

**Housing IT Enhancement Update (Housing, Andy Vincent)**

**Synopsis of report:**

1. **Approval was given by Housing Committee (8<sup>th</sup> September 2021) and Corporate Management Committee (23<sup>rd</sup> September 2021) for an additional capital investment of £246,382 into Runnymede Borough Council's Housing Management IT system.**
2. **Phase 2 of the Housing Management IT system enhancement has been identified to include the implementation of the following modules: -**
  - **Asset Management**
  - **Communications Suite**
  - **Mobile Working**
  - **Planned Maintenance**
  - **Risk Management**
  - **Support Services**
  - **Task Manager**
3. **Work has recently been completed on two Phase 1 modules. Rent Analytics (went live 23<sup>rd</sup> November 2021) and Housing Online (went live 16<sup>th</sup> February 2022).**
4. **Work is also well underway on the Housing Allocations module.**

**Recommendation(s):**

- i. **That members recognise the progress being made to implement Phase 2 of the Housing IT system enhancement.**

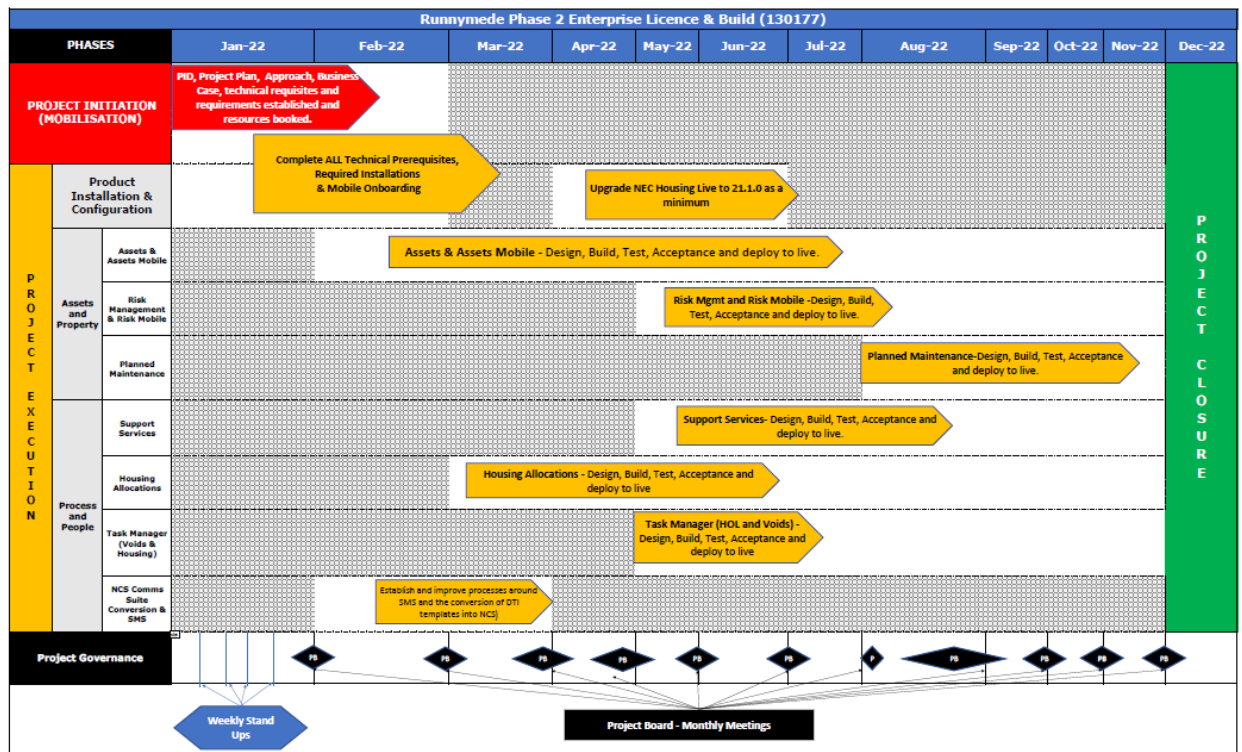
**1. Context of report**

- 1.1 A report was taken to the Housing Committee and Corporate Management Committee of Runnymede Borough Council in September 2021 requesting permission to implement modules approved in June 2020 and to undertake further enhancement work to the Housing Management IT system.
- 1.2 Approval was given to invest capital of £246,382 in the system to implement the following modules:
  - Asset Management
  - Communications Suite
  - Mobile Working
  - Planned Maintenance
  - Risk Management
  - Support Services
  - Task Manager

