

CABINET MEMBERS REPORT TO COUNCIL

23 September 2026

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

For the period July to September 2026

1 Progress on Portfolio Matters.

Licensing

The Licensing service has continued to deliver statutory functions across alcohol and entertainment, taxi and private hire, animal welfare, street trading, pavement licensing, gambling, charitable collections, skin piercing and related regulatory areas.

For July to September 2026, 431 licensing transactions were recorded. The highest areas of activity were taxi licensing, with 208 transactions; liquor and entertainment licensing, with 171 transactions, including 88 Temporary Event Notices; and gambling, charitable, animal activity, skin piercing, trading and caravan site licensing matters.

At a hearing at Norwich Magistrates' Court on 29 July 2026, three defendants pleaded guilty to offences under the Animal Welfare Act 2006, including animal welfare and unlicensed dog breeding offences. One defendant also pleaded guilty to an offence relating to the microchipping of puppies.

The defendants who pleaded guilty are due to be sentenced on 7 October 2026. The Council will be seeking orders disqualifying them from keeping animals. As sentencing remains outstanding, it would not be appropriate to comment further on the details of the case at this stage.

Key activity during the period also included progressing the revised Statement of Licensing Policy 2026–2031, supporting implementation of the updated Street Trading Policy and fee structure, and preparing matters for Licensing Sub-Committee consideration.

The service has also continued to respond to councillor, customer and stakeholder enquiries, including street trading, pavement licensing, Temporary Event Notices, consultations and the distinction between licensing and other regulatory regimes. The service is seeing an increase in AI-formulated enquiries, which can be more technically complex than previous customer communications. A new Licensing AI agent has been developed and introduced within the service to support officers in handling these enquiries consistently and efficiently.

09/09/2026

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

	Total	Jul 2026	Aug 2026
Total	352	165	187
Food: Advice/Complaint	65	24	41
Food: Approved Products	1	0	1
Food: Attestation/Export Certificates	1	0	1
Food: Inspections	115	61	54
Food: Inspections Abortive	7	4	3
Food: Questionnaires	1	0	1
Food: Questionnaires (out of scope)	23	13	10
Food: Registrations	46	26	20
Food: Revisit / FHRS Rescore	30	6	24
Food: Sampling	16	7	9
H&S: Accidents	18	11	7
H&S: Advice/Complaint	16	7	9
Other: Infectious Diseases	3	1	2
Other: Inspection Skin Piercing	1	1	0
Other: Notices/Prosecutions/Cautions	1	0	1
Other: Notifications	8	4	4

Environmental Protection

Cabinet approved increases to the Fixed Penalty Notices (FPN) for depositing litter (£500), fly-tipping (£1,000) and Household waste duty of care (£600), to act as genuine deterrents to such crime, and to make those responsible pay a more commensurate amount where we decide that it is more proportionate to issues FPNs, rather than prosecute. The FPNs are not intended to be revenue-raising.

Whilst the UK Government made a Statutory Instrument on the 1st of September (so too late to be considered in the Cabinet Report cycle), which changed the level of FPNs that we may set for fly-tipping (£5,000), litter, distribution of printed matter, graffiti and fly-posting ([The Environmental Offences \(Fixed Penalties\) \(Amendment\) \(England\) Regulations 2026](#)), the timing allows a period of reflection on the effects of NNDCs current and newly instituted FPNs.

Proposed, current, and statutory maximum FPN levels:

Offence	Proposed maximum FPN (and reduced fee)	Current maximum FPN (and reduced fee)	Statutory Maximum
Depositing Litter	£500 (£350)	£80 (£60)	£500
Fly-tipping	£1,000 (£750)	£300 (£200)	£1,000
Household Waste duty of care	£600 (£450)	£200 (£150)	£600

In summary, the very seasonally high work demand for the Environmental Protection Team continued, with August demand overall, similar to July, rather than dropping off, and both months much higher than the corresponding months in 2025, which is tabulated and discussed in more detail below.

