

## HOUSING AND WELLBEING COMMITTEE – 22 JULY 2021

### AGENDA ITEM 5 – PUBLIC QUESTION TIME – ORDER IN WHICH THE CHAIR OF THE COMMITTEE WILL INVITE QUESTIONS BELOW RECEIVED IN WRITING IN ADVANCE OF THE MEETING

1. From Mr Derrick Chester to the Chair of the Housing and Wellbeing Committee, Councillor Cooper (Vice Chair in the Chair)

### FULL DETAIL OF THE QUESTIONS TO BE ASKED IS DETAILED BELOW

Note, the Chair will:

- invite questions from members of the public who have submitted in writing their questions in line with the Council's Constitution;
- explain that the questions received will be answered by the Chair or other appropriate Members of the Committee
- confirm that Public Question Time allows Members of the public to ask one question at a time and that a maximum of one minute is allowed for each question.
- state that questions will be invited in the order in which they have been received and that if there is time remaining from the 15 minutes allowed for Public Question Time, questioners will be allowed to ask a supplementary question.

## **QUESTION ONE**

### **From Mr Derrick Chester to the Chair of the Housing and Wellbeing Services Committee, Councillor Cooper (Vice Chair in the Chair)**

Could you please provide an update on the implementation and latest costs of the new housing management IT system, and do you think the Council may benefit from asking the Audit and Governance Committee to undertake a review of the whole process, including of information provided to members at the time the decision was made?

### **Response**

A report has been prepared for this meeting of the Housing and Wellbeing Committee which provides an update and recommendations for the successful completion of the program.

### **Supplementary Question**

Going back to the original decision, I think it's worth bearing in mind that it was made on the basis of a page and a half of information, which had nothing at all about implementation of the new system. Arun is a small housing authority about 3500 properties I believe, and we are seeing the costs jump from what members were told then £600,000 to £1.8 million now. At that time half the council voted for it and half against it, approximately. So, my supplementary question is, is the support now for this system at £1.8 million because it's worth the benefit at £1.8 million or is because its too late to revisit the decision?

### **Supplementary Response**

Thank you, the original decision was based on the information that was available to the people who were making it and the implementation didn't include all the process mapping and improvements in efficiencies that will allow us to achieve the benefits that we want to achieve from it. In realising the systems benefits and coming up with the true timescale and costs, yes that has meant an increase in time and costs. That is the approach that will get the benefits and the improvements in customers services and the improvements in efficiency and value for money that we want to be able to achieve.