

CABINET MEMBERS REPORT TO COUNCIL

19 November 2025

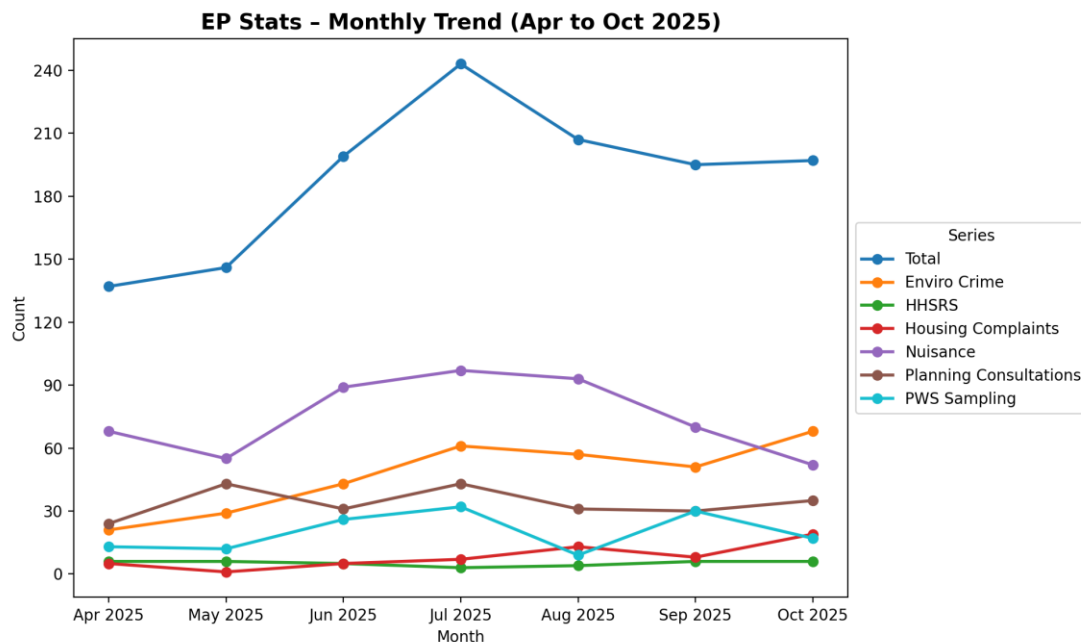
COUNCILLOR RINGER - CABINET MEMBER FOR IT, ENVIRONMENTAL AND WASTE SERVICES.

For the period September to November 2025

1 Progress on Portfolio Matters.

Environmental Protection

The team continue to deal with a wide range of enquiries, and whilst the summer peak has subsided the numbers remain relatively high as demonstrated below:



Consultation has opened and closed for Dog Related Public Space Protections Orders. The Team will now draw up the new proposals and presented them to Cabinet.

Food and Health and Safety

Successful completion of the Local Authority Enforcement Monitoring Survey was returned to the Food Standards Agency. The number of outstanding food businesses' inspections is much improved and continues to decrease.

Attestations certificates have successfully been completed for one local business; this allows Shellfish to be exported to France. This is a good demonstration of the Environmental Health team supporting local businesses.

The team are starting to review and update the 'Toilet provision in Premises Open to the Public' Policy

05/11/2025

Public Protection (Food & H&S) Stats: Monthly

	Total	Sep 2025	Oct 2025
Total	368	195	173
Food: Advice/Complaint	67	38	29
Food: Approved Products	1	0	1
Food: Attestation/Export Certificates	2	1	1
Food: Inspections	187	91	96
Food: Questionnaires	2	2	0
Food: Registrations	45	26	19
Food: Revisit / FHRS Rescore	9	4	5
Food: Sampling	13	6	7
H&S: Accidents	14	7	7
H&S: Advice/Complaint	6	4	2
H&S: Revisits	1	1	0
Other: Infectious Diseases	6	5	1
Other: Inspection Skin Piercing	3	3	0
Other: Notifications	12	7	5

Licensing

The EH and Leisure Business Support manager has undertaken a significant review of the licensing fees and charges; these are proposed to come into effect in April 2026 and are based on cost recovery.

A new mobile home fees policy has also been issued.

All residential caravan site licenses are being reviewed and the archive brought up to date. Licensing committee has approved a revised Street Trading Policy which has been extended to strengthen local economy and protect vibrant urban centres.

The team continues to work with our partners in the Police and County Council to address drug and alcohol related activity and improve public safety in our licensed premises and vehicles.

