

CABINET MEMBERS REPORT TO COUNCIL

24 July 2024

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

For the period April to July 2024

1 Progress on Portfolio Matters.

Civil Contingencies

Following the recent audit of the Civil Contingencies team, there has been a recent focus on ensuring that the organisations Business Impact Assessments and Business Continuity plans are up to date and fit for purpose.

The Civil Contingencies manager continues to work with colleagues and members of the Norfolk Strategic Flooding Alliance to progress matters of flooding particularly in the Potter Heigham, Happisburgh and Hickling area.

Environmental and Safety Services

The team have liaised with DEFRA over the funding allocation for the role out of food waste collections. They have asked for a review of the current allocation. We await the outcome.

Round optimisation has taken place across North Norfolk, on the whole the change to the domestic collection days went smoothly, there were some issues with the trade waste collections and the team have worked closely with Serco to resolve these. This did involve some further changes to collection days for a small percentage of customers.

Invoices for the collection of Trade waste have been issued to all customers. This is a significant undertaking and has meant an increase in workload for the team given some of the challenge of the route optimisation.

The Corporate Health and Safety officer has offered professional advice, guidance and oversight to the Cromer and Mundelsey coastal defence works.

Environmental Protection

The 2024 Annual Status Report for air quality has been completed and is currently awaiting approval through DEFRA.

A Fixed Penalty Notice has been issued for a fly tipping incident at Topps Hill, Thorpe Market.

A draft Public Space Protection Order for nuisance vehicle use has been prepared. Consultation on this will begin shortly.

Public Protection

On 24th and 25th May 2024 the Food Standards Agency undertook an audit of our control of Shellfish operators in the district, we are still awaiting the draft report.

The team have concluded an investigation into poor food hygiene practices and be issuing a Caution for the offences.

A driver knowledge test has been prepared for new drivers of Private Hire and Hackney Carriages. The test replaces the current interview process and covers areas such as the highway code, the taxi handbook, numeracy and literacy, basic geographical knowledge of the district and equality and diversity. The aim is to introduce a standard approach and drive efficiency in the process. The team have also introduced a new booking system for appointments.

IT Infrastructure Team

- **IT Service Review**
 - A review is being undertaken by External consultants to provide recommendations on how the service could be enhanced, where any improvements could be made and where any savings could be achieved.

- **Audit**
 - A Cyber Security Audit is underway which has added to the workload of the team.

- **Systems**
 - Upgraded our remote desktop servers to the latest operating system.
 - The planned replacement of host servers has taken place at Cromer, with the replaced ones being moved to Fakenham to provide greater resilience of our Disaster Recovery capability.

- **Cyber Security**
 - Continue to push Cyber awareness with all officers undertaking mandatory training.
 - On high alert especially during the pre-election time e.g. alert to state sponsored phishing attacks from the Russian & Chinese aimed at election workers.
 - Signed up to a initiative to give extra protection to key individuals. The National Cyber Security Centre (NCSC) is a government organisation that provides cyber security guidance and support.
 - Revised the Incident Plan which is key to the way we would handle a Cyber-attack.

- **Training**
 - Training for the Technical Support Assistants.
- **Support**
 - Supporting the Elections Team in the run up to the General elections e.g. by moving all its IT equipment to the committee room.
 - Supporting visit of work experience students to the Council.

IT Web Team

- **Software Development/Updates**
 - Garden Bin Customer Data management software development.
 - Security updates for online forms package
 - Website content updates for service information
 - Intranet updates
- **Service Review**
 - Engagement with IT Service Review
- **Process Updates**
 - Updating Taxi Licence renewal process with the service
 - Updates to the Contact Us process with Customer Services
- **Staffing**
 - Hosting Work experience students withing the service

ICT Applications Support Team

- **Land Registry**
 - Project ongoing to migrate land registry data to national database. Confirmation to proceed received from central government.
 - Work ongoing to convert Pay360 payment software to a cloud-based solution. Go-live now the end of July 2024. No further slip anticipated.
- **Upgrades**
 - Upgrade of Civica Revs/Bens software completed Jun.
 - Upgrade of Uniform Planning software completed Jun.
- **Customer Services**
 - Service desk call numbers now remain at a constant level following cleanse.
- **Training**
 - Training attended to enable NNDC on-site Civica Financials LIVE-TEST snapshot.
- **Environmental Health**
 - Annual commercial waste charging underway.

2 Forthcoming Activities and Developments.

Flood Resilience Team Engagement Advisor from the Environment Agency visiting Cley and Salthouse on 18 July to provide reassurance re Cley flood gates and EA flood alerting procedures (requested they attend for community reassurance and to rebuild trust)

IT Infrastructure Team

- **Audio visual**
 - Some equipment replacement in the Council Chamber to improve the sound quality.
 - Ensuring the Committee room is setup for meeting where live streaming is required.

- **Cyber Security**
 - Investigate the Cyber assessment framework (CAF).
 - Investigating better email phishing software
 - Revise the IT Security Policy
 - Update the Business Impact Assessment for IT

- **Public Service Network Health Check**
 - Public Services network (PSN) health check taking place mid-July with recommendations to be implemented following receipt of the findings.

- **IT Service Review**
 - Continue to engage with external consultant undertaking the IT Review
 - Take part on the Norfolk Resilience Forum (NRF) exercise in September.

IT Web Team

- **Website**
 - Beginning work to update our primary website.

- **Online Forms**
 - Working with C3 to integrate potential new forms package into customer services processes.
 - Ongoing development of our own online forms to reduce licensing costs.

ICT Applications Support Team

- **Updates**
 - Civica Financials upgrade scheduled for July 2024.
 - Upgrade to UNIMAPWEB mapping software scheduled imminently.

3 Meetings attended

Norfolk Waste Partnership
Joint Waste Contract Review and Development Board
Regular meetings with officers regarding portfolio matters