



**GREAT
YARMOUTH**
BOROUGH COUNCIL

ANNUAL ACTION PLAN

2022 - 2023



INTRODUCTION

When launching our corporate plan for the five years up to 2025, no one could have predicted the events that would face the Borough and the world. The impact of Covid-19 has touched every part of our lives, accelerated change in the economy and technology, and clearly shown the reach and impact Great Yarmouth Borough Council can have to support and improve the life chances of all those who live and work in the Borough. The events of the last two years have also re-affirmed the crucial

importance of 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

We are now approaching the half-way point of the plan period. Working with key partners, businesses, business improvement districts and individuals across our communities, the Borough Council has already led positive change towards our goals of producing a dynamic vibrant economy and capitalising on the drive towards a clean growth and net zero economy.

The High Street Heritage Action Zone has already begun to show the benefits of innovative investments in our heritage and tourism economy, and we will also see the opening of the £26m Marina Centre wellbeing and fitness centre and the start of nationally significant work to renew our “people’s palace”, the historic Winter Gardens. Following this will be the opening of our



new Great Yarmouth town centre market and work starting on a new library and university learning centre to support education and employment, joined together by a refreshed and inspiring public realm.

We have shown the power of working collaboratively, with our

close partnerships with central Government, New Anglia Local Enterprise Partnership, and Norfolk County Council bringing some £240m of investment to our Borough, including a third river crossing now under construction and an operation and maintenance campus that will confirm us as a natural home 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. This year will see us further deepen our already strong relationships with the local NHS, with the introduction of Integrated Care Systems and the renewal of the James Paget Hospital. We also 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 are key projects aligning The Plan with the Council's Business Strategy. This strengthens the Council's ability to work strategically whilst continuing to deliver great quality services to residents. These key

projects have a detailed reporting framework, with clear key performance indicators to ensure consistency of approach and clear accountability. Updates for these projects will be presented to Councillors quarterly through the Policy and Resources Committee.

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

**“THE PLAN 2020 - 2025”
IS AMBITIOUS, DIRECTING
THE COUNCIL’S RESOURCES
IN A TIME OF CONTINUED
FINANCIAL PRESSURES.**



A STRONG AND GROWING ECONOMY

| | Corporate Plan | Action 2022/23 | 2022/23 Key Milestones / Dates | Lead Officer(s) | Committee |
|---|---|---|--------------------------------|--|--------------------------------|
| 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. | Develop an offshore energy Operations and Maintenance campus in South Denes (TOWN DEAL) – <ul style="list-style-type: none"> Deliver phase 1 including: quay heading, pontoons and road infrastructure Market campus space to potential occupiers | November 2022 | Director of Planning & Growth Head of Inward Investment | Economic Development Committee |
| | | Work in partnership (with the All Energy Industry Council, Norfolk County Council, NALEP, East Suffolk Council, Suffolk County Council and the GENERATE team) to deliver the 'Energy Sector Recovery and Resilience Plan' | March 2023 | Director of Planning & Growth Head of Inward Investment | Economic Development Committee |
| 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. | Deliver the new GENERATE marketing strategy in collaboration with partners, focusing on the key objectives | March 2023 | Head of Inward Investment | Economic Development Committee |
| | | Consider the Levelling Up prospectus and submit a capital bid under the Levelling Up fund | June 2022 | Major Projects & Development Director | Economic Development Committee |
| | | Develop and complete an investment plan for the Borough and unlock funding through the UK Shared Prosperity Fund | September 2022 | Director of Planning & Growth | Economic Development Committee |
| 3 | Shape our town centres to make them places where people will choose to visit, shop, learn, socialise and live. | Finalise and publish a seafront masterplan for Great Yarmouth & Gorleston | August 2022 | Strategic Director (KW) | Policy & Resources Committee |
| | | Complete construction of first phase of Market Place redevelopment and commence work on final two phases | April 2022 | Head of Property and Asset Management | Policy & Resources Committee |
| | | Commence the regeneration and landscaping of the wider market place area, to be designed and delivered in conjunction with the town centre regeneration through the Future High Street funding, this is a key part of COVID Recovery planning for the town centre. | August 2022 | Major Projects & Development Director | Policy & Resources Committee |
| | | Extend existing WIFI infrastructure to cover Regent Road, Great Yarmouth Seafront and Gorleston Town Centre enabling low cost economic development opportunities (pending approval by Town Deal board) | March 2023 | IMT Manager | Policy & Resources Committee |
| | | Monitor the delivery of the business cases for the completion of the Towns Fund work, prioritising individual projects in line with the government offer provided. This forms part of the COVID-19 Pathway to Recovery Plan. | March 2023 | Funding & Regeneration Manager | Policy & Resources Committee |
| | | Progress the Learning Hub project through RIBA stages, for completion and opening Sept 2023 | March 2023 | Strategic Director (KW) | Policy & Resources Committee |

