

Select Committee Agenda



Stronger Council Select Committee Tuesday, 14th July, 2020

You are invited to attend the next meeting of **Stronger Council Select Committee**, which will be held at:

Virtual Meeting on Zoom
on **Tuesday, 14th July, 2020**
at **7.00 pm** .

Georgina Blakemore
Chief Executive

**Democratic Services
Officer**

A Hendry Tel: 01992 564246
Email: democraticservices@eppingforestdc.gov.uk

Members:

Councillors P Bolton (Chairman), D Stocker (Vice-Chairman), R Bassett, H Brady, R Brookes, D Dorrell, H Kane, S Neville, M Owen, S Rackham and J M Whitehouse

SUBSTITUTE NOMINATION DEADLINE: 6.00PM

WEBCASTING NOTICE

Please note: this meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed.

You should be aware that the Council is a Data Controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with the Council's published policy.

Therefore by participating in this virtual meeting, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes. If members of the public do not wish to have their image captured they should ensure that their video setting throughout the virtual meeting is turned off and set to audio only.

In the event that technical difficulties interrupt the virtual meeting that cannot be overcome, the Chairman may need to adjourn the meeting.

If you have any queries regarding this, please contact the Corporate Communications Manager on 01992 564039.

1. WEBCASTING INTRODUCTION

This virtual meeting is to be webcast. Members are reminded of the need to unmute before speaking.

The Chairman will read the following announcement:

“I would like to remind everyone present that this meeting will be broadcast live to the internet (or filmed) and will be capable of repeated viewing (or another use by such third parties). Therefore by participating in this virtual meeting, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes. If members of the public do not wish to have their image captured they should ensure that their video setting throughout the virtual meeting is turned off and set to audio only.

Please also be aware that if technical difficulties interrupt the meeting that cannot be overcome, I may need to adjourn the meeting.”

2. APOLOGIES FOR ABSENCE

3. SUBSITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

To report the appointment of any substitute members for the meeting.

4. NOTES OF PREVIOUS MEETING (Pages 5 - 14)

To agree the notes of the meeting of the Select Committee held on 14 January 2020.

5. DECLARATIONS OF INTEREST

To declare interests in any item on the agenda.

6. TERMS OF REFERENCE & WORK PROGRAMME (Pages 15 - 18)

(Chairman/Lead Officer) The Overview and Scrutiny Committee has agreed the terms of reference and work programme for the select committee. Members are invited at each meeting to review both documents.

7. PEOPLE STRATEGY UPDATE

To receive a verbal update on the People's Strategy.

8. STRONGER COUNCIL Q1 UPDATE - ICT STRATEGY

The ICT Strategy was agreed at Cabinet on 15th April, and although our focus has been on the technology response to Covid-19, progress on some of the key themes has been made.

A decision was taken by the Executive Management Team to pause all restructures across the Council for a period of three months; that pause recently came to an end and ringfenced employees have been invited to apply for Team Manager roles, as the first phase of the restructure.

The internal customer facing module of HOTH (our service desk software) recently went live, following positive feedback from our pilot group. Further development of the reporting tool and other modules that will be used within ICT will continue.

There is a separate plan for the ICT actions and milestones for the Accommodation Programme; which are currently on track. The main one being the procurement of the audio/visual equipment for the Civic Office post refurbishment. An organisation called Symity have won the tender bid from a scoring process point of view and once a final quotation is agreed a report will go to our PFH for the contract to hopefully be awarded.

Earlier in the year we identified the need to have an ICT disaster recovery solution off site. A contract was awarded to a supplier who is providing a cloud based solution and all of our agreed virtual machines/servers are now copied into that cloud solution, meaning as of 21st June we were in a position to fail over if we needed to. The final element of training for the restoration process and non-invasive testing is scheduled in for the last week of June.

The review and procurement of a new Housing and Asset Management ICT solution is being led by an external Consultant, who is working closely with Housing. Our ICT team are supporting on this as and where required.

Lastly, team are also working with an organisation called Methods, who have a background in ICT within the public sector, to develop our technology roadmap and the rest of the milestones for the key themes within the strategy.

9. ACCOMMODATION REVIEW UPDATE (Pages 19 - 22)

To consider the attached report.

10. FINANCE UPDATE

To receive a verbal update on the financial position of the council.

11. UNACCEPTABLE CUSTOMER BEHAVIOUR POLICY (Pages 23 - 40)

To consider the attached report.

12. CORPORATE PLAN 2019-20 - QUARTER 4 PERFORMANCE (Pages 41 - 66)

To consider the attached report.

13. DATES OF FUTURE MEETINGS

To note the future meetings of this Committee:

13 October 2020;
19 January 2021; and
13 April 2021.