

Supplementary Information

HAVANT BOROUGH COUNCIL
COUNCIL
9 December 2015

Dear Councillor

I am now able to enclose, for consideration at the next meeting of the Council to be held on 9 December 2015, the following supplementary information that was unavailable when the agenda was printed.

Agenda No	Item	
6	Public Questions Under Standing Order 13.4(f)	1 - 2
	To receive questions from, and provide answers to, the public, provided they have been submitted in accordance with the requirements of Standing Order 13.4(f).	
11	Questions Under Standing Order 23	3 - 4
	To receive questions from Councillors in accordance with the requirements of Standing Order 23.4(a).	

This page is intentionally left blank

Questions Submitted by James Smith, Regional Organiser, Unison Under Standing Order 13.4(f)

- 1) What work has been undertaken by the Council to assess and evaluate services within the Lots being delivered by Havant Borough Council employed-staff, under an in-house service improvement planning model?
- 2) What Key Performance Indicators measuring the costs and quality of performance have been set for:
 - a) Capita. To measure the costs and quality of its performance against the costs and quality of the service previously delivered by Havant Borough Council staff (e.g. Revenues and Benefits and Customer Services)?
 - b) Any new provider. To measure the costs and quality of performance against the services presently delivered by Capita and previous to that, by Havant Borough Council staff?
- 3) What guarantee can be given that the jobs, pay and conditions of staff presently employed by Havant Borough Council, will be retained at their current levels, if the work is outsourced?
- 4) What measures are being taken to ensure in-house expertise is retained should a new provider fail in its contractual commitments?
- 5) Broken down to its component parts (i.e. standard contract costs, charges and bonuses etc.), how much has Havant Borough Council paid Capita, year on year for the service Capita have delivered to the Council since the contract began? What are the transaction costs (to date) of the existing contract with Capita?
- 6) Many residents care deeply about tax avoidance and tax evasion, particularly when increased government tax income could be spent on protecting the local government grant. What research has been and will be undertaken into potential contractors' tax affairs?

This page is intentionally left blank

Questions from Councillor Cousins in accordance with the requirements of Standing Order 23.4(a).

Cabinet Lead: Councillor Briggs

Saturday Three Hour Free Parking

Is the portfolio holder aware that when I checked the North Street, Havant, car park at mid-day out of 46 cars there 26 had bought a parking ticket?

Would he agree with me that this indicated a failure to communicate effectively with the public on this concession and that this proportion was no doubt replicated throughout the borough?

Would he agree that the small poster should have been enhanced by stickers adjacent to the tariffs and on the ticket machines this being where people look not at the bottom right hand corner of the display board.

Has he any idea of how many tickets were issued throughout the borough on this day as compared with a normal Saturday.

Even those I pointed out the poster to could not believe they were being offered something for free – especially from the Council.

This page is intentionally left blank