

CABINET MEMBERS REPORT TO COUNCIL

19 July 2023

COUNCILLOR RINGER - CABINET MEMBER FOR IT, WASTE AND ENVIRONMENTAL SERVICES

For the period June to July 2023

1 Progress on Portfolio Matters.

IT Infrastructure Team

- **Testing for Business Continuity** - Out of hours testing has made good progress towards automating the switch over to Fakenham in the event of an internet line outage at Cromer.
- **Public Services Network (PSN) Health Check** – Last week we had an external tester scanning our IT infrastructure for vulnerabilities, these results will determine if we retain our PSN accreditation. Without this we wouldn't be allowed to access data supplied by the DWP for the processing of Benefit claims.
- **Redundant Equipment** - Laptops and PCs are used for 5 years before we replace them. Old equipment is being picked up by Norfolk County Council to be refurbished and redistributed to people who can't afford to buy IT equipment.

IT Web Team

- **Invest North Norfolk** - Content and structure of the new Invest North Norfolk section has been completed and put live to the public.
- **CoastWise** - Initial pages created and published to support the new branding for the Coastwise initiative.
- **Intranet** - Updated look and feel applied to team sections of the corporate intranet.

ICT Applications Support Team

- **UniMap web** - The authority is required to move across to the Unimap web offering as the current product is being decommissioned. This is used by the Planning department to access the mapping component of Uniform.
- **Out-of-date servers** - There is a requirement to move any software that is on Windows 2012 servers across to servers on a more recent version, this will be happening in the coming months.

Environmental Health

Public Protection

Unusually for North Norfolk during the month of June 2023 we rated two premises a zero (0), one premises a one (1) and two premises a two (2) on the Food Hygiene Rating Scheme. We would normally only score this many low scoring premises in a whole year.

Businesses are reporting to us that they are unable to get members of staff to

undertake all the tasks that need to be done in their businesses.

Environmental Protection

Fly Infestation Poplar Farm Fulmodeston (dated 03/07/23):

There is a continuing issue for the village of flies from the farm (primarily along Croxton Road). There is a degree of media interest from this. The site owner has admitted that managerial lapses may have contributed to the issues.

The site owner has received formal notification from Environmental Protection that the conditions in the village meet the criteria for statutory nuisance.

Now the site operator has initiated additional actions to bring the situation under control, including:

- Additional fly treatments Inc. larvicide
- Enhancements to site management practices (site cleaning etc)
- Offer to provide fly traps to impacted residents.

EP are monitoring the situation and working with residents to determine if the situation improves following agreed actions by the operator.

Civil Contingencies

A Tactical Coordination Group meeting regarding the national 999 system issues was convened on Sunday 25 June. NNDC attended and supported the County wide approach.

Environmental Services

The Norfolk Waste Partnership Board met on Friday 30th of June. This was attended by officer and portfolio holder. The team continue to manage the contract with Serco although are still receiving a high level of customer calls for missed collections.

2 Forthcoming Activities and Developments.

We await the outcome of the Government consultation on standardisation of waste collections previously delayed in April. This may have various implications for the authority and residents.

Improvements to the webform for reporting missed bin collections are due shortly

3 Meetings attended

- Norfolk Waste Partnership
- Regular meetings with officers across IT and Environmental and Waste Service area
- Visit to Anaerobic Digester in Attleborough (17/7)

