

CABINET MEMBERS REPORT TO COUNCIL

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

For the period November 2024

1 Progress on Portfolio Matters.

Public Protection

The Licensing team have drafted a revision of the taxi handbook and policy. The team met with elected members as a working group to discuss and review the changes. It is hoped that a further draft version will be available for full public consultation in late January.

Number of Licences issued by type, Year to Date and November 2024:

	YTD	November 2024
Lic Animal Activities	17	3
Caravan Site	6	2
Caravan Site	6	1
House to House Collection	12	2
Lottery - Small Premises	25	3
Personal	69	4
Premise Licence	242	13
TENS	400	32
Hackney Carriage Operator	12	2
Hackney Carriage Vehicle	158	18
Hackney Carriage Vehicle	1	1
Private Hire Vehicle	336	45
Taxi Driver	242	24
Pavement Licence	8	1
Street Trading	11	3

Environmental Protection

A programme of rat mitigation and baiting is now being undertaken in East Runton and the Sunken Gardens, Cromer.

Changes have been introduced to the abandoned vehicle process, where greater clarity on the definition and criteria for abandonment have been described, the vehicle must now have been in situ for 21 days before considering it abandoned, unless burnt out or dangerous. A consultation on public space protection orders (PSPOs) on inconsiderate and inappropriate vehicle is open until 9th December. Once closed consideration will be given to feedback. The EP team are now fully staffed.

Civil Contingencies

The Civil Contingencies manager has attended the Coastal Forum meeting, NLARP and Bacton Gas Terminal Emergency Services Liaison Group.

The annual report Civil Contingencies report was presented to GRAC on 3rd of December and GRAC also approved the changes to Business Continuity policy/framework.

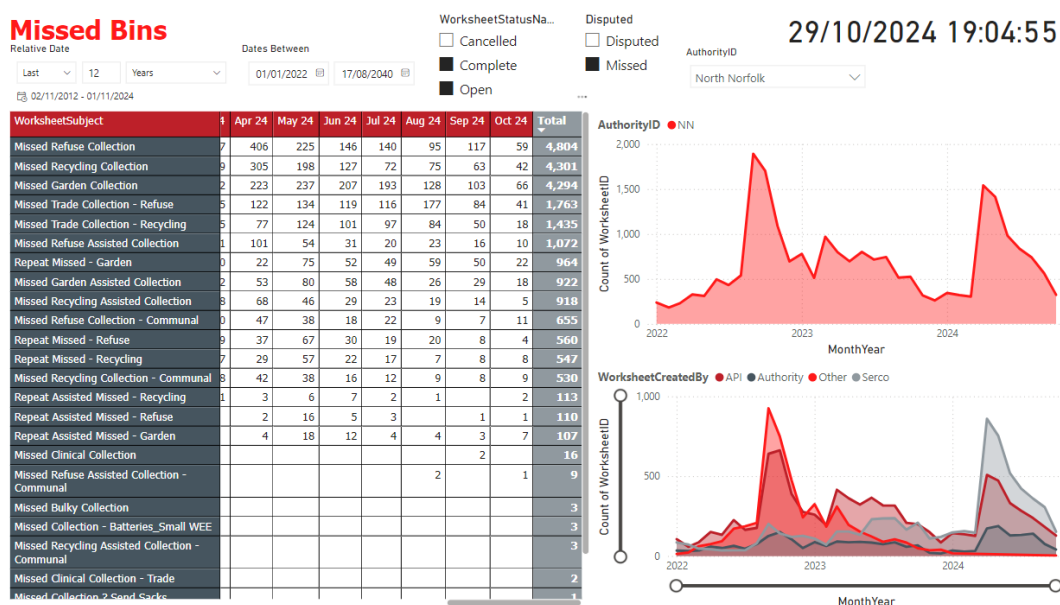
Coastal flood alerts were issued re Spring Tides 16-19 Nov, some flood gates across the district were closed.

Broads River Flood Alerts have been in force and ongoing since 26th November.

Environmental and Safety Services

Serco on behalf of the Cromer RNLI have planted a rose to commemorate their 200-year anniversary.

Below are the missed bins stats supplied by Serco for the period April 2024-October 2024. The demonstrate an improvement in service post the route reorganisation in April.



Inclement weather in mid-November meant garden waste collections were interrupted, there was minimal impact on a small number of customers. Measures were put in place to collect side waste from those impacted.

Plans for the Christmas collection, details of changes will be published on the NNDC website and social media channels.

IT Infrastructure Team

- The scoping document for the Cyber Assessment Framework has been accepted and we will receive £15,000 as an early adopter.
- The project to upgrade our storage at Cromer and Fakenham is ongoing.
- Review our usage of Microsoft products is underway. The aim is to ensure our IT estate is configured as securely as possible and then to look at the products in the Microsoft Agreement that we are not making full use of.
- The server for an impending upgrade to the Environmental Health system is built and awaiting implementation.
- DWP Audit interview has been completed and we are awaiting the final report.
- Arranged the upgrade from analogue to Digital for telephone/broadband lines in anticipation of the PSTN switch off.
- All staff have re-signed the latest revision of IT Security Policy. The changes are minor and as members have recently signed it, we won't be asking Members to re-sign.

IT Web Team

- Ongoing development of new online forms platform
- The bin collection lookup service has been transferred to the new platform as a test and is now being used by the public. This has been used approximately 1,650 times in 5 days and is working well.
- Data has been supplied to ES to facilitate contacting Garden Bin customers for outstanding payment.
- New form for residents to register to make council tax payments by Direct Debit now live – this is to replace a paid-for form.
- New form to register for the Custom and Self Build register including payments facility being made available to the public on Monday 09 December
- Automation of data transfers between Planning software and ES software nearly complete – this will stop double-handling of information by officers
- Updates to Parking Permit Application customers screen – simplifying and improving the ability to order new and replacement passes, reducing Customer Service workload in this area.

Website content updates including for:

- Coastwise
- Planning
- Invest North Norfolk

- Licencing
- Abandoned Vehicle reporting
- Finance

ICT Applications Support Team

- Work ongoing to archive data held in Revenues and Benefits to reduce disk space.
- Support of Revenues and Benefits procurement.
- Pressure being applied upon Environmental Health software supplier to resolve long-standing service issues with software.
- New document management system introduced in testing environment in Environmental Health.

2 Forthcoming Activities and Developments.

IT Infrastructure Team

- We are seeking advice on the equipment in the Council Chamber and Committee room to make it more reliable.
- Finish the upgrade of the new Storage.
- Carry on the project to maximise our usage of Microsoft 365.
- Implementing recommendations from Cyber Security Audit.
- Investigate next steps for the Cyber Assessment framework.
- Replace laptops that are older than 5 years old.

IT Web Team

- Following successful live roll-out of council developed online forms package, we are planning further forms for the new year with the aim of fully moving away from our current platform in 2025.
- Supporting planning with new and updated forms for Preapplication Advice process.
- Further automation of council data transfer processes.

ICT Applications Support Team

- Work to migrate land registry data to national database

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Meetings attended

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