

EAST DEVON DISTRICT COUNCIL
Minutes of a Meeting of the Cabinet
held in the Council Chamber, Knowle, Sidmouth
on Wednesday, 17 July 2013

Present:

Councillors:

Paul Diviani (Chairman/Leader)
Andrew Moulding (Vice Chairman)
Iain Chubb
David Cox
Jill Elson
Stephanie Jones
Ian Thomas
Phil Twiss
Tom Wright

**Also
Present:**

Councillors:

David Atkins	Sheila Kerridge
Peter Bowden	Frances Newth
Geoff Chamberlain	Helen Parr
Maddy Chapman	Geoff Pook
Christine Drew	Philip Skinner
Martin Gammell	Pauline Stott
Graham Godbeer	Peter Sullivan
Peter Halse	Brenda Taylor
Steve Hall	Graham Troman
Tony Howard	Chris Wale
Douglas Hull	Tim Wood

**Also
present:**

Officers:

Mark Williams, Chief Executive
Richard Cohen, Deputy Chief Executive
Denise Lyon, Deputy Chief Executive
Simon Davey, Head of Finance
John Golding, Head of Housing
Karen Jenkins, Corporate Organisational Development Manager
Rachel Pocock, Corporate Legal & Democratic Services Manager
Nigel Harrison, Economic Development Manager
James Harper, Communications Officer
Ian Harrison, Mamhead Slipway Project Manager
Alison Hayard, Principal Regeneration Project Manager
Stephen Pratten, Relocation Manager
Lisa Turner, AONB Planning Officer
Diana Vernon, Democratic Services Manager

Apologies

Councillors
Cabinet Member
Ray Bloxham

Alan Dent
Vivien Duval Steer
Steve Gazzard
Roger Giles
Pat Graham
Stuart Hughes
John O’Leary
Mark Williamson
Eileen Wragg
Steve Wragg

Councillors
Non Cabinet Members
Deborah Custance Baker
Susie Bond
Derek Button
David Chapman

The meeting started at 5.30 pm and ended at 8.05 pm.

In compliance with The Local Authorities (Executive Arrangements) Meetings and Access to Information) (England) Regulations 2012, during consideration of items on the agenda, alternative options were considered by Members when making decisions.

*25 **Public Questions**

Sidmouth Town Councillor Kelvin Dent said that he appreciated that the Council was retaining an open mind in respect of EDDC Office accommodation. He said that should the offices be relocated from Sidmouth, there would be a significant impact on the local economy and believed that 100 jobs would be lost together with £3.6M worth of local contracts and £1M spend in the town. He hoped that the Council would continue to be located in Sidmouth.

Mr M Temple spoke on behalf of the East Devon Alliance. He gave examples of purpose built replacement office accommodation for other Local Authorities where costs had soared and money had been wasted. He believed that staff could be accommodated in the newer part of the Knowle and the historic part sold for residential use. This would achieve savings. He referred to the significant carbon footprint arising from demolition of the Knowle and new build and to the impact that the loss of jobs would have on the Sidmouth economy. He believed that the idea of town hubs would increase costs and that a move to Honiton would increase travel overall. He was also concerned about the loss of recreational space at Knowle which he said should be retained for the benefit of the community.

In response the Leader advised that issues raised would be addressed when the Office Accommodation agenda item was considered later in the meeting.

The Portfolio Holder – Finance referred to the quarterly LED Leisure Management Ltd monitoring meetings which he used to attend when he was a LED Trustee. He said that they had been a useful way of keeping up-to-date with LED activity. He suggested that the minutes of these meetings could be referred to Cabinet or to seek some other way to improve the reporting lines between LED and the Council.

The Chief Executive advised that Councillor Wood who was now a LED Trustee and Chairman of the Overview and Scrutiny Committee was taking an item to his Committee on monitoring arrangements with LED and how these could be improved. Recommendations resulting from this consideration would be reported back to Cabinet. In the meantime it would be helpful for the Portfolio Holder – Finance to attend the quarterly monitoring meetings.

***26 Minutes**

The minutes of the meeting of the Cabinet held on 12 June 2013 were confirmed and signed as a true record.

***27 Declarations of interest**

Councillor/ Officer	Minute number	Type of interest	Nature of interest
Paul Diviani	38	Personal	EDDC representative on Blackdown Hills AONB Joint Advisory Committee

***28 Exclusion of the Public**

RESOLVED: that the classification given to the documents to be submitted to the Cabinet be confirmed. There was one item which Officers recommended should be dealt with in Part B.

