

CABINET MEMBERS REPORT TO COUNCIL

25th of March 2026

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

For the period for February 2026

1 Progress on Portfolio Matters.

Civil Contingencies

Updates have been provided to committee members regarding the progress on actions from December GRAC meeting re wildfires and mobile connectivity. The Safety Advisory Group Documents review is underway this ensures future-proofing re Martyn's Law and Local Government Reform, revised terms of reference, notification form and event management plan template. Incident response coordination re Spring tides, severe weather, power outage, suspected Unexploded Ordnance at Overstrand.

Environmental Protection

The team are preparing for the implementation of the latest Public Space Protection Orders with a review of the Dog Signage. Following investigation and appropriate legal action two abandoned vehicles have been removed from the District. There are three long term absences in the team, however additional resource has been arranged.

04/03/2026

EP Stats: Monthly

	Total	Jan 2026	Feb 2026
Total	329	167	162
Enviro Crime	109	59	50
HHSRS	13	6	7
Housing Complaints	46	17	29
Nuisance	87	40	47
Planning Consultations	53	30	23
PWS Sampling	21	15	6

Public Protection

The Licensing team hosted a taxi and private hire conference in the Chamber on 2 March. The event was well-received and a follow up virtual event is scheduled online for those who could not attend in person. The Police provided road safety updates and advice on safety checking of licensed vehicles. Economic Development provided small business support information and the team was on hand for questions afterwards. The event focused on recent updates to the policy and working with the trade to raise standards with public safety as the key theme.

	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Total
Adult Gaming Centre	0	0	0	0	0	0	0	1	10	0	0	11
Animal Activities	3	2	2	3	2	1	1	1	0	2	2	19
Betting Premises Non Track	0	0	0	4	0	1	0	1	0	0	0	6
Betting Premises Track	0	0	0	0	0	0	0	3	2	0	0	5
Camping Site	0	0	1	0	0	0	0	0	0	0	0	1
Campsite Class BC	1	0	0	0	0	0	0	0	0	0	0	1
Caravan Residential Site	0	0	0	8	0	0	0	0	0	0	0	8
Caravan Site	0	0	0	0	0	3	0	0	1	6	14	24
Club Premises	2	5	1	4	0	8	8	17	4	1	1	51
Dangerous Wild Animals	0	0	0	0	0	0	0	1	0	0	0	1
Family Entertainment Centre	0	0	0	0	0	0	0	0	2	1	0	3
Fit and Proper Person	1	0	0	0	0	0	0	0	0	0	0	1
Gambling Club Gaming Permit	0	0	0	0	0	1	0	0	0	0	0	3
Gambling Club Machine Permit	1	1	0	0	0	2	1	0	0	2	0	7
Gambling Premises Notification	0	0	3	4	5	5	2	2	1	1	2	25
Gaming Permit - FEC	0	1	0	0	0	0	0	0	0	0	0	1
Hackney Carriage Operator	1	0	0	1	1	2	0	0	0	0	1	6
Hackney Carriage Vehicle	29	16	15	45	8	24	20	21	19	19	20	236
House to House Collection	2	2	0	3	1	4	4	1	1	1	0	19
LC Animal Franchise	0	0	0	0	0	0	0	0	0	0	1	1
Lottery - Small Premises	36	12	15	10	8	9	15	12	35	9	17	178
Pavement Licence	2	0	2	0	1	0	2	0	0	2	0	9
Personal	12	7	8	8	4	5	11	2	3	2	8	70
Premise Licence	51	49	76	79	51	103	104	178	113	89	102	995
Private Hire Operator	0	0	3	1	0	1	0	0	1	1	0	7
Private Hire Vehicle	85	67	126	50	45	61	110	66	39	37	50	736
Scrap Metal Dealer - Collector	0	0	0	1	0	0	0	5	2	0	2	10
Scrap Metal Dealer - Site	1	1	0	0	0	0	0	1	1	2	0	6
Skin Piercing Practitioner	2	1	0	2	4	2	0	0	1	0	0	12
Skin Piercing Premises	1	1	0	0	3	3	0	0	1	1	3	13
Street Collections	4	0	1	5	6	8	3	3	2	2	2	36
Street Trading	0	0	0	1	0	0	1	0	0	0	0	2
Taxi Driver	44	65	162	253	91	56	51	87	22	179	172	1,182
TENS	30	37	39	54	27	39	16	36	15	38	20	351
Zoo	0	0	0	0	0	0	0	0	0	0	2	2
Total	308	267	454	536	257	338	349	438	275	396	421	4,039

Food and Safety

The team are focussed on completion the annual inspection programme ahead of the end of year. They are on track to completed the required A,B, C, and D risk rated businesses.

