



GREAT YARMOUTH
BOROUGH COUNCIL

Cabinet

Date: Monday, 08 April 2024

Time: 14:00

Venue: Council Chamber

Address: Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

AGENDA

Open to Public and Press

1 APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2 DECLARATIONS OF INTEREST

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

Whenever you declare an interest you must say why the interest arises, so that it can be included in the minutes.

3 ITEMS OF URGENT BUSINESS

To consider any items of Urgent Business.

4 MINUTES

3 - 11

To confirm the minutes of the meeting held on the 4 March 2024.

5 24-023 - ANNUAL ACTION PLAN 2024-25

12 - 28

Report attached.

6 URN 24-022 - RE-PROFILING UKSPF AND REPF DELEGATED
GRANT SCHEMES

29 - 32

Report attached.

7 24-015 - WASTE COLLECTION POLICY

33 - 68

Report attached.

8 24-049 - SOCIAL HOUSING DECARBONISATION FUND GRANT
FUNDING

69 - 71

Report attached.

9 CONFIDENTIAL MINUTES

Details

10 EXCLUSION OF PUBLIC

In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act."



Cabinet

Minutes

Monday, 04 March 2024 at 14:00

PRESENT:- Councillor Smith (Leader & Portfolio Holder for Finance, Governance and Major Projects) (in the Chair), Councillors Plant (Deputy Leader & Portfolio Holder for Operational Property and Asset Management); Flaxman - Taylor (Portfolio Holder for Housing Health and Communities); Candon (Portfolio Holder for Economic Development & Growth); & Wells (Portfolio Holder for Environment & Sustainability, Waste and Licensing).

Also in attendance:- Ms S Oxtoby (Chief Executive Officer); Ms C Whatling (Monitoring Officer), Ms K Sly (Executive Director - Resources), Mrs N Turner (Head of Housing Assets), Ms L Snow (Finance Manager), Mr J Wedon (Information Governance Lead), Mrs M Holland (Head of Strategic Housing); Mrs S Bolan (Enabling Homes Officer); Ms T Read (Project Manager); Mr S Hubbard (Strategic Planning Manager); Mr T Williams (Media & Communications Manager), Mr M Brett (IT Support) & Mrs S Wintle (Corporate & Democratic Services Manager).

Councillors Wainwright & Williamson attended as observers to the meeting.

01 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Bensly.

02 DECLARATIONS OF INTEREST

There were no declarations of interest declared at the meeting.

03 ITEMS OF URGENT BUSINESS

The Leader advised Cabinet that he had been made aware of an urgent item of

business as follows :-

Corporate Complaints and Compliments Policy.

Cabinet were advised that in February, the Housing Ombudsman published a new Complaints Handling Code which applies to all Registered Providers. The code becomes statutory from 1 April 2024. The Council's current Corporate Complaints and Compliments Policy is not compliant with the requirements of the new Housing Ombudsman Complaint Handling Code, meaning that the Council would be in breach of the requirements of the code from 1 April 2024.

To ensure the Council's complaint handling policies and processes are compliant with the new Housing Ombudsman Complaint Handling Code, Cabinet were asked to agree to give delegated authority to make a number of changes to the Council's Corporate Complaints and Compliments Policy to ensure that it is fully compliant with the new Housing Ombudsman Complaint Handling Code. Changes will be made through inclusion of an appendix to the Corporate Complaints and Compliments Policy which will provide the approach to complaint handling for complaints regarding the Council's landlord services.

Following this amendment, a review of the Corporate Complaints and Compliments Policy will be undertaken during 2024/5 to provide a consistent approach to complaint handling across all Council services and also make any other changes required to improve the policy and complaint handling processes of the Council.

Cabinet **RESOLVED** to :-

1. Delegate authority to the Head of Housing Assets to make revisions to the Corporate Complaints and Compliments Policy to ensure it is compliant with the requirements of the Housing Ombudsman's Complaint Handling Code.

04 MINUTES

The minutes of the meeting held on the 12 February were confirmed.

05 23-128 - QUARTER 3 PERFORMANCE REPORT

Cabinet received and considered the Information Governance Lead's report.

The Leader presented the item and advised Cabinet that the report presented an update on performance for the third quarter of 2023/24 (October to December, where progress is assessed against Targets which are set at the start of the financial year.

The report also provided an update on the position of key projects that are linked to the corporate priorities from 'The Plan 2020-2025'.

The project highlight reports detailed in Appendix 1 provided a summary of the project, milestones and achievements, alongside open issues, mitigation and a financial summary.

Each report has a current status, which can be green, amber or red. Out of the 10 project reports, 9 have a current green status defined as no problems or minor issues and 1 has an amber status, defined as having problems which have been identified but with a contingency plan in place. At the time of writing a report was not available for the Operations & Maintenance Base.

The Leader reported that performance measures, detailed in Appendix 2, give a comprehensive overview of how the authority as a whole is performing and cover most Council functions

In total there are 44 targeted and 22 monitored measures reported in the performance report. The monitored measures are reported for contextual information, this data is important information for the Council as the actions of the Council may make improvements however there is not sufficient control over the outcome to set a target.

Of the 44 targeted measures 28 are Green whereby performance had been met or exceeded target, 6 are Amber whereby performance is below target but within tolerance and 10 are red whereby performance is below target and tolerance. Each of the red measures has a commentary explaining the reasons behind the performance and the actions being taken to bring performance back on target.

Councillor Candon asked with regard to the Marketplace Public Realm and the construction end date and sought clarification as to whether this project had been delayed. The Chief Executive Officer advised that work was still ongoing with this project with tenders currently being evaluated, she advised that the intended completion date had not been delayed and was anticipated January 2025.

Councillor Wells asked with regard to PR03 and the court dates being delayed by a month, whether these had now been held and caught up. The Information Governance Lead advised that this had been a one off incident where the court could not accommodate the Borough Council but have since caught up by bigger courts being held.

Councillor Wells further asked with regard to PR15 Corporate Property Portfolio which advised that 6 companies had unpaid invoices relating to £150,000 of arrears, he commented that this was a substantial amount of money and asked what process was followed to clear outstanding arrears. The Information Governance Officer advised on the process undertaken for arrears recover.

Councillor Flaxman-Taylor asked with regard to PR12 and 13 and whether there had been any improvement shown in these areas. The Information

Governance Lead advised that there had been issues with information being received from Internal Audit therefore, this matter had been referred to the Audit and Risk Committee to be addresses. The Executive Director, Resources advised that this matter would be discussed at Audit and Risk in April and Heads of Service would be called in to discuss any outstanding Audit recommendations.

The Leader asked with regard to PR10 which related to sickness levels and asked if more information could be provided on this measure, the Information Governance Lead advised that he would request further information and circulate following the meeting.

The Leader asked with regard to void costs and commented that this measure appeared to continually increase, he asked if this was purely due to the cost of refurbishing or the state properties are left in. The Head of Housing Assets advised that it was a real mix with a majority being standard void properties, she advised that a number of voids had required re-plastering work to be completed therefore this has increased the costs and also garden clearances. Councillor Plant asked if void costs were recovered from the previous tenant and it was confirmed that this was the case but at times had proved difficult due to no forwarding addresses being given. the Head of Housing Assets advised that pre-void checks were being looked into which would allow for checks to be completed prior to tenants vacating properties.

Councillor Plant asked if tenants were required to give notice on properties if they were transferring to another council property. The Head of Housing Assets confirmed that 4 weeks notice was required.

Councillor Wells asked with regard to the plastering work that had been completed and whether this was due to damp and mould issues or tenant damage, it was advised that some had been in need of repair due to the age of the plaster.

The Leader asked with regard to garden clearances as he believed that the policies in place mean that tenants were expected to maintain a clear garden, this was confirmed.

Councillor Wells asked if the required standards for tenants renting Council Properties could be sent to Members for information.

Cabinet **RESOLVED** to :

1. Agree that all measures be monitored during the next quarter.
2. Agree that all key projects continue to be monitored over the next quarter with the aim of maintaining a green status and where possible attaining a green status for those key projects which are currently amber.

Cabinet received and considered the Project Manager's report.

The Portfolio Holder for Economic Development and Growth, Councillor Candon advised Cabinet that this report was to update Members on progress of the e-scooter trial and set out recommendations to approve the extension of the e-scooter trial to May 2026, appoint a new e-scooter operator for the remainder of the trial, to extend the geographical service area to the Borough Council boundary.

Councillor Candon advised that the report also asked for consideration to be given to the increasing of the fleet numbers to 400 to cover the expanded geographical service area, as well as the introduction of e-bikes to expand the Great Yarmouth micro mobility offer and encourage greener transport options.

To continue the trial, a new operator would need to be appointed for the duration of the trial extension. There are a further 11 operators approved by DfT for the UK trials, all of which will have the opportunity to tender for the Great Yarmouth trial operation. Councillor Candon reported that the E-Scooter Officer Working Group would evaluate the tenders, in conjunction with the portfolio holder, with a final report and recommendation taken to the Infrastructure Members Working Group for final approval of operator.

Councillor Candon asked for Cabinet's support on the recommendations of the report and advised that he felt this was an important scheme for Great Yarmouth as it played a crucial role in maintaining accessibility and promoted active lifestyles including leisure and commuting to and from work.

Councillor Plant commented that the scheme was needed in his opinion in order to ensure that the green agenda was being delivered. He further commented that the scheme provided a cheap alternative way for residents to commute to work and move around the town.

Councillor Wells asked for assurances that through the procurement process we would ensure that a provider who followed the similar complaints process as previous.

Councillor Candon advised that although the fleet was to be increased to 400 vehicles these would not all be out at one time.

Councillor Wainwright commented on the need to procure a new provider promptly as he felt that whilst the scooters were not available to hire it was encouraging people to use illegal scooters.

Cabinet **RESOLVED** to :-

1. Note the progress of E-Scooter trial
2. Note the extension of the trial to 31st May 2026
3. Approve the procurement of a new operator
4. Approve the expansion of the geographical service area
5. Approve the expansion of the e-scooter fleet
6. Approve the introduction of e-bikes

07 23-169 - FIRST DRAFT LOCAL PLAN AND COMMUNITY INFRASTRUCTURE LEVY - APPROVAL FOR CONSULTATION

Cabinet received and considered the Strategic Planning manager's report.

The Portfolio Holder for Economic Development and Growth advised Members that the report recommended that Cabinet approve the First Draft Local Plan and publish it for consultation under Regulation 18 of the Town and Country Planning (Local Planning) Regulations 2012.

Councillor Candon advised that the Local Plan is a key policy document for the Council, setting out the amount of development which needs to be planned for, where that development should go and how it should be delivered. It sets out planning policies which the Council will use to determine planning applications. It forms part of the 'development plan' for the area which the Council has a statutory duty to keep under review and up to date.

He further advised that the First Draft Local Plan was a consultation document which took the form of what the final Local Plan would look like. It sets out a preferred approach to planning for future development based on the evidence collected to date and the responses to previous consultations on the plan.

It was noted that a further consultation on gypsy and traveller provision would take place in June which will be put before Cabinet for approval.

The results of both consultations will be used to inform a final draft version of the Local Plan.

The Final Draft Local Plan will be put before Cabinet and Full Council for agreement to conduct a further six-week consultation before being submitted to the Secretary of State for independent examination. Following this, the Local Plan will be presented to Cabinet and Full Council for adoption. It is expected that the Local Plan will be adopted in early 2026.

This report also requests approval to undertake a preliminary consultation on potential rates of Community Infrastructure Levy alongside the consultation on the Local Plan.

If a decision is made to progress with the levy following this consultation, a formal consultation on rates in a Draft Charging Schedule will take place alongside the Final Draft Local Plan. It is expected that the Charging Schedule would be submitted for examination alongside the Local Plan and adopted at the same time.

The Leader thanked the Strategic Planning Manager for all the work that had gone into the report.

The Portfolio Holder for Operational Property and Assets, Councillor Plant sought clarification on the use of the CIL monies, the Strategic Planning Manager advised would could be achieved with CIL monies and advised that the Council would hold all the monies except for the percentages which would be given tot he Parish Councils. It would then be for the Council to decide where these monies would go.

Councillor Candon commented that he felt having the CIL monies would broaden the opportunities on what the Council would be able to spend.

Cabinet **RESOLVED** to :

- 1) Approve the First Draft Local Plan (Appendix 1) and authorise it to be published for consultation under Regulation 18 of the Town and Country Planning (Local Planning) Regulations 2012 together with a 'call for sites' for gypsy and traveller provision and local green spaces.
- 2) Approve the publication of a preliminary consultation on potential rates of Community Infrastructure Levy (CIL) as set out in Appendix 2.
- 3) Approve the consultation plan in Appendix 3.
- 4) Delegate authority to the Head of Planning, to:
 - publish on the website the First Draft Local Plan and preliminary CIL consultation, without any material alteration to the content, in an interactive format using appropriate software and mapping, for the purposes of consultation.
 - publish a formatted hard-copy version of the first Draft Local Plan and preliminary consultation on CIL document.
 - make any factual corrections and minor changes to finalise the consultation documentation

08 24-010 - EMPTY HOMES STRATEGY

Cabinet received and considered the Empty Homes Enabling Officer's report.

The portfolio Holder for Housing, Health and Communities reported that the Empty Homes Strategy provided a policy framework, setting out the Council's current and new priority actions for bringing empty homes back into use; highlighting support and guidance for owners of empty homes; summarising legislation relating to empty homes and how the Council ensures that it follows best practice; and provided a comprehensive Action Plan.

Councillor Flaxman-Taylor advised that although it was not a statutory duty to have an Empty Homes Strategy, it is considered good practice to have one in place. The Strategy being considered by Members was proposed to replace the existing policy.

Councillor Flaxman-Taylor advised that the Empty Homes Policy was last updated in 2018, with the updated version being an Empty Homes Strategy. It provided an overview of the numbers of empty homes in the borough of Great Yarmouth, why homes can become empty and how, especially long-term empty homes, are a wasted resource, so it is important that they are brought back into use.

The review of options included in the 2018 policy is proposed as part of this Strategy, with the intention of ensuring these options are financially viable in the current economic climate, while making them attractive to empty homeowners. Revised proposals in relation to loans and leasing products will be presented to Cabinet in due course.

The Strategy also proposed to offer an annual empty homes event to bring together internal departments and external organisations to address empty homes, with the aim of increasing awareness and the enforcement options available to the Council.

