

Cabinet Lead Reports – Full Council 16 June 2021

Councillor Lulu Bowerman

Cabinet Lead Capita and Commercial Contract

Capita

The exit of the Exchequer services from the Capita contract concluded at the end of March, with a seamless transition to the in-house service. Future working arrangements for Pay360 and the Integra finance system were finalised by the end of March.

We have negotiated an 18 month extension to the Payroll contract with Zellis. The in-house HR Admin team have been using this system to deliver the payroll service for all our staff. The last twelve months have seen an accurate and timely payroll function which has been appreciated by the council staff.

The memory upgrade project, started earlier this year, successfully completed ensuring staff had the necessary IT resources to continue to work efficiently and effectively during the pandemic.

Work continues on the Conformed Contract, ensuring the contract is updated to reflect the changes that have taken place during the last year.

Capita have invested in the customer contact centre service. They have undertaken a recruitment drive and enhanced the training provided to staff members. The results of this investment are now being realised with Capita improving on their performance as measured by the customer service performance indicators.

Commercial Contracts

Environmental Services

Norse SE services (NSE) for both HBC and EHDC successfully continued to deliver environmental services during the lockdown restrictions of the Coronavirus pandemic which was much appreciated by residents of the Borough.

This is a new area for me as a Cabinet lead having only taken this over from Cllr Hughes on 19 May. I will be working hard to give detailed updates in future reports to Council on Norse SE and Council's services, Project Integra and the Environment Bill coming forward later this year.

Cllr Tony Denton, as an assistant portfolio holder will be helping me with the Project Integra work and Hampshire County Council which provides an integrated approach to the collection, treatment and disposal of municipal

waste in Hampshire. This covers around 750,000 households and over 800,000 tonnes of waste a year.

Cllr Thain Smith as Cabinet Lead for the Environment will be assisting me with preparatory work for the Environment Bill.

Waste services

Even though the Covid restrictions are gradually being lifted, waste collection services continue to be reviewed daily and, if staff absenteeism due to sickness becomes an issue, services will be prioritised with waste collection taking priority.

Recent staff shortages led to a backlog of bin deliveries. NSE worked hard to produce a recovery plan to resolve the situation. This is proving successful and bin deliveries are now back within the SLA timescales.

Staff shortages also impacted recycling collections during the first week of June with a number of these being affected. Council Communications, Customer Services and Environmental Services teams worked with the NSE waste team to ensure the outstanding collections were completed by Saturday 5th June and that all customers were notified either through the website, social media or via Customer Services.

Garden Waste

Garden Waste renewals and new customers: as at 21st May 2021 showed that 13,500 customers had signed up for this service, of which 12,326 are renewals and 1,174 are new customers. This compares to this time last year when there were 10,673 signed up of which 10,057 were renewals and 616 new customers. We are therefore substantially ahead in terms of renewals and have more new customers compared to last year.

Recycling Project Update

NSE have continued to talk with recycling crews about contamination and the need to use bin hangers to highlight it to customers. Recently, NSE has been working in partnership with Portsmouth City Council estates team to identify multiple occupancy properties where contamination rates are high and has been installing new bin store signage and carrying out leaflet and letter drops in these areas.

Grounds Maintenance and Street Cleaning

Grass cutting has now commenced and will continue throughout the Summer/Autumn.

The A27 has recently been litter picked and mechanically swept over a period of 4 nights from 10th – 13th May. NSE and HBC worked in partnership with

Highways England and Chevron TM to schedule and manage these works. Going forwards the A27 will be litter picked and swept every 6 months.

Hayling Seafront

As part of the management of Hayling Seafront for Summer 21, I will be working with Cllr Pike who has car parks in his portfolio and also Cllr Satchwell with the Seafront Strategy.

Site B beach huts that were recently identified as being at immediate risk due to coastal erosion have now been moved to a temporary site in the car park adjacent to the Inn on the Beach.

The drive to address outstanding debts on beach huts has proved successful, with many debts being paid in full. Only a small number of non-payers remain and I am awaiting confirmation by Norse of the final numbers.

Norse will begin erection of new 'bin compounds' along the seafront this month. The new bin compounds will feature general rubbish bins, recycling bins and a bin for disposal of barbeques. The bin compounds will be located at 5 central points along the seafront and will be clearly visible to those leaving the beach.