

## **Cabinet Lead Report - September 2023**

### **Environmental Services – Cllr Lulu Bowerman**

#### **Summary**

The quality of front-line service delivery by Norse South East continues to be strong, supported and managed by a strengthened Client Liaison Team within the Council. The changes in senior management at Norse have created a stronger focus on quality of service, which in turn is leading to fewer complaints.

#### **Key achievements in the last few months include:**

##### **Reduction of complaints**

The number of complaints reached its lowest ever level in July, falling to a total of 20 for the month. August has seen a slight rise to 36 however this is still a vast improvement compared to July 2022 where 68 complaints were received. This improvement reflects a greater customer focus and proactive management style at Norse, introduced by the Operations Director who was appointed in April.

##### **Strengthening of the Council's Client Liaison Team**

The Council's environmental services management function has been strengthened through the appointment of new staff to actively monitor and support Norse. Recent months have seen the appointment of a new team leader and client liaison officer, bringing new skills and capacity into the team. The focus of the team in the coming months will be to improve customer service and develop web pages for the service areas not currently promoted. These include allotments, beach huts, and sports pitch bookings.

New members of the team have been out with the refuse crews to experience their working day and have a greater understanding of the waste service provided.

Please can I remind all Councillors not to contact NORSE SE directly if they have an issue in their ward. Either contact me as the Cabinet member for this area or the Environmental Services team on: [HBCEnvironmentalServices@havant.gov.uk](mailto:HBCEnvironmentalServices@havant.gov.uk)

##### **Garden Waste**

The implementation of the third garden waste continues to see residents signing up daily. NORSE SE are currently in the process of collecting the garden waste bins of residents of whom have not renewed their licence to ensure only authorised garden waste is collected.

## **Events**

The Client Team and Norse South East have been working together to provide and co-ordinate amenities for local events. Emsworth Show took place over the bank holiday weekend.

Litter picking community groups across the borough have been supported by NORSE SE during August with the supply of purple bags, gloves and litter pickers. The waste is collected by NSE at an agreed location. This is an excellent working relationship that we continue to support and grow.

The dedicated Hayling Team provided resource during the August bank holiday weekend to provide overtime resource from 7pm - 9pm for waste collection and public convenience cleansing.

## **Beach Huts**

One HBC owned disabled facility beach hut and one HBC owned beach hut have been replaced as part of the SLA agreement.

The Contract Manager continues to pursue bad debt from beach hut licencees and seek termination of the licence if the debt remains unpaid.

## **Public Conveniences**

The Hayling Team have experienced high levels of vandalism in the public conveniences on Hayling Island. This is leading to high replacement costs, hours of resource in cleaning and closure of the toilets when the damage is severe. This has been reported through the Partnership Action Group to Police and youth service organisations. The Facilities team complete a crime form for each report to ensure each incident is logged with the Police.

## **Development of a new approach to grass cutting**

Proposals are being developed for a new approach to grass cutting across the borough for next year that will consider the different requirements of sports fields and parks and the grass verges on our roads. The Environmental Services team and the Estates team will also work together to identify suitable areas for BNG (biodiversity net gain) and involvement will also be established with local community groups. Detailed discussions will be ongoing with the Norse teams to ensure their understanding and co-operation for Spring 2024.