

HAVANT BOROUGH COUNCIL
PUBLIC SERVICE PLAZA
CIVIC CENTRE ROAD
HAVANT
HAMPSHIRE P09 2AX



Havant
BOROUGH COUNCIL

Telephone: 023 9247 4174
Fax: 023 9248 0263
Website: www.havant.gov.uk

BUSINESS AND COMMERCIAL SERVICES BOARD AGENDA

Membership: Councillor Robinson (Chairman)

Councillors Branson, Briggs, Davis, Francis, Rennie, Sceal, Scott, Thain-Smith and Weeks

Meeting: Business and Commercial Services Board

Date: Wednesday 3 July 2019

Time: 5.00 pm

Venue: Hollybank Room, Public Service Plaza, Civic Centre Road,
Havant, Hants PO9 2AX

The business to be transacted is set out below:

Nick Leach
Monitoring Officer

25 June 2019

Contact Officer: Mark Gregory 02392446232
Email: mark.gregory@havant.gov.uk

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1 Apologies	
To receive apologies for absence.	
2 Minutes	1 - 2
To confirm the minutes of the Business and Commercial Services Board held on 19 February 2019.	
3 Matters Arising	
4 Declarations of Interests	

To receive and record declarations of interests from members present in respect of the various matters on the agenda for the meeting.

5 Chairman's Report

The Chairman to report the outcome of meetings attended or other information arising since the last meeting of the Board.

6 Work Programme 2019/20

To follow.

