

Cabinet Lead Reports – Full Council 16 March 2022

Councillor Lulu Bowerman

Cabinet Lead for Environment and Commercial Contracts

Norse

Environmental Services

Waste services

The new Glass Bank skips have now arrived in Havant and it is planned that the artwork designed for them by the HBC Comms team will be applied later this month. The sensors that can communicate remotely when the bins are getting to full capacity are due to arrive in late March for installation. It is intended that the new glass banks will then be delivered to locations across the borough with the busiest sites receiving the first deliveries.

All waste services in Havant Borough continue to run as scheduled. Any issues or missed bins are reported to customer services and resolved as quickly as possible. Any issues are communicated by the Council to affected residents via social media.

Grounds Maintenance and Street Cleaning

Crews are now engaged in hedge and shrub bed maintenance throughout the Borough while also clearing up from Storms Eunice and Franklin which brought some tree damage to most areas.

Hayling Seafront

During February several B Site Beach Huts were re-located to protect them, fortunately just before the storms. Discussions are currently taking place with Natural England to seek agreement to a larger scale relocation of beach huts currently located in the car park west of Inn on the Beach and we hope that this will take place in the next few months.

Norse received compliments for their good customer service response to the storm e.g saving the possessions from a damaged Beach Hut that had been scattered by the storm.

Norse SE Liaison Team

The 4-person team that is the interface between Norse SE and the Council is experiencing significant turnover at present with the 3 most experienced

officers having now left. Recruitment is in progress and a full team is expected to be in place in the next few weeks.

Capita

The positive picture regarding the call response times of the customer services contact centre has continued, with the associated performance indicator being achieved once again. This continues to be supported by effective communications between the Council, Norse, and Capita.

Capita will be very busy in the next month or so with the annual Garden Waste renewals and associated calls.

The Revenues and Benefits lines are still under pressure due to additional workloads relating to the contact centre support for Council Tax recovery work. This is being monitored closely.

Annual billing arrangements have been successfully run and will include elements relating to the communication of the £150 Energy Bills Rebate announced by the Government earlier this year. Plans relating to the administration of that rebate are currently being worked on for an effective delivery.

Climate Change and Environment

The Climate Change and Environment Action Plan was due to come to O&S during February but due to the situation with the Local Plan and the Action Plan being in draft, I felt it was an excellent opportunity to work with the Planning Policy officers to find ways to enhance the environment elements of the Local Plan. The first meeting of the CCEP (Climate Change and Environment Panel) is due to take place on 22 March when there will be an opportunity to discuss and review the environment elements of the Local Plan.

There are also plans to share The Climate Change and Environment Action Plan with local groups for comment. Having visited the Eco Club at Warblington School this month, I was very encouraged to find a high level of interest and knowledge in the Environment and Climate Change and will be visiting other schools in the future to encourage discussions.

Councillor Climate Awareness Programme

The council has identified tackling climate change as a key priority in our corporate strategy, and staff and councillors will be working hard to reach net-zero carbon by 2050.

To ensure that all councillors and staff are thinking about the impact on the climate of council services, an interactive and engaging programme of one-hour sessions has been set up and I would encourage all councillors to attend. There will be 4 sessions later this month, covering:

Carbon, tipping points and our simplest solutions, Nature, soil and the future of food, Population, pollution and finding a balance, Technology, economics and justice: making the impossible possible