***29 Forward Plan**

Members noted the contents of the Forward Plan for Decisions for the period 1 July to 31 October 2013.

***30 Matters referred to the Cabinet**

There were no matters referred to the Cabinet by the Overview and Scrutiny Committee or the Council.

***31 Overview and Scrutiny Committee – 6 June 2013**

Members received and noted the minutes of the meeting of the Overview and Scrutiny Committee held on 6 June 2013.

RESOLVED 1 that the following decisions be noted

Minute 5 the work of the Portfolio Holder – Sustainable Homes and Communities, as presented at the meeting. The powerpoint slides used as part of the presentation had now been circulated to all Members.

Minute 6 the report and improvements to the Planning Enforcement service.

Minute 7 the Council's performance against delivery of the promises/priorities in the Council Plan, key service objectives from Service Plans and Performance Measures for the fourth quarter of 2012/13.

***31 Overview and Scrutiny Committee – 6 June 2013 (continued)**

RESOLVED 2 To note that the following decision was agreed by Cabinet at its meeting on 12 June 2013.

Minute 4 that the Cabinet be asked to delay responding to the proposal for a new National Park (for Dorset and East Devon AONB areas) and allow the Overview and Scrutiny Committee to consider all aspects of the proposal in detail, with the Committee's recommendations being then referred back to Cabinet.

RESOLVED 3 To agree the following recommendation

Minute 6 that Council considers making a representation to Government on the constraints of legislation relating to planning enforcement.

***32 Housing Review Board meeting – 20 June 2013**

Members received and noted the minutes of the meeting of the Housing Review Board held on 20 June 2013.

The Chairman, Councillor Pauline Stott drew Members' attention to the proposal (Minute 10) to purchase a House in Multiple Occupation to meet local need.

The Leader congratulated the work of the Housing Review Board and Housing team and encouraged Members to attend meetings of the Board.

RESOLVED 1 that the following decisions be noted

Minute 7 Housing Review Board forward plan.

Minute 11 The Advantage SW Procurement Club review.

Minute 12 The existence of the Housing Service display boards.

RESOLVED 2 that the following decisions be agreed

Minute 11 that the intention to remain a member of Advantage SW be confirmed.

RESOLVED 3 that the following recommendations be approved

- Minute 8**
- (1) that the HRA outturn position for 2012/13 be agreed;
 - (2) that the level of reserves detailed and the transfer of £1.715m from the HRA Balance in to 'Debt Repayment Volatility Fund' to safeguard the HRA against any fluctuations in the Business Plan be agreed.

***32 Housing Review Board meeting – 20 June 2013 (continued)**

RESOLVED 3 that the following recommendations be approved (continued)

- Minute 9**
- (1) that the changes to the staffing structure of the Property and Asset team be approved,
 - (2) that the proposal to bring in-house the existing work undertaken by a contractor be approved,
 - (3) that the funding required for the additional staff for the Property and Asset team as outlined in the report be approved.
- Minute 10**
- (1) that it be agreed that this type of accommodation (shared house – House in Multiple Occupation) would be a beneficial addition to the current Council property portfolio, making available another form of accommodation for single people within the district;
 - (2) that the Housing Service ensures that adequate provision is put in place to effectively manage the shared house/HMO and support tenancies, as necessary;
 - (3) that the commuted sum available in Exmouth of £350,000 and up to £100,000 from the Right to Buy receipts be allocated towards the purchase and refitting of a property in Exmouth to provide up to seven units of HMO type accommodation. If property A was no longer available, suitable alternative accommodation would be sought up to the budget available for purchase and refit of £450,000.

RESOLVED 4 that the following recommendations be taken into account when this item is raised later in the agenda (item 20)

- Minute 14**
- that the preferred supplier identified in the report be commissioned to implement and support a new housing management software system.

***33 Arts and Culture Forum – 6 June 2013**

Members noted the minutes of the meeting of the Arts and Culture Forum held on 6 June 2013.