July to August 2026 EP Stats Comparison

Category	July 2026	August 2026	Change	% Change
Total	287	283	-4	-1.4%
Enviro Crime Total	69	71	+2	+2.9%
Abandoned Vehicles - Occupied Land	4	2	-2	-50.0%
Abandoned Vehicles - On Road	17	13	-4	-23.5%
Dogs - Fouling	3	0	-3	N/A*
Dogs - Roaming & Fouling	1	2	+1	N/A*
Duty of Care	0	1	+1	N/A*
Fly Tipping - Private Land	1	0	-1	N/A*
Fly Tipping - Public Land	43	53	+10	+23.3%
HHSRS	7	4	-3	-42.9%
Housing	18	17	-1	-5.6%
Nuisance Total	132	127	-5	-3.8%
Planning Consultations Total	39	32	-7	-17.9%
PWS Sampling Total	22	32	+10	+45.5%

* N/A shown where the percentage change would be misleading due to a category appearing/disappearing between months or where the baseline figure is zero.

Summary

Overall EP activity decreased slightly from **287 cases in July to 283 cases in August (-1.4%)**. Environmental Crime increased marginally by **2.9%**, with **Fly**

Tipping on Public Land rising by **23.3%**. Significant increases were also seen in **PWS Sampling (+45.5%)**.

The most significant increase was in **PWS Sampling Total**, which increased from **22 to 32 samples (+45.5%)**.

Reductions were recorded across several service areas, including **HHSRS (-42.9%)**, **Planning Consultations (-17.9%)**, **Housing Complaints (-5.6%)**, and **Nuisance (-3.8%)**. Reports of **Abandoned Vehicles** also reduced, with occupied land cases down **50.0%** and on-road cases down **23.5%**.

Overall demand remained broadly consistent between the two months, with increases in fly tipping and sampling activity offset by decreases across a number of complaint-led and regulatory workstreams.

Category	Jul-25	Jul-26	Change	% Change	Aug-25	Aug-26	Change	% Change
Total	243	287	+44	+18.1%	208	283	+75	+36.1%
Enviro Crime Total	61	69	+8	+13.1%	57	71	+14	+24.6%
HHSRS Total	3	7	+4	+133.3%	4	4	0	0.0%
Housing Complaints Total	7	18	+11	+157.1%	13	17	+4	+30.8%
Nuisance Total	97	132	+35	+36.1%	93	127	+34	+36.6%
Planning Consultations Total	43	39	-4	-9.3%	31	32	+1	+3.2%
PWS Sampling Total	32	22	-10	-31.3%	10	32	+22	+220.0%

Summary

Overall EP activity was higher in both months compared with the same period in 2025. July activity increased from **243 to 287 cases (+18.1%)**, while August activity increased from **208 to 283 cases (+36.1%)**.

Nuisance remained the largest area of activity and showed significant year-on-year growth, increasing by **36.1% in July** and **36.6% in August**.

Environmental Crime activity also increased in both months, rising by **13.1% in July** and **24.6% in August**.

Housing Complaints recorded substantial increases, rising from **7 to 18 cases (+157.1%)** in July and from **13 to 17 cases (+30.8%)** in August.

HHSRS activity more than doubled in July, increasing from **3 to 7 cases (+133.3%)**, whilst August activity remained unchanged.

Planning Consultations saw a small reduction in July (**-9.3%**) but increased slightly in August (**+3.2%**).

PWS Sampling Total showed contrasting trends, decreasing in July from **32 to 22 samples (-31.3%)**, while increasing significantly in August from **10 to 32 samples (+220.0%)**.

Overall, the comparison demonstrates a notable increase in workload during both July and August 2026, particularly across nuisance, environmental crime and housing complaint activity.

