

CABINET MEMBERS REPORT TO COUNCIL

25 September 2024

COUNCILLOR RINGER - CABINET MEMBER FOR IT, Environmental & Waste Services

For the period July to September 2024

1 Progress on Portfolio Matters.

Environmental Services

The replacement of 3 compacting bins with wooden effect wrap has occurred on the quay side at Wells next the Sea. A survey is planned to review the provision and condition of the other units across the district over the autumn months.

The team continue to monitor the Council's contract with Serco and are still dealing with some of the issues arising from the re-route which occurred in April 2024. These issues mainly relate to trade waste customers.

A review is underway into the maintenance regime of our open spaces with the objective of increasing carbon efficiency and encouraging areas of increased biodiversity including the ongoing review of wild areas and potential to increase these.

30 street signs have been replaced and installed across the district

Environmental Protection

North Norfolk District Council has again won a GOLD [RSPCA Pawprint award](#), for stray dog services. [Animal Warden Services](#) deliver the Council's stray dog service and work together with the Council as a key partner to help reunite owners and their dogs. The RSPCA's PawPrint Award scheme celebrates and rewards local authorities and organisations for going above and beyond to deliver the highest quality animal welfare services. The Council was also one of only 13 organisations across England and Wales, who were awarded a gold award in the RSPCA's new category for Kennelling.

The team continue to investigate a high volume of Statutory Nuisance Complaints. They have had to prioritise cases over the summer months in line with available resources including 2 vacant senior posts and 1 long term absence.

Public Protection

The team have been working with the Food Standards Agency to develop an inspection programme for food businesses over the coming two years. This will allow NNDC to allocate resources on a risk basis. By April 2025 the team will need to inspect 5 Category A premises, 35 Category B premises, 115 Category C premises and 235 Category D premises, giving a total of 390 inspections to achieve the targets set by the Food Standards Agency.

The team have in recent weeks filled a vacancy, given the national shortage of competent food safety EHO's this is a very positive step for the team and will help with delivery of the inspection programme.

Civil Contingencies

100% of business continuity plans have been reviewed and updated over this period. Satisfying the requirements of the recent audit recommendations.

Further to the site meeting in July, the Environment Agency is to produce, install and maintain some A1-size aluminium flood risk info boards at a couple of locations on Cley marshes by the end of the year (to explain the natural and manmade flood defences - and specifically the automatic gate closure and show walkers which way to go).

The Senior Flood Warden Liaison Group meeting is planned for 23rd September.

IT Infrastructure Team

- We have replaced an amp in the Council Chamber to improve the sound quality. This appeared to make little difference when Members were joining meetings remotely so we installed some sound boosting software on the pc which appears to have made a difference, but we will monitor the situation.
- The BIA and BC Plan have been updated for the Infrastructure Team.
- All of the vulnerabilities found as a result of the PSN Health Check have been remediated and we are ready to submit the necessary documentation to renew our PSN compliance.
- The scoping document has been written for the Cyber assessment framework which could result in a grant of £15k for the Council.
- Evidence & documents have been submitted to the DWP for an audit on our security

IT Web Team

- Progressing on building bespoke stand-alone (zero ongoing cost) online forms system
 - o Proof of concept forms successfully completed –
 - Bin day look up
 - Contact Us
 - Noise and Nuisance
 - Now working with Customer Services to identify workflow solutions
- Solution to bringing in house the collection of Direct Debit info for council tax customers now undergoing testing
- Updates to the Pre-application form completed and in test to support process change in Planning Dept
- Updates to the Taxi Licencing process to support Licencing team
- Implemented cross data referencing from UNIFORM to Assure to aid the service with time saving
- Website updates for
 - o Coastwise
 - o Wells neighbourhood plan
 - o Planning landing pages
 - o Business Rates
- Work ongoing on replacing NNDC website
- Work to contribute to IT Service Review

ICT Applications Support Team

- Project ongoing to migrate land registry data to national database.
- Upgrade of Civica Financials TEST software completed Jun. Service testing underway before proceeding to LIVE.
- Conversion of Pay360 payment software to sCloud now complete.
- Upgrade to UNIMAPWEB mapping software completed.
- Service desk call numbers now remain at a constant level following cleanse.
- EH annual commercial waste charging completed.
- Applications rationalisation exercise underway by EELGA.

- Planning Apache Tomcat software updated to plug PSN vulnerability.

2 Forthcoming Activities and Developments.

IT Infrastructure Team

- Take part in the NRF exercise in September.
- Re -release a revised version of IT Security Policy.
- Review our usage of Microsoft products.
- Storage replacement project

IT Web Team

- Primarily will be development of our own forms platform and in house developed website – both will represent zero ongoing cost for the authority once complete.

ICT Applications Support Team

- Civica Revs & Bens software require series of updates across four environments.
- Upgrade to Planning Public Access and Land Charges software imminent.
- Exercise to obtain business justification from service managers relating to cost/benefit of additional software components

Environmental Services

- Preparations are underway for the rollout of food waste collections for trade customers which is due to commence in 2025
- New signage for community litter picks is being acquired and should be available soon

3 Meetings attended

Norfolk Waste Partnership
Joint Contract Development and Review Board

Regular meetings with officers related to portfolio matters