

Cabinet Lead Reports – Full Council 11 July 2018

Councillor Gary Hughes

Cabinet Lead for Contracts and Commercial Services

Capita Contract

All services covered by the Capita contract (HR, Payroll, Finance, IT, Customer Services, Land Charges, Revenues & Benefits) transferred in October 2017. Since then, the individual services have been transitioning to the new operating model. Revenues & Benefits, Finance, Land Charges, IT and Customer Services have fully transitioned to the new operating model. HR & Payroll are scheduled to transition in July 2018.

Operationally, there are a number of issues still outstanding across a number of workstreams, in particular with payroll performance and IT, and council officers are persistently pursuing resolution of these with Capita.

It is intended to visit to the Customer Call Centre at Coventry. The purpose of the visit is to understand the environment, operational tools and processes used in dealing with customer contacts. I am keen that members are provided with time relevant data on issues directly raised by residents in their wards. It is hoped that having access to such data will make for better-informed ward members and provide a broader appreciation of borough wide issues. The feasibility to furnish such timely information will be pursued during the visit.

Environmental Services Joint Venture delivered by NSE

NSE continues to develop new business opportunities with 32 commercial work requests being received in the first quarter of the financial year. There are a further 11 bid proposals awaiting decision that NSE has submitted for commercial work. There is continuing growth in the vehicle workshop business (MOT testing, servicing and repairs).

The green waste service now has 8,670 customers and the council will work with NSE to increase customer numbers up to the 12,000 capacity.

NSE is investing in their fleet, replacing older vehicles and equipment to ensure service continuity. Since the last report, they have taken delivery of a new mechanical road sweeper, two 7.5 tonne caged back vehicles and five “ride-on” grass cutting machines. A further two refuse collection vehicles are on order.

Operationally, NSE will complete the first borough-wide full weed control treatment by the 13th July and will immediately commence the second treatment. Highway verge cutting is well underway, with the team nearing completion of the third cut (of nine) across the borough.

NSE continues to work with the council on the promotion of the seafront. West Beach, Hayling Island, has retained its “Blue Flag” accreditation for the 27th consecutive year. NSE supported the “Hayling Kite Surfing Armada” (22 – 24 June) by providing additional staff to clean public toilets and litter pick the event.

I attended the Project Integra Strategy Board meeting on 28th June. Participants included Hampshire, all Local authorities, plus the two unitary authorities. There was considerable debate over the very poor levels of recycling (and contamination of recycled materials) across Hampshire and their cause. Havant is particularly poor nationally (315/350), but better than Southampton, Portsmouth, Gosport and Rushmoor. Within the PI contract, a 5% level of contaminated materials is anticipated. However, based on analysis, Havant contamination rates are approx 14%. Currently, Hampshire absorb the penalties imposed for contamination rates above 5%, however, this might change in the future. The biggest source of contamination in recycling across Hampshire can be attributed to three things; textiles, black bags (contents unknown) and food. Residents are aware of what can be recycled but not what can be recycled in their local authority. The latest edition of ‘Serving You’ has key messages relating to recycling, but there is so much more that needs to be done.

I am scheduled to attend the Hampshire Police & Crime Panel at Winchester on Friday 6th July.

I am scheduled to undertake a ‘ride-along’ with one of the Waste Management teams on Monday 9th July.