

## **Cabinet Lead for Commercial – Councillor Lulu Bowerman**

### **Environmental Services Update – October 2023**

#### Reduction in Complaints

The number of complaints received for Environmental Services continues to decline. Thirteen (13) complaints were received during the month of October. Demonstrating the continued excellent work delivered through the partnership of the NORSE SE team and the HBC Client team.

Please continue to contact the HBC Client Team with any issues so they can resolve them as quickly as possible.

#### DEFRA announcement on 'Simpler Recycling'

After a long period of uncertainty since the Environment Act in November 2021, on 21st October 2023, DEFRA announced the changes to waste collections throughout the UK.

This a positive move forward for the waste industry and enables some initial planning for resources and management of the proposed new services.

#### **In summary the key outcomes are:**

Kerbside Food waste collections to be introduced by 31st March 2026.

New burdens funding will be available to assist with the implementation of the food waste collection service.

All Authorities in England to recycle the same materials so there are no discrepancies across areas.

Garden waste can continue to be chargeable.

**An all-members briefing will be held on Tuesday 5th December 2023 in the Hurstwood Room and via teams, 5pm – 7pm to provide further detailed information on this subject.**

David Robertson from Havant Borough Council forms part of a five Officer team of Hampshire Districts representatives working with Hampshire County Council discussing the impact of Simpler Recycling and benefits of either the co-mingle/twin stream element of the dry material recycling collections in the future. Further updates will be communicated to members as the work progresses.

### Key Performance Indicators (KPI's)

Working with Norse and using PowerBI, a suite of Environmental Service KPI's is in the final stages of development. The data and dashboard will enable us to monitor and manage the performance and delivery of Environmental Services, to identify issues early and assure service standards.

The data will be collected for waste services, street scene, and grounds maintenance. An early example has been given to Cllr Andy Briggs as part of his Cabinet role of performance management.

Cabinet will receive a demonstration of the next version by the end of November.

### Beach huts

An options paper has been prepared for Cabinet consideration on 29th November regarding the management of the vulnerable beach huts on West Beach. This will enable timely actions and possible interventions for those huts at risk.

### Storm Ciaran

Norse SE worked with HBC's emergency planning team to ensure the Borough was resilient and prepared for Storm Ciaran.

Resources were deployed by Norse SE to respond to reports of fallen trees, debris, damaged tidal flaps, flood reports and continually checked our coastal areas for damage or problems that required immediate attention.

The refuse collection teams adapted their working day to ensure all refuse and recycling collections were completed throughout the Borough.

Subsequent to the storm, the seasonal leaf collection has resumed to ensure roads and paths are cleared.