04/03/2026

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

	Total	Jan 2026	Feb 2026
Total	337	130	207
Food: Advice/Complaint	71	34	37
Food: Inspections	113	40	73
Food: Inspections Abortive	9	4	5
Food: Questionnaires	1	1	0
Food: Questionnaires (out of scope)	32	0	32
Food: Registrations	51	24	27
Food: Revisit / FHRS Rescore	15	2	13
Food: Sampling	11	6	5
H&S: Accidents	13	7	6
H&S: Advice/Complaint	6	4	2
Other: Infectious Diseases	3	1	2
Other: Notices/Prosecutions/Cautions	2	1	1
Other: Notifications	10	6	4

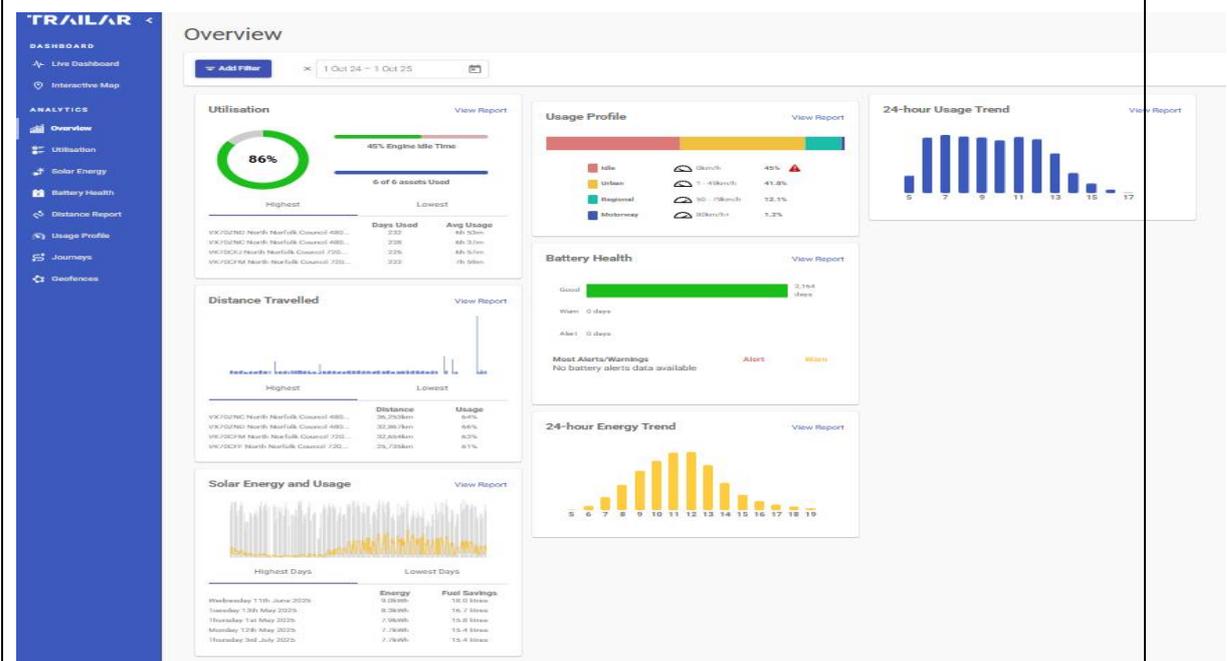
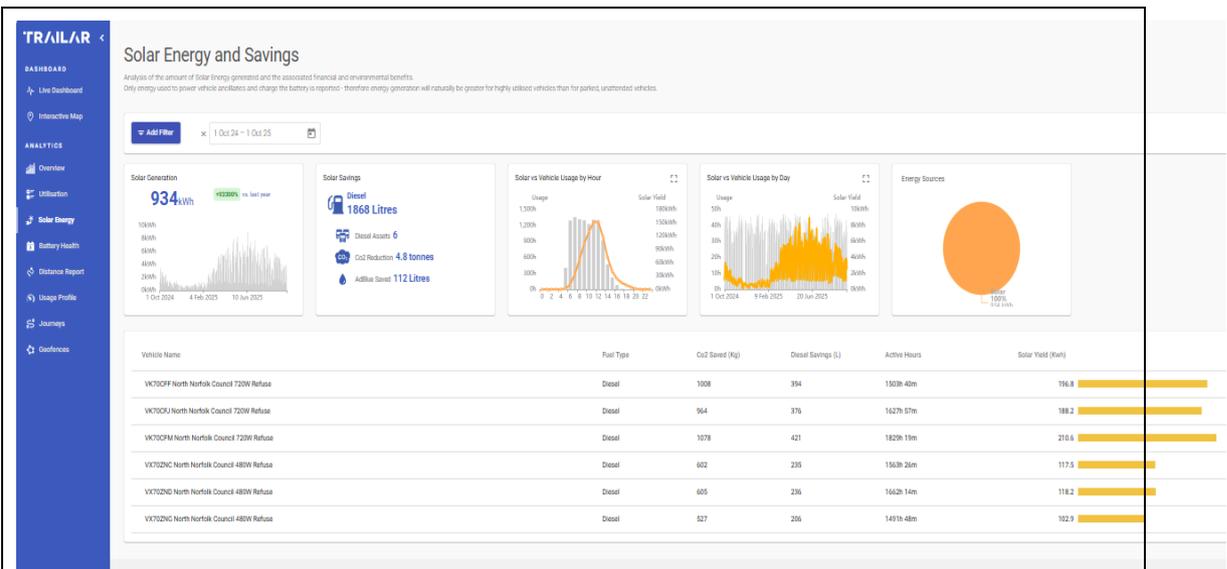
Environmental Services

