

Corporate Management Committee

Thursday 23 September 2021 at 7.30pm

**Council Chamber
Runnymede Civic Centre, Addlestone**

Members of the Committee

Councillors N Prescott (Chairman), T Gracey (Vice-Chairman), A Alderson, D Cotty, M Cressey, L Gillham, J Gracey, M Heath, C Howorth, M Maddox, D Whyte and M Willingale.

In accordance with Standing Order 29.1, any Member of the Council may attend the meeting of this Committee but may speak only with the permission of the Chairman of the Committee, if they are not a member of this Committee.

AGENDA

Notes:

- 1) **The following Measures to comply with current Covid guidelines are in place:**
 - **restricting the number of people that can be in the Council Chamber. Space for the public will be limited and allocated on a first come first served basis.**
 - **temperature check via the undercroft for Members/Officers and Main Reception for the public**
 - **NHS track and trace register, app scan is next to the temperature check**
 - **masks to be worn when moving around the offices**
 - **masks can be kept on whilst sitting in the Council Chamber if individuals wish**
 - **use of hand sanitisers positioned outside and inside the Council Chamber**
 - **increased ventilation inside the Council Chamber**

- 2) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.

'see overleaf'

- 3) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Mr J Gurmin, Democratic Services Section, Law and Governance Business Centre, Runnymede Civic Centre, Station Road, Addlestone (Tel: Direct Line: 01932 425624). (Email: john.gurmin@runnymede.gov.uk)**.
- 4) Agendas and Minutes are available on a subscription basis. For details, please ring Mr B A Fleckney on 01932 425620. Agendas and Minutes for all the Council's Committees may also be viewed on [Committee Meetings – Runnymede Borough Council](#)
- 5) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.
- 6) **Filming, Audio-Recording, Photography, Tweeting and Blogging of Meetings**

Members of the public are permitted to film, audio record, take photographs or make use of social media (tweet/blog) at Council and Committee meetings provided that this does not disturb the business of the meeting. If you wish to film a particular meeting, please liaise with the Council Officer listed on the front of the Agenda prior to the start of the meeting so that the Chairman is aware and those attending the meeting can be made aware of any filming taking place.

Filming should be limited to the formal meeting area and not extend to those in the public seating area.

The Chairman will make the final decision on all matters of dispute in regard to the use of social media, audio-recording, photography and filming in the Committee meeting.

LIST OF MATTERS FOR CONSIDERATION

PART I

Matters in respect of which reports have been made available for public inspection

| | <u>Page</u> |
|--|--------------------|
| 1. FIRE PRECAUTIONS | 4 |
| 2. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP | 4 |
| 3. APOLOGIES FOR ABSENCE | 4 |
| 4. DECLARATIONS OF INTEREST | 4 |
| 5. REFERENCE FROM HOUSING COMMITTEE – UPGRADE OF HOUSING IT SYSTEM | 4 |
| 6. COVID EVENTS | 16 |
| 7. EXCLUSION OF PRESS AND PUBLIC | 17 |

PART II

Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection.

a) **Exempt Information**

| | |
|---|----|
| 8. REFERENCE FROM COMMUNITY SERVICES COMMITTEE – PROCUREMENT OF A BEFRIENDING SERVICE FOR RUNNYMEDE | 18 |
|---|----|

b) **Confidential Information**

(No reports to be considered under this heading)

1. **FIRE PRECAUTIONS**

The Chairman will read the Fire Precautions which set out the procedures to be followed in the event of fire or other emergency.

2. **NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP**

3. **APOLOGIES FOR ABSENCE**

4. **DECLARATIONS OF INTEREST**

If Members have an interest in an item, please record the interest on the form circulated with this Agenda and hand it to the Legal Representative or Democratic Services Officer at the start of the meeting. A supply of the form will also be available from the Democratic Services Officer at meetings.

Members are advised to contact the Council's Legal section prior to the meeting if they wish to seek advice on a potential interest.