A STRONG AND GROWING ECONOMY

| | Corporate Plan | Action 2022/23 | 2022/23 Key Milestones / Dates | Lead Officer(s) | Committee |
|---|---|---|--------------------------------|---|------------------------------------|
| 4 | Continue to assemble land along North Quay for regeneration purposes to deliver an improved gateway to the town through appropriate redevelopment | Continue engagement activities with property owners. Acquire sites (TOWN DEAL) | March 2023 | Chief Executive | Economic Development Committee |
| 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. | Completion of procurement of Strategic Partner to allow revised planning application submission. Subject to planning, commencement on Phase 1 is programmed. | March 2023 | Housing Director | Housing & Neighbourhoods Committee |
| 6 | Strengthen our tourism and culture offer to provide greater year-round attractions and facilities for a more integrated visitor experience. | Complete construction programme for new Marina Centre and conduct grand opening ceremony and public gala opening weekend in September 2022 | July 2022 | Major Projects & Development Director | Policy & Resources Committee |
| | | 'Freshly Created', the Creating People & Places initiative will continue to build a resident producer network to help residents plan, produce and promote cultural activities on their doorsteps. | March 2023 | Head of Inward Investment | Economic Development Committee |
| | | Continue developing the Town Wall restoration and repair project through to RIBA stage 4 (Town Deal). | March 2023 | Conservation, Design and Heritage Manager | Housing & Neighbourhoods Committee |
| | | Develop Sculpture Trail project program, including identified milestones and commission and install a number of works | March 2023 | Conservation, Design and Heritage Manager | Housing & Neighbourhoods Committee |
| 7 | To continue to develop our heritage offer through the promotion and development of our own assets across the borough. | Deliver a Heritage Centre located in Great Yarmouth town centre to promote the visitor economy working with partners. This is a key part of COVID Recovery Plan for Great Yarmouth town centre. | December 2022 | Strategic Director (KW) | Policy & Resources Committee |
| | | Submit Winter Gardens' application for Permission to Start Round 2 Delivery Stage to National Lottery Heritage Fund – Heritage Horizons programme for the restoration and repurposing of the building | March 2023 | Major Projects and Development Director | Policy & Resources Committee |
| | | Repurpose 3 x historic buildings working with the Great Yarmouth Preservation Trust as part of the Town Investment Plan. | March 2023 | Strategic Director (PB) | Policy & Resources Committee |
| | | Progress green/walking trails, improving sustainability and connectivity within the town centre, seafront and the ancient monument that is Great Yarmouth Town Wall. | March 2023 | Strategic Director (PB) | Policy & Resources Committee |
| 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. | Review the Local Development Orders for Enterprise Zone sites at both Beacon Park & South Denes and consider the options for expanding Beacon Park Phase 2 | June 2022 | Director of Planning & Growth | Policy & Resources Committee |
| | | Progress the (TOWN DEAL) Business Incubator project to RIBA stage 2 | January 2023 | Director of Planning & Growth | Policy & Resources Committee |

A STRONG AND GROWING ECONOMY

| | Corporate Plan | Action 2022/23 | 2022/23 Key Milestones / Dates | Lead Officer(s) | Committee |
|----|--|--|--------------------------------|---|--------------------------------|
| 9 | Convert greater numbers of planning permissions into developed-out sites. | Review the adopted Great Yarmouth Local Plan and actively engage with developers at the Developers Forum | March 2023 | Director of Planning & Growth | Policy & Resources Committee |
| 10 | Support the completion of the Great Yarmouth Third River Crossing and the dualling of the A47. | Continue engagement with Norfolk County Council in the delivery of the Great Yarmouth Third River Crossing construction | March 2023 | Director of Planning & Growth | Economic Development Committee |
| | | Engage with the A47 Alliance to progress improvements along the A47, notably at both Vauxhall and Harfreys roundabouts | March 2023 | Director of Planning & Growth | Economic Development Committee |
| | | Conduct feasibility and anticipate preparing business cases for Railway Station, The Conge and North Quay for Levelling Up Fund bid and undertake options appraisal to improve connectivity via engagement with the Norfolk Rail Group, Community Rail Partnership and Abellio Greater Anglia (Town Deal). | August 2022 | Major Projects and Development Director | Economic Development Committee |
| 11 | 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. | Use the newly developed skills task force to develop pathways for education, skills, training & employment. | March 2023 | Head of Inward Investment | Economic Development Committee |



