

CABINET MEMBERS REPORT TO COUNCIL

22 July 2026

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

For the period June to July 2026

1 Progress on Portfolio Matters.

Licensing

During June 2026, the Licensing Team successfully delivered a major review of the Statement of Licensing Policy which will be put before Licensing Regulatory Committee on 8 July.

	April	May	June	Total
Adult Gaming Centre	0	1	0	1
Animal Activities	2	3	4	9
Camping Site	0	1	0	1
Caravan Site	0	0	2	2
Exempt Caravan Site	0	1	0	1
Fit and Proper Person	0	0	1	1
Gambling Club Machine Permit	0	0	1	1
Gambling Premises Notification	1	1	0	2
Gaming Permit - FEC	0	4	0	4
Hackney Carriage Operator	0	3	1	4
Hackney Carriage Vehicle	8	14	20	42
House to House Collection	1	3	0	4
LC Animal Franchise	1	0	0	1
Lottery - Small Premises	17	12	15	44
Pavement Licence	4	32	16	52
Personal	7	7	6	20
Premise Licence	45	32	47	124
Private Hire Operator	0	4	1	5
Private Hire Vehicle	27	28	57	112
Skin Piercing Practitioner	6	1	1	8
Skin Piercing Premises	3	0	0	3
Street Collections	4	2	3	9
Street Trading	1	0	0	1
Taxi Driver	11	75	40	126
TENS	33	46	46	125
Total	171	270	261	702

Civil Contingencies

Incident coordination re contamination at Walcott beach

Incident coordination and Tactical Coordination Group representation re extreme hot weather

Preparatory work re NRF Evacuation Portal, Tactical Flood Plan refresh and Rest Centre Plans refresh undertaken with British Red Cross, Highways and Great Yarmouth Borough Council

Business Continuity Management Business Impact Analysis refresh, sense-checks underway

Safety Advisory Group, Cromer Carnival second meeting - traffic management focus

Advice, information and guidance to event organisers re severe hot weather - one event postponed

Environmental Protection

The new and updated Housing Health and Safety Rating System (HHSRS) and its associated new statutory guidance officially came into force on June 23, 2026. The EP Team's Housing Senior EPOs have adopted this, carrying out assessments using the online tool, with the intention of switching to an integrated tool within the Assure complaints management system in August.

There has been high occupancy of the Cromer TSP over recent weeks, in addition to the usual near full occupancy of Fakenham. There were some behaviour and trespass issues with one of the groups in Cromer, but intervention by Officers regarding the behaviour, and agreement with the landowner to install fencing, resolved the issues. There was also a high rent collection.

We have had three large scale fly-tips within the district (two in the same place in Ludham, and one in Knapton). Evidence is being gathered in support of PACE interviews in conjunction with the other authorities and Police.

Following the motion to the March 25th Council Meeting, a paper is being submitted for consideration by Cabinet on the 7th of September, regarding increasing the Fly-Tipping, littering, and Household Waste Duty of Care FPNs to the respective statutory maximums of £1,000, £500, and £600. Supporting Comms activities are underway, with Business Waste Duty of Care checks undertaken by teams within EH&L during inspections of businesses.

The team are working with the Police to target ASB breaching the vehicle-related ASB PSPO in Cromer, and hoping to issue fixed penalty notices upon receipt of ASB Breach Reports from the Police.

Officers and Members attended a public meeting at Great Snoring to discuss on-going fly issues in the village. Work is on-going to identify the source of the problem.

The following table and commentary identifies and discusses the absolute and relative change in service demand between May and June:

June 2026 vs May 2026 comparison

Category	May 2026	June 2026	Change	% Change
Total	193	221	+28	+14.5%
Enviro Crime Total	63	67	+4	+6.3%
Abandoned Vehicles - Occupied Land	1	3	+2	+200.0%
Abandoned Vehicles - On Road	15	9	-6	-40.0%
Dogs - Roaming & Fouling	2	3	+1	+50.0%
Fly Tipping - Private Land	2	3	+1	+50.0%
Fly Tipping - Public Land	43	47	+4	+9.3%
HHSRS Total	4	5	+1	+25.0%
Housing Complaints Total	9	16	+7	+77.8%
Nuisance Total	66	102	+36	+54.5%
Planning Consultations Total	36	29	-7	-19.4%
PWS Sampling Total	15	2	-13	-86.7%
Dogs - Fouling	N/A	2	N/A	N/A

Between May and June 2026, the Environmental Protection Team recorded an overall increase in workload from 193 to 221 cases, representing a 14.5% increase. Key areas contributing to this rise included Nuisance complaints (+54.5%), Housing Complaints (+77.8%), and Abandoned Vehicles on Occupied Land (+200%). Environmental Crime cases also increased by 6.3%. Areas showing a reduction included Abandoned Vehicles on Road (-40.0%), Planning Consultations (-19.4%), and PWS Sampling (-86.7%). Fly Tipping incidents increased modestly, with Public Land cases rising by 9.3% and Private Land cases rising by 50.0%, although the latter was from a low baseline.