Members are reminded that a registerable interest includes their appointment by the Council as the Council's representative to an outside body. Membership of an outside body in their private capacity as a trustee, committee member or in another position of influence thereon should also be declared. Any directorship whether paid or unpaid should be regarded as a disclosable pecuniary interest, and declared.

Members who have previously declared interests which are recorded in the Minutes to be considered at this meeting need not repeat the declaration when attending the meeting. Members need take no further action unless the item in which they have an interest becomes the subject of debate, in which event the Member must leave the room if the interest is a disclosable pecuniary interest or other registerable interest and/or the interest could reasonably be regarded as so significant as to prejudice the Member's judgement of the public interest.

5. **REFERENCE FROM HOUSING COMMITTEE – UPGRADE OF HOUSING IT SYSTEM (HOUSING – ANDY VINCENT/MAGGIE WARD)**

Synopsis of report:

In June 2021 the Housing Committee was advised of the need to commit additional resources to the IT Upgrade project to ensure that a number of essential complex modules could be implemented within the required timescales.

Officers were working with Digital Services and the provider, NEC to identify the level of resources that were required and this report advises Members of the detailed plan for implementation and the resources that will be required to fulfil this.

Recommendations:

The Corporate Management Committee is requested to approve:

- i) A supplementary capital estimate in the sum of £116,694 to be used to implement modules approved and implement new modules to facilitate mobile working within the ongoing Housing NEC system upgrade to be financed from HRA revenue reserves.**
- ii) An HRA supplementary revenue estimate in the sum of £13,500 for support and maintenance of new mobile capabilities within the**

recommended phase 2 project.

- iii) A supplementary capital estimate in the sum of £129,688 to be used to recruit additional internal resources for the implementation to be financed from HRA revenue reserves.**
- iv) A waiver to Contract Standing Orders to permit the additional services not contracted for in the original contract with Northgate as the uplift required for additional services is greater than 10% of the original contract value.**
- v) Subject to approval of the procurement strategy; the authorisation of the Corporate Head of Law and Governance to enter or execute under seal any contractual documentation to fulfil the change contract being recommended.**

1. Context of report

- 1.1 At its meeting on 8 September 2021, the Housing Committee considered a report on an upgrade of the Housing IT system. The Housing Committee made five recommendations. Additional wording which is shown underlined above has been added to these recommendations by Finance officers which sets out the means by which these supplementary estimates will be funded, as referred to in paragraphs 4.2 and 4.4 of this report. The first recommendation made by the Housing Committee has been amended to the revised wording above to clarify that this covers modules approved previously (£78,194) and modules now being recommended to facilitate mobile working (£38,500).
- 1.2 This Housing IT upgrade was considered at the Service and Digital Transformation Member Working Party meeting on 2 September 2021 and this report responds to issues raised at that meeting by Members.
- 1.3 In 2020 the Council entered into a new Contract with the incumbent supplier, Northgate (now known as NEC Software Solutions) for a number of the Council's back-office systems, including the Housing system. This was approved at Corporate Management Committee on 27th February 2020 and Full Council on 5th March 2020. Members had previously received a number of reports outlining the significant upgrade required to the system as there were serious deficits in the applications being used, primarily within the Technical Services section. Introduction of a number of new modules was essential to enable effective management of the stock. The modules set out in paragraph 2.11 of this report entitled 'Modules to be implemented from original contract' are modules previously approved for purchase as part of the new contract, now requiring capital resources to enable their implementation.
- 1.4 Since Committee approval was granted for the new Contract the Council's Digital Transformation Programme has been delivering much needed system upgrades across the entire organisation:
 - 1. The electronic document management system has been upgraded to a cloud-based solution offering greater flexibility for system access but also new functionality to provide an efficient digital mail room.
 - 2. Planning, Building Control, and Local Land Charges have upgraded to Assure whilst work is in preparation for building a new online planning and building control submission module.
 - 3. Revenues and Benefits have automated the Council's recovery process and introduced performance monitoring and quality management controls within its back-office system including the recent launch of a brand-new Landlord's Portal and Council Tax online which links with our new OneAccount.

