to ensure the smooth transition of staff and services after the Deputy Chief Executive’s departure in July 2014. The Council’s ability to adopt additional risk remains positive.

Finance
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There are six slippage requests which Members are asked to recommend to Council which total £453,203 and would reduce the general revenue reserve in 2014/15.
1. **2013/14 Performance**

1.1. In the last 12 months we have built on previous success and delivered strong performance to meet the Council's Vision through our corporate priorities delivering the best outcomes for our residents. The set of strategic measures approved by Cabinet on 17th June 2013 have been reported on a quarterly basis throughout 2013/14.

Included in appendix D (Annual Performance Report) is the full set of measures and details of the year end outturns with commentary from service managers. The appendix also includes highlights from all Council services and a base set of Strategic measures for the year ahead. It is proposed that this initial set of Strategic Measures is adapted thought the year to highlight all areas of performance, as we develop services to adapt to a changing landscape and focus on key themes such as Early Help, Commercialisation, Economic Development and Public Health. This will provide Cabinet with a relevant and up to date perspective on the Councils performance.

2. **Annual Summary**

2.1. The Council has performed strongly against the Strategic Measures in 13/14 and at no time have any of the indicators performed below acceptable levels. This should be considered as a very positive sign that the Council is doing the right things to provide the services that meet the needs of our residents, balancing a sound and solid financial footing and looking to the future we will build on this success in the year ahead.

2.2. Key areas of success have been in our financial performance and meeting the housing needs of the district.

2.3. Performance in our areas of Finance provides the solid foundations to remain financially independent and able to meet the needs of those who need our help the most High Collection rates in Council Tax 98.54% and NNDR 98.23%, healthy returns on our property portfolio 6.3% and reducing the subsidy in Leisure Services below £60,000 show that performing well commercially and improving our transactional process strengthen the Councils ability to function.

2.4. These solid foundations mean that providing help to those who need it most is possible. Housing has seen significant improved outcomes for our residents and the whole community. LI 322: Number of known targeted long term, empty
homes back into use. Performance has been improved upon in the last year from 60 to 77. This strategic outcome has been influenced and supported by the Housing and Public Health Committee and led to £1.25million brought into the Councils finances over 6 years though New Homes Bonus and additional Council Tax receipts.

2.5. The exceptional delivery of affordable housing has provided significant positive outcomes to South Norfolk creating 1360 jobs and inward investment of £57million. The previous target has been increased to 600 to be achieved over the next 3 years to highlight our continued ambition in this area.

2.6. The Council has helped 1585 people maintain independence in their own home this year and a delivery plan for the next year will hope fully see similar numbers helped though various housing interventions.

3. Quarter 4 2013/14

3.1. In quarter 3 measures LI302: % of householder applications determined within 8 weeks, was being achieved at 70% and although focus and priority has been given to major applications a slight increase in performance has been achieved to bring the figure to 72%.

3.2. The number of people continuing with regular exercise after a GP referral (measure LI 199) has seen an improvement from 38 to 60, 10 above target. This is encouraging and highlights the benefits of delivering the sessions with in house staff.

3.3. Council Tax collection rates have exceeded the year-end target in quarter 4. Through generic working the service can allocate more staff to revenue collection without increasing the budget which ensured that steady cash flow is brought into the council.

3.4. In the previous quarter, LI 759: % of our top 10 service requests made via online webforms took a slight dip in performance and as this is the first year reporting this indicator it maybe seasonal as use of web forms has improved slightly in Q4. The base line created in 13/14 will provide the profiled targets to improve upon this year, culminating in a year-end target of 36.6%.

4. Measures for 2014/15

4.1. The proposed measures for 2014/15 will be a base set that will be reported to cabinet on a quarterly basis. Though the year as services evolve and new ways of working are developed additional performance information will be provided to Cabinet to indicate the broader direction of travel across the Council.

The targets and reporting frequency is included on the last page of appendix d (The Annual Performance Report)

4.2. Some measures previously reported will be proposed to be replaced or removed from regular reporting and are as follows.

4.3. The Neighbourhood Board structure was reviewed by Members in Q4 of 2014. This review has led to measure LI 196: (% of funding committed for enhanced services by all Neighbourhood Boards) phased out due to the disbandment of the
Neighbourhood Boards. With the introduction of the new funding arrangements a new measure is proposed for details of this new measure please see (4.21).

4.4. LI 415: % return on cash investments: is referred to in the risk section of this report. It is proposed that this measure does not feature in the strategic set as it is reported in the quarterly Treasury Management report and will continue to be monitored by officers in terms of performance and risk. In the short to medium term, interest rates are not anticipated to rise, therefore financial market conditions remain static and it is not envisaged that this measure will significantly change.

4.5. LI 407 % payment of invoices within 30 days:
Throughout 2013/14 this measure has continually exceeded its target of 95%. Due to this ongoing high level of performance (averaging 99%) now being business as usual for us, Members may wish to remove or replace this from our strategic measure set, whilst ensuring it remains an important management performance indicator.

4.6. New Measures Proposed
The new measures proposed, have been designed to enhance the overall picture for South Norfolk, ensuring that we manage and improve our performance and continue to deliver our themes of Commercialisation, Economic Growth, Health and Early Intervention to support the residents and communities of South Norfolk.

4.7. (NEW) Increase the number of vulnerable people helped to maintain independence in their own homes, with support from interventions including Care & Repair, Handyperson, disabled adaptations, energy efficiency measures and financial assistance.
This new measure was originally introduced to Members at the end of quarter 2 last year to include the wider housing interventions provided by the housing team. The target of 1500 has been extended to 1800 within the same budget envelope, to ensure as many people as possible receive the help they need to remain independent in their own homes. This measure will also illustrate our contribution to reducing demand on health and social care services.

4.8. To reflect the Councils’ emphasis on supporting growth in the district, four new measures are proposed to provide a view on Development Management. The standard timescales for major planning applications is 13 weeks; however some major applications are complex requiring a more individual approach. It is therefore proposed that new measures are introduced which ensures we deal with major applications within the appropriate timeframe agreed with the applicant as well as tracing performance against more simple applications. It is proposed to push forward with as many less complex householder applications within the shortest possible timescale, two measures to track the performance of this are proposed. These newly proposed measures are listed below:

4.9. (NEW) 75% of Major planning applications processed within 13 weeks or agreed timescales

4.10. (NEW) 40 % of Major planning applications processed within 13 weeks

4.11. (NEW) Baseline % of householder applications determined within 6 weeks
4.12. **(NEW) 80 % of householder applications determined within 8 weeks or agreed timescales**

4.13. To provide members with a perspective on our efforts to promote a thriving local economy, 3 new measures listed below are intended to highlight these outcomes. We will record and present a base line of data against these measures through the year to compare with in the future data will be extracted from external sources to enable us to provide this information.

4.14. **(NEW) % of units liable for business rates occupied**

4.15. **(NEW) Number of new business start-ups in South Norfolk**

4.16. **(NEW) % increase of annual turnover of South Norfolk’s Top 20 Business**

4.17. **(NEW) Income target for CNC Building Control** Since 2008 CNC Building Control has historically run at a loss. South Norfolk Council has worked hard to reduce this and with the combination of South Norfolk’s commercial ambitions and the future of the construction industry looking promising for 2014, an income based target has been proposed for Members’ consideration. This target looks to achieve for CNC a break even or surplus status where if achieved, this can be reinvested back into the service to meet future ambitions. It is proposed to report performance against the income target set in CNCs business plan with the measure.

4.18. **(NEW) Exceed 5 year land supply of housing by 5%**

The National Planning Policy Framework seeks to achieve a significant increase in housing delivery, with measures to promote a more responsive and flexible supply of housing land. It is proposed to report this to Cabinet on an annual basis. The housing requirement for the Greater Norwich authorities is set out in the adopted Joint Core Strategy (JCS) for Broadland, Norwich, and South Norfolk. The JCS housing figures are presented on the basis of a Norwich Policy Area (NPA), made up of the city and those parts of Broadland and South Norfolk which relate most closely to the city as a centre for employment, shopping and entertainment, plus independent Rural Area figures for Broadland and South Norfolk, and it is these three separate areas against which the five year supply is measured.

4.19. **(NEW) The number of Housing Benefit/Council Tax Support claimants moving into work**

South Norfolk Council is passionate about working in partnership with other agencies as we want to support our residents in achieving employment. By measuring the number of housing benefit/council tax supports claimants moving into work (in comparison to previous year’s data) we can establish the success of these methods in terms of employment. Members may therefore wish to consider the proposed measure as a strategic measure for the period 2014/2015.

4.20. **(NEW) Number of families identifying and resolving their own needs through the early help project.**

The early help project has been developed to meet the needs of our families by supporting their return to the universal pathway. This project aims to change family perception of the public sector whilst reducing demand on services. To
determine the success of this project the following measure has been proposed to provide us with baseline data from which we can set future service aspirations.

4.21. **(NEW) From a sample of events and children’s activities taken from across the South Norfolk calendar 80% of respondent were “satisfied or very satisfied”**

To ensure that our events are adding value to those attending and to inform South Norfolk Council as to the way our events are received and the satisfaction level of our customers in order to continually improve, we propose to measure the feedback from respondents using a sample range from the full spectrum of South Norfolk Council events. The above measure is therefore proposed to Members as a mechanism for measuring this.

4.22. **(NEW) % of Community Action Fund (CAF) and Member’s Ward Budget (MWB) spent or committed for community initiatives by all Members by May 2015**

This measure if agreed would be updated quarterly against the following accumulative targets – Q1:10%; Q2:40%; Q3:80%; Q4:100%. In terms of monitoring the outcomes and deliverables, this would be carried out by Growth and Localism Committee and Scrutiny Committee twice a year in relation to the CAF. This will also be made public on the Council’s website.
Risk Management

5. Background

5.1. Managers have undertaken a review of all Strategic, Directorate and Operational opportunities and risks as at the end of March 2014. The Strategic risks are attached at appendix A.

Current Position and Issues

5.2. The current organisational capacity position is highlighted below; this demonstrates that at present all risk factors are positive, indicating the Council is in a position where it could accept a higher level of risk or take additional opportunities that may expose the Council to some degree of risk.

<table>
<thead>
<tr>
<th>Capacity Indicator</th>
<th>Present Position</th>
<th>Present Risk Acceptability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td>The Council agreed the revised Medium Term Plan (February 2014), which identified the potential savings required. The Head of Finance continues to report a positive variance against budget for the present year, however in order to achieve the Medium Term Plan the Council needs to ensure delivery of corporate programmes to expand levels of income. Should the additional income not be achieved, then the funding gap may increase.</td>
<td>Positive</td>
</tr>
<tr>
<td>Service Delivery</td>
<td>The Council continues to perform strongly against its suite of strategic performance indicators. There have not been any significant adverse events over the past quarter. 2014/15 Directorate Plans were agreed by Cabinet on 10 February 2014.</td>
<td>Positive</td>
</tr>
<tr>
<td>Legal / Compliance</td>
<td>No significant legal / compliance issues have been raised over the past quarter. The Council is mindful that both a General Election and District Council elections are scheduled for May 2015; work is being undertaken with organisations such as the District Council's Network to both influence and understand implications that may be arising.</td>
<td>Positive</td>
</tr>
<tr>
<td>Reputation</td>
<td>The Council continues to retain a good reputation both nationally and regionally. The council is continuing to utilise social media and in particular joined Streetlife recently. In order to ensure that the Council is consistent in its approach to engaging with the public over this medium, the Council has recently issued its own Social Media Policy and accompanying guidance. Therefore reputational damage resulting from our use of social media is less likely to occur.</td>
<td>Positive</td>
</tr>
<tr>
<td>Human Resources Capacity</td>
<td>Staff Sickness is continuing to reduce (see performance report). The Council is putting appropriate measures in place to ensure the smooth transition of staff and services after the Deputy Chief Executive's departure in July 2014. This will also ensure that service delivery is unaffected.</td>
<td>Positive</td>
</tr>
</tbody>
</table>
5.3. In terms of the Strategic opportunities/risks, of note is the emphasis on ensuring the delivery of corporate programmes to expand levels of income. The required level of this activity is recognised in the 2014/15 Directorate Plans that were agreed by Cabinet in February 2014. The introduction of the Community Infrastructure Levy (CIL) and the opportunities that this presents in terms of the commitment to pool CIL to fund infrastructure across the Greater Norwich area is also now reflected. One Strategic risk has been added relating to possibility that property development activities may not be successful and income generation may not be realised, please see appendix A for details.

5.4. With regard to Directorate risks, the nature of these risks has not changed over the last quarter. Of particular interest is the performance related to the risk of the Council being placed in special measures as a result of the time taken to determine major applications. Over the course of the year, the Council determined 72.4\% of major applications within the statutory timeframe (including determination within agreed extended timescales), with a rolling two year figure of 59\% (the intervention level is 30\% based on the rolling two year figure), which puts the Council in a better position this year and is a really positive development in this area. This risk has been downgraded from a Directorate to an Operational risk and will be monitored through monthly performance figures.

5.5. Four new operational risks have been added relating to waste and finance. In terms of these new risks, required actions have been put in place to limit their impact or officers are keeping a watching brief over the issues. With regard to updates to the Council’s operational risks, the Head of Finance has advised that the risk of the Council being unable to secure required returns on cash investments could arise due to all investments maturing in low interest periods or through general market volatility. The impact of reduced investment returns is lower as the budget for investment income has been reduced for 2014/15. No specific action is required at this stage.

5.6. Looking further ahead, it is recognised that some consideration of the risks and opportunities associated with the planned Early Help Hub initiative will be required once a decision has been taken by Cabinet (this forms a separate report on the Cabinet agenda). This will be reported to Cabinet as part of the Quarter 1 update.
Finance – Revenue Outturn

6. Background
6.1. This report summarises the provisional outturn of the revenue budget for the Council. The budget for 2013/14 was set by the Council in February 2013. These figures are subject to completion of the audit by EY.
6.2. This report informs the Medium Term Financial Strategy which is currently being updated and will be presented for approval by Cabinet on 26th July.

7. Summary of Outturn Position
7.1. The provisional outturn is set out in the table below:

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Outturn</th>
<th>Variance</th>
<th>% Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
<td>£</td>
<td></td>
</tr>
<tr>
<td>Pay</td>
<td>14,424,740</td>
<td>14,270,561</td>
<td>154,179</td>
<td>1.07%</td>
</tr>
<tr>
<td>Non-Pay</td>
<td>12,350,042</td>
<td>11,255,111</td>
<td>1,094,931</td>
<td>8.87%</td>
</tr>
<tr>
<td>Income</td>
<td>(14,540,812)</td>
<td>(15,968,950)</td>
<td>1,428,138</td>
<td>9.82%</td>
</tr>
<tr>
<td>Total</td>
<td>12,233,970</td>
<td>9,556,722</td>
<td>2,677,248</td>
<td>21.88%</td>
</tr>
</tbody>
</table>

This does not include the use of £1.353m from revenue to fund the capital programme in 2013/14. The outturn for the final accounts will contain an adjustment that reflects this. Nor does it take account of £453,203 in slippage requests made later in this report which would be adjusted via the general revenue reserve in 2014/15.

The provisional outturn of £2.677 million compares to a forecast at Quarter 3 of £1.6 million. The main areas delivering a better outturn than forecast were:

- Lower than expected expenditure on the Market Towns Initiative by 31st March, with some high value projects taking longer to roll out (£318,000)
- Even better than anticipated levels of fee income in development management (£170,000)
- Slippage of expenditure on the South Norfolk Alliance (£149,000) and the Youth Advisory Board (£104,000)
- Technical accounting changes in Council Tax recovery income (£110,000)
- A very strong Quarter 4 for income at Wymondham Leisure Centre (£108,000)
- Capitalisation of expenditure on the Poringland Development (£76,000)

7.2. Pay budget

As in 2012/13, this continues to be more closely aligned than in previous years and reflects the position that staffing levels during 2013/14 were in line with the establishment. The pay award of 1% was less than the 2% that had been budgeted. During the year, a number of staffing reviews have taken place to improve the use of resources. Where vacancies have arisen in some areas,
agency staff have been employed to maintain the level of service while the review took place. The results of the 2013 Performance Reviews cost £155,666, which was within the budget of £166,000.

7.3. Non Pay

As in previous years, budget managers continue to look for efficiencies and therefore positive variances have occurred throughout the organisation. In preparing the 2014/15 budget, these variances have been taken into account.

Chief Executive Directorate

- As some expenditure was delayed for operational purposes, new hardware and software licences for new systems were less than budgeted by £39,000. Ongoing software licence costs for existing systems were £44,000 higher than budget.
- Refurbishment of the ancillary area was partly funded from capital which saved £39,000 in revenue costs.
- Previously anticipated expenditure on early help will now take place in 2014/15 producing a one off £24,000 saving and it is intended that the South Norfolk Alliance funding should be utilised for this project in 2014/15.

Corporate Resources Directorate

- An additional budget for back-scanning has not been spent due to a staffing review, saving £145,000 which is requested for slippage.
- The costs for NPLaw were higher than expected due to a number of legal challenges in planning and work on OJEU procurements requiring legal input. This resulted in a surcharge on top of our annual fee, which was partially offset by our share of the surplus for NPLaw and additional recovery income relating to legal fees, which produced an overall negative variance on the legal budget of £35,000.
- Revenue expenditure on the Poringland development was lower than budgeted by £76,000 as some expenditure was capitalised.
- Due to technical changes in the financial accounting for NNDR, the discretionary relief budget is no longer required which is a saving of £74,000 for the year.
- As a result of the mild winter, there were savings on utility costs at the leisure centres of £31,000.
- There was a reduction in housing benefit accommodation payments of £31,000.
- There were savings on war pensions of £25,000 due to lower demand.
- As more sewage treatment sites have adopted by Anglian Water, the maintenance, utilities and rates costs have reduced by £27,000.
- Savings of £25,000 were made in the management of Commons, due to lower maintenance costs and the cessation of the Waveney Valley project.
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- The utility costs for South Norfolk House are £24,000 less than budgeted, reflecting the relatively mild winter.

- There were savings of £23,000 on printing and stationery expenditure in scanning reflecting lower demand from services for these centrally managed costs.

- There has been unanticipated expenditure on tree works due to bad weather and hostel refurbishment costs were classified as revenue expenditure as they were under the minimum for capital spend, which meant that the Asset Management Plan budget incurred £12,000 additional costs.

Environment and Housing Directorate

- For some years now, the Council has been carrying an accrual in relation to car parking. This was concerning a potential liability that the Council would have faced had a test court case been successful. This test case has now come to a conclusion and the potential liability has ceased, hence there is a one-off positive variance of £40,000. Car parks also saved £18,000 on utilities.

- Emergency planning incurred no charges from other local authorities, which saved £35,000. The need for this budget is to be reviewed in 2014/15.

- Garden waste disposal saved £27,000 on contract disposal costs.

- A vacancy in grounds maintenance had knock-on effect on equipment and other non-pay costs, saving £25,000.

- The newer transport fleet has resulted in savings on repairs, fuel and servicing of £20,000.

- There was £19,000 lower expenditure than budgeted on consultancy and sample testing in environmental protection.

Growth and Localism Directorate

- There is a significant positive variance of £519,000 to the end of the year on the non-pay budgets held by the Neighbourhood Boards, which partly reflects the increased budget committed to this area for 2013/14 (an annual increase of £263,000 compared to 2012/13). This is accounted for by some high value projects which have been committed to within the Market Towns Initiative such as Signage, which is due to be completed in 2014/15 and Better Broadband, which is being delivered through Norfolk County Council.

- Due to vacancies during the year in economic development, non-pay budgets were not spent, saving £19,000.

- £15,000 of the Neighbourhood Grant fund was committed by year end but not spent and is the subject of a slippage request.

- Due to the overall positive variance, a number of reserves did not need to be used, in community development, planning and development management, which resulted in a negative variance of £214,000 on non-
pay. There have been provisions made for some legal cases relating to land charges and planning.

7.4. Trade Creditors which are all invoices approved on the finance system but not yet paid were £557,495 at 31 March 2014. The Council pays the majority of its suppliers within 30 days. Throughout the 2013/14 period 99% of all undisputed supplier invoices were paid within 30 days, the Council's best performance for this performance indicator to date. Budget Managers have also raised purchase orders and received goods/services to the value of £423,957 but have not yet received the invoice to pay for them as at 31 March 2014.

7.5. Income

Corporate Costs

- The new funding regime in relation to Business Rates (NNDR) and Council Tax Support commenced on 1st April 2013. The Council has been monitoring the levels of growth in NNDR since 1st April and this generated overall growth of £1,595,000 for 2013/14 compared to the baseline, of which the Council will be able to retain £319,000 (20%) under the new arrangements, which will be accounted for in 2014/15. This is net of a levy that the Council has to pay to Central Government of £319,000 which is accounted for in 2013/14. Until legislation is passed the current regulations mean that there is a timing difference between being able to account for this funding in the Council’s accounts (the funding applies to the following financial year) and having to pay over the levy on this growth within the financial year. In addition, the Council generated in-year additional income of £314,000 on NNDR received from existing properties through the work of the revenues team.

- An element of the New Homes Bonus related to provision of affordable housing, which Members will recall funds low cost housing within the capital programme. This £111,000 is in addition to New Homes Bonus within the revenue budget and will flow through to the earmarked reserve. An additional government grant of £23,000 has been received as the government has released unused funding that it had previously held back nationally to fund the New Homes Bonus.

- Income from cash investments exceeded the budget by £33,000.

Corporate Resources Directorate

- Council Tax recovery income exceeded budget by £149,000 following technical changes to the accounting procedures for this. The take-up of Council Tax Support was slightly lower than anticipated, which has a positive effect on the Council’s income. The Council Tax collection fund shows a surplus owing to South Norfolk Council of £77,000 for 2013/14.

- Revenues and Benefits received a £59,000 grant towards the cost of changing its IT system due to the localisation of Council Tax Support.

- Total housing benefit grant exceeded payments made by £48,000 in 2013/14, due to the timing of when the grant was received. Additional housing benefit recovery income of £34,000 was received in the year.
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There was additional grant funding of £30,000 provided in year for additional benefits administration costs.

- Income at Wymondham Leisure Centre exceeded the budget and was only partially offset by income being lower than budgeted at Diss and Long Stratton, resulting in a net positive variance of £87,000.
- Rental income from property exceeded the budget by £36,000 due to fewer vacant units.
- Within the CNC budget it was envisaged that there would have been income of £70,000 derived from a Joint Venture Company. However, plans did not come to fruition; savings in staffing costs and a lean review helped to offset this loss of income. CNC was able to pay £22,000 to South Norfolk Council in management fees and repay £15,000 of its loan from the Council at the end of the year, resulting in a breakeven position.

Environment and Housing Directorate

- Income from garden waste was £110,000 in excess of budget as the number of residents using the service increases and the weather led to higher volumes for recycling.
- There was additional income of £22,000 from service charges for environmental protection and the budget for this was raised in 2014/15.
- The Council received additional income of £17,000 for housing from loan repayments and resident charges.
- Income from recycling at bring banks was lower than expected by £39,000.
- Income from Car Parks was £12,000 lower than budget and this budget has been amended for 2014/15.

Growth and Localism Directorate

- Income from planning application fees and land charges was in excess of budget by £265,000, reflecting increased economic activity.
- A government grant of £30,000 for housing advice which had been carried forward was not used during the year.
- Planning received an additional £22,000 due to the approval of Cringleford’s Neighbourhood Plan, towards the costs of assisting with the delivery of the plan.

7.6. Trade Debtors are all invoices raised by the Council and where the Council is awaiting payment. We have invoices totalling £799,962 waiting to be paid as at 31 March 2014, of which £300,967 has been invoiced in the last month and are not yet due. Of the overdue invoices totalling £498,995, 28% are committed to be repaid by instalment plans, 8% are under investigation with the remaining 64% being subject to debt recovery activity. These invoices include rent assisted deposits and charges for sewerage services.

7.7. A summary by Directorate shows positive variances across the Council.
8. **Service Analysis**

8.1. An analysis of the main areas of variance is set out below. These variances are the direct costs of each service and exclude recharging between services for overheads and depreciation charges and technical financial adjustments required for statutory reporting purposes:

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Budget</th>
<th>Provisional Outturn</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chief Executive</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay</td>
<td>£2,252,103</td>
<td>£2,167,649</td>
<td>£84,454</td>
</tr>
<tr>
<td>Non-Pay</td>
<td>£1,325,431</td>
<td>£1,194,586</td>
<td>£130,845</td>
</tr>
<tr>
<td>Income</td>
<td>(£144,142)</td>
<td>(£173,963)</td>
<td>£29,821</td>
</tr>
<tr>
<td><strong>Directorate Total</strong></td>
<td>£3,433,392</td>
<td>£3,188,272</td>
<td>£245,120</td>
</tr>
<tr>
<td><strong>Corporate Resources</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay</td>
<td>£4,965,498</td>
<td>£5,067,895</td>
<td>(£102,397)</td>
</tr>
<tr>
<td>Non-Pay</td>
<td>£4,473,691</td>
<td>£3,821,728</td>
<td>£651,963</td>
</tr>
<tr>
<td>Income</td>
<td>(£5,818,404)</td>
<td>(£6,255,427)</td>
<td>£437,023</td>
</tr>
<tr>
<td><strong>Directorate Total</strong></td>
<td>£3,620,785</td>
<td>£2,634,196</td>
<td>£986,589</td>
</tr>
<tr>
<td><strong>Environment and Housing</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay</td>
<td>£4,241,404</td>
<td>£4,390,864</td>
<td>(£149,460)</td>
</tr>
<tr>
<td>Non-Pay</td>
<td>£3,014,038</td>
<td>£2,749,608</td>
<td>£264,430</td>
</tr>
<tr>
<td>Income</td>
<td>(£3,446,158)</td>
<td>(£3,592,759)</td>
<td>£146,601</td>
</tr>
<tr>
<td><strong>Directorate Total</strong></td>
<td>£3,809,284</td>
<td>£3,547,713</td>
<td>£261,571</td>
</tr>
<tr>
<td><strong>Growth and Localism</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay</td>
<td>£2,192,910</td>
<td>£1,971,971</td>
<td>£220,939</td>
</tr>
<tr>
<td>Non-Pay</td>
<td>£2,076,258</td>
<td>£1,674,595</td>
<td>£401,663</td>
</tr>
<tr>
<td>Income</td>
<td>(£1,750,114)</td>
<td>(£2,027,002)</td>
<td>£276,888</td>
</tr>
<tr>
<td><strong>Directorate Total</strong></td>
<td>£2,519,054</td>
<td>£1,619,564</td>
<td>£899,490</td>
</tr>
<tr>
<td><strong>Corporate Costs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pay</td>
<td>£772,825</td>
<td>£672,182</td>
<td>£100,643</td>
</tr>
<tr>
<td>Non-Pay</td>
<td>£1,460,624</td>
<td>£1,814,594</td>
<td>(£353,970)</td>
</tr>
<tr>
<td>Income</td>
<td>(£3,381,994)</td>
<td>(£3,919,799)</td>
<td>£537,805</td>
</tr>
<tr>
<td><strong>Corporate Costs Total</strong></td>
<td>(£1,148,545)</td>
<td>(£1,433,023)</td>
<td>£284,478</td>
</tr>
<tr>
<td>Service Area</td>
<td>Total Net Direct Budget £</td>
<td>Total Net Direct Expenditure £</td>
<td>Variance £</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------</td>
<td>--------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Business Improvement</td>
<td>215,925</td>
<td>175,847</td>
<td>40,078</td>
</tr>
<tr>
<td>Car Parks</td>
<td>(93,936)</td>
<td>(144,786)</td>
<td>50,850</td>
</tr>
<tr>
<td>Chief Executive</td>
<td>363,799</td>
<td>272,816</td>
<td>90,983</td>
</tr>
<tr>
<td>Economic Development</td>
<td>96,238</td>
<td>27,429</td>
<td>68,809</td>
</tr>
<tr>
<td>Service Area</td>
<td>Total Net Direct Budget £</td>
<td>Total Net Direct Expenditure £</td>
<td>Variance £</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------------------</td>
<td>-------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Environmental Protection</td>
<td>288,704</td>
<td>239,986</td>
<td>48,718</td>
</tr>
<tr>
<td>Garden Waste</td>
<td>(715,546)</td>
<td>(714,510)</td>
<td>(1,036)</td>
</tr>
<tr>
<td>Grounds Maintenance</td>
<td>153,062</td>
<td>85,493</td>
<td>67,569</td>
</tr>
<tr>
<td>Service Area</td>
<td>Total Net Direct Budget £</td>
<td>Total Net Direct Expenditure £</td>
<td>Variance £</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------------------------</td>
<td>-------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Housing Advice and Homelessness</td>
<td>514,792</td>
<td>412,780</td>
<td>102,012</td>
</tr>
<tr>
<td>Human Resources</td>
<td>639,528</td>
<td>613,695</td>
<td>25,833</td>
</tr>
<tr>
<td>Service Area</td>
<td>Total Net Direct Budget £</td>
<td>Total Net Direct Expenditure £</td>
<td>Variance £</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------------------</td>
<td>--------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Information Technology</td>
<td>1,208,202</td>
<td>1,133,073</td>
<td>75,129</td>
</tr>
<tr>
<td>Leisure Centres</td>
<td>294,411</td>
<td>166,891</td>
<td>127,520</td>
</tr>
<tr>
<td>Service Area</td>
<td>Total Net Direct Budget £</td>
<td>Total Net Direct Expenditure £</td>
<td>Variance £</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>---------------------------</td>
<td>--------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Neighbourhood Funding</td>
<td>822,622</td>
<td>303,652</td>
<td>518,970</td>
</tr>
<tr>
<td>Planning and Development Management</td>
<td>308,494</td>
<td>404,995</td>
<td>(96,501)</td>
</tr>
<tr>
<td>Recreation and Sport</td>
<td>68,702</td>
<td>21,351</td>
<td>47,351</td>
</tr>
<tr>
<td>Service Area</td>
<td>Total Net Direct Budget £</td>
<td>Total Net Direct Expenditure £</td>
<td>Variance £</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------------------</td>
<td>-------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td>Reprographics</td>
<td>384,156</td>
<td>272,124</td>
<td>112,032</td>
</tr>
<tr>
<td>Revenues and Benefits</td>
<td>805,351</td>
<td>585,719</td>
<td>219,632</td>
</tr>
<tr>
<td>South Norfolk House</td>
<td>535,672</td>
<td>499,892</td>
<td>35,780</td>
</tr>
<tr>
<td>Transport Fleet</td>
<td>784,408</td>
<td>764,054</td>
<td>20,354</td>
</tr>
<tr>
<td>Service Area</td>
<td>Total Net Direct Budget £</td>
<td>Total Net Direct Expenditure £</td>
<td>Variance £</td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------</td>
<td>--------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Waste Management</td>
<td>1,147,558</td>
<td>1,283,968</td>
<td>(136,410)</td>
</tr>
</tbody>
</table>
9. Slippage Requests

9.1. A number of slippage requests have been made, these are listed below:

<table>
<thead>
<tr>
<th>Directorate (Area)</th>
<th>Amount</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Growth and Localism (Youth Advisory Board)</td>
<td>£103,504</td>
<td>£94,754 of funding for the Board has not been spent by the Board in 2013/14. This is funding from the County Council. Positive Activities Funding of £8,750 was also received and has not been spent.</td>
</tr>
<tr>
<td>Growth &amp; Localism (Economic Development)</td>
<td>£6,400</td>
<td>Funds for the Diss Town Team have been partly spent in 2013/14 and are ringfenced for Diss.</td>
</tr>
<tr>
<td>Growth &amp; Localism (South Norfolk Alliance)</td>
<td>£149,367</td>
<td>This funding is 50% of the second homes money from Norfolk County Council and has not been spent by the Alliance in 2013/14. Part of it has been earmarked to be used for the Early Help project working with the County Council. £25,000 has been set aside for the Vision Sporting Facility in Poringland.</td>
</tr>
<tr>
<td>Growth &amp; Localism (Community Development)</td>
<td>£15,287</td>
<td>This is for grants from the Neighbourhood Fund that have been allocated but not yet paid.</td>
</tr>
<tr>
<td>Corporate Resources (Corporate Scanning)</td>
<td>£145,237</td>
<td>£150,000 in additional funding was allocated in the 2013/14 budget for back-scanning. Due to the staffing review taking place in this area during the year, most of the work was not undertaken and has been rescheduled for 2014/15.</td>
</tr>
<tr>
<td>Environment and Housing (Enabling)</td>
<td>£33,408</td>
<td>This relates to a grant from Norfolk County Council for Employer Health and Wellbeing. This project is planned to start in April 2014.</td>
</tr>
<tr>
<td>Total</td>
<td>£453,203</td>
<td></td>
</tr>
</tbody>
</table>
10. Reserves and Balances

10.1. The Balance on the General Revenue Reserve has moved and is projected to move as follows:

<table>
<thead>
<tr>
<th>General Revenue Reserve</th>
<th>£'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Balances as at 1 April 2013</strong></td>
<td>4,725</td>
</tr>
<tr>
<td>Projected contribution to reserve due to positive variance</td>
<td>2,677</td>
</tr>
<tr>
<td>against budget including slippage of £453,202</td>
<td></td>
</tr>
<tr>
<td>South Norfolk Council share of CNC balances from 2012/13</td>
<td>16</td>
</tr>
<tr>
<td>Funding of capital programme (includes slippage of Low Cost</td>
<td></td>
</tr>
<tr>
<td>Housing Capital scheme)</td>
<td></td>
</tr>
<tr>
<td>Unspent Neighbourhood funding 2012/13 moved to Communities</td>
<td>-421</td>
</tr>
<tr>
<td>and Localism Reserve</td>
<td></td>
</tr>
<tr>
<td>New Homes Bonus – affordable housing element relating to the</td>
<td>-350</td>
</tr>
<tr>
<td>Low Cost Housing Capital scheme moved to separate earmarked</td>
<td></td>
</tr>
<tr>
<td>reserve</td>
<td></td>
</tr>
<tr>
<td>Agreed slippage from 2012/13 budget</td>
<td>-133</td>
</tr>
<tr>
<td><strong>Projected balances as at 31 March 2014</strong></td>
<td>5,161</td>
</tr>
<tr>
<td>Projected Funding of capital programme</td>
<td>-2,800</td>
</tr>
<tr>
<td>Budgeted use for revenue purposes</td>
<td>0</td>
</tr>
<tr>
<td><strong>Projected balances as at 31 March 2015</strong></td>
<td>2,361</td>
</tr>
</tbody>
</table>

10.2. As outlined in the Revenue Budget 2014/15 presented to Cabinet in February, two new reserves have been created: an Invest to Grow the Business Reserve (which replaces the Invest for the Future Reserve) and a Low Cost Housing Reserve (which holds the New Homes Bonus funding for low cost housing). Details of each usable reserve, the policy for their use and the movement during the year are provided in Appendix B.

11. Impact on Future Budgets

11.1. The level of income achieved by discretionary services will be taken account of when monitoring budgets during 2014/15. Following a particularly good fourth quarter, the income achieved in 2013/14 from Wymondham Leisure Centre was higher than the 2014/15 income budget by £89,000. For Diss and Long Stratton leisure centres it was lower than the 2014/15 budget (by £52,000 for Diss and £2,000 for Long Stratton). The income for garden waste was £58,000 more than the 2014/15 budget.

11.2. When forecasting the outturn for 2014/15, the closeness of manager’s forecasts to actual outturn in 2013/14 will be considered.

11.3. In looking ahead for the 2015/16 budget, the revenue outturn will be taken into account, particularly in areas where there are large variances for 2013/14.
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16 June 2014

12. **Budget Virements greater than £100,000**

12.1. In accordance with the rules of financial governance, Cabinet are asked to approval all budget virements which have taken place during the 2013/14 financial year which exceed £100,000, details are provided in Appendix C.

13. **Relevant Corporate Priorities**

13.1. Driving services through being businesslike, efficient and customer aware.

14. **Conclusion**

14.1. The General Fund outturn shows a net favourable variance and additional income generated of £2.677 million, this compares to a net budget of £12.234 million.

14.2. The significant variances are described within this report. The key movements are as a result of large favourable variances in income, non-pay and pay.

14.3. The impact of the outturn on the General Reserves is an increase of £1.095 million to provide £5.161 million as at 31 March 2014. All reserves and balances have been reviewed to ensure resources are sufficient to meet commitments.

15. **Recommendations**

15.1. It is proposed that Cabinet:

   a) Approves the base set of Strategic Measures proposed for 14/15
   b) Removes the measures mentioned from the Quarterly Performance Report but to continue to monitor them internally
   c) Approves the approach to bring other indicators of success and performance to cabinet on a quarterly basis as they emerge and are identified by management and portfolio holders.
   d) Notes performance in Q4 and the end of year outturn for 2013/14
   e) Notes the current position, particularly the organisational capacity, with regard to risk and accepts the actions to support risk mitigation.
   f) Notes the revenue outturn position and the reason for the variances on the General Fund.
   g) Recommends to Council the approval of the budget virements which exceed £100,000 in accordance with the rules of financial governance.
   h) Recommends to Council the approval of the slippage requests as outlined in section 9.
   i) Recommends to Council the approval of the movements in reserves as outlined in section 10.
<table>
<thead>
<tr>
<th>Directorate</th>
<th>Code</th>
<th>Risk / Opportunity</th>
<th>Risk Owner</th>
<th>Commentary, including outcomes / benefits that may be gained</th>
<th>Directorate Plan Activity</th>
<th>Required / Outstanding Actions to support risk mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Growth &amp; Localism</td>
<td>S1</td>
<td>Shortage of 5-year land supply results in unco-ordinated development across South Norfolk</td>
<td>Planning Policy Manager</td>
<td>At 31 July 2013, the South Norfolk part of the Norwich Policy Area (NPA) had 107% (5.34 years) land supply using the &quot;Liverpool&quot; method, however, under the &quot;Sedgefield&quot; method, the Council remains under 5 years.</td>
<td>• D1 - Completion of Local Plans (see below) • D3 - Publication of quarterly updates on land supply • S2 - Ongoing approval of planning applications</td>
<td>• Quarterly updates on the land supply to be reported • Annual reporting of combined NPA e.g. Broadland, Norwich and South Norfolk figures. • Require co-operation from the other two Authorities to co-ordinate half yearly monitoring. Annual figures will be available by end May 2014</td>
</tr>
<tr>
<td></td>
<td>S2</td>
<td>Ratification of the Local Plans leads to co-ordinated housing and infrastructure development across the District</td>
<td>Director of Growth and Localism</td>
<td>In December 2013, the Greater Norwich CityDeal was endorsed by all parties. Governance arrangements have been signed agreed by all parties. This includes a commitment to pool CIL to fund infrastructure across the Greater Norwich area. Governance arrangements will now be resolved to ensure equitable allocation of growth funding arising from the CityDeal. The CityDeal presents a significant opportunity to generate economic growth throughout the Norwich Policy Area, as well as enabling greater financial freedom that could support the delivery of the required infrastructure works.</td>
<td>• D1 - Adoption of the Local Plan Documents</td>
<td>• Adoption of 'sound' Local Plan Documents: Site Allocations; Wymondham Area Action Plan; Development Management Policies (Q3 2014/15) Long Stratton Area Action Plan (LSAAP), including the use of CPO to ensure delivery (Q4 2014/15) • Preparation and approval of SPD (Q3 2014/15) • Submission in Qtr 4 of Wymondham AAP; Development Management Policies Document; Site Specific Allocations and Policies Document. Awaiting Inspectors letter and timetable for Examination. Adoption anticipated Qtr 2 (2014/15) • Approval of SNC infrastructure Business Plan for 2014/15</td>
</tr>
<tr>
<td>Directorate</td>
<td>Code</td>
<td>Risk / Opportunity</td>
<td>Risk Owner</td>
<td>Commentary, including outcomes / benefits that may be gained</td>
<td>Directorate Plan Activity</td>
<td>Required / Outstanding Actions to support risk mitigation</td>
</tr>
<tr>
<td>-------------</td>
<td>------</td>
<td>--------------------</td>
<td>------------</td>
<td>------------------------------------------------------------</td>
<td>---------------------------</td>
<td>---------------------------------------------------------</td>
</tr>
<tr>
<td>Corporate Resources</td>
<td>S3</td>
<td>The Council is unable to deliver priority services as revenue funding falls short of required income</td>
<td>Head of Finance</td>
<td>The Council's agreed revised Medium Term Plan (February 2014) identified the potential savings required. The revised forecast includes additional income from a number of sources in both 2015/16 and 2016/17 and recognises that there is still a funding shortfall for 2016/7. In order to achieve the Medium Term Plan the Council needs to ensure delivery of corporate programmes to expand levels of income. Should the additional income not be achieved, then the funding gap may increase.</td>
<td>• L2 - Delivery of balanced budget for 14/15 and 15/16 to reflect Council priorities • Q4 - Delivery of leisure enhancement programme • J6 - Delivery of Property development programmes • V1 - Delivery of Trade Waste enhancement programme • CNC1 - Delivery of Building Control expansion</td>
<td>• Resolution of balanced budget (2015/16) • Delivery of Wymondham Leisure Centre Enhancement Programme (2014/15) • Delivery of Diss and Long Stratton Leisure Centre Enhancements (Phasing TBC) • Completion of Phase 1 Poringland Development (Q1 2015/16) • Completion of reserved matters on Cygnet House development (Q4 2014/15) • Signing up of new Building Control Hub Partners (Q1 &amp; Q2 2014/15)</td>
</tr>
<tr>
<td></td>
<td>S4</td>
<td>Council assets are not managed effectively and do not support service delivery</td>
<td>Head of Asset Management</td>
<td>The Council's key operational assets need to be maintained adequately to support effective service delivery. These assets can assist the Council in improving services offered and increasing income generation.</td>
<td>• J2 - Ketteringham Depot expansion and upgrade • J2 - Leisure Centre Enhancement Programme</td>
<td>• Acquisition of land for depot enhancement (2014/15) • Delivery of Wymondham Leisure Centre Enhancement Programme (2014/15) • Delivery of Diss and Long Stratton Leisure Centre (Phasing TBC) • Restructure of Property Team so that adequate resource is available to mitigate this risk following the retirement of the Building Maintenance Surveyor</td>
</tr>
<tr>
<td></td>
<td>S5</td>
<td>Property Development activities may not be successful and income generation may not be realised</td>
<td>Head of Asset Management</td>
<td>The Council is seeking to develop its own land to develop a range of residential and commercial property. A proportion of the property is to be retained for income generation and the remainder sold on the open market to generate capital receipts. Maximise income generation and opportunities of surplus or underutilised land and property assets. Creation and effective management of a broad commercial property investment portfolio (capital investment) to support economic growth</td>
<td>• Maximise opportunities by seeking to gain planning consent for development • Establish a procurement compliant method for delivering the construction phase of the developments (2014/15) • Restructure of Property Team to provide resource deliver this activity (Q2 2014/15) • Respond to market conditions, supply and demand (2014/15)</td>
<td></td>
</tr>
</tbody>
</table>
### Corporate Reserves

<table>
<thead>
<tr>
<th>Name and Purpose of Reserve</th>
<th>Actual Balance 31 March 2012 £'000</th>
<th>Actual Balance in 2012/13 £'000</th>
<th>Transfers in £'000</th>
<th>Transfers Out £'000</th>
<th>Projected Balance 31 March 2015 £'000</th>
<th>Transfers in £'000</th>
<th>Transfers Out £'000</th>
<th>Projected Balance 31 March 2017 £'000</th>
<th>Transfers in £'000</th>
<th>Transfers Out £'000</th>
<th>Projected Balance 31 March 2019 £'000</th>
<th>Transfers in £'000</th>
<th>Transfers Out £'000</th>
<th>Projected Balance 31 March 2021 £'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>4,041</td>
<td>684</td>
<td>4,725</td>
<td>2,893</td>
<td>5,161</td>
<td>6</td>
<td>(2,693)</td>
<td>2,361</td>
<td>0</td>
<td>0</td>
<td>5,161</td>
<td>6</td>
<td>(2,693)</td>
<td>2,361</td>
</tr>
<tr>
<td>Purpose</td>
<td>Revenue is used to even out Council expenditure from year to year. Finance supplementary estimates and supports the Medium Term Plan. It should also be used for larger projects which may require more substantial funding. It can be used with the approval of the section 151 officer. The minimum balance must be the level required to: finance a fully funded Medium Term Plan; and the balance is reviewed at budget preparation, budget revision and end of year council (full council) meetings.</td>
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</tr>
<tr>
<td>General Fund Balance</td>
<td>1,400</td>
<td>0</td>
<td>1,400</td>
<td>0</td>
<td>1,400</td>
<td>0</td>
<td>0</td>
<td>1,400</td>
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<td>1,400</td>
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<td>1,400</td>
</tr>
<tr>
<td>Purpose</td>
<td>The purpose is to provide a buffer for unforeseen events. The balance can be used for major incidents in the future and approval is set out in the approved Rules of Financial Governance. Any alternative use can only be by the direction, subject to the advice of the section 151 officer, of the section 25 of the Local Government Act 2003. It is managed and controlled by the section 151 officer and full council. The balance is reviewed every 2 years, with the target being set at 10% of General Fund net expenditure.</td>
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</tr>
<tr>
<td>Total Corporate Reserves</td>
<td>5,441</td>
<td>684</td>
<td>6,125</td>
<td>2,693</td>
<td>6,561</td>
<td>0</td>
<td>(2,800)</td>
<td>3,761</td>
<td>0</td>
<td>0</td>
<td>3,761</td>
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</tbody>
</table>

### Service Specific Reserves

<table>
<thead>
<tr>
<th>Name and Purpose of Reserve</th>
<th>Actual Balance 31 March 2012 £'000</th>
<th>Actual Balance in 2012/13 £'000</th>
<th>Transfers in £'000</th>
<th>Transfers Out £'000</th>
<th>Projected Balance 31 March 2015 £'000</th>
<th>Transfers in £'000</th>
<th>Transfers Out £'000</th>
<th>Projected Balance 31 March 2017 £'000</th>
<th>Transfers in £'000</th>
<th>Transfers Out £'000</th>
<th>Projected Balance 31 March 2019 £'000</th>
<th>Transfers in £'000</th>
<th>Transfers Out £'000</th>
<th>Projected Balance 31 March 2021 £'000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invest to Grow the Business Reserve (Formerly Invest for the Future)</td>
<td>1,000</td>
<td>0</td>
<td>1,000</td>
<td>0</td>
<td>1,000</td>
<td>0</td>
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<td>1,000</td>
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<td>0</td>
<td>1,000</td>
</tr>
<tr>
<td>Purpose</td>
<td>The purpose of this reserve is to support the Council’s move to develop solutions around new commercialisation to support our future funding challenges. The reserve is under the control and management of the Chief Executive. Savings generated are credited to the revenue account. The balance is reviewed annually.</td>
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<tr>
<td>Localisation of Business Rates Reserve</td>
<td>1,500</td>
<td>0</td>
<td>1,500</td>
<td>0</td>
<td>1,500</td>
<td>0</td>
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<td>1,500</td>
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<td>1,500</td>
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<tr>
<td>Purpose</td>
<td>The purpose of this reserve is to minimise the risk of volatility of income under the localisation of Business Rates. The reserve will be under the control of the Section 151 Officer who will recommend to Cabinet for approval an amount to be drawn from the reserve should this be necessary.</td>
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<tr>
<td>Planning Delivery Grant</td>
<td>861</td>
<td>(861)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Purpose</td>
<td>The purpose of this reserve is to hold any unspent monies received in previous years in respect of Planning Delivery Grant. The reserve can be used to finance expenditure relating to Planning Services, subject to the approval of the section 151 officer and the Chief Executive, subject to approval of Cabinet for release of the reserve. The balance is reviewed on an annual basis.</td>
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### Notes

- **Corporate Reserves**
  - Revenue
    - Purpose: Revenue is used to even out Council expenditure from year to year. Finance supplementary estimates and supports the Medium Term Plan. It should also be used for larger projects which may require more substantial funding. It can be used with the approval of the section 151 officer. The minimum balance must be the level required to: finance a fully funded Medium Term Plan; and the balance is reviewed at budget preparation, budget revision and end of year council (full council) meetings.

- **General Fund Balance**
  - Purpose: The purpose is to provide a buffer for unforeseen events. The balance can be used for major incidents in the future and approval is set out in the approved Rules of Financial Governance. Any alternative use can only be by the direction, subject to the advice of the section 151 officer, of the section 25 of the Local Government Act 2003. It is managed and controlled by the section 151 officer and full council. The balance is reviewed every 2 years, with the target being set at 10% of General Fund net expenditure.

- **Total Corporate Reserves**
  - Purpose: The purpose of this reserve is to support the Council’s move to develop solutions around new commercialisation to support our future funding challenges. The reserve is under the control and management of the Chief Executive. Savings generated are credited to the revenue account. The balance is reviewed annually.

- **Invest to Grow the Business Reserve (Formerly Invest for the Future)**
  - Purpose: The purpose of this reserve is to support the Council’s move to develop solutions around new commercialisation to support our future funding challenges. The reserve is under the control and management of the Chief Executive. Savings generated are credited to the revenue account. The balance is reviewed annually.

- **Localisation of Business Rates Reserve**
  - Purpose: The purpose of this reserve is to minimise the risk of volatility of income under the localisation of Business Rates. The reserve will be under the control of the Section 151 Officer who will recommend to Cabinet for approval an amount to be drawn from the reserve should this be necessary.

- **Planning Delivery Grant**
  - Purpose: The purpose of this reserve is to hold any unspent monies received in previous years in respect of Planning Delivery Grant. The reserve can be used to finance expenditure relating to Planning Services, subject to the approval of the section 151 officer and the Chief Executive, subject to approval of Cabinet for release of the reserve. The balance is reviewed on an annual basis.

