

CABINET MEMBERS REPORT TO COUNCIL

17 December 2025

COUNCILLOR RINGER - CABINET MEMBER FOR IT ENVIRONMENT AND WASTE.

For the period November to December 2025

1 Progress on Portfolio Matters.

Environmental Protection

The **Renters Rights Act 2025** has now come into force, with New Burdens funding of £32,270 to support our introduction of the Renters Right Act. Introduced over three phases from December 2025 through to 2035. It covers a range of matters in the Private rented housing sector including new and amended investigatory powers for local housing authorities - including powers of entry, requests for information and powers to demand and seize documents. Abolition of section 21 'no fault' evictions.

Introduction of assured periodic tenancies for most new and existing tenancies, and the end of Assured Shorthold Tenancy in the Private Rented Sector (PRS). Reformed grounds for possession in the PRS.

Rent increases are limited to once per year with tenants given two months' notice.

Ban on rental bidding; rent in advance limited to one month. It is illegal to directly or indirectly discriminate against potential renters with children or in receipt of benefits.

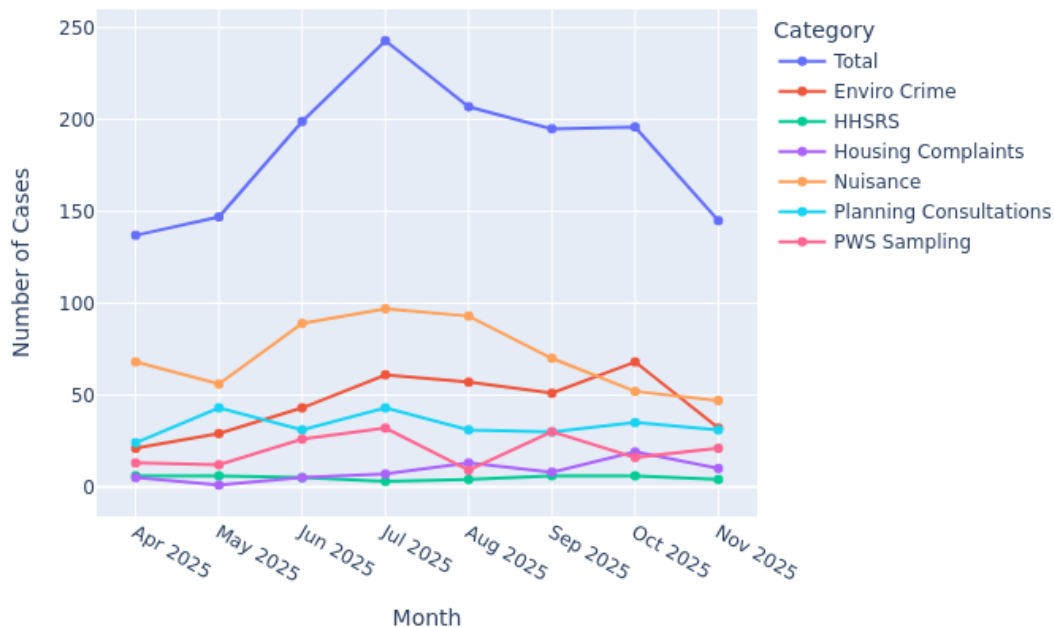
Landlords will need to reasonably consider a tenant's request to keep a pet. Financial penalties will be expanded and rent repayment orders extended to superior landlords and up to two years rent. Local authorities will be required to report on enforcement activity. From late 2026 PRS database phase one implementation from late 2026; phase two will see a further roll out of the PRS database and introduction of the PRS landlord ombudsman (which will be implemented after the database).

Decent homes standard for the PRS - likely to be introduced in either 2035 or 2037.

Minimum Energy Efficiency Standards of Energy Performance Certificate- C or equivalent for all domestic PRS properties by 2030.

The Environmental Protection team will be working closely with the Housing Options team to prepare for and implement the new legislation.