- 1.5 At the June 2021 Housing Committee, Members were advised that although the project to upgrade the Housing IT system was underway it was apparent that further resources would need to be brought into the project to achieve implementation of all the new modules within a reasonable timescale and without impacting adversely on the operational activities of the Housing Department and therefore service delivery.
- 1.6 The new contract with Northgate approved in 2020 included the cost of 25 days implementation consultancy. This has all been utilised or allocated for phase 1 as follows:

| Breakdown of original 25 days consultancy | | |
|--|---------------|--------------|
| Utilised | Hours | Days |
| Project Management | 41 | 5.47 |
| Housing Online | 33.75 | 4.50 |
| Product overviews / introductions | 16.25 | 2.17 |
| Allocations | 22.5 | 3.00 |
| Repairs module health check | 15 | 2.00 |
| Choice based lettings | 3.75 | 0.50 |
| Housing Advice / HCLIC | 8.75 | 1.17 |
| Task Manager | 3.75 | 0.50 |
| Support Services | 3.75 | 0.50 |
| Repair finder | 3.75 | 0.50 |
| Total hours | 152.25 | 20.30 |
| Total hours – budgeted 187 hours/25 days | 34.75 | 4.63 |

| | |
|----------------------------|-----|
| Number of days left | 4.6 |
|----------------------------|-----|

| Remainder allocated to Housing advice implementation | |
|---|---------|
| Solution design | 2 days |
| Consultant support for build | 2 days |
| Test support | 1/2 day |

- 1.7 In 2020 an implementation budget of £65,000 was approved as part of the package for additional internal resources and to date £34,650 has been utilised.
- 1.8 Housing Committee Members were advised in June 2021 that the Housing Management Team were working with Digital Services and NEC to identify the project resources required to facilitate the next phase of the system upgrade. This would encompass the essential consultancy to be provided by NEC and engagement of appropriate staff within Runnymede Borough Council to ensure successful implementation of the project. The Committee was also advised that a further report would be brought to the Housing Committee and Corporate Management Committee with the detail and costings for approval.

2. Report

- 2.1 The final stage of the Council's NEC upgrade includes the housing systems transformation project. This report details a need for both additional internal and specialist consultancy resources to deliver those outcomes anticipated within the original Northgate contract but also several additional enhancements are recommended to improve service delivery and future proofing the housing service.
- 2.2 Although there are Housing staff who have system administration as part of their role, they also have critical operational activity, and it is not possible to redeploy

them fully to the system upgrade. It would not be possible to successfully complete an upgrade of this magnitude without project management and additional internal specialist resources who are dedicated full time to the project.