Members were advised that the proposed Action Plan demonstrates the timeline for implementation of the Strategy elements.

Cabinet **RESOLVED** to :-

- (1) Approve the Empty Homes Strategy contained at Appendix I.
- (2) Delegate authority to the Executive Director – People and Head of Strategic Housing to undertake any minor and/or consequential amendments to the Empty Homes Strategy for the purpose of ensuring it is up to date, clarifying its content or interpretation, correcting any errors or omissions, updating it in accordance with changes in legislation, and/or caselaw, or with changes in the management structure.

09 23-181 - 2023/24 BUDGET MONITORING REPORT - PERIOD 9

Cabinet received and considered the Finance Manger's report.

The Leader advised that this report presented the budget monitoring forecast position for the General Fund and Housing Revenue Account and their respective capital programmes for the financial year 2023/24 as at December 2023.

He advised that this report compares the actual expenditure and income position at the end of December 2023 to the general fund budget for 2023/24 and presented a forecast position for the current year. The forecast for the year was now at a deficit position of £128k on the General Fund following a one-off reallocation from earmarked reserves of £1.3m. The forecast however did not include an allocation of £144k from the unallocated balance of the Norfolk Business Rates Pool, which is due this financial year which will improve the yearend position to a surplus of £16k.

Secondly the Leader advised, in respect of the HRA, that there had been an increase in the numbers of void repairs and there is currently forecast to be an overspend in the level of planned repairs due to the responsive element of the budget which is demand led. The forecast position is a £6.6m deficit however work to mitigate this is underway so potentially could be improved by outturn.

Thirdly it was advised that the report included the updated spend and financing position on the capital programme for both the General Fund and Housing Revenue Account, including updated forecast roll forwards for future years for projects. The HRA programme now included £1.3m for the Local Authority Fund Acquisitions project.

The Leader reminded Members that the report and the appendices to the report provided details on the more significant variance against the budget.

Lastly the Leader advised that, an administration error had been identified for the daily electricity charge for the market place within the Fees and Charges 2024/25 approved by Cabinet in January 2024. Members are asked to approve the charge of £6.70 daily, which is an increase of 70p from the charge last year which is in line with the fees and charges policy

The Leader confirmed he had written to the Minister regarding the fair funding review and that he was in the process of setting up a meeting with the Chief Executive Officer, MP and himself to discuss this matter in the near future.

Cabinet **RESOLVED** to :-

1) note the content of the report and the revised forecast for the General Fund and Housing Revenue Account for 2023/24.

2) approve the updated General Fund capital programme (Appendix E).

3) approve the amendment to the 2024/25 Fees & Charges as outline in section 3.

4) approve the charge of £6.70 daily, which is an increase of 70p from the charge last year which is in line with the fees and charges policy.

10 EXCLUSION OF PUBLIC

Cabinet **RESOLVED** :-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12(A) of the said Act."

URN: 24-023
Report Title: Annual Action Plan 2024-25
Report to: Cabinet – 8th April 2024
Responsible Cabinet Member: Cllr Carl Smith, Portfolio Holder for Governance, Finance and Major Projects
Report by: James Wedon - Information Lead and Data Protection Officer
Is this a key decision: No

SUBJECT MATTER

This report introduces the Council's Annual Action Plan for 2024-25.

The Annual Action Plan 2024-25 documents the projects and activities that will be taken forward by the Council during 2024-25, this builds on the previous year's action plan and continues the delivery of 'The Plan 2020 - 2025'.

The Annual Action Plan also includes a suite of Performance Indicators that relate to 'The Plan 2020 - 2025' and on-going service delivery of the Council. This data will be presented to quarterly to the relevant Portfolio Holders.

RECOMMENDATION

Cabinet is asked to review and approve the Annual Action Plan 2024-25.

1. Introduction

Members ratified Council's Corporate Plan 'The Plan 2020 – 2025' at a full Council Meeting held on 20th February 2020. This plan set out the strategic vision and priorities for the Council from 2020 – 2025.

To support delivery of 'The Plan 2020 – 2025' the Council has developed an Annual Action Plan for 2024-25, this details the individual activities that will be completed during the year which will combine to achieve the Council's strategic vision and priorities.

2. Annual Action Plan 2024-25

The Annual Action Plan outlines all of the key projects and activities that will be taken forward by the Council during 2024-25 in order to support the overall delivery of 'The Plan 2020 - 2025'. All projects and activities have been assigned a Lead Officer(s) who will be responsible for ensuring they are completed during the year.

The Annual Action Plan also identifies key milestones / dates for the activity and links to the relevant Cabinet Member Portfolio Holder that progress toward completing the project or activity will be reported, this ensures accountability is maintained whilst supporting Members in their decision-making for the Council.

The Council's Key Projects and Performance Indicators will be reported to Cabinet Member Portfolio Holders on a quarterly basis.

3. Future work

This is the last year of the Council's current Corporate Plan which runs from 2020 – 2025, therefore a new Corporate Plan for the period 2025 – 2030 will be developed during the year. The development process for the new Plan will involve cross party working, stakeholder engagement and a public consultation, this process will run throughout the year and the results will feed into the formulation of the new Corporate Plan.

4. Financial Implications

None

5. Risk Implications

None

6. Legal Implications

None

7. Conclusion

None

8. Background Papers

None

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	N/A
Existing Council Policies:	None

Financial Implications (including VAT and tax):	None
Legal Implications (including human rights):	None
Risk Implications:	None
Equality Issues/EQIA assessment:	N/A
Crime & Disorder:	N/A
Every Child Matters:	N/A



**GREAT
YARMOUTH**
BOROUGH COUNCIL

ANNUAL ACTION PLAN

2024 - 2025



INTRODUCTION

Great Yarmouth Borough Council launched its five-year corporate plan in 2020 and, since then, the world has changed at rapid pace. There is war in Ukraine and the Middle East, challenged relations with China, the residual impact of the devastating Covid-19 pandemic, the effects of Brexit remain and there will be hugely significant general elections in the UK and North America within months. All of these events touch our lives constantly.

Meanwhile, accelerated changes in the economy and technology demonstrate the reach and positive impact Great Yarmouth Borough Council can have as we seek to support and improve the life chances and aspirations of everyone

who lives and works in the borough. It is more important than ever that as a council, working with external partners, we continue to deliver against the four strategic priority areas we identified in “The Plan 2020 – 2025”.

These priorities are:

A STRONG AND GROWING ECONOMY

IMPROVED HOUSING AND STRONG COMMUNITIES

A QUALITY AND SUSTAINABLE ENVIRONMENT

AN EFFICIENT AND EFFECTIVE COUNCIL

As we come towards the final stretch of the plan period, working with our key partners, businesses, business improvement districts and individuals across our communities, Great Yarmouth Borough Council continues to lead positive change towards our goals of producing a dynamic, vibrant economy and capitalising on the drive towards clean growth and net-zero economy.

We have successfully secured a Town Deal of £20.1m Government investment to deliver an exciting £60m vision supporting economic regeneration, recovery, jobs and growth across the borough’s main urban areas.

This was be bolstered by the news we received at the end of 2023 that the Government – as part of its focus on towns - has allocated the Council an additional £20m of funding for the work we deliver in the borough.



Meanwhile, we continue to progress our plan to regenerate the North Quay after our successful Levelling Up Fund bid for £20m for this area of the town. Our ambition is the funding will help us extend, amplify and build on other major projects already planned or underway.

Our exciting vision to revitalise the town centre is focused around re-introducing more residential use, making better use of our cultural heritage and historic buildings - highlighted by the work now underway to create a stunning new £17m university campus and learning centre in the former Palmers department store in Great Yarmouth market place, in partnership with the University of Suffolk, East Coast College and Norfolk County Council.

The learning centre will complement the successful delivery of an innovative £6.3m new, greener covered market, operating at capacity with 29 stalls, activities space and events to drive town centre footfall coupled with major work

to revamp and revitalise public space around the market.

The High Street Heritage Action Zone is now starting to show the benefits of innovative investments in our heritage and tourism economy, with the regeneration of 15 listed buildings and 30 heritage assets. Planning permission has also been secured and £12m of National Lottery Heritage Fund finance announced to create an £18m package to transform the historic Grade II* listed Winter Gardens on the seafront into a “people’s palace” predicted to increase visitor numbers by 300,000 a year in a nationally significant project.

And on the Golden Mile, the new £26m Marina Centre wellbeing and fitness centre is operating successfully for residents and visitors. At the same time, we continue to demonstrate the power of working collaboratively, with our close partnerships with central Government, New Anglia Local Enterprise Partnership and Norfolk County

Council bringing about a total of £240m of investment to the borough, including the third river crossing - the Herring Bridge - which opened early in 2024, and an offshore operation and maintenance campus that will confirm us as a natural base for the burgeoning offshore wind sector.

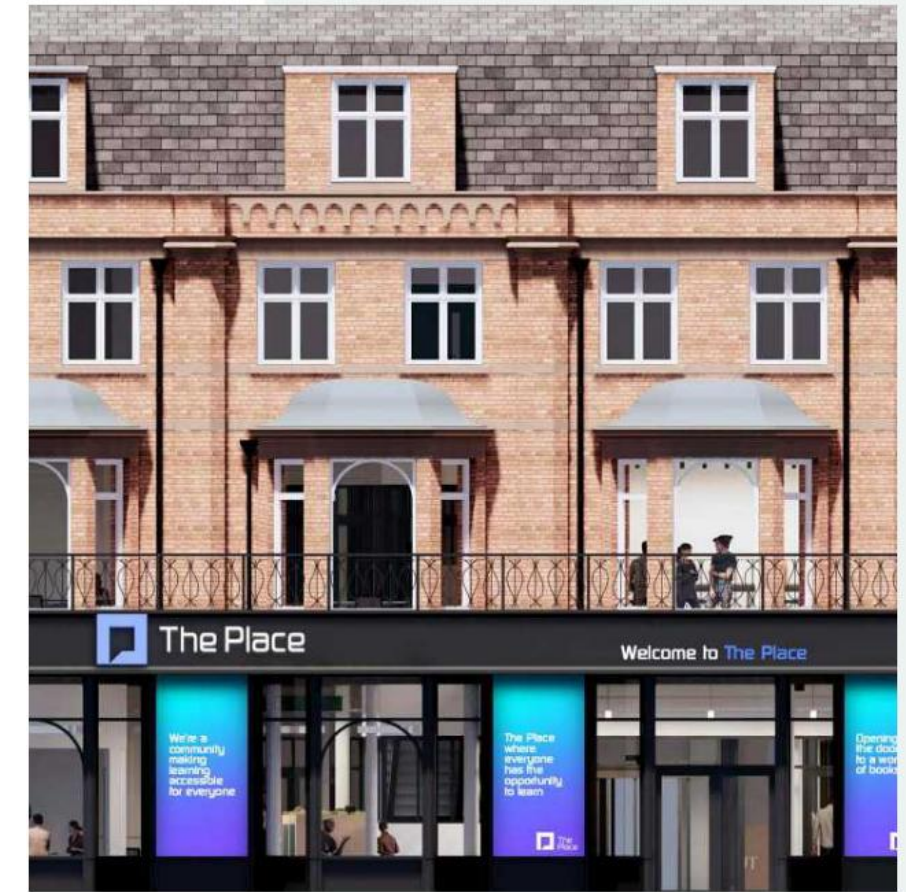
The Town Deal Board and its vision for the Borough ‘Our Place is Your Stage’ continues to strengthen the collective energy that exists across all our partners, from statutory agencies to voluntary, community and social enterprises, and businesses from global players to local start-ups.

We continue to deepen our strong relationships with health and social care partners including Norfolk Public Health, the NHS Norfolk and Waveney Integrated Care Partnership, Great Yarmouth & Waveney Place Board and the Great Yarmouth Health and Wellbeing Partnership. We are additionally supporting the James Paget University Hospital with

its new state-of-the-art build and we look forward to maximising new opportunities through the UK Shared Prosperity Fund and a potential County Deal for Norfolk.

Detailed within this Annual Action Plan for 2024/25, are key projects and activities aligning ‘The Plan’ with the Council’s Business Strategy. This strengthens Great Yarmouth Borough Council’s ability to work strategically while continuing to deliver high-quality services to our residents. These key projects have a detailed reporting framework, with clear key performance indicators to ensure consistency of approach and accountability.

This strong sense of identity and shared vision, combined with mature evidence-based strategies and plans puts us in a unique position to deliver a place-shaping agenda, rooted in our culture and heritage while being innovative and community led.



