

CABINET MEMBERS REPORT TO COUNCIL

22 November 2023

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

For the period September to November 2023

1 Progress on Portfolio Matters.

Public Protection

Team is working very hard to carry out programmed food safety inspections, this is extremely difficult for them due to members of staff leaving/retiring. Concentrating on the highest risk premises and ones that have newly registered.

Licencing team slowly catching up with their backlog of applications, this is occurring through a combination of: hard work, overtime, and temporary members of staff.

Following a notification from the Food Fraud and Crime Unit of the Food Standards Agency that there was a premises within our area supplying a non-licenced novel food worldwide we undertook a "raid" on a premises under a warrant granted by Norwich Magistrates. The agencies involved in this "raid" were FSA Food Crime Unit, Regional Serious Crime Unit of the Police, Norfolk Police and members of NNDC Food Team.

The scale of the operation surprised us all, and there is a great deal of additional work to be done to get to the bottom of this matter.

Civil Contingencies

The Civil Contingencies Manager participated in an evacuation exercise with Eccles-on-Sea Flood Wardens

A Local Coordination Group was held on the 3rd of October in relation to Sheringham flooding incident and River Glaven issues there has also been liaison with Lead Local Flood Authority which is currently ongoing.

The weather has presented a significant challenge in recent weeks and we have coordinated, prepared and responded to: -

- multiple coastal and river flood alerts and warnings re Spring tides and heavy rain
- Storm Babet
- Storm Ciaran
- Overtopping at Potter Heigham
- Persistent flooding on the Broads

North Norfolk District Council has hosted the Norfolk Resilience Forum (NRF)

Local Coordination Group (LCG) training in September, this led to three additional NNDC officers being trained to chair.

Environment and Safety Services

A new missed bin collection webform has been launched. The new form is linked to Serco's system and uses live round completion information to ensure correct reporting.

During October, DEFRA announced the long awaited requirements for future recycling collections. From 2026, all local authorities will be required to provide weekly collections of food waste from every household and plastic packaging film will have to be collected from the following year. Officers have begun working with Serco and NEWS as our main contractors to draw up proposals for the introduction of these services.

This Council have had dialogue with Serco in respect of the use of HVO fuel in the collection fleet. HVO is more expensive per litre than diesel and similar to diesel is subject to price fluctuations based on availability. Serco have been asked to provide details of the price differential so that officers can undertake a carbon pricing exercise to understand the cost of offsetting the carbon produced by the fleet using diesel compared with the additional cost of using HVO fuel. The pricing information is expected shortly.

Serco have stated that the previous route and round reorganisation, launched in September 2022, did not deliver the efficiencies that they expected and further work is required to ensure that collections can reliably be undertaken on the scheduled day without the need for support rounds, which is not sustainable. This reorganisation will also apply to the Garden Waste collections, and it is anticipated that this will bring about improvements in collection completions on the scheduled day and reflect the additional vehicle provision. The addition of a further Trade Waste vehicle will also be built into the design of trade routes and allow for some trade waste collections to be moved from the domestic rounds to provide additional capacity.

6 additional First Aiders trained internally by Corporate Health and Safety Officer, ensuring NNDC remains compliant with HSE guidance, and as a number of previous First Aiders have left the organisation, which would have left a shortfall. Holt Country Park staff have also received Catastrophic bleed and Tourniquet training.

Environmental Protection

The team continue to work on a range of cases, unfortunately due to staffing levels a significant backlog of cases has built up during the summer months, the team have prioritised cases and responses, but this does mean that some cases have been waiting a significant amount of time for a response. A successful recruitment campaign means that a Senior EP and EP Officer have now been recruited and will join the team shortly.

IT Infrastructure Team

- Signed a new mobile phone contract with Class Networks.
- Technical assistance provided for the upgrades for Web forms and mapping.
- Recruitment of Technical Support Assistant completed.
- Installation of fibre line for Flagship.
- Upgrade of self-service PCs at Cromer & Fakenham.

IT Web Team

- Online forms live servers have been migrated to new servers and the old ones retired. This mitigates security risks and ensures our server estate is up to date and as secure as possible.

ICT Applications Support Team

- Windows 2012 servers required migration to new updated servers. This has been ongoing in recent months with the last of these being completed this week (at least from an Applications perspective).
- Planning software has been upgraded to latest version. Prerequisite to forthcoming Unimap Web update.

2 Forthcoming Activities and Developments.

IT Infrastructure Team

- Focusing on upgrading all servers running Windows Server 2012.
- Cyber Awareness training for staff and members.
- Upgrading all 'edge' networking equipment and tidying cabinets.
- Procurement and rollout of new mobile phones

IT Web Team

- Now server work is completed the team will once again be focusing on online forms development.

ICT Applications Support Team

- Planning mapping software moving from on-site to cloud based solution over next month.
- PALC pay form. Introduction of prepayment for land charges searches. Technological development that will lead to administrative saving. Scheduled completion in December.
- HMLR project. There will now be a national land registry database which we will feed into. This will require an extensive data validation and cleansing exercise over forthcoming months.
- Project underway to convert Pay360 our payment software to a cloud-

based solution due to existing solution being decommissioned.

3 Meetings attended

Visit to the MRF in Costessy,
Norfolk Waste Partnership
SERCO Contract Review Board
Overview and Scrutiny Committee
Meeting with SERCO supervisors
Regular meetings with officers on matters relating to the portfolio