Arun District Council

REPORT TO:	**Housing and Wellbeing Committee - 20 June 2023**
SUBJECT:	**Housing management system programme update**
LEAD OFFICER:	**Moh Hussein – Interim Head of Housing**
LEAD MEMBER:	Councillor Carol Birch
WARDS:	**All**

CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:

The housing management system will support the following aims of the council vision.

Improving the wellbeing of Arun

- Support those who are homeless, street homeless of at risk of homelessness in emergency pr temporary accommodation to improve health outcomes.

Delivering the right homes in the right places

- Support households with complex needs to secure suitable accommodation

- Ensure the existing housing stock in the district (private sector and council owned) is maintained to a high standard.

- Continue to bring empty homes back into use for the benefit of the community.

DIRECTORATE POLICY CONTEXT:

Civica CX will provide housing with a new integrated housing management system, improving residents access to our services and allow more opportunities for residents to self-serve. It will provide increased efficiencies in respect of replacing paper and manually intensive processes.

This will support officers in the work they do allowing us to give an improved customer experience for our residents, it will also give greater oversight of day-to-day activities in housing ensuring we are meeting service requirements.

Our Resident Engagement Strategy has a specific aim 'Engage Digitally' the implementation of a customer portal through this project will help us to utilise and develop digital platforms to provide effective two-way communication with our residents.

FINANCIAL SUMMARY:
Please find below the financial position of housing management system programme as at 30/04/2023.

Budget overview

Budget	1,820,000	
Less ongoing revenue	-204,000	
Less subject matter experts and trainees charged to revenue	-369,000	
Add additional assets	37,500	
		1,284,500
Expenditure to 30/04/2023 - Capital		
Software	-36,828	
Asset Mgmt System	-168,970	
Project Management	-345,540	
Project Team	-203,414	
Contingency	-13,210	
Other Professional Fees	-49,225	
Property & Estates Contribution to date	43,670	
		-773,517
Balance as at 30/04/2023		**510,983**

Commitments:		
Software		-36,470
Asset Mgmt System		-12,290
Project Management		-184,160
Project Team		-213,795
Contingency		
Other Professional Fees		
P&E Cont. to date		27,330
		-419,385
Uncommitted budget as at 30/04/2023		**91,597**

The summary above shows that as at 30/04/2023 the project budget is on track. A report will be brought back to committee in this financial year setting out the project timeline for the phase 2 implementation which will commence on go live of phase 1 in May 2024. The asset management system which is the main element of phase 2 has already been accounted for in the budget summary above.

Our Property, Estates, and Facilities department make a financial contribution to the Civica project, their contributions to date are detailed above. The agreement for ongoing contributions is set out below.

Capital	
Software	£15,000.00
Services	£55,875.00
Total Capital	**£70,875.00**
Revenue (p/a)	
Annual Maintenance	£3,000.00
Annual Hosting	£5,000.00
Total Revenue p/a	**£8,000.00**
Total Contract Costs Over Four (2+1+1) Year Term	**£102,875.00**

1 PURPOSE OF REPORT

1.1 To provide members with an update on progress with the implementation of Civica CX; the new integrated housing management system.

2 RECOMMENDATIONS

2.1 It is recommended that the Housing and Wellbeing Committee

2.2 Note the progress of the project.

3 EXECUTIVE SUMMARY

3.1 This report provides members with an update on the progress of implementation of Civica CX; the new integrated housing management system.

3.2 It sets out an overview of the project timeline and the progress to date.

4 DETAIL

4.1 A report was taken to committee in July 2022 setting out changes to the approach, resources, and timescales for the implementation. These changes were made to ensure the most effective implementation, supporting our ambition to offer our residents an improved customer experience and bring increased efficiencies in reducing manually intensive processes.

4.2 Project timeline

4.3 Phase 1 of the implementation is planned to go live in May 2024 this includes the following modules

- Rents
- Contractor portal

- Repairs
- Anti-social behaviour
- Complaints
- Right to buy
- Customer portal
- Choice based lettings
- Homelessness
- Allocations and voids
- Mobile forms

4.4 Phase 2 of the implementation will commence afterwards and will include asset management, service charges, compliance modules, further development of the customer portal.

4.5 Whilst it was originally anticipated that delivery of a fully implemented system would be in May 2024, it has been necessary to delay the phase 2 implementation due to the reasons stated below.

4.6 The asset management module is a relatively new module and is continuing to be developed so this module sits in phase 2, when we come to implement, we will be able to use the learnings from other organisations on how this module is best utilised and configured.

