Report of the Chief Executive

CAPITA OPEN HOUSING PROJECT UPDATE

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1. <u>Purpose of report</u>

   To provide Housing Committee with an update on the Capita Open Housing Project.

2. <u>Detail</u>

   The Capita Open Housing system has been upgraded from version 11 to version 15. The current project commenced in 2017 and a phased implementation approach has been taken to the upgrade. Phase 1 went live in December 2018 and Phase 2 has a target completion date of June 2019.

   The project included the following key actions:

   - Upgrade of the existing Open Housing system from version 11 to 15
   - Business analysis of current module configuration requirements
   - Configuration and implementation of other modules
   - Staff Training
   - New devices for Total Mobile deployment allowing records to be updated whilst at appointments (existing and new modules)
   - Standard and additional reporting capability
   - Capita Direct Debit for income collection
   - Data cleansing and migration.

   Project progress has been good with the majority of modules implemented within target. There have been some technical delays with the successful implementation of direct debits for rent payments. Further detail is available at appendix 1.

   The following benefits are already being realised:

   - Enhanced performance reporting to improve business insight
   - Improved services as key tenancy data is accessible for teams in one system
   - Additional functionality utilised, for example right to buy applications
   - Team members are using devices to process information in real time which is creating efficiencies
   - Over 200,000 records cleansed from the system which has improved its functionality.

3. <u>Financial implications</u>

   A summary of the Capita Open Housing finances is detailed in appendix 2.

4. <u>General Data Protection Regulation compliance implications</u>

   The system includes a GDPR module and is compatible with the legislation.

<u>Recommendation</u>

The Committee is asked to NOTE the progress of the Capita Open Housing project.

<u>Background papers</u>
Nil

Module Progress – Phase 1 and 2

Area	Workstream Lead	Consultancy / Technical	Training	Work Package	UAT	Other Activity	Complete	Notes
Phase 1								
Housing and Misc.	**Workstream Lead**							
V15 Upgrade	Sean Clifton	11/06					√	
Severe Diary Entries	Liz Walker	09/05					√	
Data Cleansing	Rachel Shaw	13/07		06/08	15/03		√	**Phase 1 = Live 27/02 Phase 2 = LIVE 21/03**
Core	Liz Walker	10/05	11/05	10/05	27/06		√	
Rent Accounting and Arrears	Liz Walker	18/09	20/09	26/09	18/10		√	
DD Auddis	Liz Walker	08/10	23/10	12/10	05/11			**Not signed-off / Live**
Bottomline Interface	Liz Walker	08/11		13/11	16/11			**Not signed-off / Live**
Voids	Richard Smith	20/06	22/06	28/06	25/07		√	
The Hub	Richard Smith	31/07	26/06	21/06	13/07		√	
Enhanced Key Info	Richard Smith	31/07	26/06	21/06	13/07		√	
User defined flags	Richard Smith	31/07	26/06	27/06	13/07		√	
Contact Management	Richard Smith	23/08	05/09	11/10	23/10		√	
Allocations	Richard Smith				28/09		√	
Mail Merge	Rachel Shaw		02/10	03/10	15/10		√	
Reports								
Standard Reports	Rachel Shaw				31/10		√	
Masterquery	Rachel Shaw		18/09	13/09	02/11		√	
Insight	Rachel Shaw	11/09	27/09	05/09	09/11	Setup	√	
Repairs & Maintenance								
Servicing – Gas	Howard Turney	04/05	22/05	08/06	17/07	04/06 WPA	√	**Live Jan 19**
Responsive Repairs	Howard Turney	01/05		06/06	16/07		√	
TM Devices	Howard Turney					03/09	√	**Email Jan 19**
TM Infrastructure	Howard Turney	25/05		31/05		App Install	√	
TM Responsive repairs	Howard Turney	25/07	24/08	18/07	25/10		√	
TM Gas Servicing	Howard Turney	13/08	24/08	27/07	25/10		√	
TM Repairs Pre/Post inspection	Howard Turney	17/08	23/08	24/08	25/10		√	
Open Contractor	Howard Turney	01/08		09/08	13/08		√	
Asbestos	Steve Dixon	24/05	16/07	06/06	06/08		√	
End User Training							√	
Go-Live		Tues 04/12 Wed 05/12			Thur 06/12 Fri 07/12		√	Mon 10/12
Phase 2 Prep								
Graphical Workflow VOIDS & CM	Richard Smith	04/12		03/10				1st Session CNCL
Stock Condition	Steve Dixon	04/12		21/08				Kick-off only