- **Neighbourhood Grants**
  - Purpose: The purpose of this reserve is to hold any uncommitted monies for the Neighbourhood forums for future allocation. The balance is reviewed annually and is under the control and management of the Chief Executive, subject to approval of Cabinet for its release for expenditure.
### Name and Purpose of Reserve

<table>
<thead>
<tr>
<th>Reserve Description</th>
<th>Balance 31 March 2012 (£’000)</th>
<th>Actual Movement in 2013 (£’000)</th>
<th>Actual Movement in 2014 (£’000)</th>
<th>Transfers in March 2014 (£’000)</th>
<th>Transfers in March 2015 (£’000)</th>
<th>Transfers in March 2016 (£’000)</th>
<th>Transfers in March 2017 (£’000)</th>
<th>Transfers Out in March 2014 (£’000)</th>
<th>Transfers Out in March 2015 (£’000)</th>
<th>Transfers Out in March 2016 (£’000)</th>
<th>Transfers Out in March 2017 (£’000)</th>
<th>Projected Balance in 2015 (£’000)</th>
<th>Projected Balance in 2016 (£’000)</th>
<th>Projected Balance in 2017 (£’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>District and Parish Elections</td>
<td>50</td>
<td>35</td>
<td>85</td>
<td>47</td>
<td>0</td>
<td>132</td>
<td>30</td>
<td>0</td>
<td>162</td>
<td>30</td>
<td>(140)</td>
<td>52</td>
<td>30</td>
<td>0</td>
</tr>
<tr>
<td>The purpose of this reserve is to even out costs of elections held every four years and unforeseeable by-elections. It is built up over the four year period and used to fund costs in election years. The reserve can be drawn on in those years subject to the agreement of the Chief Executive, Cabinet and Full Council. The reserve will be reviewed on an annual basis.</td>
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<tr>
<td>Parish Council Elections</td>
<td>5</td>
<td>(5)</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>The purpose of this reserve is to finance exceptional and unplanned costs in delivering the LDF. Such unplanned costs can include appeals, use of consultants etc. Financing of such costs will be made from this reserve at budget preparation, budget revision or outturn times. Management and control rests with the Chief Executive, subject to the approval of Cabinet and Full Council. Should the level fall below £50,000 a thorough review of potential commitments and risks will be undertaken.</td>
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<tr>
<td>Land Charges</td>
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<td>0</td>
</tr>
<tr>
<td>The purpose of this reserve is to cover unpredictable expenditure due to severe weather conditions. The reserve is under the management and control of the Chief Executive. Its use is subject to the approval of Cabinet and Full Council. The balance is reviewed on an annual basis. Once the reserve has been utilised it will be closed.</td>
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<tr>
<td>Contingent Liabilities</td>
<td>106</td>
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<td>0</td>
<td>106</td>
<td>0</td>
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<td>106</td>
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<td>106</td>
<td>0</td>
</tr>
<tr>
<td>The purpose of this reserve is to provide a funding source for the Council’s ten year vehicle and equipment programme from the Capital programme. The reserve can only be used by the section 151 officer in financing capital expenditure, subject to the approval of Cabinet and Full Council. The reserve will be reviewed at budget preparation, budget revision and outturn times to review the adequacy and ability to finance the Council’s vehicle and equipment replacement programme.</td>
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<tr>
<td>New Homes Bonus</td>
<td>138</td>
<td>(138)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>This reserve was created as part of the final accounts process for the 2011/12 financial year to account for an element of the 2012/13 New Homes Bonus which was prepaid in the 2011/12 financial year.</td>
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<tr>
<td>Low Cost Housing (New Homes Bonus)</td>
<td>0</td>
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<td>0</td>
<td>461</td>
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<td>257</td>
<td>172</td>
<td>258</td>
<td>170</td>
<td>222</td>
<td>171</td>
<td>223</td>
<td>170</td>
<td></td>
</tr>
<tr>
<td>The purpose of this reserve is to hold the funding from the New Homes Bonus to fund low cost housing in the capital programme. It can be used with the approval of Cabinet. It is managed and controlled by the section 151 officer.</td>
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<td>Communities and Localism Reserve</td>
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</tr>
<tr>
<td>The purpose of this reserve is to establish a funding source for expenditure by the Neighbourhood Boards. The reserve is under the control and management of the Chief Executive. Its use is subject to the approval of Cabinet and Full Council. The balance is reviewed on an annual basis. Once the reserve has been utilised it will be closed.</td>
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<td>Transformation Grant Reserve</td>
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<td>495</td>
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<tr>
<td>The purpose of this reserve is to manage the income from the Transformation Grant received in 2013/14. The reserve is under the control of the section 151 officer.</td>
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<tr>
<td>Total Service Specific Reserves</td>
<td>6,355</td>
<td>(420)</td>
<td>5,935</td>
<td>1,992</td>
<td>(1,333)</td>
<td>6,594</td>
<td>813</td>
<td>(1,831)</td>
<td>5,776</td>
<td>855</td>
<td>(806)</td>
<td>5,555</td>
<td>835</td>
<td>(656)</td>
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<tr>
<td>Total Revenue Reserves</td>
<td>11,796</td>
<td>264</td>
<td>12,060</td>
<td>4,685</td>
<td>(3,590)</td>
<td>13,155</td>
<td>813</td>
<td>(4,631)</td>
<td>9,337</td>
<td>785</td>
<td>(806)</td>
<td>9,316</td>
<td>835</td>
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<tr>
<td>Description</td>
<td>Amount £</td>
<td>Reason</td>
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<tr>
<td>Sewerage Treatment Consultancy</td>
<td>214,591.00</td>
<td>Creation of budget for cost of works</td>
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<tr>
<td>Sewerage Treatment Movement on provision</td>
<td>-214,591.00</td>
<td>Funding from provision</td>
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<tr>
<td>Domestic Waste Agency</td>
<td>244,073.00</td>
<td>Increase in agency budget for domestic waste crews</td>
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<td>Bulky Waste/Domestic Waste Salaries</td>
<td>-144,073.00</td>
<td>Transfer of funds for agency staff in domestic waste crews</td>
<td></td>
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</tr>
<tr>
<td>Grounds Maintenance/Street Cleansing/Environmental Protection Salaries</td>
<td>-100,000.00</td>
<td>Transfer of funds for agency staff in domestic waste crews</td>
<td></td>
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<tr>
<td>Transformation Grant Consultancy</td>
<td>190,000.00</td>
<td>Expenditure budget for expected use of transformation grant</td>
<td></td>
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<tr>
<td>Transformation Grant Income</td>
<td>-200,000.00</td>
<td>Income budget for expected use of transformation grant</td>
<td></td>
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</tr>
<tr>
<td>Business Solutions Team Recharges</td>
<td>179,019.00</td>
<td>Split of Business Solutions and Business Improvement Team Budgets</td>
<td></td>
<td></td>
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<tr>
<td>Business Solutions Team Salaries</td>
<td>-191,950.00</td>
<td>Split of Business Solutions and Business Improvement Team Budgets</td>
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<tr>
<td>Business Improvement Team Salaries</td>
<td>171,584.00</td>
<td>Split of Business Solutions and Business Improvement Team Budgets</td>
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<tr>
<td>Business Improvement Team Recharges</td>
<td>-221,207.00</td>
<td>Split of Business Solutions and Business Improvement Team Budgets</td>
<td></td>
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<tr>
<td>Development Management Consultancy</td>
<td>135,254.00</td>
<td>Funding for work on appeals, valuation reports, interim manager &amp; public inquiry</td>
<td></td>
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<tr>
<td>Youth Advisory Board Grants</td>
<td>135,000.00</td>
<td>Set up Youth Advisory Board budget</td>
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<tr>
<td>Youth Advisory Board Income</td>
<td>-125,000.00</td>
<td>Set up Youth Advisory Board budget</td>
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<tr>
<td>Other Property Building Maintenance</td>
<td>-100,000.00</td>
<td>Transfer of funds set aside for Poringland Development</td>
<td></td>
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<tr>
<td>County Council Elections Recovery Income</td>
<td>-110,000.00</td>
<td>Budget for County Council elections for recovery of expenditure</td>
<td></td>
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<tr>
<td>Garden Waste Salaries</td>
<td>-140,496.00</td>
<td>Reallocation of waste budgets</td>
<td></td>
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<tr>
<td>Corporate Management Salaries</td>
<td>-221,110.00</td>
<td>2013/14 Pay Award and Bonuses vired to Services</td>
<td></td>
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</table>
Contents

• Introduction
• Strategic Measures 2013-14
• Service Highlights 2013-14
• Proposed Strategic Measures 2014-15
Introduction

Welcome to the Annual Performance Report for South Norfolk Council this document is also available online at www.southnorfolk.gov.uk

In this document there is key data and commentary about the council’s strategic performance for 2013/14

The Directorate Business Planning Cycle is vital for us to allocate resources and set a clear direction year on year. We have included a highlight report from Teams across the Council to provide Members with an update on progress.

To ensure that Members and the public are aware of our progress and performance we have reviewed and proposed a set of measures for the year ahead most of these have been continued and several have been updated to reflect the direction and priorities set by Cabinet and the Directorate Business Plans.
## Enhancing our quality of life and the environment we live in

<table>
<thead>
<tr>
<th>Measure Ref</th>
<th>Measure Description</th>
<th>Year End Target 2013/14</th>
<th>Historic Data Q1 2013/14</th>
<th>Q2 2013/14</th>
<th>Q3 2013/14</th>
<th>Latest Data Target</th>
<th>Result</th>
<th>Operational Comments</th>
<th>Additional Year End Summary</th>
<th>Traffic Light Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>210</td>
<td>LT 210: % of food premises which have a rating of satisfactory and above</td>
<td>90%</td>
<td>98%</td>
<td>90%</td>
<td>99%</td>
<td>90%</td>
<td>99%</td>
<td>This outcome can provide confidence for the public that the Council is working effectively to secure and maintain high standards of food hygiene in food businesses.</td>
<td>The high percentage of food businesses meeting national hygiene requirements reflects the ongoing commitment to support such businesses and ensure that they operate safely, support the local economy and have the confidence of the community in using them. It is good to see that businesses are coming forward to offer healthy options for their customers as part of our HONORS award scheme and we will make every effort to support this given the benefits to health and wellbeing.</td>
<td>☺️</td>
</tr>
<tr>
<td>262</td>
<td>LT 262: Cost of waste collection per household</td>
<td>£28.21</td>
<td>£25.47</td>
<td>£27.00</td>
<td>£27.00</td>
<td>£28.21</td>
<td>£31.50</td>
<td>This is due to extra capital financing costs associated with the new freighters and other improvements that have taken place at the depot*.</td>
<td>The investment made in this service area will keep the medium to long term costs of waste collection as low as practicably possible whilst providing a high quality service.</td>
<td>😞</td>
</tr>
<tr>
<td>263</td>
<td>LT 263: No missed bins for all waste per 100,000 collections</td>
<td>30</td>
<td>26</td>
<td>23</td>
<td>31</td>
<td>30</td>
<td>28</td>
<td>The last quarter outputs of bins being reported by customers as missed are within target and reflect the continuing performance of the service. A number of further improvements to benefit the customer are underway including better accessibility to information on the website.</td>
<td>The year end cumulative figure for missed collections has achieved the target. The Council makes over 3.3 million collections per year with a tiny proportion of bins (less than 0.02%) being reported as missed by customers.</td>
<td>😊</td>
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</table>
### Enhancing our quality of life and the environment we live in

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<thead>
<tr>
<th>Measure Ref</th>
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<th>Year End Target 2013/14</th>
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<th>Latest Data</th>
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<th>Additional Year End Summary</th>
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</thead>
</table>
|             | NI 192: % Municipal waste recycled and composted | 42% | 42% | 41% | 42% | 38% | The Council has achieved an initial unadjusted rate of material sent for recycling and composting of 38% for the final quarter. This figure is based on the total material collected from kerbside bins into the materials recycling facility (MRF).

However, this overall figure will be reduced by end of year adjustments to include rejected material from the MRF, third party recycling centre tonnage and assumptions for waste sent to landfill for the end of Quarter four. These adjustments are expected to increase the rate for this quarter.

The amount rejected material from the MRF is expected by the end of quarter one of 2014/15. | The end of year projected recycling and composting rate, adjusted for rejects at the materials recycling facility (MRF), is expected to produce a rate to 39% (on par with the adjusted rate for last year). The rejected material is sent for ‘energy recovery’ not landfill. The rate is the 4th best in Norfolk and compares well with our benchmark authorities currently operating similar collection systems. Authorities with higher rates tend to compost more green waste and food. The service will be enhanced in the autumn when a wider range of materials will be collected with outcomes of more waste diverted from landfill, higher recycling and the attendant financial benefits. | ☹️

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<table>
<thead>
<tr>
<th>Measure Ref</th>
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<th>Year End Target 2013/14</th>
<th>Historic Data Q1 2013/14</th>
<th>Historic Data Q2 2013/14</th>
<th>Historic Data Q3 2013/14</th>
<th>Latest Data Q4 2013/14 Target</th>
<th>Latest Data Q4 2013/14 Result</th>
<th>Operational Comments</th>
<th>Additional Year End Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>354</td>
<td>Enhancing our quality of life and the environment we live in</td>
<td>100%</td>
<td>60%</td>
<td>65%</td>
<td>70%</td>
<td>100%</td>
<td>70%</td>
<td>Three of the Local Plan documents have now been resolved to be submitted for independent examination, with the Long Stratton AAP now two stages behind. The timetable for the examination of the three Local Plan documents will be in the hands of the Inspector, and it is hoped that rapid progress will be made on the LSAAP during Q1.</td>
<td>Good progress has been made on the South Norfolk Local Plan during 2013/14, despite several unexpected hurdles. Three documents, the Site Allocations, Development Management Policies and Wymondham Area Action Plan, were resolved to be submitted for independent examination by Council on 31 March 2014 (and the Examination process has commenced). The Long Stratton Area Action Plan progress has been delayed due to difficulties with local landowners providing necessary information (despite much chasing from officers and members), but the Pre-Submission stage is close to being reached. Work has also commenced during the year on the Gypsy and Traveller Local Plan, with rapid progress now being made.</td>
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</tbody>
</table>

Traffic Light Indicator: 🟢🟢
### Enhancing our quality of life and the environment we live in

<table>
<thead>
<tr>
<th>Measure</th>
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<th>Additional Year End Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>350</td>
<td>LT 350: Number of Affordable homes, delivered by March 2014 (500)</td>
<td>500</td>
<td>130</td>
<td>30</td>
<td>47</td>
<td>500</td>
</tr>
</tbody>
</table>

50 affordable homes were completed during quarter, bringing the 3-year total to 592 against a target of 500. During 2013/14 the majority (119) were delivered through S106 Agreements with developers. 29 were for local needs in 6 villages under the 'exceptions' policy.

We have ensured future provision by signing 30 S106 Agreements for 866 more affordable homes.

The target for the next 3 years is 600, profiled to increase annually from 150 in 2014/15.

The 3-year affordable housing delivery has equated to creating 1,360 jobs, and an inward investment in the District of over £57 million. The strong supply has been very helpful in terms of meeting the needs of customers.

SNC’s Affordable Housing Grants scheme saw New Homes Bonus being used to help the development of five small sites across SN - Diss, Long Stratton, Surlingham, Topcroft and Tivetshall. The Diss scheme has been completed and an event was held by Saffron to launch the scheme where the street was named after a member of the Armed Forces who fell in action in Afghanistan.
## Annual Performance Report 2013-14: Strategic Performance Indicators

### Measure
<table>
<thead>
<tr>
<th>Measure Ref</th>
<th>Description</th>
<th>Year End Target 2013/14</th>
<th>Historic Data</th>
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<th>Additional Year End Summary</th>
<th>Traffic Light Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>322</td>
<td><strong>LT 322:</strong> Number of known targeted long term, empty homes back into use</td>
<td>29</td>
<td>26</td>
<td>21</td>
<td>18</td>
<td>29</td>
<td>77</td>
</tr>
</tbody>
</table>
## Annual Performance Report 2013-14: Strategic Performance Indicators

<table>
<thead>
<tr>
<th>Measure Ref</th>
<th>Description</th>
<th>Year End Target 2013/14</th>
<th>Historic Data Q1 2013/14</th>
<th>Q2 2013/14</th>
<th>Q3 2013/14</th>
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<th>Additional Year End Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>323</td>
<td>Enhancing our quality of life and the environment we live in</td>
<td>1,500</td>
<td>14</td>
<td>☹</td>
<td>☹</td>
<td>1,585</td>
<td>This is a measure of the wide range of interventions and assistance the Council delivers to vulnerable and elderly people, their families and carers to help them maintain their independence in their homes. The assistance can range from our handy person fitting a grab rail to a Care &amp; Repair Officer helping secure charitable funding for repairs to a home to a large complex adaptation of home to meet the growing needs of a disabled child. This outcome helps to demonstrate the offer SNC can make to the health and wellbeing agenda, and the outcomes that can be achieved for residents.</td>
<td>As part of SNC’s Health and Wellbeing Strategy, the priority outcome of “older people live independently in their own homes with peace of mind” shows what SNC can achieve in its delivery role and concepts have been developed to help take forward this delivery role. DECC Funding (Department of Environment and Climate Change) of £1.4 million Green Deal funding has been awarded across SNC, Broadland District and Norwich City Councils. A delivery plan is being produced to ensure solid wall insulation and other improvements can be delivered to provide affordable warmth in the District.</td>
</tr>
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</table>
## Enhancing our quality of life and the environment we live in

<table>
<thead>
<tr>
<th>Measure Ref</th>
<th>Description</th>
<th>Year End Target 2013/14</th>
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</tr>
</thead>
<tbody>
<tr>
<td>336</td>
<td>LT 336: % Homelessness prevention cases where homelessness is successfully prevented</td>
<td>90%</td>
<td>94%</td>
<td>90%</td>
<td>93%</td>
<td>90%</td>
<td>91%</td>
</tr>
<tr>
<td>302</td>
<td>LT 302: % of householder applications determined within 8 weeks</td>
<td>80%</td>
<td>81%</td>
<td>73%</td>
<td>70%</td>
<td>80%</td>
<td>73%</td>
</tr>
</tbody>
</table>
## Promoting a thriving local economy

<table>
<thead>
<tr>
<th>Measure Ref</th>
<th>Description</th>
<th>Year End Target 2013/14</th>
<th>Historic Data</th>
<th>Latest Data</th>
<th>Operational Comments</th>
<th>Additional Year End Summary</th>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Q1 2013/14</td>
<td>Q2 2013/14</td>
<td>Q3 2013/14</td>
<td></td>
</tr>
<tr>
<td>758</td>
<td>LI758: External funding identified and bought into the local economy</td>
<td>£175k</td>
<td>£309k</td>
<td>£200k</td>
<td>£509k</td>
<td>£175k</td>
</tr>
<tr>
<td>356</td>
<td>LI 356: The number of SMEs provided with advice and guidance in South Norfolk</td>
<td>175</td>
<td>37</td>
<td>71</td>
<td>110</td>
<td>175</td>
</tr>
</tbody>
</table>
### Annual Performance Report 2013-14: Strategic Performance Indicators

<table>
<thead>
<tr>
<th>Measure Ref</th>
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<th>Year End Target 2013/14</th>
<th>Year End Historic Data</th>
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</tr>
</thead>
<tbody>
<tr>
<td>196</td>
<td>LT 196: % of funding committed for enhanced services by all Neighbourhood Boards by March 2014</td>
<td>100%</td>
<td>0%</td>
<td>74%</td>
<td>76%</td>
<td>100% 0%</td>
<td>☹</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Q1 2013/14</td>
<td>Q2 2013/14</td>
<td>Q3 2013/14</td>
<td>The Neighbourhood Board structure was reviewed by Members and Officers in Q4 and has led to this measure no longer required as new arrangements have been made for the release of funds previously allocated to this scheme.</td>
<td>This measure will be retired and replaced with a new indicator to capture the progress of the new arrangements.</td>
<td>☹</td>
</tr>
<tr>
<td>198</td>
<td>LT 198: The percentage take up of available places for young people in structured play, sport, leisure and cultural events organised by SNC</td>
<td>80.00%</td>
<td>77.00%</td>
<td>90.00%</td>
<td>80.00%</td>
<td>80.00% 77.00%</td>
<td>☹</td>
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<tr>
<td></td>
<td></td>
<td>Q1 2013/14</td>
<td>Q2 2013/14</td>
<td>Q3 2013/14</td>
<td>Strong performance at Wymondham and Long Stratton Kids Camp - other holiday activities experienced low attendance in comparison with other holiday periods, which can be attributed to poor weather.</td>
<td>The performance of certain aspects of our children's and holiday programme has ensured that the overall performance has remained close to target throughout the year, with performance in Q2 being particularly strong (90%), as would be expected in the peak holiday period. The team will continue to constantly refine and adapt what we deliver to ensure that we offer what our customers want.</td>
<td>☹</td>
</tr>
<tr>
<td>199</td>
<td>LT 199: The number of people continuing with regular exercise after taking part in GP Referral, GP Taster and Health Trainer sessions</td>
<td>50</td>
<td>40</td>
<td>36</td>
<td>38</td>
<td>50 60</td>
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<td>Those continuing to exercise after the referral programme has not fluctuated too much. 60 is ahead of the annual target so this is still encouraging.</td>
<td>The figures for those continuing with exercise after the referral sessions are very encouraging. The sessions are now being delivered internally and the services of the health trainer are being utilised to add greater value. WLC performs very strongly, the change in procedures for 2014/15 will see the performance at DSFC and LSLC improve in line.</td>
<td>☀</td>
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</table>
## Driving services through being businesslike, efficient and customer aware

<table>
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<tr>
<th>Measure Ref</th>
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<th>Year End Target 2013/14</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Q1 2013/14</td>
<td>Q2 2013/14</td>
<td>Q3 2013/14</td>
<td></td>
<td></td>
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<tr>
<td>9</td>
<td>BV009: % of Council Tax collected</td>
<td>98.50%</td>
<td>30.00%</td>
<td>66.58%</td>
<td>84.98%</td>
<td>98.50%</td>
</tr>
<tr>
<td>10</td>
<td>BV010: % of non domestic rates collected</td>
<td>98.00%</td>
<td>29.00%</td>
<td>59.83%</td>
<td>87.51%</td>
<td>98.00%</td>
</tr>
<tr>
<td></td>
<td>LI415: % return on cash investments</td>
<td>1.17%</td>
<td>1.13%</td>
<td>1.22%</td>
<td>1.10%</td>
<td>1.17%</td>
</tr>
<tr>
<td>Measure Ref</td>
<td>Measure Description</td>
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<td></td>
<td>Q1 2013/14</td>
<td>Q2 2013/14</td>
<td>Q3 2013/14</td>
<td></td>
</tr>
<tr>
<td>652</td>
<td>LT 652: % of press releases used by the media</td>
<td>90%</td>
<td>100%</td>
<td>91%</td>
<td>100%</td>
<td>90%</td>
</tr>
<tr>
<td>12</td>
<td>BV012: Working days lost due to sickness absence</td>
<td>8.00</td>
<td>1.65</td>
<td>2.92</td>
<td>4.76</td>
<td>8.00</td>
</tr>
<tr>
<td>648</td>
<td>LT 648: % of staff/Members IT support requests responded to within 10 days or less</td>
<td>80.00%</td>
<td>96.59%</td>
<td>95.43%</td>
<td>92.92%</td>
<td>80.00%</td>
</tr>
</tbody>
</table>
### Driving services through being businesslike, efficient and customer aware

**Measure Reference:** LI759: % of our top 10 service requests made via online webforms

<table>
<thead>
<tr>
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<tbody>
<tr>
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<td>Target</td>
<td>Q1 2013/14</td>
<td>Q2 2013/14</td>
</tr>
<tr>
<td>759</td>
<td>39.0%</td>
<td>39.0%</td>
<td>36.0%</td>
<td>29.4%</td>
</tr>
</tbody>
</table>

**Measure Reference:** LI 358: % rental income return from property investment

<table>
<thead>
<tr>
<th>Year End</th>
<th>Historic Data</th>
<th>Latest Data</th>
<th>Operational Comments</th>
<th>Additional Year End Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ref</td>
<td>Description</td>
<td>Target</td>
<td>Q1 2013/14</td>
<td>Q2 2013/14</td>
</tr>
<tr>
<td>358</td>
<td>5.00%</td>
<td>6.40%</td>
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</table>

**Measure Reference:** NI 181 Time taken to process Housing Benefit/Council Tax Benefit claims

<table>
<thead>
<tr>
<th>Year End</th>
<th>Historic Data</th>
<th>Latest Data</th>
<th>Operational Comments</th>
<th>Additional Year End Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ref</td>
<td>Description</td>
<td>Target</td>
<td>Q1 2013/14</td>
<td>Q2 2013/14</td>
</tr>
<tr>
<td>181</td>
<td>8.00</td>
<td>7.00</td>
<td>6.50</td>
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## Driving services through being businesslike, efficient and customer aware

<table>
<thead>
<tr>
<th>Measure Ref</th>
<th>Description</th>
<th>Year End Target 2013/14</th>
<th>Historic Data</th>
<th>Latest Data</th>
<th>Operational Comments</th>
<th>Additional Year End Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Q1 2013/14</td>
<td>Q2 2013/14</td>
<td>Q3 2013/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>407</td>
<td>LI 407 % Payment of invoices within 30 days</td>
<td>95.00%</td>
<td>98.84%</td>
<td>98.62%</td>
<td>98.53%</td>
<td>95.00%</td>
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<tr>
<td>204</td>
<td>LI204: Reduction in subsidy to Leisure Services (direct costs)</td>
<td>£186,897</td>
<td>£85,897</td>
<td>£67,922</td>
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Annual Performance Report 2013-14: Service Highlights

Chief Executives
Customer Services Team
The CST has maintained a high standard of enquiry response by answering over 80% of telephone calls within 20 seconds and sending initial responses to all electronic contact within 1 day.

We have increased the % of council calls handled by the CST to 26%.

The CST helped to ensure the number of serious complaints were reduced and the complaints resolved at stage 1 was over 80%.

Engagement, Marketing & Communications
Recognising that social media is evolving and ensuring our customer service evolves with it required implementing a new social media strategy. Social media is a really useful and cost effective tool. At the touch of a button a customer can make a judgement on our services which can be seen by thousands of the community. Ensuring we are responsive to their concerns and needs is imperative to South Norfolk Council’s reputation. We now have an online presence with Twitter, Facebook and Streetlife.

Positive feedback has been received which has highlighted the benefit of embracing this additional and important communication tool.

One example of such positive feedback: “Well, I have to say that I am hugely impressed by this revolutionary mode of communication with what were formerly people without faces or names within the bureaucracy that is the local council. What a joy it is to see their responses to people’s grumbles and complaints. Well done SNC.”

Marketing & Engagement work has included:
• Leading development of the new Visit Norwich website.
• Developing a marketing strategy for CNC, including highly successful seminars relating to new legislation, leading to 10% of a typical year’s annual Building Control applications being received in one week following the seminars.
• Providing marketing expertise to support the regional roll-out of Building Control as well as other upcoming commercial ventures and partnership working.
• Providing marketing expertise to support the roll-out of the Market Towns Initiative, designed to boost the local economy, attract tourism and support businesses, leading to increased footfall/spend.
• Supporting the Council’s submission for the MJ Awards (Workforce Transformation), in which we have reached the final stage.
Human Resources & Organisational Development

Key areas of focus for HR & OD have been:

- Implementing the new integrated HR & Payroll system to achieve HMRC RTI compliance, streamline transactional processes, enable on-line self-service for both staff and Members, improve workforce data reporting and achieve c. £45k p.a. efficiency savings. The project has to date progressed exceptionally well, on time and currently under budget by c.25%.
- The team has been developing the commercial offer to other Local Authorities and potential partners to extend the financial benefits of the new HR and Payroll system.
- Work to reduce staff sickness has resulted in a reduction of 2.25 days per FTE, with sickness at year end standing at 7.33 days per FTE against a target of 7.5 days.
- The Council achieved Gold Standard Investors in People accreditation, one of only 3% of organisations nationally and the first public sector organisation in Norfolk to do so.
- The success of our Apprenticeship Scheme led to the Council being awarded Norfolk Apprenticeship Employer of the Year.
- Successfully met all requirements of the new Pensions Auto-enrolment Regulations and changes to the Local Government Pension Scheme.
- Supporting service realignments across the organisation has resulted in fit for purpose structures, roles and responsibilities to flexibly and effectively deliver corporate priorities.

Business Improvement

The role of the team is to support other services to develop and take forward new ways of working, we have worked with Development Management to help consolidate the key actions following the peer review and seen them reshape the service to be more agile and able to meet the future growth agenda. Introduced lean thinking to staff at the Leisure Centres and Ketteringham which will provide a basis for future continuous improvements in line with developments to these services. We have worked with CNC pre and post move to the SNC offices and supported the change process to enable them to settle in well. The Directorate planning process was improved from previous years and included a new style of workshop for members to enable them to provide their insight and scrutiny to shape the plans that integrated with the budget proposals for the year ahead.

Business Solutions

The Business solutions team have been working to maximise the investment made in the IDOX uniform system by transferring data from old legacy systems to the new data platform, these have included;

- CNC Building Control data (Norwich, Broadland and Kings Lynn)
- Environmental Health
- Tree Preservation Data
Property Data

The team have ensured that systems are up to date and functioning to meet the needs of the business with upgrades to the Housing system.

We have developed and increased online facilities such as Google Calendar.

Procured and installed the new online HR and Payroll system to meet the specification and expectations of the HR team.

Managed the procurement and initial development of Mobile working solution for field-based officer work.

ICT

The team completed the upgrade to Windows 7 and Office 2010, and is helping staff to utilise the new features available. The team has also continued to refresh older PCs/laptops during the year. The team successfully achieved compliance and connection to the Public Services Network this year, to be within the first ten percent of authorities to achieve this within the country. The IT team is actively managing its Programme of works to support the business areas within the authority. A new telephony system has also been installed.

Elections

Rapid and accelerating changes in elections/registration have resulted in the additional types of statutory polls i.e. Neighbourhood Planning Referendum, fundamental changes in registration with Individual Electoral Registration, changes to the timing of annual events and the consequent loss of breaks between major projects to review and prepare.

Despite this the following projects have been successfully completed:

- Annual Canvass of the electors in South Norfolk was rescheduled by the forthcoming implementation of Individual Electoral Registration and was published on the 17 February 2014.
- Recruited sufficient Canvassers to undertake the annual canvass across the whole of SN, and therefore achieved the Electoral Commissions Performance Standards for the Electoral Registration Officer.
- Achieved a 91% response to canvass achieving SN objective.
- County Council Elections 2013 successfully undertaken with all targets met including Electoral Commission Performance targets for Returning Officer.
- First Neighbourhood Planning Referendum successfully undertaken in Cringleford on 24 January 2014.
- Preparations are being undertaken to ensure a smooth transition Individual Electoral Registration on 10 June 2014.
- Successfully undertook the Hempnall Parish Poll on 21 October 2013 and the Cromwells Ward by Election on 27 March 2014.
Annual Performance Report 2013-14: Service Highlights

- Preparations are being made for the implementation of Real Time Tax for all those working on elections which will take effect at the European Parliamentary Elections.
- Polling Districts, Polling Places and Polling Stations Review was undertaken and completed within the time constraints.
- Absent voter refresh efficiently undertaken at an earlier time due to the implementation of IER.

Corporate Resources

Financial Services
Following the formation of the new Accountancy Team in 2012/13, the remaining vacancies in the team were filled at the start of 2013/14. The team delivered the annual accounts by the statutory deadline and received positive comments from the auditors on the improved quality of working papers and prompt responses to queries. The budget for 2014/15 was prepared in close coordination with the preparation of Directorate Business Plans and included a comprehensive review of every budget line against previous and forecast performance. The team delivered to budget for Treasury Management, receiving a positive audit report, and continued to provide insurance management services, for which it was graded A by Zurich. It gave support to the Council on key business cases, particularly around building control and leisure.

Revenues and Benefits
This year has seen a significant increase in workload due to a combination of the Welfare Reform Agenda and changes to both Council Tax and Business Rates charges. These changes have meant an increased workload throughout the service dealing with council tax, business rates, benefits, fraud and recovery. The team has been able to meet this challenge head-on through a further developed generic customer facing service enabling the flexibility and resilience necessary to meet the increased workloads. Additionally, increased collaboration with the Customer Services Team has enabled us to meet our customer demand more efficiently.

Corporate Assets and Property
The Team have secured planning consent at Cygnet House during 2013/14 and have submitted a reserved matters planning application for the mixed use scheme at Poringland. A planning application has been approved for a small residential development at Pulham St Mary.
Annual Performance Report 2013-14: Service Highlights

The Sewage Improvement Programme is largely complete with 3 works in the programme. The Team have undertaken the acquisition of land for, and construction of a Gypsy and Travellers site. A Public Conveniences Improvement Programme has commenced along with Leisure Centre Enhancements. Site investigations into land for a depot expansion have occurred and negotiations are to be finalised. A Land Disposal programme has also been considered, the first phase of this will take place 2014/15.

Property investments have continued to generate good returns during the year. Some units that had been previously vacant for some time are now let. Rent reviews continue to be undertaken, however whilst officers seek to maximise returns the increases remain nominal due to market conditions.

The Council has implemented a procurement process to identify a contractor to work with Rosebery Park, the Councils property company. A full report updating the position and agreeing the next steps will be brought to Cabinet shortly.

The Facilities Team has undertaken general maintenance during the year including the installation of a replacement backup generator and undertaken car park surfacing to the public visitors’ car park. This team have rationalised the office space to create additional space for use by partner organisations.

Assets continue to be maintained during the year and equipment/services have been tested and inspected to meet legislation and health & safety requirements. The AMP budget was used to fund additional works at Leisure Centres and tree works that could not be funded through the specific asset budget.

Democratic Services
The Democratic Services team has undergone a Lean review in the past year which has already led to savings and efficiencies. The review is progressing well and is currently focussed on enabling electronic working for members, which will be in place after the elections in 2015. Performance against targets has remained strong.

Internal Audit
It has proved to be a challenging year in Internal Audit with staff changes both internally and within the Contractor, we have secured the required resource and are busy concluding the 2013/14 audits to enable an Annual Opinion to be provided to all members of the Audit Consortium.

Much of our time towards the end of the financial year has involved developing new contract documentation as part of the procurement for a new audit contract. And we will shortly be entering Competitive Dialogue with successful bidders to ensure that
Annual Performance Report 2013-14: Service Highlights

a first time quality audit product is ensured when the new contract commences in April 2015, exciting times ahead!

CNC Building Control
This has been the first full year that CNC have been managed by the Council, an enormous amount of changes have occurred. To say it has been an eventful year is a massive understatement. We have upgraded and transferred our data onto a single Idox platform and are currently implementing the processing of applications electronically and trialling mobile working as part of our lean review.

Discussions are well advanced to bring another Local Authority into CNC during this financial year and SNC are in talks with Local Authorities across the region to form an East Anglian Building Control Partnership.

One or the highlight of the year was the Team winning the GEMs award for outstanding team achievement. It was a massive team effort but we could not have done it without the help and support of nearly every other department in SNC. To cap it all the end of year accounts will be showing a surplus.

Leisure
By introducing Sports Hall Athletics we enabled young people in the district to take up and develop new sporting pursuits. We also introduced taster sessions to encourage young people to take up sport at a grass roots level

We continued to work with the Health Trainers, a service that advises on health improvement and we continued to deliver the GP Referral Service to improve the health and wellbeing of South Norfolk residents. It is planned to combine these two initiatives to provide a more rounded service.

Marketing of the swim school programme to new customers and ensure retention of existing members, and attracting new ones.

Promoting corporate memberships within the existing companies and targeting new companies has seen this memberships increase by 14% from 1870 to 2177 within 12 months and Direct Debits have increased by 12% from 2054 to 2342 in the same period.

An increase in footfall by 12% from 482,019 to 549,162 in the last 12 months has helped increase the income in the service and has helped reduce the operating subsidy. (not sure what latest is as this hasn’t been calculated)

We are currently working to enhance the leisure offering so that we can continue to deliver a good quality leisure service that benefits our residents. We are doing this by working to improve the facilities, the service and overall provision. In December we
carried out some much needed work to the swimming pool in Diss and the effects of this saw an increase in attendance to the pool in the months after, highlighting the benefits of the Enhancement Programme.
Growth & Localism

Communities

This year has seen a considerable shift in emphasis for the Communities team from the Your Neighbourhood Your Choice programme focussed on community engagement to the Market Towns Initiative with a focus on economic growth. A programme of initiatives was agreed by Cabinet in December 2013 aimed at increasing the economic and cultural vitality of the Market Towns, helping young people into education, employment or training and supporting those in need.

A programme of events has been held in, and with the Market Towns to increase footfall and activity within the town centres generate economic activity and a sense of vibrancy within the towns. A programme of signage within the Market Town centres is close to implementation, and we have worked with marketing colleagues and Town Team partners to bring forward a new brand for the towns to raise their profile locally, regionally and nationally.

The team has been at the forefront of the development of the Early Years agenda and the Early Years Hub in particular, forging a multi-agency partnership that will ensure early and co-ordinated intervention with children and families to help them back on to the “universal pathway”. The team also continues to provide a strategic input to the GNDP work on leisure provision, and to colleagues within the council to ensure that external funding opportunities are maximised.

6 Jobs Clubs have been implemented on 2013/14 and their purpose, as well as their effectiveness will be reviewed in 2014/15. A review of the system of grants funding has seen the disbanding of the Grants Panel, a revised process for entering into SLAs, and the refinement of the process for awarding Neighbourhood Fund grants.

The Team was also responsible for a range of corporate events including a presence at the Royal Norfolk Show, a record attendance at South Norfolk on Show and a range of structured play events which are always highly subscribed, providing low cost play and learning opportunities for young children in school holidays.

The corporate focus on the key themes of Early Help, Economic Growth, Health and Wellbeing and Commercialisation will necessitate a substantial realignment of the Communities Team in 2014/15.
Planning Policy

There has been considerable progress in preparing the South Norfolk Local Plan during 2013/14. Following the successful High Court challenge to part of the Joint Core Strategy in 2011, the examination of the part-Joint Core Strategy took place from May-September 2013, and resulted in the Inspector finding the modified JCS ‘sound’. The amended JCS was adopted in January 2014 and – to general relief – the legal challenge period passed without incident.

The Site Specific Allocations and Policies Document, Wymondham Area Action Plan and Development Management Policies Document underwent the Pre-Submission stage (the 6 week representations period was in November and December 2013) and the documents were formally submitted for independent examination in early April 2014 (following Council resolving to submit them on 31 March). Many of the allocated sites already have planning permission, including the complete allocation of 2,200 dwellings for Wymondham (apart from a single small site of about 15 dwellings), and good progress is being made on other major sites such as Easton.

The Long Stratton Area Action Plan Preferred Options consultation took place from May-July 2013. Due to some difficulties in securing key information from landowners, the Pre-Submission stage has not yet been reached, but it is hoped that this will happen by summer 2014.

Work has also commenced on the Gypsy and Traveller Local Plan Document, with the Issues and Options public consultation scheduled for summer 2014.

Consultation on the draft Food Hub Supplementary Planning Document took place during late 2013, and the final version of the SPD is scheduled for adoption in June 2014.

The Cringleford Neighbourhood Plan became, in November 2013, only the seventh Neighbourhood Plan in England to pass the Examination stage, and it then passed the local referendum in January 2014, being formally ‘made’ (adopted) by South Norfolk Council in February 2014. In allocating approximately 1200 new dwellings, it is, to date, the biggest Neighbourhood Plan to be adopted.
Economic Development

South Norfolk Council has successfully influenced New Anglia’s Strategic Economic Plan including key areas of investment such as the A140 bypass while recognising a number of key priorities for South Norfolk which have the potential to deliver a step change in growth including growth areas (e.g. A11 growth corridor), sectors (e.g. Advanced manufacturing/engineering, Food and Agri-tech and Life Sciences) and assets (e.g. Norwich Research Park, Hethel Science and Technology Park).

Progress has been made to better facilitate the commercialisation of research from the Norwich research park through the Council’s role in securing:

a) A greater Norwich City Deal based around the work of the Council on characterising and quantifying the economic and strategic opportunity of the Norwich Research Park (NRP) which formed a key part of the successful Greater Norwich City Deal bid to create 3,000 new highly-skilled jobs within the District and increase Gross Value Added (GVA) by 5% by 2020;

b) A proof of concept fund for NRP researchers using £100k secured by the Council to draw down £1.7m. This funding will act to stimulate a culture change within the park by assist researchers to advance their business concepts to the point where they can attract early stage investment and/or to strengthen the intellectual property position of their ideas. The Council represents Local Authorities and the LEP on the Translational Fund Board which will appraise the first application in September 2014 and

c) A new dedicated ring-fenced funding allocation worth £200k from the £8.5m EU project managed by Breckland, to support life sciences and agri-technology enterprises on the NRP.

Economic support provided by the Council has led to South Norfolk businesses successfully leveraging in funding which has been used to purchase capital equipment to improve operational efficiency to in order to create/safeguard jobs. South Norfolk is ranked first with New Anglia in securing the most grants from New Anglia’s Growing Business Fund while EU-funded projects, such as Grants4Growth and REV ACTIVE have also benefitted our businesses to a total value of £24,500, matched with £77,322 of private sector investment.

Enterprise Norfolk – 131 local people accessed the Council’s business start-up training and support programme, called Enterprise Norfolk, over the year. The service helped generate 49 business start-ups in the district since 2012. We also secured a further grant of £35,000 from Norfolk County Council to enable us to continue to deliver the service during 2015.
Business Rates.
The total rateable value of non-domestic rated properties in South Norfolk increased by £1.95 million over the year. This represents growth of 2.6% in our business base – either through the addition of properties which did not exist or were not rated previously, or through premises that had been added to/improved.

- Notable individual highlights were:
  - Pasta Foods moving in to former Uniglaze factory in January 2014, after purchasing in November 2013
  - Former Focus DIY site now in use again by Poundsstretcher
  - Wymondham Business Park addition of extra units
  - Construction activity – house building, Hethel Technology Centre, NRP Centrum building, Norfolk & Norwich University Hospital, Cringleford new school and community centre, expansion of schools at Langley, Costessey Ormiston Academy, Wymondham Academy, Wymondham College etc
  - Tourism – Waveney River Centre improvements, St Olaves marina expanded, continued development of Whitlingham Country Park, improvements to Woods End, Bramerton etc

Development Management
The realignment of the Development Management team is now complete with the remaining posts being filled by the 18 May 2014. The Conservation, Design and Landscape team has been successfully merged in the two development management teams and has created a multi-disciplinary team approach to dealing with planning applications. There has been a significant improvement in performance with respect to the determination of major applications and the project management approach to considering applications is now being embedded.

A number of Peer Review recommendations have been implemented including amendments to the Scheme of Delegation which has resulted in only key applications being referred to committee or applications as requested by the Local Member.

We have continued to deal with a number of complex and major applications at the Development Management Committee, including South Wymondham, Hethersett, NEXT, Lodge Farm in Costessey, Trowse, Poringland, Loddon and many more. This has coincided with the implementation of CIL and resulted in many of these applications being completed with their S106 by the end of April 2014.

A number of member and staff training sessions have been held in particular on Design and Building for Life 12, CIL and the Quality Tour, where the format this year was changed to look at a greater variety of schemes of differing standards. This year the
Design Awards were held at the Forum in Norwich and enabled our awards to be showcased to a wider audience. National Tree week was also successful and proactively enabled a number of trees and hedges to be planted throughout the district.

Environment, Housing & Public Health

Waste & Cleansing Services

The team continues to provide a well-regarded service to the community with increases in the total amounts collected for recycling and composting. Composting in particular is approaching 7000 tonnes which benefits local agriculture. The increased collected tonnages of recycled materials help to divert waste from final disposal and create a more sustainable service with outcomes which benefit the customer, council and the environment. A number of community based initiatives were taken forward over the year to improve the local environment, encourage community ownership and identity with particular focus on the Market Towns. These included building on the success of last year's community litter pick which involved 52 groups (44 last year), 720 volunteers giving 1440 hours of their time in tidying up their local area. Waste electrical recycling and re-use events have proved ever popular and at Christmas were combined with post festive tree collections in the Market towns. Over 30 tonnes of waste electrical goods were collected. The district wide Clean sweep in the spring focussed on getting the district cleaned up after a long cold winter with over 500 tonnes of material swept up. A new county wide recycling contract was entered into over the year which involves the formation of a joint venture company to share benefits and improve recycling service outcomes for the community. Significant increases in recycling opportunity for residents will commence in autumn 2014. A major service transformation programme is underway with focus on 'getting close' to the customer, commercialisation and improvement. Investment in the service continues with around £2 million being spent on new vehicles since 2012 bringing more efficient vehicles and greater carrying capacity.

Environmental Protection

The EP team has had a busy year with increasing demand for services from planning consultations in particular and additional responsibilities in the form of the Scrap Metal Dealers Act which is aimed at countering criminality in this sector of the economy. This new regime has involved close partnership working with the police and Environment Agency to deliver regulatory outcomes of reduced crime and the support of legitimate businesses. Major work was completed on the involved radioactive land contamination investigation at the former RNAS Pulham with an outcome providing reassurance of safety to the community and landowners. Work continues in supporting businesses with compliance in industrial air pollution control with a good level of control maintained and no adverse impacts being recorded. Air quality monitoring indicates little cause for concern in terms of risks to health reflecting the high quality environment within the district.
Food, Licencing, Health & Safety
The food, licencing and health and safety team have focussed on protecting public health by working closely with businesses and partners to ensure safe and clean food businesses – the vast majority of which are above national hygiene standards as well as supporting safe working conditions and public events management. The partnership working with Norfolk County Council for civil parking enforcement has maintained a balanced and proportionate approach to parking management along with the continued provision of car parking.

Emergency Planning
The emergency planning team has been active with ensuring that the Council has robust arrangements for business continuity and emergency preparedness. This latter aspect was tested by the largest storm surge in 50 years in December 2013 when, working closely with all partner agencies, the Council was put on standby for a major flooding event and as part of the strategic response contributed to the response. Business continuity arrangements for the Council have been ‘hardened’ with a revision of the policy, plans and advancing arrangements to cope with incidents. Community resilience has been strengthened with 5 new plans from communities and updated rest centre plans in place. 3 test exercises were undertaken with partners.

Housing & Advice
This service has moved forward considerably over the past year. 49% of the applicants on the housing register found accommodation compared with 39% over the previous year – thus SNC have helped more customers with housing and related requirements to secure a home. Repeat homelessness remains a problem of the past and no families were housed in bed and breakfast accommodation. The housing register numbers plateaued at 540 applicants before Christmas and this has passed the 600 figure again with a campaign in place to capture households in need who are not included on the register. The benefits of the LEAN review have clearly emerged with staff now working to capacity in their generic roles and supporting an increased number of customers over the past year through housing options advice.

The Service has given good practice advice to two other local authorities, and is now developing it services and preparing for an application to the CLG for the Gold Standard in Homelessness. As part of this process, the service has just benefited from a Peer Review from two local authorities. The early feedback from this review has been positive and the reviewers have said every partner agency they have contacted speaks highly of the service and SNC, Social Services have commented on SNC setting a benchmark across the County for timely return of data, and new staff have said working for SNC has changed the preconceptions of working for local government with SNC being a great employer.
Housing and Health Partnerships

Affordable Housing delivery has remained very strong over the past year with the three-year target of delivering 500 affordable homes being surpassed with an outturn of 592 units. Such delivery equates to 1360 jobs created (every home creates 2.3 jobs) and a total inward investment of over £57 million (an average of £97,000 per home) which in turn generates over £137 million in the wider economy (every £1 spent £2.41 to the wider economy). SNC launched its affordable housing grant scheme over the year with five grants being given to Saffron Housing to fund affordable housing schemes in the District – the first of these completions has been in Diss and is an example of New Homes Bonus being directed into community priorities.

There have been good negotiations on future affordable housing delivery – despite being the best performing Norfolk authority we are confident in increasing the three-year target to 600 affordable homes for 2014-17.

During 13/14 the number of affordable homes in SN increased to their highest level ever in the District – this means every home lost under Right to Buy has been replaced.

SNC has agreed a Health and Wellbeing Strategy which shows the role SNC can play in improving health and wellbeing outcomes for customers – a number of key concepts have been developed to develop SNC as a deliverer of services to support this agenda. The production of the strategy followed a joint stakeholder event with the South Norfolk Clinical Commissioning Group and SNC’s contribution to the development of a county Health and Wellbeing Strategy.

Housing Standards

Work to help vulnerable people maintain independence in their home (through housing-related interventions) has secured an outcome of 1585 against a target of 1500. This has been achieved through a range of services including care and repair, disabled facilities grants, energy advice, housing standards services and handyperson services. The number of empty homes in the District has continued to fall, with specific intervention taking place at a property in Harleston resulting in a forced market sale.

The construction of a gypsy and traveller site in Bawburgh has progressed significantly with completion to take place in May 2014 providing short term accommodation which will benefit both gypsy and traveller communities and existing communities.

The service has also benefited from the implementation of a new system (Uniform) which will help provide enhanced customer services and assist SNC in eliminating “single point of failure” when delivering services.

A joint application by SNC, Broadland DC and Norwich City Council was made for DECC funding (Department of Environment and
Climate Change) to deliver energy efficiency measures in the District to improve affordable warmth. This bid has been successful with £1.4 million being awarded between the three authorities and an action plan for delivery is now being devised. The SN CCG and Public Health are working with SNC to help us deliver targeted support to households that will help reduce excess winter deaths, avoidable hospital admissions and demand on adult social care.

Environment and Housing Business support
L2013/14 has been a demanding year for the business support team with some notable successes. The design, implementation and data inputting, of a new, key cross directorate database system ‘Uniform’, required focus and strong team working. The challenge has been met well by the team and has been carried out without adversely affecting customer service and service delivery. It also provided a prime opportunity to question how we run our services and reduce non value adding work including double handling of data and scanning of documents.

The Business support team continues to play a key role in commercialism, perhaps best demonstrated by administration of the successful garden waste service. We now have some 18,000 customers, requiring some 468,000 visits a year. This optional service has and continues to be refined, and now contributes significantly towards refuse and recycling services costs.

Aided by new systems, regular process reviews, use of intelligence formed from reliable data as well as customer insight, we are able to drive services to suit customer needs via the themed approaches and also build the Council’s reputation of being business-like, professional and efficient.
### Proposed Strategic Measures for 2014-15

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Annual Target</th>
<th>Frequency Reported</th>
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<tr>
<td><strong>Enhancing our quality of life</strong></td>
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<tr>
<td>LI 210:</td>
<td>% of food premises which have a rating of satisfactory and above</td>
<td>90%</td>
<td>Quarterly</td>
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<tr>
<td>LI 262:</td>
<td>Cost of waste collection per household</td>
<td>£28.21</td>
<td>Quarterly</td>
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<tr>
<td>LI 263:</td>
<td>No missed bins for all waste per 100,000 collections</td>
<td>30</td>
<td>Quarterly</td>
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<tr>
<td>NI 192:</td>
<td>% Municipal waste recycled and composted</td>
<td>42%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>LI 322:</td>
<td>Number of known targeted long term, empty homes back into use</td>
<td>29</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>Increase the number of vulnerable people helped to maintain independence in their own homes, with support from interventions including Care &amp; Repair, Handyperson, disabled adaptations, energy efficiency measures and financial assistance</td>
<td>1800</td>
<td>Quarterly</td>
</tr>
<tr>
<td>LI 336:</td>
<td>% Homelessness prevention cases where homelessness is successfully prevented</td>
<td>90%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>LI 350:</td>
<td>Number of Affordable homes delivered</td>
<td>200</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>% of household applications determined within 6 weeks</td>
<td>Baseline</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>% of household applications determined within 8 weeks or agreed timescales</td>
<td>80%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>% of major planning applications determined within 13 weeks</td>
<td>40%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>% of Major planning applications processed within agreed timescales</td>
<td>75%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>LI 354:</td>
<td>% Completion of an adopted local plan in 2014/15</td>
<td>75%</td>
<td>Quarterly</td>
</tr>
<tr>
<td><strong>Promoting a thriving local</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(NEW)</td>
<td>% of units liable for business rates occupied</td>
<td>Baseline</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>Number of new business start-ups in South Norfolk</td>
<td>Baseline</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>% increase of annual turnover of South Norfolk’s Top 20 Business</td>
<td>Baseline Annual</td>
<td></td>
</tr>
<tr>
<td>(NEW)</td>
<td>Income target for CNC Building Control</td>
<td>£1.47m</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>Exceed 5 year land supply of housing</td>
<td>5%</td>
<td>Annual</td>
</tr>
<tr>
<td>LI 701:</td>
<td>The number of SMEs provided with advice and guidance in South Norfolk</td>
<td>175</td>
<td>Quarterly</td>
</tr>
<tr>
<td><strong>Supporting communities to</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(NEW)</td>
<td>The number of Housing Benefit/Council Tax Support claimants moving into work</td>
<td>Baseline</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>Number of families identifying and resolving their own needs through the early help project.</td>
<td>Baseline</td>
<td>Quarterly</td>
</tr>
<tr>
<td>(NEW)</td>
<td>From a sample of events and children’s activities taken from across the South Norfolk calendar 80% of respondent were “satisfied or very satisfied”</td>
<td>80.00%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>LI 199:</td>
<td>The number of people continuing with regular exercise after taking part in GP Referral and Health Trainer sessions</td>
<td>50</td>
<td>Quarterly</td>
</tr>
<tr>
<td><strong>Driving services through being</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LI 108:</td>
<td>Reduction in subsidy to Leisure Services (direct costs)</td>
<td>£60,000</td>
<td>Quarterly</td>
</tr>
<tr>
<td>LI 759:</td>
<td>% of online transactions made via our top 10 online forms</td>
<td>36.8%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>BV009:</td>
<td>% of Council Tax collected</td>
<td>98.50%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>BV010:</td>
<td>% of non domestic rates collected</td>
<td>98.00%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>NI 181:</td>
<td>Time taken to process Housing Benefit/Council Tax Benefit claims</td>
<td>6 Days</td>
<td>Quarterly</td>
</tr>
<tr>
<td>LI 652:</td>
<td>% of press releases used by the media</td>
<td>90%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>LI 648:</td>
<td>% of staff/Members IT support requests responded to within 10 days or less</td>
<td>80%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>LI 358:</td>
<td>% rental income return from property investment</td>
<td>5.00%</td>
<td>Quarterly</td>
</tr>
<tr>
<td>BV012:</td>
<td>Working days lost due to sickness absence (short and long term)</td>
<td>8</td>
<td>Quarterly</td>
</tr>
</tbody>
</table>
Capital Outturn Report for 2013/14

Accountancy Manager

The report outlines the outturn of the Capital Programme for the financial year 2013/14. Expenditure for the year was £3,571,820 compared to a budget of £9,874,089. The report explains the main variances between budget and actual.

The Capital Programme was fully financed and the future programme is also fully financed up to the end of 2015/16 and is detailed in the report.

There are twelve areas of slippage which have been requested for carry forward into the financial year 2014/15.

Cabinet member(s): Garry Wheatley
Ward(s) affected: All
Contact Officer, telephone number, and e-mail: Matthew Fernandez-Graham 01508 533919 mgraham@s-norfolk.gov.uk

1. **Background**
1.1. This report pulls together both the expenditure and the financing of the Council’s Capital Programme, and proposes an amended Capital Programme going ahead, taking account of twelve slippage requests, to be approved by Full Council.

2. **Capital Expenditure**
2.1. The approved Capital Programme for 2013/14 was £9,874,089 of this £3,571,820 has been spent. The actual spend amounts to 36% of the total Capital Budget, leaving a positive variance of £6,302,269 (64%) at the end of the year. The main positive variances relate to Ketteringham Depot, Leisure Centre Enhancements, the Poringland Development, Invest to Save Property Investments and Low Cost Housing. These are partially offset by an adverse variance on Street Sweeping Equipment. Detailed information can be found in Appendix A. In February, the Council appointed a Project Manager, to take forward the Toilet refurbishments, Leisure Provision and Ketteringham Depot schemes. The Council is also receiving advice from two consultants from the East of England Local Government Association to ensure further progress around the commercialisation of services which includes the Leisure Centres enhancements.