If you have questions concerning the contents of this document please contact James Wedon, Senior Performance & Data Protection Officer on 01493 846325 or james.wedon@great-yarmouth.gov.uk

A STRONG AND GROWING ECONOMY

Key: New Action for 2024/25

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
1	To actively work with businesses to ensure that supply chain opportunities are maximised and Great Yarmouth has strengthened its status as a hub for expertise in clean energy and decommissioning.	Complete Great Yarmouth O&M phase 1 infrastructure delivery.	November 2024	Head of Property & Asset Management	Economic Development and Growth
		Sign Land Reservation Agreements with Vattenfall and other interested parties.	April / May 2024		
		Continue engagement with RWE.	Ongoing		
		Procure an operator for the O&M facility.	March 2025		
2	To attract new investment into the borough through the promotion of the port, expertise, and land availability with a focus on the opportunities in the offshore energy sector and nuclear sector.	Continue Promotion of the facility through GENERATE.	Ongoing	Head of Inward Investment	Economic Development and Growth
		Support the seamless transition of inward investment collaboration from New Anglia LEP to Norfolk Council from April 2024.	June 2024		
		Adopt the new Norfolk Economic Strategy in which the Borough's challenges and opportunities are fully reflected.	August 2024		
2	To attract new investment into the borough through the promotion of the port, expertise, and land availability with a focus on the opportunities in the offshore energy sector and nuclear sector.	Implement the agreed GENERATE 2024/25 Delivery Plan to promote local capability and specific sites, such as the O&M Campus, in national and international markets	March 2025	Head of Inward Investment	Economic Development and Growth
		Continue the "Riverside Gateway" land assembly of the North Quay area and commence master planning to enable the submission of full planning application.	March 2025	Executive Director - Major Projects	Governance, Finance and Major Projects
		Secure a strategic development partner.	November 2024		
		Work up proposals to ensure sustainable future of the Vauxhall Bridge and initiate key linkages between the railway station and the town centre.	March 2025		
		Develop and adopt a new Great Yarmouth Economic Growth Strategy.	June 2025	Head of Inward Investment	Economic Development and Growth

A STRONG AND GROWING ECONOMY

Key: New Action for 2024/25

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
3	Shape our town centres to make them places where people will choose to visit, shop, learn, socialise and live.	Complete the regeneration and landscaping of the Market Place public realm.	December 2024	Executive Director - Major Projects	Governance, Finance and Major Projects
		Install equipment to extend free Public Wi-Fi in identified areas around Great Yarmouth town centre.	May 2024	Head of IT, Communications & Marketing	Governance, Finance and Major Projects Economic Development and Growth
		Continue to deliver and monitor the nine Town Deal Interventions.	March 2025	Head of Inward Investment	Governance, Finance and Major Projects
		Finalise full audience and participation plan of the University Campus & Learning Centre to ensure residents understand the project and can take part in meanwhile activity.	May 2024	Executive Director - Place	Governance, Finance and Major Projects
		Completion of the building phase and full occupation. Formal opening.	December 2024 January 2025		
4	Continue to assemble land along North Quay for regeneration purposes to deliver an improved gateway to the town through appropriate redevelopment	Continue engagements, inspections, valuations, negotiations and land assembly to facilitate delivery of the scheme (TOWN DEAL)	March 2025	Chief Executive	Governance, Finance and Major Projects
5	To transform The Conge as the key linkage between the railway station and town centre by delivering a mix of new residential as well as improving the physical environment.	Complete demolition of the south side of The Conge. Execute the strategic partnership development agreement. Submit planning application. Commence development.	March / April 2024 August 2024 October 2024 December 2024	Executive Director - Major Projects	Governance, Finance and Major Projects
6	Strengthen our tourism and culture offer to provide greater year-round attractions and facilities for a more integrated visitor experience.	Develop specification of works and delivery model for Town Wall restoration and repair.	March 2025	Head of Inward Investment	Tourism, Culture and Coastal Management
		Creation and installation of commissioned Sculpture pieces ready for launch of Wayfinding Sculpture Trail in Autum 2024.	October 2024	Executive Director - Place	Tourism, Culture and Coastal Management

A STRONG AND GROWING ECONOMY

Key: New Action for 2024/25

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
7	To continue to develop our heritage offer through the promotion and development of our own assets across the borough.	Commence delivery stage of the Winter Gardens regeneration with Permission to Start from the Heritage Fund Commence detailed design Develop bespoke procurement strategy Set low energy consumption and decarbonisation benchmarks Initiate the procurement of the operating partner	April 2024	Executive Director - Major Projects	Governance, Finance and Major Projects
		Develop revised business case for St John Church prior to commencement of this final project.	March 2025	Executive Director - Place	Tourism, Culture and Coastal Management
8	Extend Beacon Park Enterprise Zone and encourage growth in the South Denes Enterprise Zone to support new businesses establishing themselves as well as attracting existing businesses to expand.	Continue to enact the Local Development Orders for both Enterprise Zones (Beacon Park & South Denes) to attract additional inward investment to the borough. Explore an extension to Beacon Park Enterprise Zone. Seek sources of funding for the Business Incubators and progress development of the South Denes masterplan.	March 2024 March 2024	Head of Growth & Capital Projects Head of Growth & Capital Projects	Economic Development and Growth Governance, Finance and Major Projects
9	Support the completion of the Great Yarmouth Third River Crossing and the dualling of the A47.	Work with National Highways and Norfolk County Council to progress a scheme design for the Vauxhall roundabout capacity improvements.	August 2024	Head of Growth & Capital Projects	Economic Development and Growth
10	To work with schools, colleges and businesses to match future business opportunities with the right skill provision, to boost the number of training opportunities and apprenticeships. In doing so encourage social inclusion and ensure more local people can benefit from local training and job opportunities.	Successfully commission and deliver the 'People & Skills' investment priority within UKSPF Investment Plan in line with contracted financials, outputs and outcomes. Development and adoption of a Skills & Employability Strategy and Action Plan	April 2024 May 2024	Head of Inward Investment	Economic Development and Growth

IMPROVED HOUSING AND STRONG COMMUNITIES

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
11	Increase the number of good quality new homes and associated infrastructure built through both direct provision and by working with Registered Providers and private sector developers.	Finalise the Housing Strategy, undertake public consultation and align adoption with the Local Plan.	October 2024	Head of Strategic Housing	Housing, Health and Communities
		Monitor and deliver Homeless & Rough Sleeping Strategy's Action Plan.	March 2025		
		Progress property acquisitions and leases.	March 2025		
		To continue to grow the market for their rented portfolio of homes and to explore the addition of a social letting portfolio of homes	March 2025	Head of Strategic Housing	Housing, Health and Communities
		Embed Design Code in Local Plan review. Publish Final Draft Local Plan and submit for examination.	November / December 2024	Head of Planning	Economic Development and Growth
		Equinox Property Holdings Ltd work towards having at least 2 housing schemes in development or construction.	March 2025	Equinox Executive Officer	Economic Development and Growth
12	Better quality private rental accommodation will be available for residents by tackling substandard provision and ensuring the roll- out of the selective licensing scheme.	Complete business case viability assessment on Selective Licensing scheme and report to Cabinet / Council. Undertake Public consultation on proposed Selective Licensing scheme. Report to Council on Selective Licensing Scheme final designation	October 2024 December 2024 March 2025	Head of Environment and Sustainability	Environment and Sustainability, Licensing and Waste
13	Providing decent homes to our existing tenants through a planned programme of improvement works and providing a responsive and quality repair service.	Complete draft Housing Investment Plan, which will include a draft Sheltered Housing Standard and an enhanced Decent Home standard. Consult on this plan via a series of Roadshow meetings and a digital survey, before revised plans are submitted for Council approval.	May 2024 July 2024	Executive Director - Property & Housing Assets	Operational Property and Asset Management
		Develop the Concerto and NEC systems to deliver a first class, fit for purpose Health and Safety Management regime for both Council Housing Stock and the Corporate Property Portfolio.	March 2025	Executive Director - Property & Housing Assets	Operational Property and Asset Management

IMPROVED HOUSING AND STRONG COMMUNITIES

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
14	To understand the issues facing our largest housing estates and where appropriate bring forward regeneration plans.	Establish baseline viability costs for Middlegate regeneration and model any potential funding gap as part of the Housing Investment Plan. Undertake conversations with potential funders and develop options for a pilot scheme.	October 2024 March 2025	Executive Director - Property & Housing Assets	Operational Property and Asset Management
15	Bring empty properties back into use and in Great Yarmouth town centre bringing the first and second floors of appropriate properties back into residential use, creating quality homes.	Obtain agreement on and launch Invest and Lease scheme.	June 2024	Head of Strategic Housing	Housing, Health and Communities
		Following launch of Invest to Lease scheme introduce the use of Empty Dwelling Management Orders (EDMO).	September 2024		
		Continue charging the Council Tax Levy Premium for longer-term empty homes alongside offering support and options provided to bring empty homes back into use. Adopt an Empty Homes Strategy which will introduce a priority matrix and process mapping to ensure the limited resource is focused on the more problematic properties of the Borough.	March 2025	Head of Strategic Housing	Housing, Health and Communities
16	To support residents to live in high quality and warm homes.	Submit bid for Social Housing Decarbonisation Fund Wave 2 funding and if successful, mobilise and deliver energy improvement works during 2024/5.	March 2025	Head of Housing Assets	Operational Property and Asset Management
		Deliver energy improvements to over 160 Council homes.	March 2025	Head of Housing Assets	Operational Property and Asset Management
17	Enable residents to remain in their own homes and live independent lives through a comprehensive adaptations programme and working closely with key health partners.	In conjunction with partners and “hearing the voice of residents”, co-produce a Great Yarmouth Later Life Strategy focused on prevention, living well and staying independent.	March 2025	Head of Strategic Housing	Housing, Health and Communities
		As part of the finalisation of the Housing Investment Plan complete a review of the sheltered housing stock to establish the costs of bringing sheltered housing scheme up to the new sheltered housing standard. Communicate the outcome of the plan and next steps.	March 2025	Executive Director - Property & Housing Assets	Operational Property and Asset Management

A QUALITY AND SUSTAINABLE ENVIRONMENT

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
18	To provide improved access to a range of health and well-being activities through a range of measures including the provision of a new Marina Centre facility acting as a hub for both indoor and outdoor well-being programmes	Using work stream 2 of the GY Health and Wellbeing Partnership action plan identify key actions and groups to target place expansion funding.	Using work stream 2 of the GY Health and Wellbeing Partnership action plan identify key actions and groups to target place expansion funding.	Using work stream 2 of the GY Health and Wellbeing Partnership action plan identify key actions and groups to target place expansion funding.	Using work stream 2 of the GY Health and Wellbeing Partnership action plan identify key actions and groups to target place expansion funding.
		Work with Active Norfolk to deliver an overarching physical activity strategy to deliver the wider action plan.			
		Review the delivery model of the Great Yarmouth Community Investment fund, consider its impact and role.	March 2025	Executive Director - People	Housing, Health and Communities
		Complete land transaction for a new acute James Paget University Hospital.	June 2024	Head of Property & Asset Management	Operational Property and Asset Management
19	To continue to develop our partnership approach to Early Help and preventative services to support our most vulnerable residents.	Consolidate Great Yarmouth Health and Wellbeing Partnership workstreams in line with funder locality priorities and the Great Yarmouth & Waveney ICB Place Board.	July 2024	Executive Director - People	Housing, Health and Communities
		Review various 'Community Hub' offers and consolidate to strengthen our offer to residents and partner practitioners.	December 2024	Executive Director - People	Housing, Health and Communities
		Continue to forge links and facilitate Health Inequalities interventions in collaboration with the Norfolk & Waveney ICB, Adult Social Care, JPUH, Norfolk Public Health, NSFT, PCNs, GPs and ECCH.	Ongoing	Executive Director - People	Housing, Health and Communities



A QUALITY AND SUSTAINABLE ENVIRONMENT

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
20	To ensure proactive use of enforcement powers and activity to ensure that the borough is a welcoming and high-quality environment creating a positive perception of Great Yarmouth.	Submit refreshed Anti-Social Behaviour Strategy and Action Plan to Cabinet for review / approval, publish and implement upon ratification.	April 2024	Head of Environment and Sustainability	Environment and Sustainability, Licensing and Waste
21	With partners there is a zero tolerance to activity damaging the local environment and we are continuing to work towards reducing our carbon footprint through enhancements to walking, cycling, public transport and buildings.	Pending terms and conditions agreed, identified coastal, rural and tourism locations to have their power supply upgraded following which installations of EV Charge Points will be scheduled/completed through 24/25	March 2025	Head of Customer Services	Environment and Sustainability, Licensing and Waste
		Agree terms and conditions with supplier to further expand Electric Vehicle Charging Points across the Borough, initially this will be focused on GYBC car parks and on-street tourism/commercial locations. This will include a potential pilot for solar powered car port charging on a seafront car park funded through the Norfolk Investment Fund.	March 2025	Head of Customer Services	Environment and Sustainability, Licensing and Waste
		Continue investigations jointly with Norfolk County Council into a suitable Supplier and locations for installation of an EV Charging Hub funded by a combination of Norfolk Investment Fund/Supplier Contribution and potential landowner.	March 2025	Head of Customer Services	Environment and Sustainability, Licensing and Waste
22	Environmentally sustainable long-term management of our high-quality coastal environment.	Work with the Adaptation Working group to identify and propose opportunities for financing a long-term solution to Hemsby coastal erosion.	March 2025	Head of Property & Asset Management	Tourism, Culture and Coastal Management
		Work to procure funding from the Environmental Agency to complete full business case that would outline the recommended remedial works to repair the South Denes sea wall and access to further funding.	March 2025	Head of Property & Asset Management	Tourism, Culture and Coastal Management



A QUALITY AND SUSTAINABLE ENVIRONMENT

Key: New Action for 2024/25

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
23	Play an important local role in enhancing environmental sustainability, using resources more efficiently, recycling more and promoting the use of 'green energy'.	Implement Year 3 of the Council's Sustainability Strategy towards a Pathway to Net Zero by 2035 including a pilot Norfolk Net Zero Community, through the Officer Working Group.	March 2025	Head of Environment and Sustainability	Environment and Sustainability, Licensing and Waste
		Commence Holiday Lets Trade waste service including recycling.	May 2025	Director of Operational Services	Environment and Sustainability, Licensing and Waste
		Follow up on the GYBID and Visit Great Yarmouth questionnaire and work to understand the set-up requirements and costs of creating a new Commercial Service.	March 2025		
		Implement domestic waste route optimisation project, including the placing of communal bins on domestic routes.	April 2024	Director of Operational Services	Environment and Sustainability, Licensing and Waste
		Complete challenge of DEFRA capital funding.	April 2024	Head of Environment and Sustainability	Environment and Sustainability, Licensing and Waste
		Progress procurement and delivery plan for food waste collection roll out.	March 2025		
		Work with Norfolk Waste Partnership to ensure make use of any of efficiencies.	March 2025		
		Be the accountable body for 'Norfolk Net Zero Communities' project on behalf of the Norfolk Climate Change Partnership. Work with each of seven communities across Norfolk (Ormesby for GYBC) to gather research & feedback relating to Net Zero non-technical barriers, support positive local action, inspire behaviour change and create opportunities working with Innovate UK.	March 2025	Executive Director - People	Environment and Sustainability, Licensing and Waste



A QUALITY AND SUSTAINABLE ENVIRONMENT

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
24	Ensure our high quality natural and built environments are as accessible and inclusive as possible and we seek ways to improve and enhance our compliance with the Disability Discrimination Act.	Continue liaison with delivery partners and Historic England (HE) to address historic mismatch between HE and match funding. Initiate and complete Historic England project closure process for the Heritage Action Zone (HAZ).	September 2024	Head of Inward Investment	Tourism, Culture and Coastal Management
		Conduct audit of PDF's on Council website to ensure they are at least compliant with WACG 2.2 accessibility guidelines or replace with alternative documents. Roll out further accessibility training to staff.	December 2024	Head of IT, Communications & Marketing	Governance, Finance and Major Projects
		Explore measures to increase digital inclusivity including the consideration of a digital inclusivity strategy, a technology loan scheme (joining an existing national scheme – good things foundation) and allocation of publicly accessible computers as part of 'The Place' project.	October 2024	Head of IT, Communications & Marketing	Governance, Finance and Major Projects

AN EFFICIENT AND EFFECTIVE COUNCIL

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
25	Create a positive skilled workforce proud to work for GYBC. We will be a council with a strong reputation to attract and retain good quality staff, acting as a centre of excellence for staff development.	Using the results from the Best Employers Survey and in conjunction with staff feedback, refresh the People Strategy.	March 2025	Head of Organisational	Governance, Finance and Major Projects
26	A constitutional system and processes which support sound governance which are widely understood and support transparency and accountability	Provide training on the implications of the Procurement Act 2023 in readiness for its implementation in October 2024.	Provide training on the implications of the Procurement Act 2023 in readiness for its implementation in October 2024.	Provide training on the implications of the Procurement Act 2023 in readiness for its implementation in October 2024.	Provide training on the implications of the Procurement Act 2023 in readiness for its implementation in October 2024.