IMPROVED HOUSING AND STRONG COMMUNITIES

| | Corporate Plan | Action 2022/23 | 2022/23 Key Milestones / Dates | Lead Officer(s) | Committee |
|----|--|--|--------------------------------|---|------------------------------------|
| 12 | 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. | Deliver 18 new 1-bed affordable homes on the Beach Coach Station site. | March 2023 | Major Projects and Development Director Housing Director | Housing & Neighbourhoods Committee |
| | | Establish a Design Code for Borough and for individual sites/areas where necessary. | March 2023 | Director of Planning & Growth | Policy & Resources Committee |
| | | Equinox Property Holdings to acquire and manage a portfolio of investment properties for rent – becoming a landlord of choice. | March 2023 | Equinox Executive Officer – Housing Growth | Policy & Resources Committee |
| | | Equinox Enterprises starts, subject to planning, the delivery of Eastwood Phase 2 and any other infill housing projects as part of an ongoing pipeline of schemes. | March 2023 | Equinox Executive Officer – Housing Growth | Policy & Resources Committee |
| 13 | Better quality private rental accommodation will be available for residents by tackling substandard provision and ensuring the roll-out of the selective licensing scheme. | Evaluate Selective Licensing Scheme and develop plan to expand to additional selective licensing area(s). | September 2022 | Strategic Director (KB) | Housing & Neighbourhoods Committee |
| 14 | Providing decent homes to our existing tenants through a planned programme of improvement works and providing a responsive and quality repair service. | Refresh the Asset Management Plan for our residential housing assets. | June 2022 | Interim Director for Housing Assets | Housing & Neighbourhoods Committee |
| | | Deliver the Resident Engagement Strategy. | March 2023 | Housing Director | Housing & Neighbourhoods Committee |
| 15 | To understand the issues facing our largest housing estates and where appropriate bring forward regeneration plans. | Complete Stage 2 viability work on the regeneration of the Middlegate Estate including committee sign off. | July 2022 | Housing Director | Housing & Neighbourhoods Committee |
| 16 | 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. | Progress work on the Invest and Lease scheme and consider use of Empty Dwelling Management Orders (ongoing). | September 2022 | Housing Director | Housing & Neighbourhoods Committee |
| | | Review the use of Council enforcement powers to reduce the number of long term (2 years of more) empty homes and utilise the OPEG and support officer role to target action on the difficult properties. | September 2022 | Strategic Director (KB) | Policy & Resources Committee |
| | | Review of impact of increased Council Tax Levy on properties empty over 10 years | November 2022 | Housing Director | Housing & Neighbourhoods Committee |