2.2. Further details of the variances reported on individual capital projects are as follows:

2.3. **Investment Property**
Cabinet  
16 June 2014

There are three projects being undertaken in this area. Cygnet House and Pulham St Mary have both received outline planning consent and work is ongoing to obtain detailed planning permission. Work is now complete at Norwich Road, Wymondham and this property is being actively marketed to be leased out for residential use. £72,000 was spent on these projects in the 2013/14 and the remaining budget has been programmed into future years as detailed in the capital programme agreed in February and is included within the slippage requests. Members will be aware that the Council commenced a procurement process to secure a joint venture partner that could bring capacity and skills to its property development activities. Officers have been reviewing the procurement alongside other opportunities and, if sufficient progress is made, will provide a verbal update at the meeting.

2.4. Poringland Development

The spine road at Poringland has been constructed to a base level this financial year. A project plan is in place and detailed planning permission is to be sought in June 2014 so that building work on the properties can commence in July. £477,000 was spent in 2013/14 on the spine road and professional fees and the majority of the budget is requested to be slipped into 2014/15.

2.5. Ketteringham Depot

Ground and Drainage Investigation works have been undertaken on the site to determine the risks to the Council of purchasing the additional area of land. As previously flagged to Cabinet in February, the majority of this budget is requested to be slipped into 2014/15.

2.6. Leisure Centre Upgrades

The Business Case for Phase 1 of the Leisure Centre enhancements was approved by Cabinet at its meeting in December 2013. Work on planning the project is progressing for Wymondham and options are being explored by officers in relation to Diss, including discussions with Diss High School. As reported to Cabinet in February, there has been no capital expenditure for 2013/14 and the budget will be requested to be slipped into 2014/15. The budget includes funds for Long Stratton Leisure Centre which are no longer required in the short term and were relinquished in the new capital programme for 2014/15.

2.7. Low Cost Housing

This project is funded from the affordable element of the New Homes Bonus. Under the New Homes Bonus Scheme, the Council receives additional funding for six years for each additional affordable property. This is then recycled into supporting other affordable housing projects. The Council is currently committed to funding five bids worth £250,755 related to affordable housing at Diss, Long Stratton, Surlingham, Topcroft and Tivetshall. Of these bids, £204,130 was spent in 2013/14 with the outstanding amount to be paid in 2014/15. The approved budget will therefore not be fully utilised in this financial year and the balance is requested to be carried forward into 2014/15. As agreed by Cabinet in February, there is now a specific reserve for the unutilised New Homes Bonus funding for Low Cost Housing.

2.8. Capital Grant Projects
At the Cabinet meeting in February, Members agreed to award grants for three projects that had bid for funding (Earsham, Harleston and Tharston and Hapton). As anticipated, there was no expenditure on these grants in 2013/14 and this is requested for slippage into 2014/15.

2.9. Vehicle Replacement – Cleansing

£791,790 was spent during the year on the purchase of five replacement refuse freighters, and two new vans for Pest Control. An order was submitted in Quarter 4 for the purchase of five new tipper vans for street cleansing but the vehicles were not delivered by the 31st March 2014. This order will cost £185,837 and it is therefore requested that this amount is slipped into the 2014/15.

2.10. Wheeled Bin Replacement

Due to the need to purchase trade waste bins to expand this service, an additional £75,000 in total was required in this budget for 2013/14. It is proposed that £75,000 be vired from the uncommitted element of the Leisure Centre Budget to fund this.

2.11. Disabled Facilities Grants

The expenditure of £464,720 in the year was used to provide 102 grants. The unspent balance of £11,280 is requested as slippage to 2014/15.

2.12. Decent Home Loans

£46,876 was spent in the year to provide 5 loans against the annual budget of £200,000.

2.13. Aids & Adaptations

£347,675 was spent in the year against a budget of £350,000 for 2013/14. This has been funded from LSVT receipts and is for a 13 year period which ends in May 2017. The Council will cease to fund these after the 13 years or earlier if the available funding has been exhausted. Once funding ends, applications will be considered as part of the Disabled Facilities Grant budget.

2.14. Provision of Travellers Site

Works to the site began in December 2013 and were not fully complete at the end of March. An additional £35,000 was required to meet the costs of this work during 2013/14. There was an unspent amount of £131,667 at the year end and it is requested that this figure is slipped into the 2014/15. The works were fully completed in May 2014, enabling the site to be brought into use.

2.15. New IT Projects

Expenditure to date has mainly been on PC upgrades. Phase One of the new HR/Payroll system was implemented in Quarter 4 at a cost of £133,138. The new telephony system was purchased in Quarter 4 with Norfolk County Council as a joint purchase to improve value for money. It was agreed by Cabinet in February that £50,000 be brought forward to 2014/15 to cover the cost of the new telephony system. The Environment and Housing IDOX system work is ongoing with an anticipated capital cost of £90,000.
2.16. South Norfolk House
The Roof Access System was installed at the end of the financial year, and only half of the allocated £25,000 was spent. The generator has also been replaced which was initially budgeted for in 2015/16 at a cost of £85,000. The works have been completed at a cost of £31,781. It was agreed by Cabinet in October that £13,500 be brought forward to 2013/14 to cover the net effect of these additional costs.

2.17. Equity Home Loans
Great Yarmouth Borough Council received grant funding from Central Government to fund Equity Loan Schemes throughout Norfolk. Expenditure on this project is matched by receipts from Great Yarmouth Borough Council. The Capital Programme and Capital Funding were adjusted accordingly during the Financial Year as agreed.

2.18. Toilet Refurbishments
There was no expenditure on this project in 2013/14. There is a project plan for the works to take place in the new financial year. There are also plans to convert the existing conveniences in Harleston into small trading units, which will be funded from the Investment Property budget. The budget is requested to be slipped in full to 2014/15.

2.19. CNC Integration
There were three outstanding commitments at year end relating to IT systems which total £49,669. It is requested that £49,670 is slipped into 2014/15 to cover these outstanding commitments.

2.20. Hostel Refurbishment – The Manse
This work was completed during the year; however, the cost of the work was below £10,000 and therefore did not meet the Council’s minimum expenditure criterion to be deemed as capital. It was subsequently reclassified as revenue expenditure as a result.

3. Slippage Requests
3.1. Slippage from 2013/14 to 2014/15 is requested for a total of £6,260,308 in the following areas:
- Poringland (Phase 1) - £1,522,600
- Ketteringham Depot – Expanding Facilities - £1,416,852
- Leisure Centre Upgrades - £1,144,269
- Investment Property - £1,019,748
- Toilet Refurbishments - £350,000
- Low Cost Housing - £257,710
- Vehicle Replacement (Cleansing) - £185,837
- Capital Grants for Neighbourhood Projects - £150,000
- Travellers Site - £131,667
Cabinet
16 June 2014

- CNC Integration - £49,670
- Grounds Maintenance Equipment - £20,675
- Disabled Facilities Grant - £11,280

Capital Financing

3.2. The capital programme is fully funded for 2014/15 and 2015/16. It is reliant on a combination of existing resources (e.g. LSVT capital receipt and revenue reserves) together with new resources (e.g. new land sales) to achieve this. In 2016/17 the programme is currently 79% funded and this may require the Council to generate additional resources to finance the programme fully. Whether borrowing will actually be required will depend on the delivery of the capital programme, the level of capital receipts over the period and the level of revenue reserves in 2016/17. It is important that the programme is reviewed on a regular basis to assess the levels of expenditure and the generation of resources necessary to finance capital projects.

3.3. The capital receipts received in 2013/14 were £122,000 greater than expected which was mainly due to higher than anticipated VAT Shelter and Right to Buy income. Other capital income totalling £57,028 included the following:

a) Capital grant for elections hardware - £10,665
b) Income from Great Yarmouth Council for the Equity home loan scheme which is matched against costs - £46,363

The income from Right to Buys has increased dramatically due to an increase in uptake following the government’s increase to the caps on Right to Buy discounts to encourage more tenants to take up the Right to Buy which were introduced from 2 April 2012.
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16 June 2014

3.4. A Summary of Receipts and Grants against the approved budget (as agreed on 10\textsuperscript{th} February 2014) is shown below:

<table>
<thead>
<tr>
<th>Funding for Capital Programme</th>
<th>Original Budget £000s</th>
<th>Revised Budget £000s</th>
<th>Actual £000s</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Capital Receipts received in year:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Right to Buys (Net of Levy)</td>
<td>250</td>
<td>586</td>
<td>726</td>
</tr>
<tr>
<td>VAT Shelter</td>
<td>30</td>
<td>90</td>
<td>113</td>
</tr>
<tr>
<td>Non Housing Land Sales</td>
<td>750</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Vehicle Sales</td>
<td>0</td>
<td>41</td>
<td>0</td>
</tr>
<tr>
<td>Subtotal</td>
<td>1,030</td>
<td>717</td>
<td>839</td>
</tr>
<tr>
<td><strong>Grants:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disabled Facilities Grant</td>
<td>286</td>
<td>308</td>
<td>308</td>
</tr>
<tr>
<td>Travellers Site Grant</td>
<td>0</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>Elections Hardware</td>
<td>0</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>Equity Home Loan</td>
<td>0</td>
<td>39</td>
<td>46</td>
</tr>
<tr>
<td>Subtotal</td>
<td>286</td>
<td>547</td>
<td>564</td>
</tr>
<tr>
<td><strong>Funding from LSVT Receipt:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aids &amp; Adaptations</td>
<td>350</td>
<td>301</td>
<td>348</td>
</tr>
<tr>
<td>Funding of Replacement Programme</td>
<td>300</td>
<td>246</td>
<td>0</td>
</tr>
<tr>
<td>Funding of &quot;Invest to Save&quot;</td>
<td>3,855</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subtotal</td>
<td>4,505</td>
<td>547</td>
<td>348</td>
</tr>
<tr>
<td><strong>Funded from Revenue:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Homes Bonus</td>
<td>462</td>
<td>204</td>
<td>204</td>
</tr>
<tr>
<td>Replacement Programme funded from Renewals Reserve</td>
<td>1,102</td>
<td>1,111</td>
<td>1,129</td>
</tr>
<tr>
<td>General Revenue Reserve</td>
<td>1,600</td>
<td>1,382</td>
<td>1,353</td>
</tr>
<tr>
<td>Invest to Save Reserve</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Invest for the Future Reserve</td>
<td>1,000</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subtotal</td>
<td>4,164</td>
<td>2,697</td>
<td>2,686</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>9,985</td>
<td>4,508</td>
<td>4,437</td>
</tr>
</tbody>
</table>
3.5. The funding from revenue identified as New Homes Bonus above relates to part of the New Homes Bonus received in 2011/12 and the affordable housing element received as part of the New Homes Bonus in 2012/13 and 2013/14. This funding is accounted for as revenue and is contained within the Low Cost Housing (New Homes Bonus) reserve agreed by Cabinet in February and will therefore be used in 2014/15 to fund the low cost housing project.

3.6. The amended capital programme in Appendix B shows that funding for capital expenditure of £4,116,000 was held as at the end of the 2013/14 financial year, this is higher than was anticipated due to the additional income from the right to buys and VAT shelter. Over the next 3 years, once the capital programme has been financed, a deficit of £1,586,000 will remain to be funded through borrowing. Whether borrowing will actually be required will depend on the delivery of the capital programme, the level of capital receipts over the period and the level of revenue reserves in 2016/17.

4. Relevant Corporate Priorities

4.1. Enhancing our quality of life and the environment we live in.
4.2. Promoting a thriving local economy.
4.3. Supporting communities to realise their potential.
4.4. Driving services through being businesslike, efficient and customer aware.

5. Implications and Risks

5.1. There is a risk that if the slippage requests are not approved then the associated projects will not be delivered. There is also the risk that future years funding levels are not achieved and that the capital programme would then need to be reviewed in light of this.

6. Conclusion

6.1. The Capital Outturn expenditure for 2013/14 was £3,571,820 against a budget of £9,874,089. The capital programme was fully financed in the year and funds for capital expenditure of £4,116,000 were held at the end of the financial year 2013/14. The capital programme is fully financed for the next two years and partly financed for 2016/17 with a forecast negative balance of £1,586,000 in March 2017, which may require borrowing depending on what happens in respect of programme delivery, capital receipts and revenue reserves.

7. Recommendations

7.2. That Cabinet approve and recommend to Council the slippage requests summarised in 3.1 above.
7.3. That Cabinet approve and recommend to Council the financing of the amended Capital programme for the next three financial years.
<table>
<thead>
<tr>
<th>Capital Project</th>
<th>Original 2013/14 Programme</th>
<th>Slippage from/to 2012/13</th>
<th>Additional Budgets within year 2013/14 Programme</th>
<th>Current 2013/14</th>
<th>Actuals 2013/14</th>
<th>Variance 2013/14</th>
<th>Proposed 2013/14 Slippage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRIORITY:</strong> Supporting Communities to realise their potential</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Grant Projects</td>
<td>150,000</td>
<td>0</td>
<td>0</td>
<td>150,000</td>
<td>0</td>
<td>150,000</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Priority:</strong> Supporting Communities to realise their potential</td>
<td><strong>150,000</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
<td><strong>150,000</strong></td>
<td><strong>0</strong></td>
<td><strong>150,000</strong></td>
<td><strong>0</strong></td>
</tr>
<tr>
<td><strong>PRIORITY:</strong> Enhancing our Quality of Life and the Environment we live in</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travellers Site</td>
<td>0</td>
<td>300,000</td>
<td>110,000</td>
<td>410,000</td>
<td>278,333</td>
<td>131,667</td>
<td>131,667</td>
</tr>
<tr>
<td>Leisure Equipment</td>
<td>0</td>
<td>59,269</td>
<td>(59,269)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Low Cost Housing</td>
<td>111,440</td>
<td>350,400</td>
<td>0</td>
<td>461,840</td>
<td>204,130</td>
<td>257,710</td>
<td>257,710</td>
</tr>
<tr>
<td>Aids &amp; Adaptations</td>
<td>350,000</td>
<td>0</td>
<td>0</td>
<td>350,000</td>
<td>347,675</td>
<td>2,325</td>
<td>0</td>
</tr>
<tr>
<td>Disabled Facilities Grants</td>
<td>476,000</td>
<td>0</td>
<td>0</td>
<td>476,000</td>
<td>464,720</td>
<td>11,280</td>
<td>11,280</td>
</tr>
<tr>
<td>Decent Home Loans</td>
<td>200,000</td>
<td>0</td>
<td>0</td>
<td>200,000</td>
<td>46,876</td>
<td>153,124</td>
<td>0</td>
</tr>
<tr>
<td>Equity Home Loans</td>
<td>0</td>
<td>40,000</td>
<td>40,000</td>
<td>39,340</td>
<td>660</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Wheeled Bin Replacement</td>
<td>130,000</td>
<td>0</td>
<td>105,000</td>
<td>235,000</td>
<td>231,995</td>
<td>3,005</td>
<td>0</td>
</tr>
<tr>
<td>Vehicle Replacement - Cleansing</td>
<td>989,250</td>
<td>0</td>
<td>0</td>
<td>989,250</td>
<td>791,790</td>
<td>197,460</td>
<td>185,837</td>
</tr>
<tr>
<td>Street Sweeping Equipment</td>
<td>47,000</td>
<td>0</td>
<td>47,000</td>
<td>77,000</td>
<td>(30,000)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Grounds Maintenance Equipment</td>
<td>66,000</td>
<td>0</td>
<td>66,000</td>
<td>28,324</td>
<td>37,676</td>
<td>20,675</td>
<td>0</td>
</tr>
<tr>
<td>South Norfolk House - Planned Maintenance</td>
<td>115,000</td>
<td>0</td>
<td>16,250</td>
<td>131,250</td>
<td>59,833</td>
<td>71,417</td>
<td>0</td>
</tr>
<tr>
<td>Ketteringham Depot - Expanding Facilities</td>
<td>1,505,000</td>
<td>0</td>
<td>1,505,000</td>
<td>88,148</td>
<td>1,416,852</td>
<td>1,416,852</td>
<td>0</td>
</tr>
<tr>
<td>Toilet Refurbishments</td>
<td>350,000</td>
<td>0</td>
<td>350,000</td>
<td>0</td>
<td>350,000</td>
<td>0</td>
<td>350,000</td>
</tr>
<tr>
<td>Hostel - Kitchen Refurbishment The Manse</td>
<td>10,000</td>
<td>0</td>
<td>10,000</td>
<td>0</td>
<td>10,000</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Leisure Centre Upgrades</td>
<td>1,190,000</td>
<td>0</td>
<td>(344,031)</td>
<td>845,969</td>
<td>0</td>
<td>845,969</td>
<td>1,144,269</td>
</tr>
<tr>
<td><strong>Total Priority:</strong> Enhancing our Quality of Life and the Environment we live in</td>
<td><strong>5,539,690</strong></td>
<td><strong>709,669</strong></td>
<td><strong>(132,050)</strong></td>
<td><strong>6,117,309</strong></td>
<td><strong>2,658,164</strong></td>
<td><strong>3,459,145</strong></td>
<td><strong>3,518,290</strong></td>
</tr>
<tr>
<td><strong>PRIORITY:</strong> Promoting a thriving local economy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Property</td>
<td>2,000,000</td>
<td>1,091,990</td>
<td>(2,000,000)</td>
<td>1,019,748</td>
<td>1,019,748</td>
<td>0</td>
<td>1,019,748</td>
</tr>
<tr>
<td>Poringland</td>
<td>0</td>
<td>0</td>
<td>2,000,000</td>
<td>477,400</td>
<td>1,522,600</td>
<td>1,522,600</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Priority:</strong> Promoting a thriving local economy</td>
<td><strong>2,000,000</strong></td>
<td><strong>1,091,990</strong></td>
<td><strong>0</strong></td>
<td><strong>3,091,990</strong></td>
<td><strong>549,642</strong></td>
<td><strong>2,542,348</strong></td>
<td><strong>2,542,348</strong></td>
</tr>
<tr>
<td><strong>PRIORITY:</strong> Driving services through being businesslike, efficient and customer aware</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNC Integration</td>
<td>200,000</td>
<td>(116,008)</td>
<td>0</td>
<td>83,992</td>
<td>15,939</td>
<td>68,053</td>
<td>49,670</td>
</tr>
<tr>
<td>New IT Projects</td>
<td>300,000</td>
<td>(104,752)</td>
<td>235,550</td>
<td>348,075</td>
<td>82,723</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Priority:</strong> Driving services through being businesslike, efficient and customer aware</td>
<td><strong>500,000</strong></td>
<td><strong>(220,760)</strong></td>
<td><strong>235,550</strong></td>
<td><strong>514,790</strong></td>
<td><strong>364,014</strong></td>
<td><strong>150,776</strong></td>
<td><strong>49,670</strong></td>
</tr>
<tr>
<td><strong>TOTAL CAPITAL PROGRAMME</strong></td>
<td><strong>8,189,690</strong></td>
<td><strong>1,580,899</strong></td>
<td><strong>103,500</strong></td>
<td><strong>9,874,089</strong></td>
<td><strong>3,571,820</strong></td>
<td><strong>6,302,269</strong></td>
<td><strong>6,260,308</strong></td>
</tr>
<tr>
<td></td>
<td>2013/14</td>
<td>2014/15</td>
<td>2015/16</td>
<td>2016/17</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------</td>
<td>-----------</td>
<td>-----------</td>
<td>-----------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Actual £000</td>
<td>Budget £000</td>
<td>Budget £000</td>
<td>Budget £000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Funding Brought Forward</td>
<td>3,252</td>
<td>4,116</td>
<td>2,478</td>
<td>1,189</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Funding Received During the Year:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Receipts Other Usable Receipts (brought forward)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Receipts Right to Buys (Net of Levy)</td>
<td>726</td>
<td>300</td>
<td>300</td>
<td>300</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Receipts VAT Shelter</td>
<td>113</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Receipts Housing Sales</td>
<td>0</td>
<td>0</td>
<td>1550</td>
<td>1550</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Receipts Non Housing Land Sales</td>
<td>0</td>
<td>0</td>
<td>375</td>
<td>375</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Receipts Vehicle Sales</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Grants Disabled Facilities Grant</td>
<td>308</td>
<td>320</td>
<td>410</td>
<td>350</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Grants Travellers Site Grant (brought forward)</td>
<td>200</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Grants Elections Hardware</td>
<td>10</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Grants Equity Home Loan</td>
<td>46</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LSVT receipts LSVT Receipts to fund Property Developments</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LSVT receipts Aids &amp; Adaptations from LSVT receipt (as spent)</td>
<td>348</td>
<td>350</td>
<td>350</td>
<td>310</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LSVT receipts Replacement Programme (to fund IT)</td>
<td>0</td>
<td>300</td>
<td>300</td>
<td>300</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LSVT receipts Funding of Property Developments</td>
<td>0</td>
<td>3,586</td>
<td>1,950</td>
<td>879</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Capital Funding Available from Capital Sources</td>
<td>5,003</td>
<td>9,002</td>
<td>7,713</td>
<td>5,253</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Funded from Revenue &amp; Revenue Reserves</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Earmarked Reserves New Homes Bonus for Low Cost Housing</td>
<td>204</td>
<td>258</td>
<td>222</td>
<td>272</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Earmarked Reserves Replacement Programme funded from &quot;renewals reserve&quot;</td>
<td>1,129</td>
<td>771</td>
<td>409</td>
<td>355</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Reserve Gen Revenue Reserve</td>
<td>1,353</td>
<td>2,800</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Earmarked Reserves Invest to Save Reserve</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Revenue Funding for Capital from Revenue Sources</td>
<td>2,686</td>
<td>3,829</td>
<td>631</td>
<td>627</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Available Funding from both Capital and Revenue Sources</td>
<td>7,689</td>
<td>12,831</td>
<td>8,344</td>
<td>5,880</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Existing Capital Programme</td>
<td>(3,572)</td>
<td>(5,119)</td>
<td>(7,154)</td>
<td>(7,465)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Slippage 2013/14 into 2014/15</td>
<td>0</td>
<td>(5,233)</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Levy and Pooling Return</td>
<td>(1)</td>
<td>(1)</td>
<td>(1)</td>
<td>(1)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Capital Expenditure</td>
<td>(3,573)</td>
<td>(10,353)</td>
<td>(7,155)</td>
<td>(7,466)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Funding Carried Forward</td>
<td>4,116</td>
<td>2,478</td>
<td>1,189</td>
<td>(1,586)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Annual Treasury Management Outturn Report 2013/14

Accountancy Manager

The report reviews the treasury management activity during the financial year 2013/14 and reports on the prudential indicators as required by CIPFA’s Treasury Management Code of Practice.

Investments totalled £30.865 million as at 31 March 2013, an increase of £2.690 million on the previous year. The Council maintained its policy of investing short term rather than longer term (greater than one year) due to market conditions.

Interest received during the financial year was £354,586 which was £32,586 above the budget of £322,000. The average rate of return was 1.04%, a decrease from the 2012/13 figure of 1.44%.

Capita Asset Services, the Council’s treasury advisers, have provided an economic review of the year.

Cabinet member(s): Garry Wheatley
Ward(s) affected: All
Contact Officer, telephone number, and e-mail: Matthew Fernandez-Graham 01508 533919 mgraaham@s-norfolk.gov.uk

1. Background

1.1. The Council’s treasury management activity is underpinned by CIPFA’s Code of Practice on Treasury Management (“the Code”), which requires local authorities to produce annually Prudential Indicators and a Treasury Management Strategy Statement on the likely financing and investment activity. The Code also recommends that members are informed of treasury management activities at least twice a year. The Council reports quarterly to Cabinet and scrutiny of treasury policy, strategy and activity is delegated to the Scrutiny Committee.

1.2. Treasury management is defined as: “The management of the local authority’s investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.”

1.3. Overall responsibility for treasury management remains with the Council. No treasury management activity is without risk; the effective identification and management of risk are integral to the Council’s treasury management objectives. Treasury management is led by the Section 151 Officer (Head of Finance) and day to day treasury management activity is carried out by the Accountancy Team.

2. Economic Background

2.1. The financial year 2013/14 continued the challenging investment environment of previous years, namely low investment returns, although levels of counterparty risk had subsided somewhat. The original expectation for 2013/14 was that the
Bank Rate would not rise during the year and for it only to start gently rising from quarter 1 2015. This forecast rise has now been pushed back to a start in quarter 3 2015. Economic growth (GDP) in the UK was virtually flat during 2012/13 but surged strongly during the year. Consequently there was no additional quantitative easing during 2013/14 and the Bank Rate ended the year unchanged at 0.5% for the fifth successive year. While CPI inflation had remained stubbornly high and substantially above the 2% target during 2012, by January 2014 it had, at last, fallen below the target rate to 1.9% and then fell further to 1.6% in March. It is also expected to remain slightly below the target rate for most of the two years ahead.

2.2. Gilt yields were on a sharply rising trend during 2013 but volatility returned in the first quarter of 2014 as various fears sparked a flight to quality. The Funding for Lending Scheme, announced in July 2012, resulted in a flood of cheap credit being made available to banks which then resulted in money market investment rates falling drastically in the second half of that year and continuing into 2013/14. That part of the Scheme which supported the provision of credit for mortgages was terminated in the first quarter of 2014 as concerns rose over resurging house prices.

2.3. The UK coalition Government maintained its tight fiscal policy stance but recent strong economic growth has led to a cumulative, (in the Autumn Statement and the March Budget), reduction in the forecasts for total borrowing, of £97bn over the next five years, culminating in a £5bn surplus in 2018-19.

2.4. The EU sovereign debt crisis subsided during the year and confidence in the ability of the Eurozone to remain intact increased substantially. Perceptions of counterparty risk improved after the ECB statement in July 2012 that it would do “whatever it takes” to support struggling Eurozone countries; this led to a return of confidence in its banking system which has continued into 2013/14 and led to a move away from only very short term investing. However, this is not to say that the problems of the Eurozone, or its banks, have ended as the zone faces the likelihood of weak growth over the next few years at a time when the total size of government debt for some nations is likely to continue rising. Upcoming stress tests of Eurozone banks could also reveal some areas of concern.
3. **The Council's Overall Borrowing Requirement**

3.1. The Council’s underlying need to borrow is called the Capital Financing Requirement (CFR). This figure is a gauge of the Council’s debt position. The Council does not currently have a positive CFR, and so has no underlying need to borrow for a capital purpose.

3.2. The Council’s CFR for the year is shown below, and represents a key prudential indicator.

<table>
<thead>
<tr>
<th>CFR (£m)</th>
<th>31 March 2013 Actual</th>
<th>31 March 2014 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closing Balance</td>
<td>Nil</td>
<td>Nil</td>
</tr>
</tbody>
</table>

3.3. Given the significant cuts to local government funding putting pressure on Council finances, the strategy followed was to minimise debt interest payments by using the Council’s own resources. The differential between the cost of new longer-term debt and the return generated on the Council’s temporary investment returns was significant (around 2.5%). The use of internal resources in lieu of borrowing was judged to be the most cost effective means of funding capital expenditure. This has, for the time being, lowered overall treasury risk by maintaining a position of no external debt and reducing temporary investments. Whilst this position is expected to continue in 2014/15, it will not be sustainable over the medium term. On current projections, the Council expects it will need to borrow £1.6m for capital purposes in 2016/17.

4. **Investment Activity**

4.1. The CLG’s Investment Guidance requires local authorities to prioritise security and liquidity, over yield.

4.2. The table below shows the average interest rate and average life of investments split into short term, and long term etc. Investments classified as short term are benefiting from the maturity of previous long term investments now falling into this category, as they are now due to expire during the year. See Appendix A for the year end position.

<table>
<thead>
<tr>
<th>Investments 2013/14</th>
<th>Balance on 01/04/13 £000s</th>
<th>Investments Made £000s</th>
<th>Investments moved from Long Term to Short Term £000s</th>
<th>Investments Repaid £000s</th>
<th>Balance on 31/03/14 £000s</th>
<th>Increase/ (Decrease) in Investments £000s</th>
<th>Avg Rate %/Avg Life (yrs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short term Investments</td>
<td>13,500</td>
<td>13,000</td>
<td>4,000</td>
<td>(15,500)</td>
<td>15,000</td>
<td>1,500</td>
<td>1.28%/1.4 years</td>
</tr>
<tr>
<td>Long term investments</td>
<td>4,000</td>
<td>0</td>
<td>(4,000)</td>
<td>0</td>
<td>0</td>
<td>(4,000)</td>
<td>2.12%/2 years</td>
</tr>
<tr>
<td>Money Market Funds</td>
<td>0</td>
<td>10,025</td>
<td>0</td>
<td>(10,025)</td>
<td>0</td>
<td>0</td>
<td>0.38%</td>
</tr>
<tr>
<td>Bank Accounts</td>
<td>10,675</td>
<td>60,555</td>
<td>0</td>
<td>(55,365)</td>
<td>15,865</td>
<td>5,190</td>
<td>0.75%</td>
</tr>
<tr>
<td>Total Investments</td>
<td>28,175</td>
<td>83,580</td>
<td>0</td>
<td>(80,890)</td>
<td>30,865</td>
<td>2,690</td>
<td></td>
</tr>
</tbody>
</table>

4.3. Security of capital remained the Council’s main investment objective. This was maintained by following the Council’s counterparty policy as set out in its
Treasury Management Strategy Statement for 2013/14. Investments during the year included

- Investments in AAA-rated Stable Net Asset Value Money Market Funds
- Call accounts and deposits with UK Banks

4.4. Credit Risk: Counterparty credit quality was assessed and monitored with reference to credit ratings (the minimum long-term counterparty credit rating determined for the Council’s 2013/14 treasury strategy was A- or equivalent across rating agencies Fitch, S&P and Moody’s); credit default swaps; GDP of the country in which the institution operates; the country’s net debt as a percentage of GDP; any potential support mechanisms and share price.

4.5. At the end of March 2014, none of the counterparties in which the Council has invested funds had a credit rating lower than A.

4.6. Portfolio Risk: As a result of the economic uncertainty and the downgrading of credit ratings the Council has deliberately placed investments on a short term basis rather than longer term with those institutions whose credit rating is at least the same or above the Council’s minimum risk rating criteria. This is in recognition of the need to balance security, rates and liquidity due to the uncertainty of the longer term situation especially around the Euro and its potential impact on financial institutions. The Council’s strategy itself is not risk free, as comparatively high-yielding investments will mature in 2014/15 and will need to be reinvested, and will therefore be subject to the market conditions, credit ratings and rates prevailing at that moment. It is important that the Council keeps a balanced portfolio in terms of risk, rates and liquidity.

4.7. Liquidity: In keeping with the CLG’s Guidance on Investments, the Council maintained a sufficient level of liquidity through the use of Money Market Funds, overnight deposits and call accounts.

4.8. Yield: The Council sought to optimise returns commensurate with its objectives of security and liquidity. The UK Bank Rate was maintained at 0.5% through the year. The Council considered an appropriate risk management response to uncertain credit conditions in Europe was to shorten maturities for new investments. Short term money market rates also remained at very low levels and the Council responded by placing more funds instead in call accounts with the major banks.

4.9. The Council’s budgeted investment income for the year had been estimated at £322,000. The average cash balances representing the Council’s reserves and working balances were £33.9m during the period and interest earned was £354,586, £32,586 above budget, but £139,515 less than in 2012/13, reflecting the lower interest rates available on investments and the decision to re-invest for shorter terms. The average rate of return for the year was 1.04%.

5. Compliance with Prudential Indicators

5.1. The Council approved a set of Prudential Indicators for 2013/14, in February 2013, as part of the Council’s Treasury Management Strategy. In compliance with the requirements of the CIPFA Code of Practice this report provides members with a summary report of the treasury management activity during 2013/14. There was a breach of two indicators during the year, which are detailed in the following paragraphs.

5.2. As reported to Cabinet in June 2013, the counterparty limit for Lloyds Banking Group (Lloyds PLC and RBS) is £7.5m and no more than £5m in any part of the
group. On 14 February 2013, a one-year fixed term deposit of £2 million was made with Lloyds PLC as it was offering the best rate available for these funds. This brought the amount placed with Lloyds PLC up to £5.5 million, which breached the limit for individual institutions by £0.5m. The total deposited with the Lloyds Banking Group remained within the £7.5m limit. As it would be uneconomic to withdraw these funds, this breach continued until 4 July 2013 when £2m of funds invested with Lloyds PLC returned to the Council. Action was taken to come within the £7.5m limit from 4 July 2013.

5.3. As reported to Cabinet in October 2013, there was one technical breach of the Affordable Borrowing Limit and the Operational Boundary for external debt. The Affordable Borrowing Limit is £500,000 and the Operational Boundary is set at £75,000. One Money Market Fund deal failed to be repaid to the Council when expected causing the Co-operative Bank current account to be £2,132,340 overdrawn on 15/07/13. Funds were repaid the following day. Charges incurred were reimbursed by the Money Market Fund.

5.4. Under the Council’s Constitution, the Full Council approves the Treasury Management Strategy and therefore any deviation or breach must be reported to Full Council. In practice, all breaches are also reported to Cabinet prior to Full Council. The prudential indicators can be found in Appendix B.

6. Treasury Activity 2013/14

6.1. The strategy for 2013/14 was as follows:

6.2. Due to the continuing economic uncertainty across the world and more significantly across Europe, all cash investments will be of a short term nature unless the security of the investment can be guaranteed. Return and liquidity will be secondary… The strategy for 2013/14 to 2015/16 will allow officers to seek investments of up to £5 million with building societies which are credit rated in investment grade category….. With short term interest rates low for some time, an investment strategy will typically result in a lengthening of investment periods, where cash flow permits, in order to lock in higher rates of acceptable risk adjusted returns. The problem in the current environment is finding an investment counterparty providing acceptable levels of counterparty risk…..In order to diversify a portfolio largely invested in cash, investments will be placed with approved counterparties to maintain a balanced portfolio over a range of maturity periods. Maximum investment levels with each counterparty will be set to ensure prudent diversification is achieved….Money market funds (MMFs) will be utilised but good treasury management practice prevails and whilst MMFs provide good diversification the Authority will also seek to mitigate operational risk by utilising at least two MMFs.

6.3. For new investments this year, the Council has invested for one year or less, taking the advice of its treasury management advisors at the time that the risk of investing with counterparties for a longer period was relatively high. Market conditions have improved more recently.

6.4. The economic background described in section 2 above and the downgrading of the counterparties credit ratings influenced the investments which were placed during the year and details of these investments (excluding those placed in money market and call accounts) are provided below:
<table>
<thead>
<tr>
<th>Quarter</th>
<th>Counterparty</th>
<th>Amount £m</th>
<th>Length</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Close Brothers</td>
<td>3.0</td>
<td>30 days notice</td>
<td>1.00%</td>
</tr>
<tr>
<td>1</td>
<td>Barclays Bank PLC</td>
<td>3.0</td>
<td>1 year</td>
<td>0.85%</td>
</tr>
<tr>
<td>1</td>
<td>Nationwide BS</td>
<td>5.0</td>
<td>1 year</td>
<td>0.70%</td>
</tr>
<tr>
<td>2</td>
<td>Bank of Scotland</td>
<td>2.0</td>
<td>6 months</td>
<td>0.75%</td>
</tr>
<tr>
<td>4</td>
<td>Lloyds PLC</td>
<td>3.0</td>
<td>1 year</td>
<td>0.95%</td>
</tr>
</tbody>
</table>

7. **Return on Investment Properties**

7.1. We have a portfolio of Investment Properties worth over £5.7 million. The majority of these properties are rented out, so the return we get on these properties is as important as if we had invested the same amount in the Treasury Strategy. However, under CIPFA’s code they are recognised as Capital Assets in the Balance Sheet.

7.2. A summary breakdown of the Return on Investment is shown below:

<table>
<thead>
<tr>
<th>Investment Property</th>
<th>Asset Value 31/03/2014 £</th>
<th>Actual Income 2013/14 £</th>
<th>Asset Value 31/03/2013 £</th>
<th>Actual Income 2012/13 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ayton Road</td>
<td>1,378,076</td>
<td>113,640</td>
<td>1,331,516</td>
<td>109,037</td>
</tr>
<tr>
<td>Loddon Business Centre</td>
<td>645,831</td>
<td>47,842</td>
<td>498,000</td>
<td>48,557</td>
</tr>
<tr>
<td>Wymondham Town Council</td>
<td>272,936</td>
<td>25,000</td>
<td>161,034</td>
<td>25,000</td>
</tr>
<tr>
<td>Swan Lane – Hut occupied by Saffron</td>
<td>172,727</td>
<td>13,863</td>
<td>189,699</td>
<td>22,000</td>
</tr>
<tr>
<td>Ketteringham Depot</td>
<td>184,833</td>
<td>18,150</td>
<td>132,000</td>
<td>17,576</td>
</tr>
<tr>
<td>Property in Wymondham</td>
<td>727,103</td>
<td>15,000</td>
<td>705,010</td>
<td>12,000</td>
</tr>
<tr>
<td>Property in Diss</td>
<td>1,714,056</td>
<td>88,167</td>
<td>1,800,238</td>
<td>67,921</td>
</tr>
<tr>
<td>Property in Harleston</td>
<td>641,542</td>
<td>39,675</td>
<td>588,166</td>
<td>23,057</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,737,104</strong></td>
<td><strong>361,337</strong></td>
<td><strong>5,405,663</strong></td>
<td><strong>325,148</strong></td>
</tr>
<tr>
<td><strong>Average Gross % return on capital</strong></td>
<td><strong>6.30%</strong></td>
<td></td>
<td><strong>6.01%</strong></td>
<td></td>
</tr>
</tbody>
</table>

Note: The properties above relate to those investment properties which are available to be leased and do not include other assets classified as investment property within the Council’s Financial Statements such as Cygnet House and Diss Bus Station some of which are being held for development potential.

7.3. The average rate of return for the total investment portfolio was 6.30% gross, calculated on the property value as at 31/3/14. This is an improvement on 2012/13 and a significantly better rate of return than if the same value had been
invested with the Council’s counterparties. The Performance Report elsewhere on this agenda provides further details under indicator LI 358.

7.4. The net rate of return including all expenditure on vacant properties was 5.4%, which still compares favourably to the returns from cash investments further details are contained within Appendix C.

8. **Investment Strategy 2014/15**

8.1. At the time of writing the Treasury Management Strategy 2014/15 that was approved in February 2014, it was unclear as to when government support for RBS Group (Royal Bank of Scotland and NatWest) would be withdrawn. It was therefore decided to reduce the maximum length of deposits from 2 years to 6 months. As time has passed and following discussions with our new advisors (Capita Asset Services), it has become clear that government support will not be withdrawn for at least 2 years.

8.2. It is therefore proposed that the maximum length of deposits with RBS Group be increased to 2 years.

9. **Relevant Corporate Priorities**

9.1. Driving services through being businesslike, efficient and customer aware.

10. **Implications and Risks**

10.1. There are no further known risks or implications not highlighted elsewhere in this report.

11. **Conclusion**

11.1. Cash Balances have increased from £28.175 million at 31 March 2013 to £30.865 million at 31 March 2014. This is mainly due to the favourable variance of £2.678 million on the revenue budget as detailed in the Revenue Outturn Report 2013/14 contained elsewhere in this agenda.

11.2. The Council’s approach has been to make short term rather than longer term investments in response to the economic uncertainty during the financial year. The strategy of making short term investments enables the Council to react faster to changes in the financial markets and to reduce the long term risk around the financial strength of counterparties, but this reduction in risk is reflected in lower interest rates. However this strategy itself is not risk free, as all the remaining higher yielding investments will mature in 2014/15 so will need to be reinvested, and will therefore be subject to the market conditions, credit ratings and rates prevailing at that moment. Alongside this strategy the Council has increased its investments in property in order to secure a higher rate of return and to promote economic development. It is important that the Council keeps a balanced portfolio in terms of risk, rates and liquidity.

11.3. Interest received in the year was £354,586, which was a reduction of £139,515 on the 2012/13 figure of £494,101. The budgeted interest for 2014/15 has been further reduced to £235,000 reflecting the low interest rates which are currently available.
12. Recommendations

12.1. Cabinet is recommended to request that Council:

   a) Approve the actual 2013/14 prudential indicators.
   b) Note the treasury activity in quarter four and that it complies with the agreed strategy.
   c) Increase the maximum term for deposits with RBS Group to 2 years as outlined in section 8.
## MONIES INVESTED AS AT MONDAY 31st MARCH 2014

### Appendix A

**Monies Invested in Bank Accounts**

<table>
<thead>
<tr>
<th>Date</th>
<th>Ref.No.</th>
<th>Borrower</th>
<th>Amount Invested £000</th>
<th>Interest Rate</th>
<th>Terms of Notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>15/05/12</td>
<td>5100</td>
<td>Royal Bank of Scotland</td>
<td>1,610</td>
<td>0.6000</td>
<td>Call Account</td>
</tr>
<tr>
<td>28/03/12</td>
<td>5150</td>
<td>HSBC</td>
<td>8,500</td>
<td>0.8000</td>
<td>Call Account</td>
</tr>
<tr>
<td>28/05/12</td>
<td>5200</td>
<td>Barclays</td>
<td>2,755</td>
<td>0.6000</td>
<td>Call Account</td>
</tr>
<tr>
<td>24/04/13</td>
<td></td>
<td>Close Brothers Ltd</td>
<td>3,000</td>
<td>1.0000</td>
<td>30 Days</td>
</tr>
</tbody>
</table>

**Total Investments** 15,865

### INVESTMENTS

**Investment Limit £2,000,000 Fixed for up to 6 months**

<table>
<thead>
<tr>
<th>Date</th>
<th>Ref.No.</th>
<th>Borrower</th>
<th>Amount Invested £000</th>
<th>Interest Rate</th>
<th>Terms of Notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/05/12</td>
<td>4101</td>
<td>Barclays Bank plc</td>
<td>2,000</td>
<td>2.2500</td>
<td>Fixed to 06/05/14</td>
</tr>
<tr>
<td>21/05/13</td>
<td>4106</td>
<td>Barclays Bank plc</td>
<td>3,000</td>
<td>0.8500</td>
<td>Fixed to 21/05/14</td>
</tr>
<tr>
<td>21/05/13</td>
<td>4107</td>
<td>Nationwide</td>
<td>5,000</td>
<td>0.7000</td>
<td>Fixed to 21/05/14</td>
</tr>
</tbody>
</table>

**Total Investments** 10,000

**Investment Limit £2,000,000 Fixed from 6 Months to 1 Year**

<table>
<thead>
<tr>
<th>Date</th>
<th>Ref.No.</th>
<th>Borrower</th>
<th>Amount Invested £000</th>
<th>Interest Rate</th>
<th>Terms of Notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>22/10/12</td>
<td>4103</td>
<td>Bank of Scotland</td>
<td>2,000</td>
<td>2.1000</td>
<td>Fixed to 22/10/14</td>
</tr>
<tr>
<td>15/01/14</td>
<td>4108</td>
<td>Lloyds plc</td>
<td>3,000</td>
<td>0.9500</td>
<td>Fixed to 15/01/15</td>
</tr>
</tbody>
</table>

**Total Investments** 5,000

**Investment Limit £1m - £2m Fixed for up to 2/3 Years**

---

**Money Market Fund Maximum £3m**

<table>
<thead>
<tr>
<th>Date</th>
<th>Ref.No.</th>
<th>Borrower</th>
<th>Amount Invested £000</th>
<th>Interest Rate</th>
<th>Terms of Notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>22/05/12</td>
<td>6000</td>
<td>Deutsche Global</td>
<td>-</td>
<td>Variable</td>
<td></td>
</tr>
<tr>
<td>28/05/12</td>
<td>6000</td>
<td>Federated Investors (UK)</td>
<td>-</td>
<td>Variable</td>
<td></td>
</tr>
<tr>
<td>22/05/12</td>
<td>6000</td>
<td>Ignis Liquidity Fund</td>
<td>-</td>
<td>Variable</td>
<td></td>
</tr>
<tr>
<td>24/09/12</td>
<td>6000</td>
<td>CCLA Investment Management</td>
<td>-</td>
<td>Variable</td>
<td>£1M maximum</td>
</tr>
</tbody>
</table>

**Total Investments** 15,000

**TOTAL FUNDS** 30,865
Appendix B

Prudential Indicators

Capital Financing Requirement
Estimates of the Council’s cumulative maximum external borrowing requirement for 2013/14 to 2015/16 are shown in the table below:

<table>
<thead>
<tr>
<th></th>
<th>31/03/2014 Estimate £000s</th>
<th>31/03/2014 Actual £000s</th>
<th>31/03/2015 Estimate £000s</th>
<th>31/03/2016 Estimate £000s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Financing Requirement</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Less:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Existing Profile of Borrowing</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Less:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Long Term Liabilities</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cumulative Maximum External Borrowing Requirement</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

In the Prudential Code (November 2009), it states¹ ‘Where there is a significant difference between the net and gross borrowing position the risks and benefits associated with this strategy should be clearly stated in the annual strategy.’

Balances and Reserves
Estimates of the Council’s level of Balances and Reserves for 2013/14 are as follows:

<table>
<thead>
<tr>
<th></th>
<th>31/03/2013 Actual £000s</th>
<th>31/03/2014 Estimate £000s</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Fund Balances</td>
<td>1,400</td>
<td>1,400</td>
</tr>
<tr>
<td>Earmarked Reserves</td>
<td>10,660</td>
<td>11,755</td>
</tr>
<tr>
<td>Capital Receipts</td>
<td>12,181</td>
<td>12,471</td>
</tr>
<tr>
<td>Total Core Funds</td>
<td>24,241</td>
<td>25,626</td>
</tr>
<tr>
<td>Working Capital</td>
<td>3,934</td>
<td>5,239</td>
</tr>
<tr>
<td>Investments</td>
<td>28,175</td>
<td>30,865</td>
</tr>
</tbody>
</table>

Prudential Indicator Compliance

(a) Authorised Limit and Operational Boundary for External Debt

- The Local Government Act 2003 requires the Council to set an Affordable Borrowing Limit, irrespective of their indebted status. This is a statutory limit which should not be breached.
- The Council’s Affordable Borrowing Limit is set at £500,000 for 2013/14.
- The Operational Boundary is based on the same estimates as the Authorised Limit but reflects the most likely, prudent but not worst case scenario without the additional headroom included within the Authorised Limit.
- The Operational Boundary for borrowing for 2013/14 is set at £75,000.
- There was a technical breach of these limits in 2013/14 (see 5.3)

¹ Prudential Code, November 2009, page 4, paragraph E19
(b) Upper Limits for Fixed Interest Rate Exposure and Variable Interest Rate Exposure

- These indicators allow the Council to manage the extent to which it is exposed to changes in interest rates.
- The upper limit for variable rate exposure allows for the use of variable rate debt to offset exposure to changes in short-term rates on our portfolio of investments.

<table>
<thead>
<tr>
<th>Limits for 2013/14 £000s</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Upper Limit for Fixed Rate Exposure</strong></td>
</tr>
<tr>
<td>Compliance with Limits:</td>
</tr>
<tr>
<td><strong>Upper Limit for Variable Rate Exposure</strong></td>
</tr>
<tr>
<td>Compliance with Limits:</td>
</tr>
</tbody>
</table>

(c) Maturity Structure of Fixed Rate Borrowing

- This indicator is to limit large concentrations of fixed rate debt needing to be replaced at times of uncertainty over interest rates.

<table>
<thead>
<tr>
<th>Maturity Structure of Fixed Rate Borrowing</th>
<th>Upper Limit</th>
<th>Lower Limit</th>
<th>Actual Fixed Rate Borrowing as at 31/03/14</th>
<th>% Fixed Rate Borrowing as at 31/03/14</th>
<th>Compliance with Set Limits?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 12 months</td>
<td>0</td>
<td>100</td>
<td>0</td>
<td>0</td>
<td>Yes</td>
</tr>
<tr>
<td>12 months and within 24 months</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Yes</td>
</tr>
<tr>
<td>24 months and within 5 years</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Yes</td>
</tr>
<tr>
<td>5 years and within 10 years</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Yes</td>
</tr>
<tr>
<td>10 years and above</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>Yes</td>
</tr>
</tbody>
</table>

(d) Total principal sums invested for periods longer than 364 days

- This indicator allows the Council to manage the risk inherent in investments longer than 364 days.
- The limit for 2013/14 is set at £5 million.
<table>
<thead>
<tr>
<th>Asset Register Code</th>
<th>Asset Description</th>
<th>Original Asset Cost</th>
<th>Combined Land and Buildings Value</th>
<th>Rental Income 01/04/13 - 31/03/14</th>
<th>Expenditure 01/04/13 - 31/03/14</th>
<th>Net (Income) / Expenditure to 31/03/14</th>
<th>Gross Investment Yield to 31/03/2014</th>
<th>Net Investment Yield to 31/03/2014</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIS077A/B</td>
<td>13 Vinces Road, Diss</td>
<td>132,517</td>
<td>153,257</td>
<td>(986)</td>
<td>7,023</td>
<td>6,037</td>
<td>0.6%</td>
<td>-3.9%</td>
<td>1</td>
</tr>
<tr>
<td>DIS078A/B</td>
<td>9-11 Mere Street, Diss</td>
<td>1,043,432</td>
<td>1,001,594</td>
<td>(56,680)</td>
<td>633</td>
<td>(56,047)</td>
<td>5.7%</td>
<td>5.6%</td>
<td>2</td>
</tr>
<tr>
<td>DIS079A/B</td>
<td>Unit 5b, Owen Road, Diss, IP22 4ER</td>
<td>78,268</td>
<td>84,200</td>
<td>(6,500)</td>
<td>0</td>
<td>(6,500)</td>
<td>7.7%</td>
<td>7.7%</td>
<td>2</td>
</tr>
<tr>
<td>DIS080A/B</td>
<td>15 Vinces Road, Diss</td>
<td>159,796</td>
<td>161,678</td>
<td>(12,000)</td>
<td>(5)</td>
<td>(12,005)</td>
<td>7.4%</td>
<td>7.4%</td>
<td>2</td>
</tr>
<tr>
<td>DIS081A/B</td>
<td>9 Park Road, Diss</td>
<td>123,075</td>
<td>123,069</td>
<td>0</td>
<td>7,180</td>
<td>7,180</td>
<td>0.0%</td>
<td>-5.8%</td>
<td>2</td>
</tr>
<tr>
<td>DIS082A/B</td>
<td>Unit B17, Owen Rd, Diss</td>
<td>137,825</td>
<td>95,129</td>
<td>(6,000)</td>
<td>0</td>
<td>(6,000)</td>
<td>6.3%</td>
<td>6.3%</td>
<td>2</td>
</tr>
<tr>
<td>DIS083A/B</td>
<td>Unit B19, Owen Rd, Diss</td>
<td>125,325</td>
<td>95,129</td>
<td>(6,000)</td>
<td>0</td>
<td>(6,000)</td>
<td>6.3%</td>
<td>6.3%</td>
<td>2</td>
</tr>
<tr>
<td>HAR048A/B</td>
<td>Unit 18A, Harleston</td>
<td>389,757</td>
<td>436,868</td>
<td>(34,000)</td>
<td>0</td>
<td>(34,000)</td>
<td>7.8%</td>
<td>7.8%</td>
<td>3</td>
</tr>
<tr>
<td>HAR049A/B</td>
<td>Unit 19A-D, Harleston</td>
<td>198,410</td>
<td>204,674</td>
<td>(5,675)</td>
<td>1,018</td>
<td>(4,657)</td>
<td>2.8%</td>
<td>2.3%</td>
<td>3</td>
</tr>
<tr>
<td>KETO03A/B</td>
<td>Ketteringham Depot</td>
<td>132,000</td>
<td>184,833</td>
<td>(18,150)</td>
<td>0</td>
<td>(18,150)</td>
<td>9.8%</td>
<td>9.8%</td>
<td>3</td>
</tr>
<tr>
<td>LOD019A/B</td>
<td>Loddon Business Centre</td>
<td>498,000</td>
<td>645,831</td>
<td>(47,842)</td>
<td>6,108</td>
<td>(41,734)</td>
<td>7.4%</td>
<td>6.5%</td>
<td>3</td>
</tr>
<tr>
<td>LST041A/B/C</td>
<td>Swan Lane Office – Saffron</td>
<td>189,699</td>
<td>172,727</td>
<td>(13,863)</td>
<td>1,166</td>
<td>(12,697)</td>
<td>8.0%</td>
<td>7.4%</td>
<td>4</td>
</tr>
<tr>
<td>WYM094A</td>
<td>Wym – Ayton Road</td>
<td>99,765</td>
<td>102,858</td>
<td>(8,070)</td>
<td>0</td>
<td>(8,070)</td>
<td>7.8%</td>
<td>7.8%</td>
<td>4</td>
</tr>
<tr>
<td>WYM095A</td>
<td>Wym – Ayton Road</td>
<td>38,738</td>
<td>39,257</td>
<td>(3,550)</td>
<td>0</td>
<td>(3,550)</td>
<td>9.0%</td>
<td>9.0%</td>
<td>4</td>
</tr>
<tr>
<td>WYM096A</td>
<td>Wym – Ayton Road</td>
<td>86,442</td>
<td>87,967</td>
<td>(7,000)</td>
<td>0</td>
<td>(7,000)</td>
<td>8.0%</td>
<td>8.0%</td>
<td>4</td>
</tr>
<tr>
<td>WYM097A</td>
<td>Wym – Ayton Road</td>
<td>136,375</td>
<td>136,389</td>
<td>(4,500)</td>
<td>0</td>
<td>(4,500)</td>
<td>3.3%</td>
<td>3.3%</td>
<td>4</td>
</tr>
<tr>
<td>WYM098A</td>
<td>Wym – Ayton Road</td>
<td>63,831</td>
<td>77,565</td>
<td>(15,000)</td>
<td>654</td>
<td>(14,346)</td>
<td>19.3%</td>
<td>18.5%</td>
<td>4</td>
</tr>
<tr>
<td>WYM099A</td>
<td>Wym – Ayton Road</td>
<td>42,062</td>
<td>51,293</td>
<td>(5,125)</td>
<td>0</td>
<td>(5,125)</td>
<td>10.0%</td>
<td>10.0%</td>
<td>4</td>
</tr>
<tr>
<td>WYM100A</td>
<td>Wym – Ayton Road</td>
<td>100,403</td>
<td>101,997</td>
<td>(9,925)</td>
<td>0</td>
<td>(9,925)</td>
<td>9.7%</td>
<td>9.7%</td>
<td>4</td>
</tr>
<tr>
<td>WYM102A</td>
<td>Wym – Ayton Road</td>
<td>50,166</td>
<td>50,171</td>
<td>(4,150)</td>
<td>0</td>
<td>(4,150)</td>
<td>8.3%</td>
<td>8.3%</td>
<td>4</td>
</tr>
<tr>
<td>WYM103A</td>
<td>Wym – Ayton Road</td>
<td>198,440</td>
<td>208,514</td>
<td>(14,730)</td>
<td>0</td>
<td>(14,730)</td>
<td>7.1%</td>
<td>7.1%</td>
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<tr>
<td>WYM104A</td>
<td>Wym – Ayton Road</td>
<td>130,549</td>
<td>135,193</td>
<td>(10,615)</td>
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<td>(10,615)</td>
<td>7.9%</td>
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<tr>
<td>WYM105A</td>
<td>Wym – Ayton Road</td>
<td>58,391</td>
<td>60,517</td>
<td>(4,725)</td>
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<td>(4,725)</td>
<td>7.8%</td>
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<tr>
<td>WYM106A/B</td>
<td>Wym – Ayton Road</td>
<td>326,354</td>
<td>326,355</td>
<td>(26,250)</td>
<td>3,200</td>
<td>(23,050)</td>
<td>8.0%</td>
<td>7.1%</td>
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</tr>
<tr>
<td>WYM122A/B</td>
<td>Wym Town Council, Middleton St</td>
<td>161,034</td>
<td>272,936</td>
<td>(25,000)</td>
<td>35</td>
<td>(24,965)</td>
<td>9.2%</td>
<td>9.1%</td>
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</tr>
<tr>
<td>WYM153A/B</td>
<td>21 Penfold Drive, Gateway 11, Wymondham, NR18 0WZ</td>
<td>127,908</td>
<td>150,000</td>
<td>(15,000)</td>
<td>145</td>
<td>(14,855)</td>
<td>10.0%</td>
<td>9.9%</td>
<td>4</td>
</tr>
<tr>
<td>WYM154A/B</td>
<td>Unit 13, Wymondham Business Park</td>
<td>577,102</td>
<td>577,103</td>
<td>0</td>
<td>23,308</td>
<td>23,308</td>
<td>0.0%</td>
<td>-4.0%</td>
<td>4</td>
</tr>
</tbody>
</table>

**Total** | 5,405,664 | 5,737,104 | (361,337) | 50,465 | (310,872) | 6.3% | 5.4% | 5     |

**Note 1** 13 Vinces Road, Diss was vacant up to the end of November but has now been occupied

**Note 2** 9 Park Road, Diss, is currently vacant and a tenant is being sought.

**Note 3** Unit 19 A-D, Harleston was vacant up to the end of August, but has since been occupied. Rent free period ended December 2013.

