

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?