

Report to Council
24 September 2019
Report of Chief finance officer
Subject Replacement tenancy and estate management system

Item

8

Purpose

To consider an increase in the Housing Revenue Account Capital Programme to fund the acquisition and implementation of new tenancy and estate management software to replace the existing Academy housing management system.

Recommendation

To approve:

- (1) an increase in the Housing Revenue Account Capital Programme of £695,000 in 2019/20 and £230,000 in 2020/21 as set out in the report to fund the acquisition and implementation of new tenancy and estate management system to replace the existing Capita Housing Management (Academy) system; and
- (2) an increase in the HRA revenue budget of £10,000 for additional software licence support and maintenance costs from 2020/21.

Corporate and service priorities

The report helps to meet the corporate priorities of great neighbourhoods, housing and environment, a healthy organisation and the service plan priority to deliver the *Corporate Asset Management Strategy*.

Financial implications

The forecast costs for the acquisition and implementation of the new tenancy and estate management software are £925,000 to be included in the HRA Capital Programme across the 2019/20 and 2020/21 financial years.

These costs have been input into the finance model that supports the existing HRA Business Plan and have been deemed affordable.

Wards All

Cabinet member

Councillor Kendrick – Cabinet member for Resources

Contact officers

Karen Watling, Chief Finance Officer	01603 212440
Lee Robson, Head of Neighbourhood Housing Services	01603 212939
Jane Allen, Service Improvement Manager	01603 212497

Background documents

None

Report

Background

1. The council currently uses the Academy software data management system to support delivery of the housing service. The system provides information on:
 - (a) Rent accounting and service charges
 - (b) Income management
 - (c) Estate management
 - (d) Repairs and maintenance
 - (e) Tenancy management
 - (f) Allocations and lettings
 - (g) Home ownership, right to buy and private sector leasing
 - (h) Home options
2. The council has been notified by Capita, the provider of the data management system, that Academy will no longer be supported from August 2020 and therefore requires replacement to prevent the loss of IT based service capability and to continue to deliver the service.

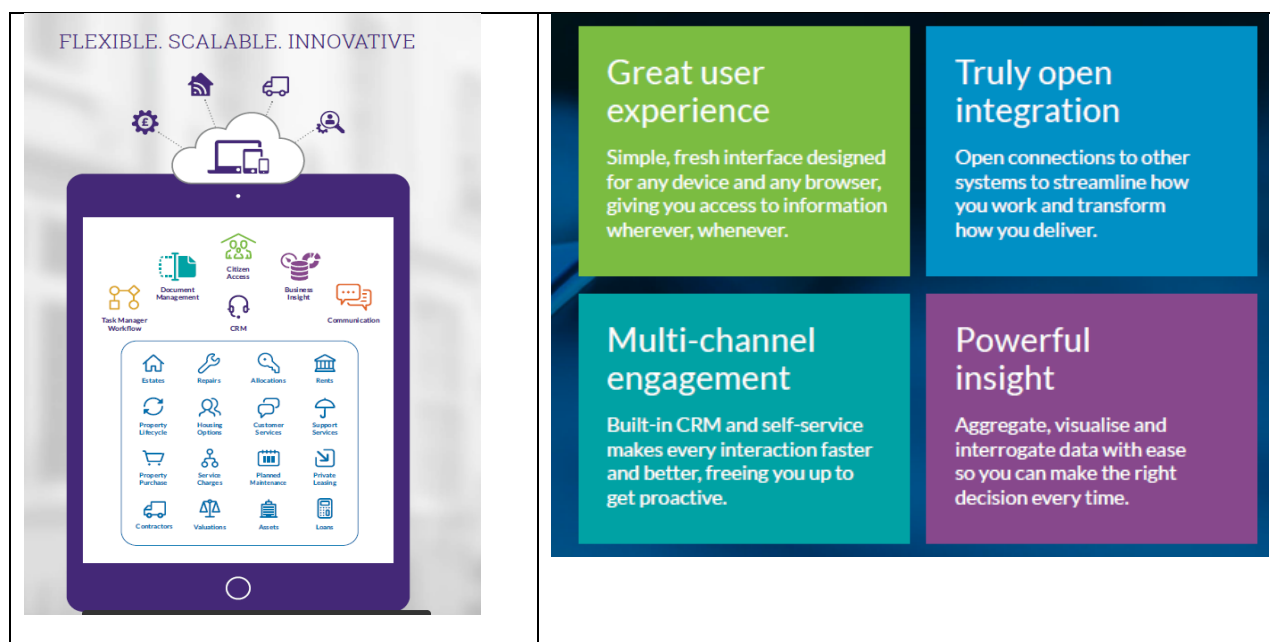
Proposal:

3. It is proposed to procure a replacement system that delivers:
 - (a) Access to information about tenants, tenancies and property wherever whenever
 - (b) Open connections to other systems
 - (c) Multi-channel engagement allowing tenancy relationship management and user self-service.
 - (d) Interrogation and analytic tools to enhance management reporting
 - (e) Capability for use by other council services e.g. broader debt management and cross functional case work
 - (f) An IT platform that has the capability for use by other council services e.g. estate management, broader debt management and cross functional case work.
4. The proposed investment continues the modernising the housing service with the investment in IT allowing improvements in the following areas:
 - (a) developing comprehensive and holistic tenancy management service

(b) helps neighbourhood estate management

(c) identifies areas for improvement

5. Considerable work has been undertaken to identify the requirements of a new system that would continue to meet the needs of the housing service as well as opportunities to support more integrated working across the council.
6. The system functions to be included or can include are:



7. A key aspect of the proposed investment is that it complements the Council's ICT, digital and customer strategies and will provide an integrated platform for a whole council approach.
8. The requirements of the new system are now finalised and the council is close to the procurement phase. The purpose of this report is to seek an increase in the Housing Revenue Account Capital Programme to fund the acquisition and implementation of the new system as this information was not available at the time the budgets were set in February.

Financial

9. The apportionment of the recommended investment through the HRA Capital Programme budget for the project over two financial years is shown in Table 1 below.
10. It is anticipated that additional annual software licence support and maintenance costs will require a budget increase of £10,000 per annum. The IT services resource to support the new software will be met from existing revenue expenditure.

Table.1

Planned Capital Expenditure	19/20 £'000	20/21 £'000
Software licenses, consultancy & project management costs	450	
IT Infrastructure investment	50	50
Dependency costs. Data Cleansing and migration	15	
Project resource. 1 FTE project manager + 1 FTE administrator plus technical consultancy, service area backfill and data cleansing resource	180	180
Proposed Increase 19/20 HRA Capital Programme	695	230

Recommendation

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- (2) an increase in the HRA revenue budget of £10,000 for additional software licence support and maintenance costs from 20/21.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with completing the assessment can be found [here](#). Delete this row after completion

Report author to complete

Committee:	Council			
Committee date:	24 September 2019			
Head of service:	Lee Robson			
Report subject:	Additional Capital allocation for procurement of Replacement Tenancy and Estate Management IT system			
Date assessed:	September 2019			
Description:	To seek approval for additional (HRA) capital funding to procure and implement replacement IT software			
	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The proposals outlined in the report will integrate existing IT functions allowing greater levels of efficiencies in terms of self-serve, data driven service delivery and mobile working.

Other departments and services e.g. office facilities, customer contact	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Allows better targeting of resources.

Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment
Positive
The positive financial implications support the report recommendations
Negative
Neutral

Issues