**Note 4** The office at Swan Lane was vacated by Saffron in November. This area has now been occupied by the Post & Scanning team and was removed from Investment Properties on 1st April 2014.

**Note 5** Unit 13, Wymondham Business Park was vacant at year end, but as at the date of reporting, a tenant has been secured.
Early Help South Norfolk

Community Officer - Safety

This report provides an overview of the multi-agency Early Help Initiative being jointly led by South Norfolk Council and Norfolk County Council’s Children’s Services. The report outlines the change of approach we are taking to support residents earlier to enable self-help, intervene earlier to stop expensive escalation of services and engage with the voluntary sector and community.

<table>
<thead>
<tr>
<th>Cabinet member(s):</th>
<th>Ward(s) affected:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>All</td>
</tr>
</tbody>
</table>

Contact Officer, telephone number, and e-mail:

Mike Pursehouse 01508 533718
mpursehouse@s-norfolk.gov.uk

1. **Background and Overview**

1.1. The attached document outlines the vision for Early Help – Working Together To Make A Difference. Although focused on early help for families, this report feeds into the wider early intervention strategy for South Norfolk Council which is a broader approach to targeting services at those that need the support the most. This includes supporting older people to remain health and independent for longer and supporting improved health and wellbeing amongst all our residents.

1.2. South Norfolk has a growing older population that will require increasing resource from the Council and partners to maintain a good quality of life. Furthermore, despite South Norfolk being a generally affluent place to live, there are pockets of deprivation where families can become stuck in a cycle of need where dependency of benefits is the norm, health is poor and children grow up without reaching their potential. The costs of this can be considerable, for example there are currently 93 South Norfolk children who are ‘Looked After Children’, this equates to a cost of over £4million a year to South Norfolk residents.

1.3. The benefits to us taking a proactive approach to early intervention means, we can support our vulnerable residents to maintain independence and health that increases their own quality of life, helps them to contribute to South Norfolk economic and social community, and decreases the burden on the public services.

1.4. The Early Help Project is an innovative new approach to providing Early Help support to families, with the aim of fully engaging the family in owning their own
action plans and development. Through this approach, families can build on their own strengths to reach their own goals and aspirations. Support will be targeted at those families that are at risk of coming off the ‘universal pathway’ (the family are able to access normal services without any assistance), or those who request help with the intention of supporting the family with quick, practical assistance to enable the whole family to reach their potential.

1.5. The Council has engaged a range of partners to make this happen including: Police, Job Centre Plus, Housing Associations, several voluntary sector organisations, Public Health and the Clinical Commissioning Group. The Early Help project will serve to bring together organisations both practically and culturally to deliver early help support that will co-ordinate practical support for families.

2. What’s happened so far

2.1. The creation of a collaboration hub base at South Norfolk Council in the old reprographics room with provide a space for Council officers and partners to interact with each other to deliver faster, more coordinated services to families. As well as operational improvement, the hub will focus on coordinating the collation and analysis of data to look at future commissioning that is joined up, reduces duplication and meets the needs of local communities.

2.2. This will be complemented by a series of delivery hubs, the first one being in Diss. The delivery hub will coordinate services locally, offering a ‘one door’ approach to families, wherever they access support i.e. school, youth club, community groups which will enable them to access services quicker. The two key parts of the hub are; the communication to families that it is ‘ok’ to access services, which are based on support and inclusion, rather than families feeling that services are being done to them and the family will only need to tell their story once, rather than multiple agencies and assessments.

3. What will happen next

3.1. The collaboration hub will be ready in June with staff from agencies co-locating or hot desking as appropriate. Work is currently underway to develop the process around the hub, ensuring a joined up approach with existing systems but also identifying ways in which we can reduce duplication and process. This will be formalised through a memorandum of understanding between partners. The delivery of services in Diss will start in September with the intention of quickly moving to other location across South Norfolk to provide the same service to all our residents.

4. Early Help Outcomes

4.1. The overarching outcome for the project is to improve the health and wellbeing, economic and future resilience of our families, helping them to achieve their aspirations.

4.2. Beyond this the project has four primary aims:
   - To understand what makes a family require additional support and what we can do to stop that from happening.
   - To target the needs of our families at the earliest opportunity to prevent
escalation and increase the likelihood of them returning onto the universal pathway (i.e. those services which all families receive).

- To reduce the number of high cost, high demand families so we can focus more front line resource on early help
- To fundamentally change the way our services are perceived by families in the way we respond to their needs.

4.3. Alongside these project wide aims, a core objective for the project will be to listen and work with families to understand the outcomes they want to achieve and support them to do so.

4.4. These overarching will be converted into a series of measure which we are working on how we will collate and analyse. It is proposed to report back to Members quarterly on progress.

5. **Relevant Corporate Priorities**
5.1. Enhancing our quality of life and the environment we live in.
5.2. Promoting a thriving local economy.
5.3. Supporting communities to realise their potential.
5.4. Driving services through being business-like, efficient and customer aware.

6. **Risks**
6.1. **Information sharing:** Information must be shared to enable us to identify families early on and prevent their problems escalating. Agreements are being worked on to enable this to happen.

6.2. **Resource:** There are no resource implications for the hub that are not already in budget. By aligning our services and removing duplication we can maximise the utilisation of our existing resources.

7. **Conclusion**
7.1. The Early Help Project provides a fantastic opportunity to make a real difference to the lives of families in South Norfolk. South Norfolk Council is leading the way with Norfolk County Council’s Children’s Services ensuring we provide help to families sooner and in a more joined up, multi-agency way. This approach, with partners from across the public sector, whilst improving the life chances of those in the District, will also deliver long-term efficiencies as the number of high-need families reduces with families supported earlier on to address issues, as evidenced by other early intervention projects nationally. The South Norfolk Early Help project outlines an innovative and localised approach to providing Early Help which has the potential to change the way in which public services are delivered locally across Norfolk and beyond.

8. **Recommendations**
8.1. Cabinet to endorse the Early Help initiative, including the collaboration hub, the delivery hubs and through the day-to-day working of South Norfolk staff and commit to South Norfolk Council’s resource to the project.

8.2. Cabinet to endorse the development of further delivery hubs in the South Norfolk
District as the opportunity arises.
Early help:
Working together
to make a
difference

Version: 1.8
Date: February 2014
Purpose

The purpose of this proposal is to outline the steps recommended to transform early help services across Norfolk, and to ensure we provide the best possible service for our families that enable and facilitate them to take ownership of their own journey in a “No decision about me without me” approach. We propose the creation of a pathfinder project offering a district/sub district collaboration hub based in Long Stratton where agencies can work together to transform the approach of our services, to deliver help and to improve the outcomes for the residents and communities of our districts. Alongside this, a delivery hub based in Diss would enable us to listen to our families, ensuring that we react to their individual and localised needs and so that we develop the right support services needed by the families, children and young adults of our districts. By listening and reacting to these every changing causes of need, we can ensure that the services we offer are current and fit for the future. Once developed we can use this district hub model approach to build on existing projects within Norfolk such as the Den at Yarmouth or the Discovery Centre at Kings Lynn amongst many others.

The hubs will help to make the cultural and practical changes needed between agencies and the community to provide a streamlined service that offers a single door for families, putting them at the centre and enabling them to take ownership of their journey and access the support they need to reach their potential.

This will improve the effectiveness of our contact with families enabling us to work with families, facilitating them to identify the root cause of their needs earlier, therefore reducing the cost of intervention and building capacity within agencies to deliver early help.

Background

Currently the responsibility and coordination of Children’s Services lies at County level. They work with and coordinate a number of adult and children services to deliver help to those in need across Norfolk. The Multi Agency Safeguarding Hub (MASH) was set up as a multi agency partnership between Norfolk County Council, social care, police, and probation services amongst others to provide child safeguarding across our region.
This created a single point of contact for people and services to report concerns of child or adult welfare and developed a platform encouraging the sharing of information between agencies.

When a problem arises, the agencies across Norfolk pull together to work to resolve the issue presented to us i.e. homelessness, truancy etc. However by only tackling the issue presented, we may not be identifying the symptom of a greater need. By understanding and working alongside the families, with the right level of interaction at the right time this greater need could be uncovered and tackled earlier so that we prevent escalation or reoccurrence for the family.

The graph shown below displays a visual representation as to the current levels of agency interaction in comparison with the level of need for our families highlighting that we currently engage more resources with the family/child as their need increases than those within the early stages of need, which do not receive as much resource.
The cost of this escalation, although not the main priority of the organisation, must be considered and cannot be overlooked as the utilisation and efficiency of these resources are vital in ensuring we have the resources available to us to deliver the help our families need in the right location at the right time.

It is estimated that the cumulative cost of children with troubled behaviour is ten times more than that of children on the universal pathway.

- 1/3 of the cost is covered by the families
- 1/3 is covered by the education services
- 1/3 is split between the remaining agencies

If we therefore can reduce the inefficiency and duplication across sectors and within our existing working practises and work collaboratively together with the families to tackle the root cause it will enable us to focus on the preventative measures that should not only increase the number of families back on the universal pathway and reduce the number of families in greater need. But will enable us to help more people with the same or less resources. In addition to this by truly listening to, and working with our families and building a strong rapport we can ensure that the resources are effectively used to tackle the root cause, reducing the cycle of need starting again.

The aim therefore is to move to a preventative and collaborative district model focused on reducing the number of families who stray from the universal pathway, which in turns prevents the escalation of their need. This must mean that our solution must be reactive to the ever changing needs of our region, offering a wide range and combination of support services to meet these and enable us to tailor our services to be most effective for the families and individuals we serve and we feel the key to this lays at a district level.

Why is district and sub district level working the right thing to do?

It is important that we as agencies recognise that the needs we see on a daily basis may not be occurring in isolation. In fact, by working independently of one another, although we may be treating the initial problem presented to us, we could be overlooking the underlying trigger points and fail to make the connections to allow us to tackle the greater needs of our families. We also recognise that each agency delivers a unique specialised service and that our residents and families need to receive a tailored combination of these and for them to be easily accessible for them to be effective. Ensuring that people receive the right
combination of these services at the right time for the appropriate duration is pivotal and is something we aim to achieve by working with our families within the communities at a district level and collaborating our services into the hub.

The relationship our agencies have with our families and wider communities is vital for ensuring that the families come forward when they need us the most. It is also just as important that this relationship once built, is maintained to promote the willingness to engage on the initiatives we run together. Having these hubs at a district level provides the platform for these relationships to grow, both across agencies, within our families and local communities. This collaboration will enable our agencies and services to gain an understanding of the full spectrum of skills each service can offer within the local communities as well as those available at a national level.

The hubs will also be fundamental in ensuring that the right agencies work together and share information collaboratively to in a close and safe environment to establish and resolve the current and future needs of our district. The hub will maintain contact with local agencies breaking down the geographical boundaries to ensure that we work across districts to do what is best for the family.

We all have a part to play in gaining a full understanding of the needs and aspirations of the communities we serve, as well as the families and individuals that live within them. However, across our district, the needs of our residents may differ and so a “one size fits all” approach may not be suitable. By applying a flexible yet scalable approach at district level, it will enable us to focus on the here and now needs of our families, children, residents and communities within a localised area, ensuring that we tailor and collaborate our services appropriately to tackle these.

The district model will go one step further by considering and reacting to both the symptom and the instigator of need at a foundation level, tackling both to improve the outcomes for the individual and the family alike. This will be delivered by building strong working relationships with the family, talking through their needs analysis with them in a “No decision about me, without me” approach. This will ensure we offer correct and timely support for them, enabling them to start with the building blocks for a stable and solid foundation.
Why Diss?

Diss is the proposed location for the joint delivery hub, we believe the community of Diss is a good fit for this approach as it has a population of approximately 10,022 (Data from Health and Wellbeing CCG including Roydon) and 61% of the households within Diss are deprived in one or more dimensions (employment, education, health and disability, household overcrowding) and 25% in two or more dimensions. Comparatively Norfolk has 58.6% and 24.6%. Despite this need, Diss in comparison with some other areas of Norfolk is more rurally isolated and so residents do not have easy access to a wide array or number of services that a resident of the city may have. There are already a number of resources within Diss committed to improving outcomes at both a strategic and community level and this model aims to collaborate with these to deliver an improved outcome for the local area.

Education, Employment & Training

- The unemployment figures for Diss are higher than the Norfolk average with 8% of 16-64 years olds claiming out of work benefits in February 2013 (gov.uk).

Diss High School

- In 2012, 66% of all pupils attained five GCSEs grade A* to C including English and mathematics. This has not changed since 2011. (Ofsted data)
- In 2012, the attendance rate at this school was 95.2%. The attendance rate has increased by 0.2 percentage points since 2011. The attendance rate is in the top 40% of all schools. (Ofsted data)

Diss Church Junior

- In 2012, the attendance rate at this school was 95.9%. The attendance rate has increased by 0.5 percentage points since 2011. The attendance rate is in the middle 20% of all schools. (Ofsted data)
- In 2012, 88% of disadvantaged pupils achieved English expected progress, while 76% of other pupils achieved expected progress. (Ofsted data)
- In 2012, 75% of disadvantaged pupils achieved maths expected progress, while 86% of other pupils achieved expected progress. (Ofsted data)

Diss infant and Nursery School with Children’s Centre.

- In 2012, the attendance rate at this school was 95.6%. The attendance rate has increased by 2 percentage points since 2011. The attendance rate is in the middle 20% of all schools.
- In 2012, 87% of disadvantaged pupils attained reading Level 2 or above in the key stage 1 reading assessment, while 88% of other pupils attained Level 2 or above.
In 2012, 87% of disadvantaged pupils attained writing Level 2 or above in the key stage 1 writing assessment, while 86% of other pupils attained Level 2 or above.

**Poverty**
- 61% of households are deprived in one or more dimensions (employment, education, health and disability, and household overcrowding) and 25% in two or more dimensions, compared to 58.6% and 24.6% respectively in Norfolk.
- Diss is within the top 20% of most deprived Lower Super Output Areas in Norfolk (LSOA). Within this 22.76% of residents living within Diss LSOA are deprived. Which is a higher than average amount.

**Housing:**
- 436 households presented themselves from the IP22 postcode area (Diss and outlying villages) for advice and homeless prevention in the last year (14th Dec – 13th Dec 2013) (SNC Housing Options team, 2013)
- Off those contacting the SNC housing advice team who are fleeing violence, 14.6% are from Diss and outlying villages.
- In addition to this Diss has 7% of all homes in South Norfolk but has 10% of all council tax support suggesting that there is a above average number of low income families. Also from Dec 2012—Dec 2013 436 households from IP22 postcode came for advice and homeless prevention.

**Offending/Reoffending:**
- Between May 2013 and October 2013 227 anti social behaviour incidents were recorded in the area of Diss totalling 34.92% of the areas overall crime. (Police.uk). There have been around 31,800 ASB incidents recorded by the police in Norfolk over the year, representing a fall of around 16% over the last year (ONS Statistical Bulletin. Data Tables). However, ASB suffers from under-reporting with national figures suggesting that 75% goes unreported. In Norfolk, Operational Partnership Teams have been set up in each district following a countywide review of how we tackle ASB. This provides partnership hubs to ensure that vulnerable victims of ASB are identified at the earliest opportunity and prevent repeat victimisation.
Understanding symptoms and trigger points

The trigger points of our families needs are not static across our region. It can be only too easy to treat the symptom of the problem presented to us but fail to tackle the instigator of it. In doing this it is possible that the need occurs again as the underlying issue has still not been tackled. This not only impacts the resourcing costs and capacity of the support services but fails to prevent the family deviating further from the universal pathway.

The district model will go that one step further to ensure that we consider both the symptom and the instigator of need at a physiological level (See diagram pg 20), tackling both to improve the outcome for the individual and the family alike. This will be delivered by building strong working relationships with the family working through their needs analysis with them in a “No decision about me, without me” approach. This will ensure we offer the correct and timely support for them, enabling them to start with the building blocks for a stable and solid foundation.

Examples of how this would work in practice are as follows:

**Example 1:**
A child has been identified as in need as they are refusing to go to school. The family have attended the district hub and alongside the family the hub have worked to produce a storyboard. It has been identified that the root cause of the issue was actual that the families washing machine has broken down and they can’t afford the parts to fix it. Due to this the child would be going to school with dirty uniform/kit and so was refusing to attend. The hub would look to tackle the root cause and so may use the handyperson scheme for someone to fix scheme would send someone in to fix machine so that he child avoids missing school.

**Example 2:**
A family comes to the hub as they want to leave their property. The hub works with the family and maps their need. In doing this the family state that their window was smashed following some anti social behaviour in the local area. From this it becomes apparent that the family actual do not feel safe and secure in their property and rather than uproot the
family and the children at school if we resolved the security issues then the family would be happy to stay at their current property. In this circumstance a handyperson would be sent to fix the window and can discuss other security measures such as an extra lock etc. This information may also pass this onto teams such as safer neighbourhoods who can work on the general security and crime rates within the area.

Example 3:

The local Sure Start leader comes to the hub with concerns that a young mum has not attended the Sure Start drop in for several weeks and her two children aged 18 months and 3 years have missed weekly play sessions. The hub contacts the mum and she discloses that she has recently ended a relationship with her partner due to his controlling behaviour. He has moved out of the home but is now walking past the property several times a day, texting and calling her constantly and threatening to take the children away from her. The mum is frightened, feeling depressed and is afraid to leave her home as he follows her. The hub make a Domestic Abuse Risk Assessment and refer the case to the central MASH team. The mum is allocated an Advocacy Worker and with support successfully obtains a non-molestation order which prevents her ex-partner coming near her property or harassing her. She also seeks help from the GP and Health Visitor and resumes visits to the Sure Start Centre. The Housing Officer accesses funding to install extra locks and security lighting to further reassure

Triggers:

Possible triggers may include but are not limited to three main areas referred to as the “Toxic Trio”. These triggers do not necessarily occur in isolation of one another, however it has been identified that where these occur the risk of harm to children and young people is increased. These triggers do not necessarily occur in isolation, however all can severely impact on the future needs of a family.

The following looks at the “Toxic Trio” in regards to Norfolk and the local area.

Substance Misuse:

- The cost of providing health services to an injecting drug user (IDU) over their lifetime is £35,000. It is estimated that there are 500 IDU in the South Norfolk CCG area. *(Extract taken from N-DAP needs assessments 2013  CCG South Norfolk)*
• Over half of the adults in drug and alcohol treatment in South Norfolk are parents. *(Extract taken from N-DAP needs assessments 2013 South Norfolk)*

• A third of all violent crimes recorded in South Norfolk are linked to alcohol. *(Extract taken from N-DAP needs assessments 2013 CCG South Norfolk)*

• Dependency on drugs and alcohol can be a long-term condition. In order to support people to recover fully from their problems with drugs and alcohol they may need help to address other areas of their life, such as their housing situation, employment, mental health, family breakdown and help to develop new social networks. *(Extract taken from N-DAP needs assessments CCG 2013 South Norfolk)*

• Survey results suggest similar use of substances among young people in South Norfolk (mostly 15 or 16 years old) compared to the national average, and this means: 47% Have experienced being drunk at least once, 8% Drinking every day or every week, 29% Have tried smoking tobacco, 14%Tried cannabis, 5%Tried Class A drug *(Extract taken from N-DAP needs assessments 2013 CCG South Norfolk)*

• There were 407 drug offences recorded in the CCG area in 2011/12. This is 4.1 per 1,000 of the population aged 16-64, which is greater than the county average of 3.9 per 1,000 residents. *(Extract taken from N-DAP needs assessments 2013 CCG South Norfolk)*

**Domestic Violence:**

• The effects on children of witnessing or experiencing domestic abuse are well documented and include short and long term mental, physical and emotional harm and trauma. In Norfolk, between April 2011 and March 2012 there were 6,305 incidents of domestic abuse which involved 7,709 different children, *Norfolk Constabulary Report: Domestic Abuse and Sexual Violence Profile*

• 3% of contact made with the Norfolk MASH programme are made in regards to Domestic Violence. *(Data sourced from all children's enquiry forms raised between 01/04/2013 to the 30/09/2013.)*

• Norfolk Police received approximately 10,000 reports of domestic violence per year *(Leeway support information)*

• Domestic violence costs the Norfolk public sector approximately £27.5 million per year *(Leeway support information)*

• There are on average two homicides in Norfolk per year caused by domestic violence *(Leeway support information)*
Mental Health

- An estimated one-third to two-thirds of children whose parents have mental health problems will experience difficulties themselves. Of the 175,000 young carers identified in the 2001 census, 29% – or just over 50,000 – are estimated to care for a family member with mental health problems. *(Norfolk Children’s Service: Understanding Children & Young People’s needs, April 2013)*

- In a class of 26 primary school children, it is estimated that six or seven children are living with a mother with mental health difficulties.

- Parental mental health is also a significant factor for children entering the care system. Childcare social workers estimate that 50–90% of parents on their caseload have mental health problems, alcohol or substance misuse issues.

Aim of district and sub district level Working

To provide Norfolk with a multi agency early help offer at a district level that targets the needs and issues of the local area and improves the outcomes for children who live there, their families and the wider community. We want to remove the social isolation that this need can bring and aid the families in building bridges with their local communities and in turn empowering them to become independent.

To improve the economic and future resilience of our families helping them to achieve their aspirations.

- To focus on the whole family to ensure that each family member receives the support they need at the same time, to utilise resources to reduce the requirements for unnecessary revisiting of families.

- To change the perception amongst families that involvement with authority is stigmatised and leads to negative factors which will increase the number of families seeking support when it is first needed and therefore reduce the number who require crisis support.

- To help them develop the skills, attitudes and knowledge required to be work ready which will reduce the cost of supporting families and less the likelihood of the cycle of unemployment.

- To empower and support families to achieve their potential increasing their resilience, self sufficiency and future independence which will reduce the cohort of families we will need to work with.
To target the needs of our families at the earliest opportunity to prevent escalation and increase the likelihood of them returning onto the universal pathway.

- By focusing on the prevention of escalation of those families beginning to move away from the universal pathway we will reduce the number of families in expensive crisis support which will produce better outcomes for families and free up resources to focus on early help.

- To improve the effectiveness of our contact with our families which will reduce the confusion families have with multiagency support and reduce duplication between agencies which will build capacity within South Norfolk to provide early help to families.

- Identify and tackle the true root cause of our families needs to deal with the problem first time which will produce better outcomes for families and reduce the number of times we have to revisit the family.

- Providing more support to the families to improve their own health and education as soon as need emerges rather than waiting until they are in crisis to increase school attendance and reduce health problems within the family.

- To reduce the numbers of looked after children or children subject to child protection plans which will mean more resource can targeted at a smaller cohort of families who are in crisis.

- To ensure that every young person has the best start in life by providing more support to families to improve their own education and skills, to increase school attendance increasing school attainment and the likelihood of employment, therefore reduce the number of young people moving into adult life who require additional support from the state.

- Families in South Norfolk enjoy increased health and wellbeing that will avoid or delay demand on higher cost public health services, particularly around mental health and obesity services.

To develop a collaborative shared working model that is scalable

- To promote data sharing to engage and break down barriers between agencies and building trust to allow a collaborative working model to thrive that will improve confidence within residents that public service is coordinated.

- Working together to achieve an overall goal to ensure that we coordinate future resourcing to maximise limited funding.
How is this going to be achieved?

We propose to apply learning and principles from the evidences intervention programme Communities that care. Originally developed in America to impact on substance misuse and anti-social behaviour by young people this programme has demonstrated its capacity to deliver sustainable, positive impact.

We are not proposing to apply the full validated programme in this instance for two reasons

- Previous experience of applying it to U.K communities shows the need to adapt local cultures. This is the key message of research into U.K initiatives carried out by University of Sheffield.
- We wish to add a wide range of issues that then programmes is validated for. In particular we also want to change adult behaviours relating to domestic abuse/violence, substance misuse, and anti-social activity. We believe that the basic principles of changing behaviour that Communities that Care uses for young people are transferable but acknowledge this is as yet unvalidated.

The aspects of the programme we intend to apply are

- Engaging the community in identifying both needs and solutions
- Identifying resources within the community to act as “Champions” and lead in building the capacity of local people to devise and implement their own solutions.
- Practical partnership working at a local operational level driven by a comprehensive needs analysis that informs a strategy to achieve improved outcomes through both commissioning and direct delivery.
- Use of evidence-led, validated interventions where these are appropriate to the identified need.
- Establishment of a Community Board to lead the self-development of the communities capacity alongside a strategic board of senior representatives of local public services.
One of the research findings into previous implementation is the importance of ensuring “community readiness”. We believe that the community of Diss is a good fit for this approach because

- It has a population of just over 10,000 which is the recommended size in the USA model of Communities that care.
- Around 60% of the population live in areas of deprivation. Again this fits the original USA model, ensuring both significant levels of need and the likelihood of there being community resources that contribute to resilience.
- Diss already has resources committed to improving outcomes at both the strategic and community level. These include a children’s centre, a primary school with a strong record of community involvement, dedicated police, social care and public health services with a good record of working through existing partnerships. There is also good voluntary sector provision and community ownership of facilities. This will support the establishment of an effective Community Board in line with the Communities that Care model.

In taking this approach we are aware that the charity Catch22 is the licenced U.K provider for Communities that Care projects and we will be liaising with them to ensure that their position is respected and that mutual learning and support is achieved.

For further information on the Communities that Care model please visit www.communitysthatcare.net which details the original USA programme. The U.K evaluation is available via the University of Sheffield and the Joseph Rowntree Trust.
Taking this on board there are a number of aspects considered within this proposal, which when combined transform the model into an effective, efficient collaboration offering early help services at the earliest opportunity, aimed at preventing the escalation of need and to empower families and communities within our region.

**Joint delivery hub:** We propose that there are delivery hubs across the districts starting with a pathfinder hub in Diss to shape the model. These hubs would become a central point where families can access the services they need, feel safe and secure and where the agencies can work effectively together to provide a single point of help. In addition to this these hubs will offer hot desk opportunities further improving on the information sharing and collaborative working arrangements of the district model. Agencies would be encouraged to align their existing resources to provide a front door service for families to receive advice and support.

The delivery hub will help change the way we engage with families, as a family friendly centre where support is readily available.

The diagram is a visual representations as to where the agencies and sectors sit within the model for a more complete of possible agencies please see pg21
**Central collaboration hub:** A collaboration hub would be developed within South Norfolk Council where hot desks and co location options will be provided to promote agencies to work more effectively. This is where the shared vision and goals for the hub would be developed and disseminated, ensuring that we are meeting the needs of our residents. In addition to this the collaboration hub would ensure the effective communication between agencies hosting forums and meetings as required. By completing this it is ensuring that any data sharing or other issues are quickly rectified.

**Regular Conference Forum:** It is vital that all agencies involved within the partnership meet regularly to discuss the progress and effectiveness of the overall service as this is key in ensuring we adapt to meet the changing needs of our local residents, identifying any gaps in our services. These meetings would also provide the platform for agencies to discuss cases of concern in a safe environment to ensure we react quickly and appropriately to support our families with a joined up approach. There are currently a number of multi agency forums in place, however these focus more on community safety than children’s services. We hope to combine the meetings into one multi agency meeting that aims to tackle both challenges reducing the requirement for additional meetings across the district. This aims to reduce the overall number of meetings about our families allowing us to use the capacity this has created within our system to concentrate on its delivery.

**Developing Restorative Approaches:** Developing Restorative Approaches (RA) are to be used as a key programme to help families resolve conflict themselves, with the support and assistance of the agencies. To do this, the joint delivery hub will become a centre of excellence for RA.
- Conflict management
- Build bridges between families and the community they live in
Courses/Workshops/Skills for life: Within the delivery hub site and surrounding areas the agencies will arrange and deliver a number of workshops, training days and skills for life sessions aimed at helping individuals and families achieve their potential and become work ready. In addition to this, effective business engagement courses will be run through adult education to provide clients with the attitudes, knowledge and skills that businesses need. The timetable of these courses would be refocused as required to meet the current needs of the local area. These may include but are not limited to:

- Money advice and budgeting skills
- Job clubs and training days
- Arranging work placements with local businesses and traineeships for young people.
- Joy of food courses promoting healthy eating and low cost meals
- Obesity reduction
- Baby/birth support

Storyboard: The district hubs would use the storyboard facility as the main tool to capture their needs and support the family. Training will be provided to all staff on the storyboard model which will be used as the starting point for all referrals. This will ensure that any professional can assist the family with a basic level of knowledge about what services they can access through the hub. This would be created with the family so that we capture their true needs from their perspective and their future aspirations. As part of this process a families champion programme would be run alongside where we can support and encourage volunteers from families who have previously successfully completed a storyboard to be trained as family champions to enable them to support others. This also links back in with the paid traineeship/apprenticeship opportunities that the hub would endeavour to offer.

Embedding The Culture: It is important to recognise that this journey of change is more than just about the amendment of processes and procedures across our agencies. It is in fact a cultural shift towards an aligned collaborative working model. To make this change it is important that we build trust, respect and knowledge of one another's services to enable us to break down barriers. As part of this we also need to ensure continuous improvement of our services to ensure we run them effectively and that they meet the ever changing need.
Central information cloud: Creating a central information cloud will enable agencies to access information 24hrs a day. This will promote information sharing and ensure that we build a full and clear picture for the individuals, families and communities we serve.

Governance: The following diagram summarises the governance structure in place to enable us to sustain improvement with a clear strategic direction. The governance will enable us to set out clear KPIs, outcomes, maintain budgets and manage our resources.
**Agreed Lead:** As the storyboard is built the hub will gain an understanding of the families main need. From this an agreed lead agency will be allocated to the family to support them through their storyboard journey. This lead will aid in the information sharing aspect of the hub, ensuring that the right agencies are brought in at the right time and that the information is being disseminated accordingly. This lead may also choose to bring the case forward at the conference forum for further discussion.

**Overall Model:** Once combined the district model puts the Individual, family and community at the top of our priority giving them a localised single point of access for a wide range of services and agencies across the district. The hubs provide the platform for which this information can be collated and shared and where learning and problem solving can take place.

**Scalable Model:** The district model is designed to be scalable and flexible. This means that once established the model can be implemented across districts in a standardised structure yet giving each district the flexibility required to attend to and delivery solutions for the matters of local importance.
**Tackling the instigator need:** The hubs will be designed to tackle the instigator of need as well as the symptom to ensure that we do not see repetition and a cyclic pattern of need. The following diagram is based on Maslow's hierarchy of needs proposed by Abraham Maslow in 1943. It portrays the most fundamental basic layers of need. It is believed that without the most basic layer of need being met that the individual or family are unlikely to have strong desire or be able to achieve the upper most levels.

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**Physiological Needs**

Ensure families are supported at an early stage with basic care – offering practical support. Families will be able to drop in to access support from a number of sources.

To develop this service we will make links with Housing, Charities, local businesses etc. to have access to basic household equipment, "Joy of Food" and health related advice & education.

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**Safety & Security**

The centre will offer support from Norfolk Constabulary & District Council and employment information. Local safety teams will operate from the centre.

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**Love and Belonging**

The centre will deliver family orientated activities that build connections to the community by Restorative parenting programmes, community run activities and have a governance group run by the community.

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**Self – Esteem**

We will offer coaching for health programmes which family members will access via their specialist health professionals. These programmes will benefit those with long term health issues and chronic illness. Coaching for other family issues will be offered through a coaching specialist. Counsellors and therapists will also be able to access rooms within the centre to support local families.

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**Self – Actualization**

Families who come to the centre will be treated with dignity and respect. They will be supported through all experiences, educational opportunities and the development of their skills to enjoy day to day family life.

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**District Model Need Hierarchy**
Benefits:

**Removed duplication:** The district level collaborative working model will remove duplication across the agencies to provide an efficient service freeing up additional resources to enable them to be utilised effectively. This will improve outcomes for the agencies aiding them in achieving their outcomes and targets.

**Reduction in overall numbers:** It is envisaged that by implementing this district model that it will enable us to identify families early on so that we can increase the number of families returning to the universal pathway and reduce the number of families with a high need requirement.

The graph below shows how early help can make a difference to the number of open child in need cases based on data from the early intervention in Suffolk.
Early Identification: Information sharing allows us to deliver the correct combination of services to the right individuals/families at the right time. It also means that we can be more proactive in the delivery of our help, capturing families at the earliest opportunity, preventing them deviating from the universal pathway. As the agencies will be working collaboratively the likelihood of early identification is increased.

Ongoing support: Collaborative working and information sharing allows us to make informed decisions as to the levels of ongoing support needed. Ensuring the right balance of intervention, independence and self-sufficiency are given to the families we work with. By joining up in our approach we can ensure that we maintain the right level of interaction with our service and can use our visit/meetings more effectively by covering multiple needs through a single requirement.

Knowledge Transfer: Sharing best practice and success stories will enable agencies to learn from one another allowing them to refine their processes to ensure they are effective whilst embedding a culture of continuous improvement across the services. Having this set up at a district level affords us the time to focus on specific cases of need and work through them with the family where previously due to the logistical breadth of the services may not have been possible.
**Shared vision:** Having multiple agencies working towards the same localised goal increases our chances of achieving them. Goals may vary across the region and by breaking this down the goals can be set based on the needs of the local area at a point in time.

**Efficient and effective service:** By information sharing and collaborative working agencies can benefit from efficiency savings allowing us to do more with our resources available to us.

**Tackling the greater need:** By sharing information and working collaboratively we can build up a better picture of the individual/families overall needs and better define the true root cause. This will allow us to tailor our services to meet not only the symptom but the instigator of the need.

**Reaching potential:** By offering a range of workshops, activities and courses we can support families and individuals in reaching their aspirations. Providing them with future stability and independence. Creating this at a district level allows us to build relationships with the local communities and businesses where we aspire for vacancies or volunteering opportunities to be filled where appropriate by service users.

**Combination of services:** Having all of the services working together allows us to effectively allocate our resources to make the most impact by ensuring we offer the right combination of services to our families.

**Single Point of Contact:** By working together from a single local point collaboratively we are simplifying the process for the service users. They will no longer be required to travel or speak to multiple agencies across the region to ask for help and can be assured that these connections will be made with them through this single local point of contact.
Risks/Barriers

As with any change there a number of risk and barriers that may present themselves throughout the implementation and lifetime of the approach. These if not considered may impact upon the overall success of the project and so these have considered within the proposal, and recommendations have been made as to how these may be overcome.

Service user perception/connections: As service users it is important that families and individuals are engaged with the collaborative hub approach. We must therefore ensure that a clear engagement plan is created to ensure that the services can be located and thought of. In addition to this we need to ensure that the families know how to find us and that they are able to make the connections with the hub supporting them when they need it.

Mitigation: A joint approach must be agreed in the referral and marketing approach of the concept to our families. We will also utilise existing opportunities to engage with our families and tell them about the new service using the existing contact points we have available to us. However the main awareness will be raised through training of our professionals, agencies and community groups so they understand what is being offered and can support families to take full advantage of it.

Cultural Change: It is as equally important that the agencies and services buy in to the cultural change that collaborative working aims to bring. This is not about reallocated what we already have into one location but is more about transforming and aligning the service to work coherently with one goal.

Mitigation: Working together side by side at both the collaboration and delivery hubs will build trust, confidence and knowledge of each others role helping to embed the cultural change of multi agency working, breaking down barriers, reducing duplication and improving outcomes.

Resources: The hubs will need to be adequately resourced to ensure that we can meet the demand of the service users. This includes both in and outside of standard office hours. Failure to provide these may mean a reduction in the effectiveness of the service and its overall impact.

Mitigation: By aligning our services and removing duplication we can maximise the utilisation of our resources.
Ownership: Although the hub brings shared responsibility it is important that we do not lose ownership of our service delivery.

Mitigation: The lead agency will be the pivotal point of contact for all agencies to ensure that the right people lead on the case working closely with the family to resolve their needs.

Continuous Improvement: This model is built around the requirement for our services and support offerings to continuously react to the demands of the local area to ensure this meets the need. The model therefore needs to be flexible and adaptable. Failure to do this may mean we lose touch with the needs of the here and now and that the effectiveness of the hub is impacted.

Mitigation: Regular needs analysis may be required to enable the hub to identify gaps within our services and to enable us to identify and react to a changing environment.

Information Sharing: Information must be shared to enable us to identify families early on and prevent them diverting further from the universal pathway. It also enables us to make the connections required to deliver the correct combination of services to the family and without this we could revert back to tackling each need individually rather than seeing the overarching picture.

Mitigation: Agreements need to be made and reviewed to ensure that the services and agencies have the freedom and collaborative working environment to promote and enable the share of information.

Next Steps

As part of the district collaborative working model we need to agree a set of measurements to ensure that our outcomes are being met. Please see below three examples of possible measurements:

- By [DATE] we will have reduced reported incidents of domestic abuse/violence by [%].
  Could be applied to a range of issues.

- Within one year [%] families will achieve [%] of the goals identified on their storyboards.

- [%] families report that support provided from within their community is accessible and effective in meeting their needs.
Next Steps

Phase 1: Start Up
- Gain approval for pathfinder project to be set up in Diss
- Agree and sign up agencies
- Identify suitable location for delivery and collaboration hub in Diss

Phase 2: Implementation of Pathfinder Project
- Agree hardware/software requirements for Hubs
- Agree marketing and referral routes
- Agree data sharing protocol
- Agree operational logistics, parking, staffing roster etc.
- Complete storyboard training
- Produce marketing and referral route material

Phase 3: Rollout
- Migrate services to Diss Delivery Hub
- Migrate services to Long Stratton Collaboration Hub
- Report findings
- Set schedule of events/courses
- Set schedule of conference forums

Agree roll out plans
Agree operational logistics, parking, staffing roster etc.
Greater Norwich Infrastructure Plan – South Norfolk Business Plan 2014/15

This report proposes an Annual Business plan for 2014/15 for strategic infrastructure projects in South Norfolk to support planned growth in the Joint Core Strategy and emerging Local Plan documents.

It is recommended that the attached business plan is presented to the Greater Norwich Growth Board (GNGB) for delivery in 2014/15 from pooled Community Infrastructure Levy (CIL) funding.

Cabinet member(s): John Fuller
Ward(s) affected: All

Contact Officer, telephone number, and e-mail: Tim Horspole, 01508 533806, thorspole@s-norfolk.gov.uk

1. **Background**

1.1. The adopted Joint Core Strategy (JCS) identifies key infrastructure required to support the planned level and distribution of growth. The JCS has been developed with infrastructure delivery in mind and has an accompanying delivery plan. The three local planning authorities have prepared a delivery plan known as the Greater Norwich Infrastructure Plan (GNIP), which sets out and describes the pieces of infrastructure listed in the JCS, updated as necessary.

1.2. The GNIP also identifies the relationship between growth pressures and infrastructure dependencies and captures all projects that have been identified arising from the planned growth across the three districts.

2. **Current Position and Issues**

2.1. The joint working arrangements (JWA) for the Greater Norwich Growth Board (GNGB) were agreed at the meeting of Full Council, held on the 19 May 2014. These arrangements assume that each Council and the New Anglia LEP representatives will have authority to make decisions about delivery, strictly within the limits of the Business Plan. The Business Plan will set out annually a programme for infrastructure, which will help deliver the growth set out on the JCS and in the Greater Norwich City Deal. The City Deal has an infrastructure theme as one of its three strands.

2.2. Under the infrastructure theme two programmes have been set up. A Local Infrastructure Fund, which is a revolving fund for developers to bring forward infrastructure which will benefit existing communities as well as facilitating growth and a strategic infrastructure programme. The other fund is the £60 million borrowing facility at preferential rates from the Public Works Loan Board. This fund will be drawn on by the GNGB as it manages and coordinates the delivery of infrastructure.
2.3. Delivery of the strategic programme is vital to keep planned housing and jobs growth on track and the GNGB authorities have all agreed to pool Community Infrastructure Levy (CIL) contributions to assist in delivery of the programme. The first annual Business Plan promotes projects for delivery in 14/15 against this programme.

3. **Proposal and Reasons**  

3.1. This is the first Business Plan prepared to recommend projects to be delivered from pooled funding. The Greater Norwich Growth Board will consider the plans from the three districts at its meeting on 31 July 2014, so the 2014/15 business plan is not for the full financial year. In section 2 the business plan sets out in more detail the relationship between the business plans, the GNGB and the governance arrangements to support delivery.

3.2. The South Norfolk Business Plan, attached as Appendix A promotes the following scheme to receive funding from pooled contributions for delivery in 14/15:

<table>
<thead>
<tr>
<th>Project</th>
<th>Type</th>
<th>Status</th>
<th>Total cost</th>
<th>Secured funding</th>
<th>Source</th>
<th>Funding gap</th>
<th>14/15 Business Plan Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Norfolk &amp; Norwich Hospital Health Wood Walks</td>
<td>Green infrastructure</td>
<td>In design</td>
<td>40,000</td>
<td>0</td>
<td>CIL</td>
<td>40,000</td>
<td>20,000</td>
</tr>
<tr>
<td><strong>Total (£)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>20,000</strong></td>
</tr>
</tbody>
</table>

3.3. In addition Table 3 in the business plan also identifies the A47/A11 Thickthorn junction improvements for scheme development work to prepare for delivery in subsequent years.

3.4. The Cabinet is asked to recommend to Full Council to agree the South Norfolk Business Plan using the pooled CIL receipts for the 2014/15 year, which are estimated in the ‘2014/15 Projected’ column in Table 4 of the attached Business Plan. Given the recent introduction of CIL in South Norfolk, from 1 May 2014, receipts for the District are estimated at approximately £62,500 for 2014/15. The 2015/16 Business Plan and South Norfolk’s pooled contribution from CIL receipts will be agreed as part of the next annual Capital Budgeting Cycle.

4. **Other Options**

4.1. Not applicable, other options have been considered prior to reaching this stage.

5. **Relevant Corporate Priorities**

5.1. *Enhancing our quality of life and the environment we live in:* Ensuring that development is accompanied by relevant infrastructure, including social and green infrastructure.

5.2. *Promoting a thriving local economy:* Ensuring that development is accompanied by relevant infrastructure to make the area more attractive for economic investment and not to constrain economic growth.
6. **Implications and Risks**


6.2. *Environmental:* Helps ensure that growth is accompanied by relevant infrastructure to maintain and enhance the environment.

7. **Recommendations**

Cabinet to recommend to Full Council to:

7.1. Agree the 2014/15 Business Plan attached as Appendix A for consideration by the 31 July 2014 Greater Norwich Growth Board meeting;

7.2. Grant the Director of Growth and Localism delegated powers to make any further factual changes to Appendix 1 of the Business Plan for projects beyond the current 2014/15 Business Plan period.
1. Background

This Business Plan sets out investment required in 14/15 to support the delivery of planned growth across South Norfolk for which funding support is sought through the Greater Norwich Growth Board (GNGB).

The investment supports delivery of the Joint Core Strategy (JCS), adopted in January 2014. The Joint Core Strategy includes an outline Implementation Plan that sets out high level picture of the infrastructure required to support the planned growth.

Work on infrastructure delivery has continued alongside the work to adopt the JCS and Community Infrastructure Levy (CIL) including bids for a successful City Deal and submission of the New Anglia Strategic Economic Plan to government in March 2014. The latest position on infrastructure delivery is set out in the Greater Norwich Infrastructure Plan (GNIP), formerly known as the Local Infrastructure Plan and Programme (was the LIPP). The GNIP is focussed on infrastructure to support delivery and has been streamlined to reflect the fact the JCS is adopted and the examination process for the Site Specific Allocations and Policies and the Wymondham Area Action Plan has commenced. The Cringleford Neighbourhood Plan has been made and the Long Stratton Area Action Plan is due to be submitted during 2014. These set out the housing trajectory that triggers the need for investment in infrastructure and details the infrastructure linking back to the high level picture presented in the adopted JCS. An interim version of the GNIP will be published June 2014, a further version will be published when the outcome of the Strategic Economic Plan bid is known.

City Deal

The four local authorities of Broadland, Norwich City, South Norfolk and Norfolk County Council, together with the New Anglia Local Enterprise Partnership signed a City Deal for Greater Norwich with Central Government in December 2013.

The City Deal has three themes, enterprise, skills and infrastructure.

The infrastructure theme puts in place mechanisms and creates opportunities to progress infrastructure delivery. The city deal assists delivery through

- Support from HM Treasury for reduced rate PWLB if required to support acceleration of Infrastructure delivery to bring forward Growth
- £60m for Authorities (NCC Accountable Body)
- plus £20m for Local Infrastructure Fund for loans for Developers (NCC Accountable Body)
- a commitment to collaborative working from central government departments and delivery agencies.

New Anglia Strategic Economic Plan

The Growth objectives of the JCS, the infrastructure requirement and the City deal commitments have been reinforced in the New Anglia Strategic Economic Plan (SEP)
submitted to Government in December 2013. The SEP sets out the 10 year plan for economic growth and is key to receiving funding from Government for infrastructure investment through the New Anglia Growth Deal which is expected to be agreed with Government in summer 2014.

2. Purpose of the Annual Business Plan

The schemes captured in the Annual Business Plan have been identified from the Joint Core Strategy and the Greater Norwich Infrastructure Plan.

The Annual Business Plan will allow year on year decisions to be made on infrastructure prioritisation funding and delivery to be made in the context of up and coming infrastructure needs over the next 5 years. This provides a wider context to prioritise annual spend and decisions on the use of CIL and preferential rate borrowing.

The Annual Business Plan identifies the timeline for delivery and secured funding of the identified infrastructure regardless of type to promote balanced infrastructure delivery to support the planned housing trajectory.

The Annual Business Plan sets out the financial implications for income and expenditure for the forthcoming year; the cumulative financial impact of funding decisions on the Greater Norwich Programme given funding and borrowing commitment from earlier years; and after Year 1 will take account of the long-term financial implications for the end of the programme period i.e. 2026.

This business plan has been prepared by officers of South Norfolk Council for approval by the Council. It will then be presented to the Greater Norwich Growth Board who will put together a Greater Norwich Growth Programme from the individual plans submitted to the Board, see the process diagram below.
Greater Norwich Growth Programme Process

The JCS implementation framework lists the infrastructure required to support development promoted by the Strategy.

The councils prepare their business plans for the year. New projects can be proposed at this stage.

The Greater Norwich Growth Board combines the councils' Business Plans into a Greater Norwich Growth Programme. Members consider new projects for inclusion in the programme at this stage.

The Greater Norwich Growth Programme passes back to the Councils.

The GNGB will prepare the Greater Norwich Growth Programme annually; the Programme will be published on its website (in development). The Board will provide strategic direction, monitoring and coordination of both the City Deal and wider growth programme for the Greater Norwich area. It will have representation on, and links with, the New Anglia Enterprise and Innovation Board, the New Anglia Business Growth Programme Operational Board and the Employment and Skills Strategy Board and the New Anglia Local Transport Body.
3. **Infrastructure projects and the housing trajectory**

The context for investment in this year (14/15) considers the medium term projected growth and infrastructure delivery to 2021.

**Table 1 A and B: Five Year Housing Delivery**

Projected housing delivery in the 2012/13 AMR is broken down into the Norwich Policy Area (1A) and Rural Area (1B), as follows:

**Table 1A**

<table>
<thead>
<tr>
<th>South Norfolk NPA: 2008/09 to 2012/13</th>
<th>COMPLETIONS</th>
<th>PROJECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Past Completions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual completions - Previous Years</td>
<td>563</td>
<td>448</td>
</tr>
<tr>
<td><strong>Future Supply</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Projected completions - Current Year</td>
<td>590</td>
<td></td>
</tr>
<tr>
<td>Projected completions - Future Years Existing Sites</td>
<td>874</td>
<td></td>
</tr>
<tr>
<td>Projected completions - Future Years Emerging Sites</td>
<td>654</td>
<td></td>
</tr>
<tr>
<td>Managed delivery target - annual requirement taking account of unplanned completions</td>
<td>731</td>
<td></td>
</tr>
<tr>
<td>JCB allocation annualised over 10 years (2008 - 2020)</td>
<td>731</td>
<td></td>
</tr>
</tbody>
</table>

**Table 1B**

<table>
<thead>
<tr>
<th>South Norfolk Rural Area</th>
<th>COMPLETIONS</th>
<th>PROJECTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Past Completions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual completions - Previous Years</td>
<td>345</td>
<td></td>
</tr>
<tr>
<td><strong>Future Supply</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Projected completions - Current Year</td>
<td>193</td>
<td></td>
</tr>
<tr>
<td>Projected completions - Future Years Existing Sites</td>
<td>705</td>
<td></td>
</tr>
<tr>
<td>Projected completions - Future Years Emerging Sites</td>
<td>446</td>
<td></td>
</tr>
<tr>
<td>Managed delivery target - annual requirement taking account of unplanned completions</td>
<td>132</td>
<td></td>
</tr>
<tr>
<td>JCB allocation annualised over 10 years (2008 - 2020)</td>
<td>131</td>
<td></td>
</tr>
</tbody>
</table>

**Infrastructure**

The GNIP identifies an infrastructure programme to 2026. To inform business plan decision making an extract of the GNIP is included to give information on up and coming projects. The GNIP extract includes an overview of the infrastructure projects that will be delivered in South Norfolk (Appendix 1). These schemes will be funded from a wider variety of sources such as mainstream funding, Community Infrastructure Levy receipts, Section 106 agreement payments and other funding, such as ad hoc bids.

