

CABINET MEMBERS REPORT TO COUNCIL

08 November 2024

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

For the period September - October 2024

1 Progress on Portfolio Matters.

Civil Contingencies

- The annual Civil Contingencies report and the Business Continuity policy/framework updates have been prepared and will go to GRAC in December.
- The highest and 2nd highest Spring Tides of the year passed without significant issues.
- Members of the Community Connector teams, and the Civil Contingencies team represented NNDC at the new 'Crucial Crew' (Fire led safety event for 10–11-year-olds) at Gresham's in Holt. Risk and Resilience was the theme and delivered in partnership with the Norfolk Resilience Forum.

Public Protection

The taxi and private hire policy is under review and will be presented to the next licensing committee in December. Officers have met with members of the trade representation bodies to discuss the proposals and changes.

Vehicle applications for taxi's can now be booked online and the application forms are now editable on screen. This represents and delivers an improvement in customer service and waiting times.

The Licensing team has seen a significant increase in work associated with taxis. In 2019/20 there were 41 new driver applications compared with 103 new driver applications in 2023/2024. In 2019/20 there were 43 new vehicle applications compared with 220 new vehicle applications in 2023/24. As a result of this increase we are looking to recruit additional capacity in this team

The Food Safety team are continuing to undertake routine food hygiene inspections, they are working to the current Food standard Agency target of

450 inspections by 31/03/2025. This is a significant task given the vacancies in the team.

Environmental Protection

An abatement notice has been served on an industrial premises in relation to noise after a lengthy investigation.

The consultation process for a new Public Space Protection Order in relation to inconsiderate and inappropriate vehicles use started on the 4th of November and runs until 9th of December. Further details can be found here: [Home | PSPOs: Inconsiderate and inappropriate vehicle use](#)

Environmental and Safety Services

Continued improvement has been observed with bin collections following the challenging and lengthy reroute earlier this year. Weekly missed bins are trending downwards and round completion rates are high.

Planning for Commercial and Domestic Food Waste collections and surrounding discussions are progressing and the project planning for this is underway.

A Garden waste subscription article has gone out in the NNDC Outlook to further promote the service and generate uptake, both in the short term and the long term. <https://www.north-norfolk.gov.uk/tasks/environmental-services/order-a-new-brown-garden-bin/>

The team are working with Serco on the removal of the seasonal litter/BBQ bins commencing on 4th of November.

The Council's Health and Safety Policy has been reviewed and updated.

Roof mounted solar panels are being fitted to some of our waste collection freighters. These will help to power the bin lifts and reduce emissions.

IT Infrastructure Team

- IT Review final report has been submitted.
- Officers have tested the National Response Framework (NRF) Incident Plan in the case of a Cyber-attack.
- A revised version of IT Security Policy has been issued to staff.
- All Revenues & Benefits laptops have had a client upgrade.
- 75% of Cyber Security courses issued have been completed but we have a 12% click rate on simulated phishing emails. It is necessary to improve our staff/Members awareness of possible threats.

- Staff have attended training on Microsoft Azure and Security Fundamentals.

IT Web Team

- New forms published:
 - Council Tax benefit consultation
 - Council Tax Register for Direct Debit form
- Existing forms updated:
 - Changes to Customer Reply functionality
 - Updates to Contact Us
 - Updates to Garden Bin
 - Notification of a death
 - Changes to Preapplication Advice form
 - Purchase a Parking Permit
 - Site Inspection form
- New Forms System Creation
- Work continues on creating our own suite of online forms, separate from any supplier (ongoing savings in software licencing fees). Recent work has included:
 - Working with other software suppliers to enable sending of data in to back-office software
 - C3 (customer service)
 - Whitespace (Environmental Services)
 - Assure (Environmental Services)
 - Replication of existing forms in new system:
 - All Environmental Services Street Reporting Forms (Littering, dog fouling, graffiti etc)
 - Noise and Nuisance reporting
 - Integration with Active Directory to enable automatic logging in of internal users
- Website and Intranet Content updates for teams including:
 - Invest North Norfolk
 - Planning
 - Green / Environmental
 - Community safety / safeguarding
 - Country Parks

ICT Applications Support Team

- Work ongoing to archive data.
- Procurement in Revs/Bens being supported.
- Agreement with Environmental Health not to renew mobile working software at a saving of £7.7K

- Work underway to strengthen links between Environmental Health and ICT, working alongside Environmental Health technical lead.
- Civica Revs & Bens software updated for all four environments.
- Finance system brought up to current release levels.

2 Forthcoming Activities and Developments.

IT Infrastructure Team

- Install the Powerstores used for storage at Cromer & Fakenham.
- Review our usage of Microsoft products.
- Build server for an impending upgrade to the Environmental Health system.
- Continue to develop staff and widen the skill pool.
- Department for Work and Pensions (DWP) Audit
- Submission for the Cyber assessment framework.
- Order the upgrade from analogue to Digital for telephone/broadband lines in anticipation of the Public Switched Telephone Network (PSTN) switch off.

IT Web Team

- Moving mapping services to UNImap Web
- Engagement and assistance with various council consultations
- Automating data transfers between Planning and Environmental Services
- Team training on “.NET Razor” to further enhance new forms system
- Pending forms:
 - Internal form for Licensing
 - Custom and Self build form – in testing with Service
 - Second property review form – in testing with Service
 - Change of business address
 - Self-serve customer management facility for Garden Bins

ICT Applications Support Team

- Plan to introduce new Document Management System within Environmental Health.
- Review of service software costs, determine if savings can be realised.
- Review of forthcoming contract end dates, consideration given to enact full procurement to secure preferential rates.
- Training on Finance release loads to take full responsibility for this going forward.
- Work to migrate land registry data to national database.

3 Meetings attended

Regular Meetings with officers on Portfolio Matters
Norfolk Waste Partnership
Joint Waste Contract Review and Development Board
Meetings with representatives of SERCO