

Cabinet Lead for Commercial –

Councillor Lulu Bowerman

Environmental Services Update – November 2023

1. Reduction of complaints

1.1. The number of complaints reached its lowest ever level during November, with a total of six (6) for the month. The continued ‘one team’ approach between Norse SE and HBC colleagues is reflective of the continuous customer service improvement to our residents.

2. Missed bin Performance

2.1. The national good practice benchmark for missed bins is 100/100,000 or 1/1,000. Work has been ongoing with Norse SE to achieve this target and we are pleased to announce that we have achieved the target for the first time this month. The figure is the average missed bins statistics across all waste collection services, refuse, recycling, and garden waste.

3. Key Performance Indicators (KPI's)

3.1. A presentation was delivered to cabinet members this month showcasing the suite of Environmental Service KPI's. The data is now live, and the team continue to develop the system for all service areas. The data is being used to monitor and manage the performance and delivery of Environmental Services. This enables the team to identify issues early and assure service standards.

4. Town Centre Inspections

4.1. The Client Liaison Team have commenced inspections of the Town Centres within the Borough. The visits take place monthly, and the location alternates each month. The team visit Park Parade and Greywell Leigh Park, Havant Town Centre, Waterlooville Town Centre, Emsworth Town Centre, Mengham and West Town, Hayling Island.

4.2. The purpose of these inspections is to ensure that our town centres are kept clean, tidy and to inspect any issues or points raised by our residents and visitors, aligning with our corporate priorities.

5. **Christmas activities**

- 5.1. Norse has been fully involved with helping our communities prepare for Christmas lights events and for assisting with decorating the shopping centres such as Waterlooville. Christmas trees have been delivered and installed ready for decorating across the borough including the centre of Havant outside St Faiths Church.

6. **Additional litter Bins**

- 6.1. The Environmental Services team have begun to survey the number of litter bins across the borough, identifying where some can be redeployed to be put to better use or where larger bins would be an improvement. Also, areas which would benefit from an additional bin to be installed such as Hollybank Woods in Emsworth. This work will be continued in the New Year.

7. **Members briefing**

- 7.1. A members' briefing was held on the 5th of December regarding Simpler Recycling and the Environment Act 2021 that was well attended both online and in person. Further briefings are planned for next year as preparation work continues and the full details become clearer on the waste services required to be introduced across the borough and the design of the communication programme to assist residents in understanding the implications for collections. The Environmental Services Team are keen to work with Councillors and communities to help improve the understanding of the changes to waste collection and recycling in the future, so we are all working towards the common goal to limit contaminated waste and improve the recycling rates.