Appendix 2 shows the projects that will be delivered through existing S106 agreements to give the whole picture of infrastructure delivery in South Norfolk.
4. Infrastructure Projects in the Broadland or Norwich or South Norfolk

The GNIP identifies a number projects for delivery in South Norfolk over the next 5 years, summarised below.

- Long Stratton bypass
- Hempnall Crossroads
- A47 Thickthorn junction improvements
- A47 Longwater junction improvements
- Strategic bus infrastructure improvements
  - Hethersett Lane
  - B1172
  - Harford
- Norfolk & Norwich Hospital Health Wood Walks
- Yare Valley Parkway

Only one project is identified for delivery in 2014/15, which requires funding support through the Business Plan, as set out below in table 2.

Table 2: Projects for delivery 2014/15

<table>
<thead>
<tr>
<th>Project</th>
<th>Type</th>
<th>Status</th>
<th>Total cost</th>
<th>Secured funding</th>
<th>Source</th>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>20,000</td>
</tr>
</tbody>
</table>

In addition to the schemes for delivery a number of schemes have been identified for development this year to meet delivery dates over the next few years. The table below sets out the scheme that needs to be developed with funding required for 2014/15. This scheme is not seeking a funding from pooled funding but requires the delivery body to commit to development this year to meet the overall infrastructure programme, set out in table 3 below:
Table 3: Feasibility work in 2014/15

<table>
<thead>
<tr>
<th>Project</th>
<th>Type</th>
<th>Status</th>
<th>Total cost</th>
<th>Secured funding</th>
<th>Source</th>
<th>Funding gap</th>
<th>14/15 Business Plan Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>A47 Thickthorn junction</td>
<td>Transport</td>
<td>Feasibility</td>
<td>30,000,000</td>
<td>1,000,000</td>
<td>Local Transport Body/LGF</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total (£)</td>
<td></td>
<td></td>
<td></td>
<td>1,000,000</td>
<td></td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

5. **Cash flow and spending plan**

The Greater Norwich City Deal included a commitment from the authorities to pool funding to deliver the infrastructure programme and in return flexibility in the CIL reporting arrangements has been granted. The CIL charging and collecting Authorities have agreed the pooling of CIL income (excluding the neighbourhood funding and administration elements) to deliver infrastructure across Greater Norwich. Through the business planning process the Local Authorities will identify the call on pooled CIL to support the project promoted for that year. Table 4 shows CIL income to the end of 2014/15 across the three collecting authorities. The cumulative pooled position is based on a conservative estimate of 70% of predicated CIL income.

Table 4: CIL Income projection for the Greater Norwich area

<table>
<thead>
<tr>
<th>2013/14 - Received</th>
<th>2014/15 - Projected</th>
<th>Projected Total Cumulative CIL</th>
<th>Cumulative Pooled CIL (70% of Total)</th>
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<td>£93,000</td>
<td>£1,108,562</td>
<td>£1,201,562</td>
<td>£841,093</td>
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6. **Annual Proposal**

There are no pre-commitments on the expected pooled CIL and the proposed schemes for South Norfolk can be met from projected income. It is proposed that the schemes in Table 2 are supported for submission to the Greater Norwich Growth Board for inclusion in the Greater Norwich Growth Programme.
7. Implementation and monitoring

Reporting Structure

The Greater Norwich Growth Programme will be put together by the Greater Norwich Growth Board and the Greater Norwich Growth Board will receive half-yearly updates on delivery of the infrastructure programme.

The Infrastructure Delivery Board will be responsible for managing the delivery of the Greater Norwich Growth Programme. That group will meet monthly to consider progress on the programme and the individual schemes.

The scheme promoters will be responsible for informing the Infrastructure Delivery Board of progress on individual schemes.
### Appendix 1: Extract from the Greater Norwich Infrastructure Plan – South Norfolk Projects

<table>
<thead>
<tr>
<th>Ref</th>
<th>District</th>
<th>Project/ Scheme description</th>
<th>Status</th>
<th>Total estimated project cost (£,000)</th>
<th>Total estimated scheme cost (£,000)</th>
<th>Contributory funding (£,000)</th>
<th>Source</th>
<th>Funding need (£,000)</th>
<th>Funding profile £'000</th>
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<td>Status</td>
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<td>Total estimated scheme cost (£,000)</td>
<td>Contributory funding (£,000)</td>
<td>Source</td>
<td>Funding profile £'000</td>
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### Appendix 2: Infrastructure delivered through existing S106 agreements

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<td>2018/19</td>
<td>100+ provision of site</td>
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### Appendix 3: Identified Schemes not currently in the Strategic Infrastructure Programme

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<tr>
<th>Ref</th>
<th>District</th>
<th>Project/Scheme description</th>
<th>Status</th>
<th>Total estimated project / scheme cost (£,000)</th>
<th>Funding identified (£,000)</th>
<th>Source</th>
<th>Commencement</th>
<th>Funding profile £'000</th>
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<td>Improvements to the walking network and enhanced trails</td>
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<td>GI P5.1</td>
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<td>see T31.4 Preparation 2014/15</td>
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<td>GI NFS</td>
<td>Norwich South Norfolk</td>
<td>Norwich Fringe South</td>
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<td>Ref</td>
<td>District</td>
<td>Project/Scheme description</td>
<td>Status</td>
<td>Total estimated project / scheme cost (£,000)</td>
<td>Funding identified (£,000)</td>
<td>Source</td>
<td>Commencement</td>
<td>Funding profile £'000</td>
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<tr>
<td>GI S</td>
<td>Broadland South Norfolk</td>
<td>Secondary Corridors</td>
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<td>GI S.7</td>
<td>South Norfolk</td>
<td>Tas Valley to Norfolk Fenlands</td>
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Agenda Item No. 10

Cringeford Conservation Area Character Appraisal and Management Plan

This report explains the context for the revision of the above appraisal. It also summarises the comments received from the public consultation and sets out the officer responses to these representations and the proposed amendments. Cabinet is asked to:

Agree the proposed amendments and the revised conservation area boundaries and recommend to the Council that the revised appraisal for Cringleford be formally adopted. The appraisals will then be a material consideration in the determination of planning applications in the district.

<table>
<thead>
<tr>
<th>Cabinet Member: Keith Kiddie</th>
<th>Ward affected: Cringleford</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Officer, telephone number, and e-mail: Philip Whitehead 01508 533948</td>
<td></td>
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</table>

1. **Background**

1.1. The Planning (Listed Buildings and Conservation Areas) Act 1990 makes it a duty of Local Planning Authorities to formulate and publish proposals for the preservation and enhancement of conservation areas and submit them for public consultation. Under the same Act it is also the duty of Local Planning Authorities from time to time to review the past exercise of functions under this section and to determine whether any parts or any further parts of their area should be designated.

1.2. A priority list for the preparation of Conservation Area Character Appraisals and Management Plans in accordance with English Heritage Guidance was agreed by the then Planning Housing and the Built Environment Overview Sub-committee in March 2009. The appraisal for Cringleford has now been completed.

2. **Current Position and Issues**

2.1. The proposed revisions for the Cringleford Conservation Area went out to public consultation from 16 September 2013 to 31 October. A summary of the consultation process and comments received for Cringleford is attached as appendix A. Only two responses where received from residents within the conservation area with two additional responses from the Parish Council and English Heritage. A map of the existing conservation area showing the proposed...
boundary changes is attached in Appendix B. A copy of the appraisal document is in Appendix C.

3. Proposal and Reasons

3.1. There are four minor amendments proposed to the conservation area boundary. At the far eastern end of the conservation area at the former school site the boundary has been amended to omit modern buildings to the rear of School House from the conservation area as these make no contribution to its character. The boundary has been extended slightly further south at the north end of Aspen Way to include mature vegetation as this entrance clearly forms part of the green. At Intwood Road no’s 4 and 6 are a pair of late 19th century houses, which despite some modern alteration still make a positive contribution to the character of the street scene and therefore the boundary has been revised to include these. The boundary has also been extended to include no’s 1 and 3 Intwood Road, as these properties help to shape the street scene and the trees immediately behind at The Loke form a backdrop to key views looking down Intwood Road towards the bridge.

3.2. Following the consultation process, and having responded to address concerns raised by residents regarding the implications of being included in the area (see appendix A), it is considered that the consultation helped to reinforce the proposed revisions to the boundary.

3.3. If the Council agrees to the proposed changes there will then be a need to carry out a formal process of designation for the revised boundary, which requires notices to be advertised in the London Gazette and a local newspaper. These are formal notices of the new boundary explaining the principal effects of the area being included within a conservation area. The notices do not provide a further opportunity for consultation or objection, the appraisal already having been adopted.

3.4. Although the Conservation Area Character Appraisals and Management Plans would have a lower status than the SPDs they would sit within the wider framework as a material consideration for development proposals. This was confirmed by legal advice.

4. Other Options

4.1. The appraisal is not adopted. The document would carry no weight in the formulating of policies and in the assessment of development proposals. Adoption would not only give the appraisal an authority but would also help to focus community action as part of the Neighbourhood and Localism agendas.

5. Relevant Corporate Priorities

5.1. Enhancing our quality of life and the environment we live in.

The appraisals identify the special character of the conservation areas and how this can be improved and managed by all those involved.

5.2. Supporting communities to realise their potential.

The management proposals will only be successful with the cooperation and support of local landowners and groups.
6. **Risks**

   **Financial**

   6.1. For South Norfolk Council any increase in statutory management resulting from revisions to the conservation area boundary are minimal as the boundary remains largely unchanged with only a very small number of additional properties.

   6.2. Given the minimal size of the proposed additions to the conservation area boundary it is anticipated that any small increase in officer workload that may result from the revisions will be met by existing resources.

7. **Legal**

   7.1. The Council would be acting contrary to the provisions of the 1990 Act if the appraisal programme was not continued. The appraisal does give a sound basis and analysis of the area to assist with development proposals without which the Council would be in a weaker position in defending decisions and at appeals. Following adoption of the revised appraisal and advertising of notices there is the possibility that someone might challenge the document through Judicial Review but this is considered unlikely.

8. **Conclusion**

   8.1. The adoption of the appraisal would enable it to be taken into account in the determination of applications for development affecting the character or appearance of the conservation area. This would be of value to applicants, agents and members.

9. **Recommendations**

   9.1. Cabinet notes the comments received from the consultation exercise and the associated officer responses in Appendix A.

   9.2. Cabinet agrees the recommended amendments to the conservation area boundary and character appraisal document and recommends to Council the Cringleford Conservation Area Character Appraisal and Management Plan.
Consultation process for the Conservation Area appraisals

The consultation period extended to 8 weeks. All of the residents inside the conservation area were informed by a leaflet and letter. English Heritage, Cringleford Parish council, local members and the County Council were informed by email. The appraisal was added to the Council’s website and consultees invited to view the appraisal online and respond electronically.

A local exhibition was held in Cringleford combined with a public meeting. A link was available on the web site so people could respond on any aspect of the appraisals.

Comments received and responses:

1. The Cringleford Parish Council informed the Council that they had no objection to the proposed changes and did not wish to provide any further comments.

2. Two of the residents of Cringleford raised concerns about the implications of their properties being included in the conservation area as a result of the boundary being revised. One of the residents was particularly concerned that the Council would force them to remove their upvc windows.

The Council responded in writing to both residents fully explaining the implications of their properties being included within the conservation area. With regard to existing upvc windows the resident concerned was informed that the Council would not be forcing her to replace any existing windows as formal permission is not required to replace windows in a private single dwelling that is not listed in a conservation area.

3. English Heritage provided a number of comments on the document on how it might be improved and some of these recommendations have been taken into account and the document amended. Some additional text has been added making reference to the adjacent Eaton Conservation Area at the river meadows. The boundary map has also been amended to include key flint walls along the main street.
Cringleford
Conservation Area Character Appraisal
and Management Plan
February 2014

Enhancing the environment we live in

www.south-norfolk.gov.uk
Introduction

Under the terms of Planning (Listed Buildings and Conservation areas) Act 1990, the Local Planning Authority is required to identify areas of special architectural or historic interest whose character or appearance it is desirable to preserve or enhance, and to designate them as conservation areas.

The 1990 Act also requires local authorities to prepare policy statements for conservation areas. These statements are to be more explicit and detailed than would be possible as part of a Local Plan and seek to identify the components that give the conservation area its special character. This analysis will provide the context within which the particular problems of the area can be considered. The policies of the Council, and others, are noted, and it is hoped that the assessment will help to guide any future change.

The Cringleford Conservation Area was designated in 1974 and an appraisal adopted in 1980. This latest review has been carried out in response to guidance issued by English Heritage in 2006, which advises how the appraisals should be prepared and that they should also include management proposals.

Value of the Appraisal

The publication of this appraisal aims to improve the understanding of the value of the built heritage and provide property owners and potential developers within the conservation area with clearer guidance on planning matters and the types of development likely to be encouraged. It will enable South Norfolk Council to improve its strategies, policies and attitude towards the conservation and development opportunities and priorities within the designated area. It will also support the effective determination of planning and listed building consent applications and inform relevant evidence in planning particularly relating to the demolition of unlisted buildings.

While the Council has prepared this appraisal, it cannot successfully deal with all the issues without the support of the Parish Council, other groups and individuals. Once approved, this appraisal will help shape the future of Cringleford and with the co-operation of all concerned, it could have a positive effect on the development of the village.
Historical Development

The "Oxford Dictionary of England Place Names" refers to “Cringleford” as being of Scandinavian origin. “Kringla” means “a circle”, although in this case it probably means “a round hill”, hence the meaning “the ford by the round hill”. This description gives the essential clues to the nature of the settlement which is essentially based on a hilly site in a valley adjacent to a ford over a river.

Evidence of early settlement on the site has been found in several instances. In 1978 a pointed axe head dating from between 10,000 and 12,000 B.C. was found in the garden of No. 12 Intwood Road. This suggests that Cringleford has for a long time seen settlement of some sort to exploit this river crossing and the fertile land on either side.

Before the Norman Conquest, Norfolk was part of the Saxon Kingdom of East Anglia which was converted to Christianity by St. Felix in 630 A.D. The earliest physical evidence of early settlement is contained within the church, where there are small round headed Saxon windows with double splays and the fragments of Anglo-Saxon sculpture which have been built into the walls at the west end of the nave.

In 1066 the village was divided up into “fat farmlands” under the overall control of Bishop Odo, who was William the Conqueror’s half brother. Records dating from 1462 indicate that the ownership of the parish had by that time passed into the hands of The Great Hospital in Norwich, which remains the present Lord of the Manor.

The history of the settlement is one largely based around agriculture (mostly arable) and the gradual extension of the built fabric on each side of a major communication route to Norwich. The importance of this road has clearly been a major factor in the development of the settlement as it is to this day.

Forming part of this route is Cringleford Bridge, originally a timber structure which was destroyed by floods in 1519. The present bridge was built soon after, although only the central pier and the arch date from 1520, the rest being the result of a widening of the bridge in 1780.

In 1570 there was a great fire which destroyed almost the entire village. It is believed that only the church and part of Pond Farm survived this conflagration. Following the fire, a private Act of Parliament was passed which allowed the Great Hospital to acquire the land in the village as freehold. It promptly sold the land to four Norwich businessmen (Balleston, Bate, and two Layer brothers) who divided the village between them and gradually disposed of their shares as the rebuilding proceeded. A surviving map of Cringleford dated 1571 drawn by John Goodwin, Surveyor to the City, shows the general division of land within the parish. It shows the village core centred around the church, the mill and ranges of buildings either side of the Newmarket Road.

The rebuilding of the 1570s did not appear to extend much beyond the original boundaries of the village. In the eighteenth and nineteenth centuries the parish shared in the agricultural prosperity of the county, as well as in the prosperity of the city. In architectural terms this was reflected by the construction of large “out of town” houses built in the village by city merchants. Hill Grove, Cringleford House and Ford End are all good examples of such buildings and highlight the desirability in living in such a village as Cringleford, which is no more than three miles from the city centre. Cringleford House was built and occupied by the Patterson family, who were locally famous as maltsters and brewers.

The village was altered in the nineteenth century by a number of road improvements. The road was straightened on three separate occasions, resulting in the demolition of the Manor House
(originally located to the north of the Jewson Barn) and the loss of the south-eastern part of Ford End House.

The twentieth century saw the more rapid expansion of Cringleford and the spread of development along Keswick Road, Intwood Road and Colney Lane. This is reflected in the parish population figures of the time: 261 in 1921, 652 in 1931 and 868 in 1951. The popularity of the village as a dormitory settlement for people working in Norwich has continued, the population rising to 1,124 in 1961, to 1,776 in 1971 and to 1,813 in 1976. The current population is over 2,000.

The impact of traffic on this essentially residential village resulted in the completion of the Cringleford Bypass in 1975, which has changed the village dramatically. The removal of through traffic from Newmarket Road has been of great benefit to the area, although traffic problems still exist. The cost of the bypass was the loss of backland areas to Cringleford House and, more particularly, to Hill Grove, but a new bridge was constructed to maintain the direct link between Colney Lane and the rest of the village.

Since the original conservation area statement was written in the early 1980s major development has affected the village. The completion of the southern bypass (A47) has severed the agricultural land lying to the west of the parish which now contains a major traffic interchange. Major building work has taken place at the University, the Norwich Research Park, the BUPA Hospital site and at the supermarket site in Eaton. Although these developments are outside the parish boundary they have had a direct impact on the environment within it, both in terms of traffic generation and a heightened desirability of the village as a prime residential area. The new Norfolk and Norwich University Hospital in Colney Lane together with the new residential development at Roundhouse Park have undoubtedly added to this impact.

Nevertheless, the parish still contains significant areas of agricultural land, largely located along the western boundary, but there is now little commercial or industrial usage. The only significant commercial user is now the Jewsons builders merchants.

In summary, the historical development of Cringleford can be described as the gradual transformation of the early settlement based upon agriculture, a river crossing and a major transport route between Norwich and London, into a prime residential area within the Norwich hinterland. Despite the pressures imposed by its location, attractive townscape quality and over 1200 years of settlement, the remnants of the village core are still intact. There are, however, clearly challenges to overcome in the future which will undoubtedly continue the process of change. The townscape quality of Cringleford, particularly within the conservation area, is fragile and it is essential that future change is controlled to preserve its unique character.
Character Assessment

Cringleford and its Setting

The parish of Cringleford covers an area of some four square kilometres on the south-west side of Norwich. It is separated from Norwich by the River Yare which skirts around the south of the city in the Yare Valley. The southern edge of the parish is bounded by a stream running approximately west-east that arises near the grounds of Thickthorn Hall, and joins the River Yare at the south-east corner of the parish. The stream runs through a small valley which has some of the characteristics of the main Yare Valley and carries the Norwich to Cambridge railway line just to the south of the stream. In the centre of the parish is an area of higher ground, thirty metres or more above sea level. The land inclines towards the Yare Valley to the north-east, towards the railway line to the south and more gradually along the flatter terrain on the western side.

The parish is made up of three distinct areas: farmland, the valleys and the built up area. Half the area is arable farmland which dominates the high ground in the central and western parts of the parish. Here the landscape consists of open fields still divided by some of the older hedges, which contain occasional mature trees mainly of oak and ash.

The two valleys comprise about a fifth of the land and are scenically the most attractive part of the parish. Access to the Yare Valley is primarily via the Yare Valley Walk which follows the river on the city side and affords views of the whole stretch of this part of the Valley. The Cringleford slopes are accessible from a footpath which connects the University of East Anglia broad and Yare Valley Walk with Colney Lane and the roads off Colney Lane. All the land is privately owned, however, and with the exception of the university area no public access is available.

The built up area of the village is well defined and is located either side of the Newmarket Road. Since the last appraisal there has been a large area of new development to the northeast side at Roundhouse Park adjacent to the A11 roundabout.

Cringleford is described in the local plan as a large attractive village with many large individual properties set in sizeable plots, particularly along Colney Lane. This, together with the many trees in the village, contributes in some parts to a spacious and “green” aspect. The oldest part of the village is along the main street (Newmarket Road) and the quality of its environment resulted in it being designated a conservation area in the late 1970’s. This area has always been to a greater or lesser extent the village core and includes some listed buildings.
The more mature parts of the built up area, including the edges where it merges with the valleys and the farmland, contain an abundance of trees and attractive gardens. The proximity of surrounding countryside is a further attraction for a village so close to the Norwich urban area.

The River Yare clearly defines the northern and eastern boundaries of the Parish. To the south the railway line forms a physical barrier to the village. Between the built up area and the railway line there are some areas of very attractive landscape. These include the flood plane of the River Yare and its tributary the Intwood, the stream along Keswick Road, the valley of Cantley stream to the west and the grounds of Cringleford Hall. These areas form an attractive soft edge to the village and contribute to its setting. The western boundary is defined by a more arbitrary line within the agricultural landscape but with the A47 to the southwest clearly marking the boundary.

The A47 Norwich Southern Bypass has had a major impact on the landscape to the west of the village and severs some smaller areas of farmland from the surrounding countryside.

Colney Lane, Newmarket Road, Intwood Road and Keswick Road form the major transport routes. The village has a good range of facilities including a church hall, recreation ground, pavilion and a village hall (Patteson Parish Rooms and Club). Access to the city is across the narrow bridge over the River Yare.

**Conservation Area Boundary**

The conservation area was designated in 1976. It encompasses land either side of the Newmarket Road (the village core) and water meadows of the River Yare to the north east side. The boundary was amended in 2013 to take into account changes since the last appraisal and to bring the conservation area more in line with property boundaries.

The conservation area comprises the older part of the village along the Newmarket Road, stretching from the bridge over the River Yare at the eastern end to the school where the road joins the Cringleford bypass on high ground to the west. The water meadows mentioned above and part of Intwood Road are also included. At the western end of the conservation area the older part of Cringleford School is included within the boundary. The south east boundary is an irregular profile but basically includes the new village green and properties fronting on to the village street. The north east boundary follows the south bank of the River Yare. The north west boundary is formed by the Cringleford Bypass which is located within a deep cut to reduce its impact on the village.

The river meadows to the east side of the conservation area form an important gap between Cringleford and the neighbouring settlement of Eaton, which shares part of its conservation area boundary with Cringleford. Due to the low lying flood plain the area, which is an important natural habitat and recreational area, has remained largely undeveloped and is protected from further development. Much of the river meadows between the settlements are situated within the Eaton conservation area boundary. For Further information on Eaton please contact Norwich City Council.
Form and Character

This is a summary assessment of the character of the conservation area. A more detailed analysis is given in Appendix 1.

The special character of the Cringleford Conservation Area is defined by a combination of factors. Essentially, the remnants of the original village core are still intact and there is still a feeling of a village “street”. There are several important buildings of historic interest within the area and these are located within a mature natural setting which includes water meadows, village green, trees and hedges. Finally, there are important townscape features such as screen walls, a milestone, a village pump and additional street furniture.

The conservation area boundary takes in enough land to ensure that views from the street are included. The Newmarket Road bisects the conservation area in half and forms a series of gentle curves through the village which helps to emphasize the changing scenery. There are important road junctions with Colney Lane and Intwood Road.

The townscape quality at the eastern edge of the conservation area is largely formed by the river valley site containing lush water meadows. These ‘fingers’ of landscape form an integral part of the Yare Valley landscape and wildlife habitat. Access over the river here is via Cringleford Bridge, which with the Mill House are key features of the earlier settlement.

Buildings

The conservation area contains 9 listed buildings, including Cringleford Bridge which is also a scheduled monument. The milestone adjacent to Pond Farm on the Newmarket Road and the village pump on the village green to the west are also listed structures. There are a number of buildings which, though not listed, are considered to be of townscape significance. Buildings of both categories are shown on the map in Appendix 2 and scheduled in Appendix 6.

This is a summary of the character of buildings in the conservation Area. A more detailed assessment is given in Appendix 1.

There is a variety of building types within the conservation area. They are essentially of domestic use but include the Church of St. Peter, the previous Hill House, Cringleford Bridge and former agricultural buildings. These are now interspersed with more modern buildings of all periods, some of which are industrially/commercial.
The only building remaining from the early Medieval village core is the Parish Church of St. Peter. Pond Farm House and Ford End, however, do contain fifteenth and sixteenth century fabric respectively. The former is part timber framed and thatched.

The Mill House, Ford End, Cringleford House, Rosiland House and Hill Grove are all listed and located on the north side of the Newmarket Road. They are all essentially late eighteenth century buildings, although the Mill House and Ford End are clearly on more ancient sites.

Cringleford Bridge, much altered in the eighteenth century, is still an important boundary marker between the city and the village.

Several other buildings contribute to townscape quality, namely the Vicarage, the Toll House, 1 Newmarket Road, the Jewsons Barn, the Patteson Rooms, the School House, the Victorian cottages on Intwood Road, No. 15 Newmarket Road, two buildings on the eastern commercial site, and the Hill Farm buildings. These are generally Victorian or of the early twentieth century.

The remaining buildings, generally residential, all bear witness to the pressure placed on the village as a popular place to live, being close to Norwich with good communication routes and nearby countryside.

All the older buildings within the village have been subject to the pressures of change over the years. The sub-division of large gardens for additional houses, the conversion of farm buildings, some for holiday let and some as permanent dwellings, the sub-division of the larger houses themselves, and in the case of Hill Grove conversion into a residential home for the aged, are all typical examples of these changes. In architectural terms the quality of the new buildings is reasonable. They are all of two storey height which allows the imposing scale of the important historic buildings to dominate still.
Building Materials

Examples of most of the building materials traditional to South Norfolk can be found in the conservation area.

Roofs

Clay pantiles are the prevalent roofing material with equal amounts of red and blue. There are a few slate roofs, namely Mill House, School House and the two side ranges to Cringleford Rosiland House. There is one thatched roof (Pond Farm House). Plain tiling is found on 1 Newmarket Road (projecting bay roofs) and on the Patteson Room. Vertical plain tile cladding is found on Nos. 5 and 7 Intwood Road.

Walls

Red bricks are the prevalent material for walling on the buildings, although in some cases the brickwork has been painted, namely on Hill Grove, the Mill House, School House and the street frontage to Hill Farm. Flint is also a prominent material and is found on the church, boundary walls and the base of the Jewson Barn. The street frontage to Pond Farm is painted render. The boundary flint wall along the northside of the Newmarket Road at Ford End is a prominent feature in The Street.

Ground Surface Materials

The public roads are all black tarmacadam, as are the pedestrian footpaths which occur on each side. Paviors have been used on the new development adjacent to the church.

Street Furniture

The milestone and village pump (both listed structures) have previously been mentioned. The creation of the village green to the west end of the conservation area has involved the insertion of village sign, seating and a post and chain fence, all reasonably sympathetic to the setting. Another pleasant area is at the Colney Lane/Newmarket Road junction where a seat on a grass verge has been located.

A simple post and chain fence could replace the rather unsympathetic concrete bollards and give some continuity to the detailing. The modern plastic green bin could also be replaced with a bin that has a more traditional appearance.

There is the usual array of litter bins, grit bins, post box, telephone kiosk, bus stops, etc., but
these are relatively insignificant in the street scene and detract little from townscape quality. There is also a timber sign on the village green indicating the route of “Kett’s Way”. This is sensitively sited in the south-west corner. Street signs are of different materials and street lighting posts are nearly all in galvanized metal.

Boundary Treatments

These are all important features of the townscape and generally add to the quality of the environment. Improvements could be made, particularly where there is perhaps rather too much close boarded fencing fronting the main street in the western half of the conservation area. The more unusual older boarded fence at the front boundary of 10 Newmarket Road, with its pyramid shaped finial detail on each post, blends much better with the historic architecture and natural character of the area than much of the late c20 fencing.

Open Spaces, Trees, Hedges and Views

The Yare Water Meadows

These, together with those on the north bank, which are part of the Eaton Conservation Area, form part of the Yare Valley landscape, which stretches northwards towards Earlham Park. The water meadows are not accessible to the public but are afforded the extra protection of conservation area status as they form a vital part of the River Valley visual scene.

The Churchyard and the Ford End Landscape

This space forms an important part of the village street character, occurring as it does on a significant bend in the Newmarket Road. The churchyard is raised above road level and with
mature trees, hedges, raised brick retaining wall and mature trees on the opposite side of the road forms a “green screen” in views as one approaches from the east side along the main street.

**Pond Farm Complex**

Remains of the previous farmstead are still intact, namely the pond, thatched cottage and associated outbuildings to the south. This complex forms the eastern edge to the new village green and is a transition space before the more urban context of the village street is reached.

**The Village Green**

This is another important focal point and is located at the west end of the conservation area where Keswick Road, Cantley Lane and the Newmarket Road all meet. Like the churchyard it acts as a “green lung” space between the major housing areas to the south and the village street. The School House forms an important western boundary to the area.

The Green contains many mature trees and some younger ones and is crossed by tarmacadam paths which join the housing and respond to “desire lines”.

To the north is another important buffer zone between Newmarket Road and the Cringleford Bypass. It is a small triangular shape parcel of land with mature trees and raised hedge bank.

There is a brick electric box directly opposite the junction with Intwood Road. Its modern doors and flat roof do detract slightly from the more traditional character of the area.
The Junction of Colney Lane and Newmarket Road

This space includes a small grassed area containing a seat and is adjacent to a bus lay-by.

The Jewsons Barn & Electrical Substation

Since the last appraisal this area has been much improved. The brick barn has been sympathetically converted and the area between the barn and the road landscaped with hedgerows and trees. Further improvements could be made by replacing the entrance gate at the substation with a more traditional design and by providing more sympathetic fencing from the pedestrian crossing.

Gardens

An important feature which adds considerably to the townscape quality is the presence of the many front gardens associated with the houses along the main street. The insertion of new buildings has allowed many mature trees to remain and these, together with the newly planted trees and hedges all add to the prominent natural character within the townscape.

Newmarket Road/Intwood Road Junction

Historically this junction is important, Intwood Road leading to agricultural land centred around Cringleford Hall to the south. It is shown on the existing 1571 map mentioned above. To the east is the “Toll House”, a toll collection point when the Newmarket Road was a turnpike. To the west is No. 1 Newmarket Road, a prominent double fronted Victorian house with Dutch gabled garage facing the road junction.

Developments

Since the original conservation area statement was prepared in 1980 there have been a number of developments which have affected the area.

There have been several new houses inserted within the gardens of the larger houses or as part of conversion schemes related to previous agricultural buildings. New dwellings have been built adjacent to Pond Farm and Mill House, to the north of Ford End House, within the grounds of Hill Grove House, adjacent to the converted Hill Farm (Hill Farm Close), between the Patteson Club and the barn, and to the north of Cringleford House/Rosiland House where the existing outbuildings have been converted and extended. This development has taken place over the last twenty or so years and has all generally been carried out in a sympathetic manner.

A large rear extension has recently been completed at Mill House and the outbuildings to Pond Farm and Hill Farm have been converted to residential use, the former for holiday letting.

Where there used to be light industrial/commercial land southeast of the church there are ten new dwellings. Five of the dwellings are along Intwood Road, two along Newmarket Road with the other three forming a cul-de-sac at Newmarket Drive.

The large barn has been sympathetically converted to offices with landscaping at the front, all of which has greatly improved views from the main street. Signage on the building could, however, be more sympathetic.

There has also been a gradual catalogue of change to buildings over the years typified by the refurbishment of existing buildings, the insertion of roof lights, dormers and modern windows.
and doors. In general terms the effects have not had a serious affect on townscape quality.

Developments that have perhaps had a greater impact on the conservation area lie outside the conservation area boundary. These are the new District General Hospital in Colney Lane, new residential development at Roundhouse Park, the development of the Norwich Research Park also in Colney Lane, and the development of the Waitrose supermarket site in Eaton. All this, combined with the proximity of the major bypasses, has inevitably led motorists from outside the village using the Newmarket Road. Whilst the amount of traffic passing through the village is no where near the amount before the Cringleford Bypass was built, heavy goods vehicles still use the Newmarket Road to reach Waitrose and Jewsons and the road is still used by motorists to gain access to the city from the major transport routes or gain access on to these routes themselves. The physical presence of traffic, together with associated noise and fumes is still very noticeable within the conservation area and it must be stated that the control of traffic is perhaps one of the more serious problems facing the village in future years.

**Problems and Opportunities**

The policies referred in Appendix 4 are limited to those areas where the Council can have an influence, either by its own actions or by using its legislative powers to guide the actions of others. However, while acknowledging these limitations, this appraisal also identifies other issues outside its control, in the hope that those responsible, be they individual owners or public organisations, may be encouraged to act in a positive way.

Some buildings have been altered in ways which adversely impact on their character and appearance and/or on that of the conservation area also. Most of these alterations relate to replacement windows and doors which are out of character. Opportunity should be taken, when it arises, to rectify such damage.

The satisfactory management of traffic within the conservation area and surrounding area is a key consideration. Careful planning will be required to prevent further damage to the conservation area through increased traffic use.

The size of building plots within the conservation area means that there is no requirement for on street parking associated with housing. Parking problems do arise, however, as a result of church services, events in the church hall or the Patterson Room and around Cringleford School. The conjunction of these uses on what is still a busy main road with heavy goods delivery vehicles and constant traffic leads to severe congestion at times. Measures for encouraging traffic calming should take this into consideration and future development could include provision for off-street parking for the above uses.

It is particularly important that new development draws from an appropriate palette of materials in order to preserve and enhance the character of the conservation area.

**Changes to the Character of the Conservation Area**

The special character of conservation areas can easily be eroded by seemingly minor, well-intentioned home improvements such as the insertion of replacement windows and doors with ones of an inappropriate design or material, (for example hinged opening lights in lieu of sash windows and wood effect UPVC instead of painted timber). This is a particular issue with unlisted buildings. In line with current legislation, all complete window replacements are required to achieve minimum insulation values, but recognising the affect that inappropriate replacements can have, local authorities are empowered to relax that requirement when
considering the restoration or conversion of listed buildings. Advice should be sought from the local planning department at an early stage.

**Recommendations for Management Proposals**

**National Policies**

The Council will follow the guidance in the National Planning Policy Framework, which outlines the Government's policies for Heritage Assets.

**Local Plan**

The Strategic Principles and Policies in the Joint Core Strategy and the South Norfolk Local Plan have implications for the historic fabric of the conservation area and provide the local framework for the future of Cringleford.

Policies relating to the management of conservation areas and listed building have been included in the emerging Local Plan (Development Management Policies DPD). This gives appropriate advice to owners and developers and assists the effective determination of planning application.

Cringleford Parish Council have prepared a Neighbourhood Plan covering the period 2013 - 2026, which also includes policies on the environment. The plan will, on adoption be part of the South Norfolk Local Plan.

**Monitor the Conservation Area**

The Local Authority has a duty, from time to time, to formulate and publish proposals for the preservation and enhancement of any parts of their area which are conservation areas (Planning (listed Buildings and Conservation Areas) Act 1990).

**Guidance and Advice**

Monitor and update the information on South Norfolk Council’s website (www.south-norfolk.gov.uk/planning) regarding advice for owners/residents on:

- The implications of conservation area designation
- Article 4 and Article 4(2) directions
- Appropriate maintenance, repairs and alterations to buildings to preserve and enhance the character and appearance of the conservation area.
- Sustainable development and construction (in line with the Council’s policies) taking into account the need to maintain the distinct character and appearance of the area, and include on the council’s website. Guidance on this is available from the Council’s Place-making Guide on the website.
- Publish Historic Environment Guide, providing guidance on development affecting Heritage Assets
Specific Enhancement Proposals

Highways

Promote informal agreement with the County Councils Highways department to ensure that works within the conservation area are carried out using an agreed palette of materials.

The Electricity Sub-Station

Improved screening of this structure would greatly enhance the townscape quality of the area.

Jewsons Site

Reduce and reposition signage to improve views of the entrance to the site from the street.

Pedestrian crossing in front of barn

Replacement railings that are more sympathetic to the character of the conservation area.

Tree Planting

In general terms a great deal of tree planting has already taken place in key areas. Further planting might perhaps be considered to reinforce the landscape buffer at the west end of the conservation area adjacent to the Cringleford Bypass.

Boundary Treatments

Fences and walls in certain key areas could be improved, although this is not considered to be of vital importance to the overall character of the conservation area.

Traffic

The management of traffic in the area is seen as a major problem using the Newmarket Road as an important communication route. The possible impact of the new housing within the parish could generate the need for separate social provision in terms of leisure, meeting and recreational facilities. The impact of this on the conservation area should form an integral part of the planning and design process to be undertaken in the future.
Colney Lane/Newmarket Road Junction

The small green area could be enhanced by post and chain fencing matching that of the village green.

Rectifying unsympathetic alterations

Replacement of inappropriate windows and doors, particularly upvc units, on a number of older buildings would help to improve the character and appearance of the conservation area. At the electricity substation and large barn remove unnecessary signs and provide more sympathetic signage.

4 & 6 Intwood Road

A boundary hedge or traditional wall or railing at the front boundary would enhance the setting of the houses and improve street views.
Appendix 1

Townscape And Buildings

The following text describes in more detail the character of the conservation area. Because of the overriding importance of open spaces/green areas in Cringleford, these have been described in detail previously and therefore appendix 1 is mainly concerned with buildings.

The Western End

The western end of the conservation area is dominated by the village green, a modest area of cut grass with a number of mature and recently planted trees. It is the remains of the original village common and in the centre of the grassed area stands the village sign, an ancient pump and a seat. Facing the village green is the Old School House, a double fronted Victorian building. This building, together with the red brick Victorian additions to the west, is included within the conservation area boundary. A path runs diagonally across the Green continuing the line of Cantley Lane past the school and then continues parallel to Newmarket Road in a more wooded area giving access to the Aspen Way and The Ridings housing estates. The southern and western boundaries of the green are formed by prominent hedges, the line of which is included within the conservation area. An extension to the green on the north side of Newmarket Road acts as a landscape buffer to the Cringleford Bypass which rises out from a deep cutting to the east. Seating is provided by wooden benches and boundaries with the road are marked with post and chain fencing. In general terms this is an extremely well maintained area and acts as a delightful green focal point at this end of the village.

At the north-east corner of the green is Hill Farm located on the Newmarket Road. It has been converted to residential use and a number of new houses with pantile roofs have been built within the arrangement of outbuildings. One of the original farm buildings still fronts on to the Newmarket Road and has a painted brick finish. The conversions and new houses has been carried out in a generally sympathetic manner.

The view from the green towards Hill Farm is contained by a backdrop of tall beech trees on the other side of the bypass which runs out of site in the cutting. Almost opposite the houses of Hill Farm is Pond Farmhouse, a rendered sixteenth century thatched, part timber framed building with recently converted outbuildings set in a large garden with a pond. The garden and the front of the house can be glimpsed through the hedge at the entrance to The Ridings housing estate. The street frontage to the farm (previously sub-divided into cottages) is protected by a metal vehicle barrier. There is a milestone on the north-east corner of Pond Farm and this is a listed structure as mentioned above. Adjacent to the east side of Pond Farmhouse is a new dwelling which has a similar character to the converted outbuildings behind Pond Farmhouse, although the large front dormer is a more of a domestic detail.
Village Street (west side)

Further down Newmarket Road on the north side are a group of modern red brick houses which have been inserted into building plots formed from the original grounds of Hill Grove, a listed building lying further to the east. Many tall beech trees remain in the gardens, which add considerably to the landscape quality and act as a further buffer to the bypass.

On the south side of the road is the Patteson Room, dated 1911, a red brick building with a series of rooms with different roof pitches. It is set back from the road frontage to enable a small amount of visitor parking. There is an attractive bowling green at the rear of the property. This is surrounded by several mature trees which are contained within the conservation area.

Next to the Patteson Room is a large barn presumed to be part of the previous Manor House located to the north. Although not listed it is a building with immense townscape quality and its sympathetic conversion has considerably enhanced views from the street although tubular metal gates and obtrusive signage are an unwelcome contrast.

At the entrance to Jewsons, immediately to the east of the barn there is scope to further improve the character and appearance of this part of the main street. Stark roof lines of various large industrial buildings and an all too prominent electricity sub-station rising above a tall modern fence all have a negative impact on views.

To the north, the entrance to Colney Lane is marked by the presence of two prominent listed, buildings, namely Hill Grove and Cringleford House/Rosiland House. These buildings are set in grounds with mature trees which help to lessen the impact of the adjacent bypass constructed in a deep cutting. The boundary of the conservation area runs to the north of these grounds and is adjacent to the bridge over the bypass.

Hill Grove, at the north side of the Colney Lane junction, has been much altered and is now a residential home for the elderly. Opposite are Cringleford House and Rosiland House, which both remain in residential use. The buildings are set back from the street line and their grounds contain many mature trees, which again add considerable quality to the landscape environment. Outbuildings to the north of Cringleford House and Rosalind House have been converted to separate residential units. A more traditional coping detail could have been used on the brick wall at the boundary with Colney Lane to provide a better appearance.

On the south side of the road opposite Cringleford House is the church hall and scout/guide hut. These are modern buildings of undistinguished architectural merit, although they are set within grounds containing several mature trees which help to soften the impact of the buildings themselves and add to the natural character.
Village Street (eastern end)

The north side of the street is dominated by Ford End House, a listed building with evidence of sixteenth century fabric. It is located at an angle to the road and contained within extensive grounds to the east and west with many mature trees. One of the most dramatic views in the conservation area is provided by its west elevation as one proceeds along the Newmarket Road towards the city. In recent years two modern houses have been built within the grounds to the north but these are not visible from the road.

On the south side of the road are the Church of St. Peter and its vicarage. Both buildings have immense townscape quality, especially the church and churchyard, which are set on high ground as the road drops down towards Cringleford Bridge.

The vicarage is believed to contain fabric from the Medieval period. Unfortunately, the modern extension on the street frontage and plastic windows detract from its historic character. The churchyard itself runs around three sides of the church and is bounded by a retaining wall with hedgerow to the north and east.

Moving eastwards as the land now falls dramatically towards the River Yare, the prominent feature is the tall flint and brick screen wall to the Ford End garden which lies immediately to the north. This wall is of immense townscape quality and is well maintained.

On the south side of the Newmarket Road new houses have been built on the former vacant industrial/commercial site and includes to new dwellings east of the church along the Newmarket Road. The development also includes new houses along the southwest side of Intwood Road. Their design, layout and material finishes allow them to sit comfortably within the street scene and wider setting of the church.
Further east is No.1 Newmarket Road, a large double fronted detached Victorian villa, its main elevation set at angles to the road. The front garden is bounded by low level walls to improve visibility at the Intwood Road/Newmarket Road junction. A new garage has been located to the northwest and has been built with Dutch gables to reflect those on Ford End. Concrete fence posts along its Intwood Road boundary detract from the older character of the house and its setting.

**Intwood Road**

The conservation area boundary includes three ranges of Victorian cottages located on the south side of Intwood Road. These are reputed to have been built as workers’ cottages by the Taylor family who owned Ford End. The cottages are set back from the road frontage and although their character has been somewhat tarnished by insensitive recent alterations and additions, they are still an important historical remnant of the village development.

Revisions to the conservation area in 2013 bring properties 1, 3, 4 and 6 Intwood Road within the boundary. No.’s 4 and 6 are Victorian and despite inappropriate alterations to windows they still retain much of their original character. No.’s 1 and 3 are modern dwellings but included as they form part of the street scene looking down the hill to the junction with the Newmarket Road and the trees and mature hedgerow at no.1 make a positive contribution to the overall character of the street scene.

**The River Yare and Water Meadows**

The conservation area boundary now projects in a north/south direction to encompass water meadows on the south bank of the River Yare.

This area includes the Mill House, the Toll House, Cringleford Bridge, and Water Meadows on each side of it.

The Mill House is a listed building which has been much altered and changed over the years. In general terms the alterations have been carried out sympathetically and part of the original site was divided off in recent years to provide land for a modern dwelling located to the northwest. A large second floor extension has recently been completed to the rear of Mill House and respects the historic character of the main building.

The Toll House lies to the south of the Newmarket Road and is virtually opposite Mill House. This building is much altered but is thought to contain remnants of the original Toll House building which once stood on the site. It is bounded to the south by a new brick and flint screen wall, again at low level to allow visibility at the Intwood Road/Newmarket Road junction. To the north of the Toll House and contained within its plot is a single storey structure almost at river...
level which could have been a boathouse previously. It has a double pitched pantile roof with black stained boarding, and although barely visible from the road and pedestrian path is clearly a structure of townscape quality.

Cringleford Bridge itself is an important physical element in the conservation area, not only because of its age but because it still acts as a gateway between the village, Eaton and the city. It is essentially of stonework but with brick arch soffits and abutment walls. There is a pedestrian footpath on the south side which gives excellent views to the River Yare and Water Meadows on each side.

The water meadows are of immense importance as part of the Yare River Valley landscape. Though the public is not allowed access to these meadows within the Cringleford Conservation Area they form an important backdrop and wildlife habitat to the area as a whole. The water meadows to the north-east pass under the Cringleford Bypass flyover and extend to the north beyond Gilbert Way, which is a cul-de-sac off Colney Lane.

Buildings - Detailed Description

Newmarket Road - South Side

Cringleford Bridge

A listed building and scheduled ancient monument. The central arch dates from 1520, the previous timber bridge having been destroyed by floods in 1519. The bridge was widened in 1780. Careful monitoring of the fabric should be carried out at regular intervals as this bridge is still used by heavy goods vehicles.

The Toll House

This house was built about 1816 and was originally the Toll Keeper’s cottage when the road was a turnpike, and all traffic was required to pay a toll for the upkeep of the road. It has now been refurbished which has included the insertion of replacement windows, a rear addition, colour-washed harling and plastic rainwater goods. It has a hipped pantile roof with central brick chimney stack and stands on a black painted plinth. A new screen wall has been built to the south in flint and brick with a severe coping detail. A new porch has been added and to the east a detached garage addition has been built. Despite these alterations the building is still important from a townscape quality viewpoint.

No. 1 Newmarket Road

A double fronted Edwardian villas with central porch and Dutch gable. Hipped pantile roof with brick chimney stacks and two projecting segmental bays with plain tile roofs over. Central dormer to roof (front and rear) with tile hung cheeks. Original sash windows are intact. In recent years a detached garage building has been added to the west with Dutch gables and a pantile roof. Roof lights have been inserted in the main roof and a new brick screen wall built to surround the property to the east and south.
Intwood Road Cottages

3 ranges of Victorian cottages built by the Taylor family for workers.

No. 5 and No. 7 are much altered. Central gable with tile hanging, concrete tiled roof, replacement windows and porch extension. Dental string course at first floor level with hipped pantile roof and exposed east rafters. Central brick chimney stack. Twentieth century additions have seriously compromised the original character of this range.

Middle range of 3 dwellings, Nos. 9, 11 and 13

No. 9 - central brick chimney stack, clay pantile roof, red brick with original sashes intact. New front door of unsympathetic design. Brick dentil eaves course.

No. 11 as No. 9.

No. 13 front elevation much altered with insertion of unsympathetic square window and plastic foul drainage goods. Unsympathetic replacement windows.

Third range: Nos. 15, 17, 19, 21.

Generally as the second range.

No. 15 - original sashes intact.

No. 17 - unsympathetic replacement windows and door.

No. 19 - original sashes intact although no vertical glazing bars on other examples. Poor replacement door.

No. 21 - original sashes intact. Glazed door.

In general terms these cottages are in reasonable condition although twentieth century alterations has had an adverse impact on their character and appearance. The quality of the townscape would also be improved more appropriate fencing/hedging between the front garden areas, which contain off street parking facilities.

No.s 4 & 6 Intwood Road

These are a pair of Victorian semi-detached properties. Whilst original windows have unfortunately been replaced with upvc units the houses still retain much of their original character. They have a traditional slate roof, dentil eaves detail, rubbed brick arches and projecting plinth. The garages for each property are late c20 but have a traditional slate roof and are generally in keeping with the character of the houses.

St. Peter’s Church

A grade II* listed building of great importance to townscape quality.
The Vicarage

Part of the interior is believed to date from the mid fourteenth century. Because the house was made from stone it survived the fire of 1570. Several extensions were added during the nineteenth century, during which the Gothic windows facing the churchyard were inserted. Unfortunately the quality of the building has been compromised by more recent alterations as previously referred to.

The house has a flint west wall, colour-washed render to the east wall and rendered quoins to the front range. The roofs are all clay pantile. The gables to the front range are taken up above the earlier roof line and have kneeler stones at the eaves.

The Barn at the entrance to Jewsons

The barn bears the date 1797 seen at the east gable end. As the building has a flint base, part or all of it may have been rebuilt at that date. This is a typical Norfolk agricultural building with red brick walling and pantile roofs. The roof to the south sweeps down to ground floor level

The Patteson Room

This was built in 1911 when Mrs. Isabella Patteson paid £500 for a club room for agricultural workers and male servants in the village. It is an interesting building, which although not listed has good townscape quality. It has a plain tile roof of varying shapes, a prominent brick chimney stack and typical Victorian ridge ventilator. In recent years the building has been subject to unsympathetic additions to the west with asbestos cement roofs.

No. 15 Newmarket Road

This house is believed to have been built about 1860 for the Miller’s assistant. It has now been completely refurbished. Much of the original character of the front elevation has unfortunately been lost by the installation of plastic windows.

Pond Farm House

This is a listed building and is part timber framed. It is also the only thatched building in the village. The earliest part dates from around 1500 and there are seventeenth and nineteenth century additions. The present house consisted of three cottages before extensive renovation in the 1970s. The road elevation is particularly vulnerable to the effects of traffic and is protected by a metal vehicle barrier. This elevation will require continued and thorough maintenance.

Milestone

This is a listed structure and dates from around 1770, being placed on the north-east corner of Pond Farm House soon after the road was turnpiked in 1767. It is in limestone and records the distances to Norwich and Thetford.

Water Pump

This structure is also listed and dates from 1835. It was originally erected 600 metres to the west over a 22 metre borehole opposite the entrance to the previous Tustings Nurseries. It is one of six pumps erected between Cringleford and Wymondham for the Norwich and Thetford
Turnpike Trust, to provide water for laying the dust on the road. When the Cringleford Bypass was built in 1974 the pump was moved to its present position on the green where it now stands.

**Newmarket Road - North Side**

**Mill House – grade II listed**

The Doomsday Book records a mill here. It was rebuilt after the great fire of 1570, but again destroyed by fire in 1916. The present Mill House was rebuilt in 1795 by Laurence Candler.

**Ford End – grade II listed**

This house was rebuilt after the fire of 1570 and had major renovations in the late eighteenth century when the brick front and the Dutch gable were added. The building was used as a Public House called The George between about 1620 and 1780. The second “manor” recorded in the Doomsday Book was sited nearby. Further significant additions were carried out in the 1920s.

**Cringleford House/Rosiland House – grade II listed**

The central part, now two dwellings, was rebuilt in the Georgian style in 1794, probably for Thrower Buckle whose memorial stone is on the wall of the church. The wings were added in the nineteenth century by the Patteson family who lived there from 1831 to 1912.

**Hill Grove – grade II listed**

This was built around 1780 for John Ewing, a member of one of the leading families in Cringleford in the late eighteenth and early nineteenth centuries. It was the home of the Tusting family for about fifty years after 1921 and is now a residential home for the elderly. It is much altered and its original character somewhat compromised by the change of use.

**Hill Farm**

The farm buildings, recently converted into houses, date from about 1820. Originally it was called Stone House Farm but during the last century was known as Corporation Farm. The earlier building fronting the road has unsympathetic modern timber windows and untidy wire grilles at ground floor level.

**The School House**

This Victorian house was built in 1858 on the site of the village pond. It is a double fronted Georgian style dwelling with hipped slate roof. The original sashes are still intact and the central door has a rubbed red brick arch. Victorian school buildings have been added to the west and are included in the conservation area.
Appendix 3
Conservation Areas

The majority of conservation areas are historic settlements and often include a number of buildings which are designated as ‘listed buildings’, in recognition of their individual architectural or historic value. However, the character of conservation areas depends on much more than the quality of individual buildings. They take into account features such as building layout, open spaces, boundaries, thoroughfares, the mix of uses, use of materials and street furniture.

Within the conservation area;

• Buildings and other structures are protected from substantial demolition

• Works to trees are controlled by giving the local authority six weeks to consider whether a Tree Preservation Order (TPO) should be made

• Some minor developments (such as stone cladding, the positioning of satellite dishes and dormer windows), which do not require consent outside conservation areas may require consent within the designated area

• Special attention must be paid to the desirability of preserving or enhancing the special character of the conservation area throughout the planning process

• Enhancement schemes are the subject of public debate

• Reviews take place from time to time.