7 Appointment of Panels

3 - 6

GENERAL INFORMATION

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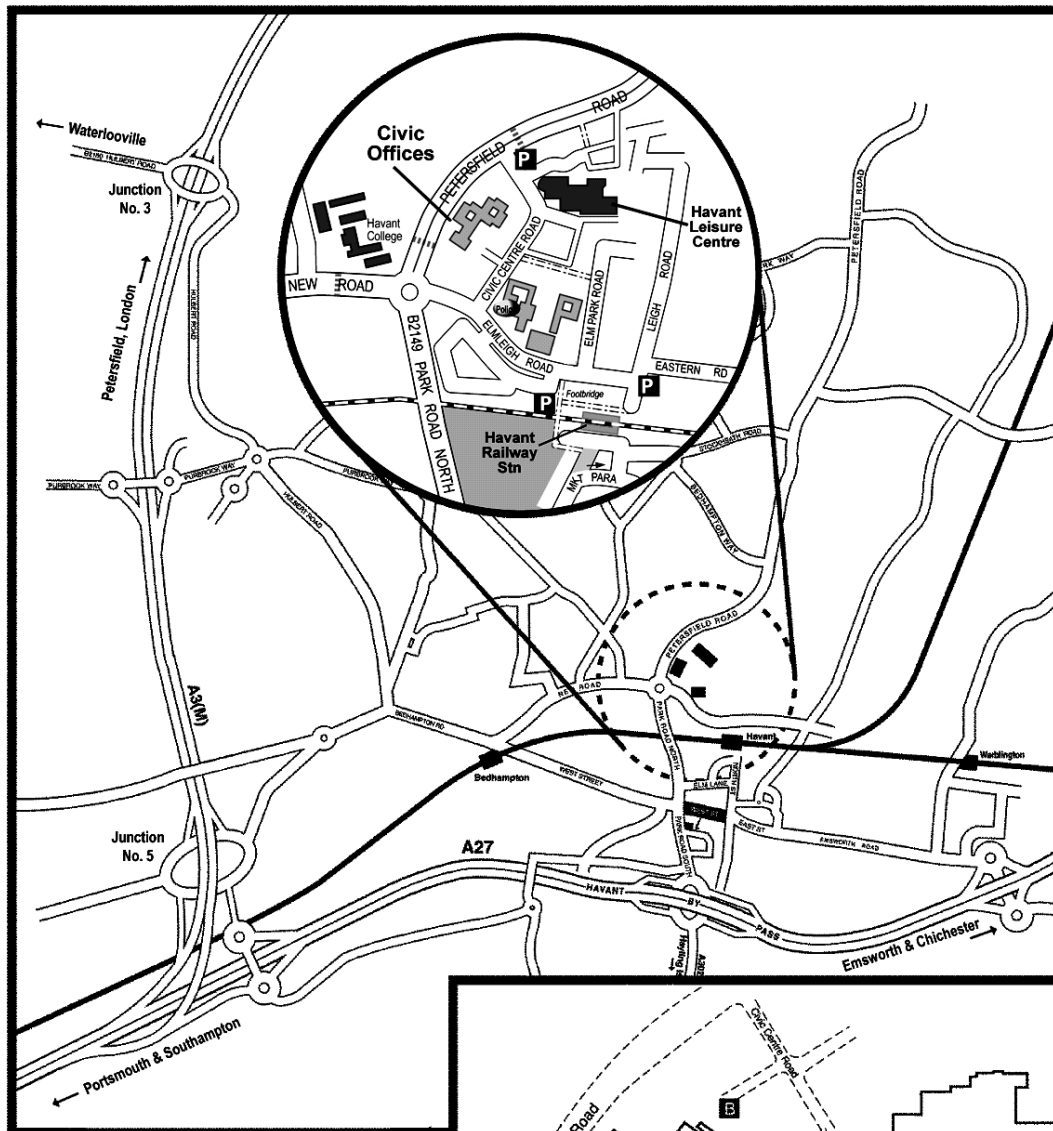
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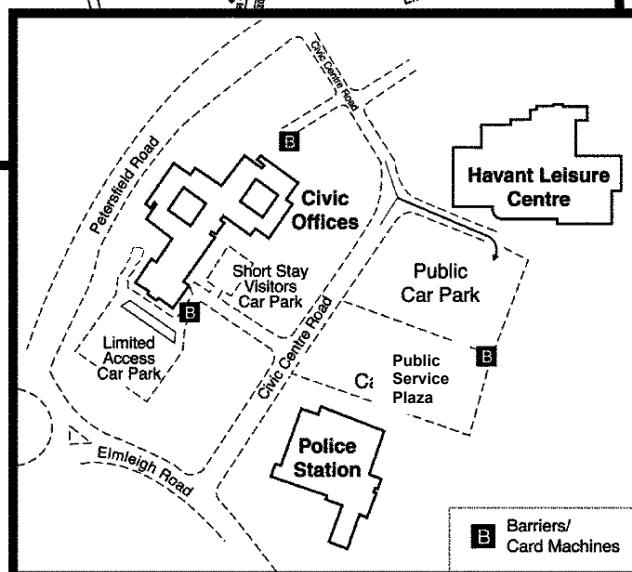
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BOROUGH COUNCIL

Civic Offices, Havant, Hants, PO9 2AX
Telephone (023) 9247 4174



HAVANT BOROUGH COUNCIL

At a meeting of the Business and Commercial Services Board held on 19 February 2019

Present

Councillor Keast (Chairman)

Councillors Branson, Cresswell, Sceal and Scott

1 Apologies

Apologies were received from Councillors Carpenter, Rennie and Weeks.

2 Declarations of Interests

There were no declarations of interest.

3 Exclusion of Press and Public

RESOLVED that the press and the public be excluded from the meeting during the consideration of the following items as:-

- (i) 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 that item there would be disclosure to them of exempt information as specified in paragraph 3 of Part I of Schedule 12A (as amended) to the Local Government Act 1972; and
- (ii) in all circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

The report to be considered was exempt under Paragraph 3 – Information relating to the financial affairs or business affairs of any particular person (including the Authority holding that information).

4 Challenge Session - Customer Services

The Board received a presentation from the Head of Customer Services, which outlined the service and governance structures, along with the relevant performance indicators, details of formal complaints received and observations on performance generally.