**2. Progress update**

**Updating RBC's Contract with NEC/Northgate**

- 2.1 To support the work to enhance the Housing Management IT system RBC's Digital Services, Housing and Legal staff have worked with NEC to update the existing Support Services Contract to reflect the full service being offered to Runnymede Borough Council.
- 2.2 The contract variation has now been executed.
- 2.3 A project plan is now in place for the modules – with confirmed start and end dates.

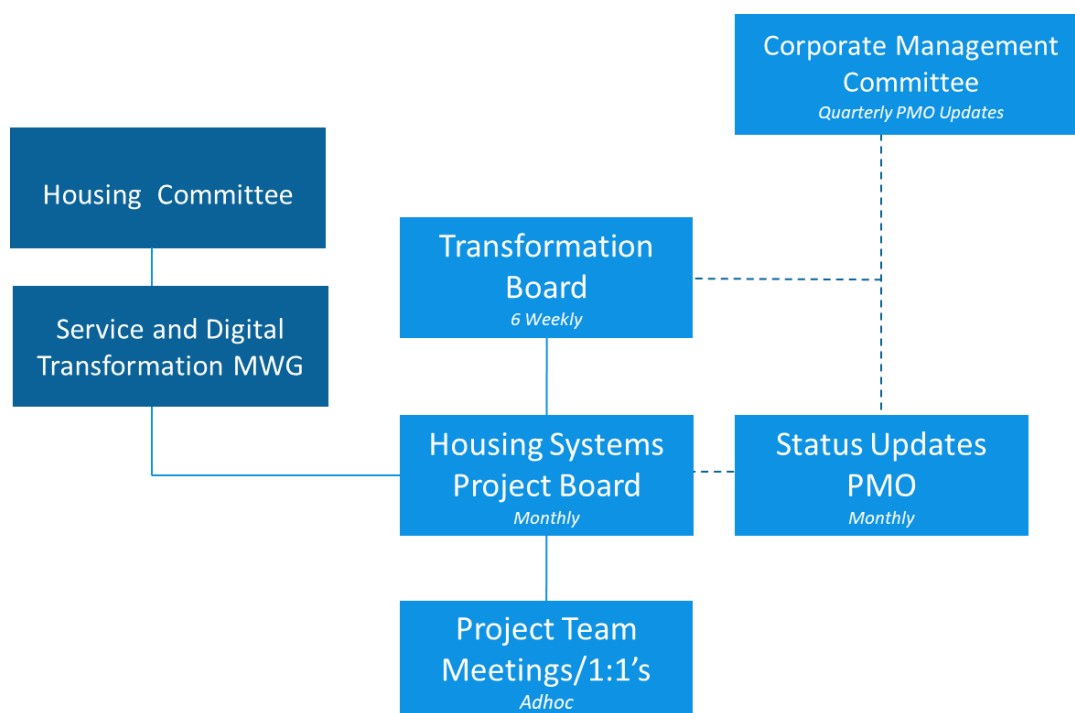


- 2.4 Meetings have been held to commence the implementation of the Asset Management System.
- 2.5 Considerable preparatory work is being done to facilitate the implementation of the Housing Allocations and Support Services modules.

**Project resources**

- 2.6 The management of phase 2 of the Housing System enhancements are as follows: -
  - Digital Services are leading the project management of phase 2.
  - Project Sponsorship spans Housing and Digital Services
  - The Digital Innovation and Delivery Manager has been identified as the Project Manager
  - NEC will lead the solution design and build of the project
  - Weekly project implementation meetings are held with Housing, Digital Services and NEC
  - Reports are being given to the Transformation Board 6 weekly and the PMO monthly.

