

## **Review Committee – 9 October 2018**

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Minutes of the meeting of the **Review Committee** held on **9 October 2018** when there were present:-

Chairman: Cllr J C Burton  
Vice-Chairman: Cllr D J Sperring

Cllr Mrs J R Gooding  
Cllr J D Griffin  
Cllr B T Hazlewood  
Cllr N J Hookway  
Cllr M Hoy  
Cllr M J Lucas-Gill

Cllr Mrs C M Mason  
Cllr J R F Mason  
Cllr Mrs J E McPherson  
Cllr Mrs C A Pavelin  
Cllr P J Shaw  
Cllr C M Stanley

### **NON-MEMBERS ATTENDING**

Cllrs Mrs D Hoy, G J Ioannou and M J Webb

### **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr Mrs L Shaw

### **SUBSTITUTE MEMBERS**

Cllr Mrs J R Lumley for Cllr Mrs L Shaw

### **OFFICERS PRESENT**

M Harwood-White	- Assistant Director, Commercial Services
L Moss	- Assistant Director, Community and Housing Services
D Tribe	- Assistant Director, Transformation
M Aldous	- Leisure and Wellbeing Officer
P Gowers	- Overview and Scrutiny Officer
M Power	- Democratic Services Officer

### **182 MINUTES**

The Minutes of the meeting held on 3 July 2018 were agreed as a correct record and signed by the Chairman.

### **183 ICT MAJOR INCIDENT REPORT**

The Committee considered the report of the Assistant Director, Transformation, which set out actions to be taken following the recent ICT equipment failure.

In response to questions, the following was noted:-

- Because of the catastrophic electrical failure at Eduserv's data centre, Eduserv was unable to undertake the works to the Rochford network and to take the servers down in a controlled manner.

- During the recent equipment failure at Eduserv they did not invoke their disaster recovery option, which was to move to their alternate site where the Council's back up data was stored. This was because for the short period of time that they had the outage the Council would have been affected twice.
- The Council's telephone service was interconnected with the IT system. The Council will look in the future to update its telephone systems, which could then be separate.
- Although the Council's system had failed on the evening of Friday 17 August, the Council had no-one on site until the Monday morning, when the issue was discovered.
- The Council's Section 151 officer had provided information on the resource implications of the incident in the officer report. The Council would seek financial compensation from Eduserv.
- As part of the disaster recovery plan, it was recognised that keeping Members advised was a priority. Temporary email addresses had been assigned to officers and Customer Services operatives had been issued with mobile devices and there were laptops available. As soon as the nature of the problem was established, business continuity plans were activated. The Council's website had been unaffected by the incident. Information, including mobile phone numbers, was put on the website and regularly updated. Webchat was also used to interact with residents and give advice. A Member stated that he believed that a telephone list had been sent out to all Members prior to the event.
- These were two separate issues: the first was the failure of Rochford's core switch; the Eduserv catastrophic electrical outage at their data centre occurred on day two and the Council was advised of this on day three. Because the Eduserv electrical event occurred on the Tuesday, the Council had been unable to contact Eduserv.
- Services to the public are now working, apart from some continuing issues with the planning portal. However, IT systems are running slowly so it takes a little longer to process applications and calls at present but these issues are unrelated.
- When the Council's IT systems moves into the cloud, there would no longer be issues of the Council having unsupported servers.
- Currently Eduserv had a Service Level Agreement with the Claranet support desk; going forward, the Council would have its own agreement with Claranet, which would enable the Council to access support directly.

- The Council had reported the incident to the Information Commissioner's Officer on 23 August and it was confirmed that there had been no data or GDPR breach.
- The Council had learnt from the incident and would be in a position if it should happen again to react more quickly. The Emergency Planning Officer had organised a business continuity exercise to take the Council step by step through the incident as it had happened.
- The Council holds a core switch in reserve, which replaced the one used during the incident.
- The Council had dealt with its own outage issue swiftly and would be better prepared if a similar incident were to happen again. The IT system would continue to be carefully monitored and capacity for improvement looked at. Eduserv had instituted a contingency plan and had taken measures to stop a similar incident recurring. It had been demonstrated that it was more efficient to have access to Southend Borough Council's data centre and network expertise than using Eduserv as it was necessary to have an arrangement closer by. A formal agreement would be drawn up. It was recognised that joint working would offer greater resilience to both authorities and to business continuity. Southend had its own data centre and equipment.
- Under the terms of the managed service contract Eduserv was not responsible for maintaining the Council's on-site hardware; however, it had provided assistance during the incident.
- The IT project plan now showed that Windows 0365 would be implemented and ready for RDC to transfer officers over to, and all applications (with the exception of Academy) migrated to the cloud, by the end of November 2018 as part of the original contract with Eduserv.

### **Resolved**

That the contents of the report be noted. (AD-T)

## **184 DRAFT HOUSING AND HOMELESS STRATEGY 2019-2022**

The Committee considered the report of the Assistant Director, Community and Housing Services on the priorities of the draft Homelessness Strategy 2018-2022.