Officers will carry out a duty of care initiative on **12 March 2026**, visiting businesses in **Holt, Cromer and Hoveton** to check trade waste arrangements, offer guidance, and promote our services. The Norfolk Waste Partnership will support the campaign. Leaflets and letters will be issued as needed, and non-compliant businesses will be followed up. We plan to repeat this later in the year and promote it on social media. A future campaign focusing on holiday lets without trade waste agreements is also being explored.

Bank Holiday waste collections have been finalised. Leaflets will be delivered to all households from **w/c 16 March 2026**. This year we are trialling bringing some collections forward to allow our bin collection crews a full Easter weekend.

Preparations for **domestic food waste collections** continue. Officers and Rangers will visit all flats and communal properties to confirm property numbers, determine bin types, and record access issues.

Trialer Solar the company who supplied the solar panels on some our refuse collection vehicles has ceasing trading in late 2025. Work is underway to onboard Nexus Vehicle Systems as a replacement provider. The most recent performance data (Oct 2024–Oct 2025) is included below.



- There has been an attempt to infiltrate our systems with ransomware. Whilst it isn't that surprising, in this particular case it's a possibility it was a targeted attack hence we have alerted everyone to be more vigilant than normal. Luckily our security detected it and alerted us to act very quickly to prevent any damage. But threat actors get more sophisticated all the time and security measures can not guarantee to always be one step ahead, if anyone is ever in doubt contact (especially if you are prompted to put in your network login & password) please contact Servicedesk on 01263516100.
- M3 Trade Waste module has now been desupported; Service decision to adopt bespoke solution to manage this going forward. Concerns raised of risk to NNDC revenue stream. Although desupport has now happened new solution still not been completed by EH service. Hard

deadline of start of May to enable new year billing to commence.

- Revenues and Benefits year end updating completed in record time. Downtime commenced Wed evening and completed by close of office on the Friday. Never has the authority not had to work extra hours Friday evening and Saturday previously (sometimes Sunday also).
- GDPR article 30 returns have now been completed by most NNDC departments. Currently 25 have submitted their return (these have been passed to Eastlaw for formal review) with 8 departments yet to complete these.
- Report written on Management structure in IT (with AD)
- UPSs procured – awaiting delivery
- Pub and music venue Business Rates relief form created and published
- Street trader licencing form published
- Work for Garden Bin billing cycle
- Updates to INN website
- Cromer Pier 125 year celebration website section in progress
- 20+ data submissions gathered and collated for LGR process
- Further data published for the Open Planning project
- Business rates change of address forms finalised

2 Forthcoming Activities and Developments.

Easter Bank Holiday Waste and Recycling Collections- some dates have been brought forward, please use the online bin checker tool to confirm your correct collection date [Home | Bin collection days](#)

- Awaiting approval of AI policy so we can publish the Strategy and training for everyone. Once adopted co-pilot will be the only approved tool for AI and it will be necessary to fill in an Exemption form if you need to use anything else.
- Installing UPS
- Installation of new wifi network

- Work to automate the updating of 3rd party apps on laptops in a different way as the product we use is becoming end of life
- Projects to cleanse data and get ready for LGR.
- Upgrade of website
- Input to LGR Systems & Data workstream – these are now splitting into more workshops covering aspects of IT that will need to be in place come vesting day.
- Procuring new patching software
- Preparation now underway for Revs/Ben end of year rollover. Involves a small team working through the night of the 31st March to ensure all is ready for users to log in the next day minimising end user downtime.
- In order to continue to access DWP data there is a requirement for all authorities to encrypt their Benefits system as some DWP data is recorded there. This is a substantial undertaking with adequate provision required to ensure our encryption keys do not become lost or corrupted.
- Temporary Event notice online form
- Food venue inspection online form
- Garden bin billing cycle to take place
- Further work for LGR data workstream
- Cromer Pier 125 year website section to publish

3 Meetings attended

Norfolk Waste Partnership
 Joint Waste Contract Review and Development Board
 Regular meetings with officers on Portfolio Matters