



Critical Services Cell Update

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The Cell

- ▶ ARP
- ▶ Facilities Management
- ▶ Private Sector Housing
- ▶ Public Protection and Licensing
- ▶ Corporate Health and Safety
- ▶ Environmental Services
- ▶ Enforcement
- ▶ Emergency Planning
- ▶ Planning
- ▶ Building Control
- ▶ PPE working group
- ▶ Leisure

Lead reps for:

- Tactical Coordination Group
- Social Distancing
- Normalisation cell
- Transient communities / housing
- Domestic abuse
- Mortality pathway

The early days.....

- ▶ Site visits stopped for all services and Staff were redeployed to other cells
- ▶ Public Protection supported and enforced where required social distancing/closure requirements and provided support to businesses to continue trading safely
- ▶ Council buildings were prepped to be Covid compliant
- ▶ Significant amount of multi-agency working

▶ Exiting Lockdown.....

- ▶ Site visit protocol and safe systems of work agreed and rolled out to all services – risk assessments in place for all visits
- ▶ Site visits commence in a phased manner
- ▶ Staff returned from redeployment
- ▶ New demands on services especially Public protection and enforcement

Success stories.....

- ▶ Elizabeth House and Breck House Covid compliant for staff who have needed to access the office
- ▶ All rough sleepers accommodated
- ▶ 148 fly-tipping / littering enforcement cases received compared to 75 in same period last year
- ▶ 99 fly-tipping / littering cases taken forward to investigation
- ▶ 40 warnings and 15 FPN's issued
- ▶ 30 Fly-tipping / littering active cases ongoing
- ▶ All services conducting site visits in a safe manner
- ▶ ARP back to BAU
- ▶ Covid compliance and food safety / statutory inspections underway
- ▶ Land management and facilities management services operational
- ▶ 2 unauthorised encampments resolved

Success stories continued.....

- ▶ 719 planning applications received since lockdown
- ▶ 907 planning applications determined since lockdown
- ▶ 677 Building control site visits made
- ▶ 207 planning enforcements complaints resolved
- ▶ Introduction of virtual Chairman's Panel and Planning Committee
- ▶ 2,378 new Garden waste subscriptions April-August
- ▶ 1672 new brown bins delivered
- ▶ Bins collected from 62,427 properties per week
- ▶ 300 Environmental Services queries dealt with
- ▶ 3% reduction in recycling contamination (year to date) 15.5% down to 12.5%
- ▶ Percentage material recycled and composted risen from 31% (Q4 2019) to 42% (Q1 2020)

More Success.....

- ▶ Mobilisation of the new waste contract on target. NNDC mobilised with minimal disruption during lockdown
- ▶ New fleet vehicle build slots secured
- ▶ Work commenced on early introduction of Trade waste service
- ▶ Leisure centres re-opened in a phased manner and steady trend of increased usage reported
- ▶ Swaffham / Attleborough leisure project commenced
- ▶ Land charges, tree works and street naming works continues
- ▶ 26 Caravan site licencing inspections completed
- ▶ 2 emergency HHSRS inspections completed
- ▶ DFG applications and works re-started
- ▶ 11 Enhance grants awarded
- ▶ Housing Service review commenced

And finally!

- ▶ 179 food businesses supported to convert safely to provide a take away service during lockdown
- ▶ All licensed premises were proactively contacted ahead of 4 July to support their safe re-opening
- ▶ Outbreak planning toolkits have been provided to all businesses
- ▶ All medium/large food manufacturers have received proactive advice from the team on outbreak planning and infection control
- ▶ Officers from Public Protection are playing a significant part along with other agencies in managing the Banham Poultry outbreak
- ▶ Team managing advice and impacts large number of events / gatherings in District
- ▶ Fatalities at Snetterton
- ▶ 10 Welfare Burials
- ▶ Unexploded bomb multi-agency response
- ▶ Covid Testing sites sourced
- ▶ PPE sourced and supplied to staff