AN EFFICIENT AND EFFECTIVE COUNCIL

Key: New Action for 2024/25

	Corporate Plan	Action 2024/25	2024/5 Key Milestones / Dates	Lead Officer(s)	Portfolio Holder
27	Continue to develop a robust approach to business planning and project management which underpins good decision-making	Review all expenditure and income budgets in 2024/25 and prioritisation of spend areas to inform the 2025/26 budget. Continue to lobby Government for a fair allocation of funding resources in response to demand pressures.	February 2025	Executive Director – Resources	Governance, Finance and Major Projects
28	To strengthen our portfolio of assets which maximise income and/or support service delivery, with a proactive approach to the acquisition of assets to generate income.	Expand the functionality of Concerto system to encompass the compliance elements of the system. Scrutinize and improve working principles in how we approach the portfolio to maximize efficiency and profitability.	March 2025	Head of Property and Asset Management	Operational Property and Asset Management
		Tender and complete feasibility study regarding GYS depot location and produce options report.	October 2024	Executive Director - Place	Governance, Finance and Major Projects
29	To have a digital strategy in place which is customer-focused and moving us towards being a digitally-enabled council with cost effective and responsive customer services.	As part of the PCI DSS compliance project remove assisted telephone payments and encourage customers to self-serve or sign up to direct debit for eligible services.	April 2024	Head of Customer Services	Governance, Finance and Major Projects
		Implementation of Direct Debit facility for Brown Bins.	June 2024		
		Review and update of digital strategy.	March 2025		
		Commence phased implementation of a new IT system for Environmental Services & Licensing.	December 2024	Head of Environment and Sustainability	Governance, Finance and Major Projects
30	A strong financially aware organisation with a financial strategy which supports good decision-making and capitalises on opportunities, giving confidence to external funding partners	Ensure strong financial awareness, accountability and governance across the organisation through the delivery of an internal finance training programme.	January 2025	Executive Director - Resources	Governance, Finance and Major Projects
		Once the Housing Investment Plan is complete, review the HRA Income Management Strategy and set clear priorities for HRA investment over the next five years.	March 2025	Head of Housing Assets	Operational Property and Asset Management
31	Meet our equalities responsibilities by ensuring that equality sits at the heart of our decision-making.	Develop and carry out actions for year 3 of the Equality, Diversity and Inclusion Action Plan, with a view to updating further in line with the new Corporate Plan in 2025/26.	March 2025	Head of Organisational Development	Housing, Health and Communities

URN : 24-022
Report Title : Re-profiling UKSPF and REPF delegated Grant Schemes
Report to: Cabinet
Date of meeting : 8 April 2024
Responsible Cabinet Member: Cllr Daniel Candon
Responsible Director / Officer : Executive Director of Place, Natasha Hayes
Is this a Key decision ? Yes
Forward Plan of Key Decisions: 27 February 2024

EXECUTIVE SUMMARY / INTRODUCTION FROM CABINET MEMBER

This report sets out proposed adjustments to the UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) delegated grant schemes set out and approved by Cabinet on 9 October 2023. These proposals relate solely to aligning the grant values and intervention rates to applicants' expectations, rather than the overall value of the grant pots or the grant processes.

RECOMMENDATIONS :

That Cabinet :

1. Notes and considers the proposed changes to the grant scheme and instructs officers to implement changes to meet the proposed timeline.

1. Introduction

- 1.1. The UK Shared Prosperity Fund (UKSPF) and Rural England Prosperity Fund (REPF) Investment Plans include delegated grant schemes, as set out in Paragraph 2.1.
- 1.2. Potential applicants to those schemes have reported that the current maximum grant award value and the match funding contribution don't align with their needs or the 'tipping point' required to bring about the investments.
- 1.3. To maximise potential applicants' interest in – and uptake of – UKSPF and REPF ringfenced for delegated grants and deliver the outputs/outcomes, adjustments are proposed.
- 1.4. The adjustments relate solely to grant values, match funding expectations and grants panel composition; the individual schemes, the various checks and the processes for REPF approved by Cabinet on 9 October 2023 would remain unchanged.
- 1.5. These adjustments also reflect UKSPF and REPF delegated grant programmes being delivered elsewhere, including in neighbouring districts.

2. Work to Date / Proposal

- 2.1. The UKSPF Investment Plan includes discretionary grants schemes under three interventions. The current and proposed schemes are as follows:

(a) E4: Culture Support Package (institutions and infrastructure support)

- Current (2023/24) capital grant scheme – £10,000 maximum grant with a 50% applicant contribution
- Proposed (2024/25) capital grant scheme – £20,000 maximum grant with a 20% applicant contribution

(b) E6: Culture Support Package (seed-funding arts, heritage, and culture programmes)

- Current (2023/24) capital grant scheme – £10,000 maximum grant with a 50% applicant contribution
- Proposed (2024/25) capital grant scheme – £20,000 maximum grant with a 20% applicant contribution

(c) E10: Sports & Wellbeing Package (seed-funding infrastructure and activity)

- Current (2023/24) capital grant scheme – £4,732 maximum grant with a 20% applicant contribution
- Proposed (2024/25) capital grant scheme – £20,000 maximum grant with a 20% applicant contribution
- Up to five £3,000 grants with a 0% applicant contribution – i.e. fully-funded support for smaller, high-impact projects
- It is proposed that the total revenue grant funding allocation of £32,000 and associated outputs and outcomes for local sports facilities, tournaments, teams, leagues, and grassroots sport be delegated to Active Norfolk to administer on behalf of the Council as a formal delivery partner.

2.2. There are two REPF Investment Priorities, with several subsidiary interventions:

Investment Priority 1: Supporting Rural Business

- Current (2023/24) capital grant scheme – £20,000 maximum grant with a 50% applicant contribution
- Proposed (2024/25) capital grant scheme – £100,000 maximum grant with a 20% applicant contribution

Investment Priority 2: Supporting Rural Communities

- Current (2023/24) capital grant scheme – £20,000 maximum grant with a 50% applicant contribution
- Proposed (2024/25) capital grant scheme – £60,000 maximum grant with a 10% applicant contribution

3. Impact / Next Steps

3.1. Further engagement and collaborative activities will be held in partnership with business support organisations such as Arts Culture and VCSE organisations, Norfolk Chamber of Commerce, Local business networks, The Broads Authority, Visit Great Yarmouth, National

Farmers Union, Country Landowners Association, land agents, the Farming & Wildlife Advisory Group, The Royal Norfolk Agricultural Association.

- 3.2. There will also be a formal communications plan to coordinate promotion of the schemes through parish councils, press releases, social media and local communication channels, including the Business Update Newsletter, circulated to around 1,600 local businesses every 4-6 weeks.
- 3.3. It is recommended that all UKSPF and REPF funded delegated grants continue to be administered by the Inward Investment Team, using the same processes agreed by Cabinet in October 2023.
- 3.4. Rather than publish regular calls and application windows for each scheme, it is proposed to operate an open, rolling call for expressions of interest between 10 April 2024 and 31 November 2024 to maximise access to and uptake of the scheme, mirroring the format adopted by other local authorities.
- 3.5. The deadline for applications – those expressions of interest invited to proceed – would be 31 December 2024, with a final grant claim deadline of 28 February.
- 3.6. It is recommended that on the basis of the higher grant values set out in Section 2, awards are determined by a grants panel comprising cross-party membership – 3 members nominated by Cabinet and 2 members nominated by the opposition group, with officers acting in an advisory capacity only, this is a change from the previous delegation to officers, as set out in the October 2023 Cabinet report.
- 3.7. That grants panel would receive and consider all grant applications. It would award funding and apply any additional conditions on a best-value basis to one or more applicants on the basis of the information in applications, investment due diligence and other commentary from Inward Investment and any additional commentary from Finance.
- 3.8. The grants panel would convene monthly, as agreed, unless there are no applications to consider.

4. Financial Implications

- 4.1. All UKSPF and REPF grant funding has been secured and confirmed, Internal resources to administer these schemes will be undertaken by officers already place within the Inward Investment service; there is no new capacity funding to administer/deliver.

5. Risk Implications

- 5.1. The distribution of delegated discretionary grants must be carried out in a manner that assures a) a competitive and transparent allocation process, and b) adherence to subsidy assessment and control requirements. The associated officers are experienced in every aspect the design and delivery of grant schemes, including COVID grants and other major publicly funded business grants. These systems are in place.
- 5.2. Unless the delegated grant schemes are optimised as proposed, there is a risk that they will be under-subscribed at the conclusion of the UKSPF programme on 31 March 2025.

6. Legal Implications

The proposals meet the requirements of Article 43 – Grant Procedures – of the Council's constitution.

7. Conclusion

- 7.1. To ensure that the UKSPF and REPF funded grant schemes meet the needs and expectations of potential applicants, a number of adjustments are proposed. These adjustments will reduce the risk of the schemes being under-subscribed at the conclusion of the UKSPF programme on 31 March 2025.

8. Background Papers

Reference made to Report presented to Cabinet 9 Oct 2023; 23-247 Rural England Prosperity Fund (REPF) Grant Scheme

Areas of consideration: e.g. does this report raise any of the following issues and if how have these been considered/mitigated against?

Consultations	Comment
Monitoring Officer Consultation:	As part of ELT review
Section 151 Officer Consultation:	As part of ELT review
Existing Council Policies:	In line with Article 43 of the constitutions
Equality Issues/EQIA assessment:	Not applicable; grant applicants and awardees will be determined on a competitive, transparent basis by factors other than protected characteristics – e.g. eligibility conferred by Government-defined geographies.

URN: 24-015

Subject: Waste Collection Policy

Report to: Cabinet

Date of Meeting: 8th April 2024

Responsible Cabinet Member: Cllr Paul Wells

Responsible Director / Officer : Natasha Hayes/James Wilson/Paul Shucksmith

Is this a Key decision ? Yes

Date added to Forward Plan of Key Decisions if a Key Decision: 9th February 2024

SUBJECT MATTER

A Waste Collection Policy for Great Yarmouth has been produced which brings together both national legislation and the Council's own guidance and rules in relation to the household waste collection service operated by the Council.

This report seeks Cabinet approval to formally implement this policy.

RECOMMENDATION

- That Cabinet agree to approve the document as Great Yarmouth Borough Council's Waste Collection Policy

1. Introduction

- 1.1.** Great Yarmouth Borough Council has the designation of being a "waste collection authority". This means it is legally responsible for providing a collection service for waste deemed as "household" from properties within its administrative area.
- 1.2.** National legislation is in place which defines the responsibilities of the Council to carry out this function and determines the designation of waste dependant on its source. It also informs where the Council can make charges for collection of certain waste e.g. bulky items, or from certain types of properties.
- 1.3.** Whilst the Council has the duty to collect household waste it is able to make its own localised requirements as to how this service operates such as the container types used and where bins are placed out for collection.
- 1.4.** The Council has over the years introduced various rules and requirements around the waste service. For example, when the wheeled bin service was introduced in 2005 a

general set of rules were provided to householders. However up until this point these have never been formulated into a single document. A Waste Collection Policy has now been produced which brings together both national legislation and the Councils localised rules and guidance around using the waste collection service.

2. Points covered within the policy.

2.1. The Borough Council provides a variety of waste collection services. The policy provides operational guidance and rules for the public around how these services operate. The areas covered within the Policy include:

- The standard kerbside collection utilising 240L twin bins for residual waste and recycling.
- Alternative collection options for properties not suitable for the standard service including communal bins and bag collections.
- The subscription garden waste service.
- The bulky waste collection service.
- Collection of other types of waste e.g. hazardous or clinical.
- National regulations relating to the definition of waste produced at specific property types and consequently the Councils stance on these for collection.
- General rules around using the service such as times and location bins may be placed out for collection, missed bins, overweight bins, contaminated recycling etc.
- Application for assisted collection or additional bins.

3. Amendments To Existing Rules

3.1. In the main the policy has not changed any of the Councils rules or guidance relating to waste collection. It has simply pulled together the Councils existing measures into one document and is a reiteration of existing rules or formalisation of historic working practises which have been in place.

3.2. Pulling these rules and guidance provided an opportunity to review the Councils stance and a small number of amendments to the rules have been included. These have been done for either operational reasons or to bring into line rules which were not necessarily in sync with the Councils stance on similar matters. The following are the amendments to current practises.

3.3. Residents on the standard service have historically been only able to have a single recycling bin. We have over the years had many requests from residents who would like an additional recycling bin due to quantity of recycling they produce. Under the Policy, to promote recycling, residents would be entitled to have additional recycling bin (provision of which would incur the standard additional bin charge). Where these are provided and subsequently mis-used they would be dealt with via the contamination process.

3.4. Garden waste bins have in the past been transferable to other people e.g. the bin is given to another person who then takes up the service. This has caused admin issues around the service where bins are swapped between properties, and we have no record of this. Under the Policy garden waste bins could no longer be transferred.

3.5. Currently properties can apply for additional bins in certain circumstances:

- There are 6 or more permanent residents in the household.
- There are 5 or more permanent residents including a child in nappies in the household.
- A large amount of offensive/hygiene waste is being produced at property.

These are supplied at the standard charge with the exception of bins provided for hygiene waste. To bring charging for additional bins into line, under the Policy for the purposes of hygiene waste additional bins would also now be chargeable.

