

Report of the Chief Executive**OPEN HOUSING PROJECT UPDATE****1. Purpose of report**

To advise the Housing Committee of the work that has been undertaken and is planned as part of the Open Housing upgrade project.

2. Background

The Open Housing Management system is being upgraded. The project has the following objectives:

- To upgrade the system from version 11 to version 14.1 using a phased implementation approach
- To exploit the functionality of the system by re-implementing modules not currently in use including for example Rents Direct Debits and introducing new Total Mobile (TM) modules
- To shift the emphasis of the system from focusing on managing rents and repairs to become the primary information management system for all of Housing Services and associated business areas
- To ensure the upgraded system allows all teams within Housing and Property Services to share information and work effectively
- To improve services to customers.

Further detail in addition to risks and issues is included in the appendix.

3. Financial implications

A budget of £300,000 was established in the 2015/16 capital programme for expenditure on the Housing Management System upgrade. Expenditure of £9,350 was incurred in 2015/16 with further expenditure of £101,250 and £35,950 incurred in 2016/17 and 2017/18 respectively. The remaining budget of £153,450 will be carried forward for inclusion in the 2018/19 capital programme.

Recommendation

The Committee is asked to NOTE the report and the progress of the Open Housing upgrade project.

Background papers

Nil

APPENDIX**1. Detail**

The project has to date achieved the following outcomes:

- The implementation programme has been reviewed and an updated project plan is being developed with the aim of delivering the project by year end
- Workstream leads have been identified to coordinate work within their area
- User acceptance testing documents are being produced to ensure that the upgraded system meets business requirements
- Workshops have been held for repairs, and gas and electrical servicing
- Staff have been identified for the initial super-user training sessions and training has been in several modules
- Data cleansing requirements have been identified

The following actions will be undertaken in the coming months:

- Data cleansing will be carried out on location, place, allocations and personal data
- Consultancy and super-user training will be carried out for all modules
- User acceptance testing will commence.
- A review of the existing IT Housing System Officer post will be undertaken. The reviewed role will be focused on supporting the delivery of the Open Housing upgrade.

2. Risks and Issues

Whilst the project risks and issues are being managed within the project methodology there is one specific risk that should be highlighted. A key factor influencing the delay of the project to date has been the availability and continuity of resource from the supplier.

Since signing the agreement at the end of 2016, the supplier has had three Directors and four Project Managers assigned to this project. These changes have impacted on the delivery of the project to date. It is good to note that the supplier has now provided a stable project management team who are working effectively with the Council's new Project Manager. As a result, progress has improved.

This risk will continue to be monitored through the Project Board and members will be informed of any further difficulties which may impact on project delivery.