Appendix 4
Policy Background

In recent years, the approach to conservation area designation has changed considerably. It is now recognised that development plan policies, development control decisions, proposals for the preservation or enhancement and the ‘management’ of conservation areas can be best achieved when there is a sound understanding of the special interest of the conservation area.

1. Department for Communities and Local Government
National Planning Policy Framework (NPPF) 2012

The new NPPF replaces all the previous Planning Policy Statements. Section 12, paragraphs 126 to 141 cover: “Conserving and enhancing the historic environment”.

2. Joint Core Strategy - Policy 2: Promoting good design

3. Saved Policies of the South Norfolk Local Plan

IMP2 Landscaping
IMP3 Protection of Important Spaces
IMP4 Important frontages
IMP5 Streetscape
IMP6 Visual impact of parked cars
IMP11 Demolition of Listed Buildings
IMP12 Redevelopment following demolition of Listed Buildings
4. South Norfolk Local Plan

South Norfolk Council is currently reviewing and revising local policies, in the development policies DPD which will be part of the new Local Plan (LP). In the meantime the more specific local policies included in the Saved Policies of the South Norfolk Local Plan (1998) are still relevant.

Appendix 5
Archaeology

The Norfolk Museums and Archaeology Service compile records of all areas of known archaeological activity, sites, finds, cropmarks, earthworks, industrial remains, defensive structures and historic buildings in the county. These records are known as the Norfolk Historic Environment Record (NHER). The NHER contains 86 entries for the parish of Cringleford.

Appendix 6(i)
Listed Buildings In The Cringleford Conservation Area

Cringleford Bridge (Grade II* and scheduled Ancient Monument)

The Mill House

No. 4 Newmarket Road Ford End House

Nos. 8 & 10 Newmarket Road Cringleford House and Rosiland House

No. 1 Colney Lane Hill Grove House

Nos. 19 - 21 Newmarket Road Pond Farm House

Newmarket Road the Church of St Peter (Grade II*)

Newmarket Road (south side) Milestone against Pond Farm House (south side)

Newmarket Road (south side) Water Pump
### Appendix 6 (ii)
Unlisted Buildings in Long Stratton Conservation Area of Townscape

Significance

<table>
<thead>
<tr>
<th>Location</th>
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<th>Details</th>
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<tr>
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<td>The Vicarage</td>
</tr>
<tr>
<td>(south side)</td>
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<td>The Patteson Room</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No.15</td>
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<tr>
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<td></td>
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</tr>
<tr>
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<td></td>
</tr>
<tr>
<td>Hill Farm Close</td>
<td>No.s 1 &amp; 3</td>
<td></td>
</tr>
<tr>
<td>Intwood Road</td>
<td>No.s 5-21</td>
<td></td>
</tr>
<tr>
<td>(south side)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intwood Road</td>
<td>No.s 4 &amp; 6</td>
<td></td>
</tr>
<tr>
<td>(north side)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Keswick Road</td>
<td>The School House</td>
<td></td>
</tr>
</tbody>
</table>

### Appendix 7

Sources and references (for this review)

- English Heritage: Guidance on conservation area appraisals, 2006
- English Heritage: Guidance on the management of conservation areas, 2006
- English Heritage and CABE: Building in Context: New development in historic areas

### Appendix 8

Contacts:

- SNDC Conservation Team – 01508 533812/533948
  www.south-norfolk.gov.uk

- Norfolk County Council - 0344 800 8020
  www.norfolk.gov.uk

- Historic Environment Service – 01362 860528
  www.museums.norfolk.gov.uk

- Broads Authority - 01603 610734
  www.broads-authority.gov.uk
Geldeston, Ellingham Mill and Langley Abbey Conservation Area Character Appraisals and Management Plans

The above conservation areas fall within both South Norfolk and Broads Authority areas. This report explains the revisions of the conservation area appraisals, which have been completed by the Broads Authority on behalf of both authorities. South Norfolk Council have been consulted on any proposed changes.

The revised character appraisal documents for Geldeston and Ellingham Mill were adopted by the Broads Authority March 2013. The revised character appraisal document for Langley Abbey was adopted by the Broads Authority February 2014.

Cabinet is asked to:

Agree the proposed amendments and the revised conservation area boundaries and recommend to the Council that the revised appraisals for Geldeston, Ellingham Mill and Langley Abbey be formally adopted. The appraisals will then be a material consideration in the determination of planning applications in the district.

<table>
<thead>
<tr>
<th>Cabinet Member: Keith Kiddie</th>
<th>Wards affected: Gillingham, Chedgrave, Thurton</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Officer, telephone number, and e-mail: Philip Whitehead 01508, <a href="mailto:pwhitehead@s-norfolk.gov.uk">pwhitehead@s-norfolk.gov.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

1. **Background**

1.1. The Planning (Listed Buildings and Conservation Areas) Act 1990 makes it a duty of Local Planning Authorities to formulate and publish proposals for the preservation and enhancement of conservation areas and submit them for public consultation. Under the same Act it is also the duty of Local Planning Authorities from time to time to review the past exercise of functions under this section and to determine whether any parts or any further parts of their area should be designated.

1.2. South Norfolk Council shares the Ellingham Mill, Geldeston and Langley conservation areas with The Broads Authority. In the case of the Ellingham Mill and Langley Abbey conservation areas the majority of the area is situated within the Broads Authority whereas in Geldeston the split is more equal. Each local authority is responsible for all planning matters in those areas that are situated within its district boundary and adoption of the revised appraisals will allow them to be used as a material consideration in the determination of planning applications.
2. **Current Position and Issues**

2.1. The context for the revision of the appraisals is explained in the Broads Authority Planning Committee Reports in Appendix A. The appendices of these reports summarize the comments received from the public consultation and set out the responses to these representations. The existing and proposed conservation area maps are in Appendix B of this report and the character appraisals in Appendix C. (The Geldeston and Ellingham committee report also explains the context and revision of Ditchingham Dam Conservation Area Character Appraisal which does not form part of this Cabinet Report as the area is situated outside the South Norfolk Boundary).

2.2. All of the proposed changes to the Geldeston Boundary are situated within the South Norfolk Local Plan boundary. Additions to the Ellingham Mill Conservation Area are also situated within South Norfolk with a small part of the existing conservation area being omitted from within the Broads Authority area. With regard to the Langley Abbey Conservation area the proposed changes to the boundary are minor additions situated within the South Norfolk District.

3. **Proposal and Reasons**

3.1. If the Council agrees to the proposed changes there will then be a need to carry out a formal process of designation for the revised boundary, which requires notices to be advertised in the London Gazette and a local newspaper. These are formal notices of the new boundary explaining the principal effects of the area being included within a conservation area. The notices do not provide a further opportunity for consultation or objection, the appraisal already having been adopted.

3.2. Although the Conservation Area Character Appraisals and Management Plans would have a lower status than the SPDs they would sit within the wider framework as a material consideration for development proposals. This was confirmed by legal advice.

4. **Other Options**

4.1. The appraisal is not adopted. The document would carry no weight in the formulating of policies and in the assessment of development proposals. Adoption would not only give the appraisal an authority but would also help to focus community action as part of the Neighbourhood and Localism agenda.

5. **Relevant Corporate Priorities**

5.1. Enhancing our quality of life and the environment we live in.

The appraisals identify the special character of the conservation areas and how this can be improved and managed by all those involved.

5.2. Supporting communities to realise their potential.

The management proposals will only be successful with the cooperation and support of local landowners and groups.
6. **Risks**

**Financial**

6.1. For South Norfolk Council any increase in statutory management resulting from revisions to the conservation area boundaries is minimal as in each case any increase in the size of the conservation areas represents a relatively small percentage of the overall area.

6.2. Given the relatively small size of proposed additions to the conservation area boundaries it is anticipated that any small increase in officer workload that may result from the revisions will be met by existing resources.

7. **Legal**

7.1. The Council would be acting contrary to the provisions of the 1990 Act if the appraisal programme was not continued. The appraisal does give a sound basis and analysis of the area to assist with development proposals without which the Council would be in a weaker position in defending decisions and at appeals. Following adoption of the revised appraisals and advertising of notices there is the possibility that someone might challenge the document through Judicial Review but this is considered unlikely.

8. **Conclusion**

8.1. Adoption of the appraisals would enable them to be taken into account in the determination of applications for development affecting the character or appearance of the conservation area. This would be of value to applicants, agents and members.

9. **Recommendations**

9.1. Cabinet notes from the Broads Authority Planning Committee Reports the comments received from the consultation exercise and associated responses.

9.2. Cabinet agrees the recommended amendments to the conservation area boundaries and character appraisal documents and recommends to Council the revised conservation area character appraisals and management Plans.
Summary: Members agreed in March 2012 to a public consultation exercise on the re-appraisal of the existing conservation areas in Geldeston, Ellingham and Ditchingham Dam. The re-appraisal of these conservation areas is highlighted as one of the Authority’s Strategic Priorities for 2012/13.

The purpose of this report is for members to consider a summary of the responses from the consultation exercise and to consider the formal adoption of the appraisals, management proposals and the proposed amendments to the existing boundaries for those parts of the extension within the Broads Authority Executive Area.

The identification of further potential conservation areas and the re-appraisal of existing conservation areas in line with Government Best Value Performance Indicators and Government guidance is a continuing process.

Recommendations:

(i) That the consultation responses be noted.

(ii) That the Conservation Area Appraisals for Geldeston, Ellingham and Ditchingham Dam be adopted.

(iii) That authority be delegated to officers to make the appropriate minor amendments to the conservation area appraisals, management proposals and the proposed amendments to the existing boundaries.

1 Introduction

1.1 Members have agreed to initial assessment work being carried out to determine the potential for new conservation area designation and re-appraisal of existing Areas, taking into account the duty of the Authority to identify and designate and maintain up to date appraisals of such Areas.

1.2 At that time it was reported to the Committee that an informal agreement had been reached with the Districts’ conservation officers whereby areas that fell mainly within the Broads Authority area would have the appraisal work carried out by the Broads Authority and areas that fell mainly outside the Broads Authority area would have the appraisal work carried out by the relevant district.
1.3 The existing Ellingham and Ditchingham conservation areas are shared with South Norfolk Council but fall mainly within the Broads Authority boundary; in the case of Geldeston the split is more equal. Here, all three detailed re-appraisals have been carried out by the Broads Authority. The re-appraisals suggest some boundary changes and South Norfolk Council have therefore been involved in the consultation process.

1.4 In this instance the Broads Authority, who initiated the appraisal process, agreed to organise and fund the public consultation exercises on behalf of both Authorities. The response from the public consultation exercises is outlined below.

1.5 A copy of the consultation drafts of the Geldeston, Ellingham and Ditchingham Dam conservation area re-appraisals, management proposals and proposed boundaries are available via this link http://www.broads-authority.gov.uk/authority.html under Consultations at the bottom of the page. A revised map for Geldeston conservation area is at Appendix 1

2 Public Consultation Exercise

2.1 A joint consultation exercise was undertaken with South Norfolk Council as the proposed conservation area boundaries include land in both planning authority areas as defined on the maps included in the character appraisals.

2.2 A similar report requesting endorsement for adoption of the re-appraisal will be placed before South Norfolk Council members in the near future.

2.3 Consultation with interested parties and organisations has been undertaken in accordance with the Broads Authority ‘Statement of Community involvement’. In addition, a letter, leaflet and copy of the draft re-appraisal was delivered to all residents living within each conservation area boundary (total c.70 households Geldeston, c.20 households in Ellingham and c.50 households in the case of Ditchingham Dam) and copies of the appraisal documents were made available both online and in hard copy format in the Broads Authority offices. The leaflet also contained a comments section and consultees were also able to comment on line.

2.4 In addition, public exhibitions were held in the villages on Saturday 11 August 2012 Ditchingham AM, Ellingham PM and Saturday 18 August AM at Geldeston, attended by officers from the Planning Team of the Broads Authority. At Geldeston 26, Ellingham 16 and in the case of Ditchingham dam 29 members of the public called in during the sessions to ask questions about the re-appraisal and propose or suggest minor amendments to the re-appraisal, boundary and/or raise issues of concern. The vast majority of people attending were supportive of designation, considering that it would benefit the villages and local community. 26 verbal responses were received regarding Geldeston, 16 regarding Ellingham and 22 regarding Ditchingham Dam.
As well as verbal responses that were received from residents, the Authority also received a number of written responses in each case. 12 written responses were submitted for Geldeston, five for Ellingham and seven for Ditchingham Dam.

The majority of the responses made comments and suggestions for alterations and factual corrections to the re-appraisal text. Some responses were seeking more specific advice as to the effects of being in a conservation area and others sought clarification as to proposed changes to the boundaries. A table of responses received for each of the consultations is appended to the report (Appendix 2).

The response to all three consultations was very positive with only two negative comments received. Both of these were regarding the Ditchingham Dam appraisal, one related to an objection over the extension of the boundary along the Dam and one questioned the use of resources for re-appraisal work. Neither of these responses objected to the principle of the designation, furthermore a total of 27 responses in support were received. In the case of Geldeston 38 responses in support were received and in Ellingham 16 responses in support.

One particular issue raised as a result of the consultation process in the case of Geldeston was the question of the proposed omission in the draft boundary of an area of land consisting of a field to the north east of the area within the South Norfolk District. Strong resistance to this omission was expressed both verbally at the meeting and in writing. This issue is examined more fully in the assessment below. In Geldeston the Parish Council and other individual’s responses also questioned the consultation timetable and were concerned as no Parish Council meeting is held in August. As a result of these concerns the consultation deadline was extended by a further 4 weeks to 10 weeks to enable the Parish to prepare a response.

From the statutory/amenity bodies consulted, responses were received as follows:

Ditchingham Parish Council – No formal response – although Parish Council members attended the open morning to discuss the matter and supported the proposals.

Ellingham Parish Council – No formal response – although Parish Council members attended the open morning to discuss the matter and supported the proposals.

Geldeston Parish Council – Detailed written response suggesting amendments and additions to the text - Support re-appraisal.

Bungay Town Council – comments awaited.

Ditchingham Dam Local Ward Member – supports re-appraisal.
Geldeston and Ellingham Local Ward Member – comments awaited.

English Heritage - comments awaited.

Norfolk County Council’s Heritage Landscape Officer comments awaited.

South Norfolk District Council’s Conservation, Design and Landscape Manager supports the re-appraisals.

Broads Society – Comments awaited.

CPRE Norfolk – Comments awaited.

3 Assessment

3.1 The written response to the consultation from the residents was reasonable; based on the leaflets distributed, an approximate 17% response rate in Geldeston, 14% in Ditchingham Dam and 20% in Ellingham. Verbal responses both telephone and at the exhibitions was better with a 54% response in Geldeston and Ditchingham Dam and an 80% response rate for Ellingham.

3.2 The response to the Exhibitions was equally encouraging with 37% of those consulted attending the session in Geldeston, 58% in Ditchingham Dam and 80% in Ellingham. Of the verbal responses recorded during the exhibitions none formally objected to the re-appraisal and a large majority explicitly expressed support for the re-appraisal. In the case of Ditchingham Dam and Ellingham, most suggested minor amendments to the text. These included corrections of matters of fact as well as proposing opportunities for enhancement within the Village. In the case of Geldeston, concerns were raised about the exclusion of a portion of land from the boundary as well as issues about the consultation itself, which were, as stated above, addressed by extending the consultation period to enable the Parish council to respond. The subsequent response received from the Parish was detailed giving historical information and again objecting to the exclusion of the area of land to the north east of the area.

3.3 A full summary of responses received is appended to the report (Appendix 2). The good level of turn-out for the exhibitions and the high level of support for the re-appraisals expressed is encouraging. The re-appraisal documents are proposed to be amended as a result of the public consultation exercise and incorporate both factual corrections arising from the process and also suggestions from residents regarding the text of the re-appraisal in particular the “opportunities for enhancement” as appropriate.

3.4 In the case of the Geldeston re-appraisal there appears to be significant genuine concern regarding the omission of the field to the North East boundary of the conservation area. Concerns raised include the importance of the space as a green space within the village envelope, the mature trees surrounding the field and the biodiversity value of the area. The views in and
out of the area from the lane adjacent to the field and the street are also given as reasons to maintain its inclusion in the area. The reason for suggesting the omission of the field in the draft re-appraisal document was that the field was no longer within the development boundary of the village and therefore its inclusion might not be necessary.

3.5 Given the strong reaction from the consultation process, there is clearly a majority of the village who wish the field to remain included within the area. This includes the owner of the land in question. The response has prompted officers to carry out a re-assessment of the field in question in line with the latest English Heritage guidance and supporting information submitted by consultees justifying the inclusion of the field. Guidance in the English Heritage publication “Understanding Place: conservation area designation, appraisal and management” (March 2011).

3.6 The guidance does give instances when it might be appropriate to extend the boundary of conservation areas beyond the immediate built environment specifically para 2.2.7 relating to the inclusion of land which constitutes or provides views in or out of the conservation area or forms an approach to a settlement in terms of landscape character. Para 2.2.15 relates to open spaces which are important to settlements or identify clear settlement edge and contain significant trees. Para 2.2.17 relates to the inclusion of sites of biodiversity value.

3.7 Assessing the field in question against the criteria and information supplied as a result of the consultation, it is considered that the site could be classed as an edge of settlement and approach to settlement site which contains mature trees and is of biodiversity value. The site might therefore be argued to be worthy of inclusion in a designation. Furthermore, the site is already in the conservation area and the owner of the land as well of the majority of the village support the retention of the field within the boundary. In these circumstances its exclusion, given the level of support for retention, is considered unnecessary and it is therefore proposed to retain the field within the conservation area boundary.

3.8 The field in question is within that part of the area within the jurisdiction of South Norfolk Council and in that respect the ultimate decision regarding its inclusion lies with them although, as the Broads Authority have carried out the re-appraisal and consultation exercise, it is considered that a recommendation regarding its inclusion be made.

3.9 There is clearly support from other statutory consultees, where received for the re-appraisals and public reaction to this consultation exercise has been supportive of designation and with a good response rate.

3.10 There are additional properties proposed to be included within the revised conservation area boundary and no objections have been received from the land owners of the proposed extensions to the conservation areas.
3.11 As regards the comments of Geldeston Parish Council regarding the consultation process, it is considered that these have been fully addressed by extending the consultation period to allow them to prepare a response. This response has been received and is supportive of the re-appraisal.

3.12 Section 69 of the Planning (Listed Buildings and Conservation Areas) Act 1990 states that:

(1) Every local planning authority—

(a) shall from time to time determine which parts of their area are areas of special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance, and
(b) shall designate those areas as conservation areas.

(2) It shall be the duty of a local planning authority from time to time to review the past exercise of functions under this section and to determine whether any parts or any further parts of their area should be designated as conservation areas; and, if they so determine, they shall designate those parts accordingly.

3.13 English Heritage produced new guidance on the appraisal of conservation areas and the drawing up and adoption of character appraisals for such areas in 2006 – updated in 2011. The Broads Authority have followed this advice in re-appraising Geldeston, Ellingham and Ditchingham Dam to determine whether or not they remain worthy of conservation area designation and to assess the minor amendments to the previous conservation area boundaries.

3.14 The effects of designating a conservation area within the Broads Authority area are less than outside its executive area. The Broads is designated as article 1(5) land for the purposes of planning and permitted development. This means that the additional restrictions that apply in conservation areas in the main already apply in the Broads Authority.

3.15 The exceptions to this are:

(i) the requirement to notify the Authority regarding works to trees within the designated area; and
(ii) conservation area consent is required for the total demolition of a building within the designated area.

3.16 It is considered that:

(i) the support for the re-appraisals from the statutory consultees;
(ii) the support for re-appraisals resulting from the Public Consultation exercise;
(iii) the Broads Authority’s statutory duty to review existing conservation areas and their boundaries and to provide up to date appraisals for them;
(iv) the limited additional restrictions for that part of the area within the Broads; and
(v) in this instance, outweigh any limited additional restrictions the minor alterations to the boundaries of the conservation areas may have on landowners.

4 Continuing Appraisal Work

4.1 As part of the continued evaluation, protection and enhancement of cultural heritage within the Broads and in line with the Government’s Best Value Performance Indicators, it is proposed to continue the programme of providing up to date appraisals, boundaries and management proposals for the existing conservation areas in the Broads Authority area and also identify any further areas which may be appropriate for formal designation as new conservation areas. This is consistent with the Broads Authority’s agreed strategic priorities for 2012/2013.

4.2 These detailed appraisals will form the basis of further reports to Planning Committee prior to a public consultation.

5 Financial Implications

5.1 There are limited financial implications in adopting new conservation area appraisals at Geldeston, Ellingham and Ditchingham Dam for both the Broads Authority and the owners and occupiers of dwellings who are not currently but are now proposed to be included within the Areas.

5.2 For the owners and occupiers there are implications through having to submit additional information to the Broads Authority or South Norfolk Council when submitting a planning application and that a higher standard of design and materials are required within a conservation area in order to protect and enhance the special character of the area. However, for many owners this might be considered to be outweighed by the fact that development management aimed at protecting and enhancing the area, is on balance, a positive outcome.

5.3 For the Broads Authority the increase in statutory management resulting from the designation in relation to the built environment is minimal as most permitted development rights within the area are already removed. The need for the Broads Authority to pay particular regard to a high standard of design and materials is considered to place a very limited additional demand on officer time.

5.4 Additional workload as regards the management and protection of trees within the designated areas will result in additional officer time in terms of processing and assessing applications to carry out works to trees. The special character of the areas, to an extent, is typified by mature gardens and trees and therefore any additional resources, in terms of officer time, justified. Also it should be noted that the proposed extensions to the boundaries are comparatively small.
5.5 Given the minimal size of the proposed extension to the boundaries of the areas, it is intended that the additional minor increase in officer work load resulting from the designation will be met from existing resources.

5.6 There are financial implications of a continuing appraisal programme for existing and proposed conservation areas within the Broads in terms of initial assessment and if required more detailed appraisal.

5.7 The Authority has a cultural heritage budget of £25,000 part of which will fund carrying out this continuing appraisal programme. The Historic Environment Manager, as part of the continuing evaluation, protection and enhancement of cultural heritage in the Broads, will continue to identify and carry out initial assessment work. The budget will be used where considered appropriate to fund the detailed appraisal work.

6 Legal implications

6.1 Designation. Section 69, Planning (Listed Building and Conservation areas) Act 1990 requires Local Authorities to identify conservation areas and to designate them after consultation with the parishes concerned, statutory undertakers and with other interested bodies.

6.2 Public Participation. Any application for permission to carry out development which affects the character and appearance of the conservation area must be publicly advertised on site and in the local press not less than 21 days before it is determined by the Local Planning Authority. This may, in some cases, apply to development on the fringes or margins of the conservation area where it is considered the development may affect the character and appearance of the conservation area.

7 Conclusions

7.1 The consultations have produced an almost entirely positive response. Statutory consultees are clearly in support of the proposal. The Public response, which was good, was also in favour of designation. None of the owners of parcels of land now proposed to be included in the conservation areas as a result of the extension to the boundaries have raised an objection to the proposals.

7.2 The Authority has a statutory duty to review existing conservation areas and their boundaries and to publish up to date appraisals of them. Additionally the Government has given conservation area designation and management priorities by making them Best Value indicators.

7.3 If agreed by Members, the appraisal will be adopted although final designation for the extensions to the boundary will need to be advertised in the Local Press and the London Gazette.
7.4 It is therefore considered that the area identified by the attached boundary maps and described in the attached appraisals in the Parishes of Geldeston, Ellingham and Ditchingham Dam are worthy of conservation area designation, and that Members agree to adopt the attached Geldeston Ellingham and Ditchingham Dam Conservation area appraisals, management proposals and proposed extensions to the existing boundary subject to the minor revision by officers to the appraisal documents to incorporate appropriate amendments resulting from the consultation process.

Background papers:

Author: Ben Hogg
Date of report: 28 September 2012

Appendices: APPENDIX 1 – Location Map for Geldeston Conservation Area
APPENDIX 2 – Tables of Responses

APPENDIX 1

Geldeston Conservation Area – Reappraisal
## Geldeston Conservation Area Re-Appraisal

### Summary of Responses:

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<th>Object to Conservation Area</th>
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<td>Major concern regarding boundary change omitting field to north-east corner of area – 30 responses all objecting to omission, including Parish Council.</td>
<td>Support Conservation Area: 38</td>
<td>Object to Conservation Area: 0</td>
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<td><strong>Action proposed:</strong></td>
<td>Retain field within Conservation Area.</td>
<td></td>
</tr>
<tr>
<td><strong>ISSUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Various points made regarding historical background and provision of additional historical and factual information from Parish Council and individuals – 8 responses.</td>
<td>Support Conservation Area: 38</td>
<td>Object to Conservation Area: 0</td>
</tr>
<tr>
<td><strong>Action proposed:</strong></td>
<td>Broads Authority Officers to verify additional information and amend text accordingly as appropriate.</td>
<td></td>
</tr>
<tr>
<td><strong>ISSUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regarding timing and length of consultation period. Concerns expressed by Parish Council and individuals – 9 responses.</td>
<td>Support Conservation Area: 38</td>
<td>Object to Conservation Area: 0</td>
</tr>
<tr>
<td><strong>Action proposed:</strong></td>
<td>Period was extended to allow Parish Council to comment.</td>
<td></td>
</tr>
<tr>
<td><strong>ISSUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Including of old station buildings and cottages on the street as an extension to the Conservation Area – 3 responses from owners supportive of the extensions.</td>
<td>Support Conservation Area: 38</td>
<td>Object to Conservation Area: 0</td>
</tr>
<tr>
<td><strong>Action proposed:</strong></td>
<td>Recommend extensions for adoption.</td>
<td></td>
</tr>
<tr>
<td><strong>ISSUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General support for Conservation Area and continued protection of this special village – all 38 responses from village and Parish Council.</td>
<td>Support Conservation Area: 38</td>
<td>Object to Conservation Area: 0</td>
</tr>
<tr>
<td><strong>Action proposed:</strong></td>
<td>Comments noted.</td>
<td></td>
</tr>
</tbody>
</table>
Ellingham Conservation Area Re-Appraisal

Summary of Responses:

- Total responses: 16
- Written responses: 5
- Verbal responses: 16
- Visitors to exhibition: 16
- Statutory consultee responses: 2
- Parish council responses: No

**Summary of feedback**

| Support Conservation Area | 16 | Object to Conservation Area | 0 |

**ISSUE**

Extension of area to include old station buildings. Support expressed by owners – 2 responses.

**Action proposed:** Recommend extensions for adoption.

**ISSUE**

Proposed further extension of area to the north-west. Sizeable extension to include farmstead and school with agricultural land between – all within South Norfolk area – 4 responses. Discussed with South Norfolk District Council who consider extension to include such a large area of agricultural land (as do Broads Authority officers) inappropriate.

**Action proposed:** Not intended to further extend Conservation Area at this stage.

**ISSUE**

Undergrounding of cables in village – 2 responses comments noted.

**Action proposed:** Make reference to undergrounding under ‘Possible Enhancements’ section of text.

**ISSUE**

Traffic calming at Mill should be maintained and appropriately detailed if renewed – 5 responses comments noted.

**Action proposed:** Reference to traffic calming exists in appraisal document.

**ISSUE**

Canoe portage at Environment Agency weir – 1 response.

**Action proposed:** Refer to canoe portage under ‘Possible Enhancements’ section of the text in line with Broads Authority Integrated Access Strategy (draft).

**ISSUE**

General support for Conservation Area and continued protection of this special village – all 16 responses.

**Action proposed:** Comments noted.
Ditchingham Conservation Area Re-Appraisal

Summary of Responses:

Total responses: 29
Written responses: 7
Verbal responses: 22
Visitors to exhibition: 29
Statutory consultee responses: 3
Parish council responses: No (reps did attend exhibition)

<table>
<thead>
<tr>
<th>Summary of feedback</th>
<th>Support Conservation Area</th>
<th>27</th>
<th>Object to Conservation Area</th>
<th>2</th>
</tr>
</thead>
</table>

**ISSUE**
Objection to the extension of the area north along the dam to include properties to the east of the dam – considered unnecessary by objector – 1 response.

**Action proposed:**
- Appraisal clearly identifies the contribution these buildings make to the Conservation Area which is significant.
- Recommend extensions for adoption.

**ISSUE**
Questioning the use of resources for the re-appraisal – 1 response.

**Action proposed:**
- Appraisal is both in line with best practice and strategic priorities. Recommend adoption.

**ISSUE**
Concerns regarding three sites in Falcon Lane and the issues raised in the appraisal relating ‘Opportunities for Enhancement’ of these sites – 11 responses suggesting improvements are required.

**Action proposed:**
- Work with owners, as appropriate, to improve these areas.

**ISSUE**
Concerns regarding speeding traffic approaching dam from Bungay. Traffic calming required. Concerns regarding maintenance of access to Falcon Lane and this becoming no less restrictive – 8 responses.

**Action proposed:**
- Traffic is a highway issue. Ensure any calming measures maintain access and are appropriate in a Conservation Area.

**ISSUE**
General support for principle of Conservation Area, an up to date appraisal and extension along Ditchingham dam – 27 responses.

**Action proposed:**
- Comments noted. Recommend appraisal for adoption.

**ISSUE**
Concerns regarding the maintenance of the drainage ditches surrounding the area specifically Chainbridge Beck and others – 5 responses.

**Action Proposed:**
- Matter for the internal Drainage board comments passed to them.
Summary: Members agreed in June 2013 to a public consultation exercise on the re-appraisal of the existing Langley Abbey Conservation Area. The re-appraisal of the Langley Abbey conservation area is highlighted as one of the work plan objectives for 2013/14.

The purpose of this report is to give members the opportunity to consider a summary of the responses from the consultation exercise and consider the formal adoption of the appraisal and management proposals for the area.

The identification of further potential conservation areas and the re-appraisal of existing conservation areas is in line with Government guidance and is a continuing process.

Recommendations:

(i) That the consultation response be noted.

(ii) That officers be delegated to make appropriate amendments.

(iii) That the Langley Abbey Conservation Area appraisal and management proposals be adopted.

1 Introduction

1.1 Members have agreed to initial assessment work being carried out to determine the potential for new conservation area designation and re-appraisal of existing Areas, taking into account the duty of the Authority to identify and designate and maintain up to date appraisals of such Areas.

1.2 It was reported to the Committee that an informal agreement had been reached with the Districts’ conservation officers whereby areas that fell mainly within the Broads Authority area would have the appraisal work carried out by the Broads Authority and areas that fell mainly outside the Broads Authority area would have the appraisal work carried out by the relevant district.

1.3 The existing Langley Abbey Conservation Area is shared with South Norfolk Council but falls mainly within the Broads Authority boundary therefore the detailed re-appraisal has been carried out by The Broads Authority. The re-appraisal suggests a boundary change in the South Norfolk part of the area.
and South Norfolk District Council has therefore been involved in the consultation process.

1.4 In this instance the Broads Authority who initiated the appraisal process agreed to organise and fund the public consultation exercises on behalf of both Authorities. The response from the public consultation exercises is outlined below.

1.5 A copy of the consultation drafts of the Langley Abbey conservation area re-appraisal, management proposals and proposed boundary is available via the this link http://broads.defacto-cms.com:8080/broads/authoring/authority/conservation-area-consultation.html


2 Public Consultation Exercise

2.1 A joint consultation exercise was undertaken with South Norfolk Council as the conservation area includes land in both planning authority areas as defined on the maps included in the character appraisals.

2.2 A similar report requesting endorsement for adoption of the re-appraisal will be placed before South Norfolk Council Members in the near future.

2.3 Consultation with interested parties and organisations has been undertaken in accordance with the Broads Authority ‘Statement of Community involvement. In addition, a letter and summary leaflet was delivered to all residents living within the conservation area boundary (total c.25 households). Also copies of the appraisal documents were made available both online and in hard copy format in the Broads Authority offices. The leaflet also contained a comments section and consultees were also able to comment online. Copies of the appraisal document were also sent to the Parish Council and other stakeholder consultees. A copy of the summary leaflet was displayed on the Parish notice board at the village hall.

2.4 In addition a public open afternoon was held in the village hall on Saturday 23 November 2013 attended by officers from the Planning Team of the Broads Authority. Only four members of the public called in during the session to ask questions about the re-appraisal and propose or suggest minor amendments to the re-appraisal, boundary and/or raise issues of concern. Two of those attending were supportive of designation, considering that it would benefit the villages and local community. Two were initially opposed to designation in particular the boundary change which included their dwelling but following discussions decided not to submit a formal objection to the proposal.

2.5 As well as responses that were received from residents, the Authority also received written responses. A total of four written responses were received three in support of the proposal and one against.
2.6 A table of responses received for each of the consultation is appended to the report (Appendix 1).

2.7 The response to the consultation was poor with only eight responses in total however only one response was received which formally objected to the proposal.

2.8 From the statutory/amenity bodies consulted, responses were received as follows:

**Langley with Hardley Parish Council** – Support the proposal – suggested amendment regarding stone lane and that the consultation might have included all properties in the Parish.

**Local Ward Member** – comments awaited.

**English Heritage** – Supports proposal.

**Norfolk County Council’s Heritage Landscape Officer** – supports proposal.

**South Norfolk Council’s Conservation, Design and Landscape Manager** - supports the re-appraisal and boundary change.

**Broads Society** – Comments awaited.

**CPRE Norfolk** – Comments awaited.

3 Assessment

3.1 The written response to the consultation was disappointing with limited response received. However, only one response opposing the re-appraisal was received.

3.2 The response to the open afternoon was also disappointing with only four members of the public attending and although some initial concern was expressed to the extension, no formal opposition to the re-appraisal was registered at the event. However attendees did include the most affected properties.

3.3 A full summary of responses received is appended to the report (Appendix 1). The poor level of turn out for the open afternoon and the low response rate generally are disappointing. The fact that there was no significant level of opposition to the proposal, however, is welcomed. The re-appraisal documents are proposed to be amended as a result of the public consultation exercise and incorporate both minor factual corrections arising from the process and also suggestions from residents regarding the text of the re-appraisal in particular the “opportunities for enhancement”.

BH/SAB/RG/rpt/pc280214/Page 3 of 9/190214
3.4 The response at the open afternoon regarding the boundary amendment has prompted officers to carry out a brief re-assessment of the pair of cottages in question within the proposed extension in line with the latest English Heritage guidance. English Heritage publication “Understanding Place: conservation area designation, appraisal and management” (March 2011).

3.5 The guidance makes clear when it might be appropriate to extend the boundary of conservation areas. This includes extensions where the inclusion of buildings will both conserve and enhance the character of the existing Conservation Area.

3.6 Assessing the dwellings in question against the criteria it is considered that the dwellings are a pair of C19 estate cottages of which near identical examples exist within the current boundary. This being the case and although the cottages have been somewhat altered from their original form, they are considered to make a positive contribution to the street scene. Their inclusion within the boundary of the conservation area is therefore considered justified and it is proposed to extend the boundary of the existing conservation area to include the two dwellings.

3.7 The cottages in question are within that part of the area within the jurisdiction of South Norfolk Council and, in that respect, the ultimate decision regarding their inclusion lies with them although, as the Broads Authority have carried out the re-appraisal and consultation exercise, it is considered that a recommendation regarding their inclusion be made.

3.8 There is clearly support from other statutory consultees and stakeholders, where received, for the re-appraisal and extension of boundary.

3.9 As regard the comments of Langley with Hardley Parish Council regarding the consultation process, it is considered that whilst it would be possible to include the whole parish in the consultation in the case of Langley with Hardley the area actually only constitutes a relatively small percentage of the Parish. There can be confusion resulting from too wide a consultation surrounding relevance and issues surrounding the expense of leaflets and distribution need to be considered. Furthermore the leaflet was displayed on the notice board outside the village hall and an article submitted to Chet news regarding the consultation. The Historic Environment Manager has written to the Parish in response to their comments. This Parish Council remain supportive of the re-appraisal proposal.

3.10 Section 69 of the Planning (Listed Buildings and Conservation Areas) Act 1990 states that

(1) Every local planning authority—

(a) shall from time to time determine which parts of their area are areas of special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance, and
(b) shall designate those areas as conservation areas.
(2) It shall be the duty of a local planning authority from time to time to review the past exercise of functions under this section and to determine whether any parts or any further parts of their area should be designated as conservation areas; and, if they so determine, they shall designate those parts accordingly.

3.11 English Heritage produced new guidance on the appraisal of conservation areas and the drawing up and adoption of character appraisals for such areas in 2006 – updated in 2011. The Broads Authority have followed this advice in re-appraising Langley Abbey to determine whether or not it remains worthy of conservation area designation and to assess the minor amendments to the previous conservation area boundaries.

3.12 The effects of designating a conservation area within the Broads Authority are less than outside its executive area. The Broads is designated as article 1(5) land for the purposes of planning and permitted development. This means that the additional restrictions that apply in conservation areas in the main already apply in the Broads Authority.

3.13 The exceptions to this are:

(a) The requirement to notify the Authority regarding works to trees within the designated area and,
(b) Conservation area consent is required for the total demolition of a building within the designated area.

3.14 It is considered that

(a) the support for the re-appraisals from the statutory consultees;
(b) the support for re-appraisals resulting from the Public consultation exercise;
(c) the Broads Authority has statutory duty to review existing conservation areas and their boundaries and provide up to date appraisals for them and;
(d) the limited additional restrictions for that part of the Area within the Broads;

in this instance, outweigh any limited additional restrictions the minor alterations to the boundaries of the conservation areas may have on landowners.

4 Continuing Appraisal Work

4.1 As part of the continued evaluation, protection and enhancement of cultural heritage within the Broads and in line with the Governments Best Value Performance indicators, it is proposed to continue the programme of providing up to date appraisals, boundaries and management proposals for the existing conservation areas in the Broads Authority area and also identify any further areas which may be appropriate for formal designation as new conservation
areas. This is consistent with the Broads Authority’s stated aim within the Broads Pan 2011.

4.2 These detailed appraisals will form the basis of further reports to Planning Committee prior to a public consultation.

5 Financial Implications

5.1 There are limited financial implications in adopting a new conservation area appraisal at Langley Abbey for the Broads Authority, South Norfolk Council and the owners and occupiers of dwellings who are not currently but are now proposed to be included within the area.

5.2 For the owners and occupiers, within the extension, there are implications through having to submit additional information to South Norfolk Council when submitting a Planning Application and that a higher standard of design and materials are required within a conservation area in order to protect and enhance the special character of the area. However, for many owners this might be considered to be outweighed by the fact that development management aimed at protecting and enhancing the area, is on balance, a positive outcome.

5.3 Additional workload as regard the management and protection of trees within the designated areas will result additional Officer time in terms of processing and assessing applications to carry out works to trees. Again it should be noted that the proposed extension to the boundary is minor and located within the jurisdiction of South Norfolk District Council.

5.4 For the Broads Authority the increase in statutory management resulting from the designation in relation to the built environment or trees is not increased as no extension of the area within the Broads executive area is proposed. The need for the Broads Authority to pay reference to the re-appraisal document and assess proposals against it in terms of their design, use of materials and impact on trees will place a very limited additional demand on Officer time.

5.5 There are financial implications of a continuing appraisal programme for existing and proposed conservation areas within the Broads in terms of initial assessment and if required more detailed appraisal.

5.6 The Authority has a cultural heritage budget of £25,000 part of which will fund carrying out this continuing appraisal programme. The Historic Environment Manager as part of the continuing evaluation, protection and enhancement of cultural heritage in the Broads will continue to identify and carry out initial assessment work. The budget will be used where considered appropriate to fund the detailed appraisal work.

6 Legal Implications

6.1 Designation. Section 69, Planning (Listed Building and Conservation areas) Act 1990 requires local Authorities to identify conservation areas and to
designate them after consultation with The Parishes concerned, statutory undertakers and with other interested bodies.

6.2 Public Participation. Any application for permission to carry out development which affects the character and appearance of the conservation area must be publicly advertised on site and in the local press not less than 21 days before it is determined by the Local Planning Authority. This may in some cases apply to development on the fringes or margins of the conservation area where it is considered the development may affect the character and appearance of the conservation area.

7 Conclusions

7.1 The consultations have produced a disappointing number of almost entirely positive responses. Statutory consultees are clearly in support of the proposal. The Public response was also generally in favour of designation. None of the owners of land now proposed to be included in the conservation areas as a result of the extension to the boundaries have raised a formal objection to the proposals.

7.2 The Authority has a statutory duty to review existing conservation areas and their boundaries and to publish up to date appraisals of them. Additionally the Government has given conservation area designation and management priorities by making them Best Value indicators.

7.3 If agreed by members the appraisal will be adopted with immediate effect although final designation for the extension to the boundary will need to be advertised in the Local Press and the London Gazette.

7.4 It is therefore considered that:

(i) the area identified by the attached boundary map and described in the attached appraisal in the Parish of Langley with Hardley is worthy of conservation area designation, and that:

(ii) members agree to adopt the attached Langley Abbey Conservation area appraisal, management proposal and endorse the proposed extension to the existing boundary subject to the minor revision by officers to the appraisal documents to incorporate appropriate amendments resulting from the consultation process.

Background papers: None

Author: Ben Hogg
Date of report: 11 February 2014

Appendices: APPENDIX 1 – Langley Conservation Area Re-Appraisal
Langley Conservation Area re-appraisal
Consultation results

The re-appraisal was prepared in consultation with South Norfolk Council as part of the conservation area is within their boundary.

A public exhibition was held on Saturday 23 November 2013, which was attended by officers from the Planning Team of the Broads Authority and by 4 members of the public to ask questions, propose or suggest minor amendments to the re-appraisal or boundary and raise issues of concern.

<table>
<thead>
<tr>
<th>From</th>
<th>Comment</th>
<th>BA response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident at exhibition</td>
<td>Boundary amendment (within South Norfolk Council boundary) – initial concern about implications of designation, but no formal objection submitted.</td>
<td>Boundary amendment confirmed with South Norfolk Council</td>
</tr>
<tr>
<td>Resident at exhibition</td>
<td>30 – 33 Langley Green – building previously used as the village school</td>
<td>Conservation area re-appraisal text amended accordingly</td>
</tr>
<tr>
<td>Written response post exhibition</td>
<td>Concerns about the scale and appropriateness of the use at Langley Abbey and the effects on the scheduled monument and the character of the conservation area. Comments about agricultural practices.</td>
<td>Existing comments in the conservation area re-appraisal text amended to reflect this.</td>
</tr>
</tbody>
</table>

From the statutory/amenity bodies consulted, responses were received as follows:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Comment</th>
<th>BA response</th>
</tr>
</thead>
</table>
| Langley with Hardley Parish Council | ● Stone Lane - incorrect spelling of name: part is public highway  
● The consultation could have been better publicised to residents living outside the conservation area                                                                                           | ● Conservation area re-appraisal text amended accordingly  
● Usual Broads Authority practice is to consult directly with residents inside the conservation area boundaries only, to reduce printing costs and avoid raising concerns amongst residents not affected by the proposals. The consultation was advertised in the Chet News and all residents were welcome to attend the open afternoon. |
| English Heritage                  | ● Query regarding the boundary excluding part of the revised scheduled area  
● Welcomed the re-appraisal and suggested a more descriptive map for the final document                                                                                                      | ● This was considered, but the scheduled boundary does not follow a feature visible on the ground, whereas the current boundary follows a well defined hedge/ditch line.  
● To be included in any published document                                                                                                             |
| Norfolk County Council’s Heritage Landscape Officer | • Query regarding boundary excluding part of the revised scheduled area  
• Suggested minor changes and additions to the text | • This was considered, but the scheduled boundary does not follow a feature visible on the ground, whereas the current boundary follows a well defined hedge/ditch line  
• The text has been amended to reflect these comments |
<table>
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<tr>
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<tbody>
<tr>
<td>South Norfolk Council</td>
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<tr>
<td>Broads Society</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPRE</td>
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</tbody>
</table>
The Broads Authority Boundary dataset is a representation indicating the location of the executive boundary at 1:10000. The definitive paper map is held by the Broads Authority which shows the legal boundary at 1:10000. © Crown copyright and database right 2014. Ordnance Survey Licence number 100021573. You are not permitted to copy, sub-licence, distribute or sell any of this data to third parties in any form.
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Not Set
Not Set

Langley Conservation Area prior to re-appraisal (Orange Shading)

Scale: 1:10000
The Broads Authority Boundary dataset is a representation indicating the location of the executive boundary at 1:10000. The definitive paper map is held by the Broads Authority which shows the legal boundary at 1:10000.

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Ellingham Mill

Conservation Area

Adopted
March 2013
Ellingham Mill conservation area

1. Introduction

Why have Conservation Areas?

A review of policies relating to the historic environment carried out by English heritage on behalf of the Secretary of States for Culture Media and Sport and the Environment Transport and the Regions was published in December 2000 under the heading 'Power of Place'.

The Report which reflected views now held generally by the population at large, confirmed 5 main messages

i Most people place a high value on the historic environment and think it right there should be public funding to preserve it.

ii Because people care about their environment they want to be involved in decisions affecting it.

iii The historic environment is seen by most people as a totality. They care about the whole of their environment.

iv Everyone has a part to play caring for the historic environment. More will be achieved if we work together.

v Everything rests in sound knowledge and understanding and takes account of the values people place on their surroundings.

In summary we must balance the need to care for the historic environment with the need for change. We need to understand the character of places and the significance people ascribe to them.

The concept of conservation areas was first introduced in the Civic Amenities Act 1967, in which local planning authorities were encouraged to determine which parts of their area could be defined as "Areas of Special Architectural or Historic Interest, the character or appearance of which it is desirable to preserve or enhance".

The importance of the 1967 Act was for the first time recognition was given to the architectural or historic interest, not only of individual buildings but also to groups of buildings: the relationship of one building to another and the quality and the character of the spaces between them.

The duty of local planning authorities to designate conservation areas was embodied in the Town and Country Planning Act 1971, Section 277. Since then further legislation has sought to strengthen and protect these areas by reinforcing already established measures of planning control which is now consolidated in the Planning (Listed Buildings and Conservation Areas) Act 1990.

Unlike listed buildings, which are selected on national standards, the designation of Conservation Areas in the main is carried out at District level based upon criteria of local distinctiveness and the historic interest of an area as a whole. However, in the past, the criteria adopted by different local authorities in determining what constitutes a special area have tended to vary widely. For example, although public opinion seems to be
overwhelmingly in favour of conserving and enhancing the familiar and cherished local scene, what is familiar to many, may only be cherished by some.

Over the last 30 years this approach has changed significantly. Much greater emphasis is now placed on involving the local community in evaluating ‘what makes an area special’, whether it should be designated and where boundaries should be drawn.

It is now recognised that the historical combination of local architectural style and the use of indigenous materials within the wider local landscape creates what has been termed ‘local distinctiveness’. Distinctiveness varies within the relatively restricted confines of individual counties, which in turn are distinct in terms of the country as a whole.

Conservation Area designation for settlements and wider areas which embody this local distinctiveness may afford them protection against development which bears no relation to the locality either in terms of the buildings within it or landscape surrounding it.

The historical development of such settlements and their surrounding landscape are the ‘journals’ through which the social and economic development of the locality can be traced. The pattern of agricultural and industrial progress of settlements (their social history) is by definition expressed in the architecture and landscape of any area.

It is not intended (nor would it be desirable) to use Conservation Area designation as a way of preventing or restricting development, the expansion of a settlement or preventing contemporary innovative design. Logically in the future new development should add to, rather than detract from the character of an area and will in turn help to chart historical development. However, all development should seek to preserve and enhance the character and appearance of the area.

2. Aims and objectives

The Ellingham conservation area was originally designated in 1976 and was last reviewed in 2002. This re-appraisal examines the historic settlement and special character of Ellingham, reviews the boundaries of the conservation area and suggests areas for change.

The appraisal will provide a sound basis for development management and encourage development initiatives which endeavour to improve and protect the conservation area as well as stimulating local interest and awareness of both problems and opportunities.

3. Planning Policy Context

Responsibility for Planning matters at Ellingham is shared between the Broads Authority and South Norfolk Council, as the proposed conservation area boundaries include land and properties in both planning authority areas, as defined on the map in this appraisal.

There are a range of policies which affect Conservation Areas within the Broads Authority and South Norfolk areas, originating from both national and local sources. The latest national documents in respect of historic buildings and conservation areas are The Government’s Statement on the Historic Environment for England 2010, The National Planning Policy Framework adopted in March 2012, Planning for the Historic...
Environment: Historic Environment Planning Practice Guide March 2010. The Broads Authority endorses the contents of these documents and decisions made will reflect the various provisions contained in them.

In line with government policy, the Broads Authority and South Norfolk Council are currently reviewing and revising local policies which will be published in a new Local Development Framework (LDF). The Authority has recently adopted its Local Development Plan Document (DPD). In the meantime the more specific local policies included in the Broads Local Plan (1997) are still relevant.

To support these policies, the Broads Authority and South Norfolk Council provide further advice and details in a series of leaflets, which are currently being reviewed and expanded as part of the LDF process. A list of those currently available is attached in Appendix 2.

4. Summary of Special Interest

Ellingham Mill conservation area is a quiet enclave within the River Waveney valley. There is a pleasant contrast between the more tightly knit development around the mill and the looser pattern around the church. The character of the area is enhanced by the landscape of the river valley, its water meadows, trees and extensive views. The curves of the roads, the changing gradients, the presence of trees and hedges all add to the quality of the area.

5. Location and context

Ellingham is a parish on the north banks of the River Waveney, which forms the border between Norfolk and Suffolk. It is located between Broome and Geldeston two miles north east of Bungay and four miles south of Loddon. The conservation area lies to the south of the main village of Ellingham, and the majority of it is within the Broads Authority area, apart from a small area to the north which is within South Norfolk District Council.

General character and plan form

The area extends from the old railway line in the north to the River Waveney in the south including the mill and its associated buildings, and the church and former rectory in the east.

The conservation area lies within the River Waveney valley and the development it contains divides into two parts – the mill and its surroundings and the area around the church.

At the lower level, the river and particularly the sluices are a noisy reminder of the former watermill. The roadway takes a tortuous route around the sluices before it straightens out in front of the mill and its adjoining buildings.

A gently curving road rising up to connect the lower level to higher level where the area around the church is quieter with more sporadic development.
Geological background

The geological formation of the Waveney river valley has given it a very distinctive form within the wider landscape. The cretaceous chalk deposits below the whole of East Anglia were subject to a smoothing glacial action resulting in a more subdued topography than in other parts of Britain, and these were subsequently overlain with a series of sands, muds and gravels known as ‘Crags’. These processes have created valleys with a distinctive u-shaped profile; in the Waveney valley, large scale open valley landscapes with broad flat flood plains north and south of the river, beyond which rise the tree covered escarpments of the Norfolk and Suffolk boulder clay plateaus.

Landscape setting

The geological formation has resulted in views within the valley landscape generally to be long range and open, but these become more intimate close to river crossings such as at Ellingham. Views out of the valley are restricted although the valley landscape can be viewed from the surrounding higher areas and landmarks such as church towers are features of the Waveney valley.

From the south Ellingham conservation area is approached across Ellingham Marshes in the wide valley floodplain of the River Waveney, which extends north westwards towards the main village of Ellingham on higher ground. The sluices and river crossing are almost entirely surrounded by this low lying marshy land, allowing long views over the river valley. To the north however, long views of the Mill and associated buildings on slightly higher ground beyond are masked by extensive tree cover. Approaching from the north views of the conservation area are hidden until the brow of the bridge over the former railway line is reached, where St Mary’s church and the former rectory are the prominent features. The church tower is similarly visible from the west along Geldeston Road. The landscape is relatively open here and becomes more enclosed as the gradient drops gently towards the river. The surrounding landscape is distinctly green with cattle grazing predominating.

6. Historical development

Archaeology and early development

The Norfolk Historic Environment Service compiles records of known archaeological activity, sites, finds, cropmarks, earthworks, industrial remains, defensive structures and historic buildings in the county. These records are known as the Norfolk Historic Environment Record (NHER). The NHER contains 70 records for the parish of Ellingham, of which 6 are within the conservation area boundary.

The name of the village is Old English and means ‘homestead of Ella or Eli’. A brief mention in the Domesday Book of 1086, suggests that the settlement may have Saxon origins, and the NHER records indicate human activity here from the prehistoric period onwards. The earliest finds are worked flints, but their locations make it difficult to identify any possible areas of settlement. The excavation of a possible prehistoric enclosure and ring ditch in the grounds of Ellingham Hall suggests that occupation was concentrated on river terraces by the Waveney. Other finds indicate human activity during the Iron and Bronze Ages. Roman pottery kilns outside the conservation area at Diary Farm indicate that at least five potters worked here, but are unusual as the
relatively few objects found from this period indicate that this was not an area of dense occupation or activity except for the kilns.

Earthworks on the Geldeston marshes to the east of the conservation area are indications that there was once a medieval settlement here. St Mary’s Church was built during the medieval period in the 13th century and extensively remodelled in the 15th century when all the windows where replaced.

Later developments

Outside the conservation area, Ellingham Hall and its unusual icehouse, was built around 1802, but not all post medieval buildings survive; two brick kilns have been demolished as was the windmill which was built on a small mound.

