

**Cabinet Lead for Commercial –**  
**Councillor Lulu Bowerman**  
**Environmental Services Update**

**Reduction of complaints**

The number of complaints continues to remain low with a total of one complaint for December and ten complaints in January after the Christmas break. This is testament to the hard work of the Norse operatives during the busiest time of year for waste collections and the excellent Environmental Services customer liaison team who quickly identify missed bins and schedule another collection. The sharp decline in complaints in January this year is compared to the 65 received in January 2023.

**Key Performance Indicators (KPI's)**

The team continue to use the KPI dashboard to monitor and manage the performance delivery for Environmental services and to help identify areas for service improvement that we will deliver during 2024.

Norse carry out over 3 million bin collections each year in Havant. The number of missed bins reported by the public is monitored using national indicator BVPI 88, which uses missed bins per 100,000 collections to enable benchmarking. This has dropped from around 250 each month to below 100 in February, demonstrating a significant improvement in performance.

**Budget 2024/2025**

The budget and draft business plan have both been approved on time and will be in place for the forthcoming financial year. The Operations Director Jim Perkins has had a pivotal role in all the improvements and has brought a wealth of industry experience and knowledge to the smooth running of the Norse contract.

### **Fly Tipping**

An additional clothing bank has been positioned at Hambledon Parade accompanied with a 'No fly tipping' A board, both supplied by the Salvation Army, to reduce the amount of fly tipping at this location. The team have seen a vast reduction in the number of incidents since this change has been implemented.

Tidworth Road in Havant continues to be a hot spot location. However the team are working closely with the Neighbourhood Quality enforcement team to investigate these occurrences and meet regularly to discuss areas of concern within the Borough

### **Litter Picking**

Norse SE are focusing on the busy 'A' roads for their litter picking schedule. The team recently attended Hulbert Road, Waterlooville where the team collected 48 bags of litter. The team are required to undertake specialist training for this task due to the road speed being above 30mph as clearing waste on very busy, dangerous roads is challenging.

Litter blackspots include slip roads and roundabouts where traffic slows, making it easier for thoughtless drivers and passengers to throw waste out of vehicle windows. Unfortunately the costs of clearing these blackspots fall to the local authority.

### **Recycling & Contamination**

The Client Liaison team are analysing the data received from Hampshire County Council to identify areas and properties within the Borough that require assistance with improving their recycling rate and reducing the level of contamination within their recycling bin. The team are sending letters to householders offering recycling advice and support to educate them on the items accepted by Hampshire County Council.0.8=9/9

### **Town Centre Inspections**

The Client Liaison Team and Norse SE have implemented a key change in Waterlooville town centre to tackle the littering issue. A litter bin with an ashtray lid

was placed outside the barbers which has seen an issue with cigarette ends being left on the floor leading to complaints about the cleanliness of the town centre and requiring the presence of the enforcement team. This special bin has brought about a visible reduction in this litter type and therefore improved this area of the precinct and has a reduced need for enforcement action.

### **Grass cutting**

As part of the on-going review and improvement plan of the grass cutting programme, Norse have carried out the 'first cut' of the season on many parts of Hayling Island and this will continue as the weather improves. This early 'first cut' regime will be taking place across the borough in the forthcoming weeks to avoid difficulties experienced last year.