

Cabinet Lead for Environmental Services - Councillor Lulu Bowerman**Glass Skips**

The long-awaited new Glass Bank skips are now being prepared for installation later this month/early July with a project manager now working to bring this project to a close. The sensors which will alert Norse to the skips being full and needing to be emptied are now being fitted. Notices are being made and these will be put up at the sites where glass collection bins are being removed. Social-media and website communications are being prepared to inform local residents of the changes to the glass collection bins in their areas.

Waste Collections

The statutory waste collection services for general rubbish and recycling are working satisfactorily at the moment but unfortunately garden waste collection has recently encountered some issues which the customer service liaison team and service managers at Norse are dealing with. The collections are mainly challenged by the seasonal increase in the amount of garden waste being created from grass cutting and intensive gardening. This affects the weight in the collection trucks and the frequency of disposal.

Renewals of Garden Waste Collection have continued and so far 12301 have been processed since the renewal letters were sent out in March.

Customer Service

The customer service liaison team for Norse is currently fully staffed with Sonja Reames as acting team leader, Samantha Kenyon and recently appointed Jayne Lake now in post as the new Client Liaison Officer. The team are working hard to answer complaints particularly with garden waste collections.

An additional experienced officer at Norse is now acting to resolve problems out in the community and is personally visiting residents who are experiencing issues in order to bring resolution.

Hayling Island Services

Norse SE have re-organised their staff that service Hayling Island in order to provide better cover during the summer season and coordinate with the new council service offer. Larger bins are on order in order to avoid the existing bins becoming overfilled and these are expected to be in service in the next month. Delivery of the electric vehicle which will collect the waste along the seafront and transport it to the larger bins is expected in the next few months.

Jubilee

Norse provided excellent logistical support with the delivery and collection of barriers, road signs and bins and worked hard on the ‘street scene’ to ensure as many parts of the Borough looked at their best and events organised in communities ran smoothly.

Project Integra

Part of my role as Cabinet Lead for Environmental Services involves attending meetings with other members of Project Integra. This is a partnership of 14 local authorities with responsibility for waste management in Hampshire, Portsmouth and Southampton and is the decision-making body for Integra. The long-term waste disposal contractor Veolia Environmental Services (VES) which works with Hampshire County Council for waste disposal is a non-voting member of the Partnership.

Discussions are currently taking place with regards to the Joint Municipal Waste Management Strategy (JMWMS) and the Action Plan of how Hampshire will manage the effectiveness of its sustainable material resources system to maximise efficient re-use and recycling of material resources and minimise the need for disposal.

Also under discussion is the Environment Act which became law in November 2021 but as yet there have been no definitive guidelines regarding what exactly will be required for its implementation in 2023. HCC are currently working towards the proposed 2023 timeline but there are likely to be challenges and delays which could prevent implementation and an additional MRF (Material Recycling Facility) will need to be approved, built and in operation before this is possible.

The local authorities are currently working towards how to set up collection systems such as twin stream collections (1- paper and card. 2- mixed recycling of plastics, metal and glass), food waste and residual waste. We have some consultancy work paid for by WRAP beginning next week to research the logistics of vehicles, crews etc. which will aid the preparations by Norse SE and HBC.

In Havant as in other authorities, there is also the essential task of improving our recycling rates which the customer service liaison team have begun working on. This will also involve the Comms team in the future.

I have also recently visited the Veolia MRF (Material Recycling Facility) and ERF (Energy Recovery Facility) in Portsmouth to learn how these facilities work to process waste either for recycling or for incineration.