IMPROVED HOUSING AND STRONG COMMUNITIES

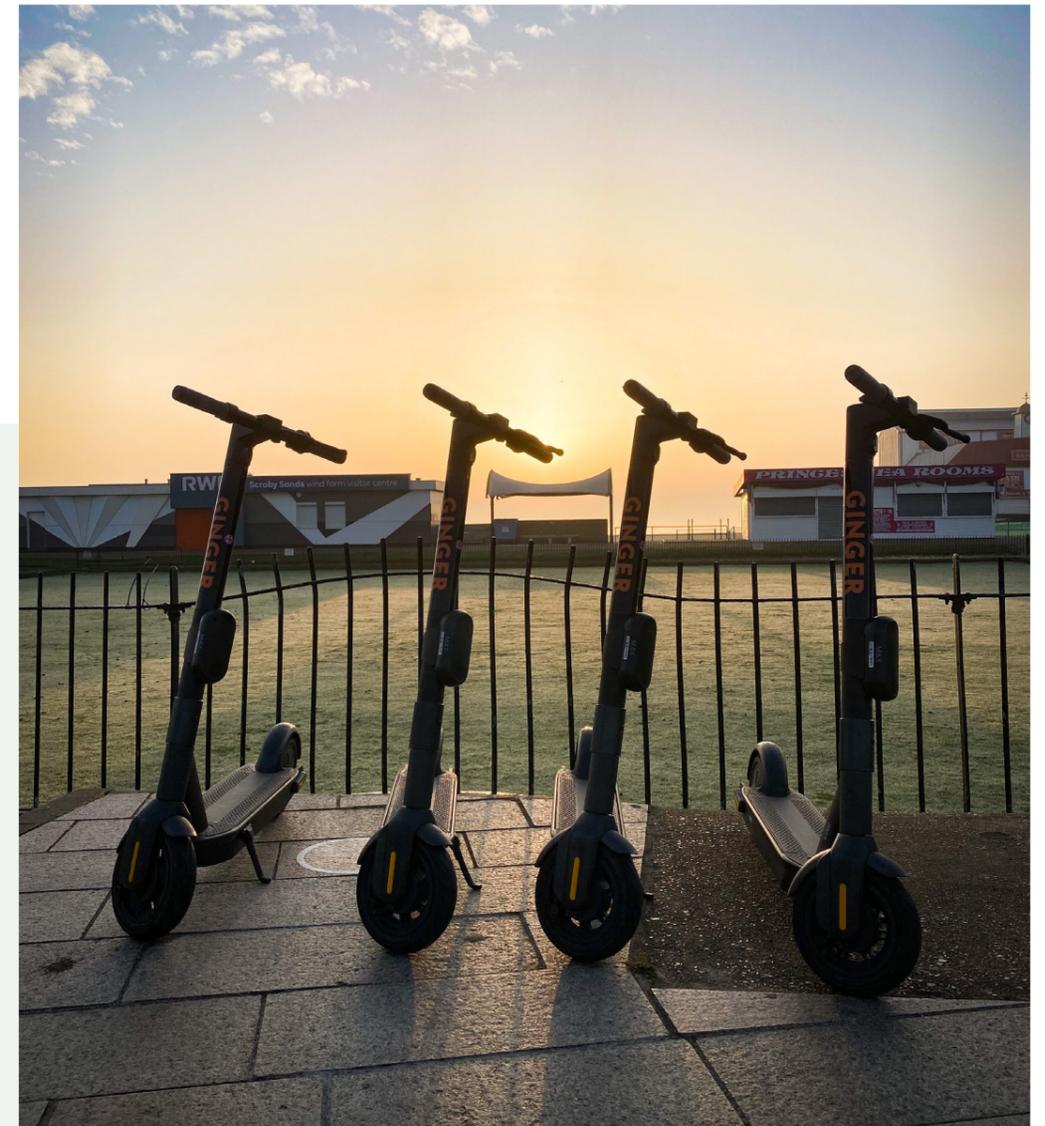
| | Corporate Plan | Action 2022/23 | 2022/23 Key Milestones / Dates | Lead Officer(s) | Committee |
|----|---|---|--------------------------------|---|------------------------------------|
| 17 | To support residents to live in high quality and warm homes. | Deliver the £5.8 million Sustainable Warmth Homes Competition and Social Housing Decarbonisation Fund programmes across the borough. | September 2022 | Head of Property and Asset Management | Housing & Neighbourhoods Committee |
| | | Consider other opportunities to improve the energy efficiency of homes across the borough and support achievement of the Decarbonisation of homes. | March 2023 | Housing Director | Housing & Neighbourhoods Committee |
| 18 | Enable residents to remain in their own homes and live independent lives through a comprehensive adaptations programme and working closely with key health partners. | Review the Be at Home service to see how assistive technology can be used to support hospital discharge and prevention of hospital admission. | December 2022 | Housing Director | Housing & Neighbourhoods Committee |
| | | Consider how to extend District Direct to other hospital settings. | March 2023 | Housing Director | Housing & Neighbourhoods Committee |
| 19 | 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 | Develop sporting events across the Borough for residents and visitors to encourage the growing sector of sport tourism | March 2023 | Strategic Director (KB) | Housing & Neighbourhoods Committee |
| | | Deliver the Wellesley Recreation Ground into a hub for outdoor physical activity working with key funding partners to include the delivery of a new 3G pitch | October 2022 | Strategic Director (KB) | Housing & Neighbourhoods Committee |
| | | In partnership with Active Norfolk deliver the agreed 2022/23 actions in the Great Yarmouth Physical Activity Framework. | March 2023 | Strategic Director (KB) | Housing & Neighbourhoods Committee |
| | | Assess impact of the Great Yarmouth Community Investment Fund & develop future community grants offer. | December 2022 | Strategic Director (PB) | Housing & Neighbourhoods Committee |
| | | Embed the 2 x community-operated food stores launched in 2021/22 within the Community & Family Hub roll-out of multi-agency support services for residents. | March 2023 | Strategic Director (PB) | Housing & Neighbourhoods Committee |
| | | Assist in the development of the business case for a new acute James Paget University Hospital in relation to community engagement and economic prosperity | April 2022 | Major Projects and Development Director | Housing & Neighbourhoods Committee |
| 20 | To continue to develop our partnership approach to Early Help and preventative services to support our most vulnerable residents. | Implement Community Action Plans to deliver the Great Yarmouth Locality Strategy's four priorities aligned to the Norfolk HWB Strategy & the N&W Integrated Care Partnership. | December 2022 | Strategic Director (PB) | Housing & Neighbourhoods Committee |

