

Scrutiny Board 10 September 2013

	Questions Raised By:	
1.	Cllr Faith Ponsonby	<p>One minor point, on Agenda item 6, page 10 3.2 of the Appendix, in the second para it says 'we exceed the national standards...' In the context of the para, I assume it means we fall below the national standards. Exceeds implies we do better than! Could this be clarified.</p> <p><u>Response:</u> <i>We exceed the standards, in the meaning that we answer our calls more quickly than the national standards. We need to look at this because it is not necessary to exceed these standards, nor is it expected by our customers. If we look at reducing the standards we can potentially look at making a saving.</i></p>
2.	Cllr Ponsonby	<p>In the same para, re the chart: Is there a pattern to the time the calls come in, eg more calls in the first couple of hours of each day. Whilst this is outsourced to Capita, it often seems to me that there are a number of operators with little to do in the afternoon. The chart would show an average of about 500 calls per working day. Maybe the amount we pay Capita to provide this service could be reduced by part-time/flexible working so that most staff are working when calls are likely to come in.</p> <p><u>Response:</u> <i>The resourcing of the staff falls to Capita, we are not able to influence their working patterns, however they do have to justify their costs annually and we will ensure this is robustly challenged in the next annual review of the contract.</i></p>
3.	Cllr Ponsonby	<p>Page 13, para 8. What is the proposed content of the residents' packs?</p> <p>Is there a possibility of combining forces with local businesses to provide some content for the pack, which could offset the costs of producing these?</p> <p><u>Response:</u> <i>The residents packs are not proposed to be physical 'packs' but are a package of offers suitable to each customer type. For example - offering customers green bins as a 'paid for' service. We do not have content for these offers as yet - we are carrying out market research.</i></p>

4.	Cllr Ponsonby	<p>Page 14, para 9 Could you provide more detail of 'Sandy's sounding board' and some of the comments posted on this?</p> <p><u>Response:</u> <i>Sandy's Sounding board is a meeting we have every quarter where any staff member can come along a pitch a business idea or other suggestion to Sandy Hopkins. Examples of the suggestions already made include:</i></p> <ul style="list-style-type: none"><i>• Use of business directories e.g. Havant Business Guide & Directory to promote the Services that the Council offers particularly those which will generate income for the Councils.</i><i>• Actively promote the Councils premises for weddings or other formal venues; suggestion to hold a wedding fair with local businesses to generate interest.</i><i>• Enterprise day/event to encourage ideas for business/income generation from teams across both Councils.</i><i>• Corporate account for parking so staff can use a code to pay for parking to reduce administration and back office support in processing car parking charges.</i>
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