- 2.7 Project resources have been agreed within the pre-approved £129,000 capital project implementation costs approved by the Housing and Corporate Management Committees.
- 2.8 The build of the solution will be delivered within a fixed cost and project timeline of a 12-month period – see project plan above.
- 2.9 NEC will be responsible for leading the design and documentation of the individual module solutions, the Council will be responsible for reviewing and approving the system configuration. NEC will then deliver the build. This approach significantly relieves pressure from the Councils Housing Service resources.
- 2.10 A dedicated Project Manager and Project Sponsor from NEC has been allocated to the project, both of which will attend monthly project boards with the Council’s project team to report back on progress and to plan the next month ahead.
- 2.11 A project governance structure has been prepared which includes project reporting across the Council’s decision-making boards.
- 2.12 Housing Committee can expect to receive monthly updates on project delivery.



### 3. Policy framework implications

- 3.1 The update to the Housing Management IT system will enable the delivery of a large part of Runnymede Borough Council Housing Service’s improvement

agenda. For example, it will give managers the ability to monitor the delivery of services (outside of repairs and rent collection) is in line with agreed policies and procedures, it will enable Technical Services to accurately oversee the implementation of the Council's Decent Homes Programme, plus also enable our support services to take a significant step forward in modernising their service and evidencing their effectiveness.

- 3.2 The upgrade to the Housing Management IT system is referenced in the Housing Service Business Centre Plan 2021/22

H5	Upgrade the Northgate Housing IT system and implement essential new modules as part of Corporate Digital Transformation Strategy
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#### 4. Resource implications (where applicable)

- 4.1. The resource implications for Phase 2 of the Housing Management IT upgrade were highlighted to the Housing Committee on 8<sup>th</sup> September 2021.

They remain as follows:

<b>Capital Costs</b>	<b>Totals £</b>
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
<b>Total Capital</b>	<b>116,694</b>

Project resources	
Project implementation resource	129,688
Sub-Total human resources	129,688

<b>Total additional capital required</b>	<b>246,382</b>
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<b>Annual Revenue Costs</b>	<b>Totals</b> £
Mobile Assets	6,750
Mobile Risk Management	6,750
<b>Total</b>	<b>13,500</b>

## 5. **Legal implications**

- 5.1 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 Upgrading the Housing Management IT system will enable data collected by different parts of the service to be shared. For example, currently the Housing Register is held outside of the core housing system – also information on the support needs of residents in our Independent Retirement Living accommodation is also currently held outside of our core housing system.
- 6.2 This improved intelligence will improve our understanding of how services are being accessed and utilised by different parts of the community.

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

- 7.1 Upgrading the housing management IT system will enable data to be held on the energy performance of the Council's social housing stock alongside other asset information.
- 7.2 Holding this information in one system will ensure the data is updated organically as improvement work is undertaken to tenanted homes. This will guarantee that up-to-date data on our energy performance is always available.
- 7.3 Holding this data centrally will allow the Housing Service to model work programmes designed to improve the energy performance of our stock to identify the most cost-effective way of meeting the Council's commitment of achieving a C energy efficiency rating as a minimum by 2030.

## 8. **Other implications (where applicable)**

- 8.1 None

## 9. **Conclusions**

- 9.1 This project is a key part of the Housing Service modernisation agenda. It will significantly enhance the capabilities of the current housing management IT

system. Provide better intelligence on service provision for managers and committee members. Plus, ultimately drive tangible improvements in customer-facing services alongside cashable and non-cashable efficiencies.

- 9.2 Although this project is in its early stages it will deliver within 12 months – within the budget agreed by Committee.

(To resolve)

**Background papers**

[Report to the Housing Committee on 8<sup>th</sup> September 2021 – entitled upgrade to the Housing IT system](#)