- 2.3 It has proved impossible to back fill roles temporarily to release staff for the project full time due the specialist nature of the work. The impact of Covid 19 meant that staff were diverted at times to pandemic related work and operating to new procedures making it difficult to prioritise the IT upgrade. Each post has a requirement for in depth knowledge of the system and the business operational activities. These officers cover all the areas relating to data collection, financial processing, performance monitoring both internally and of contracts. They have sole responsibility for areas such as income management, adjustments, year-end accounts, auditing of all activities and general ongoing system maintenance and administration as requirements are added or changed. None of these essential activities can be allowed to lapse and therefore an additional resource with specialist knowledge is required to lead full time on the upgrade and some administrative support for the day-to-day work that can be reallocated and testing each module as it is developed.
- 2.4 The NEC product is shipped with standard functionality, but each site has to build their own solution design and this will depend on the processes in place within the organisation, what information is to be shared between modules and what monitoring will be required of the data in the system. The solution design must provide the required outputs and enable flexibility if requirements change. NEC will support with the solution design but the implementation work has to be carried out by the client. Following completion of the solution design the system has to be configured. This involves building the solution design in the system set up and is also carried out by the client. NEC will support with this once the configuration has been completed but their role is to assist the client to understand how to build the system and to trouble shoot where required but not to implement the system. In theory NEC could be engaged to do this but at a cost for consultancy and it is essential that Runnymede staff are involved in the process and have knowledge and ownership of the new system.
- 2.5 Once configured the system must be comprehensively tested to ensure that the functionality is working and outputs are correct and do not impact on any other functionality within the system.
- 2.6 Work is ongoing with the Housing Online self-serve functionality, the Rent Analytics Module and the transfer of the Housing Register, Allocation and Choice Base Lettings modules with the Homelessness Functionality to follow next year. These modules involve transferring existing functionality to the Northgate system, ending contracts with other specialist providers, and creating a fully integrated system across the department.
- 2.7 The June 2021 report to the Housing Committee outlined in detail all the new modules required to enable the Housing Business Unit to operate efficiently, particularly in relation to Technical Services where the limited capital programme over the past few years is reflected in the lack of technology to manage and monitor contracts. There is no integration within the system resulting in limited recording of planned programmes and therefore limited essential asset management information. For the initial stages of the Investment programme the Council will be employing a Managed Service Provider at an additional cost of approximately £600,000 pa. Implementation of these new modules will facilitate the process of transferring this provision to a less costly in house team in future years of the programme. Details of the cashable and non-cashable efficiencies delivered by the project are outlined in Appendix 'B' attached.
- 2.8 The Housing System Roadmap for Phase 2 includes the implementation of the following modules:

| Module | Summary of Function/Capability |
|---------------------|---|
| Asset Management | <p>Enables records relating to the condition of our housing stock to be maintained. This system is integrated into the repairs system ensuring data from reactive work is updated in real time.</p> <p>Also enables business modelling – for example in relation to how the energy performance of our housing stock can be improved in the most cost-effective way.</p> <p>The system will enable data on our improvement plans for individual properties to be provided to tenants via our online portal, reducing customer queries.</p> |
| Risk Management | <p>This enables the Health and Safety Activity of the Housing Service to be managed digitally and integrated into the service’s other housing and asset information.</p> <p>Examples include: -</p> <ul style="list-style-type: none"> • Gas Servicing certification and servicing timescales and activity • Electrical safety certification and servicing timescales and activity • Fire Risk Assessment certification, and actions • Asbestos records and details of removal and encapsulation |
| Planned Maintenance | <p>Enables improvement programmes to be generated from asset data based on specific parameters. Contracts can be managed within this module and the programme data is automatically updated within the asset management system.</p> |
| Support Services | <p>Enables the digitalisation of records relating to the delivery of support to residents of our Independent Retirement Living, general needs, and temporary accommodation.</p> <ul style="list-style-type: none"> • Provision of tailored support to an increasingly complex client base can be managed and monitored for outcomes and effectiveness. • Ensures paper documents can be removed from Independent Retirement Living accommodation offices. • Information is readily available on resident’s support needs and provision – including out of hours • The transition between support staff is seamless – ensuring resources are focused on those who need it most |
| Task Manager | <p>Enables steps in processes within the Northgate system for all aspects of the service to be automated, creating additional efficiency and ensuring work is delivered within published service standards. Examples:</p> <p>(i) Task Manager for HOL – automation of workflows from the Housing online self-serve system routing enquiries to the correct person and logging them on the system with appropriate timescales.</p> |

| | |
|----------------|--|
| | (ii) Task Manager for Voids – Enhanced functionality for management of voids with system triggered actions. |
| Communications | Enables different communications methods to be used with customers. Facilitates the use of text messaging integrated into processes such as rent recovery and/or the use of email. All current standard letters must be converted to this module as the current set up used by Runnymede will no longer be supported by the system as Customers are expected to move to the new functionality. |

2.9 In addition to the increased capabilities the introduction of mobile functionality will follow to enable officers, both technical and management, to record inspections and information on site creating efficiencies and real time data. This requires a one off capital purchase of three modules which includes a technical install by NEC:

- Mobile onboarding
- Mobile Assets (16 users)
- Mobile Risk Management (16 users)

2.10 NEC have worked with Digital Services and Housing to formulate a project plan based on their recommended approach for those modules being implemented. The full plan includes all the Solution Design, System Configuration and testing mapped out by days which has been reviewed and approved by the Housing Management Team. A summary is at Appendix 'A' attached.

