

Operational Services
Havant Borough Council Consultation Summary
23/06/15

Havant Borough Council consulted:

- if there is support, in principle to change the way our services are delivered locally
- whether there are any potential impacts on communities or service users we should consider and how we could improve our proposal to address these

Responses received

In total, Havant Borough Council received 238 responses: Of these 8 declared themselves as being from businesses and groups.

74 (31%) agreed with the principle, 134 (56%) disagreed with the principle, 23 (10%) answered "Don't Know", and 7 (3%) did not provide an answer to the question.

Following due consideration of the consultation in detail, Cllr Tony Briggs (Cabinet Lead for Environment & Neighbourhood Quality) has considered the evidence and is recommending:

- a) Officers continue to explore options for increasing the efficiency and driving down costs of the current in-house core services to ensure that Operational Services are fit for commissioning, taking on board issues within the Business Plan for 2015/16.
- b) That Havant Borough Council formally pursue a Joint Venture Company with Norse Commercial Services Ltd

The key concerns for Havant, along with the responses, are as follows:

Supporting the Principle

Customer Comment	Response
1. The proposal may be more cost efficient	The evidence from our soft market testing indicates that savings are available. A value for money judgement will be made as part of our decision making process before going to contract.
2. Potential for improved services	Noted. There is potential for improved service levels. This will be built into the terms of the agreement. The council are not looking to reduce any service levels with this proposal.
3. Potential for reduced service levels	Noted. There is potential for improved service levels. This will be built into the terms of the agreement. The council are not looking to reduce any service levels with this proposal. We will not be entering into this proposal if it is not cost efficient

Against the Principle

1. Potential for reduced service levels	Noted. There is potential for improved service levels. This will be built into the terms of the agreement. The council are not looking to reduce any service levels with this proposal.
2. Potential issues with the Authority loosing control of the service	No policies can be set up by a service provider – we are seeking transactional service delivery only. Decisions will continue to be made by elected Councillors through the democratic process.
3. The current service is satisfactory	The change to service delivery is being pursued as the council will be facing serious financial challenges in the future.
3.1 The Proposal may be less cost efficient	We will not be entering into this proposal if it is not cost efficient

“Don’t Know” on the Support of the Principle

1. The current service is satisfactory	The change to service delivery is being pursued as the council will be facing serious financial challenges in the future.
2. Potential for improved service levels	Noted. There is potential for improved service levels. This will be built into the terms of the agreement. The council are not looking to reduce any service levels with this proposal.
3. The current proposal needs more detail	Noted
3.1 Potential for reduced service levels	Noted. There is potential for improved service levels. This will be built into the terms of the agreement. The council are not looking to reduce any service levels with this proposal. We will not be entering into this proposal if it is not cost efficient
3.2 There must be accountability from whoever delivers the service	No policies can be set up by a service provider – we are seeking transactional service delivery only. Decisions will continue to be made by elected Councillors through the democratic process.

Comments on the Proposal

Proposal may result in Job Losses	To be added to the Project Risk Register We do not know at this time if this proposal will result in redundancies
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The service will be delivered by the organisation for profit	Agreed, this is a potential outcome of this proposal (JVC) – The council could benefit from any profit generated.
The proposal may impact staff and Pay Conditions	This proposal could have an outcome which changes who employs staff under TUPE (TUPE refers to the "Transfer of Undertakings (Protection of Employment) Regulations 2006" as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014". The TUPE rules apply to organisations of all sizes and protect employees' rights when the organisation or service they work for transfers to a new employer.) It is not likely that this proposal will have an outcome of a change to Council Staff pay and conditions.
Local knowledge should be retained and local needs addressed	There are no plans to change local management. There are no plans to physically relocate this service. We are not changing our governance arrangements for the council.
The organisation delivering the service may have different customer service standards	Customer Contact will still come through the council.
The Authority needs expertise in dealing with Contractors	Noted. A client team will be set up if we pursue the option of a private contractor.
There may be communication issues with the new organisation	We'll commit to writing a communications strategy with our chosen provider.
Non essential services should be cut	We will continue to review our services annually. Our medium term financial strategy highlights that we have a budget gap of c. £1.4 million to meet. We are aiming to do this without cutting front line Services.
Desire for increased levels of recycling	There is potential for the future of this service to develop markets for additional recycling.
Volunteers should be used to deliver the service	We already have volunteer groups and would welcome more from all groups and individuals.
The service needs to offer equal access to customers	Agreed