The Board learnt that good relationships existed between the Council and the shared service centre in Coventry. The importance of including the call centre staff in Council communications was highlighted, as this fostered a close working culture.

Since June 2018 the service centre had exceeded the target of answering 80% of calls within 40 seconds, with an average of 86.88% answered within this time. 57.70% of Council Tax and Benefits calls had been answered within 60 seconds against the target of 80%, however there had been improvements over the past six months with November and December 2018 realising 79.66% and 77.92% respectively.

Council Tax queries were often more complex, which was reflected in the average length of call of 6.25 minutes. This included 'wrap up time' for the customer service officer to perform any actions resulting from the call before answering the next. The call abandonment rate of 8.95% did not necessarily mean that the customer had hung up, as channel shifting may have meant that some customers had followed a voice prompt to enter an automated payment system, for example. The Board was advised that this part of the customer service centre had an average staff retention of 18 months, which was not uncommon in the industry.

Nine formal complaints had been made during April-December 2018, which officers felt reflected a good performance considering the thousands of calls, emails and face to face contacts during this period.

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

- Obtain details for April and July 2018 to ascertain why the call volume had been so high during these months;
- Obtain data regarding the longest call times, such as why the calls had been so long and at what time of day that calls had been made;
- Investigate whether the 1m 50sec preamble at the beginning of each call could be shortened;
- Investigate the reasons behind abandoned calls to identify any trends;
- Cllr Cresswell to forward a specific incidence of a Councillor not being kept informed after raising a concern to allow the matter to be investigated.

The meeting commenced at 5.00 pm and concluded at 5.58 pm

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Chairman

HAVANT BOROUGH COUNCIL

BUSINESS AND COMMERCIAL SERVICES BOARD

3 July 2019

APPOINTMENT OF PANELS

Report of the Democratic Services Officer

Cabinet Lead: N/A

Key Decision: N/A

1.0 Purpose of Report

- 1.1 To give the Board an opportunity to appoint panels to undertake reviews, on behalf of the Board

2.0 Recommendation

- 2.1 That the Board appoints the BACs Scrutiny Review Panel as set out in Appendix A.

3.0 Summary

- 3.1 The Board is recommended to:

- 3.1.1 appoint a general Panel to undertake reviews of the Board e.g. litter review and report their findings and recommendations to the Board. The Panel will not be constituted as sub-committees and will therefore have greater flexibility to complete its reviews: and

- 3.1.2 Agree the project plan for the litter review as set out in Appendix B and request the panel established at 3.1.1 above to undertake this review on behalf of the Board

4.0 Implications

- 4.1 Resources

There are no additional financial costs arising from the recommendations.

- 4.2 Legal

There are no direct legal implications arising from this report.

- 4.3 Strategy

The work of the Scrutiny Panels helps to ensure that new strategies are robust and actions are undertaken to deliver the desired outcomes.

4.4 Risks

The Board needs to ensure that there are clear outcomes from the scrutiny process that impact positively upon the people and communities within the borough and link to corporate priorities.

4.5 Communications

The Board needs to continue to promote and demonstrate clearly how it is contributing towards the improvement and efficiency of Havant Borough Council.

4.6 For the Community

The scrutiny reviews attempt to involve, if appropriate, local residents, community and voluntary sector groups; businesses etc and the views and evidence gathered are fed into the individual reports.

4.7 The Integrated Impact Assessment (IIA) has been completed and concluded the following: N/A

Appendices:

Appendix A – Proposed Terms of Reference for the Panel

Background Papers: Nil

Contact Officers:

Mark Gregory
Democratic Services Officer
Tel: 023 92446 232
Email: mark.gregory@havant.gov.uk

APPENDIX A

BACS SCRUTINY REVIEW PANEL'S TERMS OF REFERENCE

- (1) To undertake reviews as directed by the Business and Commercial Services Board ("the Board") and submit their findings and recommendations to the Board

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