Overall, June saw a notable increase in demand across several service areas, particularly nuisance-related and housing complaint investigations.

The following table and commentary identify and discusses the absolute and relative change in service demand between last month and June 2025:

June 2026 vs June 2025 comparison

Category	June 2025	June 2026	Change	% Change
Total	199	221	+22	+11.1%
Enviro Crime Total	43	67	+24	+55.8%
HHSRS Total	5	5	0	0.0%
Housing Complaints Total	5	16	+11	+220.0%
Nuisance Total	89	102	+13	+14.6%
Planning Consultations Total	31	29	-2	-6.5%

PWS Sampling Total	26	2	-24	-92.3%
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Compared with June 2025, overall EP activity in June 2026 increased from 199 to 221, which is an 11.1% rise. The most notable increase was in Housing Complaints, which rose from 5 to 16 (+220.0%), followed by Enviro Crime at +55.8%. Nuisance also increased by 14.6%, while HHSRS remained unchanged at 5.

In contrast, Planning Consultations saw a small reduction of 6.5%, and PWS Sampling dropped significantly from 26 to 2 (-92.3%). Overall, the data suggests higher demand in complaint-led workstreams in June 2026, particularly housing and environmental crime matters, while consultation and sampling activity were lower than in the same month the previous year.

The overall commentary for both sets of data is that whilst the may to June 2026 increases are broadly to be expected at a busy time of year for service demand:

- The overall number of Planning Consultations reaching the EP Team is down between months, with perhaps a slight backlog in validations;
- The number of PWS samples taken is reduced due to annual leave, and also the Environmental Rangers tackling increased Environmental Crime, such as the aforementioned large-scale fly-tips, and also abandoned vehicle demand;
- The considerable increase in nuisance complaints may be linked to the extremely hot weather conditions;
- Housing complaints have vary significantly and unseasonably and increased between months and years, which must be at least partly attributable to the Renters Rights Act, and publicity surrounding it.

Public Protection (Food Safety and Health and Safety)

The table below demonstrates the total number of food business in North Norfolk with each Food Hygiene rating at the end of each quarter over the previous year.

FHRS							
Summary	5	4	3	2	1	0	Total
Apr-Jun 2025	1358	148	38	18	8	2	1572
Jul-Sep 2025	1277	151	35	16	7	1	1487
Oct-Dec 2025	1268	149	42	16	6	1	1482
Jan-Mar 2026	1270	148	42	18	4	0	1482
Apr-Jun 2026	1310	152	46	15	4	0	1527

Food hygiene standards across North Norfolk remain consistently high, with approximately 86% of food businesses achieving the highest Food Hygiene Rating Scheme score of 5 throughout the April 2025 to April 2026 period. The number of businesses receiving ratings of 0–2 has continued to decline, reducing from 28 to 19 establishments, and no businesses were rated 0 by

the end of the period. This indicates ongoing improvements in compliance and the effectiveness of regulatory interventions. While there has been a modest increase in businesses rated 3 and 4, these remain a relatively small proportion of the overall food business population, and the district continues to demonstrate strong levels of food hygiene compliance overall.

The table below presents the enquires received and the interventions undertaken by the team in June 2026

Total	184
Food: Advice/Complaint	40
Food: Approved Products	1
Food: Attestation/Export Certificates	1
Food: Inspections	50
Food: Inspections Abortive	7
Food: Questionnaires	1
Food: Questionnaires (out of scope)	19
Food: Registrations	25
Food: Revisit / FHRS Rescore	6
Food: Sampling	13
H&S: Accidents	11
H&S: Advice/Complaint	3
Other: Cooling Towers	1
Other: Infectious Diseases	3
Other: Notifications	3