3.6. The Council operates a kerbside collection across the Borough. This means householders should present their waste containers out for collection at a point adjacent to the public highway. Across the Borough are a number of properties sited on private unadopted roads and tracks. These are a mixture of farms, housing linked to commercial properties and general residential properties. In some cases, residents' site their bins at the entrance of these roads and tracks adjacent to the public highway. However, in some cases refuse collection vehicles are having to go down these private roads to collect bins. Operationally this can cause problems. Some of these properties are quite remote and can take the crew up to 15 minutes to collect a single bin. Some tracks are of a very poor standard with large potholes and little maintenance which again delays collection but also risks damage to the vehicle. In some cases, tracks are too narrow for a standard vehicle to drive down and a smaller vehicle must be used to specifically just to collect waste from that single property. Additionally, in some cases surfacing used, such as brick weave, on these private roads, have not been installed to a standard to take the weight of a refuse collection vehicle and complaints are received about damage or subsidence the vehicle has caused.

3.7 Under the Policy householders on private unadopted roads would be required to present their bins at a point adjacent to the public highway like all other householders in the Borough. An exception would be made where the road services 6 or more properties and the road is of a standard to enable access and, where required, turning of the standard refuse collection vehicle. Where deemed necessary the Council would also require indemnity from residents for any damage to the road before being prepared to access it.

3.8 Where we have a request for an assisted collection at one of the affected properties, we would review this as normal on a case by case basis, taking into consideration the condition of the access road and the implications on the resident if we were not able to collect from the property.

4. Financial Implications

- 4.1.** There are no current direct financial implications identified, there are likely to be some time efficiencies for the waste collection crews associated with the farm track and unadopted roads section of the policy.

5. Legal Implications

- 5.1.** Whilst the Policy provides localised rules and guidance for utilising the Council waste services it does it in line with the Councils obligations under the Environmental Protection Act 1990 and the Controlled Waste Regulations 2012.

6. Risk Implications

- 6.1.** No risks have been identified

Area for consideration	Comment
Monitoring Officer Consultation:	No
Section 151 Officer Consultation:	No
Existing Council Policies:	No
Financial Implications (including VAT and tax):	No
Legal Implications (including human rights):	Policy in line with legislation and government guidance.
Risk Implications:	No
Equality Issues/EQIA assessment:	Assisted collection aspects of policy.
Crime & Disorder:	No
Every Child Matters:	No



GREAT YARMOUTH BOROUGH COUNCIL

WASTE COLLECTICION POLICY

Introduction

Legislation

Great Yarmouth Borough Council is classed as the Waste Collection Authority, and as such, under section 45 of the Environmental Protection Act 1990, have a statutory duty to collect household waste from all domestic properties within the Borough. Under section 46 of this Act, the Council does have specific powers to enable these collections and are able to stipulate:

- the size and type of the collection receptacle(s)
- where the receptacle(s) must be placed for the purpose of collecting and emptying
- the substances or articles which may or may not be placed within the receptacle(s)
- the frequency of collection(s)

A waste collection authority is not obliged to collect household waste that is placed for collection in contravention of any requirements it makes under this section.

The Controlled Waste (England and Wales) Regulations 2012 provide further guidance around what waste is deemed as “household” waste and identifies where charges can be made for collection and/or disposal for specific waste streams or types.

The Borough is not responsible for the actual disposal of residual waste which is a function carried out by Norfolk County Council who act as the Waste Disposal Authority. For all residual waste types, including household kerbside collection, household bulky item collection, flytipping and street-sweepings, the Borough Council delivers this waste to a reception point determined by Norfolk County Council, who then take over responsibility of the waste for disposal. The onward transportation and processing of kerbside recycling and garden waste is a function that the Borough Council arranges.

Kerbside Collection

Standard Service

The standard service across the Borough for the collection of residual domestic waste and dry recycling from individual properties is an alternate weekly collection meaning a recycling collection will occur one week and residual waste the following week. The bin provision for this is-

- Residual waste (waste which cannot be recycled)- Black 240 Litre wheeled bin
- Dry recycling – Green 240 Litre wheeled bin

Where a property is provided with the standard service only, waste presented in wheeled bins provided by Great Yarmouth Borough Council will be collected.

Residual Waste Bin

Only waste produced by a householder on a normal day to day basis that cannot be recycled should be placed in this wheeled bin. Waste which is also not permitted in the residual bin are -

- Garden waste (the Council offers a separate service for this material)
- Construction or demolition waste (general household DIY waste is acceptable)
- Hazardous waste
- Items which do not fully fit into the bin. This will be considered as “bulky waste”, and the Council offers a separate service for this
- Business waste unless this forms part of a trade waste collection contract with the Borough Council or GYS

Where such waste is found to be placed within the bin it shall be refused collection. Operatives will sticker or tag the bin to identify the reason for its refusal. Bins will not be collected on subsequent collections, until the offending material has been removed. In such cases the Council will not return to empty the bin until the next scheduled collection. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable.

Only residual waste placed inside the bin will be collected. Additional residual waste left outside or on top of the bin (sidewaste) will not be collected. Where such waste is left out on public land it will be considered as flytipping.

Over the Christmas period where collection dates may change and potentially exceed 14 days between residual collections, an exception will be made to the Council collecting sidewaste. For the residual collection following collection, the Council will collect an

additional single bag of side waste where householder leave it on or next to their waste receptacle.

Recycling Bin

The Borough Council operates a co-mingled recycling collection meaning a range of materials may be placed in the same bin which is subsequently manually and mechanically sorted at a Materials Recovery Facility (MRF) and then sent on for onward processing.

Only materials which the MRF is able to sort and find end markets for, are accepted in the recycling bin.

Materials currently accepted are: -

Paper	Newspapers, magazines, paper - white and coloured, greetings cards, envelopes (including window type), clean paper bags, telephone directories/yellow pages and similar directories, wrapping paper, junk mail, shredded paper
Clean Card	Cardboard, cardboard egg boxes, domestic cardboard tubes (e.g. kitchen and toilet roll tubes), food packaging, composite card, plastic, packaging
Steel/Aluminium Cans	Steel and aluminium food and drink cans, pet food cans and food trays
Aerosol Cans	Aerosols – including personal and beauty product aerosols, cleaning products and domestic insecticides (e.g. fly spray aerosols). Please ensure these are fully emptied
Plastic bottles	Food and drink bottles, personal care products, household cleaning products, cooking and food oil bottles, trigger spray bottles, pump spray bottles, roller ball bottles
Plastic pots, tubs and trays	Plastic rigid containers including food pots, tubs and trays
Waxed composite food beverage and similar containers, including fabric conditioner	Tetrapak type containers used for drink, food and fabric conditioner

Glass food and beverage containers	Glass jars and bottles
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- All materials must be placed in the recycling bin loose and not in plastic bags or any other container
- All materials must be clean, dry and empty
- Only items listed above will be accepted in the bin. General, kitchen or garden waste is not permitted in the recycling bin
- Business waste is not permitted in the recycling bin unless this forms part of a trade waste collection contract with the Borough Council or GYS
- Excess recyclable materials will be collected if left next to the Recycling Bin loosely in a cardboard box. Glass should be prioritised in being placed within the recycling bin rather than being left as side material to avoid issues around jars or bottles being smashed or broken. Recyclable materials left out in bin bags or carrier bags will not be accepted. Cardboard not able to fit in the recycling bin may also be placed next to the bin for collection where it has been flattened and any other packaging such as plastic straps or polystyrene removed. Cardboard which is significantly wet or saturated will not be collected, it is advisable for householders to only place out additional cardboard in drier weather conditions or just before collection occurs.

Contamination Of the Recycling Bin

The Borough Council has an obligation to ensure that the recycling it collects is of standard to enable onward processing. General waste and unclean materials affect this quality and can also negatively affect the quality of other materials it is mixed with.

Consequently, recycling bins left out for collection will be deemed as “contaminated” for the following reasons:

- Where the bin contains general waste including but not limited to food, garden, nappies or DIY waste
- Where any other items not currently accepted by the service are placed in the bin
- Where packaging is unclean e.g. bottles or containers still contains food or liquid or not been adequately washed out, cardboard which is greasy or substantially wet
- Where the materials have been bagged. Due to the method of processing recycling material is required to be loose in the bin

Refuse operatives will check recycling bins at the point of collection for any unacceptable material. Where a bin has been deemed contaminated, it will not be collected, and the bin will be stickered/tagged to identify this. The householder will receive a subsequent letter informing them of the refusal and what steps need to be taken. Bins will not be collected on

subsequent collections until the offending material has been removed. In such cases the Council will not return to empty the bin until the next scheduled collection. Where a household is found to have contaminated a bin in subsequent collections within a 6-month period, a second letter will be generated highlighting there has been a repeat problem. If a third occurrence of contamination, then occurs within a further 6 months, the property will be visited by an Officer who will look to ascertain reasons for the ongoing misuse of the bin and provide education and guidance.

Following such a visit, where deemed necessary or appropriate, the Borough Council may remove the recycling bin and the household will not have access to this service. The householder will not be provided with additional residual capacity, and it will be down to the householder to manage with reduced capacity. Where a household has had their recycling facility removed if at a later date, they wish to re-institute this service administration charges for the delivery of a replacement bin will be applicable.

It will be down to the householder to remove any offending material regarding a bin which has been refused as contaminated before collections recommence. Where bins are heavily contaminated householders are able to arrange an additional empty which would be chargeable.

General Requirements For Recycling And Residual Waste Collections

- Lids of bins must be closed
- Bins must be of a manageable weight to be collected. Overweight bins which operatives are unable to safely move will not be collected and will down to the householder to address. In such cases the Council will not return to empty the bin until the next scheduled collection and the bin will be refused if it is still overweight. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable
- For hygiene reasons it is advisable that residual waste is bagged when placed in the bin
- If a resident requires an additional empty of their bin between collections this will be a chargeable service
- Where a resident moves into a property the Borough Council is not responsible for any issues found relating to the properties bins e.g missing, damaged, full or contaminated. In such cases standard charges would still be applicable for replacement bin(s) or additional emptying.
- The Borough Council is not responsible for misuse of residents bins by other persons. Whilst the Council may investigate flytipping into a residents bin it is not responsible for the removal of any such waste or contamination. This would be down the householder whose bins have been mis-used

- Collection of bins will not start before 06.30 am. The Council will provide information available on their website about designated collections days though the Council cannot specify a collection time. Collection times may vary week to week.
 - One off changes to collection days due to public holidays will be advertised on the Councils website and advertised through social media. Residents should expect changes to collection days over public holidays and check for these changes. Collection days may be brought forward early or put back. The Council is not responsible for returning to collect bins where a resident was not aware their collection day had changed.
 - For operational purposes, it may be necessary to change the designated collection day on a more permanent basis. In these instances, residents will be informed of these changes in writing.
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- The Borough Council operates a kerbside collection meaning bins will be picked up from adjacent to the public highway. Bins must be presented for collection at the front curtilage of the residents property close to the road unless otherwise directed by Great Yarmouth Borough Council or Great Yarmouth Services
 - In some cases, collections may occur from a communal collection point. Such collection points will be within a reasonable distance from the property using them. The Council will endeavour to find a suitable collection point within 25m of any properties using them. This will however be subject to vehicular access to collect the bins and an appropriate area where bins can be communally located without causing obstruction whilst awaiting collection
 - Where residents present their bin on a public footpath or verge, they should be placed in a manner not to cause an obstruction to other users
 - Bins may be placed out after 6.00pm on the proceeding night of collection and should be placed out prior to collection taking place. It is advisable to place bins out by 06.30am to ensure they are out in time for collection.
 - Following collection, bins should be taken back onto residents properties at the earliest opportunity with an expectation that this should be done on the same day that collection has taken place
 - So that bins can be returned to the correct address and are identifiable as to whose they are, residents should mark up their bins with their house name or number.

Properties Not Suitable For The Standard Service

In some instances, properties may not be suitable for the standard service. This may include, but not limited to:

- Flatted areas where other forms of storage would be more suitable due to the volume of 240l bins that would be required to service the properties
- There is no reasonable storage space to accommodate bins at the property
- The property is accessed via steep inclines or steps, so making it impractical to use wheeled bins.
- The bins would have to be wheeled through the house to the collection point
- The adopted highway is not suitable to be accessed by the standard collection vehicle
- Any other exceptional circumstance as agreed by the Council.

Utilising an alternative method of collection may be proposed by the Council or residents, property owners or managers may request it. In this instance, it will be down to the discretion of the Council to determine the alternative method of collection, though wherever possible this will be done in conjunction with the property owner, manager or resident and taking into any account any concerns raised. However, as per its entitlement under section 46 of the Environmental Protection Act it will be down to the Council's discretion as to how it collects waste from a property and consequently will make the final decision as to what service the property receives. Street scene aesthetic concerns will not be classed as a reasonable exemption from the provision of standard wheeled bins. Where a property does not wish to be collected via the method determined by the Council then the Council reserves the right to cease collecting waste from the property who will have to make their own alternative arrangements for collection.

Alternative Collection Methods

Communal Bins

For some households such as flatted areas, high populated residences and Houses of Multiple Occupation using larger bins for residents to share (communal bins) may be deemed more appropriate for easier storage, use and emptying.

