

Housing IT System Enhancement Update (Housing, Andy Vincent)

Synopsis of report:

To provide members with an update on the progress made with the Housing IT system upgrade

Recommendation(s):

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

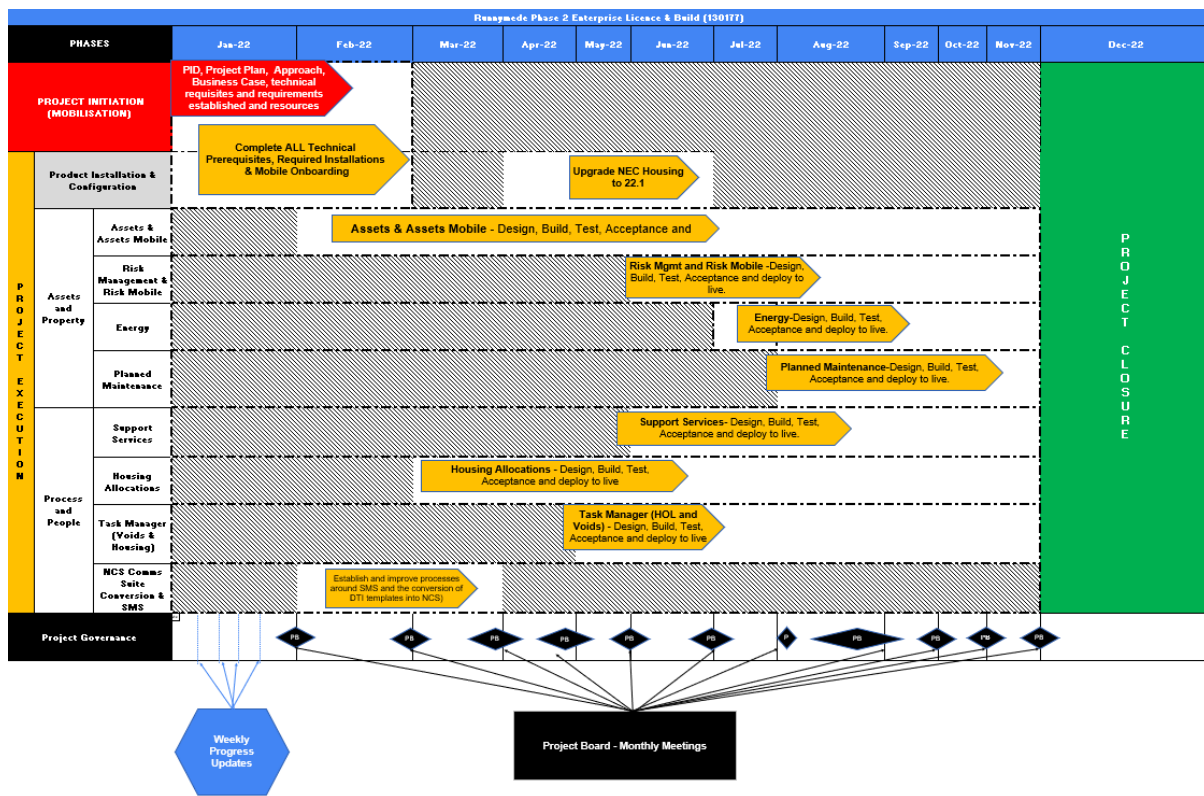
1. Context and background of report

- 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
- 1.3 An SO42 was approved by the Chair and Vice Chair of the Housing Committee in April 2022 for the implementation of an Energy Assessor module – cost £6,000. This has been added to the list of phase 2 modules.

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 Work to the following modules has been completed: -

- Assets Management
- Communications Suite
- Energy Assessor
- Mobile Working
- Risk Management
- Task Manager

2.5 Work remains to be completed on the following modules: -

- Housing Allocations
- Support Services – work to this module will be completed in November
- Planned Maintenance – this module is due to be signed off on 7th November

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 Head of Digital Delivery 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 Communications and Service Transformation Member Working Group and the PMO monthly.

