

Cabinet Lead Reports – Full Council 26th January 2022

Councillor Lulu Bowerman

Cabinet Lead for Environment and Commercial Contracts

Norse

Environmental Services

Waste services

All waste services in Havant Borough are running as scheduled and services over the Christmas period ran smoothly with positive feedback from residents on social media.

New Garden Waste service applicants are being placed on a waiting list for the time being whilst options for further capacity are being considered.

All Garden Waste rounds are now live on Bartec, the digital in-cab system, along with Bin Deliveries, Bulky Waste and Missed Bins. General Waste and Recycling collections will be going live in the coming months. Bartec will help both Norse and customer services with real time information communications about collections.

The Glass Bank Review is progressing and has been agreed by Cabinet after examination by the Overview and Scrutiny committee. We are exploring the possibility of a couple of additional sites with Norse and looking into the feasibility of these. We are working with our Communications Team on a Comms plan for the rollout of the new glass collection banks and the glass skip livery. Skip delivery is expected in the next month, with rollout expected in the Spring. After consultation with Norse, the Comms team are exploring the possibility of finding a design promoting the Council's environmental message so some of the skips can be 'wrapped' and look more attractive in their locations in the borough.

Grounds Maintenance and Street Cleaning

Grass verge cutting was completed in November with Norse having achieved 7 cuts in most areas. Crews have now moved on to hedge and shrub bed maintenance throughout the Borough.

Street cleaning services have been continuing as normal with no service issues to report. Norse have had a team out prioritising leaf clearance from

pavements in high footfall and high-profile areas throughout the Borough. Also ensuring that road drains are as clear as possible.

A full litter pick and mechanical sweep of the A27 has been booked in to start on Tuesday 4th January. The work will take place over night for a duration of 4 nights with lane closures in place. Litter picking and traffic management will be carried out by Chevron TM, with mechanical sweeping being carried out by Norse SE.

Hayling Seafront

Work is ongoing to identify appropriate sites along the seafront for relocation of Beach huts at risk on West Beach and further updates will be reported once consultations have taken place with Natural England.

Capita

Further to recent issues in regard to the Customer Services performance, there have been some positive developments and improvement.

Performance with regards to the time to answer customer service calls has improved significantly in the past couple of months. For several months, the answering time was well below target due to the volume of waste related calls being received. However, in the latest performance report issued, this target was achieved. This is as a result of improvements in the delivery of waste services and better communications between Capita and Norse.

In addition, the Customer Service Contact Centre now has access to the Bartec system deployed by Norse. This allows for increased access to real time data and improves the operators' ability to deal with customer queries.

There have also been issues as a result of the time taken to answer revenues and benefits calls. This is due to an "uplift" in council tax recovery and court proceedings being activated. However, it is also reflective of longer call handling times where the contact centre is providing support to customers making arrangements to pay their council tax.

In other areas Capita are engaged to provide appropriate support on the Government responses to Covid-19. This includes the application of business rates relief which was rolled out just before Christmas 2021.

Climate Change and Environment Strategy 2021 to 2026

The strategy was formally adopted at Full Council in September 2021

<https://cdn.havant.gov.uk/public/documents/Havant%20Borough%20Council%20Climate%20Change%20and%20Environment%20Strategy%202021-2026.pdf>

An action plan was requested by the Chief Executive and the Overview and Scrutiny Strategy committee reviewed an initial Action Plan on 2 December 2021. A governance framework for the Climate Change and Environment Strategy was accepted by Cabinet on 15 December 2021

Transport and Travel

Active Travel

Hampshire County Council is currently consulting on Havant's Local Cycling and Walking Infrastructure Plan (LCWIP)

See <https://www.hants.gov.uk/transport/strategies/transportstrategies>

Information can also be found here <https://www.havant.gov.uk/cycling-and-walking-infrastructure-plan>

Climate Change and Environment Panel (CCEP)

The following people, in addition to Cllrs Bowerman and Thain Smith have expressed an interest to join the CCEP. Additional members would be welcome.

Cllr Jackie Branson
Cllr Beryl Francis
Cllr Richard Kennett
Cllr Diane Lloyd
Cllr Rosie Raines

Community Liaison

Havant Climate Alliance have expressed an interest in engaging in a positive collaboration with Havant Borough Council on the adopted climate change strategy. Initial meetings are in hand, with the expectation of co-opting or inviting members of HCA to join working groups for discussions and possible implementation of initiatives.

Updates on initiatives

Domestic retrofit (Energy Company Obligation ECO3) and the green Homes Grant Local Authority Delivery phase 2 (GHG LAD2) are operating as before. Quarterly figures will be reported in the next Update. The next phase of funding for GHG LAD will be clarified through the Portsmouth City Council consortium in February.

Electric Vehicles: EV charge point activity will be updated by the year end and transferred to the Parking team. Figures are still low due to pandemic curtailment in market activity, although sales of new electric vehicles are reported to be increasing.

There is an opportunity to review the Havant Borough Council vehicle fleet and make plans to replace operational vehicles with zero emission alternatives and invest in charge points at the Plaza. The CCEP will consider options when they convene in the next month or so.

Tree Strategy

The HBC Tree Strategy is in its final revision and it is planned to bring it to Cabinet in the next few months. I will be meeting with the officer in the next week or so to discuss its progress and future plans.

Work by the Arboricultural team continues as usual and in good time with statutory applications for TPO trees and planning applications despite the significant increase in applications for advice and guidance to local authorities. There are also a number of ongoing tree enforcement cases where unauthorised work has taken place and technical information is being provided to the Enforcement Team.

The team recently received positive feedback on their work from Hampshire County Council after an audit was carried out. HCC have responsibility for all street trees.

HBC Estates have been working with the Havant Tree Warden Scheme and have undertaken some promising tree planting programs on council owned land in conjunction with Norse.