EDDC Office Accommodation – key decision

Richard Cohen, Deputy Chief Executive presented his report on options to address the Council's future accommodation requirements. Since the Development Management Committee (1 March 2013) had refused the application for alternative use of the Knowle site, work had continued on the viability analysis of various options:

- Remaining at the Knowle in a reconfigured form
- Honiton options
- Relocation to Cranbrook
- Other sites in the district

The viability analysis identified that remaining at the Knowle site was not a sustainable option as the 'outdated' offices were not fit for purpose and costly to run. The report included the Council's continued commitment to

- providing fit for purpose and functional office accommodation that placed no extra burden on the East Devon tax-payer, and,
- to maintaining a significant presence in Exmouth.

The option to move would use capital receipts from the sale of the Knowle and, if required, prudential borrowing up to a maximum of £4.8M (the calculated savings on running costs over the 20 years following the move).

Key overall risks within the project were noted by Cabinet together with how these would be managed. The calculations included a 20% contingency. The public speaker had stated that the carbon cost of relocation would take 50 years to recoup. The Deputy Chief Executive challenged this statement. He said that although there would be an inevitable carbon cost, this needed to be balanced over time and the argument was out-weighed by the energy efficiencies of new offices. A more accurate calculation would be 11 years. One of the key drivers for the proposed relocation was the high running costs and essential maintenance required at Knowle. However, the project was not just about the need to save money; it would help facilitate improved, modern, efficient service provision.

The Deputy Chief Executive also advised that the 'new' part of the existing Knowle complex did not have the capacity to accommodate all EDDC staff and so the associated suggestion to sell off the historic part entirely for residential use was not feasible.

The reasons for refusal of the Knowle application considered by the Development Management Committee on 1 March 2013 had been taken into account and it was now proposed to limit potential development on the Knowle site to 3 zones – the lower park and lower car park zones had been removed from the development proposal. This was an important change that addressed local concerns and retained the site's viability as it continued to be attractive to developers. Use of Manstone Depot within the development proposals would meet the development's affordable housing requirement.

The Project Viability report identified key milestones (Gateway Decisions) which would require EDDC approval to progress to the next stage of the project. The timeline for relocation was set out in the report. Alternative sites might come forward during the process and these would be given proper consideration.

EDDC Office Accommodation – key decision (continued)

During debate on the report the following points were made:

- Members welcomed the clear and helpful report and praised Richard Cohen, Deputy Chief Executive and Stephen Pratten, Relocation Manager, for their work. The report had been well presented with clear options and reasoning.
- Moving the discussion to the public domain was welcomed
- The impact of the Office move on Sidmouth would be taken into account
- The move had the potential to create jobs elsewhere in the district
- The carbon cost of the move would be taken seriously but put in perspective
- Many of the offices in Knowle were inadequate for modern business
- It would be better to invest in new purpose built facilities than waste money in trying to maintain out of date, costly office space which was not fit for purpose
- The proposal would preserve parkland at Knowle for the benefit of the local community. The grounds were currently not used much by the public and the proposed transfer to the Sidmouth Town Council could result in their wider enjoyment.
- Reducing the development zones from 5 to 3 was welcomed.
- The process would have been less difficult if the Council had carried out earlier consultations with local residents and stakeholders
- The proposed stages in developing the project and the monitoring that would be in place was helpful and reassuring
- The Knowle was a prestigious building and the parkland was beautiful
- Although the report suggested options to relocate to Honiton and Cranbrook, the Council would retain an open mind and consider other options that may come forward during the process.
- The new offices should be located centrally and use made of local 'hubs'.
- The East Devon Business Centre was a good example of an office base for mobile working. A similar approach could be adopted for the local 'hubs' which could also offer local employment opportunities.
- The Council needed to be able to take advantage of new ways of working and increased use of technology to improve service delivery and achieve efficiencies.

The Leader thanked the Cabinet and other Members present for their valued contribution to the debate. He confirmed that the impact on Sidmouth would be taken into account and that ways ameliorate this would be considered. Jobs would not be lost from the district as a result of the proposed move. He believed that the proposed move from the Knowle was positive and would benefit the whole district.

The vote on the recommendations set out in the report was supported unanimously by the Cabinet.

