



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Housing Overview and Scrutiny Committee

Thursday, 6 June 2024

Report of Councillor Virginia Moran
Cabinet Member for Housing

Integrated Housing Management System Implementation Update

Report Author

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Purpose of Report

This report provides the Housing Overview and Scrutiny Committee with an update of the implementation of the Integrated Housing Management System.

Recommendations

That the Committee

1. Notes the progress of the implementation of the Integrated Housing Management System

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The cost of this project is included in the approved HRA Capital Programme Budget.

Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.2 There are no legal or governance implications arising from this report, which is for noting.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

2. Background to the Report

- 2.1 The Council has a clear commitment in its Corporate Plan 2024-2027 to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations and the implementation of an Integrated Housing Management System will enable the Council to effectively administrate its social landlord function.

- 2.2 On 29 March 2022 Cabinet approved the award of a contract to Aareon UK Limited for the provision of its Housing Management System and associated modules.
- 2.3 A project team consisting of the key users of the system was created to support the implementation of the system and to ensure their individual system needs were considered as part of the project.
- 2.4 The Project team configured the processes in QL system which went through a period of functionality testing and issue resolution. User acceptance testing was completed by selected end users of the system which also included issue resolution. A full training plan was rolled out with the project team creating user guides and delivering the training.
- 2.5 Phase 1 of the project went live in 2 stages. On 22 January 2024 the following modules/tasks were implemented:
- Rents
 - Voids
 - Housing – Anti-social Behaviour & Mutual Exchange
 - Letters development (Designed and tested)
 - Data was migrated from the legacy system, Anite, to QL
- 2.6 On the 26 February 2024 Phase 1 of the project was completed with the implementation of the following modules/tasks:
- Repairs module including Leaseholder Repairs
 - Upgrade of Dynamic Resource Scheduler (DRS) which is the system the Housing repairs team use for scheduling repairs which will be completed by the in-house repairs team
 - 1st touch upgrade to Versaa which is a mobile solution that provides daily work schedules for officers working across the district and includes Void Inspection forms and Repairs Works Order forms that can be completed on site.
 - An Anite archive was built which will ensure the Council can continue to access historic data.
- 2.7 The reporting tool for the QL system is PowerBi, the Council has experienced issues with producing the reports that are required from the system due to the level of knowledge that is required to design and create reports in PowerBi. The reports that are required by the Council have been prioritised to ensure that the more urgent reports are focused on. The progress of the creation of the reports is monitored on a weekly basis and regular meetings are held with key users of the system to identify any issues they may be experiencing to ensure these are resolved.
- 2.8 Phase 2 of the project has now commenced which includes the implementation of modules which will improve the functionality the Housing system is able to offer both officers and customers, for example, replacing paper forms with online forms. There

will also be upgrades to existing Housing systems, for example the upgrade of the Apex system which is the Council's asset management system for Housing.

2.9 Phase 2 of the project consists of the following:

- The transfer of compliance data from the existing Propeller system into the QL Housing system.
- The transfer of compliance data from the Propeller system into Apex.
- The upgrade of the current Apex system to Apex Cloud 9 which will include an interface with Compliance Contractors who complete compliance surveys for the Council.
- The development of Versaa forms for Tenancy Services which will enable officers to update the system with visit notes and additional information, for example, photographs, whilst they are onsite. Officers will also be able to access information during visits which will support them with responding to tenant enquiries.
- QL Contractor Portal - which will enable contractors to update details of repairs and submit costs for authorisation directly.
- QL Customer Portal – this will allow tenants to raise repair requests, view their current rent account balance, report estate/tenancy management issues and request updates to their personal details.
- QL Right To Buy Process - this will automate the current paper based process.
- Project Planner – this will assist with scheduling repairs jobs to ensure the Council can maximise the number of jobs that can be completed each week.
- InfoSuite - this is a reporting tool for the Council's repairs work scheduler, DRS which will allow the Council to report repairs related performance.

2.10 The continued implementation of the system will support the Council with both automating and streamlining processes and will ensure that it has accurate and up-to-date information which will enable a consistent approach to service delivery as it will ensure that we have a clear picture of our tenants, property and compliance responsibilities in real time.

3. Key Considerations

3.1 There are included in section 2 of the report.

4. Reasons for the Recommendations

4.1 The Committee has requested an update of the Integrated Housing Management System Implementation project.