

Cabinet Lead for Environmental Services – Councillor Lulu Bowerman

The Executive Delivery of environmental and amenity services under the Norse joint venture contract.

The national shortage of drivers continues to put pressure on services through the recruitment and retention of drivers
Agency workers are available to fill gaps on most occasions for both drivers and loaders.

Customer Services

Executive Director of Commercial (and therefore the Norse contract), Chris Bradley and the new Customer Service Liaison team are working hard to improve the processes between HBC, Norse and Capita so there is clearer lines of responsibility and responses defined, while also answering any complaints.

The Norse Client Liaison Team are now fully staffed and they have asked that any requests for information or an investigation are **not** sent to them personally but are emailed to:

HBCenvironmentalservices@havant.gov.uk

This enables the team to deal with individual tasks from a shared source which enables any member of the team to pick up work if a colleague is off sick or on leave.

If the enquiry is a new enquiry/complaint these must be logged with Customer Service in the first instance so the information is recorded and held within the data base and given a customer service reference number.

Waste Collection Services

The collection of general waste and re-cycling continues satisfactorily but there are still issues with garden waste and bulk glass collections.

Bulky waste and bin deliveries are working normally and are up to date.

Garden waste

Although the overall number of garden waste collection customers is manageable, the renewal process has created an imbalance in the daily scheduled collections with some days having more than they can manage.

The garden waste rounds' re-balancing review has now been finished and implementation planning is almost complete, with special consideration being given to issues with new properties and estates in Waterlooville and Havant.

Customers will be given ample notice of any change to their collection day.

Grass cutting:

The heat wave during July and August had an impact on the growth of grass, weeds etc which enabled the teams to catch up on their scheduled service performance.

We are working with Norse to improve the reliability of scheduled grass cuts in the future and to improve the information that can be shared about the programme.

Hayling Island Services

The re-organisation of teams on Hayling Island have produced a much-improved service during the summer season, although we will continue to look at litter bin capacity after hours during hot weather in the future. Most comments from the public relate to the period when staff are not on duty and visitors remain on the beach and in the locality later in the evening.

Glass collection services

Glass collections are currently proving inconsistent and this is being regularly reviewed by Norse and HBC officers.

Norse are endeavouring to empty full containers in good time and to clear bags, boxes and broken glass on the floor around the bins.