

**REPORT TO:** Cabinet 22 March 2021

**LEAD MEMBER:** Councillor Grenville Chamberlain, Chair, Scrutiny and Overview Committee  
Councillor Judith Rippeth, Vice Chair, Scrutiny and Overview Committee

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## **Update from Scrutiny and Overview Committee**

### **Purpose**

1. This report is to inform Cabinet of the discussions and recommendations agreed by the Scrutiny and Overview Committee at its meeting of 25<sup>th</sup> February 2021, which Cabinet may wish to consider in its decision making.

### **ICT Update**

2. The committee considered an update from the Interim Head of ICT and Digital on the resilience of the ICT data centre services and service interruptions experienced during Quarter 3 2020/21.
3. Committee members expressed concern about the system's resilience and that there were no penalties for the service if agreed downtime was exceeded. Committee members also raised concern about the downtime of the Planning Portal, about which some members had received complaints from parish councils being unable to access the system to view documentation in relation to planning applications.
4. The committee requested a further ICT update in 3-4 months' time.
5. The committee recommended that a service level agreement be put in place, which specifies the maximum service downtime.

### **Housing Repairs Contract Progress**

6. The committee considered an update on progress to date on the contract for repairs to council housing, which is due for renewal during 2022.

7. The committee discussed whether an in-house repairs service should be considered, with some members suggesting it should. Members also suggested that a hybrid model should be considered, to provide scope for the council to carry out some minor repairs itself. Some committee members thought this would offer a better service to tenants as it would ensure service was maintained and the relationship between council officers and tenants was not undermined by not having control of when repairs were undertaken by external contractors.
8. The committee indicated its support for the retendering of the repairs service and agreed the following suggestions:
  - Sustainability should be an integral part of the contract.
  - The concerns of tenants should be noted. The committee noted existing communication channels with tenants would continue and improve.
  - Any potential improvement possibility should be integrated into the contract.
  - The contract should include a handyman service for minor repairs.

## **2020-25 Business Plan**

9. The committee considered the 2020-25 Business Plan which members found to be very clear.

## **Scrutiny and Overview Committee Covid-19 Response Task and Finish Group**

10. The committee considered a report summarising the work of the Scrutiny Covid-19 Response Task and Finish group. The committee approved two recommendations from the task and finish group and recommends these are approved by Cabinet.

## **Scrutiny and Overview Committee Anti-Racism Task and Finish Group**

11. The committee considered a report summarising the work of the Scrutiny Anti-Racism Task and Finish Group. The committee approved nine recommendations from the task and finish group and recommends these are approved by Cabinet.

### **Report Author:**

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