

Cabinet Lead Reports – Full Council 28 March 2018

Councillor Tony Briggs

Deputy of the Council and Cabinet Lead for Finance and NORSE.

NORSE South East

Highway Weed Control The team have commenced weed spraying, starting on Hayling Island. It is anticipated that it will take 12 weeks to apply the first treatment throughout the borough. Thereafter we will immediately commence the second treatment and then the third.

Health and Safety – NSE and HBC continue to monitor Health and Safety, with regular planned inspections, and there are no current issues of concern.

Green Waste –renewal letters have been sent out to our 10,300 customers ahead of the new collection year in April; over 6,500 renewals have been made and 164 new customers have signed up for the service. With the support of HBC, NSE will be working hard to promote this service in an effort to increase our customer numbers up to 12,000.

Grounds and Open Spaces –highway verge cutting commenced in March; there was a slight delay to the programme due to snowfall and poor ground conditions. The first area to be cut is Hayling Island

Our target for the season is nine completed cuts but, as always, this will be dependent upon weather and ground conditions.

Vehicle Workshop and Fleet Management – we continue to see growth in MOT testing, servicing and repairs. NSE continue to promote the services to local businesses and the general public.

NSE continue to invest in their fleet and have recently taken delivery of two new Refuse Collection Vehicles to replace older vehicles within the fleet. We are awaiting delivery of a new Mechanical Road Sweeper and two new 7.5 tonne caged back vehicles, again to replace older vehicles within the fleet.

Commercial Update – NSE continues to develop new business opportunities and business growth is encouraging with recent business gained. 15 additional work requests were received during February which included new contracts, positive contract variations and new commercial waste customers.

NSE continues to bid for business with 20 proposals currently being considered for Cleaning, Facilities Management, Grounds Maintenance, Commercial Waste and Fleet Management.

Service Disruptions – Because of snowfall and poor ground conditions on Friday 02 March, all frontline services were suspended. NSE staff gave assistance in gritting HBC car parks and other publically accessible areas.

In an effort to collect all outstanding waste and recycling bins during the following week the decision was made to suspend garden waste collections. All outstanding work was completed by Thursday 08 March.

Customer feedback/Service issues – As mentioned before it is important that all customer enquiries are reported to the Customer Services Team, this will ensure that a record of the call is kept and the issue can be tracked through to resolution.

In the past calls have been made direct to NSE. Whilst the issue may have been resolved these calls may not all have logged onto the CRM system and as such there would be no record of the issue.