



# STROUD DISTRICT COUNCIL

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## HOUSING COMMITTEE OFFICER REPORT

### BRIEF REPORT: UPDATE ON THE OOH PROVISIONS

On 24<sup>th</sup> November 2021 Stroud District Council were given 90 days' notice of termination of the Out of Hours by Civica UK Limited.

A new contract has now been successfully procured through The Efficiency East Midlands (EEM) framework, and our new Out of Hours Contract with Orbis Protect went live on 1<sup>st</sup> March 2022.

On 8<sup>th</sup> February 2022, an updated update was provided to Audit and Standards Committee about the progress being made against the action plan developed to strengthen the Councils out of hours' provision. The action plan was developed to address the service failures identified following receipt of the internal Audit OOH Report (September 2021).

At Housing Committee in November we promised to provide and update at April Housing Committee about the progress being made against the objectives set out within the Audit Report.

I am pleased to report that all actions with the exception of "10A OOH Audit Acceleration of the insourcing of OOH repairs" have been completed. Subject to agreement with colleagues in our HR Team we anticipate this final action being completed by late April 2022, as this relates to a change in pay and conditions of those oncall.

The procedures manual is now fully developed and embedded into the contract management process.

Property Care currently liaise with Orbis Protect on a daily basis, whilst processes are bedded in. The first formal review and monthly contract meeting is to be held on 6 April 2022.

**REPORT SUBMITTED BY**

Joe Gordon, Head of Contract Services

**DATE**

March 2022