A QUALITY AND SUSTAINABLE ENVIRONMENT

| | Corporate Plan | Action 2022/23 | 2022/23 Key Milestones / Dates | Lead Officer(s) | Committee |
|----|--|---|--------------------------------|-------------------------------------|------------------------------------|
| 21 | To ensure all year round we have a clean and attractive borough, including our streets, green spaces and beaches. | Deliver the Trees for Cities project (2 year funded project) | March 2023 | Strategic Director (KB) | Environment Committee |
| | | Undertake route optimisation review for waste and recycling collection services | October 2022 | Director of Operational Services | Environment Committee |
| 22 | 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. | Refresh the Anti-Social Behaviour Strategy and Action Plan delivery. | March 2023 | Head of Environmental Services | Housing & Neighbourhoods Committee |
| | | Service wide enforcement training package delivered to all frontline enforcement officers and managers. | March 2023 | Head of Environmental Services | Housing & Neighbourhoods Committee |
| 23 | 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. | Develop a Sustainability Strategy and Action Plan for a Pathway to Net Zero. | May 2022 | Strategic Director (KB) | Environment Committee |
| | | Further car park sites referred to UK Power Networks for connection cost, this will inform viability for a 3rd application to OZEV for funding to commission additional Vehicle Charge Points across borough car parks. | June 2022 | Head of Customer Services | Environment Committee |
| 24 | Environmentally sustainable long-term management of our high-quality coastal environment. | Agree optimal solution for Hemsby coastline and commence financial appraisal. | October 2022 | Head of Property & Asset Management | Environment Committee |
| | | Review proposed solutions for South Denes sea wall and report to committee. Undertake financial appraisal and explore funding opportunities | September 2022 | Head of Property & Asset Management | Policy & Resources Committee |
| 25 | Play an important local role in enhancing environmental sustainability, using resources more efficiently, recycling more and promoting the use of 'green energy'. | Understand the Council's carbon footprint and agree an Action Plan to achieve Net Zero targets. | May 2022 | Strategic Director (PB) | Environment Committee |
| 26 | 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. | Await final assessment and sign off for Disability Confident Employer Level 3 status. | December 2022 | Head of Organisational Development | Policy & Resources Committee |
| | | Continue the delivery of the HAZ including the various sub projects | March 2023 | Head of Inward Investment | Economic Development Committee |

A QUALITY AND SUSTAINABLE ENVIRONMENT

| | Corporate Plan | Action 2022/23 | 2022/23 Key Milestones / Dates | Lead Officer(s) | Committee |
|----|---|--|--------------------------------|---|--------------------------------|
| 27 | Working with local tourism businesses to improve the sustainability of our visitor economy and promoting our green credentials to visitors. | Continue trial of E-Scooters as part an extension to the original 12-month controlled trial, in partnership with the Department for Transport, Great Yarmouth Police, Norfolk County Council and Town Centre Partnership (TOWN DEAL) | November 2022 | Major Projects and Development Director | Economic Development Committee |
| | | Measure impact and Champion the Interreg 2Seas FACET Circular Economy project with Norfolk CC including innovative solutions to reduce / reuse food-related takeaway and hospitality waste and stimulate residents and visitors to prevent litter. | December 2022 | Strategic Director (PB) Head of Environmental Services | Environment Committee |