EDDC Office Accommodation – key decision (continued)

- RECOMMENDED**
- (1) that Council agree that the costs of maintaining, refurbishing or building new offices on the Knowle site are not sustainable and EDDC must therefore look at alternative locations for a new headquarters;
 - (2) that the Deputy Chief Executive – Development, Regeneration and Partnerships be given delegated authority to enter into formal conditional negotiations on the acquisition and/or development of a suitable site for EDDC's new offices;
 - (3) that a future recommendation be made for consideration by Cabinet and determination by Council that EDDC relocate from the Knowle to a new location and premises subject to a satisfactory and financially viable proposition;
 - (4) that further reports be referred to Cabinet and Council, as appropriate, for decisions at future key stages (Gateway Decisions) of the project;
 - (5) that it be confirmed that it remains the Council's objective to hand over ownership of the Knowle Park public space to Sidmouth Town Council as part of its relocation plans.
 - (6) that a further £95,333 (ex VAT) be approved from the Transformation Budget to fund further services necessary to continue the project and secure the most advantageous development agreement;
 - (7) that an ongoing District Wide Stakeholder Group be established to share and discuss relocation progress and issues in terms of Council contact, service delivery and new ways of working;
 - (8) that a New Office Project Executive Group be set up comprising selected Cabinet members, senior officers and Project Manager to oversee project progress;
 - (9) that wider engagement with members be sought through a Leader's Think Tank on Relocation.

REASON

As set out in the Officer report and appendices.

*35 **Transport Infrastructure Investment – key decision**

Members considered the report presented by the Economic Development Manager. A consortium of transport authorities led by Somerset County Council (backed by the Heart of the South West Local Enterprise Partnership) was calling for early investment into three single carriageway sections of the A30/A358/A303 corridor between Honiton, Taunton and Amesbury – the link to the M3. The report set out the details of works and costs. Government funding, if agreed, would be a contribution to the scheme with a requirement for local funding.

Members recognised the significant benefits that the proposed improved transport links would achieve for the local economy - the A30/A303 corridor was a crucial link to and from the South West. Currently the road network was unable to cope with the volumes of traffic and lack of service provision along these routes.

The Overview and Scrutiny Committee would be briefed in the autumn on progress and how this strategic initiative would be linked with the Local Enterprise Partnership work and economic and community development.

- RESOLVED**
- (1) that the campaign for phased investment in the A30/A303 corridor promoted by Somerset County Council, the Heart of the South West LEP and other partners be welcomed and endorsed - in particular proposals to make early improvements to the A30/A303 in East Devon;
 - (2) that members of the Overview and Scrutiny Committee be invited to seek early clarification of the role of the Heart of the South West Local Transport Board in relation to the successful delivery of the Council's own planning and development priorities.

REASON To offer a clear demonstration of the Council's commitment to local and strategic infrastructure investment.

*36 **Exmouth Regeneration – funding allocation – key decision**

Members considered the joint report of the Development Surveyor and Mamhead Slipway Project Manager in respect of the approved development of the Elizabeth Hall site and the distribution of funds - Section 106 agreement and capital receipt.

The Deputy Chief Executive, Richard Cohen, was able to inform the meeting on funding available as the sale to Premier Inn had been completed. He advised that £1.247M had been paid for the site plus an additional £202K Section 106 monies.

The Portfolio Holder – Strategic Development and Partnerships welcomed the proposal to invest this money in delivering the outstanding Exmouth priority regeneration programme (arising from the Exmouth Masterplan) and particularly the Queen's Drive scheme and to assist in the re-building of the Mamhead Slipway.

In reply to questions, the Deputy Chief Executive advised that the Queen's Drive scheme included a mixture of development opportunities which would be market tested. He also advised that within the Estuaryside project, discussions over possible relocation of the Rugby Club were continuing within what was a complicated process. A number of supermarket chains continued to be interested in the site.

*36

Exmouth Regeneration – funding allocation – (continued)

The Mamhead Slipway Project Manager had consulted with water users and the Exmouth Regeneration Board on the preferred options for the Mamhead Slipway. The preferred option would provide improved facilities to water users but works would take an additional year to be carried out compared with a more straightforward replacement option. The two options remained in consideration. The proposal would be discussed with statutory authorities and partners including Natural England. It was important for plans to include adequate parking for vehicles and trailers.

The replacement options for the slipway were expensive with the likely need to find additional funding sources other than EDDC. Members were keen to see that charging for use of the slipway was actively explored as one among other financing options.. The Portfolio Holder – Environment supported a charging schedule and advised that this would enable a check on users' insurance to be carried out. The Portfolio Holder – Sustainable Homes and Communities thanked Officers and all Councillors who had been involved with the Exmouth Regeneration/Masterplan consultations.

