

## CABINET MEMBERS REPORT TO COUNCIL

18<sup>TH</sup> FEBRAURY

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

For the period January 2026

### **1 Progress on Portfolio Matters.**

#### **Environmental Protection**

	Total	Dec 2025	Jan 2026
<b>Total</b>	316	146	170
<b>Enviro Crime</b>	96	37	59
<b>HHSRS</b>	9	3	6
<b>Housing Complaints</b>	32	15	17
<b>Nuisance</b>	88	48	40
<b>Planning Consultations</b>	62	32	30
<b>PWS Sampling</b>	29	11	18

Preparation continues for the new legislation known as Renters Rights Act. Policies and Procedures are being drafted, communications are being shared on Social media channels and staff from both EH and Housing Options are attending relevant training sessions. The impact and scale of this legislative reform is still unknown but Officers continue to put in place the relevant provisions to be able to deal and investigate enquiries.

One Fixed Penalty Notice with a value of £150 has been issued and paid by a Norwich resident for failure to meet their householder duty of care under the Environmental Protection Act 1990. This was as a result of a fly tip in Egmere. Unfortunately there is no evidence of who actually deposited the waste.

There are currently three absences within the team, officers are prioritising the workload, but some responses may take longer than normally expected.

The annual return has been submitted to the Drinking Water Inspectorate in relation to private water supplies within the District, of which there are over 500 supplies.

## Civil Contingencies

December was remarkably quiet re incident response. Some coordination re incidents in January re rough seas and asset damage, tidal locking and salt surge on the rivers, severe cold weather and Storm Goretti.

Investigation into the wave overtopping which occurred on the 2 January at Eccles-on-Sea. The flood gates here are the responsibility of the Environment Agency (EA). They were not closed at the time since no coastal flood alerts were in place, but there was some overtopping overnight due to wave action which obviously concerned residents. Officers have worked with the EA sharing evidence which has now resulted in lowering the trigger level for closing their flood gates at Seaside Lane and Duffields Gap. The EA has asked for our help to monitor this going forward, will be meeting shortly to discuss what they are asking for and if we can assist.

## Licensing

The Licensing team has been addressing data issues with premises annual fees and have been successfully recouping the money owed in arrears. Invoicing procedures are being tightened up to prevent this occurring in future. We have introduced new electronic forms to reduce time spent processing temporary event notice applications and skin piercing inspections. The team ran our first driver renewal course to raise the standard of our licensed taxi drivers by providing CPD before they can be re-licensed. Topics covered included driver safety, safe and professional behavior, legislation updates and compliance and enforcement.

2 members of the team have completed their Level 3 – Animal Licensing Qualifications.

	A pr	M ay	J u n	J ul	A u g	S ep	O ct	N o v	D ec	J a n	Tot al
Adult Gaming Centre	0	0	0	0	0	0	0	1	10	0	11
Animal Activites	3	2	2	3	2	1	1	1	0	2	17
Betting Premises Non Track	0	0	0	4	0	1	0	1	0	0	6
Betting Premises Track	0	0	0	0	0	0	0	3	2	0	5
Camping Site	0	0	1	0	0	0	0	0	0	0	1
Campsite Class BC	1	0	0	0	0	0	0	0	0	0	1
Caravan Residential Site	0	0	0	8	0	0	0	0	0	0	8
Caravan Site	0	0	0	0	0	3	0	0	1	6	10
Club Premises	2	5	1	4	0	8	8	1 7	4	1	50
Dangerous Wild Animals	0	0	0	0	0	0	0	1	0	0	1
Family Entertainment Centre	0	0	0	0	0	0	0	0	2	1	3
Fit and Proper Person	1	0	0	0	0	0	0	0	0	0	1
Gambling Club Gaming Permit	0	0	0	0	0	1	0	0	0	0	1