AN EFFICIENT AND EFFECTIVE COUNCIL

| | Corporate Plan | Action 2022/23 | 2022/23 Key Milestones / Dates | Lead Officer(s) | Committee |
|----|--|---|--------------------------------|---|---|
| 28 | 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 | Roll-out Apprenticeship scheme across the council incorporating Graduate Apprenticeships | March 2023 | Head of Organisational Development | Policy & Resources Committee |
| | | Adopt a framework to set out actions to support physical, mental health and wellbeing within the workplace | March 2023 | Head of Organisational Development | Policy & Resources Committee |
| 29 | A constitutional system and processes which support sound governance which are widely understood and support transparency and accountability. | Develop CMIS functionality to increase public accessibility to Council and Democracy information | March 2023 | Head of Legal & Governance | Policy & Resources Committee |
| | | Design a new governance system based on a Cabinet model with a new Constitution developed and approved | December 2022 | Head of Legal & Governance | Constitution working party & Full Council |
| | | Develop a new Procurement Strategy in line with contract standing orders | October 2022 | Head of Legal & Governance | Policy & Resources Committee |
| 30 | Continue to develop a robust approach to business planning and project management which underpins good decision-making. | Once the outcome of the Fair Funding review & Business Rates review are known these will be used to inform to update to the medium-term financial strategy | February 2023 | Finance Director | Policy & Resources Committee |
| 31 | 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. | Undertake the formation of a new Limited Company along with asset transfer from GYB Services, for delivery of the functions formally provided by GYB Services | March 2023 | Strategic Director (KB) | Policy & Resources Committee |
| | | Refresh the Asset Management Plan for commercial and operational property assets. | June 2022 | Head of Property and Asset Management | Policy & Resources Committee |
| 32 | 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. | Planned 'pro-active customer support' across council services to ensure web content meets accessibility standards, is relevant, up to date and complete helping to increase self-serve and electronic or virtual contact. | December 2022 | Head of Customer Services | Policy & Resources Committee |
| | | Initiate the procurement of the new IT system and roll-out for environmental, licensing and planning services. | March 2023 | Finance Director, Head of Planning and Head of Environment & Sustainability | Policy & Resources Committee |
| | | Embed agile working through regular reviews and feedback from managers and staff. | March 2023 | Head of Organisational Development & Head of Customer Services | Policy & Resources Committee |

AN EFFICIENT AND EFFECTIVE COUNCIL

| | Corporate Plan | Action 2022/23 | 2022/23 Key Milestones / Dates | Lead Officer(s) | Committee |
|----|---|--|--------------------------------|------------------------------------|------------------------------|
| 33 | A strong financially aware organisation with a financial strategy which supports good decision-making and capitalises on opportunities, giving confidence to external funding partners. | To ensure strong financial awareness, accountability and governance across the organisation and to deliver an internal finance training programme. | March 2023 | Finance Director | Policy & Resources Committee |
| 34 | Meet our equalities responsibilities by ensuring that equality sits at the heart of our decision-making. | Carry out the Equality, Diversity and Inclusion Action plan for year 1. | March 2023 | Head of Organisational Development | Policy & Resources Committee |



PERFORMANCE INDICATORS

The following Performance Indicators are a suite of measures that relate to “The Plan 2020-2025” and the Council’s on-going service delivery. Whilst Performance Indicators on their own do not always give a full picture of the issues, combined with this Action Plan they will help inform decision making and resource allocation. Data will be collected against these Performance Indicators on a quarterly basis and then presented to Members through the various Service Committees.

| ECONOMIC DEVELOPMENT COMMITTEE |
|---|
| ED01: Planning applications: Major applications determined within 13 weeks or as agreed extension (Quarterly Cumulative) |
| ED02: Planning applications: Non-Major (Minor or Other) applications determined within 8 weeks or as agreed extension (Quarterly Cumulative) |
| ED03: Percentage of Major planning applications processed within 13 weeks or as agreed extension over the last 24 months (Quarterly Cumulative) |
| ED04: Percentage of Non-Major planning applications processed within 8 weeks or as agreed extension over the last 24 months (Quarterly Cumulative) |
| ED05: Percentage of Major planning applications overturned on appeal over the last 24 months (Quarterly Cumulative) |
| ED06: Planning Appeals: Percentage of Non-Major Planning applications overturned on appeal over the last 24 months of an authority’s total number of decisions on applications (Quarterly Cumulative) |
| ED07: Building Control: The percentage of building regulation applications where a decision notice is issued within the eight week statutory period. (Quarterly Cumulative) |
| ED08: Percentage of Land Charges search returns sent within 10 working days. (Quarterly Cumulative) |
| ED09: Enterprise Zone: Beacon Park: % of empty floor space across Beacon Park (Quarterly Snapshot at last day of quarter) |