EP Stats Monthly Trend (Apr–Nov 2025)



Regarding the above stats and apparent trends:

- Environmental Crime has dipped significantly, after a peak – perhaps with people having had bonfires, rather than fly-tipping;
- housing complaints dipped slightly this month – perhaps due to a milder Autumn – but the overall seasonal trend is upwards, as we'd expect this time of year, with the damp, mold and cold, which should translate into an increased number of HHSRS inspections over the coming months. The abolition of section 21 evictions and the duty to enforce against illegal evictions will increase workloads in future.
- the nuisance complaints seasonal decreasing trend has continued, which has been welcome with illness within the team.
- the steady, high planning demand has continued.
- Private Water Supply sampling has increased probably to ensure that all samples are taken well in advance of Christmas to allow reporting back to the householders.
- Overall service request levels are returning to seasonally lower levels.

Public Protection

A warrant was executed for animal welfare concerns relating to an illegal dog breeder, which resulted in the seizure of 15 dogs. There is a peak in premises fees owed in November each year. The team is working hard to bring in premises and gambling annual fees owed to the Council and work on automating the invoicing process has started. An improved self-serve option for submitting Temporary Event Notices has been introduced. Primate licensing, street trading and charitable collections information was updated on

our web pages. (Licensing Stats for 2025 can be found in the Appendix at the end of this report)

02/12/2025

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

	Total	Oct 2025	Nov 2025
Total	310	169	141
Food: Advice/Complaint	50	30	20
Food: Approved Products	1	1	0
Food: Attestation/Export Certificates	3	1	2
Food: Inspections	157	88	69
Food: Questionnaires	1	0	1
Food: Registrations	41	22	19
Food: Revisit / FHRS Rescore	8	5	3
Food: Sampling	22	7	15
H&S: Accidents	13	7	6
H&S: Advice/Complaint	4	2	2
Other: Infectious Diseases	3	1	2
Other: Notifications	7	5	2

Environmental Health Officers visited Reepham High to discuss a career in EH, attending workshops and joining the interview panel. They received great positive feedback from Reepham High. This is a good way to promote the work of the organisation and profession, acknowledging that Reepham High School is out of District we would offer the same support to schools who approach us within our area.

Reactive Study 85 was completed, sampling non Ready to Eat fresh and frozen poultry meat and products to determine microbiological safety and quality, including tests for salmonella and campylobacter, the latter of which continues to increase with over 70,000 laboratory reports nationally. Awaiting results.

Environmental Services

The team continue to work on the implementation plans for food waste and continue to have discussions with Serco regarding the design of the new service.

Officers met with DEFRA representatives to discuss the shortfall in Capital Funding, although there were limited outcomes from this meeting, it was stated that there would be further review of the funding for required depot works.

There have on three occasions been problems with vehicles which have resulted in rounds being delayed. The team have communicated these messages to the public and have worked with the contractor to ensure that rounds are fully caught up.

Civil Contingencies

The Resilience Manager responded to the following incidents:

- High Spring Tides 4-6 Nov
- Storm Claudia 14-15 Nov and subsequent extended flood alerts for the Rivers Bure, Ant and Thurne - Potter Heigham barriers deployed
- Severe cold weather 19 Nov
- Severe weather and small surge (reissue of flood alert for the Rivers Bure, Ant and Thurne, Potter Heigham barriers deployed)

The team were notified but no action required from NNDC regarding Unexploded Ordnance in North Walsham, dealt with by Police/EOD. A small diesel spill at Stalham Staithe notification from Broads Authority, dispersed naturally.

Two officers completed the Coastguard's Beach Supervisor training 10 & 11 Nov, this training covers how to respond to a pollution incident.

- Cyber awareness - Disappointingly 30% of users clicked on the last simulating phishing attack which means there is still work to do to make people aware of scams and the clever ways that attackers can fool us. To back up the training that is sent out bi monthly, there is a short article on the intranet asking all users to contact IT servicedesk if at all unsure and to remain vigilant 100% of the time.
- 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. Concern with wider engagement outside of EH.
- Significant upgrade completed of OpenEdge software, enabling substantial backlogged release loads to be caught up in Revs/Bens. Significant piece of work requiring substantial out-of-hours working.

