

## **HAVANT BOROUGH COUNCIL**

At a meeting of the Business and Commercial Services Board held on 7 August 2019

Present

Councillor Robinson (Chairman)

Councillors Branson, Davis, Francis, Sceal, Scott and Thain-Smith

Other Councillors Present:

Councillor: Bowerman

### **16 Exclusion of Press and Public**

RESOLVED that the public be excluded from the meeting during consideration of the minute headed and numbered as below because:

it was likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during those minutes there would be disclosure to them of exempt information of the descriptions specified in paragraphs of Part 1 of Schedule 12A (as amended) of the Local Government Act 1972 shown against the heading in question; and

in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Minute 17 – Challenge Session – Head of Customer Services

(Paragraph 3)

### **17 Challenge Session - Head of Customer Services**

Further to Minute 4/2/2019, the Board received a presentation from the Head of Customer Services providing the information requested by the Board in February 2019.

In response to questions raised by members of the Board, the Head of Customer Services advised that:

- (a) if the Council did not require Council Tax bills to be paid from 1 April, this Council and the other precepting authorities would run into cash flow problems;
- (b) a case number was not necessary to chase up progress with complaints/requests logged with customer services; details of the address were sufficient to find the relevant case; and

- (c) CAPITA were required under the contract to seek improvements to their systems with the expectation that these enhancements would reduce costs to the Council.

The Head of Customer Services agreed to follow up the following actions:

- (1) investigate whether the Council's telephone system informed the customer where they were in the queue - generally a message is not used, when there is a high volume of calls, specific messages are deployed to inform customers of longer waiting times and alternatives i.e. payment line or Online etc;
- (2) to check on the costs for replacing broken waste bins;
- (3) provide a copy of the slides; and
- (4) provide the email address for Customer Services.

**The meeting commenced at 5.00 pm and concluded at 6.20 pm**