2.11 Digital Services have negotiated a fixed cost, fixed time contract with NEC, this achieves a bulk rate for their consultancy fees and ensures that as long as Runnymede complete their tasks within the project as scheduled, NEC will commit the resources required to implement the modules at a fixed price.

| Capital Costs | Totals £ |
|--|----------|
| Modules to be implemented from original contract | |
| Assets | 22,230 |
| Communication | 3,190 |
| Planned Maintenance | 17,545 |
| Support Services | 12,760 |
| Task Manager | 9,570 |
| Housing Allocations | 19,899 |
| Sub-Total | 85,194 |
| Discounted cost (-£7000) for bulk purchase | 78,194 |

| | |
|-------------------------------|---------|
| New modules being recommended | |
| Mobile Assets | 16,000 |
| Mobile Risk Management | 16,000 |
| Mobile onboarding | 6,500 |
| Sub-Total New Modules | 38,500 |
| Total Capital | 116,694 |

| | |
|--|---------|
| Project resources | |
| Project implementation resource – (see paragraph 2.12) | 129,688 |
| Sub-Total human resources | 129,688 |

| | |
|-----------------------------------|---------|
| Total additional capital required | 246,382 |
|-----------------------------------|---------|

| Annual Revenue Costs | Totals £ |
|-----------------------------|---------------|
| Mobile Assets | 6,750 |
| Mobile Risk Management | 6,750 |
| Total | 13,500 |

- 2.12 It is proposed that additional staffing resource is brought into support the implementation of this project. Some additional capacity will also be identified for Housing Technical Services to assist with implementation and testing. A meeting with the Chief Executive, Corporate Heads from Housing, Digital Services and Finance, the Digital Implementation and Delivery Manager and the Head of the Project Management Office will be held to agree what additional capacity is required and where it will be located. Extra capacity will be identified within a maximum human resources cost of £129, 688.
- 2.13 It is anticipated that the full additional capital cost of the Housing IT system enhancements will be £246,382. There will also be a growth bid of £13,500 per annum for support and maintenance of the mobile elements for the Assets and Risk Management Modules.
- 2.14 It is likely that this expenditure would be made over the course of the 12-month period. Permission is sought to make this expenditure in 2021/22 and 2022/23 in line with the project timetable which is at Appendix 'A' attached.

Project delivery

- 2.15 The implementation of the housing systems roadmap will be a new project delivered within the Council's project portfolio with the project sponsored by the Corporate Head of Housing and overseen within the Council's Project Management Office.
- 2.16 A project team will be set up to oversee the project, which will include a project manager, senior staff from Digital Services, subject matter experts from within the housing service alongside consultancy from NEC. A designated project manager will also be assigned from NEC who will also attend monthly project boards and provide NEC project updates monthly to ensure timelines are adhered to.
- 2.17 The Service Transformation Member Working Group will monitor the progress of the project via monthly updates.
- 2.18 The current level of system upgrade is exceptional due to decades of under investment, once the system has been brought up to date it will be reviewed annually and enhancements will be brought forward within the normal business planning and budget processes. There needs to be continual investment in a system which supports the housing department but it will be incremental moving forward.

