

Report

Report to:	Housing and Technical Resources Committee
Date of Meeting:	17 February 2021
Report by:	Executive Director (Housing and Technical Resources) Executive Director (Finance and Corporate Resources)

Subject:	Implementation of the new Integrated Housing and Property Management System (IHPMS)
----------	--

1. Purpose of Report

1.1. The purpose of the report is to:

- ♦ provide an update on progress with the implementation of the new Integrated Housing and Property Management System (IHPMS), including the revised go live date for Phase 1
- ♦ request approval for the changes to the establishment required to support the implementation of the new system

2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):

- (1) that progress with the procurement and implementation of the new Integrated housing and property management system, be noted; and
- (2) the extension of the current temporary changes to the establishment, as detailed in section 6, be approved.

3. Background

- 3.1 The appointment of the new system supplier, Aareon UK, was made in December 2018. The system which has been procured will replace the functionality of 11 outdated and legacy systems which currently operate within the Resource.
- 3.2 The system will also include customer relationship management across all areas, electronic data management for housing and property related activity, extend mobile working across the Resource and extend digital self-serve through a tenant portal.
- 3.3 Following contract award, a detailed implementation plan was developed which established an initial indicative timeframe of November 2020 for the phased activation of parts of the system to commence. The plan also provided an indication of the staff resources required to support the successful implementation of the new system.
- 3.4 Given the business critical nature of the project and to support effective implementation, while ensuring continuity of service, staff resources would be required until the completion of the implementation of the new system which was initially expected to be April 2021.

- 3.5 In March 2019, the Housing and Technical Resources Committee approved the revised project team structure to oversee the implementation to 31 March 2021 (or until the completion of the implementation of the new system).
- 3.6 The report highlighted that in addition to this core team, successful implementation of the project would also require support from other functions within the Resource. This is to allow the significant amount of configuration and testing required before rolling out each of the specific modules within the new system.
- 3.7 The report also noted that should a specific resource requirement be identified this would be subject to a future report to the Housing and Technical Resources Committee.

4. IHPMS Development and impact of Covid-19

- 4.1 Aareon formally closed all their UK offices in March 2020 in light of the global precautions for the containment of COVID-19, and homeworking for all employees was introduced with a “business as usual” approach and reassurance that they would continue to deliver services via a stable, dynamic IT infrastructure with no diminution of their service.
- 4.2 As a result of the continuing effects of Covid-19, the majority of ongoing work to progress the project was scaled back to reflect the limitations on the Council and Aareon due to the lockdown, and to allow existing resources to support the continued delivery of critical front-line and support services.
- 4.3 As a result the Resource undertook a full review of the project implementation plan. In October 2020, the revised plan was presented to the Project Review Board and subsequently approved.
- 4.4 The revised plan now anticipates that the first phase of the project will take around 18 months to deliver with a revised estimated go live date of June 2022.

5. Project Resources

- 5.1 The restart for the replacement IHPMS project continues to involve a measured and gradual approach to progressing development work. Recovery of the project is taking full cognisance of existing and emerging guidance from the UK and Scottish Governments, and Public Health Scotland. It also takes account of the revised approach to service delivery taken by the supplier.
- 5.2 While there had been progress in the system build, given the current working constraints and the significant development work ahead, there is a need to both extend the existing temporary resources in place and to add 3 temporary Assistant posts, as detailed at section 6.1 below.
- 5.3 In addition to the project team, successful delivery of the project will continue to require support from other functions within the Resource with regards to testing and rolling out each of the specific modules within the new system. Should this result in a specific resource requirement, this will be the subject of a future Committee report.

6. Employee Implications

- 6.1 The proposed establishment changes to the existing project team are detailed below. These posts will require to be included within the establishment until 31 March 2022.

Post Title	No of Posts (FTE)			Grade SCP	Hourly Rate	Annual Salary	Total costs (including on costs) until 31 March 2022
	Existing	Proposed	Difference				
Project Advisor	1	1	0	Grade 4 Level 2 - 5 SCP 82 - 88	£23.92 - £26.18	£43,651 - £47,775	£56,878 - £62,251
Transition Team Leader	1	1	0	Grade 3 Level 2 SCP 63 - 65	£18.08 - £18.60	£32,994 - £33,943	£42,991 - £44,227
Systems Officer	1	1	0	Grade 3 Level 2 - 4 SCP 63 - 65	£18.08 - £21.25	£32,994 - £38,779	£42,991 - £50,529
Transitions Assistants	2	5	+3	Grade 2 Level 2 – 4 SCP 39 - 57	£12.98 - £16.52	£23,139 - £30,147	£150,755 - £196,405
Total	5	8	+3				£293,615 - £353,412

7. Financial Implications

- 7.1 The financial implications of the proposed temporary changes to the establishment are contained within section 6.1. Provision for the funding has been included within Resource budget.

8. Climate Change, Sustainability and Environmental Implications

- 8.1 There are no sustainable development issues associated with this report.

9. Other Implications

- 9.1. Failure to implement the new IT system within the revised timescales could significantly impact the ability to deliver services within the Resource. The risks associated with the delivery of the project have been reflected within the Resource Risk Register.
- 9.2 The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1 This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and therefore no impact assessment is required.

- 10.2 Consultation will take place with Housing and Technical Resource Personnel, all affected employees, Corporate Personnel Services and the appropriate Trade Unions.

Daniel Lowe
Executive Director (Housing and Technical Resources)

Paul Manning
Executive Director (Finance and Corporate Resources)

21 January 2021

Link(s) to Council Values/Objectives

- ◆ Ambitious, self aware and improving
- ◆ Achieve results through leadership, good governance and organisational effectiveness
- ◆ Improve the the availability, quality and access to housing

Previous References

- ◆ Housing and Technical Resources Committee 20 March 2019
- ◆ Housing and Technical Resources Committee 13 July 2016

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Cameron Mitchell
Strategy and Support Manager
Ext: 845 4862
E-mail: cameron.mitchell@southlanarkshire.gov.uk