The waterside location of Ellingham was fundamental to its later development. The River Waveney was improved for navigation under an Act of Parliament obtained in 1670, and included the construction of three locks, at Geldeston, Ellingham and Wainford, to extend navigation as far as Bungay Staith. A special version of the traditional Wherry was in use on the Waveney, with boats measuring no more than 70 by 16 feet. However, with the decline in the use of wherries for commercial trade on the rivers prior to the Second World War, navigation ceased on several stretches of the Broads, including the 4.2 mile section of the river from Geldeston to Bungay, where navigation rights were removed in 1934, and the current limit of navigation remains is at Geldeston, with Ellingham positioned between the two. Wainford and Ellingham locks have since been converted into sluices but canoes and unpowed craft can still use this section of the waterway.

Within the conservation area boundary, little is known about the history of Ellingham Mill. Dating from the 18th century, it was a flour mill and one of only two Norfolk watermills on the Waveney. From references in early documents, it may have been constructed on the same site as much earlier mills. The mill was built on an artificial semicircular cut made to the north west of the river Waveney, which allowed the mill to retain its head of water while the nearby lock on the main river controlled the levels for the Bungay Navigation. The Waveney was fully navigable for many years using a series of locks, one of which was next to Ellingham mill, and thus grain and flour were both transported to and from the mill via Wherry as well as road. It appears to have been in active use until about 1933 when the River Waveney above Geldeston Lock was closed to navigation. It was then taken over by Vitovis Limited who developed it as a factory for animal feed and built a warehouse adjoining that was used in various guises until it was demolished in the 1980s. The mill came onto the market in the early 1960s and was restored and converted to residential use with part used as an art gallery by the Ellingham Mill Art Society. The bridge outside the mill dates from 1910.

The most modern archaeological site is a World War Two pillbox on the boundary of the conservation area that protected the former railway bridge close to the church.

In the latter part of the twentieth century, the old warehouse south of the mill was demolished and replaced with a house. A temporary measure has been introduced to ease the traffic problem of the mill which effectively prohibits the passage of large vehicles.
In 1854, the population of the parish was recorded as ‘426 souls’ occupying 92 houses. By 1881, the population had reduced to 340. The latest census figures of 2001 record 532 residents in the parish, most of these outside the conservation area.

7. Spatial analysis

Two contrasting forms of development are found in the conservation area. At the lower level long views across the marshes contrast with the mature trees and the network of sluices which give way to a group of buildings with the mill as its focus. On slightly higher ground, the church and the former rectory are set in a more open landscape. Between these two areas, modest houses and cottages are found on the gently curving roads, where the marshes to the west are still visible, and to the north and east the church and former rectory can be seen.

8. Character analysis

Use and activity
Historically activities centred on the river, the sluices and the Mill; the uses in the area now are almost entirely residential.

Overview of streets, buildings and architecture

The Conservation Area can be divided into two parts.
- the mill and its immediate surroundings
- the area around the Church.

The Mill

The random arrangement of the buildings and the dominance of the mill are important to the charm of this area. The informal nature of the ground surface also contributes to its character.

The concrete bridge over the river has a hard appearance that does not blend into the landscape. The views from the bridge are quite extensive both east and west.

The mill is a traditional timber frame and weatherboarded structure built on a stone base. The rear of the mill has been extended and altered while the south gable has been rebuilt in brick. It has a lopsided central gable to reflect the difference in eaves level.

The attractive Mill House adjoining has fine Gothic windows. It is a timber frame building probably dating from the late mediaeval period although re-fronted in the early 19th Century.

The new house to the south of the mill has fits in well with materials which echo those of its traditional neighbours.

Opposite the Mill House, Mill Pool Cottage has been converted from a group of single storey buildings. Their modest scale serves to further emphasise the dominance of the
From the bridge there are extensive views, framed by trees, across the river to the meadows beyond. The outlook is however spoilt by the traffic regulation measures.

The barn to the north of the cottages has been sensitively converted although its contribution to the group is minimised by the hedges and trees which screen it. The choice of bricks for Mill Orchard opposite is somewhat in contrast and it occupies an important position. It has been extended to form a sizeable dwelling but its impact is partly softened by the hedge to the east.

The conversion of the granary has successfully retained its character. Its attractively landscaped gardens are typical of this area.

As the ground rises up towards the former railway line a pair of traditional cottages, their brickwork now colour washed, is set below Old Station Lane. Another pair of cottages, one of which has been recently extended, flanks the road as it forks to the right to lead to the church and Old Rectory.

**The Church and Old Rectory**

This area is dominated by the landscape, and although some of the buildings are significant, they are very much secondary elements. Trees and hedges serve to define and enclose spaces and views as well as providing a natural background to the buildings.

The church is set back from the road and surrounded by trees. It is basically of 13th century date although refashioned in the 14th and 15th centuries. Its informal character is echoed by the unregimented churchyard and the weathered brick wall which partly surrounds it. The open meadowland to the west is a valuable amenity in this area.

The large former Georgian Rectory lies in extensive grounds which slope down to the river. The site retains some good individual trees and a single storey outbuilding which is of some interest although in need of some repair.

The former railway bridge is of interest, so too is the concrete bunker. The position on the crest of the hill affords commanding views towards the village.

**Architectural styles and materials**

Except for thatch, most of the materials traditional to South Norfolk and the Broads area are found in the Conservation Area. There is flint, brick and render to the church which also has a mixture of pantiled, plain tiled and lead roofs. There is a predominance of red pantile and black/white weatherboarding as seen on the mill, but also reflected on many of the adjoining buildings. Slate survives as Millfield and on the outbuilding to the west. Apart from the mill, the buildings are domestic in scale, generally two storey with pitched roofs.

**Ground surface materials and street furniture**
Most of the surface materials are either tarmac or grass. Gravel is used for the path to the church and to several private driveways. Modern concrete paviers have been used on one or two vehicle accesses.

Given the character of the area, the presence of modern "street furniture" stands out. The concrete bollards near the church, and the seemingly, permanently temporary traffic arrangement next to the mill are particular examples.

Trees and hedges

The character of the area relies heavily on trees, hedges and the extensive views that can be enjoyed in all directions. Trees in the churchyard include fine old yews and a Scots Pine. The group of trees south of the old railway line and west of Mill Cottages are the most significant. Elsewhere, the trees are clustered in small groups or individually along the river. There are also good trees around Millfield. There are also a number of hedges delineating field boundaries which help retain the intimate and modest character north of the river.

Boundary treatments

The churchyard is bounded by an old red brick and brick and flint wall with a bold half round coping. The entrance to the churchyard has at some time been narrowed with brick piers. There are timber gates here and to the extension to the burial ground.

Elsewhere in the conservation area, boundaries are formed with hedges, and in some cases timber paling fences, such as that in Old Station Lane

A low chain link fence opposite Old Station Lane protects a newly planted hedge; unfortunately this appears to be leylandii rather than more indigenous species which would be more sympathetic to the character of the conservation area.

Just outside the conservation area, land on Geldeston Road used for industrial storage purposes detracts from the setting of the Church and the conservation area. A landscaping scheme would soften the appearance of this site. The conservation area boundary currently includes part of Geldeston Road adjacent to this site.

9. Issues, pressures, threats and opportunities for improvement

Buildings

Buildings in the conservation area are well maintained. However, the special character of conservation areas can easily be eroded by seemingly minor, and well intentioned, home improvements such as the insertion of replacement windows and doors with ones of an inappropriate design or material, (for example hinged opening lights in lieu of sash windows and UPVC instead of painted timber). This is a particular issue with unlisted buildings that have been identified as contributing to the character of the conservation area. In line with current legislation, all complete window replacements are required to achieve minimum insulation values, but recognising the affect that inappropriate replacements can have, Local Authorities are empowered to relax that requirement when considering the restoration or conversion of certain buildings within conservation areas, and advice should be sought from the local Planning Department at an early stage. Several cottages in Ellingham have had replacement windows.
**Streetscape issues**
The solution to the traffic problem around the Mill may have been successful but visually it is unattractive, and a more sympathetic treatment of the centre of this Conservation Area should be promoted.

There are opportunities for additional hedge and tree planting. The choice of new planting or fencing should be carefully considered to retain the character of the area. “Suburban” choices such as leylandii hedging or chain link fencing are not sympathetic to the character of the conservation area and their replacement with indigenous species should be encouraged.

The replacement of the concrete bollards outside the church with ones of a more suitable design and material would be a great visual improvement to the area. The removal of the telegraph poles outside church would also be of benefit to the character of the conservation area.

Although just outside the conservation area boundary, the storage site on Geldeston Road is unsightly and it’s appearance would be improved with a suitable landscaping scheme.

**10. **Recommendations for suggested improvements

- Consider sympathetic landscaping/traffic calming measures to the area around the Mill
- Consider the replacement of the concrete bollards outside the church with ones of a more sympathetic material and design
- Encourage additional hedge and tree planting using indigenous species
- Encourage a sympathetic landscaping scheme to improve the appearance of the industrial storage site on Geldeston Road (outside the conservation)
- Request utility companies consider the undergrounding of over-head cables in the village
- Work with local land owners to identify opportunities for improved access to the river, particularly for canoe portage

**11. **The Conservation Area Boundary

The southern bank of the River Waveney forms the boundary to the south. To the west the boundary crosses the mill cut, following its northern boundary for a short distance until it meets a field drain. It runs along the eastern edge of this drain then turns in a north easterly direction to follow the northern bank of a further field drain and a garden boundary until it reaches Old Station Lane. It then follows a farm track north westerly to the boundary of Station House, then turns to the east back to Old Station Lane and along the western edge of this road to Station Road which forms the northern boundary. Then it turns southwards across the old railway bridge and along the northern side of Geldeston Road, past the church to extend eastwards in a finger beside the industrial storage site. Finally the eastern boundary encloses part of the playing field, follows the eastern boundary of the former rectory and a field drain to meet the River Waveney.
Suggested amendments to the conservation area boundary

- Exclude the finger of Geldeston Road on the north east corner of the conservation area; this appears to be superfluous to the conservation area
- Extend the northern boundary to Station Road to include Station House and adjoining land to the north-west; the former railway and station is part of the history of the area and the line of the platform is visible in the garden of Station House.

12. Public consultation

Consultation with interested parties and organisations was undertaken in accordance with the Broads Authority ‘Statement of Community Involvement’. A joint consultation exercise was undertaken with South Norfolk Council as the proposed conservation area boundaries include land in both planning authority areas as defined on the maps included in the character appraisals. A letter and leaflet were delivered to all residents living within the conservation area boundary, and copies of the appraisal documents were made available both online and in hard copy format in the Broads Authority offices and through the Parish Council. The leaflet included a comments section and consultees were also able to comment online.

A public exhibition was held on Saturday 11 August 2012, which was attended by officers from the Planning Team of the Broads Authority and by 16 members of the public to ask questions, propose or suggest minor amendments to the re-appraisal or boundary and raise issues of concern. The vast majority of people attending were supportive of designation, considering that it would benefit the village and the local community. In addition, the Authority received 5 written responses seeking more specific advice as to the effects of being in a conservation area or to seek clarification as to proposed changes to the boundary.

Several items of additional information resulting from the consultation have been included in the re-appraisal. One request was to consider extending the conservation area boundary to the north-west to include a farmstead and school with agricultural land in between. As this area is outside the Broads Authority boundary, it was discussed with officers from South Norfolk Council, who considered that including such a large area of agricultural land would not be appropriate, so it is not intended to further extend the conservation boundary at this stage.

Appendix 1

Policies

Please note: The Broads Authority and South Norfolk Council are currently reviewing and revising local policies, which will be published in a new Local Development Framework (LDF). The Broads Authority and South Norfolk District Council have already adopted Core Strategies containing general policies. The Authority has recently adopted its Local Development Plan Document (DPD). Some of the specific saved local policies included in the Broads Authority Local Plan (1997) and in the South Norfolk Local Plan (1998) are still relevant.
Appendix 2

Broads Authority Guidance Leaflets

- Keeping the Broads Special
- Do I need Planning Permission?
- How do I apply for Planning Permission?
- Building at the Waterside – A guide to design of waterside buildings in the Broads Authority area
- Environment and Landscape – How do I plan and manage trees and scrub alongside rivers?
- Development and Flood Risk in the Broads
- Riverbank Protection Works – A guide for riparian landowners
- Sustainability Guide – Sustainable development in the Broads

South Norfolk Council Guidance leaflet

- South Norfolk Place- Making Guide

Appendix 3

Listed buildings within the conservation area (All grade II except where noted)

- Church of St Mary  Grade I
- Ellingham Mill
- Mill House

Appendix 4

Buildings that make a positive contribution to the character of the conservation area

Whilst the following buildings, boundary walls and railings within the conservation area and do not merit full statutory protection, they are considered to be of local architectural or historic interest and every effort should be made to maintain their contribution to the character of the conservation area.

- Millfield, outbuildings to the west
- Churchyard walls
- Mill Barn
- Mill Pool Cottage
- Former railway bridge
- Station House

Appendix 5

References and sources of information

The Buildings of England, Norfolk 2: North-west and South, Nicholas Pevsner and Bill Wilson, 1999
English Heritage: Guidance on conservation area appraisals, 2006
English Heritage: Guidance on the management of conservation areas, 2006
Broads Landscape Character Assessment – draft local character area 2 Waveney Valley, 2006
Faden’s Map of Norfolk 1797
OS 1st edition maps
Heritage Environment Record, Norfolk Landscape Archaeology, Gressenhall
White’s Gazetteer and Directory 1845
Kellys Directory 1883

Appendix 6

Contact details and further information.

The Broads Authority
Yare House
62 – 64 Thorpe Road
Norwich
NR1 1RY
Tel: 01603 610734
Website: www.broads-authority.gov.uk

South Norfolk Council
South Norfolk House
Swan Lane
Long Stratton
Norwich
Norfolk
NR15 2XE
Tel: 01508 533633
Website: www.south-norfolk.gov.uk

Norfolk Historic Environment Service
Union House
Gressenhall
Dereham
Norfolk NR20 4DR
Tel 01362 869280
Geldeston Conservation Area

Appraisal

Adopted March 2013
Geldeston conservation area

1. Introduction

Why have Conservation Areas?

A review of policies relating to the historic environment carried out by English heritage on behalf of the Secretary of States for Culture Media and Sport and the Environment Transport and the Regions was published in December 2000 under the heading ‘Power of Place’.

The Report which reflected views now held generally by the population at large, confirmed 5 main messages

i. Most people place a high value on the historic environment and think it right there should be public funding to preserve it.

ii. Because people care about their environment they want to be involved in decisions affecting it.

iii. The historic environment is seen by most people as a totality. They care about the whole of their environment.

iv. Everyone has a part to play caring for the historic environment. More will be achieved if we work together.

v. Everything rests in sound knowledge and understanding and takes account of the values people place on their surroundings.

In summary we must balance the need to care for the historic environment with the need for change. We need to understand the character of places and the significance people ascribe to them.

The concept of conservation areas was first introduced in the Civic Amenities Act 1967, in which local planning authorities were encouraged to determine which parts of their area could be defined as “Areas of Special Architectural or Historic Interest, the character or appearance of which it is desirable to preserve or enhance”.

The importance of the 1967 Act was for the first time recognition was given to the architectural or historic interest, not only of individual buildings but also to groups of buildings: the relationship of one building to another and the quality and the character of the spaces between them.

The duty of local planning authorities to designate conservation areas was embodied in the Town and Country Planning Act 1971, Section 277. Since then further legislation has sought to strengthen and protect these areas by reinforcing already established measures of planning control which is now consolidated in the Planning (Listed Buildings and Conservation Areas) Act 1990.

Unlike listed buildings, which are selected on national standards, the designation of Conservation Areas in the main is carried out at District level based upon criteria of local distinctiveness and the historic interest of an area as a whole. However, in the past, the criteria adopted by different local authorities in determining what constitutes a special area have tended to vary widely. For example, although public opinion seems to be overwhelmingly in favour of conserving and enhancing the familiar and cherished local scene, what is familiar to many, may only be cherished by some.

Over the last 30 years this approach has changed significantly. Much greater emphasis is now placed on involving the local community in evaluating ‘what makes an area special’, whether it should be designated and where boundaries should be drawn.

It is now recognised that the historical combination of local architectural style and the use of indigenous materials within the wider local landscape creates what has been termed ‘local
distinctiveness’. Distinctiveness varies within the relatively restricted confines of individual counties, which in turn are distinct in terms of the country as a whole.

Conservation Area designation for settlements and wider areas which embody this local distinctiveness may afford them protection against development which bears no relation to the locality either in terms of the buildings within it or landscape surrounding it.

The historical development of such settlements and their surrounding landscape are the ‘journals’ through which the social and economic development of the locality can be traced. The pattern of agricultural and industrial progress of settlements (their social history) is by definition expressed in the architecture and landscape of any area.

It is not intended (nor would it be desirable) to use Conservation Area designation as a way of preventing or restricting development, the expansion of a settlement or preventing contemporary innovative design. Logically in the future new development should add to, rather than detract from the character of an area and will in turn help to chart historical development. However, all development should seek to preserve and enhance the character and appearance of the area.

2. Aims and objectives

Geldeston conservation area was originally designated in 1986. This re-appraisal examines the historic settlement and special character of Geldeston, reviews the boundaries of the conservation area and suggests areas for change.

The appraisal will provide a sound basis for development management and encourage development initiatives which endeavour to improve and protect the conservation area as well as stimulating local interest and awareness of both problems and opportunities.

3. Planning Policy Context

Responsibility for Planning matters at Geldeston is shared between the Broads Authority and South Norfolk Council, as the proposed conservation area boundaries include land and properties in both planning authority areas, as defined on the map in this appraisal.

There are a range of policies which affect Conservation Areas within the Broads Authority and South Norfolk Council areas, originating from both national and local sources. The latest national documents in respect of historic buildings and conservation areas are The Government’s Statement on the Historic Environment for England 2010. The National Planning Policy Framework published March 2012 Planning for the Historic Environment: Historic Environment Planning Practice Guide March 2010. The Broads Authority endorses the contents of these documents and decisions made will reflect the various provisions contained in them.

In line with government policy, the Broads Authority and South Norfolk Council are currently reviewing and revising local policies which will be published in a new Local Development Framework (LDF). The Authority has recently adopted its Local Development Plan Document (DPD). In the meantime the more specific local policies included in the Broads Local Plan (1997) are still relevant.

To support these policies, the Broads Authority and South Norfolk Council provide further advice and details in a series of leaflets, which are currently being reviewed and expanded as part of the LDF process. A list of those currently available is attached in Appendix 2.

4. Summary of special interest
Geldeston is medium sized village in a rural setting, which derives much of its character from the river valley landscape and its industrial, agricultural and residential history. The current form of the village has two distinct character areas, one eighteenth century in origin, the other twentieth century. There is a mixture of cottages and larger houses in generous grounds along the principal roads of the historic village, and where the land slopes gently down to the river valley, the more densely populated area of Big Row gives way to marshland around Geldeston Dyke. Remnants of historic waterside activities are evident throughout the conservation area. In contrast on higher ground to the west of Geldeston Hill, there is a more suburban planned character with mid 20th century public housing by the award winning architects Tayler and Green. Open water meadows to the south of the village are complemented by the wooded areas to north and the east and specimen trees in the older part of the village contribute to its special character.

5. Location and context

The parish of Geldeston is on the Norfolk and Suffolk border, about ten miles (16 kilometres) south west of Great Yarmouth and 2.5 miles (4 kilometres) north west of Beccles. It is situated on an acclivity on the River Waveney which defines its southern boundary.

The village is within South Norfolk District Council area, but the south of the conservation area is also within the Broads Authority area, as indicated on the map. The Broads Authority is responsible for all Planning related matters in this southern area, South Norfolk Council for the remainder.

General character and plan form

Although in the medieval period, Geldeston was, with Dunburgh and West End, one of three distinct hamlets the current form of Geldeston is that of a compact eighteenth century maltings village at the edge of the Waveney valley. However, the character of village is unusual as it does not conform to a familiar village type or pattern. In part, the absence of the huge maltings buildings which generated so much of its present form and appearance explains this. Another factor is the riverside location which is at and partly upon the bank of the Waveney River valley but set back from the river itself.

The earlier mediaeval village was on higher ground (and outside the conservation area), and appears to have been passed by in the economic development of the present one so the current village centre is notable for its lack of a parish church, which is now some way out of the village centre. Several unobtrusive twentieth century suburban developments have been added to the historic core of the later settlement and, a large area of award winning low density public housing has been constructed on higher ground above the flood plain. As a result, the village form can be described as nucleated and having two elements, one eighteenth century in origin, the other twentieth century, although the shape of the village has not been spoiled by these additions which are well integrated with the older fabric.

The character of the village and the conservation area is one of a very high quality of environment. In the older part of the village the buildings are dominated by the trees, which are of large size and dwarf the buildings in scale. The newer part of the village is far more open in character but shares with the old a high quality of design and detail. Both parts of the settlement have small areas within them of unexpected special character which invite exploration and make the conservation area special. At the Kells estate, these take the form of the greens and footpaths, in the older village the staithe and Big Row. Both parts of the settlement also enjoy the presence of significant mature trees which inform and enclose its spaces.

Geological background

The geological formation of the Waveney river valley has given it a very distinctive form within the wider landscape. The cretaceous chalk deposits below the whole of East Anglia were subject to a smoothing glacial action resulting in a more subdued topography than in other parts of Britain, and these were subsequently overlain with a series of sands, muds and gravels known as ‘Crags’. These processes have created valleys with a distinctive u-shaped profile; in the Waveney valley,
large scale open valley landscapes with broad flat flood plains north and south of the river, beyond which rise the tree covered escarpments of the Norfolk and Suffolk boulder clay plateaus.

**Landscape Setting**
The landscape setting of the conservation area is that of a settlement placed at the edge of a river floodplain.

South of the village the views are of open water meadows, crossed by drainage ditches and with vestiges of the railway still visible; the site containing the former railway station buildings now stands isolated in the water meadows and is currently outside the conservation area. The western side of Station Road is wooded with houses concealed beneath the trees, while on the eastern side the gardens behind the hedges soon give way to open water meadow and open landscape edged to the east by the mature poplars and willows of the Old House garden. This is a delightful landscape, the openness of the meadows contrasting with the close enclosure of the woodland.

To the north the village is partly hidden from view by its tree screen and the contours of the slope at the edge of the valley.

The trees, which form such an important part of the landscape setting of the village, are of species appropriate to these two types of topography. Around the southern edge of the village are black poplar, alder, willow and carr species. Some of the individual trees are very large and this gives a sense of antiquity to the setting.

The northern edge of the village conserves some of the features and flora of its previous heathland status. This is still visible in Heath Lane where thorn hedges and sweet chestnut grow and where, at the northern end, large pines form a copse with broom and heather undercover.

Between these two habitat types the eighteenth and early nineteenth century landowners planted specimen trees around their new dwellings and gardens, many of which survive to contribute to the character of the area.

6. **Historical development**

**Archaeology**

The Norfolk Historic Environment Service compiles records of known archaeological activity, sites, finds, cropmarks, earthworks, industrial remains, defensive structures and historic buildings in the county. These records are known as the Norfolk Historic Environment Record (NHER). The NHER contains 58 records for the parish of Geldeston, although only 4 are within the conservation area boundary.

Evidence of human activity in the parish in prehistoric times is the form of various flint tools, including a Palaeolithic flint axe discovered on land opposite the Wherry public house. However the NHER records that generally there is little concentrated evidence from these very early periods for any sustained activity. Part of a copper alloy spearhead and two decorative gold strips, discovered in 1777 during the construction of Geldeston Hall have been dated to the Bronze Age. The Iron Age is represented by a harness fitting and part of a possible Iron Age walkway structure in marshes to the south of the village, exposed during flood defence works in 2010. This is still being assessed by the Norfolk Historic Environment Service, and although not evidence of a settlement, could indicate that the area was on a trade route.

The period of the Roman occupation following on from the Iron Age has left the parish with its first, if very tentative, evidence of structures. A cremation burial was discovered in 1849, consisting of a green glass vase containing the remains of an infant together with a coin and a casket mount. A supposed Roman military camp was noted on old Ordnance Survey maps, but there is no further evidence of its existence. Lastly, an earthwork running through Geldeston Hall Park has been interpreted as part of a Roman road, though it could be a medieval boundary bank, or even the
former reused as the latter. However, Roman coins have been found, as has a copper alloy strap end.

The Paston Letters (a collection of personal letters from a medieval gentry family) contain two references to Geldeston in connection with the birth of John Paston III in 1444. It is thought that his mother, Margaret Paston was living in the village at the time of the birth.

Various medieval artefacts have been found in the parish, including pottery fragments, a pilgrim bottle, coins and a lead weight. The early settlement appears to have been on the high ground near the medieval parish church of St Michael and All Angels, which is the earliest surviving building in the parish. The round tower dates from the 12th century, the rest of the building being 14th and 15th century, and it was much remodelled in the 19th century. Other medieval buildings have disappeared, although there is evidence of a moat and some traces remain as fragments of later rebuilds, for example Chilverton Cottage (17th century) and Rush Fen Cottage which is probably the remains of a medieval aisled hall, later encased in brick with a 20th century exterior. These are all outside the conservation area.

Also outside the conservation area, buildings of note are Green Farm Barn (17th century) probably the oldest building to survive from the early post medieval period, Manor Farm House (17th century with later additions) and Geldeston Hall a large 18th century house which was home to the Kerrich family until 1930, and Jock’s Lodge (18th century with later additions). Within the conservation area, The Old House is also 18th century (parts are possibly earlier) with a long serpentine wall along its roadside boundary.

Other structures noted on the NHER are a post medieval saw pit on the green at the rear of the Wherry Pub and Geldeston Dyke, an artificial waterway made to connect the village with the River Waveney, probably in the 18th century.

There are no scheduled monuments within the parish.

Early development in the conservation area.
The name Geldeston appears in a document of 1242 as “Geldestun”, the name deriving from an Old English personal name, “Gyldi” and the work “tun”. The meaning was a single and enclosed agricultural settlement, farmstead or village belonging to Gyldi. The village appears at first to have been secondary to the manor of Stockton as the primary settlement. Geldeston was, with Dunburgh and West End, one of three distinct hamlets, the pattern of development medieval in origin.

It is notable that the site of the present village is well away from the mediaeval church which stands to the north of it upon the plateau.

The River Waveney was improved for navigation under an Act of Parliament obtained in 1670, and included the construction of three locks, at Geldeston, Ellingham and Wainford, to extend navigation as far as Bungay Staith. A special version of the traditional Wherry was in use on the Waveney, with boats measuring no more than 70 by 16 feet. Thus it was only in the late seventeenth century that the construction of the navigable cut from the River Waveney (Geldeston Dyke) and Geldeston locks, allowed the commercial development of the village and its local importance to grow.

From the early eighteenth century river traffic could reach the centre of the village using the new cut and this new accessibility led to the construction of two great maltings. One of these stood at the staith, the other, including a brewery, behind the Wherry Inn. For one hundred years the village as a result enjoyed considerable commercial prosperity, as the surviving Georgian houses testify. In 1788 the Dowson family, on acquiring a malting business in Geldeston, moved to the
Old House in the village. Subsequently they moved to Greenbank, now Geldeston House, which had been built by their business partner, N U Rathbone of Liverpool. In 1824, they were the benefactors of the village school.

White’s Directory, published in its second edition in 1845, recorded “… 386 souls and 819 acres of land, mostly the property of John Kerrich Esq, the Lord of the Manor who resides at the Hall, a modern white brick mansion, in a pleasant and well wooded park”. Many of the cottages in the conservation area date from this period and the sites of the two great maltings and the brewery are still prominent.

The advent of the railway and the building of the station in 1864 did not bring further prosperity. Instead the new means of transport led to a decline of the waterborne maltings traffic in favour of newer buildings elsewhere with their own rail sidings. Coal wherries were undercut by the railway and by 1914 the staithes maltings were closed and subsequently demolished in 1922. The brewery had closed in 1858 but the remaining maltings carried on business until the 1930’s, when the economic depression finally killed them off.

With the decline in the use of wherries for commercial trade on the rivers prior to the Second World War, navigation ceased on several stretches of the Broads, including the 4.2 mile section of the river from Geldeston to Bungay, where navigation rights were removed in 1934. The current limit of navigation is at Geldeston, although Wainford and Ellingham locks have since been converted into sluices to allow canoes and unpowered craft to use this section of the waterway.

The population declined with the fortunes of the maltings and by the year 1921 was 305. Little new building was undertaken during this period. However the village hall was built by benefaction in 1923. This is one of a number of such buildings to be found throughout Norfolk reflecting a deliberate movement to revive rural communities after the First World War had decimated their male populations.

After the Second World War, the process of obsolescence took the Waveney valley railway in its turn and Geldeston became once more a quiet backwater, free of industry and trains. Since the 1950’s it has been essentially a dormitory village of very high quality environment with most notably a fine local authority scheme dating from the 1950’s designed by Tayler and Green, the celebrated architectural partnership. The population of the village was recorded as 398 in the 2001 census.

Today the cut provides access for leisure craft to the river; there is a quiet caravan park and the pub is unspoiled and consequently sought out. Leisure has replaced malting as the basis for the economy of the village.

Later developments in the conservation area
Built in what was once the lower garden of Hill House (formerly The Knowle) is a mid to late twentieth century house screened and dwarfed by the spectacular group of conifers to its south west. The house is unobtrusive, if not of traditional design and layout. Across the Street from this is a modern bungalow.

The Kells estate is a major element in the conservation area. Built in phases between 1947 and 1971, the estate was designed by the celebrated local architectural practice of Tayler and Green. Although the layout of this public housing in the modest terraces and groups of houses is familiar, their innovative approach to their design, detailing and use of materials has resulted in a quality environment. The four elements which make it up relate closely to the topography and the landscape of the site to form a clear sense of place. The estate is built close to the edge of Geldeston Hill, which leads down to the crossroads at the corner of the old village, and in this way compliments the existing village without compromising it.

In Big Row, a number of the cottages have been sensitively extended in the late twentieth century.
7. Spatial analysis

The position of Geldeston conservation area on a slope beside the Waveney and the extensive tree cover around and within it means that it is all but hidden from both the river and the surrounding landscape. Views of the village from the higher ground on the north and from the open marshland to the south are restrained by this tree cover, although the Kells estate can be seen over the farmland from the west.

The conservation area contains two distinct areas of development. The earlier eighteenth and nineteenth century grouped around The Street, running east to west, and the twentieth century Kells estate to the west of the earlier development adjacent to Geldeston Hill.

Gently curving from Geldeston Hill, The Street runs along the higher level of the conservation area and it is here that the large houses eighteenth century houses are found, set in generous grounds which are significant features. The grassed areas behind and around the Wherry public house are also important elements in the streetscape. Views from The Street are restricted by buildings and mature trees, until after The Old School, when a view south over Big Lane opens up. Dropping down to the water meadows, the smaller buildings in Big Lane date mainly from the eighteenth and nineteenth century and although they roughly follow the line of the street, there is informality in their layout. At the lowest level, the water meadows in front of the former Garden House public house provide a contrast to the arrangement of buildings in Big Lane and, the Staithe and then the river are hidden from view by the topography and plentiful tree cover. Once at the water’s edge of the cut the scene opens out once more in front of the former maltings buildings.

In contrast the Kells estate is more open, terraces of single storey and two storey houses, following the topography of the site and grouped around a series of open spaces and footpaths making good use of mature trees.

8. Character analysis

Use and activity

The construction of the new cut providing a link to the Waveney and the staithe in the eighteenth century, promoted the majority of the development in the conservation area. Two large maltings and a brewery were constructed and the consequent commercial prosperity enabled the construction of the Georgian mansions of Greenbanks (Geldeston House) and the Old House. Many of the smaller cottages also date from this period. Following the decline of the waterborne maltings and coal traffic in favour of the railway, the maltings and the brewery were demolished, although their sites are still prominent. The cut and waterside are now utilised for waterborne leisure uses and the current buildings reflect this. The addition of the Village Hall and a few mid twentieth century houses interspersed among the older properties have not changed the shape of the heart of the village, which now essentially provides housing for families mainly working away from the village. Overall the village has a calm, quiet air.

Overview of streets, buildings and architecture

This overview starts at the cross-roads at the foot of Geldeston Hill.

The Street.

The Knowle a mid twentieth century house, is built in what was once the lower garden of a house of the same name (now Hill House) and is screened by the spectacular group of conifers to its south west. Part of this tree group is the remains, grown to maturity and beyond, of a pine tree belt perhaps belonging to a nineteenth century planting scheme. Although not of traditional design and layout, it setting means that the house does not intrude into the streetscene.

Across the street is a modern bungalow which is largely screened from view behind mature hedges and stands beneath young trees, oaks included.
Next door to this dwelling is one much older, Old House Cottage. This is a late eighteenth century estate cottage and has retained its low roof line and single central stack. Glimpsed through the gate opening in its protecting boundary hedge it reveals a true cottage garden foreground with ancient buttressed wall, box path edging and rose arch on either side of the gravel path to the dark painted front door. The roofslope, of shallow pitch, is broken by only one broad dormer with triple casement, repeating the form of the window below. The walls are built of traditional red brick with white lime mortar pointing. This building is unlisted and contributes greatly to the character of the conservation area.

Between this cottage and Old House is a listed crinkle crankle wall which follows the curve of The Street. This is a delightful element in the streetscape and particularly unusual since such walls are usually set within garden grounds and seldom form their boundaries. A simple spike topped iron railing encloses the remainder of the mature grounds.

The Old House stands to the south of The Street and is screened from it by mature trees. Its western garden is similarly protected from the public gaze by the crinkle crankle wall described above. The house dates from the eighteenth century with possibly an earlier core. It is of red brick with pantiled roofs which are hipped at the north end. It has two storeys at its north end, and two and a half storeys at its southern end. The house is an excellent example of the so-called double pile plan in which a central division, usually surmounted by a valley gutter, separates two ranks of rooms. The Old House’s east façade is in two sections which probably represent two phases of building. The left of the façade is two and a half storeys high and is two windows wide. These have sashes with glazing bars and rubbed brick arches over the window openings. The ground floor has a canted bay window with a large cross-casement with glazing bars and has a lead flat roof behind its parapet.

There is a half-glazed panelled entrance door with semi-circular fanlight with decorative glazing bar; this has a square-headed door surround with panelled pilaster-strips and console brackets. A later elliptical roofed trellis porch has polygonal columns. The house has a wooden modillion eaves, an early eighteenth century feature. There are two attic dormers with sashes and cambered roofs. There is an off-centre chimney stack astride the ridge.

There is an external stack on the north wall. The north elevation is the only one readily visible from The Street and has three first floor sashes with glazing bars; one blind opening and one lunette at ground level. There is a small hipped slated single storey projection here. The whole composition is pleasantly presented to the passer by. The rear elevation has two flat roofed attic dormers, with two and three light casements with glazing bars. These are visible from The Street.

Not so visible but dating the house is a water pump with the inscription 1784.

The gardens of the Old House are fine, mature examples of the kind of tree planting favoured for the surroundings of a house of quality at the end of the eighteenth century. Most notable among them are a cedar and two large London planes, all of which are the subject of Tree Preservation Orders. The house is largely screened for the north and east by these trees and their companions.

North of the Old House the village sign sits on a small triangular green. The sign, depicting in bas relief a malting wherry approaching the eighteenth century village and its cut, is finely executed and well preserved. Near the road a large stone incised with ‘Geldeston 2000’ commemorates the Millenium. The trees of this green are notable for their unusual combination of species; a single mature Scots Pine reminds the viewer that the village stands on the edge of former sandy heathland. Its companions are a Turkey Oak and an evergreen prunus species of considerable size. Formerly used as a wood yard, but now public open space, this area is known locally as The Saw Pit, as it contains, on the west side, a preserved post medieval saw pit. The hedge enclosed green is a worthy element in the townscape of the village and an unusual and enjoyable space at its centre.
Next on the north side of The Street is the Wherry public house, the sole surviving part of one of the two great maltings complexes built in the eighteenth century in the village. The building is unlisted but of considerable charm, it stands gable end to the street and is of diminutive scale. There is a single gable stack below which a good painted hanging sign swings above a little lean to roof over a single storey outshut. To the north, a single storey wing with broad low-pitched roof stretches out towards the garden. The materials of the pub are as in the majority of the older village buildings, red Norfolk brick with red clay pantiles. The beauty of the building lies largely in the weathered patina which these traditional materials have received and its relationship to the green at the rear. The pub car park is not as obtrusive as many such since it broadens from a relatively narrow opening to the Street and thus does not break the enclosure of it. A small and attractive lawn surrounds the pub front. The rear of the building is open to the Street as a small courtyard like triangle of roadway giving onto the original back door entrance. Weathered picnic tables on a small lawn do not intrude into the character of the area.

The only impact on this scene is the obtrusive telephone pole which is planted on the street next to the gable of the building, a poorly positioned glass recycling container, refuse paladin, Calor Gas tank and cooler/air-conditioning units at the rear of the pub, and a very tall metal flue on the north wing.

Opposite the pub is the lane leading to the staithe. Next on the Street adjacent to the pub is a group of buildings and dwellings including the former village shop. These are of varying dates with a modern house addition to an older white rendered building, a domestic garage and the Victorian shop included. The arrangement of the buildings is irregular and enclosed in an informal courtyard like way, by the pub to the west and the monopitch of the two storey former shop building to the east. The frontage is walled by a red brick wall with modest gate piers with finials. This group would appear incoherent were it not clear that it has taken the place of the former buildings, parts of which have survived within it. Most notable of these is the massive buttressed wall of the former maltings fronting the street.

The former shop (now a house) with its monopitched roof has been mentioned above. It has been altered in the recent past with flat roofed extension and 1970’s style square windows on the ground floor. At the time of the last review the Victorian sash windows were retained at the first floor. However these have now been replaced with mock sash windows in upvc.

Across The Street from this is the fine Village hall mentioned above. This, if not a part remodelling of older buildings is a finely attuned addition to the eighteenth century fabric of the village. It is built with its length running along The Street and takes advantage of the fall in ground level at its western end to include a set of steps up to a broad front door and porch. This is single storey with canted walls and a shaped gable carrying a plaque with inscription. Above this the west gable proper rises with superimposed concave and convex parapets forming its profile. Two more, albeit simpler shaped gables grace the street frontage which has a single storey with broad domestic type sash windows in arched openings below dormers. The roof is of red pantiles and the brick is identical with that of the older buildings nearby. The joinery is painted black with white windows. The hall is a handsome early twentieth century addition to the streetscape of the village.

Tucked in the angle of the porch and west gable wall of the hall is a red K6 telephone kiosk. Although many K6 boxes across the country are listed, this one is not and would be worthy for consideration.

East of the village hall, the Street is fronted by a low brick wall beyond which is a white rendered two storey house with a large red brick gable stack (he Old School House). This has a low pitched roof of pantiles and small first floor lanced framed cast iron casements, one two light and one three light. A single casement of two lights is set next to a panelled, black painted door. An adjacent doorway to the previous half of the cottage has been blocked and the matching ground floor casement suppressed.
East of this, the row of buildings continues with the Old School. This is the Dowson family’s village school, built at their expense in 1824 by remodelling what had been former stables to Geldeston Brewery on the Street. The Old School is a single storey mansard roofed building with pronounced shaped gables to east and west. It is built of soft red Norfolk brick and is covered with red pantiles. To the Street, the building displays a face with two domestic doors at either end and only one window with a half dormer set just within the western gable. The building is joined to its rendered neighbour to the west by a small low pitched roofed annexe into which the right hand door opens. The east facing gable of the building is open to view and displays its first concave and then convex profile well. It is broad in proportion and has a wide four light window with a segmental headed central pair of lights below a segmental brick arch. A pantiled lean-to is set below the cill of the window and lies below street level. At the time of this survey, works were being carried out to the Old School and the windows renewed.

Beyond the Old School the wall to the street edge is missing and leaves an unsightly gap. It is not clear from the work being carried out whether a wall is to be built in this area.

From the point in the Street east of the Old School, a panoramic view of the cottages of Big Row, lying below at the edge of the river valley escarpment is visible. This is attractive, since they are irregularly arranged in a picturesque fashion among their eighteenth century garden plots, with a backdrop of magnificent mature trees edging the Staithe.

Opposite this to the north of the road is the almost concealed curved brick splay of the entrance to Geldeston House. The house itself is largely screened from the road and its contribution to the conservation area scene is through its fine tree planting and modest early nineteenth century splayed entrance. This is constructed in white gault brick with knapped flint panels and has a rounded section white brick coping. York stone capped white brick piers complete the design with attractive wrought iron gates. Mature yews flank the entrance.

The house, partly visible from the road, dates from the late eighteenth century or early nineteenth century. It is built of gault brick and red brick, partly colourwashed with hipped roofs of black-glazed pantiles and slate. The house has two storeys and attics. Geldeston House has a fine sloping frontispiece flanked by mature trees. Notable among these and set to either side of the grassed slope in front of the house are a large sweet chestnut and a large oak. The road is edged here by a low rounded hedge with a grass verge at its base.

Further east the conservation area boundary narrows to exclude a row of late nineteenth and early twentieth century houses and bungalows to the south of the Street.

At Heath Road at the extreme eastern end of the conservation area, the boundary includes a hedgerow and enclosed field adjacent to the Geldeston House woodland. This gives a pleasant rural edge to the area.

**Big Row**

Big Row is a lane of cottages running downhill from the Street opposite the frontage of Geldeston House. At the junction with the Street on the right is a red brick cottage with a low pitched pantiled roof. This is attractively set with its gable and chimney built into the slope of the ground and ancient rounded hedges encircling it. Painted traditional paling gates are set within these. Next to Big Row, a single storey outshut with low pitched roof sits below two small white painted casements to complete a picturesque cottage scene.

Below this, also set among old hedges and above the lane bank are a pair of nineteenth century semi detached villas, Home Port and Lantern Cottage, and spaced at a broad interval along the lane, an older detached cottage, River View. The line of the lane has been disturbed to accommodate car parking for Home Port and River view, but otherwise all three have been sympathetically added to recently and contribute greatly to the character of the conservation area.
Between these two, on the other side of the lane is a cottage recently extended with a long catslide roof with no windows or openings facing the lane, and a two level ridge where a later outshut adjoins the main cottage. This is seen from slightly above eaves level as the observer approaches in the lane. The cottage has also been sympathetically added to on the southern side and makes a good contribution to the character of this special part of the conservation area.

At the turning of the lane is another cottage, once the Old Garden public house, with a good small 20th century detached garage of black stained weatherboarding. The building retains its original windows, the pub name in incised letters in the render on the house wall, as well as a good traditional wrought iron bracket for the former pub sign. The lane at this point is lined on its southern side with fine ancient trees among which are a Turkey oak and a huge black poplar, both standing within the water meadow.

The Big Row lane winds round to the north once more, enclosing Little Row, a further pair of traditional cottages and their gardens within traditional hedging and pale fencing. One cottage retains its small paned casement windows and simple detailing, the other has replacement upvc windows. Beyond and at right angles is a further detached cottage (Greenbank Cottage).

The whole of this small area, and in particular its informal layout, forms a special enclave of particular character and attraction within the larger area. It is a rare historical survival of eighteenth century cottages and gardens and a place of great beauty.

Below the Big Row lane and almost hidden from the rest of the village by the richness of the mature tree cover at this point at the edge of the marsh meadows, lies the site of the former staithe. Little of its original buildings remain but those which do are of high quality, while the relatively new details of the boatyard sheds are also well designed. The enclave is reached through a traditional five barred gate by a gravel drive from which glimpses of the Old House and its wooded garden can be seen.

The first buildings of the staithe to come into sight are the boatyard sheds. These are closely boarded with narrow boards and have traditional simple greenhouse type windows formed of single vertical lights run together into a row. On the eastern face of the building the post and beam frame is expressed and the row of windows is continuous beneath a plain red pantiled roof. The window frames are painted white. The building has the air of an old working waterside building dating from the heyday of the staithe, now gently transformed and reused as the basis of a new leisure use for the staithe and cut.

From the gravelled area next to the boatyard, a finger post point out into the lush watermeadow habitat below the ancient poplars and willows, while grassy paths follow them. Across the marsh edge the face of the former Old Garden pub is visible between the poplar trunks.

Next to the boatyard building are the remaining eighteenth century staithe-side buildings, now converted to an attractive row of domestic buildings. The larger of these is a two storey cottage with recent but well designed dormers with sash windows. This is linked to a single storey wing of two parts, the further of which has a single tall chimney stack and a black glazed pantile roof. These buildings have a shared grassed forecourt protected by the flank of the boatyard building on one side and by the huge trees of the garden of Old House on the other. The gravel access road of the staithe forms a sweep in front of this group and an attractive low crisscross rustic fence in eighteenth century style protects the green so formed. The resulting composition is very pleasing and creates another delightful surprise in the conservation area.

A low brick wall divides the area around the staithe from the southern part of the Old House garden.
Across the water of the cut, a willow covered promontory provides moorings for leisure craft and is demarcated by an ancient wall to its west. In parts the grass bank rises directly from the water, whilst in other areas timber quay heading trims the waters edge. The whole area is one of high quality and contributes greatly to the character of the conservation area as a whole.

**Station Road**

Station Road starts from the Geldeston Hill crossroads and curves south into the marshland of the river valley. The view of the open meadows is closed by the trees and hedges which line the edge of the road. It traverses the boundary of the conservation area before reaching the Italianate former railway station buildings and goods shed, the site now isolated in the water meadows. At the junction with the foot of Geldeston Hill, the road is bordered with substantial hedges with mature trees in the domestic gardens behind. The houses here are hidden behind these visual barriers. The road is closely framed with narrow grass verges at the foot of the hedge at each side. A wider gap in the western hedge reveals a white rendered cottage with a modern brick extension, both tiled with dark pantiles and standing inside a wide gravelled forecourt sheltered from view from the road.

The western side of the road is wooded with houses concealed beneath the trees while on the eastern side the gardens behind their hedges soon give way to open watermeadow and open landscape edged on its eastern edge by the mature poplars and willows of the Old House garden. This is a delightful landscape, the openess of the meadows contrasting with the close enclosure of the woodland. On turning and re-entering the village, the view uphill is of the sinuous road winding uphill into the trees with a corner of the Kells estate in the background.

**The Kells estate**

The Kells estate is a major part of the conservation area and is equivalent to nearly a half of it. It is particularly striking because of its contrast with the rest of the village which, as the preceding description suggests, is still effectively an eighteenth century environment. Kells by contrast is entirely twentieth century and post second world war. The buildings are the familiar modest terraces and groups of houses which are now the chief evidence of the advent of the welfare state into the English countryside. But unlike the majority of their contemporaries, constrained by utility and the austerity of the period into a cramped ugliness, Kells has the quality of true architecture.

The estate was designed by the celebrated architectural practice of Tayler and Green in the years between 1947 and 1971. Commissioned and built for Loddon Rural District Council, Kells Way (designed in 1947 and built in 1950) was the first development of single storey houses by Taylor and Green. It was followed by terraces of family housing (Kells Walk, Kells Acre and Geldeston Hill 1952 -1971), in line with the Council’s policy of integrating pensioners housing within the wider community. This development at Geldeston is an example of where the Tayler and Green housing has served to unite a scattered village and given it a focus.

It is composed of four elements, each of which is carefully related to the landscape and topography of the site and all of which interrelate to form a clear sense of place. The relationship with the pre-existing village is almost tenuous but arranged in such a way as to complement the existing settlement. This is achieved by building close to the edge of Geldeston Hill which leads downhill to the crossroads and the corner of the old village.

The furthest of the elements which make up Kells is a green with single storey houses on two of its sides. The south side of this green is left open to the road which carries vehicles around the back of the houses. This is screened and the composition of the whole southern edge of the estate is framed by a grove of alders and poplars with cut grass below edged with low white painted posts and rails. The same type of edging protects the green from the road and the two terraces of houses are set along the western and northern sides of this. These are white painted with deep eaves below pantiled roofs with simple chimneys. The mature trees dominate the scene. Low evergreen hedges front the gardens of the houses. The eastern side of the green is flanked by the two storey gable of the terrace of houses adjacent. The enclosure of the space is thus achieved in
a relaxed and almost casual way, in striking contrast to the crudity of most estate layouts of the period.

The terrace of two storeys is six houses long and has a continuous ridge line above a low pitched roof of pantiles to match those on the single storey houses. The details of the façade of these colour-washed houses are simply achieved and the trellis of their lower storey is identical with that of the single storey houses so that there is visual continuity between them. The whole is clearly in the local and Suffolk tradition of colour washed clay lump, low pitched roofed cottages. Some of the details have dated, notably the Scandinavian metal railing of the porch to the house carrying the 1951 Festival of Britain award plaque.

East of the terrace and standing uphill from it so as to create a second green are four rows of single storey cottages. The green incorporates and conserves existing large hedgerow willow trees of great beauty. The terraces of cottages here are of a later date than the rest of the estate. The brick chosen for these cottages is a sand faced mix with buff as its base colour and speaks of its date, the early 1970’s. The terraces are set at right angles to the road with footpaths between them, creating pleasant supervised spaces belonging to the residents. Each individual house has a small front garden space next to the footpath which has steps down from it leading to the back doors of the terraces below. The Tayler and Green keynotes are still in evidence with fretted bargeboards to the gables and careful attention to the paving and footpath details. A zigzag screen wall against the roads and footpath edge carries a date stone with the architects’ names. Individual house owners have planted shrubs in scale with the whole to create a delightful series of planted pedestrian ways.

At the top of the estate is a terrace of houses arranged so as to enclose a further green, sloping gently downhill. This is open to the road on the east and is enclosed by the north wall of the single storey terrace cottages. At the western edge of the green, another short terrace of three houses encloses Kells Walk and creates a short street which closes the vista from the green. The subtle stepping of the terraces on plan and in section and their simple differences of detail make a very satisfactory environment. The attention to the minor detail of ground and landscape treatment, with low rails, bollards and mature trees retained as key features, is strikingly in contrast with later examples of local authority housing. The materials of this part of the estate are more noticeably local, with red brick walls, clay pantiled roofs and one house picked out in white gault brick. The houses clearly belong in this part of Norfolk.

Behind this upper part of the estate is a footpath zig-zagging back to the rear of the single storey cottages which began this description. The footpath links house, backland and allotment gardens in true imitation of the traditional form of villages in this part of Norfolk.

In recent years original windows have been replaced in and that in Kells Acre two of the open porches (a typical Tayler and Green feature) have been enclosed with glass and framing.

Hill House (formerly the Knowle) is a large house of pre-second war construction, built in the pine woodland to the east of the brow of Geldeston Hill. In its lower garden, the modern later house now the Knowle, has been built. Hill House is well screened from the road and the neighbouring Tayler and Green estate.

Architectural styles and materials
In the older part of the village there is little consistency in the orientation of the buildings; some, such as the Old School and the Village Hall are built parallel to the street, others such as River View are gable onto the lane, but the majority including the group around the Wherry pub and former shop, and the those along Big Row are clustered more informally.

The buildings of Geldeston are consistently of high quality, those of modest scale and detail have been well conserved and new buildings have respected the design and materials traditions of the district.
Larger buildings are distributed among the generality; these are notably the great houses of the maltster families. However, the majority of buildings in the old part of the village are small scale domestic ones constructed in local red Norfolk brick, now weathered to a mellow patina; Old House Cottage is a good example of this. One or two exceptional examples are rendered, such as The Old School House and Sunny View, and a few have painted brickwork. The grander buildings are also in the main of red brick with the exception of the white gault bricks used at Geldeston House. Their roofs are of the local clay pantiles, also now weathered and mostly low pitched. Chimneys are constructed in red brick and have largely been conserved so that the roof lines appear authentic.

Architectural detail is notable on the Street where shaped gables are applied for effect to the Old School and probably in imitation of it, to the village hall. The Old House has a wooden modillion eaves, an early eighteenth century feature.

Generally window designs reflect the age and status of the buildings, with casement or cross mullioned in smaller houses, such as the cottages in Big Row, and sliding sash in medium sized and larger houses, such as the former Garden House pub, Geldeston House and The Old House, and also in the former maltings buildings on the Staithe and the villas on Big Row. Many houses retain their original timber design, but a few have been replaced with less sympathetic designs. The Old School House has unusual lancet framed cast iron casements.

Twentieth century additions to the older part of the village have generally been sympathetic to the earlier styles; the boatyard sheds are closely boarded with narrow boards and have traditional simple greenhouse type windows formed of single vertical lights run together in a row. On the eastern face of the building, the post and beam timber frame is expressed and the row of windows is continuous beneath a plain red pantiled roof. The garage to the former Garden House pub echoes this waterside feel with the use of dark stained boarding, as do extensions to the villas and cottages in Big Row.

In the twentieth century part of the village, the architecture of the Kells estate is based upon a true understanding of what is loosely called vernacular architecture. The architects Tayler and Green took this to mean that their new scheme should be based on local traditions of building and that simplicity of design would best accord with those. This is reinforced by the layout of the estate which is semi-formal with terraces and groups of houses around green spaces and footpaths. Private gardens provided for each dwelling, contribute to the open feeling of the area.

