

Report of the Chief Executive

EXERCISE OF THE CHIEF EXECUTIVE'S URGENCY POWERS

1. Purpose of report
To ask the Committee to note the exercise of the Chief Executive's urgency powers.
2. Detail
Since the last meeting of the Committee a number of matters required the exercise of the Chief Executive's urgency powers. This was done in consultation with the previous Leader of the Council.
 - (a) An offer of £650 in compensation plus £250 in decoration vouchers was made to a tenant in order to settle a long running complaint regarding a repairs matter. The matter related to plastering and structural repairs necessary to address problems caused by ground settlement which took some time to complete as experts were involved in diagnosing the root cause of the problem.
 - (b) On compassionate grounds a burial fee was reduced from non-resident to resident for a deceased long term resident who had only had to move out of the Borough following the compulsory purchase of her home and who would otherwise have ended her life living in Broxtowe. The avoided charge was just under £1,000.
 - (c) Following the commissioning of an independent expert's report, payment of £1,182.92 compensation to a tenant was made as a result of significant damage to her home caused by water leaks to the property whilst void, but which persisted when the damp proof course failed, after she moved in.
 - (d) A virement was authorised before the year end to cover the cost of the purchase of 24 hand held devices for housing staff to use in connection with the capita software upgrade. The capital cost of the purchase was £25,025 and was vired from capital contingencies in the HRA. Annual revenue savings will be achieved of £15,868 more details of which are given in the attached in appendix 1, with details of the costs of the devices and licence costs set out in appendix 2.
 - (e) To take advantage of DCLG funding available through a bid for a 'pocket park' for an environmental improvement scheme at Redwood Crescent (the bid was successful) a commitment of £7,500 in matched funding was made.
 - (f) A rent incentive scheme for new clients of hard to let properties was authorised: a week or a fortnight rent free, to allow a potentially vulnerable person time to move their belongings in without the pressure of having two lots of household costs, and a 'Recommend a Friend' scheme, where a person on a scheme can be given a small financial reward for a recommendation that leads to the let of a property.
3. Financial implications.
The financial implications are set out above and will be reflected in budget changes going to Finance and Resources Committee on 11 July 2019.

Recommendation

The Committee is asked to NOTE the exercise of the Chief Executive's urgency powers

Background papers: Nil

Capita Phase 2 – Totalmobile device requirements1. Purpose of report

To provide further details of 24 additional devices to support the expansion of totalmobile as part of the Phase 2 Capita project.

2. Background

The OpenHousing Housing Management system is being upgraded to version 15. Phase 1 has been successfully implemented and Phase 2 is in progress. A key element of Phase 2 is the extension of totalmobile which allows work to be completed in the field in real time using forms, taking photographs and capturing customer signatures. Totalmobile has the potential to increase efficiencies and improve services for customers. Phase 2 includes three totalmobile modules:

- TM Stock Condition Surveys
- TM Customer/Debt Management
- TM Electrical Servicing

TM Repairs was deployed in Phase 1 and is in use by the operative and Senior Maintenance Officer Teams. As part of Phase 1, the existing PDAs were upgraded to a mix of 8" and 5" tablets; devices are a pre-requisite of utilising totalmobile. Electrical Servicing is used by the Repairs team and so no additional devices are required to support this area.

To deploy totalmobile in the remaining two new areas, 24 additional devices are required and the business rationale for this is included in appendix 2.

3. Financial Implications

There is £213,400 in the 2018/19 capital programme to meet the cost of the Openhousing Capita upgrade. Expenditure incurred to 31 January 2019 totalled £142,446.00. The cost of purchasing 24 additional devices as set out in the report is £22,025.28 with ongoing annual licensing and data costs of £6,720 per annum. Further details can be found in Appendix 2.

There is no provision within the Capita upgrade project scheme in the 2018/19 capital programme for purchasing additional devices. There is a sum of £22,800 in the HRA capital contingency that could meet this cost but this would require a virement needing the approval of Finance and Resources Committee as set out in the Financial Regulations within the Constitution.

The ongoing licensing and data costs of £6,720 per annum 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.

Business Rationale

TM Stock Condition Surveys
Capital Works Team

How will TM change the way your team currently work (e.g. how do you currently manage)?	<ul style="list-style-type: none"> • Stock survey information and modernisation surveys are gathered by the team on site • Paper system used • Data is manually updated in the office • TM will allow work to be: <ul style="list-style-type: none"> ○ updated in real time ○ supported by photographs
What benefits will this change in work bring?	<ul style="list-style-type: none"> • Faster surveys • Increased productivity • Automatic updating • Greater accuracy • Links to risk assessments • Customer signature on site • Less administrative process • Greater data security • Supporting NWOW and agile working • Future proofing the service • Improved team morale • Increased professional service delivery for customers • Access to emails, calendar and mapping • Utilising less additional equipment e.g. cameras
Can you deploy TM with your current ICT arrangements?	<ul style="list-style-type: none"> • No, the team have no existing mobile solution
If not, what devices do you require?	<p>Requirements are currently subject to testing but the following is anticipated:</p> <ul style="list-style-type: none"> • Modernisation Officers - 2 x 8" • Technical Assistant - 1 x 5" • Tenant Liaison Officer - 1 x 8" • Modernisation Manager – 1 x 5" • Projects Manager - 1 x 5" • Capital Works Manager - 1 x 5" • Summary <ul style="list-style-type: none"> ○ 3 x 8" ○ 4 x 5"
Does using TM offer a saving elsewhere?	<ul style="list-style-type: none"> • Yes • Lifespan ICT system will no longer be required • Saving £8000 pa

