

## **CABINET MEMBERS REPORT TO COUNCIL**

**17 June 2026**

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

For the period April to June 2026

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

##### **Environmental Protection**

The team have been working closely Housing Options to prepare for the launch of the Renter Rights Act legislation. This work has included the development of a new enforcement policy, a new civil penalties policy and the authorisation of staff. Workflows and processes have been designed and developed alongside information launches on our website and comms channels.

A fixed penalty notice has been issued for an incident of fly tipping- this was witness and reported by a member of the public and following the collection of evidence and an interview under caution, a fixed penalty was deemed the most appropriate course of action.

The management of the temporary stopping places for Gypsies and Travellers in Fakenham and Cromer continues to take a significant portion of teams time and throughout May both sites were at capacity.

There has been a recent increase in abandoned vehicles in the last week of May, and into the first week of June. Prior to that, in April, fly tipping had risen. Nuisance cases have increased between April and May, as have housing complaints. Generally, we would expect Environmental Crime and nuisance complaints to increase during the Spring and Summer, as they coincide with the weather and people being more active outside. Housing stats should conversely drop, but in this case, we can link the increase to the Renters Rights Act, and the greater public knowledge and promotion of this. The proposed Private Sector Rented Enforcement Officer should help with these new regulatory burdens. The main provisions of the act are now in force, with the Landlord s Registers coming in the autumn.

## **Public Protection**

The team seized and removed a quarter of a tonne of unapproved meat off the food market through the service of 2 Remedial Action Notices, a Detention Notice, The Removal of Detention Notice, and a Voluntary Surrender for Destruction Notice. This case highlights the team's important work in keeping the public safe.

The annual report to the Food Standards Agency was positive highlighting that there were no outstanding high risk Category A and B food businesses and only 3 Cat C's and 6 Cat D's overdue but 100% of our programmed food businesses visited by an officer with overdue inspections as a result of limited access/abortive visits (which are recorded). Previously over 500 low risk Cat Es for example home bakers, were outstanding and over the last 6 months the team have worked hard to reduce these to 159. This has included the use of a new low risk food business letter/questionnaire and the near completion of a commercial fishing vessel survey.

Shellfish sampling for E.coli continues, with results for water and flesh sampling all satisfactory

Working closely with new and established food businesses including a new raw drinking milk business recently registered with the FSA Dairy Hygiene Team who are also producing cured meats which requires approval and supporting food producers via advice and support through extra sampling where previous analysis of their food products is occasionally classed as either unsatisfactory or borderline.

There are three ongoing accident investigations. Other health and safety work continues including a project on the safe use of hot tubs in the district, which included analysis of the water quality. The inspection of large inflatables (using a new Microsoft Form) at events/festivals is planned where resources allow, both HSE national priorities. The team continue to advise from a food and health and safety perspective for all large event planned this year and the team leader attends Safety Advisory Group meetings.

As exports and the demand for attestations are starting to increase in the district all officers in the team have completed their Food Competent Certifying Officer (FCCO) training with three officers passing the final exam for revalidation. This qualification authorises environmental health officers to stamp and sign off export health certificates for products of animal origin including shellfish (all officers have their own individual stamps). This has greatly improved resilience within the team.

## Licensing Team

**Statutory policy work progressed** – consultation launched for the review of the Council’s Statement of Licensing Policy under the Licensing Act 2003, ensuring compliance with statutory requirements and stakeholder engagement.

**Implementation of new Street Trading Policy (effective 1 April 2026)** – communications issued to schools and stakeholders to support safer environments and clearer controls around trading activity near sensitive locations.

**Coordinated action days with Police Roads team** – relating to the Taxi trade across the district all areas were visited and vehicles spot checked for compliance and advisories issued where needed. Generally, the trade was found to be very compliant in line with the new policy issued last year.

**2027-28 review of licensing fees and charges** – work began to ensure fees are accurate, consistent across systems, and aligned with legislative requirements and cost recovery principles. This will continue into September.

**Delivery of training and professional development** – delivery of driver renewal training sessions and continued staff development activity across licensing functions.

			2026
	April	May	Total
<b>Adult Gaming Centre</b>	0	1	1
<b>Animal Activities</b>	2	3	5
<b>Camping Site</b>	0	1	1
<b>Exempt Caravan Site</b>	0	1	1
<b>Gambling Premises Notification</b>	1	1	2
<b>Gaming Permit - FEC</b>	0	4	4
<b>Hackney Carriage Operator</b>	0	3	3
<b>Hackney Carriage Vehicle</b>	8	14	22
<b>House to House Collection</b>	1	3	4
<b>LC Animal Franchise</b>	1	0	1
<b>Lottery - Small Premises</b>	17	12	29
<b>Pavement Licence</b>	4	32	36
<b>Personal</b>	7	7	14
<b>Premise Licence</b>	45	32	77