RESOLVED

- (1) that further progress towards the delivery of the Council's longstanding commitment to regeneration in Exmouth be noted;
- (2) that the impending capital receipt from Premier Inn be welcomed, with this capital receipt being committed to the Exmouth Regeneration budget and held in reserve for a minimum period of three years from receipt;
- (3) that the Principal Regeneration Projects Manager be given delegated authority to pursue a delivery strategy for the Queen's Drive project including an allocation of a proportion of the proceeds of the Elizabeth Hall sale towards enhanced public realm and new road alignment;
- (4) that the Principal Regeneration Projects Manager be given delegated authority to pursue a delivery strategy for the Mamhead Slipway project including an allocation of a proportion of the proceeds of the sale of the Elizabeth Hall site towards a new slipway and associated facilities;
- (5) that Members recognise that the Premier Inn capital receipt will fund a proportion but not the totality of priority projects in Exmouth (there currently exists a likely shortfall) and endorse the pursuit of additional funding towards the Queen's Drive and Mamhead Slipway projects. (Such funding possibilities may include Coastal Communities Fund, EU programme, LEP engagement, County Council, contributions and receipts from adjacent developments with Officers also investigating possible fees and charges for use of a completed Mamhead Slipway);

*36 **Exmouth Regeneration – funding allocation – (continued)**

- (6) that the Council acts as the client body for the appointment of contractors and consultants for the Mamhead Slipway development design and build;
- (7) that the Principal Estates Surveyor be given delegated authority to negotiate new 30 year leases respectively with the Exmouth Sea Scouts and Exmouth Sea Cadets on demised land at Camperdown Creek.

REASON To enable the Council to continue the delivery of the Exmouth Masterplan and priority projects.

*37 **Improvements to services – systems thinking update**

Denise Lyon, Deputy Chief Executive presented her report which updated Members on the positive impact of introducing systems thinking principles into the Streetscene Service.

She advised that the process involved firstly understanding the customer demand followed by a redesign of the service to meet that demand as efficiently as possible. Within the Streetscene service there had not been significant preventable demand and the service was well received by the public. However, there was a lot of scope in the processes to reduce bureaucracy and make better use of technology and mobile working.

The Deputy Chief Executive thanked the work of the Streetscene Manager and his teams for the progress made and the Corporate ICT Manager and his teams for their work on infrastructure improvements. The drive was to streamline the service and as a result of the redesign, savings had been achieved.

The report also set out improvements to other Council services (Benefits, Housing and Planning) which had already benefited from redesign. The work helped to progress the Council's Customer Plan and the transformation agenda.

The Sustainable Homes and Communities Portfolio Holder took this opportunity to personally thank the Streetscene Teams who had worked with the Britain in Bloom organisation in particularly difficult weather conditions. Praise for the service was echoed by other Portfolio Holders.

Future reviews would be undertaken in respect of Environment Health and Car Parking.

RESOLVED that the latest successes of the Council's Streetscene Team be noted.

REASON The report was used to keep Members informed on the progress being made in redesigning the Council's services using systems thinking principles.

*38 **Public Consultation – review of the East Devon and Blackdown Hills Area of Natural Beauty (AONB) Management Plans**

Members considered the report presented by Lisa Turner of the Blackdown Hills AONB Team. East Devon District Council was required under Part IV of the Countryside and Rights of Way Act 2000 to produce Management Plans for the East Devon and Blackdown Hills AONBs and review them at intervals of not more than 5 years. East Devon District Council had authorised the AONB Partnerships to carry out this review on its behalf.

Members were advised that targeted and public consultation would take place on both Draft Plans in the summer/autumn 2013. The Plans would then be revised and forwarded for formal consultation with the statutory consultee, Natural England. The Plans would then be presented for adoption by the local authorities and confirmed to Defra by April 2014.

RESOLVED that approval be given to the AONB Partnerships to undertake public consultation on the review of the East Devon and Blackdown Hills AONB Management Plans.

REASON Under Part IV of the Countryside and Rights of Way (CROW) Act 2000 the relevant local authorities are required to review the AONB Management Plans (sometimes referred to as a Management Strategy) for the East Devon and Blackdown Hills AONBs at intervals of not more than 5 years. The review for the 2009 - 14 Plans need to be completed by April 2014.

