

## **Cabinet Lead for Environmental Services – Councillor Lulu Bowerman**

- **Delivery of environmental and amenity services under Norse contract**

### **Waste collection and disposal**

Our new Environment Services Contract Management team is now in place. While we continue to experience challenges in Environmental Services, these are reducing as the new team works to resolve the backlog of issues and address the underlying causes. The team have arrived at a particularly challenging and busy time and have quickly identified the underlying causes to often long-standing issues and are quickly implementing solutions when possible. We are grateful for the support and patience councillors are showing during this period of change.

I would like to thank this new Environment Services Contract Management team for their professionalism, energy and resilience at this time.

### **Customer Service Processes**

We have undertaken a number of workshops with our service partners to identify and address design flaws in our Environmental services Customer Service and Complaints processes.

Work on implementing short term wins and longer term systems integration solutions has started in order to improve our processes and this will be ongoing.

As the challenges with core services are resolved and resource becomes available the team will focus on developing strategies for allotments and beach huts.

### **Termination of the Delegation Agreement with EHDC**

Following Full Council approval we have issued the notice to terminate the Delegation Agreement with East Hampshire District Council. Negotiations are underway with an ambitious target of an exit date in January 2023.

### **Glass collections**

The additional vehicle for bulk glass collections has arrived and will be put into service following the final safety inspections. This additional vehicle will increase our capacity with collections around the borough and improve the service.

### **Garden Waste**

The systems challenges for re balancing the Green Waste collections have now been resolved.

Work on the detailed communications plan for those residents affected is now underway, with a target launch date of early December.

There is also work being carried out for an early introduction of an additional Green Waste round and updates on this work will be in future reports.