<b>Private Hire Operator</b>	0	4	4
<b>Private Hire Vehicle</b>	27	28	55
<b>Skin Piercing Practitioner</b>	6	1	7
<b>Skin Piercing Premises</b>	3	0	3
<b>Street Collections</b>	4	2	6
<b>Street Trading</b>	1	0	1
<b>Taxi Driver</b>	11	75	86
<b>TENS</b>	33	46	79
<b>Total</b>	171	270	441

### **Civil Contingencies**

Emergency Planning – Incident coordination and support re Spring Tides 18 April and beach contamination incident at Walcott 29 May

Business Continuity Management – Two-yearly Business Impact Analysis refresh underway in May

Safety Advisory Group – SAG meeting with Cromer Carnival and Cromer Hall 22 April

### **Environmental Services**

North Norfolk District Council has introduced bin collection day calendars in an online format. The online version replicates the calendar previously attached to bins each year. The online version can be printed at home if required and, for residents who are genuinely unable to access a printer and contact us for assistance, arrangements are in place for the Serco Contact Centre to print and post a copy.

The team have been made aware of the increasing numbers of missed bin collections, and of particular concern is missed assisted collections and cases where assisted collections are missed repeatedly. In April, 76 missed assisted collections were recorded, of which two were reported as repeat misses. While some of these are likely to have resulted from the bank holiday changes to collection days, the overall number remains too high. In May, 47 missed assisted collections were recorded, again with two identified as repeat misses. This remains above an acceptable level. The team are working with the Contract Supervisor at Serco to address the issue. They will review each case individually. This review will help us to understand the reasons for the missed collections and ensure that appropriate corrective measures are put in place.

In collaboration with the Norfolk Waste Partnership, the Environmental Services Team undertook spot checks during the spring at local businesses to ensure that duty of care responsibilities were being met.

The aim was to ensure that trade waste was being disposed of appropriately and to reinforce awareness among business owners of the importance of keeping trade waste separate from domestic waste.

More than 110 businesses in Holt, Hoveton and Sheringham were visited. The exercise proved valuable and included a number of constructive discussions with local businesses regarding their legal responsibilities to ensure that waste is disposed of correctly. We intend to repeat this activity and place greater emphasis on holiday lets that do not have a trade waste agreement in place and are instead using domestic waste streams.

Kerbside collections of Small electronic products and batteries were suspended following a fire at WISER in Thetford, the contractor responsible for processing this waste stream. This has impacted all districts and the county council recycling centres. We hope to be able to resume collections in the near future.

## **IT**

- The workload for IT has greatly increased with the starting of the new LGR Systems & Data workstream and the setting up of potentially 14 sub workstreams.
- Waiting for feedback on Management structure in IT report
- M3 Trade Waste module has now been desupported; Service decision to adopt bespoke solution to manage this going forward. Although desupport has now happened, new solution (named Bindex) still not been developed by EH service. There was a deadline of start of May to enable new year billing to commence. This deadline was breached and the new year run had to be undertaken on legacy desupported software.
- End of year rollover took place through the night on 31<sup>st</sup> March. A small team worked through the night of the 31<sup>st</sup> March to ensure all is ready for users to log in the next day minimising end user downtime.
- Encryption of benefits database undertaken across weekend to ensure compliance with DWP legislative requirements. Substantial piece of work with minimal ability to test up front. Encryption has been completed but with issues being worked upon with reporting and backups. Authority must now ensure encryption keys do not become lost or corrupted.
- GDPR article 30 returns have now been completed by most NNDC departments. Currently 32 have submitted their return (these have been passed to Eastlaw for formal review) with a single department yet to complete these. Of the 32 Eastlaw have so far signed off on 18 of these.
- Added support for Google wallet and Apple pay to online payments
- Various council tax exemption forms
- Garden bin billing completed
- Cromer Pier 125 website section completed
- Online payment prices updated
- Work to support Whitespace upgrade to 11.4 completed
  - Included collaborative working with Breckland officers to the

benefit of both Councils

- Planning 'Call for sites' form and web content created
- Taxi driver & Taxi vehicle licencing form
- Preparations made to make sure forms are ready for food waste rollout
- AI policy approved. Co-pilot is the only approved tool for AI and it will be necessary to fill in an Exemption form if you need to use anything else.
- Installation of new UPS to give us greater up time. In order to this had to move all data & systems to fakenham DR which was another chance to test our DR procedures
- Configuration of MS environment for greater collaboration with Norfolk County – now need to extend this functionality to Great Yarmouth /South Norfolk & Broadland

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

- Commencement of new LGR sub workstreams
- As well as specific ICT workstreams, also been invited to contribute to the future finance / ERP architecture workstream managed by separate consultants Grant Thornton.
- NNDC have been selected for a census TEST. ICT are primary point of contact with the Office for National Statistics on this. Initial meeting taken place, with further cyclically recurring.
- Work to automate the updating of 3<sup>rd</sup> 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.
- Procuring new patching software
- Further work for temporary event notice form
- Food venue inspection online form
- Finish configuration of Govroam

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<b>3 Meetings attended</b>
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Norfolk Waste Partnership Joint Waste Contract Review and Development Board Regular meetings with officers on portfolio matters Visit to the Serco depot to meet with senior contract officers
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