In response to questions, the following was noted:-

- The following could be considered for inclusion explicitly in the Action Plan:-

- How the number of affordable homes in new housing developments could be increased from 35% to go further towards meeting housing need.
- How the Council can manage the sale of properties to other authorities wishing to house their residents in the District. There had been reports of other authorities, London Boroughs in particular, housing their residents in other areas, although this had not yet been seen in Rochford. The Council is working at County level through the Safer Essex partnership in this respect, with a focus on safeguarding and supporting families.
- To consider a greater number of smaller properties to be built in new developments to aid young people in buying their own homes.
- The Council is placing households outside the District in cases of emergency only, but increased supply and prevention work has meant that the use of bed and breakfast accommodation had reduced by 80% since this time last year. Currently there were currently only nine families currently housed in bed and breakfast accommodation outside the District.
- The stated action of working to prevent homelessness from the private rented section was more about supporting tenants to sustain tenancies and supporting tenants to find good quality accommodation. Joint work with housing options and private housing was in progress and a draft tenant pack was being produced to support tenants going into private accommodation by providing them with information on their rights and responsibilities.
- The Council does not directly place clients in private rented accommodation. Tenants and landlords are introduced and they continue to manage directly their own contractual arrangements. Increased staffing resources in the Housing Options team has resulted in an increase in the number of home visits, which supports the prevention agenda.
- The Council's Housing Department would liaise with the Investment Board and take account of the Asset Strategy in respect of opportunities for new affordable housing from the Council's land bank.
- Under new National Planning Policy Framework guidance, housing developments with between 10 and 15 houses were required to have a 10% affordable element; Rochford has adopted this new guidance.
- The provision of three and four bedroomed properties was not currently a priority housing need; the Council had a greater need for one and two bedroomed properties.
- The Consultation on the draft strategy would be for a 28-day period and would be publicised online and via social media. In addition, partners,

including those that had attended the recent Homelessness Forum, would be a major part of the consultation process.

- With any major planning application there were discussions by the planning officers with housing officers regarding housing need and the mix of housing.
- The Assistant Director would provide the following information: if all developments that had received planning consent were now completed, what impact would this have on the level of demand in the housing register as it currently stands.

### **Resolved**

That the draft Housing and Homelessness Strategy 2018-2022 be noted, including the comments from the Committee, prior to wider consultation. (AD-C&HS)

### **185 LEISURE CONTRACT**

The Committee considered the report of the Assistant Director, Commercial Services, which provided an update on the Council's leisure contract.

Fusion Lifestyle had been invited to the meeting but had been unable to attend.

(Note: Cllr M Hoy declared a non-pecuniary interest in this item by virtue of using Rayleigh Leisure Centre.)

In response to questions, the following was noted:-

- Warning notices issued to Fusion had resulted in an improvement in cleanliness across the portfolio.
- Fusion's Contract Manager had some additional resources to focus more improvements to the sites at pace.
- Following advice from the Police in respect of the recent traveller incursion onto the Clements Hall site, new gates had been fitted from the car park to the open space and new gates to the main entrance of the facility were also planned.
- There was a timeline of actions in place that needed to be undertaken prior to the end of the leisure contract in 2022 for a smooth transition after the existing contract comes to an end.
- The observation that the coffee shop at Rayleigh Leisure Centre was often closed at peak times would be investigated.
- Figures showing the percentage of the District's adult population who were members of Fusion Lifestyle could be obtained, although it was recognised

that many users are 'pay and play', and not members.

- Programmes, such as 'This Girl Can', aimed at driving female participation in sport, and 'walking football' aimed at older people, had been introduced. During 2018 positive work had been undertaken to encourage people to be more active, including the promotion of the Essex wide Livewell brand. A weight management programme in partnership with ACE Lifestyle had proved successful and had been well received. Fusion and the Council would work on publicising the programmes available and good news stories on social media and via press releases with the aim of reaching people who would not otherwise go to a leisure centre. Funding was being identified to deliver a young persons mental health project in 2019. The Leisure and Wellbeing officer worked closely with the communications teams Fusion and the Council.
- As Fusion is a charitable incorporated organisation, information on the initiatives that Fusion is offering should be highlighted in the report to demonstrate what the organisation is giving to the community.
- Fusion had responded positively to complaints from residents about the lack of cleanliness at Clements Hall although it was recognised that there was more that could be done.
- The unitary charge by the Council to Fusion Lifestyle to operate the facilities increases annually in line with the RPI. There will be review of options when negotiating the new contract.
- Works to the wetside changing village at Clements Hall Leisure Centre of approximately £60,000 would be completed by the end of December. The Leisure and Wellbeing officer was working with the Fusion Contracts Manager to ensure a project plan was in place.
- Currently GPs can prescribe an exercise programme that can be delivered by specially trained personal trainers on site at Rayleigh and Clements Hall leisure centres. The opportunity for a link to be established with local hospitals to enable the use of leisure centre facilities at quieter times for supervised physiotherapy referrals would be investigated. This would encourage physical improvement, which would be beneficial to the health of the residents.
- Fusion act on warning notices delivered by the Council: the number of notices issued would be provided following the meeting.

### **Resolved**

That the contents of the report be noted. (AD-CS)

**186 KEY DECISIONS DOCUMENT**

The Committee considered the Key Decisions document and noted its contents.

13/18 Garden Communities Prospectus: a briefing note could be provided from the Assistant Director, Planning and Regeneration Services.

**187 WORK PLAN**

The Committee considered its work plan.

4 December 2018: The final report of the Voice of the Councillor working party would be presented.

The meeting closed at 9.13 pm.

Chairman .....

Date .....

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