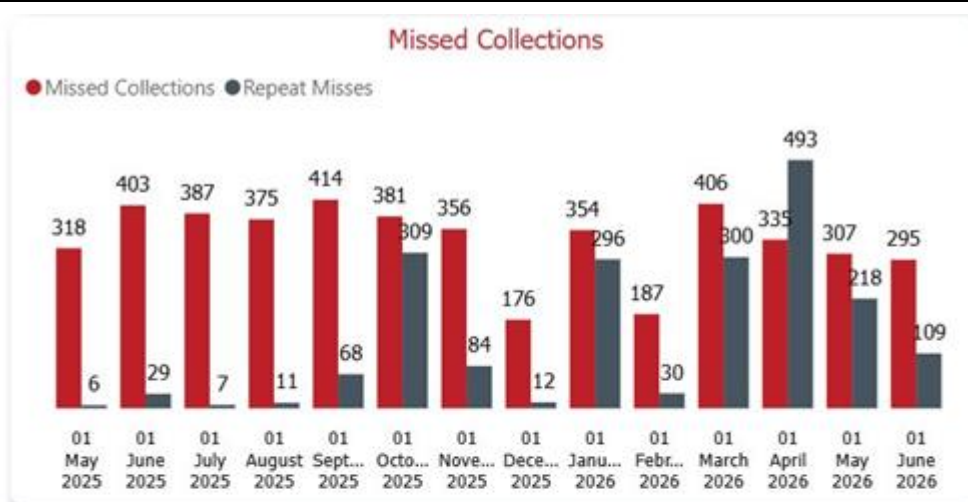
Environmental Services.

The team have been working closely with Serco to respond to the high numbers of visitors (due to the good weather) to the seaside resorts. Additional resources are been allocated to key locations and impact is being carefully monitored by the team.

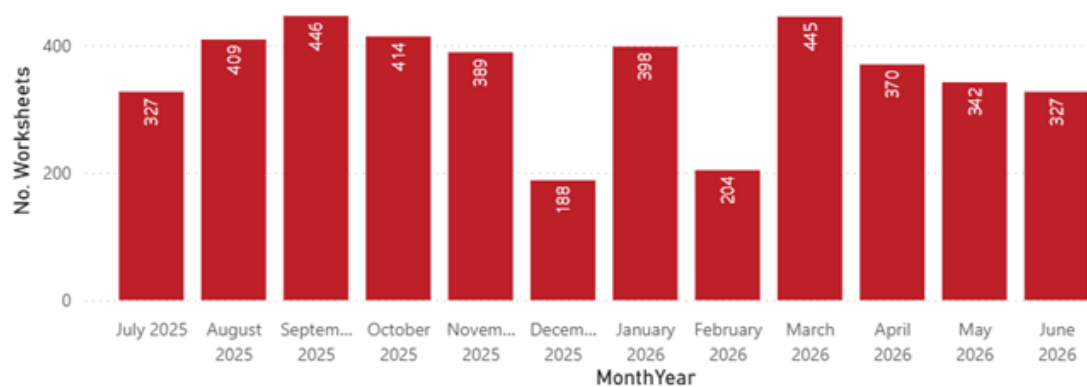
Work is progressing on the Domestic Food Waste project, with particular attention being given to the depot provision and revenue costs of the on-going service.

The kerbside collection of small electrical items and batteries remains suspended. Options are still being explored with Breckland District Council and West Norfolk and Kings Lynn Borough Council, a suitable collection company is proving difficult to find. Collections of small electrical items and batteries have resumed at Norfolk County Council Household Waste Recycling Centres.

Residents who previously returned used hypodermic needles, including cytotoxic or cytostatic waste to their Doctors surgery, may have noticed a change in this service. Alternative arrangements have been made with several local pharmacies accepting this waste or alternatively those impacted by this change can contact Serco to arrange a specialist collection 0330 109 9220.



Missed Bins by Day



Complaints

Relative Date

Dates Between

Last 6 Months

01/01/2026 03/07/2026

09/01/2026 - 08/07/2026

WorksheetSubject	Apr 26	May 26	Jun 26	Total
Complaint - Streets			4	4
Complaint - Damage	3	2	2	7
Escalation Worksheet - Waste	1	5	5	11
Complaint - Garden	10	7	15	32
Complaint - Bin Delivery	16	13	17	46
Complaint - Recycling	25	11	17	53
Complaint - Trade	29	10	24	63
Complaint - Refuse	26	30	24	80
Escalation Worksheet - Bin Delivery	59	44	35	138
Total	171	123	143	437

WorksheetSubject	Apr 26	May 26	Jun 26	Total
Escalation Worksheet - Waste	2.00	9.40	14.40	11.00
Escalation Worksheet - Streets	0.50	1.00		0.67
Escalation Worksheet - Bin Delivery	3.68	2.11	3.53	3.13
Complaint - Trade	3.17	5.60	3.71	3.76
Complaint - Streets			1.25	1.25
Complaint - Refuse	2.69	4.80	4.87	4.13
Complaint - Recycling	2.44	3.45	5.53	3.64
Complaint - Garden	10.40	3.29	5.33	6.47
Complaint - Damage	3.00	11.00	3.00	5.67
Complaint - Bin Delivery	3.88	2.62	4.67	3.77
Total	3.61	3.72	4.71	3.99

2 Forthcoming Activities and Developments.

3 Meetings attended

