

## MID SUFFOLK DISTRICT COUNCIL

Minutes of the meeting of the **MID SUFFOLK CABINET** held in the King Edmund Chamber, Endeavour House, 8 Russell Road, Ipswich on Tuesday, 9 April 2024

### **PRESENT:**

Councillors:	Teresa Davis	Rachel Eburne
	Andrew Mellen	Andrew Stringer
	Tim Weller	

### **In attendance:**

Officers:	Chief Executive (AC)
	Interim Monitoring Officer (JR)
	Director - Housing (DF)
	Head of Service - Housing Transformation Manager (Via Hybrid Link) (DF)
	Assistant Manager – Governance (HH)

### **Apologies:**

Richard Winch

### **100 MCA/23/50 TO CONFIRM THE MINUTES OF THE MEETING HELD ON 4 MARCH 2024**

**It was RESOLVED:-**

**That the minutes of the meeting held on the 4 March be confirmed and signed as a correct record.**

### **101 DECLARATION OF INTERESTS BY COUNCILLORS**

There were no declarations made by Councillors.

### **102 TO RECEIVE NOTIFICATION OF PETITIONS IN ACCORDANCE WITH THE COUNCIL'S PETITION SCHEME**

None received.

### **103 QUESTIONS BY COUNCILLORS**

None received.

### **104 MATTERS REFERRED BY THE OVERVIEW AND SCRUTINY OR JOINT AUDIT AND STANDARDS COMMITTEES**

There were no matters referred from the Overview and Scrutiny or the Joint Audit and Standard Committees.

## **105 FORTHCOMING DECISIONS LIST**

Councillor Eburne advised that an item for a Hardship Fund was to be added to the Forthcoming Decisions List for the May Cabinet.

## **106 MCA/23/51 JOB MANAGEMENT IT SYSTEM FOR BUILDING SERVICES**

- 106.1 The Chair invited the Cabinet Member for Finance and Resources to introduce the report on behalf of the Cabinet Member for Housing and Property.
- 106.2 Councillor Eburne introduced the report, which was seconded by Councillor Davis.
- 106.3 Councillor Mellen queried whether the Council did not already have existing IT provision for managing repairs for Building services.
- 106.4 The Manager for Housing Transformation responded the proposed software programme allowed for better management of the workload, and would provide additional functions, which would improve the workflow for the Building Repairs team.
- 106.5 The Manager for Housing Transformation outlined the three phases for the implementation of the new software, including tracking of the appointment process.
- 106.6 Councillor Stringer queried the migration of the data currently stored on the existing system and how long it would take to implement.
- 106.7 The Manager for Housing Transformation responded that there was a backlog of repairs, which needed to be added in addition to the data migration. It was therefore not possible to provide a specific timeline, as it was important that data was accurate and consistent.
- 106.8 In response to Councillor Weller's question regarding in-house modifications to the Totalmobile software, the Manager for Housing Transformation confirmed that the ability to do modification in-house had been one of the reasons for getting this specific software system.
- 106.9 Members debated the issues including that it was important to be able to deliver a good service to residents. That the past year had made it clear that additional resources were needed to provide the full picture of the housing repairs process to ensure that appointments and repairs were carried out in a timely manner.

106.10 Councillor Mellen stated that he was aware that there had been difficulties in the past year with getting council homes repairs completed, and that this had been identified as a need. Councillor Mellen was looking forward to improvements over the next twelve months.

By a unanimous vote

**It was RESOLVED: -**

That Cabinet approves the appointment of Totalmobile Limited to supply and implement its comprehensive job management system, to help BMSDC implement its transformation / strategic objectives within Building Services. The decision is sought subject to satisfactory agreement of terms with Totalmobile.

**REASON FOR DECISION**

Key Decision required due to the financial value of the contract.

**Alternative Options Considered and Rejected:**

- 1.1 A detailed study undertaken in Building Services determined that current IT systems in place were not fit for purpose and did not have the right capability to support overall service management and continuous improvement.
- 1.2 Building services set out several key objectives which placed heavy emphasis on customer satisfaction, enabling appointment booking at first point of contact, ensuring that customer commitments are fulfilled, increasing first time fix rates and reducing the need for secondary customer contact to chase repairs. These were reflected in a detailed specification of requirement which formed part of an Invitation to Tender (ITT process)
- 1.3 3 suitable suppliers were evaluated in detail (ROCC, Totalmobile and Propeller) through a comprehensive supplier evaluation process. Two further suppliers declined to bid due to maximum budget restrictions and ability to meet our functional requirements.

**Any Declarations of Interests Declared:** None

**Any Dispensation Granted:** None

**107 EXCLUSION OF THE PUBLIC (WHICH TERM INCLUDES THE PRESS)**

As Members had completed their discussion of Item MCA/23/51- Job Management IT System for Building Service the Chair refrained from going into closed session.

**108 MCA/23/51 - CONFIDENTIAL APPENDIX A - JOB MANAGEMENT IT SYSTEM FOR BUILDING SERVICES**

The business of the meeting was concluded at 10.07 am.

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Chair