3. Policy Framework Implications

- 3.1 The Northgate system should underpin our compliance with legislation. The objective is to register all activity within the Housing Business Unit within the system. Introduction of electronic workflows and transactional activity within the system will ensure consistent application of policy and procedures and a digitally time stamped record of all customer contacts. The Housing Business Unit Plan 2021/22 includes a commitment to this implementation as essential to an efficient and effective service.

| | | | | | |
|----|--|--|--|--|----|
| H5 | Upgrade the Northgate Housing IT system and implement essential new modules as part of Corporate Digital Transformation Strategy | Head of Housing & Business Planning Business Development & Policy Manager IT Accountancy Legal Procurement | Provides an integrated system, will modernise, and streamline processes and offer online services for the majority of our tenants, enabling resources to be focussed on those less able to self-serve. | Commence March 2020 and two-year implementation Implementation of the Choice Based Lettings Model by March 2021 Implementation of Rents, Asset Management, Support, CRM, homelessness and engagement by March 2022 | No |
|----|--|--|--|--|----|

4. Resource implications

- 4.1 The original capital budget allocated £150,000 for the Housing element of the Northgate project. This was to be spent on software (£50,000), consultancy (£25,000) and backfilling resources (£65,000). To date the costs have been as follows: £25,000 consultancy utilised or committed in phase 1 as detailed above. A total of £34,650 of approved budget for an enhancement for implementation duties and backfilling existing posts has been spent.
- 4.2 The additional capital requirement of £246,382 set out in paragraph 2.11 above will make the total cost of the Housing system upgrade £396,382. Due to a limited amount of available capital receipts, the additional cost of £246,382 will need to be funded from current HRA revenue reserves.
- 4.3 The Council's Financial Regulations state that:

Variations to Capital Projects

5.19 The size, content or specification of a scheme shall not be significantly changed without the prior approval of the relevant service committee. The Corporate Management Committee must also give approval to changes in the proposed cost or financing or re-phasing of a capital project. Changes over £250,000 in the cost of a project must also be reported to full Council.

This supplementary estimate requires the approval of the Corporate Management Committee.

- 4.4 The introduction of three mobile modules will create future efficiencies and real time data. This will require the approval of an ongoing HRA supplementary revenue estimate in the sum of £13,500.

5. **Legal implications**

- 5.1 Corporate Management Committee approved at its meeting in February 2020 the direct award of a 5-year contract to NEC through the Crown Commercial Services (CCS) framework RM3821, the original contract value of which was £511,500.
- 5.2 The proposals outlined within the papers recommend additional consultancy and new modules of the value of £100k+ which is 20% of the original contract value.
- 5.3 As the requirements are intrinsically linked to the Council's existing housing system already in place it is recommended that a change control notice (CCN) is invoked on the direct award contract to account for the additional scope of services being procured.
- 5.4 Subject to approval of the procurement strategy; the Committee is recommended to authorise the Corporate Head of Law and Governance to enter or execute under seal any contractual documentation to fulfil the change control recommended.
- 5.5 In fulfilment of its landlord and statutory duties the Council has to record data on its activities for submission in regular Government returns, to demonstrate compliance with policies if required and to meet regulatory Standards. As the expectations on Social Landlords have increased beyond traditional landlord functions it is essential that the Council has a system capable of recording and monitoring this.

6. **Equality implications**

- 6.1 Better quality information on how customers are interacting with the service will better inform equality impact assessments.
- 6.2 This will enable more responsive adjustments, ensuring a fairer more, equal distribution of services.

7. **Environmental/Sustainability/Biodiversity implications**

- 7.1 Enhancements of the NEC system will enable the service to capture, model and analyse better quality data on the energy performance of the stock.
- 7.2 This will enable better quality decision making around the most cost-effective way to reduce carbon emissions, enabling a more focused and effective targeting of resources.
- 7.3 Digital Inclusion Strategy to move tenants to online transactions will significantly reduce use of postage and paper documentation.

8 **Timetable for Implementation**

- 8.1 The agreed plan with NEC for completion of the modules covered by this report is one year from start of the contract for implementation services.

9. **Conclusions**

- 9.1 In order to proceed effectively and gain efficiencies and service improvements from an enhanced IT system it is necessary to procure a set of consultancy days from the provider, NEC. In addition, the Council needs an experienced project manager in this field to support existing staff in their roles, hold NEC to account and to ensure the project meets its milestones.
- 9.2 Members are asked to approve the necessary budgets as outlined above and in the recommendations.