Following the introduction of the revised Housing Health and Safety Rating System (HHSRS2) framework on 23 June 2026, changes have been made to property safety assessment requirements alongside the associated civil penalty provisions introduced through the Renters' Rights Act. The Civil Penalties Policy approved by Cabinet in April 2026 did not incorporate these provisions, as the HHSRS2 amendments were still subject to review at that time. However, recognising the potential for further legislative and operational changes following implementation, Cabinet approved delegated authority to make minor amendments to the Policy where necessary to ensure continued compliance and alignment with statutory requirements. The Civil Penalties Policy has now been updated under this delegated authority to reflect the HHSRS2 framework and the associated provisions of the Renters' Rights Act, ensuring that the Council's enforcement approach remains current, robust and consistent with the latest legislative requirements.

Civil Contingencies

Emergency Planning -Warning and informing re Thunderstorms, Information dissemination re upcoming changes to the Environment Agency's Flood Guidance Statement and harmonised impact wording for weather warnings and flood guidance, Preparatory work re Norfolk Resilience Forum (NRF) Evacuation Portal, Tactical Flood Plan refresh and Rest Centre Plans refresh
Business Continuity Management- Response and debrief liaison re water ingress incident at the Cromer office on 20 August
Safety Advisory Group-Cromer Carnival and Sheringham Carnival meetings

Environmental Services

Summer months have been challenging for collections with vehicle breakdowns. Rounds have had to be stood down at times, but Serco worked hard to recover these with minimal impact residents and the rest of the rounds.

Assisted and missed collections continue to be higher than other areas. Assisted collections are under review, working with the crews and depot feedback. The team received 27 new requests in July. 134 have been reviewed over the past month only 1 requested to remain by the customers. Missed collections mainly linked to vehicle breakdowns, Serco and the depot are working on this.

High level of vandalism in the toilets, Serco working with Property Services and the ES team to minimise / remove this.



IT

- Substantial work has now been undertaken on the Digital & Data Commercial & Contract / General Service Applications sub-workstream. The sub-workstream has now begun to meet in earnest with substantial resource being directed to working with County to define future technology states for the three new authorities.
- Roll out of new Wi-Fi equipment is happening, but slowly due to some initial issues.
- Identifying stale data & sensitive info in preparation for project to copy relevant data to SharePoint from Libraries
- Election support
- DR Audit has been completed with a positive outcome, demonstrating an overall sound control environment which reflects well on management and the IT team who are accountable and responsible for the control environment. There are 4 routine recommendations and 1 important.
- Ongoing work to migrate to X-forms platform
- Updates to mapping functionality used in online forms to improve user experience
- Temporary Event Notice form work ongoing
- Work to move online payments form begun
- New parking permit management system developed – in test with Customer Services
- 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. Developer has now left the authority, leaving a high level of uncertainty around this initiative.

- Work to encrypt all benefit system databases (for all live and testing environments) has been completed in line with DWP stipulations.
- Land charges software updated to current release levels.
- Snapshot of finance system undertaken replicating live data into test environment.
- Annual IT Health Check taken place for PSN certification.

2 Forthcoming Activities and Developments.

- 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. Still unclear on the precise level of anticipated resource required to meet.
- Forthcoming upgrades of many components of Planning system: Core software, Oracle, Public Access, Unimap Web and Exacom BSL module.
- Digital Skills training offered to all staff.
- Remediation of vulnerabilities found by IT Health Check
- Continued education of staff and members to make sure we are aware as we can be of possible Cyber attacks and how to avert giving away information.
- Onboarding of 21 new staff August- October
- Award of Mobile phone contract

3 Meetings attended

- LGR Meetings for digital workstreams
- Attendance on 18 sub workstreams/themes
- Civica Account manager discussion
- Property Services/ICT Apps liaison meeting.
- Environmental Health/ICT Apps liaison meetings.
- Planning/ICT Apps liaison meeting.
- Trade Waste M3 replacement meeting.
- Finance/ICT Apps liaison meeting
- Concerto User Group
- Iken cloud migration meeting
- Benefits data encryption meeting
- Finance/ICT Apps liaison meeting.
- Planning/ICT Apps liaison meeting.