| POLICY AND RESOURCES COMMITTEE |
|---|
| PR01: Average time to assess Housing Benefit & Council Tax Support: New claims (Quarterly Cumulative) |
| PR02: Average time to assess Housing Benefit & Council Tax Support: Change in circumstances (Quarterly Cumulative) |
| PR03: Collection rates Council Tax (Quarterly Cumulative) |
| PR04: Empty Homes <ul style="list-style-type: none"> a. Number of long-term empty homes (6 months or more) b. Number of long-term empty homes (Over 2 years) (Snapshot at last day of quarter) |
| PR05: Collection rates NNDR (Quarterly Cumulative) |
| PR06: Contact centre telephone calls: Percentage of Contact Centre calls answered as a % of all calls offered (Quarterly Cumulative) |
| PR07: Contact centre telephone calls: Average wait time by customers contacting the Contact Centre (Quarterly) |
| PR08: Percentage of FOI and EIR requests responded to within 20 working days (Quarterly Cumulative) |
| PR09: % of completed Full Performance Reviews (Quarterly Cumulative) |
| PR10: The number of working days lost due to sickness absence per FTE. (Quarterly Cumulative) |
| PR11: Council spend on apprenticeships as a % of apprenticeship levy (Quarterly Cumulative) |
| PR12: % of Audit days delivered (of the annual plan) (Quarterly cumulative) |
| PR13: Internal Audit recommendations: <ul style="list-style-type: none"> a. Percentage of priority 1 recommendations completed on time b. Number of priority 2 Internal Audit recommendations outstanding |
| PR14: Corporate Property Portfolio Revenue Growth per annum (Quarterly Cumulative) |
| PR15: Corporate Property Portfolio <ul style="list-style-type: none"> a. % Arrears per annum (Quarterly Cumulative) b. Total Arrears in £'s |
| PR16: Corporate Property Overall Occupancy levels per annum (Quarterly Cumulative) |
| PR17: Payment of Invoices within 30 days (%) (Quarterly Cumulative) |

| HOUSING & NEIGHBOURHOODS COMMITTEE |
|---|
| <p>HN01: GYBC Housing: rent collection rate</p> <ul style="list-style-type: none"> a. Rent collected as % of rent debit b. Arrears as a % of rent debit c. Arrears of Rent and Service Charge due in quarter d. Amount of arrears recovered (former years arrears from current tenants) |
| <p>HN02: Number of</p> <ul style="list-style-type: none"> a. Social housing applicants in allocation pool b. Social housing new applicants awaiting assessment (Snapshot at last day of quarter) |
| <p>HN03: Average Time to Re-let Local Authority Housing (Quarterly Cumulative)</p> |
| <p>HN04: Average cost of a Void repair (Quarterly Cumulative)</p> |
| <p>HN05: Percentage of residents very or fairly satisfied with the repairs service they received (Quarterly Cumulative)</p> |
| <p>HN06: Costs – Total Void Works (service provision) as % of Total Repairs Costs (Quarterly Cumulative)</p> |
| <p>HN07: Costs – total responsive repairs as a percentage of total repairs costs</p> |
| <p>HN08: Number of Disabled Facilities Grant (DFGs)</p> <ul style="list-style-type: none"> a. Numbers of calendar days from initial request to works complete b. Number of calendar days from OT recommendation to completion (Quarterly Cumulative) |

| ENVIRONMENT COMMITTEE |
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| <p>EN01: Food Hygiene</p> <ul style="list-style-type: none"> a. % of food premises scoring 3 star food hygiene ratings or above (Snapshot at last day of quarter) b. Number of food premises inspected (Quarterly) |
| <p>EN02: Garden waste service: Number of households taking up garden waste bin service. (Quarterly Cumulative)</p> |
| <p>EN04: Number of Flytips reported (Quarterly Cumulative)</p> |
| <p>EN05: Number of streets in the Borough meeting street cleanliness levels</p> <ul style="list-style-type: none"> a. Litter (formerly NI195a) b. Detritus (formerly NI195b) (Snapshot at last month of quarter) |
| <p>EN06: Contamination rate in dry recycling (Quarterly Cumulative)</p> |





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