Wall materials for the earlier part of the estate are painted brick, reflecting the Suffolk tradition of colour washed clay lump, whilst in the later phases, a mixture of buff, cream red brick predominate with one house picked out in white gault brick; the whole is co-ordinated with the use of low pitched pantiled roofs, and chimneys with the Tayler and Green hallmark canted cappings.

The details of the façade of the colour washed houses of the Kells estate are simply achieved and the trellis of their lower storey is identical with that of the single storey houses so that there is a visual continuity between them. Metal railings of various designs and fretted timber bargeboards are used throughout the estate. Some of the details have dated in a telling manner, notably the Scandinavian metal railing of the porch to the house carrying the 1951 Festival of Britain award plaque. In the northern part, open porch canopies are a feature (two now enclosed) and some gables have chequered brick patterns, one using two different coloured bricks to achieve the pattern and others raised three dimensional effects. Shallow arched or canted brick lintols have also been used in this part of the estate. These houses from the evidence of their materials and details clearly belong in this part of Norfolk.

Ground Surface Materials
Public roads and pavements are, without exception, of tarmacadam, and footpaths have been kept to a minimum, on one side of Geldeston Hill and The Street and none at all in Station Road and
Big Row. Otherwise the edges of public roads tend to be relatively informal with grass verges below rounded hedges, and this restrained treatment adds greatly to the character of the conservation area.

The car park to the Wherry public house and the access road to the Staithe are gravelled as are many private driveways and this is an appropriate material for the conservation area. Gravel is also used for the front path to the Old House Cottage, which with its wicket gate, box hedging, and rose arch, is a typical cottage garden.

It is of great benefit to the character of the conservation area that virtually no modern paving has been introduced. Instead, grass is used to great effect, for example to the rear of the Wherry, in front of the former staithe buildings and opposite the Garden House where a wildflower meadow habitat is maintained below the ancient poplars and willows. All this helps to preserve the verdant feel of the village.

Whilst more formally laid out than the rest of the village, the grass verges, private gardens and grassed public spaces on the Kells Estate echo the feel of the older village.

Street Furniture and signs
Fortunately the village has little street furniture to disturb its green character, but there are several signs in the village providing reminders of its history.

On the green behind the Wherry Inn, a large inscribed stone commemorates the Millennium and a green milepost celebrates the creation of the National Cycle Network of the same date. Also on the green the village sign is a carved and painted wooden bas relief depicting a maltings wherry approaching the eighteenth century village and its cut.

A traditional painted hanging sign advertises the Wherry pub.

The village hall carries a stone plaque with inscription, commemorating the gift of the hall by Elizabeth Dowson to the village in 1923 and the long association of the family with the village.

A wrought iron hanging sign bracket and the incised name at Garden House are reminders of its former use.

In the Street, a familiar red K6 telephone box in cast iron following the design of Sir Giles Gilbert Scott is sited in the angle of the porch and west gable wall of the village hall. Many of this style of telephone box are statutorily listed in other parts of the country.

On the water meadows next to the boatyard, inscribed timber finger posts point the way to public walks.

On a house in the Kells estate a circular plaque commemorates a merit award from the Festival of Britain in 1951, and the architects of the scheme are acknowledged on the date stone on Geldeston Hill.

Trees hedges and significant open spaces
There are a number of sites where trees or hedges play an important visual role in the village. These are marked on Map I and listed below.

- Hill House and The Knowle – conifers to the south west and the remains of a nineteenth century pine belt
- The modern bungalow on the corner of Station Road and the Street – mature hedges and young trees including oaks
- The Old House – mature trees throughout the grounds, including poplars, willows, a cedar and two large London Planes, many of these protected by Tree Preservation Orders
- The green to the north of the Old House and west of the Wherry – hedges and a mature Scots pine, Turkey Oak and a large prunus
- Geldeston House – many mature trees including two large yews, a sweet chestnut and a large evergreen oak
- Hedging and tree planting to the north east of Greenbanks
- Big Row – mature hedges along the lane
- Water meadows – mature trees including poplars, willows, a Turkey Oak and a large black poplar
- The staithe and the Dyke – willows
- The Kells Estate – mature trees and low evergreen hedges in the front gardens

Conservation area designation affords protection to trees within the boundaries. However there are a number of trees and groups of trees within the village which are additionally subject to Tree Preservation Orders. Advice should be sought from the Broads Authority or South Norfolk Council before any work is undertaken to trees in the conservation area.

**Boundary treatments**
Red brick boundary walls are found in the Street; the impressive crinkle crankle wall at the Old House, the solid former maltings wall and the more modest treatment in front of Archway Cottage and beside the Old School.

Also in the Street, the early nineteenth century splayed entrance and wall to Geldeston House is constructed in white gault brick with knapped flint panels and a rounded section white brick coping. The white brick piers are capped with York stone, between which is a set of attractive wrought iron gates.

On Geldeston Hill the zig-zag screen wall against the footpath edge carrying a concrete date stone with the names of the architects of the Kells estate makes a twentieth century contribution to the street scene.

Simple iron railings form the boundary to part of the Old House grounds and the cottage on the corner of the Street and Big Row. Timber gates and fencing are also used to good effect; post and rail along Station Road, picket gates on Big Row and Old House Cottage, and more unusually, the attractive low crisscross rustic fence in 18th century style in front of the houses on the Staithe.

However, as noted above, hedges play the major part as boundaries in the conservation area, and their retention and maintenance is an important factor in preserving its character

9. Issues, pressures, threats and opportunities for improvements

**Buildings**
Generally the buildings and gardens are very well maintained.

The special character of conservation areas can easily be eroded by seemingly minor, and well intentioned, home improvements such as the insertion of replacement windows and doors with ones of an inappropriate design or material, (for example hinged opening lights in lieu of sash windows and UPVC instead of painted timber). This is a particular issue with unlisted buildings that have been identified as contributing to the character of the conservation area. In line with current legislation, all complete window replacements are required to achieve minimum insulation values, but recognising the affect that inappropriate replacements can have, Local Authorities are empowered to relax that requirement when considering the restoration or conversion of certain buildings within conservation areas, and advice should be sought from the local Planning Department at an early stage.
Streetscape issues
The lack of parking near individual dwellings is an issue in closely built traditional villages such as Geldeston. This is particularly noticeable in Big Row, where access is very restricted, and on the Kells estate where some front gardens have been utilised for parking, resulting in the loss of the original fencing and disturbance to the design of the area.

As mentioned earlier in this document, there are several intrusive elements connected to the operation of The Wherry public house.

The telegraph pole adjacent to The Wherry which carries telephone wires to properties in all directions is also visually intrusive to the street scene.

10. Recommendations for suggested improvements

- Consider nominating the K6 telephone box for listing
- Consider interpretation panels at The Staithe to record the early history of the area, the history of the river and its trade
- Encourage the undergrounding of telephone wires in The Street
- Encourage a more sympathetic waste management regime adjacent to The Wherry public house

11. The conservation area boundary

Beginning at the brow of Geldeston Hill, the boundary runs west behind the Kells estate house gardens and turns with them south as far as the single storey cottages at its south western corner. It then runs east on the south side of the road enclosing two older buildings before turning south once more to run behind the gardens and properties to the west of Station Road. At the edge of the woodland enclosing these it turns to follow the line of the field drain south east as far as the woodland belt south of Old House. Here it curves north easterly to enclose the staithe. It crosses the water in a line running north easterly to include the ancient water meadow and its trees south of Big Row. It then turns south east to include the gardens of the cottages to the east of Big Row and continues north to reach the Street at the south east corner of the Geldeston House woodland. Here it runs east to Heath Road turning at which it sets north. At a point, level with the northern edge of the Geldeston House woodland, it turns west to enclose the field and wood. It then turns south to the boundary of the Knowle property whose northern edge it skirts before reaching Geldeston Hill and completing the circuit.

Suggested amendments to the conservation area boundary

- Extend the north western boundary to include Rose Cottage, 21 Kells Way. Rose Cottage is an example of a 19th century dwelling that remains largely intact and part of the history of the village
- Extend the south western boundary to include Station House and the former goods shed (now part of a light industrial site). The former station building and goods shed are largely intact and they and the railway are part of the historical development of the village.
- Extend the eastern boundary to include the land between Station House and the existing boundary and include the tree plantation behind the houses on Station Road. These linked areas contribute to the setting of this part of the village.
- Extend the south eastern boundary to include the semi-detached 1920's houses on The Street. This pair is a good example of the period which makes a positive contribution to the character of the conservation area.
12. Public consultation

Consultation with interested parties and organisations was undertaken in accordance with the Broads Authority ‘Statement of Community Involvement’. A joint consultation exercise was undertaken with South Norfolk Council as the proposed conservation area boundaries include land in both planning authority areas as defined on the maps included in the character appraisals. A letter and leaflet were delivered to all residents living within the conservation area boundary, and copies of the appraisal documents were made available both online and in hard copy format in the Broads Authority offices and through the Parish Council. The leaflet included a comments section and consultees were also able to comment online.

A public exhibition was held on Saturday 18 August 2012, which was attended by officers from the Planning Team of the Broads Authority and by 26 members of the public to ask questions, propose or suggest minor amendments to the re-appraisal or boundary and raise issues of concern. The vast majority of people attending were supportive of designation, considering that it would benefit the village and the local community. In addition, the Authority received 12 written responses seeking more specific advice as to the effects of being in a conservation area or to seek clarification as to proposed changes to the boundary.

The appraisal has been amended to include additional information on the historical background reflecting comments made by the Parish Council and individuals.

One particular issue raised was the question of the proposed omission in the draft boundary of an area of land consisting of a field to the north east of the area and within the South Norfolk District. Strong resistance to this omission was expressed both verbally at the meeting and in writing which included historical evidence not previously considered. In the light of this, the issue has been examined more fully and it has been agreed that this area of land should remain in the conservation area maintaining the former boundary at this point.
Appendix 1

Policies

Please note: The Broads Authority and South Norfolk Council are currently reviewing and revising local policies, which will be published in a new Local Development Framework (LDF). The Broads Authority and South Norfolk District Council have already adopted Core Strategies containing general policies. The Authority has recently adopted its Local Development Plan Document (DPD). Some of the specific saved local policies included in the Broads Authority Local Plan (1997) and in the South Norfolk Local Plan (1998) are still relevant.

Appendix 2

Broads Authority Guidance Leaflets

- Keeping the Broads Special
- Do I need Planning Permission?
- How do I apply for Planning Permission?
- Building at the Waterside – A guide to design of waterside buildings in the Broads Authority area
- Environment and Landscape – How do I plan and manage trees and scrub alongside rivers?
- Development and Flood Risk in the Broads
- Riverbank Protection Works – A guide for riparian landowners
- Sustainability Guide – Sustainable development in the Broads

South Norfolk Council Guidance leaflet

- The South Norfolk Place-Making Guide

Appendix 3

Listed Buildings in the conservation area

The Old House – Grade II
Crinkle Crankle wall to the NW of The Old House – Grade II

Appendix 4

Buildings that make a positive contribution to the character of the conservation area.

Whilst the following buildings, boundary walls and railings within the conservation area and do not merit full statutory protection, they are considered to be of local architectural or historic interest, and every effort should be made to maintain their contribution to the character of the conservation area.

*The Street*
Old House Cottage
The village sign
The Wherry Public House
The buttressed wall of the former maltings adjacent to the former shop
The village hall
Red K6 telephone box
The low brick wall adjoining cottage gardens to Big Row
Old School House
The Old School
Brick and flint wall and entrance gates to Geldeston House
Geldeston House

**Big Row**
The cottages in Big Row
The former Garden Public House
The boatsheds
The remaining eighteenth century staitheside buildings
Low brick wall dividing the area around the staithe from the southern part of the Old House garden

**Station Road**
The white rendered cottage with modern brick extension
**Kells Way**
Rose Cottage, 21 Kells Way

The entire Kells estate.

The former Station building
The former goods shed

**Appendix 5**

**Buildings subject to additional planning controls under an Article 4 Direction.**

Gelandston Hill  2, 4 - 11, 13 – 21 (odd)
Kell’s Acres  1 – 9
Kell’s Walk  1 – 5
Kell’s Way  6 – 24 (even)

**Appendix 6**

**References and sources of information** (this re-appraisal)

The Buildings of England, Norfolk 2: North-west and South, Nicholas Pevsner and Bill Wilson, 1999
English Heritage: Guidance on conservation area appraisals, 2006
English Heritage: Guidance on the management of conservation areas, 2006
Broads Landscape Character Assessment – draft local character area 2 Waveney Valley, 2006
Faden’s Map of Norfolk 1797
OS 1st edition maps
Heritage Environment Record, Norfolk Landscape Archaeology, Gressenhall
White’s Gazetteer and Directory 1845
Kelless Directory 1883
Appendix7

Contact details and further information.

The Broads Authority
Yare House
62 – 64 Thorpe Road
Norwich
NR1 1RY
Tel: 01603 610734
Website: www.broads-authority.gov.uk

South Norfolk Council
South Norfolk House
Swan Lane
Long Stratton
Norwich
Norfolk
NR15 2XE
Tel: 01508 533633
Website: www.south-norfolk.gov.uk

Norfolk Historic Environment Service
Union House
Gressenhall
Dereham
Norfolk NR20 4DR
Tel 01362 869280
Langley Abbey Conservation Area Appraisal

Introduction

Why have Conservation Areas?

A review of policies relating to the historic environment carried out by English heritage on behalf of the Secretary of States for Culture Media and Sport and the Environment Transport and the Regions was published in December 2000 under the heading ‘Power of Place’.

The Report which reflected views now held generally by the population at large, confirmed 5 main messages

i. Most people place a high value on the historic environment and think it right there should be public funding to preserve it.

ii. Because people care about their environment they want to be involved in decisions affecting it.

iii. The historic environment is seen by most people as a totality. They care about the whole of their environment.

iv. Everyone has a part to play caring for the historic environment. More will be achieved if we work together.

v. Everything rests in sound knowledge and understanding and takes account of the values people place on their surroundings.

In summary we must balance the need to care for the historic environment with the need for change. We need to understand the character of places and the significance people ascribe to them.

The concept of conservation areas was first introduced in the Civic Amenities Act 1967, in which local planning authorities were encouraged to determine which parts of their area could be defined as “Areas of Special Architectural or Historic Interest, the character or appearance of which it is desirable to preserve or enhance”.

The importance of the 1967 Act was for the first time recognition was given to the architectural or historic interest, not only of individual buildings but also to groups of buildings: the relationship of one building to another and the quality and the character of the spaces between them.

The duty of local planning authorities to designate conservation areas was embodied in the Town and Country Planning Act 1971, Section 277. Since then further legislation has sought to strengthen and protect these areas by reinforcing already established measures of planning control which is now consolidated in the Planning (Listed Buildings and Conservation Areas) Act 1990.

Unlike listed buildings, which are selected on national standards, the designation of Conservation Areas in the main is carried out at District level based upon criteria of local distinctiveness and the historic interest of an area as a whole. However, in the past, the criteria adopted by different local authorities in determining what constitutes a special area have tended to vary widely. For example, although public opinion seems to be overwhelmingly in favour of conserving and enhancing the familiar and cherished local scene, what is familiar to many, may only be cherished by some.

Over the last 30 years this approach has changed significantly. Much greater emphasis is now placed on involving the local community in evaluating ‘what makes an area special’, whether it should be designated and where boundaries should be drawn.
It is now recognised that the historical combination of local architectural style and the use of indigenous materials within the wider local landscape creates what has been termed ‘local distinctiveness’. Distinctiveness varies within the relatively restricted confines of individual counties, which in turn are distinct in terms of the country as a whole.

Conservation Area designation for settlements and wider areas which embody this local distinctiveness may afford them protection against development which bears no relation to the locality either in terms of the buildings within it or landscape surrounding it.

The historical development of such settlements and their surrounding landscape are the ‘journals’ through which the social and economic development of the locality can be traced. The pattern of agricultural and industrial progress of settlements (their social history) is by definition expressed in the architecture and landscape of any area.

It is not intended (nor would it be desirable) to use Conservation Area designation as a way of preventing or restricting development, the expansion of a settlement or preventing contemporary innovative design. Logically in the future new development should add to, rather than detract from the character of an area and will in turn help to chart historical development. However, all development should seek to preserve and enhance the character and appearance of the area.

Aims and objectives

The conservation area at Langley Abbey was originally designated in 1994. This re-appraisal examines the historic settlement and special character of Langley, reviews the boundaries of the conservation area and suggests areas for change.

If adopted, the appraisal will provide a sound basis for development management and encourage development initiatives which endeavour to improve and protect the conservation area as well as stimulating local interest and awareness of both problems and opportunities.

Planning policy context

Although the settlement is within South Norfolk District Council area, the majority of the land and buildings (east of the main street) in the conservation area are within the Broads Authority area, as indicated on the map. The Broads Authority is responsible for all Planning related matters in this eastern area, South Norfolk Council for the remainder i.e. to the west of the Langley Green and Langley Street.

There are a range of policies which affect Conservation Areas both within the Broads Authority and South Norfolk Council areas, originating from both national and local sources. The latest national documents in respect of historic buildings and conservation areas are The Government's Statement on the Historic Environment for England 2010. The National Planning Policy Framework published March 2012 Planning for the Historic Environment: Historic Environment Planning Practice Guide March 2010. The Broads Authority endorses the contents of these documents and decisions made will reflect the various provisions contained in them.

Locally, South Norfolk is part of the Greater Norwich Development Partnership which has adopted its Joint Core Strategy. South Norfolk is also progressing their Development Management and Sites Specifics DPDs as well as two Area Action Plans for the towns of Long Stratton and Wymondham. The Broads Authority has an adopted Core Strategy (2007) and Development Management Policies DPD (2011) and is progressing its Sites Specifics DPD. Both South Norfolk and the Broads Authority have some saved Local Plan (2003 and 1997 respectively) Policies in place. In line with government policy, the Broads Authority and South Norfolk Council are currently reviewing and revising local policies which will be published in the respective Local Plans (formerly Local Development Framework (LDF)).
To support these policies, the Broads Authority and South Norfolk Council provide further advice and details in a series of leaflets, which are currently being reviewed and expanded as part of the Local Plan process. A list of those currently available is attached in Appendix 2.

**Summary of special interest**

Langley village is a typical farming community made up of small clusters of development based around agriculture and farms. It is situated on the southern edge of the flood plain of the River Yare, with the gently rolling valley side dropping towards it from the south-west. Its siting is important to its function and form with historically the marshes used for grazing of livestock and the valley sides for general agricultural use for the farming community. The pattern of land ownership has been a crucial factor in how the land has been given its present day form. The conservation area is based around Langley Abbey, a scheduled ancient monument and an important religious site in the Middle Ages which was supported by a substantial secular community.

**Location and context**

The Langley Abbey Conservation Area is situated at the north western end of the village of Langley, which is approximately 11 miles from Norwich to the north-west and approximately 10 miles from Great Yarmouth to the east. The village is on the edge of marshland on a minor road, which roughly follows the route of the River Yare as it flows from Norwich and out to the sea at Great Yarmouth. This minor road eventually connects to the main Norwich to Lowestoft road (A146) to the west, via a network of other minor roads and byways. The nearest town is Loddon, approximately 2.5 miles to the south, which is located on a tributary of the River Yare, the River Chet; the two join about 2 miles to the west of Langley.

**General character and plan form**

Langley village typifies the general pattern of development in the area, in that it is a linear settlement of small clusters of development based around agriculture and farms. These small settlements along a minor road mark the last line of development on the south bank of the River Yare, before the large areas of Broads marshes to the north. The road follows ground that is slightly higher than the marshland to the north, east and west, the latter traditionally used for the grazing of animals. The farmsteads are linked to the marshes via a series of tracks at right angles to the river. Historically, dykes and staithes provided access from the river for trade and communication, typified by Langley Dyke which is within the conservation area boundary.

Langley, and Hardley, the nearby settlement to the west, have long been linked together and are still administered by one Parish Council known as Langley with Hardley.

**Geological background**

Many millions of years ago the area now occupied by Norfolk lay beneath the sea. Deposits laid down on the sea bed formed Cretaceous Chalk which underlies the whole of Norfolk. It is the oldest rock type to be found in East Anglia, with an approximate age of 100 million years, and because it was subjected to smoothing glacial action, it provides a much more subdued topography than in other areas of Britain. The chalk deposits were subsequently overlain in Pleistocene times by a series of sand, muds and gravels, and these shelly sand deposits are known as ‘Crags’. They bore the first brunt of the Ice Age as large glaciers moved into East Anglia from the north; the action of the ice moving over the loose deposits contorted the underlying material into complex thrust-type folds, known as ‘contorted drift’. During the Ice Ages, rivers carved out wide but shallow valleys, which as they flowed down towards the lower levels, formed large loops or meanders with wide flood plains as can be seen on the River Yare in the area of Langley. Thus the ‘marshes’ of the Broads were formed
resulting in the lush grazing meadows adjacent to the river at Langley and the fertile agricultural land on the very slightly higher valley sides.

Nowadays, the area is part of the level southern valley floor of the River Yare floodplain, and is a mixture of silty clays closest to the river grading into peats towards the upland and along the river valley.

**Historical Development**

The settlements of Langley and Hardley are recorded as ‘Langale’ and ‘Hardale’ in the Domesday Book of 1086. The names derive from Old English; the ‘le’ with which both names end derives from ‘leah’ meaning a natural open space, or a deliberate clearing in woodland, later used for a tract of meadow. Thus, the respective meanings would probably be ‘long’ and ‘hard’ clearing.

**Archaeology**

The Norfolk Historic Environment Service compiles records of known archaeological activity, sites, finds, cropmarks, earthworks, industrial remains, defensive structures and historic buildings in the county. These records are known as the Norfolk Historic Environment Record (NHER), and an abridged version can be accessed through the Norfolk Heritage Explorer website at www.heritage.norfolk.gov.uk. Although there are significant archaeological remains above and below ground at the site of the former Langley Priory, the majority of the records for Langley are outside the conservation area boundary and to the south of the road there is much evidence of what is assumed to be a lost Medieval village and later settlement. *Early development*

Langley has been a desirable place for settlement throughout the ages, due to its fertile soil and proximity to the Yare river highway. Although records suggest that the settlements at Langley and Hardley were formed during the Saxon period, the archaeology of the parish reveals much earlier activity. The earliest recorded archaeological finds in the area date from the Palaeolithic and Neolithic periods to the west of Langley Green, where evidence of early organised agricultural activity can be seen on aerial photographs, in complex cropmarks of a Bronze Age landscape, including field systems, barrows and a possible Bronze Age or Neolithic henge. Although no Roman monuments have been recorded, Roman coins found in the parish suggest that there was activity here during this period. Several early Saxon brooches and a buckle were found in the parish, but otherwise little evidence of the Saxon period. The round tower and west wall of the nave of St Margaret’s Church, Hardley (outside the conservation area) date to the Saxo-Norman period, but most of the rest of the structure was built in the 14th and 15th centuries. The church also contains some wonderful medieval wall paintings. St Michael’s Langley, the other church in the parish, was built in 1310, and incorporates a Norman stoop.

There is little documentary evidence of the settlement before the Domesday Book, although it is known that land at Hardley was held by Anand under King Edward before 1066. After 1066 Bishop William held the manor.

Whilst the agricultural potential of the area must have been attractive to the early hunter gatherer, this was also recognised by the early monastic orders and their settlements, based as they were on exploiting water transport and livestock grazing facilities. The best example of this in Norfolk is perhaps St Benets Abbey on the River Bure to the north.

The conservation area at Langley is centred on Langley Abbey, a house of Premonstratensian Canons was founded for an Abbot and 16 canons in 1198 by Roger Fitz Roger of Clavering, a rich and powerful local magnate. The order emanated from France and Langley was the 15th house established in the country, and was colonised by the Airwic Priory in Northumberland whose Abbot became Abbot of Langley. Parts of the Abbey were constructed using Caen stone delivered by boat from France. At one time the Abbey controlled and benefitted from the revenue of more than 80
parishes, with manors and lands in Norfolk and both Suffolk and Kent making it very wealthy and influential. The Abbey buildings would have been a prominent landmark, being the largest structures for miles around, demonstrating that the surrounding land was controlled by the church. The complex was an economic centre where people traded and paid their taxes and it provided work and sustenance for a large number of local people who supported the religious occupants with food and the essentials of everyday life.

Following the demise of the Abbey in the 16th century, the buildings deteriorated, some disappearing altogether, and for many centuries the remainder were utilised as farm buildings. The site is enclosed by a moat and parts of the 13th and 14th century cloisters, church, chapter house and infirmary survive. The nearby Abbey Farmhouse, dating to around 1800, replaced an earlier farmhouse which was destroyed by fire.

At the time of the dissolution of the monasteries there were only 6 canons left and after the dissolution of the Abbey in 1537, its reserves and land were passed to John Berney Esq, a squire of the bed chamber to Henry VIII. The Berney family, held the post of local landowner and magnate for the next few centuries, owning all the farms in the area which were rented out to tenants who in turn employed local labour to help work the land. The Hall was built by Richard Berney in 1737, but he was forced to sell the estate two years later to repay his debts.

In 1739, Langley Hall in its landscaped park of 800 acres and the associated estate, which included Langley Village, was purchased by a wealthy London merchant, George Proctor, who engaged Matthew Brettingham (designer of Holkham Hall) to remodel the hall in the Palladian style. Several other well known designers are associated with the Hall including Anthony Salvin, Sir John Soane and ‘Capability’ Brown, who all executing work on the estate. In 1745, the family took the name of ‘Beauchamp Proctor’ as an inheritance requirement, and fulfilled the local landowner role until 1946 when the hall became a private school, which is its current use.

As the principle landowners the influence of the Proctor-Beauchamp family (as they were later to be known) is evident in the history of the area and its current landscape. All the farms were tenanted and the Hall provided much local employment. The current field, track and road system was generated by these ownership patterns, and an ‘Estate’ architectural style can be seen from the remaining properties of the area, some of which are in the conservation area. A public house on the River to the West of the village towards Claxton the Beauchamp Arms bears the family name.

The drainage of the marshes surrounding the village has always been important to their continued agricultural use. The marshland was still mapped as common land in the 17th century although the doles to the east of Langely Dyke are earlier. The main organised drainage is likely to date from the 18th century; the Beauchamp-Proctor/Proctor-Beauchamp estate had certainly introduced drainage mills by the mid 18th century (amongst the earliest) and the Langley Estate was also one of the earliest to introduce steam drainage in the Broads.

White’s History, Gazetteer and Directory of Norfolk 1854, records that the parish of Langley comprised of ‘312 souls, 59 houses and about 2,400 acres of land of which 1,000 acres are in low marshes’. Most of the working population at this time was engaged in local agricultural work and associated trades, such as the blacksmith, wheelwright, carpenter and seed merchant or as domestic servants to the occupants of the Hall and better off tenant farmers.

Later development

The current pattern of land and building ownership in Langley reflects the changes that have taken place in our society in recent decades. The landscape was drained during the medieval period and post medieval periods; several 19th century drainage pumps are evident in the landscape surrounding
the village. The large estate has been divided up into smaller units of land with their associated buildings. The farms are now in private ownership, and many buildings are no longer in agricultural use, not all owned by those local to the area. Similarly, changes in farming practices have affected the pattern of employment; the move away from cattle rearing to arable crops, increased mechanisation and fewer people needed to work the land, means that the local population has to travel further to find work.

The sugar beet factory at Cantley, on the opposite bank of the River Yare, but visible from the conservation area, has generated employment for over a century. The original building, completed in 1911, was constructed by Dutch workers to exploit the farming of the vegetable which thrives in the local soil conditions. Many villagers found work here in the 20th century, using ferries across the River Yare to travel to the factory. Nowadays, the production is of an industrialised scale, requiring fewer people to be employed at the factory, and most villagers commute by road to Norwich or further afield for employment.

Langley parish was joined with Hardley in 1928 to form Langley-with-Hardley, and although a degree of separation is still maintained, the two are administered by one Parish Council known as Langley with Hardley.

The village is still largely based around farming, but the pattern of agriculture has changed dramatically over recent years. There were around 22 dairy herds in the 1950s, but much of the marshland grazing is now used for fattening cattle and sheep. This decline in the use of the land for cattle grazing and improved drainage methods have meant that some of the marsh land is now used for growing cereal crops.

The river valley of the River Yare lies within the Broads Authority executive area giving it protection at a national level as an important landscape, in recognition of the fragility and importance of the grazing marshland. Thus the majority of the Langley conservation area lies within the Broads Authority boundaries, (all the land to the east of Langley Street, and Langley Green) with a narrow strip to the west in the South Norfolk Council area. The Parish Council administers all the land in the area at a local level.

The pattern of built development has changed little over the last century, as what little new building has taken place is within the earlier built envelope of the village. In this respect, the greatest change has been in the way existing buildings are used, with many that were formerly in agricultural use being converted to owner occupied residences, and in the case of the Langley Abbey buildings and grounds, the change to a leisure use. In addition, a number of small cottages previously occupied by agricultural or estate workers have been improved and extended to suit the lifestyles of new occupants, most of who commute to work outside the village. Although outside the conservation area, the construction of the sugar beet factory at Cantley has had the greatest impact on the character of the surrounding area, in both visual and cultural terms.

In landscape terms, changes in agricultural practices have affected the appearance of the area. Documents from the 17th – 19th century show rectilinear grazing marsh on Langley Marshes; this pattern is now obscured through the loss of historic boundaries to make larger fields. Faden’s 1797 map shows a wooded landscape of alder carrs, and although much of this has been lost, remnants remain near the water’s edge. The map also shows the existence of historic Staithe, and Langley Staithe still remains. The sinuous dyke pattern shown on 19th century maps was generally removed in the late 1800s and replaced with the rectilinear dyke pattern visible today.

The current population of Langley with Hardley, at approximately 350 is little changed from that in the mid 19th century.

Spatial analysis.
Landscape character

Much of the character of the conservation area is derived from the topography and its relationship to the river. This part of Norfolk typifies the distinctiveness of the Broads landscape – a winding waterway, wide open skies, openness and a level of visibility within the wide valley. Despite the proximity of the scattered valley settlements, the landscape has a remote and wild quality, but with a strong feeling of tranquility. Within this large scale landscape, and despite the draining of the marshes in earlier centuries, there is still a strong dyke pattern enclosing rectangles of marshland and evidence of parallel dikes.

Within the conservation area boundary, although still open in character, there are areas enclosed by blocks of carr woodland, for example to the north west of Langley Dyke and Stone Lane, and the tracks to Monks Plantation and Langley Staithe, which fringed with trees reinforce the rectilinear pattern in the landscape. At a lower level, rushes and reed ronds provide texture and contrast. To the west of the road through the conservation area, the arable fields are larger in scale.

The Cantley Sugar Beet Factory across the river is a dominant feature in views out of the conservation area to the east. Compared to other development in the area, the factory complex is a large scale and prominent vertical feature in an otherwise open, low lying landscape, which dominates the eastern skyline. The northern valley edge and skyline is formed by a low, partly wooded ridge which delineates the hinterland to the settlements of Cantley and Limpenhoe. The southern skyline is defined by predominantly arable farmland on the valley sides, rising gently up to the wooded crest on which Langley School and parklands are located.

The surrounding area is visible from the conservation area with views from and to the north and south across the river valley, to Buckenham and Cantley marshes and carrs and to Cantley and Reedham. Further to the east, the part wooded ridge within Broadland District Council’s area is prominent and forms the backdrop to the Sugar Beet Factory and Cantley village, whilst the area from Reedham to Thorpe Marshes forms the visual middle ground. To the west, there are views to and from the parkland ridge and gently undulating slopes in the South Norfolk District area.

Over view of streets and development

Langley conservation area is based around the historic site of Langley Abbey and the development along the low road that marks the edge of the floodplain. This lies in a section of land between Langley Green to the north and Langley Street to the south. The development is generally linear, following the minor roads.

Monks Plantation

Monks Plantation, a track running east from Langley Street marks northern boundary of the conservation area. This track, un-metalled and fringed with trees leads eventually to the River Yare (outside the conservation area). It is essentially rural in character with views to the north restricted by a line of trees, and glimpses of Langley Abbey to the south east. To the east of the track is Monks Plantation, and a small group of buildings backed by the trees, comprising of a pair of former farm workers cottages (Monks Cottages) with red pantiled roofs; one retains its brick facing and the original decorative timber barge boards of the ‘estate’ design, the other now rendered with plain bargeboards. Adjacent is an attractive group of former agricultural farm buildings, once part of Abbey Farm which has been sympathetically converted for holiday accommodation. From here, there are open views to the Abbey across the former Abbey grounds.

Langley Green.
At the north western edge of the conservation area, the boundary excludes a pair of cottages, which although much altered, are in a similar style and form to another pair of ‘estate’ cottages within the conservation area. It is suggested that the boundary is amended to include this pair of cottages.

Running southward, the road intersects with another track, Stone Lane, a well made straight track, part of which is public highway. It is lined with trees and appears to form part of the earlier communications network to the south and west. At the corner is what appears to have been a pair of cottages or small farmhouse. Opposite the end of Stone Lane, another site houses a number of sheds and parked vehicles. Adjacent, 30 - 33 Langley Green to the north west of Abbey Farm is an attractive row of Victorian cottages, built of knapped flint with gault brick chimneys and dressings under a French pantile roof. They have the decorative bargeboards in the Langley Estate style and are in an unusually ornamental style for the area. These cottages have been converted from what was the former Village School and likely accounts for its differing Architectural style.

Going southwards along Langley Green, the road is contained by hedges behind narrow verges with large scale arable fields to gently rising ground to the west and the grounds of Langley Abbey to the east. Little impinges on the rural feel of this stretch of the road. In the grounds of Langley Abbey a ménage has recently been constructed and even though the surface is below the level of the road, sympathetic landscaping could soften this recent development.

On the western side, a pair of former estate cottages dated 1871 have been extended and altered in the 20th century, but still retain their basic three dimensional form, chimneys and pantiled roof. Opposite, a group of mature trees obscures views of Langley Abbey and the former farm buildings to the east which then come into view across an open meadow as the road travels south. A line of trees on the western verge of the road is a prominent feature. This finishes at the junction with Staithe Road and Langley Street with a triangle containing the war memorial in the form of a stone and flint obelisk. This is an interesting feature of the conservation area and is in good condition, neatly surrounded by gravel and a low post and chain fence.

Langley Street

Development along the first part of Langley Street is restricted to the west side. The former Wherry Inn is constructed in three ranges, the tallest being to the north. It is built of local buff-red brick and a pantile roof with brick hood mouldings that are also found in other buildings in the ‘estate’ style. The new house to the south is built of a similar brick and in a traditional style which is sympathetic to the street scene. A double garage between the two is constructed of stained timber boarding under a steeply pitched pantile roof. Completing this group of buildings, Staithe Farmhouse, set back from the road behind a garden with a low fence and brick wall, it is a double pile building with colour washed brick walls and pantile roofs of differing ages. The outbuildings are in the more traditional Norfolk red brick with Norfolk pantiles as is the listed thatched barn to the south which is built hard up against the road, enclosing the view to the south.

Opposite the former Wherry Inn, the east side of Langley Street has a distinctly rural feel, with hedges and mature trees, particularly around the entrance to The Staithe, which is an unmade track leading to Langley Dyke. The Staithe is well kept with a seat, interpretation board and quay heading providing mooring facilities for tourist boats, although the waste and recycling facilities could be better screened. Cantley sugar beet factory is a prominent feature on the skyline in this part of the conservation area.

Moving southwards, on the west side, the next pair of cottages are in red brickwork with pantiled roofs and are parallel to the road. Although altered in recent times, they have the distinctive form and bargeboards of other estate cottages in the area. Langley Cottage is gable end on to the road and built of colour washed brickwork and a pantile roof.
On the east side of the road is a single house, consisting of two ranges, the lower being to the south, a distinctive building form for this area, indicating that it could have been a small farmhouse at one time. Adjacent is the last pair of cottages in the conservation area. Both are in the Langley Estate style with red brick, red pantile roofs and decorative bargeboards. The northern one was the former Post Office; the one to the south has been extended and has a detached garage and the garden of this property marks the southern extent of the conservation area, beyond which the road continues with hedges and open fields either side.

Conservation area boundary - The conservation area is an irregular shape, based on the area thought to have been occupied by the former Langley Abbey, the boundary largely following the area scheduled as an ancient monument but extends to include the adjoining settlements. Langley Abbey occupies a site that stretches from the road (Langley Street) eastwards to the River Yare, north westwards to Monks Plantation and south east to Langley Dyke and its junction with the River Yare. The Conservation Area extends to the south to include the clusters of houses to the north and south of Langley Green and Langley Street including the roadside verges, hedges and tree line between the two which give the Conservation Area its setting and essential character.

Street pattern - The street pattern is largely determined by the minor road joining Langley Street and Langley Green running roughly parallel to the River Yare in approximately an east/west direction. This forms the main communication route between scattered village settlements which are in turn connected by a network of minor roads to the main Norwich to Lowestoft road (A146) to the south west of Langley Conservation Area. Minor roads and tracks lead off at right angles to Langley Street/Langley Green; to the west Staithe Road is an adopted road that joins to the network of roads leading to the A146 and Stone Lane is a partly adopted track giving access to agricultural land. To the east, a track leads to Monks Plantation and on to the river; Langley Dyke also gives access to the river. The alignment of Langley Dyke and Staithe Road is significant as the river was an important element of communication between settlements in the past.

In summary therefore, the area is still an agricultural community in a river valley setting, the form of the development a direct result of the interaction over time of the topography and land ownership.

Architectural styles and materials.

Six buildings within the conservation area boundary are included in the Secretary of State’s list of buildings of special architectural or historic interest. These are listed in Appendix 3. There are also a number of buildings which are considered to make a positive contribution to the character of the conservation area and these are noted in Appendix 4. Part of the Langley Abbey site is scheduled as an ancient monument. The Abbey site was first scheduled in 1934, and the area extended to the west after site was re-assessed by English Heritage in 2012.

The village has grown up slowly and this is reflected in the variety of building designs, closely related to use (for example, the monastic buildings at Langley Abbey, the former agricultural buildings at Staithe Farm and the domestic dwellings along Langley Street).

Although there is no prevalent architectural style, as would be found for example in planned suburban areas, there are the unifying factors of the scale of the buildings (generally two storey with steeply pitched roofs), the use of traditional materials of red brick and red or black pantiles and the way in which the buildings relate to the highway (usually, but not always, parallel to it). In addition the cottages built by the Langley Estate in the 19th century to house agricultural workers, reinforce a sense of unity. For example; two pairs of semi-detached cottages designed in an ‘estate’ style, presumably originally fair-faced brickwork (but now rendered), extended and altered in the mid 20th century, none-the-less retain their original form, their robust gable chimneys and red pantile roofs and a date stone of 1871. In contrast, the former school now a row of four cottages at Langley Green illustrates an alternative form of ‘estate’ style, using very different materials of dressed flint with gault brick dressings at the corners and around openings and suggests a wealthy benefactor. The red ‘French’ pantiles on the roof and the white painted, decorative projecting bargeboards are two
distinctive features on these cottages that appear in other buildings in the conservation area, such as the former post office, presumably originally built by Langley Estate.

Within the limited range of building types is found in the Conservation Area, the most prominent group of buildings is that around the remains of Langley Abbey (now Langley Polo Club). As this was until recently used as a farm, the majority of these buildings have been adapted for agricultural use, and are a mixture of flint, stone, brick and pantile (blue/black and orange) which are all typical vernacular building materials for this area. Most of the remains of the original Abbey buildings are of flint and stone, although the former stable block is constructed of brick on the ground floor with timber framing and wattle and daub at the upper floor under a thatched roof. The buildings illustrate that there has been a considerable re-use of materials over the centuries, supplementing original fabric with that obtained from demolition of earlier constructions. The later Georgian farmhouse, built of red brick with black glazed pantiles, stands slightly apart from the earlier buildings and is prominently seen from the road.

To the south of the Conservation Area, the road gently curves to contain a series of paired cottages, three of which are parallel to the road and one at right angles to it. These appear to be the former dwellings of agricultural workers as the building details reflect an ‘Estate’ style.

The Victorian former school now cottages to the north west of Langley Abbey do stand out due to their design and use of materials. Ground surface materials, street furniture and the public realm

It is notable that there are no formal pavements beside the roads or any street lighting in the village, the lack of which is an essential part of the informal rural character of the area. The roads are fringed with grass verges and in places hedgerows are located immediately on the roadside. Any proposals to diminish this character by introducing kerbs, footpaths and modern materials should be carefully considered. Road finishes are generally tarmacadum, although the majority of the lanes and lokes, including Stone Lane and the access to The Staithe, have no formal surface material which reinforces the rural character of the area. In the main, the forecourts to buildings are sympathetic to the character of the location, gravel or shingle being the most commonly used finish.

The War Memorial is a striking feature in the settlement. A flint and stone obelisk on a square stone base it is a prominent element in the landscape, positioned on a triangle of land at the junction of Staithe Road and Langley Street, bounded by chains on low white posts in a gravelled area and all well maintained. Nearby, a brilliant red post box on a black post is a bright spot of colour amongst the earthy tones of the surrounding landscape. There are some overhead telephone wires supported on timber poles, but these are not unduly intrusive in the streetscape.

An unobtrusive timber fence and gates mark the entrance to Langley Dyke, although the side, personal gate seems to be unused and superfluous and the track used for access. At Langley Staithe, the timber seat, interpretation board, timber quay heading and gravelled walkway are restrained, although the area containing the waste and recycling bins could be more sympathetically screened.

The street nameplates and signpost are traditional in design and add to the rural charm of the area. The black and yellow chevron sign warning of the left hand bend at the end of Staithe Road is not so attractive but fulfils a practical purpose.

Two fixed signs on Langley Green announcing the presence of the Norfolk Polo Club are and appear as relatively recent additions.

Trees, hedges and significant open spaces

The Conservation Area, centred on the old Abbey is essentially one of an historical landscape with buildings either side of the ‘Street’. Trees, hedges and open spaces are vital elements in the quality of the Conservation Area, the most prominent of which are;
• The mature treed landscape around the Abbey buildings with grazing meadow in the foreground
• The tree lined ‘avenue’ on the road adjacent to the former Abbey
• The heavily wooded copse to the north east of the Abbey stretching right up to the River Yare
• The enclosing hedgerows with grass verges lining the ‘Street’
• The gaps in the hedgerows which give dramatic views to the north across the grazing marshes of the Yare Valley. Although the Cantley Sugar Beet factory is rarely out of site, these views characterise the ‘large skies’ of the Norfolk landscape
• The grazing meadows and marshland themselves with the intricate arrangement of drainage ditches and the raised banks of the River Yare in the distance
• The gently rolling arable farmland to the south which forms the southern valley of the river, dramatic in itself even though destruction of the hedgerow system has contributed to a prairie feel
• The special landscape of Langley Dyke containing the view to the west (heavily wooded) and contrasting with the dramatic open views to the east over the grazing meadows, and to the north of the northern valley slopes of the River Yare
• A more intimate space around the War Memorial
• The grassed meadows to the north of the Abbey (Monks Plantation) which contain important ground evidence of the previous Abbey grounds (mounds forming ponds and moats). These are equally dramatic when viewed from Monks Plantation itself.

Issues, pressures and threats and opportunities for improvements

The built environment.

Generally the buildings and gardens in the conservation area are well maintained and there do not appear to be any structures that would qualify to be on the Buildings at Risk Register.

However, the special character of conservation areas can easily be eroded by seemingly minor, and well intentioned, home improvements such as the insertion of replacement windows and doors with ones of an inappropriate design or material, (for example hinged opening lights in lieu of sash windows and UPVC instead of painted timber). This can be a particular issue with unlisted buildings that have been identified as contributing to the character of the conservation area. In line with current legislation, all complete window replacements are required to achieve minimum insulation values, but recognising the affect that inappropriate replacements can have, Local Authorities can relax that requirement when considering the restoration or conversion of certain buildings within conservation areas, and advice should be sought from the Local Authority at an early stage.

Other pressures on the character of the conservation area are the addition of flat roofed extensions, unsympathetic stand alone structures such as garages and the over development of the sites on which the original buildings stand.

Landscape.

The pressure of modern farming methods are sometimes in direct contradiction to the desire to retain the intimate quality and delicate balance of the grazing marshland areas.

Traffic.

Due to the configuration of the minor roads, the area does not attract a great deal of through traffic, although at certain times of the year the roadways are under pressure from visitors to the Polo Club and care should be taken about future proposals which could exacerbate the situation through an intensification of the uses on the Langley Abbey site. The relatively straight road encourages an
increase in the speed of traffic despite speed limits being in place. Whilst most houses have off-street parking there is some localised damage to verges outside dwellings.

Tourism.

Tourism by boat has increased in popularity, principally around Langley and Hardley Dykes and whilst this is not necessarily a negative element in itself, the closure of the Wherry Public House has meant that the village has few facilities for visitors apart from those at the Polo Club and the Staithe.

Developments

A new house between the former Wherry Inn and Staithe Farm is the only completely new dwelling in the Conservation Area in recent years and the use of a traditional form and materials have enabled this to blend successfully into the conservation area. The only other major development is at the Polo Club on Langley Green. A major repair and renovation project on the former Abbey Farm listed buildings at was carried out in 2010, originally planned as an interpretation and visitor centre for the former Abbey. The subsequent change of use to a Polo Club has in the main been achieved without affecting the character of the main group of buildings, but the construction of a boarded all-weather arena or ménage adjacent to the road remains visible even though partly below ground level. Its visual impact could be softened with a sympathetic landscaping scheme. Any future proposals to intensify the use at Langley Abbey should be carefully considered with regard to their effect on the scheduled monument and character of the conservation area.

During the work to create a visitor centre at the Abbey, thorough research formed the basis for an exhibition to inform visitors about the history and development of the site. At the time of writing unfortunately this is no longer freely accessible. Given the importance of the site, consideration should be given to some form of interpretation of the Abbey, visible from the public highway.

Other recent developments have largely been concerned with the extension of existing dwellings or the gradual adaptation and conversion of existing buildings as they have passed from the Langley Estate into private ownership. Proposals for extending or altering existing properties should be carried out with due regard to the effect on the character of the conservation area. In terms of new buildings, it is difficult to see how much further development could be acceptable in the conservation area without upsetting the delicate balance of its character.

The approaches to the village are so important that development outside the village envelope should be resisted. Proposals for extending or altering existing properties should be carried out with due regard to the effect on the character of the area.

In terms of landscape character, to changes in the patterns of land ownership and agricultural practices have had an effect on the area has changed. The Yare Valley is particularly vulnerable to change as the grazing meadows have been drained to grow arable crops and accommodate more machine orientated farming methods hence the historic sinuous pattern of dykes changed to a more rectilinear configuration to provide more efficient drainage.

Recommendations for suggested Improvements

- Consider display of interpretation the history and development of Langley Abbey on the periphery of the site

Langley Green, Polo Club

- Consider additional planting to soften the impact of the boarded arena/ménage
- Consider the design and siting of any additional signage at the entrance to the Polo Club
Langley Green

- Informal storage on the sites either side of Langley Green at its junction with Stone Lane.

Langley Staithe

- Consider better screening to the waste and recycling facilities

The conservation area boundary

The conservation area is an irregular shape, based on the area thought to have been occupied by the former Langley Abbey, the boundary largely following the area scheduled as an ancient monument but extends to include the adjoining settlements. It should be noted however, that the conservation area boundary to the north-east does not accord with that of the scheduled area. This is because the conservation area boundary at this point follows the line of a hedge and ditch whereas the scheduled area, which was extended following its re-assessment in 2012, does not follow a feature discernible on the ground.

Langley Abbey occupies a site that stretches from the road (Langley Street) eastwards to the River Yare, north westwards to Monks Plantation and south east to Langley Dyke and its junction with the River Yare. The Conservation Area extends to the south to include the clusters of houses to the north and south of Langley Green and Langley Street including the roadside verges, hedges and tree line between the two which give the Conservation Area its setting and essential character.

Suggested amendment to the conservation area boundary

- Extend the boundary to the north-west to include the pair of former estate cottages, 36 and 37 Langley Green. Although altered and extended in the 20th century, they retain the general form, prominent chimneys and pantiled roof of other ‘estate’ cottages in the conservation area.

Public consultation

Consultation with interested parties and organisations was undertaken in accordance with the Broads Authority ‘Statement of Community Involvement’. A joint consultation exercise was undertaken with South Norfolk Council as the proposed conservation area boundaries include land in both planning authority areas as defined on the maps included in the character appraisals. A letter and leaflet were delivered to all residents living within the conservation area boundary, and copies of the appraisal documents were made available both online and in hard copy format in the Broads Authority offices and through the Parish Council. The leaflet included a comments section and consultees were also able to comment on line.

A public exhibition was held in the Langley Village Hall on Saturday 23 November 2013, which was attended by officers from the Planning Team of the Broads Authority and by 4 members of the public to ask questions, propose or suggest minor amendments to the re-appraisal or boundary and raise issues of concern. Support was expressed for the designation, considering that it would benefit the village and the local community. In addition, the Authority received 1 written response, which related to the scale and appropriateness of the use at Langley Abbey and the effects on the scheduled monument and the character of the conservation area. Existing comments in the conservation area re-appraisal text have been amended to reflect this.
Appendix 1

Policies

Locally, South Norfolk is part of the Greater Norwich Development Partnership which has adopted its Joint Core Strategy. South Norfolk is also progressing their Development Management and Sites Specifics DPDs as well as two Area Action Plans for the towns of Long Stratton and Wymondham. The Broads Authority has an adopted Core Strategy (2007) and Development Management Policies DPD (2011) and is progressing its Sites Specifics DPD. Both South Norfolk and the Broads Authority have some saved Local Plan (2003 and 1997 respectively) Policies in place. In line with government policy, the Broads Authority and South Norfolk Council are currently reviewing and revising local policies which will be published in the respective Local Plans (formerly Local Development Framework (LDF)).

To support these policies, the Broads Authority and South Norfolk Council provide further advice and details in a series of leaflets, which are currently being reviewed and expanded as part of the Local Plan process. A list of those currently available is attached in Appendix 2.

Appendix 2

Guidance leaflets

Broads Authority

- Keeping the Broads Special
- Do I need Planning Permission?
- How do I apply for Planning Permission?
- Building at the Waterside – A guide to design of waterside buildings in the Broads Authority area
- Environment and Landscape – How do I plan and manage trees and scrub alongside rivers?
- Development and Flood Risk in the Broads
- Riverbank Protection Works – A guide for riparian landowners
- Sustainability Guide – Sustainable development in the Broads

South Norfolk Council

- The South Norfolk Place-Making Guide

Appendix 3

Listed buildings within the conservation area

The following buildings are included in the list of Buildings of Special Architectural or Historic interest complied by the Secretary of State:

- Abbey Farmhouse - Grade II
- Stable block to Langley Abbey - Grade II* & Scheduled Ancient Monument
- Former western range to Langley Abbey - Grade I & Scheduled Ancient Monument
- Langley Abbey remains - Grade I & Scheduled Ancient Monument
Staithe Farmhouse Grade II
Staithe Barn Grade II

Appendix 4

Unlisted buildings that make a positive contribution to the character of the conservation area.

Whilst the following buildings, boundary walls and railings within the present conservation area and the proposed extensions to it do not merit full statutory protection, they are considered to be of local architectural or historic interest, and every effort should be made to maintain their contribution to the character of the conservation area.

Langley Green, 30 – 33 (inclusive) – flint and brick cottages
Monks Plantation Cottages and adjacent converted outbuildings
Cottages by Stone Lane
Former Wherry Inn
The Street, 25 & 26
Former Post Office
The Street, Broadacres
Staithe Road, War Memorial
Langley Staithe and Dyke including quay heading and footpath

Appendix 5

Sources and references

The Norfolk We Live In, Blake Bull Cartwright and Fitch
The Buildings of England, Norfolk 2: West and South, Nicholas Pevsner and Bill Wilson
Broads Landscape Character Assessment – Local character area 13. Yare Valley – Claxton to Hardley Marshes
The Norfolk Broads, A Landscape History. Tom Williamson
Heritage Environment Record, Norfolk Landscape Archaeology, Gressenhall
East Anglia, A Geographia Guide
Whites Gazetteer of Norfolk 1845 & 1854
English Heritage: Guidance on conservation area appraisals, 2006
English Heritage: Guidance on the management of conservation areas, 2006
Faden’s Map of Norfolk 1797

Appendix 6

Contact details and further information.
The Broads Authority
Yare House
62 – 64 Thorpe Road
Norwich
NR1 1RY
Tel: 01603 610734
Website: www.boads-authority.gov.uk

South Norfolk Council
South Norfolk House
Swan Lane
Long Stratton
Norwich
Norfolk
NR15 2XE
Tel: 01508 533633
Website: www.south-norfolk.gov.uk

Norfolk Historic Environment Service
Union House
Gressenhall
Dereham
Norfolk NR20 4DR
Tel 01362 869280