East Devon District with other local authorities has authorised East Devon and the Blackdown Hills AONB Partnerships to review the AONB Management Plans on their behalf.

*39 **Application to designate Broadclyst Neighbourhood Area**

Members were advised that the Leader, Ward Member and Chief Executive had met with the Parish Clerk to discuss Broadclyst's application under the Localism Act for designation of its whole Parish as a Neighbourhood Area. As a result of the meeting earlier that afternoon, Members were advised that consideration of the proposal would be deferred to allow further discussion.

RESOLVED that the application to designate Broadclyst Neighbourhood Area be deferred for further discussions.

REASON To facilitate further discussions.

*40

Request for exemption to Contract Standing Orders – Feniton Flood Scheme Consultant

Members considered the joint report of the Senior Engineer (Environment Service) and Streetscene Manager requesting approval of Howick Consultants as consultants to complete Phase 2 of the Feniton Flood Scheme - the design and implementation of the works. Reasons for the exemption to Contract Standing Orders were set out in the report.

Parish Councillor Pete Privet asked for the Council's continued support to progress the scheme to overcome local flooding/drainage problems.

Councillor Peter Bowden, Flood Alleviation Champion spoke of the work involved and the need to achieve the co-operation of Network Rail. He emphasised the importance of working with the local Parish Council and Councillor Tom Wright – Deputy Environment Portfolio Holder.

Councillor Tom Wright advised that the risks to the project had been identified – the possible funding shortfall could not be determined until the contract prices had been submitted.

- RESOLVED**
- (1) that exemption to Contract Standing Orders requirement to seek quotations or invite tenders pursuant to Rule 3.1 be authorised;
 - (2) that the appointment of Howick Consultants to carry out Phase 2 of the Feniton Flood Scheme to deliver the contract and work on site be endorsed.

REASON

Howicks have carried out the report and modelling work and the appraisal to complete Phase 1 of the project.

Negotiations and agreement have to be reached with Wainhomes to install a section of the new pipe before building work starts in order to keep costs down.

The contract value falls below the threshold set out in the Public Contracts Regulations 2006 and therefore the EU procurement procedure does not apply and an exemption can be validly given pursuant to the Council's Contract Standing Orders Rule 3.1.

Reasons for exemption were to ensure timely delivery and avoid unnecessary costs.

***41 Performance Management report May 2013**

Members considered the report of the Corporate Organisational Development Manager setting out performance information for the 2013/14 financial year for May 2013. Members noted that 4 indicators were showing excellent performance:

- Percentage of Planning appeal decisions allowed against the authority's decision to refuse
- Percentage of Council Tax collected
- Percentage of Non-Domestic Rates collected
- Working days lost due to sickness

Only one indicator showed concern, namely:

- Days taken to process Housing Benefit/Council Tax Benefit new claims and change events.

Members noted the reasons for this reduction in performance which included the impact of Welfare Changes.

The Sustainable Homes and Communities Portfolio Holder extended thanks to the Benefits Teams for the proactive work they had carried out. EDDC had achieved the highest Council Tax collection rate in Devon and this was a reflection of the excellent work of the teams.

The Environment Portfolio Holder praised the work of the Countryside volunteers who had put in 188 hours of work on behalf of the team in May.

RESOLVED that the progress and proposed improvement action for performance measures for the 2013/14 financial year for May 2013 be noted.

REASON The monthly monitoring was to highlight performance and help identify any trends. Additional information to support this monitoring was provided on line – SPAR performance indicators and systems thinking measures in key service areas – Streetscene, Housing, Development Management and Revenues and Benefits.

***42 Exclusion of the Public**

RESOLVED that under Section 100(A) (4) of the Local Government Act 1972 and in accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, the public (including the press) be excluded from the meeting as exempt and private information (as set out against each Part B agenda item), is likely to be disclosed and on balance the public interest is in discussing the items in private session (Part B).

*43 **New housing management software procurement**

The Head of Housing presented his report which set out a strong case for procuring and implementing a new comprehensive housing management software system. It would improve the service and increase efficiencies. The evaluation work had included review of systems used by other organisations. The proposal had been considered and supported by the Housing Review Board at its last meeting. The report also included a recommendation of the preferred supplier.

RESOLVED that Capita be commissioned to implement and support a new housing management software system.

REASON To help the housing service to achieve its service delivery aspirations for the benefit of tenants and other customers.

Chairman Date