

CABINET MEMBERS REPORT TO COUNCIL

20 December 2023

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

For the period November to December 2023

1 Progress on Portfolio Matters.

Environmental and Safety Services

The team working closely with Serco to drive improvements in waste and recycling collection performance. November has seen lowest missed collection figures of the year – 55% below the monthly average for 2023. Missed assisted collections are all down 60% on the 2023 monthly average. Leaflets delivered to every household advising of Christmas and New Year bin collection changes and promoting Christmas recycling message. North Norfolk District Council has now commissioned consultants to assess options for the introduction of food waste collections in North Norfolk and how we may achieve the highest performance and recycling rates. This work will be ongoing until around March/April 2024.

Nine more NNDC staff IOSH Managing Safely trained and passed both the theory and practical elements of the course. More departments can now introduce up to date risk assessments and manage staff safety for their own individual areas, with support from Corporate H&S.

A number of staff across the organisation have had PASMA Managers training which enables them to inspect mobile scaffolding towers, recognise issues and stop contractors and staff if necessary. This gives more individuals the ability to manage site safety.

Corporate H&S are playing an active part in advising Cromer Town Council on visitor, contractor and staff safety for the upcoming New Years Firework display off Cromer Pier.

Civil Contingencies

The winter weather has meant that the team have been busy over the past month in the co-ordination and preparation and response to Spring tides and matters arising along the coast, Overtopping at Potter Heigham, persistent flooding on the Broads and severe cold weather.

There is ongoing liaison with the Environment Agency and the Lead Local Flood Authority re flooding incidents which happened earlier in the autumn.

Public Protection

Both the licensing and food safety teams, are continuing to undertake

business as usual services, but response times are being impacted on by resourcing issues and a high work load. However, the team are still receiving compliments from businesses, especially new businesses where the early advice and guidance from a qualified Environmental Health Officer is invaluable.

Licensing have undertaken visits with the Police to licensed premises across the district, checking that licensing conditions are being met and random drug swabs have been taken too.

The team have been working to design a knowledge test for North Norfolk Taxi drivers and it is hoped that this will be completed before the end of December.

Environmental Protection

The team are currently preparing the annual air quality status report. This will be shared with members and placed on the website once complete. Earlier calculations and analysis provide a positive picture in terms of an overall improvement of air quality at some monitoring locations.

The team have acted as independent chair to a ASB case review for South Norfolk Broadland, this is the first one of the new process of using independent chairs across the county.

Team members attended the Maritime and Coastguard Agency training on the response to Oil spills and emergency planning.

The teams case load remains high but the improvement in staffing levels is starting to have an impact on reducing response times.

IT Infrastructure Team

- Networking equipment at both ends of the Council offices has been upgraded and tidied up.

- All servers have been moved from end-of-life operating systems to the latest version receiving security updates.

- Kaspersky virus software finally removed from all user devices and servers.

- Configuration of large screen & PC so Property Services can access key information on a wallboard in the office. This is so they can monitor outstanding jobs at a glance.

- Cyber Awareness
 - o Cyber simulation exercise – We sent a ‘fake’ phishing email to staff and members. 28 people entered their credentials which had it been real could have opened us up to a Cyber-attack.

 - o Second Cyber Awareness course pushed out for staff and Members – Phishing 101.

2 Forthcoming Activities and Developments.

IT Infrastructure Team

- Over the Xmas break the core network will be upgraded. There may be some down time but hopefully the work that is being put into the various DR scenarios will mean there is only a momentary break in service.

3 Meetings attended

Norfolk Waste Partnership

Joint Waste Contract Review and Development Board

Overview and Scrutiny

Regular meetings with officers with regard to portfolio matters