(To resolve)

Background papers

NEC Upgrade Project Plan

Link to [June 2021 Housing Committee](#) page 220 is the item on the Housing System

Link to the [June 2020 Housing Committee](#) page 33 is the item on Digital Transformation

Housing IT Project Plan

APPENDIX 'A'

Housing systems upgrade - phase 2

| | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Project Initiation | █ | | | | | | | | | | | | |
| Housing System upgrade to V6.22 | █ | | | | | | | | | | | | |
| Communication module configuration | █ | | | | | | | | | | | | |
| Conversion of letter templates | █ | █ | | | | | | | | | | | |
| Housing Advice Build | | █ | █ | █ | █ | | | | | | | | |
| Housing Allocations | | | | █ | █ | █ | | | | | | | |
| Build of customer surveys | | | | █ | █ | █ | | | | | | | |
| Deployment of SMS functionality | | | | | | | █ | █ | █ | | | | |
| Assets module design and build | | | | | █ | █ | █ | █ | | | | | |
| Assets module testing | | | | | | | | | █ | █ | █ | | |
| Assets go live | | | | | | | | | | | █ | | |
| Risk management module design and build | | | | | █ | █ | █ | █ | | | | | |
| Risk management testing | | | | | | | | | █ | | | | |
| Risk management go live | | | | | | | | | | █ | | | |
| Mobile onboarding | | | | | | █ | | | | | | | |
| Mobile test and deployment | | | | | | | █ | █ | █ | █ | | | |
| Support services design and build | | | | | █ | █ | █ | █ | | | | | |
| Support services testing | | | | | | | | █ | █ | | | | |
| Support services go live | | | | | | | | | | █ | █ | | |
| Planned maintenance design and build | | | | | | | | █ | █ | █ | | | |
| Planned maintenance testing | | | | | | | | | | | █ | █ | |
| Planned maintenance go live | | | | | | | | | | | | █ | |
| Task Manager build | | | | | | | | █ | █ | | | | |
| Task Manager testing | | | | | | | | | | █ | | | |
| Task Manager go live | | | | | | | | | | | █ | | |

Details of the cashable and non-cashable efficiencies facilitated by the delivery of enhancements to the Housing System

It is identified that delivery of this project will enable cashable efficiencies in the following areas. The delivery of these efficiencies will not purely be down to an enhancement in the IT system – but improvements in the system will enable better data, more targeting of resources and some automation of processes speeding up response times:-

- Rent collection performance improvements (£10k per annum)
- Improvements in relet times and reductions in rent loss (£50k per annum)
- Improvements in recharge collection (£5k per annum)
- Better asset data and the ability for Runnymede to manage large scale capital improvement projects. With an effective IT system and the right staffing resource this will enable Runnymede to manage the delivery of the capital programme (This could be considerable but will be difficult to measure) – see paragraph 2.7 within the report
- Reduction in the number of documents sent as more information can be sent over the email or uploaded to the website (£2k per annum)

Non-cashable efficiencies can also be made in the following areas:-

- Customers will be able to self-serve, therefore fewer contact to Customer Services and back-office teams
- Process efficiencies with automation – leading to improvements in response times and customer satisfaction
- The integrated Service Charge module has the potential to produce both administrative savings as currently processed on several un-coordinated systems and Microsoft packages, while also improving the offer to leaseholders.
- Real time data on staff activities, enabling better management of staff resources to optimise effectiveness.
- Better data/information from different services able to be queries simultaneously and therefore enable better decision making

Adopting a fully integrated system will ensure:-

- Customers can undertake a range of semi-automated transactions via the Housing Online Portal. Including paying their rent, ordering repairs, viewing key documentation, viewing plans to improve their home and getting involved in tenant consultation.
- Information seamlessly updates our asset information following the completion of certain repair work
- Multiple information queries can be run – for example involving satisfaction, housing application, repairs, anti-social behaviour and housing related support – enabling us for example to target households for support who are showing signs of 'vulnerability'.
- Better performance data - on repairs, decent homes, the energy performance of our stock, relet times, tenancy management, support provision and tenant/leaseholder involvement.
- Real time data on customer contacts – which will enable us to manage working patterns and make best use of resources

6. COVID EVENTS (CHIEF EXECUTIVE – PAUL TURRELL)

Synopsis of report:

This report describes the plans for ‘thank you’ events for members of the community who either volunteered their support or worked beyond the call of duty during the recent Covid crisis.