Gambling Club Machine Permit	1	1	0	0	0	2	1	0	0	2	7	
Gambling Premises Notification	0	0	3	4	5	5	2	2	1	1	23	
Gaming Permit - FEC	0	1	0	0	0	0	0	0	0	0	1	
Hackney Carriage Operator	1	0	0	1	1	2	0	0	0	0	5	
Hackney Carriage Vehicle	2	16	1	4	8	24	2	2	19	1	216	
	9		5	5			0	1		9		
House to House Collection	2	2	0	3	1	4	4	1	1	1	19	
LC Animal Franchise	0	0	0	0	0	0	0	0	0	1	1	
	3	12	1	1	8	9	1	1	35	9	161	
Lottery - Small Premises	6		5	0			5	2				
Pavement Licence	2	0	2	0	1	0	2	0	0	2	9	
	1	7	8	8	4	5	1	2	3	2	62	
Personal	2						1					
	5	49	7	7	51	10	1	1	11	8	892	
	1		6	9		2	0	7	3	9		
Premise Licence						4	8					
Private Hire Operator	0	0	3	1	0	1	0	0	1	1	7	
	8	67	1	5	45	61	1	6	39	3	686	
Private Hire Vehicle	5		2	0			1	6		7		
Scrap Metal Dealer - Collector	0	0	0	1	0	0	0	5	2	0	8	
Scrap Metal Dealer - Site	1	1	0	0	0	0	0	1	1	1	6	
Skin Piercing Practitioner	2	1	0	2	4	2	0	0	1	0	12	
Skin Piercing Premises	1	1	0	0	3	3	0	0	1	1	10	
Street Collections	4	0	1	5	6	8	3	3	2	2	34	
Street Trading	0	0	0	1	0	0	1	0	0	0	2	
	4	65	1	2	91	56	5	8	22	1	1,0	
Taxi Driver	4		6	5			1	7		7	10	
			2	3						9		
TENS	3	37	3	5	27	39	1	3	15	3	331	
	0		9	4			6	6		8		
<b>Total</b>	<b>3</b>	<b>26</b>	<b>4</b>	<b>5</b>	<b>25</b>	<b>33</b>	<b>3</b>	<b>4</b>	<b>27</b>	<b>3</b>	<b>3,6</b>	
	<b>0</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>9</b>	<b>17</b>	
	<b>8</b>		<b>4</b>	<b>6</b>			<b>9</b>	<b>8</b>		<b>6</b>		

### Public Protection (Food Safety)

Officers continued to work on the food safety programme in January as we reach the end of the reporting year, end date the 31<sup>st</sup> March 2026. The statistics for January 2026 are as follows:

03/02/2026

## Public Protection (Food &amp; H&amp;S) Stats: Monthly

	Total	Dec 2025	Jan 2026
<b>Total</b>	250	99	151
Food: Advice/Complaint	55	21	34
Food: Attestation/Export Certificates	1	1	0
Food: Inspections	105	35	70
Food: Questionnaires	2	2	0
Food: Registrations	37	17	20
Food: Revisit / FHRS Rescore	6	4	2
Food: Sampling	12	6	6
<b>H&amp;S: Accidents</b>	12	5	7
<b>H&amp;S: Advice/Complaint</b>	5	1	4
Other: Infectious Diseases	4	3	1
Other: Notices/Prosecutions	3	2	1
Other: Notifications	8	2	6

During this time, the team dealt with a national 'Food Alert For Action' (FAFA) by the Food Standards Agency (FSA) concerning contaminated American confectionary. Over 130 food businesses were contacted via email and phone to make them aware and to further advise on any actions to be taken. To date one withdrawal of eight batches of one of the said confectionary products was instigated by a local food business in liaison with the team. This department has kept in close contact with Trading Standards during this FAFA in case of potential joint visits.

There was another national FSA Recall continuing in January for contaminated Infant Formula. The team are on standby to advise customers/businesses and collect any unused containers of the batches of Infant Formula identified for further analysis. To date no collections have been made in our district.

The Public Protection Team Leader is dealing with two FSA National Food Crime Unit (NFCU) Intel Reports within the district. Following link provides further information on the NFCU; [NFCU | Food Standards Agency](#)

In relation to Health and Safety there remains 4 ongoing RIDDOR accident investigations split between two senior officers and the team leader. Legal advice may be sought once the investigations are finalised and evidence collated.

## Environmental Services

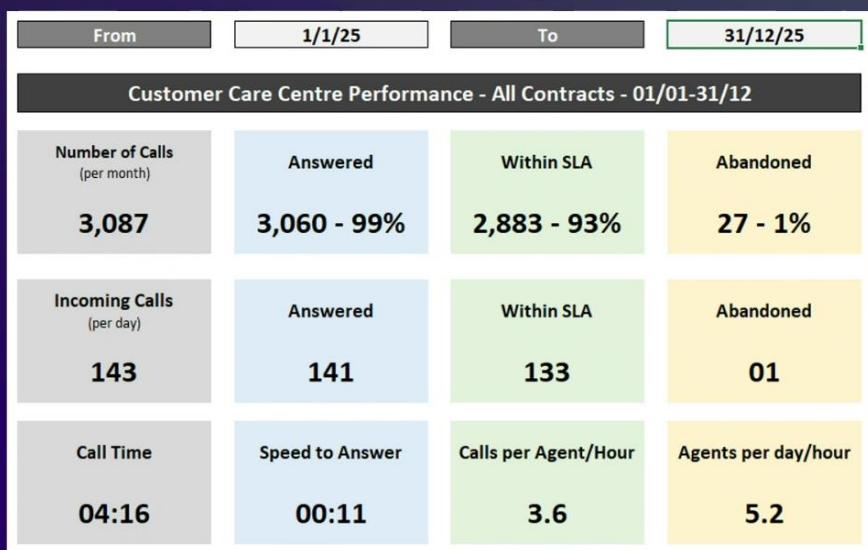
### North Norfolk - Performance Overview

#### Performance Overview



Above: Performance Data for the NNDC serco contract- showing an improve in the Month of December.

