

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



Havant
BOROUGH COUNCIL

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BUSINESS AND COMMERCIAL SERVICES BOARD AGENDA

Membership: Councillor Robinson (Chairman)

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

Meeting: Business and Commercial Services Board

Date: Tuesday 12 November 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:

David Brown
Monitoring Officer

4 November 2019

Contact Officer: Holly Weaver 023924462323
Email: holly.weaver@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 7 August 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 Bulky Waste Collection Service

7 Garden Waste Service

GENERAL INFORMATION

IF YOU WOULD LIKE A VERSION OF THIS AGENDA, OR ANY OF ITS REPORTS, IN LARGE PRINT, BRAILLE, AUDIO OR IN ANOTHER LANGUAGE PLEASE CONTACT DEMOCRATIC SERVICES ON 023 9244 6231

Internet

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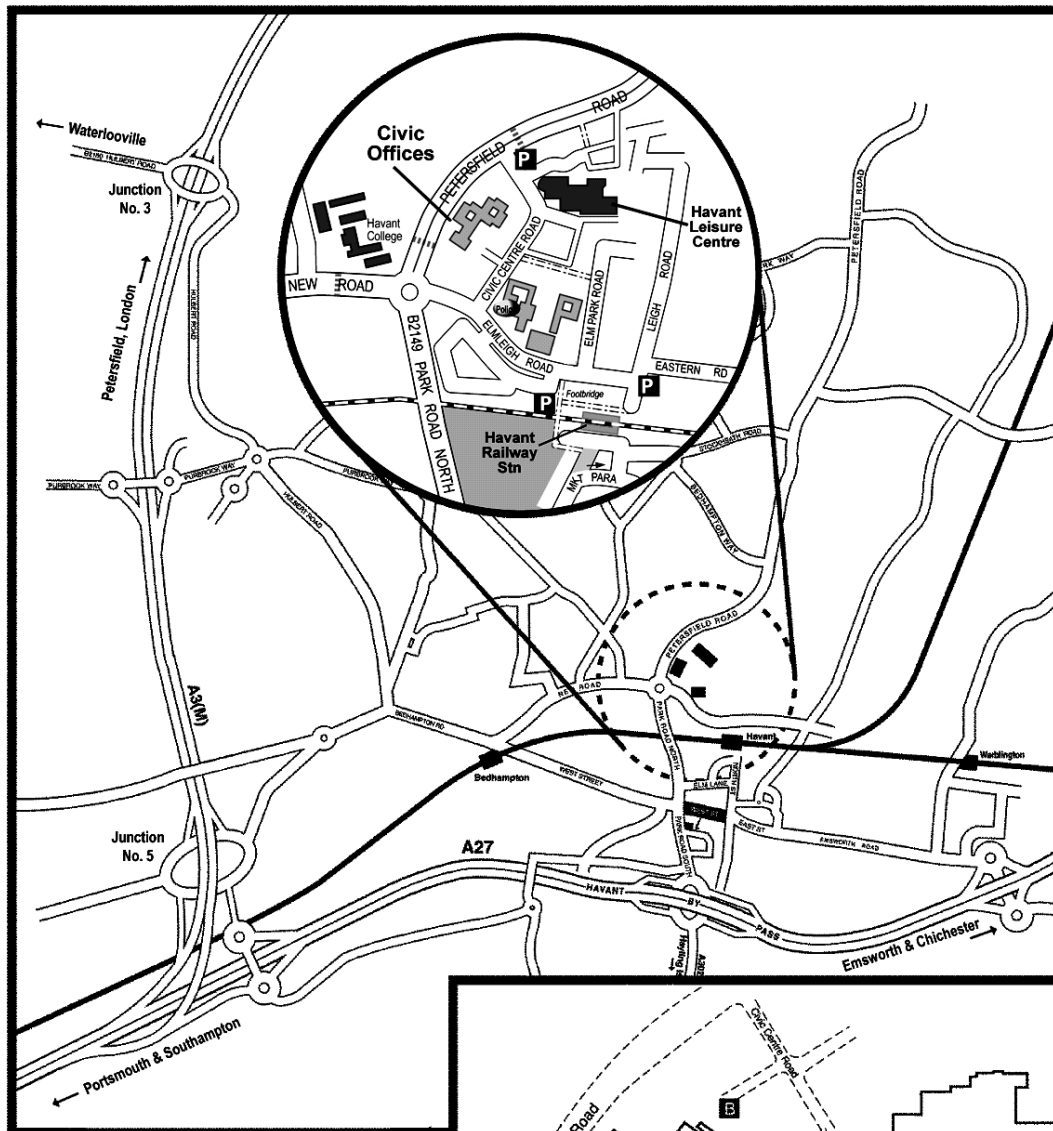
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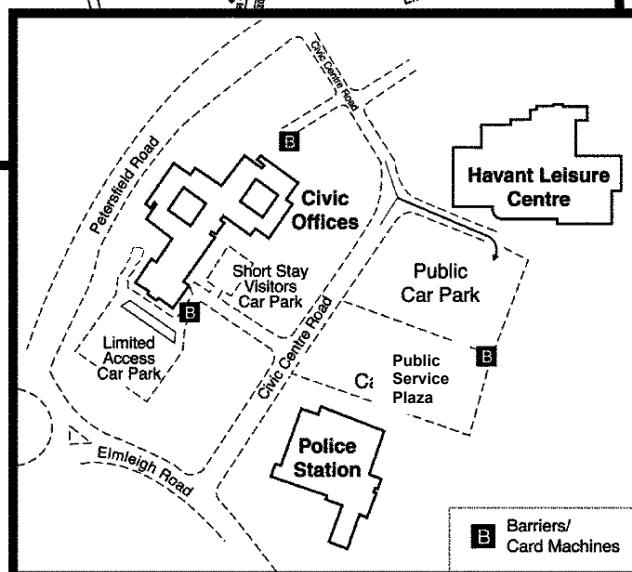
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Havant

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 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 virtual operating system had a log queue; and
- (2) to check on the costs and processes for replacing broken waste bins.

The meeting commenced at 5.00 pm and concluded at 6.20 pm