- Where bins are supplied for the use by individual buildings such as blocks of flats, HMO's, Housing Associations or Council Housing the owner, manager or housing provider will be liable for the costs associated with the purchase and supply of the bins and any subsequent replacement or repairs. The bin will become the property of the purchaser
- Where bins are supplied as a communal disposal point to properties with no storage for bins the Council will supply and maintain the bin. The bin remains the property of the Council

- Only bins purchased through the Council will be permitted. Charges will be based on the current cost at the time of providing the bins
- Only the allocated number of bins for the property will be collected based on the provision covered in the Policy. If a property would like additional storage the emptying of the additional bins would be chargeable
- Where bins are supplied for the use by individual buildings such as blocks of flats, HMO's, Housing Associations or Council Housing the owner, manager or housing provider then there will be an expectation that the provision is for both refuse and recycling bins
- The Council reserves the right to rebalance existing communal collections to a ratio it deems appropriate e.g to give equal capacity to refuse and recycling . This could mean in some cases this existing residual waste capacity is removed and new recycling capacity will need to be provided. In such cases owners of bins may incur charges for any alterations required such as swapping of lids
- Where bins are supplied at a communal disposal point to properties with no storage for bins the Council endeavour to provide both refuse and recycling bins however this may be dictated by available storage space on the public highway. In such cases where storage space is limited, the Council will prioritise with residual waste bins and look to provide recycling via another method e.g a smaller bin, bags or recycling banks
- Where damage to a bin is such that it is deemed to pose a hazard for a crew to either move or empty then it will not be emptied. The property owner or manager will be notified, and service will be suspended until the bin is either repaired or replaced and collections will be commenced from the next scheduled collection.
- The standard frequency of collections for communally collected bins will an alternate weekly collection in line with the standard collection. Where the Council has sited bins as a communal disposal point to properties with no storage for bins and there is limited storage on the highway for additional capacity the Council may by exception collect these bins more frequently.
- The Council reserves the right to amend collection frequency. Where it does this and a property would be entitled to additional capacity then it would be down to the property manager or owner to pay for these bins
- Where a property requires an additional empty of bins between collections this will be a chargeable service
- Rules regarding what is permitted in the residual waste bin is the same as covered under the standard collection. As per the standard collection side waste is not permitted with the exception of the first collection following Christmas where the Council will permit one bag per household that the communal bins serves to be left out as additional waste.
- Rules regarding what is permitted in the recycling bins is the same as covered under the standard collection albeit recycling side waste is not permitted to be left out next to communal bins

- Bins must be of a manageable weight to be collected. Overweight bins which operatives are unable to safely move will not be collected and will be down to the property owner/manager to address. In such cases the Council will not return to empty the bin until the next scheduled collection and the bin will be refused if it is still overweight. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable
- Where bins are supplied for the use by individual buildings such as blocks of flats, HMO's, Housing Associations or Council Housing no waste or recycling left outside or around the bins will be collected. This includes but is not limited to, large bulky items, excess waste or recycling. It is the responsibility of the residents or managing agents to remove these items to enable collections.
- Where a bin supplied for the use by individual buildings such as blocks of flats, HMO's, Housing Associations or Council Housing is not accessible due to loose waste, recycling, or bulky items the bin will not be emptied. It is the responsibility of the residents or managing agent to remove these items. The bins will then be emptied on the next scheduled collection day if the bins are accessible. Requests to clear bins or collection areas will be chargeable
- The Borough Council is not responsible for misuse of communal bins by other persons. Whilst the Council may investigate flytipping into a communal bin it is not responsible for the removal of any such waste or contamination. This would be down to the property whose bins have been mis-used
- The Council will determine collection points for communal bins on a case-to-case basis. The Council reserves the right to require that bins are presented at the curtilage of a property in the same manner as the standard service. Where the Council collects from a bin area it must be accessible by the collection crew. It is the responsibility of the managing agent or owner to ensure the Council are informed and provided with any keys or codes to access locked bin stores. Where keys and electronic fobs are used, the Council must be provided with these at no charge and the Council accepts no liability for lost or replacement keys/ electronic fobs.
- Where bins are required to be presented at the curtilage of a property they must be available for collection by 06.30 on the designated day of collection. Changes to collection days due to bank holidays will be advertised on the Council's website and in local media

Contamination Of Communal Recycling Bins

If a communal collection bin is contaminated with the wrong material, it will not be emptied. The Council will make reasonable attempts to notify residents and/or the owner/manager that the bin has been rejected. It is the responsibility of the residents, owner or managing agents to remove these items so that the bin can be emptied on the next scheduled collection day.

If a resident/managing agent requests to have a contaminated bin emptied, there is a charge for this service. A charge would also be applied if they require emptying of a bin which has had contaminated material removed prior to the next scheduled collection.

Sack Collections

The Councils preferred collection for recycling and residual waste is via wheeled or communal bins, however there are a small number of households where storage of bins at the property or in its locality is not feasible. In such cases they will be put on sack collection.

- In such cases where sacks are used, the rules around what may be put in each sack apply as per the standard refuse and recycling collection.
- When collecting sacks, the collection crews will assess the weight of the sack. If it is too heavy to carry safely to the vehicle, the sack is likely to split, or the collection crew cannot safely lift it into the vehicle it will not be collected. Where any sack is found to be too heavy, the householder will be required to remove sufficient material from it and dispose of it in an additional sack. Once sufficient weight has been removed, the sack should be presented on the next scheduled collection date. We will not return to collect the sack before the next scheduled collection date. If the householder needs the excess material to be removed and disposed of this can be arranged. Only waste contained within sacks will be collected and does not include bulky items.
- A stock of residual waste and recycling sacks will be delivered to properties at least once annually. Residents requiring further sacks will be able to contact the Council for further bags.
- Only recycling presented in Council provided bags will be collected. These bags will meet the requirements for onward acceptance and processing as required by the Material Recovery Facility the recycling is sent to.
- In the case of contaminated recycling bags, these will be rejected and will be down to the householder to remove sufficient material from it and dispose of it via the residual collection. Once the contaminated material has been removed, the recycling sack should be presented on the next scheduled collection date. We will not return to collect the sack before the next scheduled collection date.
- Collection of both residual waste bags and recycling will be on a frequency determined by the Council which will be based on service availability and accessibility for individual properties. The Borough Council will inform individual properties on this service of relevant collection days.
- Collection of sacks will not start before 06.30 am. The Council will provide information to residents about their designated collection day. Collection times may vary week to week.
- One off changes to collection days due to public holidays will be advertised on the Councils website and advertised through social media. Residents should expect changes to collection days over public holidays and check for these changes. Collection

days may be brought forward early or put back. The Council is not responsible for returning to collect bags where a resident was not aware their collection day had changed. For operational purposes it may be necessary to change the designated collection day on a more permanent basis. In these instances residents will be informed of these changes in writing. The Borough Council operates a kerbside collection meaning sacks will be picked up from adjacent to the public highway. Sacks must be presented for collection at the front curtilage of the residents property close to the road unless otherwise directed by Great Yarmouth Borough Council or Great Yarmouth Services.

- In some cases collection of sacks may occur from a communal collection point. Such collection points will be within a reasonable distance. This will however be subject to vehicular access to collect the bags and an appropriate area where bags can be communally located without causing obstruction whilst awaiting collection.
- Sacks should be presented securely tied and where residents present their sacks on a public footpath or verge they should be placed in a manner not to cause an obstruction to other users
- Sacks may be placed out after 6.00pm on the proceeding night of collection and should be placed out prior to collection taking place. It is advisable to place sacks out by 06.30am to ensure they are out in time for collection. Bags left out at any other time will be considered as flytipping

OTHER WASTE COLLECTION SERVICES

Garden Waste Service

The Borough Council operates a chargeable opt-in garden waste kerbside collection service. Residents are able either to choose between:–

- Garden waste Brown 240 Litre wheeled bin as an annual subscription collected fortnightly with the exception of Christmas

Or

- Garden waste bags sold as a pack of 12 or 24 which can be used and collected on an ad hoc basis

The following conditions apply to using this service:

240L Wheeled Bin Annual Subscription

- The garden waste collection service is an annual subscription service paid in advance and can be joined at any time throughout the year. In the first year the subscription charge for a new customer incorporates a charge for the purchase of the brown bin and in subsequent years they will only pay a renewal charge for collections. Only bins purchased through Great Yarmouth Borough Council may be used as part of this service
- Residents are not limited to just one bin and have the option to subscribe to having multiple bins
- The subscription can be cancelled at any time. However, no refunds will be given in lieu of collections scheduled for the time after the cancellation or for the bin purchased when subscribing to the service.
- A pricing review is carried out annually, therefore any increase in price of the garden waste service will be applied as from 1 April each year
- To enable emptying bins must be clearly labelled with the property address. This is to ensure that only properties with a live subscription are emptied. Bins not labelled may not be emptied
- The bin will be emptied fortnightly during the subscription period. New subscribers receive a calendar on delivery of the bin which will advise of the collection day. Collection dates display as a rolling annual calendar and has taken into account all bank holidays. This is not a reflection of the amount of collections paid for but a standardised calendar of dates on which the crews will attend the area. Dates for collections of all bins will also be available on the Councils website

- The bin may be placed out after 6pm on the proceeding night of collection and should be placed out for collection by 06:30am on the day of collection. They should be taken back onto the curtilage of the property at the earliest opportunity after the collection has taken place. Bins should be placed in the same location where the recycling/residual bin is placed for collection unless otherwise advised
- All material should be:
 - placed loose in the bin (not bagged)
 - comprised of garden waste only
 - fully contained within the bin as the bin lid must be closed
- The following items can be placed in the garden waste bin:
 - leaves
 - twigs
 - pruning's
 - grass cuttings
 - weeds and plants
 - cut flowers
 - small branches (under 10cm in diameter and 60cm in length)
 - plant cuttings
 - hedge clippings
 - uncooked vegetable peelings
- Anything not listed is prohibited including soil or turf
- Ash trees, leaves and pruning's cannot be accepted in this service for composting due to ash dieback disease.
- Bins presented for collection that are too heavy to be safely moved by the operatives, or are contaminated with non-garden waste, will not be emptied. In such circumstances it will be down to the householder to remove any offending waste. In such cases the Council will not return to empty the bin until the next scheduled collection. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable
- Any additional garden waste, or waste not associated with the garden waste service left on top or at the side of the garden waste bin, will not be collected
- No refunds will be given for missed bins. Arrangements will be made for their separate collection provided they were at the designated collection point by 06:30am on the day of the programmed collection. Where a resident has not placed a bin out for collection it will be assumed no collection is required
- Severe weather conditions or other events outside our control may prevent collections taking place. If a collection cannot take place on a households allocated day for these reasons, we will make reasonable attempts to collect the waste as soon as it is reasonably practicable to do so. In these circumstances no refunds will be given though where we are unable to provide a collection the Council will look to extend a households subscription accordingly

- As the resident has purchased the bin it remains their property. Accordingly, the bin and subscription may be taken with them should the householder move address
- If the householder does move address, it will be down to them to notify the Council they wish to continue with the garden waste service at their new address to continue to receive collections
- Where a resident no longer wishes to subscribe to the service the bin remains their property. The Council will remove this bin for a charge if required
- Should the bin become damaged due to misuse, lost, stolen, or general wear and tear there will be a charge for a replacement bin. No charge will be applied if the bin is damaged while in the process of being emptied by an operative of Great Yarmouth Services Ltd within the first twelve months of subscribing to the service.
- Where a bin falls into the refuse collection vehicle during the emptying process the Council will replace the bin free of charge
- Households are able to share a bin. Those wishing to do this must register the bin to one property from which the collections will be made and make one subscription payment.
- The council will publish its terms and conditions for using the service on its website
- The Council will inform residents when renewal of their garden waste service is due and instructions on how to pay for this renewal
- Where a resident does not renew their subscription collections will automatically stop

Garden Waste Bags

Residents not wishing to a regular collection service are able to purchase compostable garden waste bags. These are provided in bundles of 12 or 24. What may be placed in these bags is identical to those listed under the garden waste subscription service. When a resident fills bags and requires a collection they should contact the Council to arrange this. A resident can arrange collection for however many bags they have filled and are not obliged to use them all in one collection. Collection will occur the next time the garden waste vehicle is operating in that area. Bags should be placed out for collection after 6pm on the preceding night of collection and should be placed out for collection by 06:30am on the day of collection. Bags should be placed in the same location where the recycling/residual bin is placed for collection unless otherwise advised. Only garden waste contained within the bags will be collected. No refunds will be given for unused bags.

Bulky Waste Collections

The Council offers all residents a chargeable bulky waste collection service. This service can be booked online via the Council's website or via phone.

Residents can check the Council's website for details as to what items can be booked for collection via this service. The service will not collect-

- Commercial waste
- Items which are excessively heavy
- Hazardous waste

Charges for this service are reviewed annually as part of the Councils fees and charges process.

Conditions for using this service are-

- Payment is taken at the time of booking
- When booking the service a designated collection day will be given. The Council is unable to specify a collection time
- All items may be presented for collection after 6pm on the proceeding night of collection and by 06.30am on the specified day of collection. Where items are put out on public land either before collection has been booked or earlier than the evening before collection is due to occur without the Councils consent the items will be considered as being flytipped
- The Council does not offer a service to collect items from within properties or outbuildings
- All items of waste must be left together as close as possible to the edge of the boundary of the property, as close to the highway or access road as possible, easily accessible for the crews and presented in a safe fashion which does not cause any obstruction or danger to the public
- Collection point for properties with difficult access e.g. flats, shall be agreed with the Council before collection
- Once a booking has been made for this service, additional items cannot be added
- Only items on the booking will be collected. Any additional items left out on public land will be considered as flytipping
- Once a booking has been made for the service then the fee is non-refundable, this includes where the resident no longer requires the service
- If the event of the Council being unable to collect an item on the designated day due to operational issues such as inclement weather the collection will occur at the earliest opportunity
- Where the Council attempts to make a collection and the items have not been presented out for collection the fee will be forfeited by the householder and they will not be entitled to a refund. If the householder still requires the items to be collected, they will need to rebook the service which will be chargeable at the normal price.

Offensive / Hygiene Waste

The Council does not offer a separate collection for low grade offensive / hygiene waste, i.e. non-infectious waste such as incontinence pads, nappies, feminine hygiene products or similar. This waste should be double wrapped and placed in the residual waste container. Where a large quantity is being produced then the household may be eligible for additional residual capacity. This will need to be applied for via the additional bin application process. Where a resident requires additional capacity for such waste additional capacity will be provided at the normal charge for an additional bin.

Self Medicated Infectious Healthcare Waste

Norfolk County Council has an agreement in place for residents to take sharps and needles to select pharmacies located around the Borough. A list of these sites is available on the Council's website. Residents with such waste will be directed to these locations in the first instance. Where a resident does not have the ability or mobility to take their sharps to a designated pharmacy or generate other forms of healthcare waste the Council does offer a collection of these materials. This will be delivered through a third-party contract. Residents will need to contact the Council in the first instance who will setup collection through the third-party contractor. The contractor will arrange directly with the household relevant collection information including collection point, day of collection, frequency of collection, size and type of container and any other specific instructions. The Council does reserve the right to instigate relevant collection charges as per its entitlement under the Controlled Waste Regulations 2012.

Hazardous Waste And Dead Pets

The Council will offer a discretionary service for the collection of hazardous household waste and dead pets from households. Households will need to request this service and the Council will evaluate each request on its capability to arrange removal and disposal of such waste. Where the Council is able to arrange collection of such waste, the Council will provide a quote including relevant administration charges prior to collection which will be payable in advance. Please note dependant on the nature of the waste collection may be provided by an appropriate licensed third-party contractor. Guidance on collection arrangements will be given once booking and payment has been confirmed. The Council reserves the right to decline any such requests it does not feel it can accommodate.

