

REPORT TO:	Scrutiny & Overview Committee 14 June 2022
SUBJECT:	RESPONSIVE REPAIRS SERVICE
LEAD OFFICER:	Susmita Sen – Corporate Director for Housing Stephen Tate – Director of Housing Estates & Improvements
PERSON LEADING AT SCRUTINY COMMITTEE MEETING:	Stephen Tate – Director of Housing Estates & Improvements
PUBLIC/EXEMPT:	Public

ORIGIN OF ITEM:	The Council's improvement work on its Housing Service has been prioritised as a key area for scrutiny. The opportunity to scrutinise the work on procurement process for the Responsive Repairs Service will form a key part of the assurance process.
BRIEF FOR THE COMMITTEE:	The Scrutiny & Overview Committee is asked: - <ol style="list-style-type: none"> 1. To evaluate the work undertaken to date to prepare for the procurement process to responsive repairs service. 2. To reach a conclusion on whether there is assurance that a robust process has been used, 3. To reach a conclusion on whether there is assurance that the process has been open, transparent and informed by residents

1. RESPONSIVE REPAIRS SERVICE

- 1.1. The Scrutiny and Overview Committee has been asked to evaluate the work undertaken to prepare for the procurement of new providers to deliver Responsive Repairs Service for the Council's housing stock from 2023. The purpose of evaluating the work is to provide assurance that the Council has followed a robust process and has also undertaken meaningful engagement with residents.
- 1.2. Ahead of the meeting, the Committee will be provided with a briefing on 8 June 2022, which will outline the work carried out to date and the rationale behind the decisions taken on the way forward. The Committee will also be provided with an early draft of the Cabinet report, once it is available later this week.

- 1.3. On 13 June, the Committee will hold an engagement meeting to provide an opportunity for residents to provide feedback on what they are looking for from the new Responsive Repairs Service and any other considerations that should be taken into account. The feedback from this meeting will be used to guide the questions of the Committee. If you are interested in taking part in this meeting, please contact Simon Trevaskis using the email provided below.

CONTACT OFFICER:

Simon Trevaskis – Senior Democratic Services & Governance Officer – Scrutiny

Email: Simon.trevaskis@croydon.gov.uk