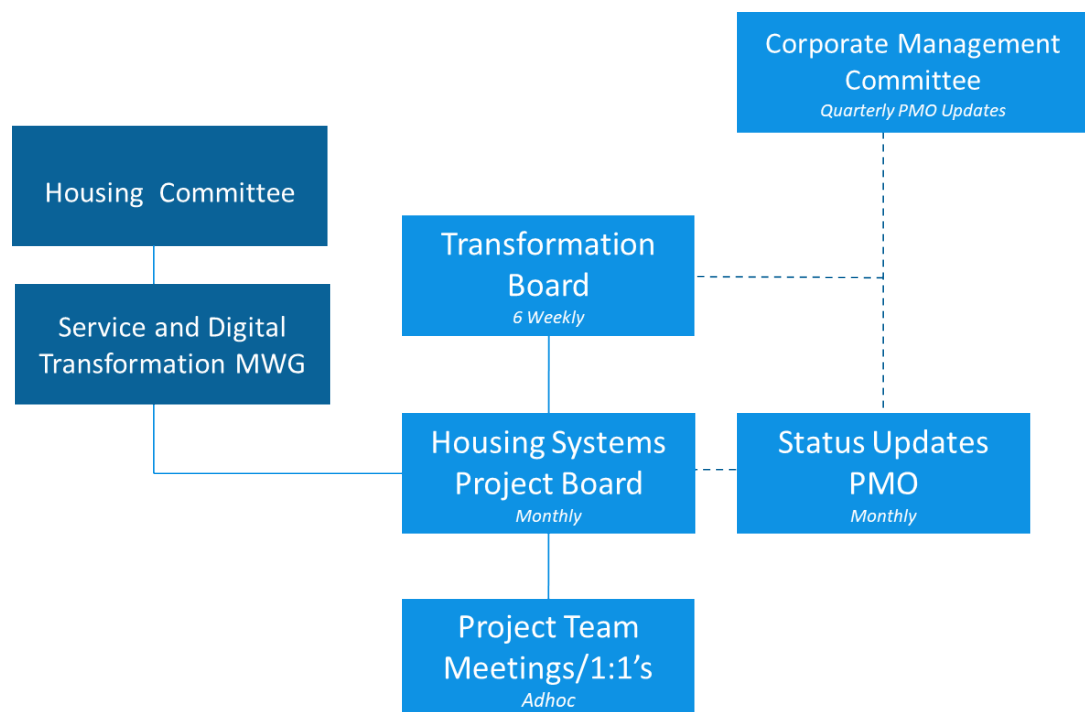
2.7 Project resources have been agreed within the pre-approved £129,000 capital

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 Council's 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 has received updates on project delivery at each meeting, and it is anticipated that this project will be completed by the January Housing Committee meeting.

3. Policy framework implications

3.1 Project governance structure:



- 3.2 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 Housing 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.

- 3.3 The upgrade to the Housing Management IT system is referenced in the Housing Service Business Centre Plan 2022/23

Service/ efficiency improvement	Business Development & Policy Section	Delivery of the Housing IT upgrade programme phase 2	Jan-22	Mar-23
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4. **Resource implications/Value for Money (where applicable)**

- 4.1 The resource implications for Phase 2 of the Housing Management IT upgrade were highlighted to the Housing Committee on 8th September 2021 and approval was granted for a Capital Estimate of £246,382. The implementation works are on track to be delivered on time and to budget.
- 4.2 An SO42 was approved in April and discussed at the June Housing Committee meeting approving additional spend of £6,000 on an Energy Assessor module – this system has now been implemented.

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. **Timetable for Implementation**

- 8.1 Completion of the project will be by the end of December 2022

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 The project is due to conclude in the coming weeks on time and on budget.

(To resolve)

Background papers

Report to the Housing Committee on 8th September 2021 – entitled upgrade to the Housing IT system

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