### CCC Data - Annual Rolling 24- 25' Norfolk



Above: Customer Contact Centre Data 2025

The Serco database Whitespace is currently undergoing testing for an

upgrade which will rectify numerous bugs being encountered and improve evidence of job completion. We are meeting regularly with Serco and IT to test the new system to ensure a smooth transition.

We have a new Environmental Contracts Officer starting with us on Monday 9<sup>th</sup> February, Dawn Cordner will be temporarily covering the Western side of the district to cover the back fill for maternity cover.

Serco have been experiencing several fleet related issues, specifically our refuse collection vehicles which are not scheduled for replacement until 2027. Serco workshops are continuing to service and maintain them in order that they can be deployed however the numbers of breakdowns being experienced continues. We are liaising with Serco on a business continuity plan for when breakdowns do occur and ask for a fleet replacement plan and costings to be prepared.

We have made a significant purchase of new bin stocks, we have now set a minimum number which we have as spares to replace domestic and trade bins, once we hit this then that will trigger an order to replenish our stocks and not allow us to run out as has happened historically.

We are also looking at purchasing litter bins for deployment across the district, replacing those currently in situ across the district which look tired.

Work continues on the implementation of food waste; the team are continuing to address issues such as depot location and suitability and the affordability of running the service. Letters have been sent to DEFRA raising these concerns and we await a response.

## IT

- Full DR test was undertaken the December. This was done by closing down all systems at Cromer and bringing them up at Fakenham. The whole IT estate is synced in real time to Fakenham, meaning once configuration changes have been made to re route the traffic the systems are available. This went extremely well but please note in the event of a Cyber incident if systems were compromised this method may not be possible. The systems would have to be restored from saves which is much more time consuming.
- M3 Trade Waste module desupport now imminent – 06/02/26. Service decision taken some months back to develop bespoke solution to manage this going forward. However service currently unable to produce batch billing run. There is a resulting concern of elevated risk to NNDC revenue stream. Old system still available but in a unsupported capacity so not an option to continue in this way on an ongoing basis.
- Work ongoing to ensure the organization is GDPR compliant. To date 22/33 departments have completed an updated return. Activity underway to chase the remainder for a formalized response.
- Development of environments to enable successful testing of Revs/BENs end of year uprating activities
- AI training has been devised but still waiting for final approval from CLT before we can move forward with this project.

- New form and process for Parking Permits
  - Permits are now generated electronically saving significant time for customer services.
- ReCAPTCHA added to all online forms to improve security
- Testing of Whitespace and online forms in preparation for upgrade
- Post launch updates for local plan content and maps completed
- Updates to Invest North Norfolk – Large number of case studies added
- Council tax consultation published
- Various forms migrated to new platform including
- Datasets published for the Open Planning project
- Updated form for Council Tax carers discount
- LGR Systems workstream all data for NNDC entered onto joint database with all Authorities in Norfolk.
- LGR Data workstream template circulated to all service managers to collect an inventory of unstructured data (ie data held outside systems in spreadsheets for example)

## **2 Forthcoming Activities and Developments.**

- North Norfolk District Council- Taxi and Private Hire Conference- 4<sup>th</sup> of March 2026.
- Application Team focus is now firmly upon Revs/Bens uprating. This is a substantial cross-service are of work that will be the focus of activities for the rest of the month (and early into March),
- Year end support notably for Garden Bins
- Various forms for Licencing including Street traders licencing and taxi licencing
- Business rates change of address forms
- Upgrade of website
- Online form for Council Tax carers discount
- Intranet review including homepage updates
- Rollout of AI pilot (dependant on CLT approval of policy)
- Assessment of resources due to less increased workload and posts not replaced.
- Input to LGR Systems & Data workstream
- Purchasing of UPSs
- Rolling program of laptop replacements
- Projects to cleanse data and get ready for LGR.
- Looking at ways to protect the IT from DDos (Denial of Service) attacks.
- Improve management of suppliers.

<p><b>3 Meetings attended</b></p> <ul style="list-style-type: none"><li>• Norfolk Waste Partnership</li><li>• Joint Waste Contract Review and Development Board</li><li>• Licensing Training Session</li><li>• Regular meetings with officers related to the implementation of domestic food waste collection and wider portfolio matters</li></ul>