

Cabinet Lead Reports – Full Council 22 January 2020

Councillor Gary Hughes

Cabinet Lead for County Council Liaison and Commercial Services

Environmental Services

The recent Delegated User Group update on the 28th November, confirmed the provision of the East Hampshire District Council (EHDC) area services continues to go well, with a waste collection service success of +99% of all bins being collected on schedule. Grounds, street cleansing and public convenience are also performing well, and members expressed continued satisfaction on the performance of the services provided.

The 2019 leafing programme has now been successfully completed.

A recent walk-about in Havant town centre highlighted high levels of cleanliness throughout with some minor issue raised for action by Norse South East and other stakeholders. It is worth reminding members that HBC is not responsible for the cleanliness and street scene appearance in privately owned commercial sites eg Solent Road (Havant), Dukes Walk (Waterlooville) and the Wellington Way retail park (Waterlooville). When issues are raised in areas outside our responsibility, the appropriate authority is informed.

Renewal letters for the Garden Waste Service are currently being sent out. Broader advertising opportunities are being utilised to promote this service for 2020.

The new Norse South East Operations Director, Robert Guy, has been in post for three months and is enjoying the challenges presented. He is working closely with Carl Mathias, Contract & Procurement Manager, on various new projects, in particular improving the recycling rates across both areas whilst reducing contamination.

Aim for first part of 2020:

- To compile for each member a directory of NORSE services delivered to their wards (bottle banks (location, emptying frequency)), green space maintenance, litter picking etc). By being 'informed', you will readily be able to answer resident specific questions relating to services delivered by NORSE.