Recommendation:

The Committee approves a supplementary revenue estimate of £25,000 to fund two Covid events to thank volunteers and professional staff for their efforts during the Covid crisis.

1. Context and background of report

- 1.1 During the latter part of 2019 and 2020 (and ongoing into 2021), the world has endured a pandemic not seen in recent history. The challenges for the United Kingdom have been enormous as with all countries in the world and required an effort of some magnitude to keep people safe and protected, to deal with those who fell ill or those that were vulnerable and needed significant support.
- 1.2 Surrey as a County and Runnymede in particular, have benefitted from the selflessness and dedication of a wide range of people including:
- NHS doctors, nurses, experts and support staff who have kept hospitals open and adapted to meet the Covid crisis;
 - Blue light workers who have ensured that the vulnerable have been properly protected;
 - Key workers (including Runnymede BC’s own staff) who have worked tirelessly to keep services going and to respond to the Covid crisis in very difficult circumstances
 - Those serving in the armed forces
 - A wide range of volunteers who have helped at the foodbank, run errands, transported people from place to place and helped at vaccination centres.

2. Proposed Events

- 2.1 Members have wanted to thank this community of workers and volunteers for a long time. The continuation of restrictions and the uncertainties caused by the pandemic have hindered planning of events up until now. Through the Mayor and her office, the Council now has an opportunity to thank all those who worked selflessly through a very difficult period in the Borough’s history.
- 2.2 The Mayor has identified the need for about 500 places to be made available at thank you events. This would preclude one event on safety grounds and the proposal is to hold two events on 11th and 16th November at the Runnymede Hotel. These events represent the best value for money that could be obtained and will cost in the region of £20,000. It is proposed that attendees are given a small token of appreciation (probably in the form of a key ring) as a thank you for their work. This will cost of the order of £3,000 and Members are asked to set aside £2,000 as a contingency. A light buffet and drinks will be served to all guests.

3. Policy framework implications

- 3.1 A number of authorities have held or are planning similar events. Given the amount of time and effort given free of charge by the community during the Covid crisis, this is a legitimate use of resources.

4. Resource implications/Value for Money (where applicable)

- 4.1 There is currently no budgetary provision for this proposal and as such, if Members agree, there will be a need for a one off supplementary revenue estimate in the sum of £25,000 to be approved.

5. Legal implications

- 5.1 This expenditure is within the Council's general power of competence under section 1 of the Localism Act 2011 for the benefit of the authority, its area or persons resident or present in its area.

6. Equality implications

- 6.1 A wide range of organisations are being asked to provide their nominations for these events which will reflect gender, age and race diversity.

(To resolve)

Background papers

None stated

7. EXCLUSION OF PRESS AND PUBLIC

OFFICERS' RECOMMENDATION that –

the press and public be excluded from the meeting during discussion of the following report under Section 100A(4) of the Local Government Act 1972 on the grounds that the report in question would be likely to involve disclosure of exempt information of the description specified in paragraph 3 of Part 1 of Schedule 12A of the Act.

(To resolve)

PART II

Matters involving Exempt or Confidential information in respect of which reports have not been made available for public inspection

| | <u>Exempt Information</u> | <u>Para</u> |
|----|---|--------------------|
| 8. | REFERENCE FROM COMMUNITY SERVICES COMMITTEE – PROCUREMENT OF A BEFRIENDING SERVICE FOR RUNNYMEDE | 3 |

Confidential Information

(No reports to be considered under this heading)