Garden/House Clearances

The Council will offer a discretionary service for the removal of larger volumes of household waste. Households will need to request this service and the Council will evaluate each request on its capability to arrange removal of such waste. Where the Council is able to arrange

collection of such waste the Council will provide a quote including relevant administration charges prior to collection which will be payable in advance. Guidance on collection arrangements will be given once booking and payment has been confirmed. The Council reserves the right to decline any such requests it does not feel it can accommodate.

Waste Regulations-Specific Property Types

Places of Worship, Church and Village Halls

Where waste arises from a place of worship or from premises used wholly or mainly for public meetings, then one set of standard container and collection will be provided where a collection service is requested. The provision of the bins will be chargeable at the standard fee.

If the village hall, church, mosque, synagogue etc hires out such buildings to other groups not connected with the conduct of religious worship or public meetings this waste will be treated as commercial waste and should not be placed in these bins. The Council does reserve the right to instigate relevant collection charges as per its entitlement under the Controlled Waste Regulations 2012.

Club And Societies

Any waste arising from premises occupied by a club, society, or any association of persons in which activities are conducted for the benefit of the members is deemed as commercial waste and would not be collected as part of the household collection service.

Residential Hostels

Waste arising from residential hostels which provides accommodation only to persons with no other permanent address or who are unable to live at their permanent address is deemed as household waste. Where a collection service is requested, the Council will liaise with the owner/management of such properties to determine an appropriate number of bins based on number of rooms and typical occupancy. The provision of the bins will be chargeable at the standard fee.

The Council does reserve the right to instigate relevant collection charges as per its entitlement under the Controlled Waste Regulations 2012.

Residential Homes, Care Homes and Hospitals

Waste arising from residential homes or land belonging to or mainly used in connection with a residential home, premises forming part of a hospital or nursing home which is used to provide a care home service is deemed as household waste. Where a collection service is requested for residential and care homes waste provision entitlement will be one set of standard bins per room/unit or an appropriate number of communal bins. For hospitals waste collection provision where requested would be determined in liaison with the management of the facility. The provision of bins will be charged at the standard fee or in the case of communal bins current prices. The Council does reserve the right to instigate relevant collection charges and also pass on any disposal charges the Waste Disposal Authority determines as per the entitlement under the Controlled Waste Regulations 2012.

Charities And Charity Shops

Generally waste emanating from Charities is deemed as Commercial waste and the Council would not collect this as part of the household service. However, where a charity shop which sells donated goods which originates from a domestic property any such waste from this source is deemed as household waste. Where collection is requested, the Council will liaise with the owner/management of such properties to determine an appropriate number of bins for the premise. The provision of the bins will be chargeable at the standard fee. The Council does reserve the right to instigate relevant collection charges as per its entitlement under the Controlled Waste Regulations 2012.

Boat Waste

Only waste emanating from a boat used wholly for the purposes of living accommodation is deemed as household waste and the Borough Council will make provision in liaison with the owners for the collection of such waste. Waste emanating from boats not within the scope of providing permanent domestic habitation, including hire boats, is deemed as commercial waste and the Council is not responsible for the provision for collection of such waste.

Caravans, Tent's and Chalets

Waste arising from a caravan or mobile home site specifically for gypsies and travellers is deemed as household waste. Waste provision entitlement will be one set of standard bins per pitch or unit or an appropriate number of communal bins. The provision of bins will be charged at the standard fee or in the case of communal bins current prices.

Waste arising from camp sites, tents pitched on land other than a camp site or chalets and caravans which are used in the course of a business for the provision of self-catering accommodation, or which are not allowed to be used for human habitation throughout the year by virtue of a licence or planning permission are deemed as commercial waste.

Holiday Lets

Any domestic property which is used in the course of a business for the provision of self-catering accommodation is deemed as commercial and would not be entitled to use the household collection service.

Hereditaments

For the purposes of a composite hereditament, that is a property where living accommodation forms part of a commercial property such as a flat above a shop or pub which is occupied by staff or manager, any waste generated is deemed as commercial and would not be entitled to use the household collection service.

In relation to mixed hereditaments, such as a B&B which operates seasonally then the property will be issued with one set of standard containers and collection will be provided. The provision of the bins will be chargeable at the standard fee. Any waste relating to the business aspect of the property will be deemed as commercial and the Council is not responsible for the provision for collection of such waste.

Schools And Educational Establishments

Waste arising from schools and other educational establishments is deemed as household waste. Where an establishment requests a collection service the waste collection provision will be determined in liaison with the management of the facility . The provision of bins will be charged at the standard fee or in the case of larger bins relevant current prices. The Council does reserve the right to instigate relevant collection charges and also pass on any disposal charges the Waste Disposal Authority determines as per the entitlement under the Controlled Waste Regulations 2012.

General Waste Collection and Bin/Container Requirements

Assisted Collections

The Council's assisted collection service is available to residents with a disability or mobility problem where no one else in the household is able to take the containers to the normal collection point. Those persons who receive an assisted collection the crews will collect the containers from an agreed collection point, empty the containers and in the case of wheeled bins return them back to the agreed collection point.

Residents who wish to request an assisted collection must fully fill out an application available online on the Council's website or by contacting the Council. Applications not fully completed will not be considered.

A request for an Assisted Collection will be considered where:

- There is nobody else at the residents property who could put the containers out for collection e.g. they live alone

and

- The person can provide evidence, where requested, of the need for assistance, such as receipt of Personal Independence Payment, receipt of Disability Living Allowance, or a letter from the GP.

Where other persons capable of putting the containers out live at the property, the application will be declined. Other than disability or mobility reasons applications will also be declined where a person has other reasons for not being able to place a bin out for collection e.g. they are on holiday or at work.

Where necessary once a request has been made the Council will visit the property to discuss individual needs, clarify or further assess any queries around the person's ability to meet the criteria and if appropriate, agree a collection point for the containers.

When agreeing a position for wheeled bins to be sited, whilst taking in the physical capabilities of the householder and their ability to be able to take waste to the bin, it will also take into account that the location must be easily accessible for the crew. This will take into account physical obstacles such as steps and gravel drives which may cause issues with moving a full bin or carrying bags.

The decision of where to place the containers will be based on ease of collection and usage of the containers and not based on street scene aesthetics.

Wherever possible the bins will be stored at the front of the property to enable easy collection, or at the rear if the collection road is situated at the rear of the property. All containers must be kept in the same location.

Where a garden or the bins becomes inaccessible due to overgrown shrubs, trees or other items or if operative feel it unsafe to enter a garden such as a free roaming dog then collection will not occur and the resident will be notified of why collection did not occur. In such cases the Council will not return to empty the bin or remove any bags until the next scheduled collection and if the bin/bags are still inaccessible the service will be suspended until the issue is resolved. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable.

Checks will be carried out by the Council every two years on the resident's suitability for an assisted collection and evidence requested from the householder. Any change in circumstance must be notified to the Council as soon as possible. If the Council becomes aware that the situation at a property has changed, or that inaccurate or false information has been provided in an application and persons are present at a property who are capable of putting containers out for collection it reserves the right to withdraw the service and will inform the resident accordingly.

Missed and delayed collections

The Borough Council will make all reasonable attempts to collect waste and recycling on the designated day of collection, however there may be events outside of the Council's direct control which may affect this. Dependant on the reason for bins not being collected will determine how the Council responds:

Inclement/Severe Weather and Operational Issues

In the event of weather conditions or operational issues such as vehicle breakdown which delays or suspends for longer than the designated collection day, the Council will publicise this through social media and on its website highlighting those areas affected by this. In some instances, such as icy conditions it may be localised areas which are affected rather than entire rounds and the safety of crews and the public must be paramount. In such conditions refuse collection vehicle drivers will carry out a on-site risk assessments and will be down to their discretion whether it is possible to access a road safely and whether frozen pavements are too hazardous for collections and in conjunction with supervisors may temporarily delay or suspend collection from specific roads until conditions improve. If significant disruption occurs, the Council's website will be updated with information on access and which services are being prioritised. Priority will normally be given to the residual waste service.

The Council will in the first instance look to look to catch up on those properties missed through collecting them on the subsequent following days and where necessary operating on the following Saturday. Guidance to residents will be provided as part of its media release and website information. During this period residents may leave containers presented out to facilitate emptying. Where severe weather conditions suspend collections for an extended period of time the Council may not be feasibly able to “catch-up” on collections. In such cases service will be suspended until the next scheduled collection. Where this occurs the Borough Council will provide guidance through its media release and on its website as to how it will support residents with any additional waste which has been accumulated as a result of the missed collection. If significant disruption does occur and services do need to be suspended priority will normally be given to operating the residual waste service .

Access Issues

On occasions crews may find they cannot gain access to certain areas and streets to facilitate collection. This may be due to:

- Poorly parked cars
- Delivery vehicles
- Building works
- Road works or closures
- Significant traffic buildup
- Overgrowing shrubs or trees

The collection crew will try at least twice on the collection day to access a road to facilitate collection of rubbish. If they still cannot gain access, then service may have to be deferred to a later date, but this will be down to the discretion of the Council on the basis of the access issue. Where there are ongoing or longer term issues with access then the Council may ask residents to present waste at a different collection point . In the event of access repeatedly being blocked the Council due to the same issue such as a poorly parked vehicle or overgrown trees the Council will make reasonable attempts to ascertain ownership of the obstruction and inform them of the issues being caused. The Council holds no responsibility should the responsible party for the obstruction not take remedial action and the problem persists which as a consequence result in the Council having to either suspend collection service to the affected area or move the collection point to an accessible point.

Missed By Crew

There may be occasions where a container is missed for collection due to crew error. Containers should not be reported as being missed before 2pm on the day that collection was due to occur. To enable collection of a missed container it should be reported to the Council within 2 working days of it being missed. Containers reported missed after this time will not

be collected until the next scheduled collection. The Council will return to collect genuine reported missed containers within 2 working days of receipt of the missed collection being logged.

A missed collection will not be classed as genuine if:

- The container was not presented for collection before the crew arrived to empty it. All containers should be placed out for collection by 6:30 am on the day of collection
- The container was not put out due to a change of collection day and the resident was not aware
- If the container was not at the correct collection point
- In the case of assisted collections, the crew could not access the container due to locked gates, bins being secured to property or hazards on the property which hinder collection
- The container was refused due to being contaminated
- The container was overweight and could not be safely managed and emptied
- The lid of the bin could not be closed due to being overfilled
- Where access issues have prevented the crew from accessing an area to enable emptying

In such cases as the above the Council will not return to empty/remove the container until the next scheduled collection. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable.

Additional Waste Capacity

Large Households, Children In Nappies And Additional Hygiene Waste

Residents who use the standard service are able to apply for additional capacity if they meet one of more or the following criteria:

- There are 6 or more permanent residents in the household
- There are 5 or more permanent residents including a child in nappies in the household
- A large amount of offensive/hygiene waste is being produced at property

All households who request additional residual waste capacity will be required to complete an application form as to how they meet the criteria and this will include a declaration of residents residing at the property. Checks may be made on an application and may include;

- A waste audit to ensure the household is utilising the recycling bin(s) as much as possible
- A check on the names listed permanently residing at the property
- Site visits to ensure the information is still relevant.
- Supporting evidence from a Doctor or medical practitioner

In the case of additional capacity being requested for large households, then the household would be eligible for an additional set of bins. For hygiene waste /children in nappies living in a household then the household will be entitled to an additional 240l residual bin. Provision of all additional bins will be chargeable at the standard price.

Where a resident is not recycling properly the Council reserves the right to remove any additional capacity. Where there are a larger number of persons reside at a property the same formula will be used to calculate bin entitlement e.g 12 persons would be entitled to 2 additional sets of bins (at charge).

Checks on eligibility of the service will be carried out every two years and residents will be asked to reapply for the service. If a reapplication is not made, then waste capacity will revert back to the standard number of waste containers. Should there be any change of circumstances at a household which may affect additional bin entitlement e.g children coming out of nappies or persons leaving the property, the residents must inform the Council of these changes and where no longer eligible bins will be removed. If the Council becomes aware that a property has unapproved additional bins, that the situation at a property has changed, that inaccurate or false information has been provided in an application and a household is no longer eligible for additional capacity then the Council reserves the right to remove the additional bins.

Additional Recycling Bins

Residents who generate a lot of recycling and routinely have additional recycling sidewaste are able to have an additional recycling bin. This will be chargeable at the standard price. However, should the Council find that the recycling bin is not being used properly and is either contaminated or used for general residual waste then it reserves the right to remove the bin. The resident will be warned of this misuse prior to any removal.

Wheeled Bin- Lids

Wheeled bins are designed to be emptied with the lids substantially closed. Subsequently the Council requires that bins are not overfilled and that lids are closed. This is to ensure that all health and safety concerns are complied with including the mechanical operation of the bin

lift, and to prevent waste falling out during the tipping process. Closed lids also aids in the prevention of litter escaping from the bins. The Council reserve the right not to empty any wheeled bin which has been overfilled with its bin lid open. If bins are over filled, then the crew will not return until the next scheduled collection day. It will be down to the householder to deal with any additional waste as a result of the non-collection or arrange an additional empty which would be chargeable.

Provision of Smaller Bins

The Borough Council does at times have stock of smaller 120L or 140L wheeled bins . In some cases, these may be more suitable for residents who have limited storage or produce limited amounts of waste. Where a resident requests a smaller bin, this will incur a charge for the provision of bins and removing the existing bins. Residents using a smaller bin will receive the standard service albeit with less capacity. Residents should ensure that they can manage their waste with reduced capacity as the normal rules around sidewaste still apply.

In the event a resident wishes to swap back to standard size wheeled bin this would again be chargeable. Where a person moves into a property the Council is not responsible for what size bins are in situ at that property. Should smaller bins be present, and the new resident wishes to swap these for standard bins then normal charges will still apply.

Ownership Of Bins

Wheeled bins remain the property of the Borough Council. Charges for the new and replacement wheeled bins are for their provision, administration costs and delivery of the bins and not a purchase charge for the resident to own the bins. As such, all recycling and residual collection containers should be left at the property when residents sell or move out of the property unless they have prior agreement from the Council to also move bins provided for additional capacity . The Council reserves the right to remove any bins which are not being used in line with this policy or being used for other purposes other than refuse and recycling storage. Each householder is responsible for keeping the containers safe and in good order and to protect them from misuse.

