



<b>Living in Hackney Scrutiny Commission</b> <b>7<sup>th</sup> November 2022</b> <b>Item 5 – Impact of the Cyber Attack on the Housing Register</b>	Item No <b>5</b>
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### **Outline**

The cyber attack on Hackney Council in October 2020 left many systems unavailable for Council staff to deliver services, and staff have continued to work through backlogs of work that built up when systems were unavailable since.

The Living in Hackney Scrutiny Commission is keen to hear about how the cyber attack has affected residents on the housing register and whether the service has returned to business as usual.

### **Discussion**

To look at Hackney Council's efforts to mitigate the impact of the 2020 cyber attack on Hackney Council's housing register.

Particular focus to be given to:

- The impact of the cyber attack on the housing register, and what has been put in place to mitigate the risks to residents in need

### **Report(s)**

To support this discussion the following reports and presentations were included for background information:

- 5a. Response from Housing Needs to key questions received in advance (**attached**)
- 5a(i). Copy of Member Update on Housing Register (**attached**)
- 5a(ii). Copy of Member Update on New Lettings Policy (**attached**)

### **Invited Attendees**

- Councillor Sade Etti - Mayoral Advisor for Housing Needs and Homelessness
- Steve Waddington - Strategic Director of Housing
- Rob Miller - Strategic Director of Customer and Workplace
- Jennifer Wynter - Head of Benefits and Housing Needs
- Ian Jones - Legislation, Strategy & Projects Officer
- Zoe Tyndall - Digital & Data Change Support Team Manager
- Marcia Facey - Benefits & Housing Needs Operations Manager

- Sally Caldwell - TPX Impact

**Action**

Members are asked to consider the reports and presentations and ask questions of those in attendance.