- Land registry data migration project now completed. Project formally closed.
- Property Services now moved across to Cloud-based solution. Formal declaration of BAU imminent.
- Further release loaded to develop planning software.
- AI readiness Audit final draft received & started to action
- Review of IT resources – report gone to AD
- Web Forms migrated to new platform - Food Hygiene rating revisits, Empty Homes reporting, CTAX single person discount, Small business rate relief
- Other web forms updated - Building control visit bookings, Parking permit purchasing, Contact Us, Garden Bins, C3 workflow integration, Customer replies can now come in to C3 once API is in place, C3 workflow integration, Primate licencing
- Major Website Updates - Coastwise pages and new blog section, Council Tax pages, Fakenham Leisure Centre pages created (October), Booking pages for First Aid training, Invest North Norfolk, Licencing pages
- Housekeeping of intranet pages for IT, Comms, Energy Efficiency hub
- Supplied tablet with a map of proposed boundaries of Unitary Authorities for joint bus trip around the County with other Norfolk local government organisations.

2 Forthcoming Activities and Developments.

- Closing down of all systems at Cromer for some electrical work on Saturday 13th December. Depending on time will endeavour to make everything available from Fakenham.
- Once AI Strategy is formally approved, we will rollout co-pilot licenses for test group, design training and the process for usage of other AI products.
- Local plan updates for Planning web pages & Map features (507 records to update)
- Domestic food waste – updates to whitespace forms.

- New form for Taxi Driver licencing.
- New form for Temporary Event Notices.
- Map used with online forms functionality updates.
- Initiated Supplier engagement to understand any security risks and complete Audit recommendations from Cyber maturity audit.
- Work underway to add increased security to Assure platform. This has been delayed due to staff absence.
- Preparation beginning for Revs/Bens end of year uprating. A substantial piece of work.
- Investigating Data classification software.
- PCI compliance software review.

3	Meetings attended
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Norfolk Waste Partnership
Joint Waste Contract Review and Development Board
Visit to the local Serco depot to meet senior SERCO management
Regular meetings regarding the food waste rollout

Appendix: Licensing Stats 2025

[illegible]

Camping Site	0	0	1	0	0	0	0	0	1
Campsite Class BC	1	0	0	0	0	0	0	0	1
Caravan Residential Site	0	0	0	8	0	0	0	0	8
Caravan Site	0	0	0	0	0	3	0	0	3
Club Premises	2	5	1	4	0	8	8	17	45
Dangerous Wild Animals	0	0	0	0	0	0	0	1	1
Fit and Proper Person	1	0	0	0	0	0	0	0	1
Gambling Club Gaming Permit	0	0	0	0	0	1	0	0	1
Gambling Club Machine Permit	1	1	0	0	0	2	1	0	5
Gambling Premises Notification	0	0	3	4	5	5	2	2	21
Gaming Permit - FEC	0	1	0	0	0	0	0	0	1
Hackney Carriage Operator	1	0	0	1	1	2	0	0	5
Hackney Carriage Vehicle	29	16	15	45	8	24	20	21	178
House to House Collection	2	2	0	3	1	4	4	1	17
Lottery - Small Premises	36	12	15	10	8	9	15	12	117
Pavement Licence	2	0	2	0	1	0	2	0	7
Personal	12	7	8	8	4	5	11	2	57
Premise Licence	51	49	75	79	50	102	104	178	688
Private Hire Operator	0	0	3	1	0	1	0	0	5
Private Hire Vehicle	85	67	126	50	45	61	110	66	610
Scrap Metal Dealer - Collector	0	0	0	1	0	0	0	5	6
Scrap Metal Dealer - Site	1	1	0	0	0	0	0	1	3
Skin Piercing Practitioner	2	1	0	2	4	2	0	0	11
Skin Piercing Premises	1	1	0	0	3	3	0	0	8
Street Collections	4	0	1	5	6	8	3	3	30
Street Trading	0	0	0	1	0	0	1	0	2
Taxi Driver	44	65	162	253	91	56	51	87	809
TENS	30	37	39	54	27	39	16	36	278
Total	308	267	453	536	256	337	349	438	2,944