The above does not apply to garden waste bins, where the initial cost of service does include purchase cost of the bin or for larger communal bins where a property owner has paid purchase cost of the bin.

Storage Of Bins

Householders are expected to store bins on property under their control. Where on the property residents store their bins e.g frontage or rear garden, is down to their own discretion though they should be stored in a manner not to cause nuisance to neighbouring properties through issues such as odour. The only exception to where bins should be stored will be in

the case where a person has an assisted collection where a location will be agreed by the householder and the Council to enable easy access for emptying.

Bins should only be placed out for collection during the designated times. Bins should not be stored on the public adopted highway without prior consent.

The Council has no control over private land or unadopted access routes. Bins causing an obstruction or nuisance stored on such land would be a civil matter between the concerned person and the householder whose bin it is.

For new build properties and property conversions the Borough Council would expect that adequate space is given for the storage of both residual and recycling bins within the properties curtilage and meet current building regulations. Guidance for developers has been produced as a separate document – **“Guidance for charging for the provision of wheeled bins and the design of bin storage facilities”** which is available on the Borough Councils website <https://www.great-yarmouth.gov.uk> . This document provides information on relevant bin sizing and access needs to enable storage and collection of containers.

Where a resident has issues storing bins, they should contact the Borough Council and an officer will visit to evaluate options. If the officer feels there is appropriate room to store bins within the properties boundary, then there will be an expectation from the Council that this is adhered to. This may also include the householder carrying out reasonable works to their property to enable storage of the bins such as tidying a garden or addressing an overgrown area. The Council would not expect any construction works to take place to enable storage. The Council does not feel it is unreasonable that residents may have store bins at one elevation of the property and present them for collection at another e.g store a bin in the back yard but present at the frontage. It will not be down to the Council to maintain private or unadopted passages or service alleys to maintain access to properties for the presentation of stored bins.

The Council will not take into account street scene aesthetics when deeming whether a household has sufficient capacity to store bins.

Where an Officer identifies a household does have sufficient room, or would have once remedial works deemed reasonable were carried out, and the household does not store the bins within their curtilage then the Council does reserve the right, with warning, to suspend collection service to the property and remove the householders bins.

In instances where an Officer feels there is not adequate storage at the property then the Council will look to work with the householder to find an alternative location to place the bins which does not cause obstruction or nuisance to other residents. In some cases, it may be necessary to offer a different form of collection such as a bag collection.

Removal Of Bins on The Highway

The Council have the right to remove any bins placed on the highway outside of the times when bins are permitted out for collection. Where a bin is causing an immediate hazard then the Council may remove forthwith. Where bins are not returned to the property after collection has occurred or are stored on public highway without consent then the Council will make reasonable attempt to inform the owner. Bins will be stickered warning the owner if the bin is not taken in off of public highway then it will be removed and a timeframe given for when this will occur. Bins still not taken in will then removed. Where a resident has not complied with removing their bin(s) from public highway and their bin(s) are removed then refuse and recycling collection to that property will cease. Residents requiring replacement bins as a result of having their bins removed will charged the standard fee for replacement bins.

Return of Bins Following Collection

Following emptying, bins will be returned to the point of collection where possible or another safe place within a reasonable distance of the collection point. Containers should be removed by the householder as soon as reasonably possible after collection has been made and should be done by the end of day that collection occurs. In the event bins are collected from a point which was not the designated collection point, the crew will return the bin to the correct collection point.

Bin Provision

New Developments

For any new development it is the responsibility of the developer, or the new occupier in the second instance, to request and pay for the required recycling and waste containers. Delivery may take up to 4 to 8 weeks from payment dependant on the number and size of bins required.

Bin Capacity Provided

The Council will supply as standard 240L recycling and 240L residual waste capacity per ratable household. In the case of flats and HMO's where communal bins are used the same formula will be used to work out the appropriate number of bins. So, for example where a property consists of 5 individually ratable units it would be entitled to 1,200L of recycling and 1,200 residual capacity collected on an alternate weekly basis. The figure will be rounded up or down to the nearest appropriately sized bins. Where a property with a high density of

residents is rated as single unit then it would only be entitled to the standard service albeit it could apply for additional capacity via the large household application.

Bin Repairs and Replacements

The following conditions applies to all bins including communal bins and garden waste bins:

Missing/Lost Containers

If a container has been lost, residents should check the surrounding area where the container went missing to ensure it has not been moved by a third party. Where a resident moves into a property the Council is not responsible for any bins which are missing from the property. Where bins are found to be missing the Council should be contacted for replacement. Replacement bins for any that are missing is chargeable at the standard fee.

General Wear and Tear

Where a container has been damaged through day to day usage, including emptying, then a request can be made for a replacement container. In the case of recycling and residual bins the damaged container must be left out to be swapped with an undamaged container. If the damaged container is not left out, then a new container will not be left. Where a resident moves into a property the Council is not responsible for any bins which are found to be damaged at the property. Where bins are found to be damaged the Council should be contacted for replacement. Replacement bins for any that are damaged are chargeable at the standard fee.

This does not apply to garden waste bins where the Council will replace any bins damaged in the course of it being emptied within the first 12 months. After this time then the replacement charge will then apply.

Repairs to communal bins, including parts such as lids and wheels or their replacements , are chargeable. Where required the owner should contact the Council and the works will be quoted for on a case-to-case basis.

Where damage to a bin is such that it is deemed to pose a hazard for a crew to either move or empty then it will not be emptied. The householder or property owner will be notified, and service will be suspended until the bin is either repaired or replaced and collections will be commenced from the next scheduled collection.

Dirty Bins

A container which is dirty will not be deemed damaged and will not be replaced. It is the responsibility of residents to clean the containers they are provided with or inherit as a result of moving into a property

Criminal Damage to Bins and Stolen Bins

In the event of a residual or recycling bin which belongs to the Council being damaged as a result of crime e.g arson or being stolen, then the Council will replace the bin free of charge. The householder will need to report the incident to the Police via a non-emergency method of communication and request a crime reference number also known as CAD number. The householder will then contact the Council quoting this CAD number to enable delivery of a replacement bin. This does not apply to communal or garden waste bins where the Council is not the owner of the bin.

Back Of Collection Vehicle

In the event a bin falls into the back of the collection vehicle during the emptying process, assuming that it is not easily retrievable or in a usable condition then the Council will replace the bin free of charge.

Numbering, Stickers On Containers and Painted Containers

The Council encourage residents to mark up their containers with their property name or number for identification purposes.

The Council reserve the right that in regard to bins that it owns to insist that only communication stickers provided by the Council will be allowed on containers, or stickers and other markings which residents use to identify their bin e.g. house number. Other stickers or graffiti deemed offensive or inappropriate the resident will be asked to remove from the container . Where this is not complied with the Council may remove the bin may and service will be suspended until a replacement container is in place. Any replacement bin will be subject to the standard charge.

Presentation Points For Containers

- The Borough Council operates a kerbside collection meaning containers will be picked up from adjacent to the public highway. Containers must be presented for collection at the front curtilage of the residents property close to the public highway unless otherwise directed by Great Yarmouth Borough Council. Residents on the assisted collection are exempt from this requirement
- In some cases, collections may occur from a communal collection point. Such collection points will be within a reasonable distance from the property using them.

The Council will endeavour to find a suitable collection point within 25m of any properties using them. This will however be subject to vehicular access to collect the containers and an appropriate area where containers can be communally located without causing obstruction whilst awaiting collection.

- Where residents present their container on a public footpath or verge, they should be placed in a manner not to cause an obstruction to other users
- With regard to communal bins the Council will determine collection on a case-to-case basis. The Council reserves the right to require that bins are presented at the curtilage of a property or at a designated point near the kerbside in the same manner as the standard service

Private Roads and Access Roads

If properties are located down a private driveway/access road then the containers must be presented where the private driveway/access road meets the adopted highway. This applies even when a household does not own the land between the resident's property and the adopted highway. The Council may collect from such routes on the following conditions:

- The road services 6 or more properties
- Where it requests if the Council has been indemnified in writing against any damage to road surfaces and underground apparatus
- The road has been constructed and maintained to a standard acceptable by the Council
- The Council believes the road is of a suitable design to enable a collection vehicle with 4 axles to manoeuvre easily and turn where needed
- The nature of the road is not such that it would take an unreasonable length of time to carry out collections relative to other collections from adopted highways within the Borough
- The Council will not be held liable for any accidental damage
- With regard to housing sites under development, the Council will only collect from properties where residents have moved into where the road infrastructure is of a standard acceptable to the Council and other building works do not infringe access or pose a hazard to the crew or vehicle.

The Council reserves the right to refuse to access private, unsurfaced or unadopted roads with recycling and refuse collection vehicles. The Council may change any collection point, either temporarily or permanently, following a review process. This review process may be instigated due (but not limited to) the Council's belief that the access to or location of the presentation site would be unsafe for collections or does not meet the current Council Policy. The Council will give at least 10 working days' notice, in writing, of any changes to the location of a collection point, highlighting the alternative site to the householders affected. Each case will be looked at on an individual basis to agree a suitable collection point as near to the boundary as is safe and practicable.

Where persons requiring an assisted collection live on a road which does not meet the Councils policy to access, it will look at such an assisted application on a case to case basis and endeavour to find a reasonable solution. However, the Council cannot guarantee being prepared to access the road if it not maintained to a standard to accommodate a refuse collection vehicle or considered unreasonable for any other reason. In such cases the householder may be required to make other arrangements to have their waste moved to a collection point at the public highway to be able to utilise the service.

CABINET

URN: 24-049

Report Title: Social Housing Decarbonisation Fund Grant Funding

Report to: ELT

27 March 2024

Cabinet

8 April 2024

Responsible Cabinet Member:

Cllr Graham Plant

Responsible Director/Officer:

Nicola Turner, Head of Housing Assets

Is this a Key decision? Yes

Date added to Forward Plan of Key Decisions if a Key Decision: 18 March 2024



EXECUTIVE SUMMARY / INTRODUCTION FROM CABINET MEMBER

This report seeks approval to accept funding from the Department of Energy Security and Net Zero's Social Housing Decarbonisation Fund to upgrade 173 Council homes during 2024/5 and delegate approval of spend of the grant monies.

RECOMMENDATIONS:

That Cabinet:

- 1) Accept the Social Housing Decarbonisation Fund Wave 2.2 funding detailed in the report.
- 2) Note the requirements for the signing of a Grant Agreement to draw down the funding.
- 3) Delegate all decisions on the use and spend of the Social Housing Decarbonisation Fund monies in accordance with the funding conditions to the Head of Housing Assets.
- 4) Note that the 2024/25 Housing Revenue Account capital budget will be updated to include the grant funding and total spend on energy efficiency.

1. Introduction

1.1 The Council has a track record in bidding for and successfully delivering grant programmes funded by the Department of Energy Security and Net Zero (DESNZ) to increase the energy efficiency of homes across the borough including the Sustainable Warmth Competition and current Homes Upgrade Grant 2 (HUG2) programme.

1.2 The Council has also previously successfully bid for and delivered energy efficiency upgrades of Council homes using Social Housing Decarbonisation Fund (SHDF) Wave 1 funding. In total, SHDF Wave 1 grant funding of £1,495,607 was spent on works to improve the energy efficiency of 127 Council homes. On 31 January 2024, the Council submitted a bid for SHDF Wave 2.2 funding and was notified on 14 March 2024 that the bid was successful. This report seeks approval to accept the funding.

2.0 Social Housing Decarbonisation Fund Wave 2.2

2.1 The Council's bid for SHDF Wave 2.2 sought grant funding of £1.3m to support works to increase the energy efficiency of 173 Council homes, increasing the Energy Performance Certificate rating of the properties from a rating of D or E to a C. A number of measures will be undertaken to homes including:

- Enhancing loft insulation
- Installation of cavity wall insulation
- Installation of Air Source Heat Pumps
- Installation of Solar Panels.

Overall, the approach being taken will improve the energy efficiency of the buildings increasing thermal comfort. Properties across the borough have been identified to benefit from the works.

3.0 Financial Implications

3.1 The grant funding will be paid in instalments and is required to be fully spent by 31 March 2025. In accordance with the requirements of the SHDF programme, the Council is contributing 50% of the total cost of the works, this element of match funding was built into the 2024/5 Housing Revenue Account capital programme. If the SHDF Wave 2.2 bid had not been successful, this funding would have still been used to support energy efficiency works to the stock, but less works and homes would have been able to be funded. Whilst there is no overall financial impact to the Council of accepting the grant funding, when the 2024/5 Housing Revenue Account budget is reviewed, it will be updated to include the additional £1,378,441 which will be spent on energy efficiency works, noting that this increase reflects the SHDF grant funding.

3.2 The grant funding will be paid in tranches reflecting monthly reporting on progress against the grant milestones and spend.

4.0 Risk Implications

4.1 A draft Grant Funding Agreement was provided by DESNZ as part of the bidding process, the agreement is clear that if the grant funding is not spent by 31 March 2025, any costs incurred in relation to properties where the grant funding has not been spent will fall to the Council. There are a number of other requirements of the funding which will be monitored against to ensure compliance. Any breach of the agreement could require repayment of grant if already paid or some works not being eligible for the grant. To mitigate these risks the Council will continue to use in house staff to monitor delivery of the works, progress, quality and spend. Oversight of delivery will be monitored by an Officer Working Group which includes representatives of the Finance Team with formal reporting and oversight of delivery via the Corporate Projects Board.

5.0 Legal Implications

5.1 As noted above, the Council will sign a Grant Agreement to drawdown the funding which sets out the Council's agreement to the conditions of the funding. The Council will use a direct award framework to appoint E.On Energy Solutions Ltd to deliver the energy efficiency works.

6.0 Background Papers

None

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Consultations	Comment

Monitoring Officer Consultation:	Prior circulation
Section 151 Officer Consultation:	Prior circulation
Existing Council Policies:	Sustainability Strategy
Equality Issues/EQIA assessment:	SHDF funding will be used to target energy efficiency works at properties within the Council's housing stock that are the least efficient ensuring that all household types are able to benefit from more efficient homes which are less costly to heat.