Area	Workstream Lead	Consultancy / Technical (Live & Test)	Training	Work Package	UAT	End User Training	LIVE	Complete	Notes
Phase 2									
Right To Buy	Rachel Shaw	15/01	16/01	23/01	28/01		11/02 **BBC**	√	
CRM	Richard Smith	17/01	18/01	25/01	31/01	**Test -Train** 31/01 14/02	01/03 **BBC**	√	
Graphical Workflow	Richard Smith	02/01	05/02		28/02		08/03 **BBC**		**live 13th May**
Stock Condition	Steve Dixon	22/01 **Test**	24/01		07/03		Live Load 18/03	√	
Asset Management Console	Steve Dixon	17/12			10/01		End March **BBC**	√	
Leaseholder Setup	Rachel Shaw	03/01	09/01	11/01	07/02		01/04 **BBC**	√	
Service Charges	Rachel Shaw	30/01	13/02	18/01	13/03			√	**Not utilised until June**
M Customer / Debt Mgmt.	Liz Walker	10/01 **Test**	17/01	03/01	~~21/02~~ 25/04	15/04	Setup live 08/04 Config live 15/04		**TBC – SIM testing**
TM Electrical Servicing	Howard Turney	30/01 **Test**		16/01	07/03		**Capita** Support 18/04	√	Live 15/04
TM Stock Condition Survey	Steve Dixon	31/01 **Test**		17/01	08/03			√	Live 15/04
Scenario Planner	Steve Dixon	05/02	06/02	13/02	06/03		30/04 **BBC**	√	
Planned/Contract Mgmt.	Steve Dixon	18/03	19/03	04/02	22/04		30/04 **BBC**		**Capita support arranged**

	Completed
	Underway
	Starts Within Mth
	Delayed
	Not Applicable
DD/MM	Date Due To Complete

APPENDIX 2

Housing Management System Upgrade

A budget of £300,000 was established in the 2015/16 capital programme for a Housing System and Document Management System (DMS) replacement within the Housing Department to be funded by a revenue contribution from the Housing Revenue Account. As reported to Finance and Resources Committee on 12 July 2018, this budget is now being directed solely towards the upgrade of the Capita Open Housing Management System.

The on-going annual maintenance costs of the system upgrade were estimated to be approximately £23,200 per annum. These will be met from the ICT software maintenance budget initially and then recharged along with other relevant software maintenance costs to the Housing Revenue Account as appropriate.

An update on progress was provided to the Housing Committee on 6 June 2018. Expenditure of £9,400 was incurred in 2015/16 with further expenditure of £101,250 and £35,950 incurred in 2016/17 and 2017/18 respectively. Finance and Resources Committee on 12 July 2018 agreed that the remaining budget of £153,400 for this scheme be carried forward for inclusion in the 2018/19 capital programme.

In order to ensure that progress on the upgrade of the Capita Open Housing Management System could be accelerated and the project brought to a satisfactory conclusion, the Finance and Resources Committee on 12 July 2018 also agreed to allocate an additional £60,000 to the scheme for the provision of further project management support and the software enhancements required to enable the collection of rent by direct debit. This additional cost would, as with the other capital costs for the scheme, be met from a revenue contribution from the Housing Revenue Account.

On 28 March 2019 the Chief Executive, after consulting with the Leader of the Council, agreed to use her urgency powers to increase the budget in the 2018/19 capital programme by a further £19,150 to £232,550 to enable the purchase of 17 mobile devices to be used by both the Income and Tenancy and Estates teams. This cost was to be met by a virement from the 2018/19 HRA capital contingency. The ongoing licencing and data costs associated with these devices will be charged to the HRA and be offset by savings arising from not renewing licences that will no longer be required after the devices have been rolled out to users.

Total capital expenditure incurred in 2018/19 against the budget of £232,550 amounted to £209,750. Finance and Resources Committee on 11 July 2019 will be asked to carry forward £19,150 of the underspend of £22,800 to meet the cost of the 17 mobile devices as set out above.

In summary, the total capital budget allocated to this scheme amounts to £379,150 with total capital expenditure incurred to 31 March 2019 of £356,350.

There is a further commitment in respect of the introduction of the facility to collect rent by direct debit. The estimated cost is £8,500 for licences or £15,250 for licences and other services. This will be resolved after further discussions with Capita.

If it is assumed that the licenses and other services in respect of collecting rent by direct debit are purchased at a cost of £15,250 and after allowing for the £19,150 cost of the 17 mobile devices then the total cost of the scheme is projected to be £390,750 as opposed to the total budget allocated to the scheme of £379,150. Any additional costs over and above the approved budget will be met from a revenue contribution from the Housing Revenue Account.