	Apr	May	Jun	Jul	Aug	Sep
Animal Activites	3	2	2	3	2	1
Betting Premises Non Track	0	0	0	4	0	1
Camping Site	0	0	1	0	0	0
Campsite Class BC	1	0	0	0	0	0
Caravan Residential Site	0	0	0	8	0	0
Caravan Site	0	0	0	0	0	3
Club Premises	2	5	1	4	0	8
Fit and Proper Person	1	0	0	0	0	0
Gambling Club Gaming Permit	0	0	0	0	0	1
Gambling Club Machine Permit	1	1	0	0	0	2
Gambling Premises Notification	0	0	3	4	5	5
Gaming Permit - FEC	0	1	0	0	0	0
Hackney Carriage Operator	1	0	0	1	1	2
Hackney Carriage Vehicle	29	16	15	45	8	24
House to House Collection	2	2	0	3	1	4
Lottery - Small Premises	36	13	15	10	8	9
Pavement Licence	2	0	2	0	1	0
Personal	12	7	8	8	4	5
Premise Licence	51	49	75	79	50	103
Private Hire Operator	0	0	3	1	0	1
Private Hire Vehicle	85	67	126	50	45	61
Scrap Metal Dealer - Collector	0	0	0	1	0	0
Scrap Metal Dealer - Site	1	1	0	0	0	0
Skin Piercing Practitioner	2	1	0	2	4	2
Skin Piercing Premises	1	1	0	0	3	3
Street Collections	4	0	1	5	6	8
Street Trading	0	0	0	1	0	0
Taxi Driver	44	65	162	253	91	56
TENS	30	37	39	54	27	39
Total	308	268	453	536	256	338

Environmental Services

Film and Flexible plastic trial:

The three trial collections have been completed within the selected area of North Walsham. Participation has been approx. 250 households on each

collection and the material collected has been good / clean quality target material. Final leaflet went out W/C- 3rd of November to encourage residents to complete the survey and provide feedback on the trial.

Commercial food waste service: Food waste service is going well, to date we have collected over approx.. 20 tonne of food waste from our businesses and schools who are signed up. Applications are being processed on a weekly basis. We are introducing 140 lockable bins for customers that are located within high footfall areas, these bins will also have QR codes on them so customers can double check what can go into the bins.,

Domestic food waste service: . _

The team continue to plan and work with our contractors on the introduction of a new domestic food waste collection service, which will be implemented in the latter half of 2025.

Service updates:

Assisted collections continue to be under review, along with any which are flagged by crews to ensure our systems are up to date. Visits and notifications are being sent. Vehicle and staff issues at the depot remain to impact on services. Working with Serco on a daily basis to ensure minimal impact to residents and customers, performance deductions are implemented when required.

Civil Contingencies

Exercise Pegasus was a 'Tier 1' exercise simulating a realistic pandemic scenario which took place between September and November 2025. Tier1 = a national-level exercise involving ministerial participation, activation of Cabinet Office Briefing Rooms, COBR, and multiple local resilience forums. Ex Pegasus is the largest of its type in nearly a decade. NNDC played an active role in the exercise.

100% of NNDC-Critical Business Continuity Plans have been updated.

Short video put out on social media focused on businesses and flooding, tying in with the Environment Agency's Flood Action Week, 13-19 Oct.

Operational activity re flood defences for Storm Amy (5 Oct) and Storm Benjamin (22-23 Oct) and the highest Spring Tides of the year (8-9 Oct)

Preparation work for Avian Influenza

Safety Advisory Group review of 2025 events and forward look for 2026 meeting held.

IT

- PSN accreditation achieved for another year. The process involves external Health check and remediation of any vulnerabilities found. This certification is essential for us so we can process Benefit Claims.
- Old laptops donated to NCC have massively helped with the Digital Inclusion project(run by County) .121 laptops have been gifted to North Norfolk residents and personalised training has been given to 646 people, group training sessions held at Sheringham & Cromer and regular drop-in sessions held at village halls & community venues.
- Acceptable Use of AI policy & IT Strategy approved through CLT , now going to Management Team for discussion
- X-Forms now integrated with Gov.uk pay – we can now take online payments with the new forms platform
- Updates to Bulky Collections form to prevent it being used by business
- Working with C3 for updates to CS software
- Website updates include events section for First Aid training, coastwise, Fakenham leisure centre web pages, Local Plan
- PSPO consultation launched
- Complete list of website pages provided to CLT for review
- Upgraded Exchange from 2019 to SE
- Setup new Umbraco for website
- 2 members of staff undertaken Certified Information Systems Security Professional training
- M3 Trade Waste module to be desupported; Service decision to adopt bespoke solution to manage this going forward. Concerns raised of risk to NNDC revenue stream. First demo scheduled by EH for later this week. Risks have been highlighted to EH Service Manager and Projects & Programs team.
- Land registry data migration to national database now complete.
- Preparatory work completed to enable migration of Concerto Property Services system into the cloud. Supplier meeting to be scheduled to agree formal go-live date.

2 **Forthcoming Activities and Developments.**

- Awaiting AI readiness Audit recommendations
- Supplier engagement to understand any security risks
- Review of IT resources
- PCI compliance software review
- Work underway to add increased security to Assure platform.
- Further IDOX Uniform upgrade scheduled to introduce required Building Control functionality
- Monitoring of Cyber Awareness training

- Testing of invoice file from new trade waste module
- Working on CAF improvement plan and possibly progressing to next stage
- Investigating Data classification software
- Beginning work on new website platform
- Integrating online forms with C3
- Moving more forms to new platform
- Updates to waste forms to allow for domestic food collections
- Further IDox Uniform upgrade scheduled to update Document Management System
- OpenEdge upgrade to be undertaken across Revs/Bens, substantial piece of work undertaken across weekend to minimise staff downtime. Undertaking this will enable us to catch-up to current release levels (current backlog of 8 releases/patches).

3 Meetings attended

Norfolk Waste Partnership
 Joint waste contract review and development board
 Regular meetings with officer on portfolio matters
 North Norfolk Food Waste rollout meetings