

CABINET MEMBERS REPORT TO COUNCIL

27 March 2024

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

For the period February to March 2024

1 Progress on Portfolio Matters.

Environmental Protection

NNDC are participating in operation Octane, a police initiative to clamp down on antisocial car-meets. At NNDC we are not adversely affected as badly as other Councils, however car meets are mobile, so where one Council clamps down, they will and do move to other areas. We are looking any a consistent approach with other Councils and there are discussions to introduce a PSPO for the NNDC district.

Public Space Protection Orders regarding dog restrictions are currently out for consultation. These relate to the proms and beaches across the district and the consultation remains open until 11th April 2024.

The Norfolk Waste Enforcement Group met last week, this County group is made up of District Councils, the Environment Agency, Police and County Council work together to try and tackle fly tipping. The group are currently working on a County wide intelligence map which will allow stakeholders to share relevant information in a timely manner.

Public Protection

In terms for food hygiene inspections the team have worked hard and are on track to achieve their inspection target for 2023/24 despite some vacancies and long-term sickness in the team. There is still a large number (approx. 800) of lower risk food businesses which are overdue an inspection. This is a continuing legacy of Covid. Extra resource has been brought in to help catch up this work, however the team continue to see a drop in standards in some premises.

The consultation on the Hackney Carriage fare review has now been concluded and the new fares have come in force.

Civil Contingencies

Coordinated preparation and response re Spring tides, coastal and river flood

alerts

Officers managed the issue with EA flood gate at Cley on 13 Feb and debriefed the incident for future learning.

In February Norfolk had 236% of the long-term average rainfall and it was 3.3 degrees Celsius above the average temperature. The team have continued to respond to flooding incidents where appropriate in areas such as Potter Heigham, the Broads, Weybourne and Happisburgh. Working alongside other key partners such as the environment agency, fire service, county highways and the lead local flood authority.

Environmental and Safety Services

Despite some recent staff departures, the team have continued to work with Serco on the forthcoming round reorganisation which will commence on the 8th of April. Leaflets detailing changes to bin collections have been delivered by Royal Mail to all households across the district, between 4th March-28th March. Additional information has been supplied to properties experiencing more than 18 days between collections and additional 3 bags will be collected.

Trade customers and subscribers to the garden bin service have been written to informing them of the increased charges from 1st of April.

In preparation for the summer season the seasonal litter bins have been deployed to coastal areas and a deep cleanse of proms and toilets has occurred.

IT Infrastructure Team

- Train WIFI
 - o We have put considerable effort into solving the issue of connecting to NNDC IT systems on the trains. We have made progress and believe we have a solution but are awaiting confirmation from our 'test' members.
- Training
 - o The Cyber awareness courses have been continued to be pushed out bi-monthly and have a 61.85% take up. We need all managers to push this message and increase people's awareness. Alternate months we have been sending a simulated phishing email that has fooled 14.67% of staff/members.
 - o We should aim to reduce this as it leaves us very vulnerable in the case of a real phishing attempt.
- Mobile Phones
 - o The project to replace staff's mobiles phone is complete meaning all phones are compliant with the required security patches.

IT Web Team

- Garden Bins
 - o Garden Bin customer Direct Debits updated per agreed prices.

- o Data generated to allow contact of those customer to advise of same
- o Significant work done to internal Garden bin account management software.
- Planning
 - o Continued support of planning and the Local plan examination library
- Environmental Health
 - o Fly tipping process updated in preparation of Assure integration.
 - o Testing of online systems for new Whitespace round data
- Council Tax
 - o Council Tax residents' online consultation
- Website Updates
 - o Invest North Norfolk section.
 - o Empty homes content
 - o Council tax and business rates
 - o FAQ for the Bin round changes.
 - o Triathlon events
 - o Coastwise survey
 - o All intranet content and maintenance

ICT Applications Support Team

- Land Registry
 - o Project now underway to migrate land registry data to national database. Confirmation to proceed received from central government. Approx 9-month project. Substantial activity to support.
- Updates
 - o Upgrade of Exacom section 106 Planning software completed Feb.
 - o Upgrade of Civica Revs/Bens software completed Feb.
 - o Upgrade of Assure Planning software completed Feb.
 - o Upgrade of HR Resourcelink software completed Feb.
 - o Revs/bens year-end updating successfully completed. Included unsocial hours and weekend working.
- Service Desk
 - o In collaboration with ICT Web and Network teams review of service desk outstanding calls undertaken. Resulting numbers far more manageable.
- Pay360
 - o Work ongoing to convert Pay360 payment software to a cloud-based solution due to existing solution being decommissioned. Go-live Apr 24. Some issues encountered, working with supplier to resolve.

2 Forthcoming Activities and Developments.

The target operating model (bin round rerouting) will occur from April 8th 2024. A separate briefing on this matter was held for members on the 13th of March.

The Great British Spring Clean takes place between 15th of March and 31st of March 2024. NNDC do have litter picking sets for community groups to borrow at any time of year.

IT Infrastructure Team

- Servers
 - o Upgrading our remote desktop servers to the latest operating system.

- Training
 - o Continue to push Cyber awareness and work through the Cyber Treatment Plan as issued by Local Digital Cyber Support (providers of Levelling -Up funding).
 - o Training for the Technical Support Assistants.

- Cyber Incident Plan
 - o Revising the Cyber Incident Plan.

- Elections
 - o Supporting Elections in the run up to the PCC elections firstly by moving them to the committee room.

- Servers
 - o Installation of new hosts at Cromer, these servers will then go to Fakenham as the ones there are now 9 years old.

IT Web Team

- Online Payments Portal
 - o Updating of prices in online payments portal for the start of the new financial year

- Online Forms
 - o Updating of online forms to accommodate Assure changes.

ICT Applications Support Team

- Uniform software
 - o LIVE-TEST snapshot to be enacted in near future. Substantial piece of technical work.

- Revs/Bens
 - o Rollover at end of month, 2nd part of year end process. Again, will

involve unsocial hours.

- Power BI
- o More members of team to attend Power BI training to meet anticipated organisational demand. Possibly to plug gap from decision not to reprocare performance software.

3 Meetings attended

- Norfolk Waste Partnership
- Serco contract review and development board
- Members Briefing on changes to waste collections
- Regular meetings with officers and members on matters related to the portfolio