4.7 The modules selected for phase 1 are those that will have a large impact for our residents and staff in improving the way we work and offering more self-service opportunities.

4.8 There were delays in Arun being provided an updated project plan following the project restart, and delays with Civica providing the correct configuration of Abritas for us to commence user acceptance testing.

4.9 We have also opted to extend the go live date of phase 1 from February 2024 to May 2024 to ensure we do not go live over our financial year end period as this would complicate matters further. If progress permits, then we will commence with configuration of parts of the phase 2 modules.

4.10 Module updates

4.11 <u>Abritas</u>

4.12 This is the housing needs software that will manage our housing register, choice-based lettings, housing advice and homelessness.

4.13 The first phase of this to go live is the housing register application and choice-based lettings. This part of the system has been configured and user acceptance testing commenced on 26 April 2023.

4.14 Some minor amendments are required to our Allocations policy ahead of going live, once these changes are made and amended in the system, we will then be moving forward with our go live plan for this aspect.

4.15 The second phase of Abritas which is the housing advice and homelessness module will go live by May 2024

4.16 Progress has been made with configuring other key modules including rents, right to buy, anti-social behaviour, complaints, and repairs.

4.17 A data pass has been completed and tested by users to ensure the data is migrating correctly, and a further data pass is scheduled for July 2023.

4.18 Project resource

4.19 There are now 4 FTEs seconded onto the project until April 2024, this ensures we have a dedicated resource within housing to implement the new system.

4.20 These roles have been backfilled by offering fixed term contracts internally and externally.

4.21 We have Civica experienced project management and specialist technical support in place to support and guide the system implementation which will be in place until May 2024. The original company contracted to carry out the project management DTL Creative limited went into liquidation and the contract was novated to 3C consultants who are providing these services for us.

4.22 Further assessments will take place after going live in May 2024 in regard to the resources required to implement phase 2.

4.23 Business process mapping

4.24 Customer and staff workshops were held in November and December 2022 to map out three key processes (repairs, anti-social behaviour, and complaints) these workshops gave us areas for improvement in these processes.

4.25 Delays were experienced in the delivery of process maps due to external factors. This project is now being delivered internally and we are making good progress. The delivery of re-designed processes will ensure staff are working in a consistent way, and that the processes run as efficiently as possible removing manual and duplicate tasks, which will in turn lead to an improved customer experience.

4.26   Risks and issues

4.27 A comprehensive risk register is regularly reviewed and monitored to ensure we are capturing and mitigating risks associated with the project.

4.28 One of the key risks is that there are delays with the project that mean we will not implement in the projected timescale. This risk is continually monitored, and we have taken steps to further improve the governance of the project, so the project board have greater oversight of progress, risks, and issues. This will allow us to identify any problems at an early stage and take steps to mitigate these.

5   CONSULTATION

5.1   None required

6   OPTIONS/ALTERNATIVES CONSIDERS

6.1   This report is for noting only

7   COMMENTS BY THE GROUP HEAD OF FINANCE/SECTION 151 OFFICER

7.1   The total net cost of this project is estimated to be about £1,285,500 and has been included in the approved HRA capital programme

8   RISK ASSESSMENT CONSIDERATIONS

8.1   The housing management system programme is on the corporate and operational risk registers so is monitored closely. There is also a risk register for the project itself so we can monitor individual project risks and take steps to mitigate these.

9   COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

9.1   This report is for noting and there are no specific legal and governance implications.

10   HUMAN RESOURCES IMPACT

10.1   No impact identified.

11   HEALTH & SAFETY IMPACT

11.1 There are no direct health and safety impacts associated with the proposals. However, the Civica CX project should help to support effective management of health and safety risks associated with our housing, in particular through the repairs, complaints, compliance and asset management modules.

12   PROPERTY & ESTATES IMPACT

12.1 Property, Estates, and Facilities will be using Civica CX to manage the Councils General Fund property portfolio and are continuing to work with Housing Services to develop and configure their use of the system.

13   EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1   Not required for this report

14   CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1   No impact identified

15   CRIME AND DISORDER REDUCTION IMPACT

15.1   The new housing management system will allow greater oversight of our anti-social behaviour cases and the case management associated with this and allowing us to analyse trends in cases.

16   HUMAN RIGHTS IMPACT

16.1   There are no implications identified.

17   FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1   There are no implications identified

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BACKGROUND DOCUMENTS*:*
Appendix 1: Link to committee report dated 21 July 2022
AGENDA ITEM NO (arun.gov.uk)