**TM Customer/Debt Management
Income Team
Tenancy and Estates Team**

<p>How will TM change the way your team currently work (e.g. how do you currently manage)?</p>	<ul style="list-style-type: none"> • Currently manage by using paper records • Take digital photos which require a manual upload • Utilise print out of calendars to confirm availability for customer visits • All processes are currently paper based for form completion, in or out of the office. • There is no way to load or sync forms with the Capita system • Forms are stored on a separate system which creates inefficiencies, and increases the chances of things being misplaced or lost. • Not having the forms on Capita leads to double entry of data • Rely on back office phone cover for simple processes like setting up DD's, reporting repairs etc. • Access to real time e-mails and calendar information will streamline work and enable action to be undertaken in the field, without the need for follow up back at the office. • The ability to take photographs on estate inspections or during housing repairs visits will improve diagnosis.
<p>What benefits will this change in work bring?</p>	<ul style="list-style-type: none"> • Far greater efficiency • Accuracy of record keeping as records can be completed in real time • Paperless service • Improved service quality for customers • Better links between back office staff and those in the field • Improved professionalism • Future proofing the services provided • Giving the team the right tools to do their jobs will have positive indirect benefits, such as: <ul style="list-style-type: none"> - Improved morale - Less sickness - Increased job satisfaction etc. - Staff retention
<p>Can you deploy TM with your current ICT arrangements?</p>	<ul style="list-style-type: none"> • No • TM requires mobile devices and data • Some of the team have laptops but these cannot be used for TM and do not offer the benefits and efficiencies outlined above.
<p>If not, what devices do you require?</p>	<p>Requirements are currently subject to testing but anticipate the following:</p> <ul style="list-style-type: none"> • Housing Officers – 4 x 8”

	<ul style="list-style-type: none">• Housing Assistant – 5 x 8”• Income Collection Officers - 4 x 8”• Financial Inclusion Officers – 2 x 8”• Tenancy Sustainment Officer – 1 x 8”• Cleaning Supervisor – 1 x 8” <p>Summary</p> <ul style="list-style-type: none">• 17 x 8”
Does using TM offer a saving elsewhere?	<ul style="list-style-type: none">• Yes• Potential savings on Skyguard lone worker devices as a Skyguard app can be used on the new device (making the Skyguard device obsolete)• Savings of up to 33% per contracted device (including operative devices)• Saving £3500 pa

APPENDIX 2

Device Costs

The device costs are set out below and include the licence costs for:

Screen Size	Unit Cost per device (£)	Data Costs per device per month (Based on 4GB data)	VMWare WorkSpace Licence costs	Model
	394.28 exc VAT 473.14 inc VAT	£6.25 pcm	£87 for licence plus £15.00 p.a. for support and maintenance	Samsung Galaxy Active 2
	220.42 exc VAT 264.50 inc VAT	£6.25 pcm	£87 for licence plus £15.00 p.a. for support and maintenance	Samsung Galaxy A6 smartphone (replaces existing A5 device which has been discontinued)

Accessory Costs

The potential device accessory costs are noted below:

- Car phone chargers - £6.00 each
- Bluetooth headsets - £25.00 each
- A6 protective case - £7.00 each (Please note that the Samsung Galaxy Active 2 8inch devices come with a protective case)
- A6 Screen protector - £2.00

TotalMobile Licence Costs

To enable totalmobile, each device must be licensed to the system. In Phase 1, 56 totalmobile licenses were purchased and 43 are required by the Housing Repairs Team.

There are therefore, 13 totalmobile licences available for use in Phase 2, for which purchase costs have already been incurred. To meet the needs of Phase 2, 11 additional totalmobile licences are required.

The additional totalmobile costs are set out below:

Screen Size	Totalmobile Licence Purchase Costs (£)
8" and 5"	950.00

This price is only available if the licences are procured before the end of March 2019, after which the licence cost increases to £1250 per licence.

Phase 2 device purchase costs with TotalMobile Licences

Screen Size	Unit Cost (excl VAT) (£)	VMWare Licence costs (£)	Totalmobile Licence Costs (£)	Indicative Accessory costs (£)	Total costs per device (£)
8"	394.28	87.00	950.00	30.00	1461.28
5"	220.42	87.00	950.00	30.00	1287.42

Phase 2 device purchase costs without TotalMobile Licences

Screen Size (£)	Unit Cost (excl VAT) (£)	VMWare Licence costs (£)	Indicative Accessory costs (£)	Total costs per device (£)
8"	394.28	87.00	30.00	511.28
5"	220.42	87.00	30.00	337.42

Phase 2 revenue device costs

Screen Size	Annual Data Cost (£)	VMWare Annual licence cost (£)	TotalMobile Annual support (£)	Total costs per device (£)
8"	75.00	15.00	190.00	280.00
5"	75.00	15.00	190.00	280.00

Device costs for Phase 2

No of units	Screen Size	Purchase costs per device (£)	Annual costs per device (£)	Year one costs (£)	
				Purchase	Revenue
		511.28	280.00	6,646.64	3,640.00
		1461.28 (with TM licence)	280.00	10,228.96	1,960.00
		1287.42 (with TM licence)	280.00	5,149.68	1,120.00
				22,025.28	6,720.00
				28,745.28	

Potential Savings

The expansion of total mobile will provide savings as existing systems become obsolete and can be replaced. Annual savings of £15,868.00 are achievable as follows:

- £8000 pa - Lifespan system no longer required
- £4,032.00 pa - Barracuda licence no longer required
- £336.00 pa - Tysoft licence no longer required
- £3500 pa - Skyguard Lone worker system can be provided via an app and savings of 33% per device have been advised. The contract is due to be procured and greater annual savings may be achievable.

Phase 3 requirements

At the current time, there are not expected to be any additional device requirements for Phase 3.