

COUNCIL

17 DECEMBER 2020

6a

Report Title	RECOMMENDATION FROM HOUSING COMMITTEE – HOUSING MANAGEMENT SYSTEM TRANSFORMATION			
Purpose of Report	To put recommendations from Housing Committee to Council for consideration and, if appropriate, approval.			
Decision(s)	The Council RESOLVES to approve an additional budget of £260,000 in 2020/21 to allow Tenant Services to invest in a single integrated housing management system encompassing the whole housing and repairs functions, as well as better integration with the wider Council, as recommended by Housing Committee.			
Consultation and Feedback	Please refer to the original Committee report available here			
Report Author	Sara J Weaver, Income & Systems Manger Tel: 01453 766321 Email: sara.weaver@stroud.gov.uk			
Options	The Council may accept the recommendation, amend the recommendation, or decide not to accept the recommendation.			
Background Papers	n/a			
Appendices	Appendix A – Housing Management System Business Case			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	Yes	Yes	Yes	No

1. On the 8th December, Housing Committee considered a report which related to the procurement of an integrated Housing Management System (HMS). The full report can be viewed [here](#).
2. Housing Committee approved the recommendation to procure a new HMS and resolved to recommend that Council approves an additional revenue budget of £260,000 in 2020/21 to allow the Council to invest in a single integrated system encompassing the whole housing and repairs functions, as well as better integration with the wider Council.
3. There have been longstanding concerns with the current Housing and Repairs IT Systems and their ability to support the needs of the Council, our tenants, and our communities, and it is clear that the current situation cannot continue. Investing in a new HMS will address the current risks and issues and see benefits and efficiencies achieved for the Council, allowing us to deliver improved customer services.
4. The main housing system in use by the Council was procured 20 years ago. Since then, the needs of the service and of our tenants and communities have changed, as has the technology available to meet those needs; therefore, investing in a HMS is crucial to future-proofing the Council's housing service. The need for a single, modern, integrated HMS has become even more apparent during the Covid-19 pandemic.

5. In April 2019, £175,000 towards essential repairs systems improvements was approved by Council as part of the project to move the repairs service in-house. Housing Committee recommends that Council approves an additional £260,000 to allow the Council to move forward with the procurement of a single integrated HMS.

6. **Financial implications**

The report sets out a requested increase in capital budget of £260k for a new Housing Management System, that would be added to the existing approved budget of £175k.

This initial capital outlay could be funded from the Major Repairs Reserve. This would have no impact on the financial position of the HRA in the short term, but would offset funds that are set aside for other capital projects within the HRA.

There are identified revenue savings of £15k from the ongoing annual software costs which would help repay this balance, along with staffing efficiencies that would help improve the service offer within the HRA by freeing up officer time.

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7. **Legal implications**

The procurement of the integrated Housing Management System will need to be in accordance with the Council's Contract and Procurement Rules as set out in the Council's constitution.

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8. **Equality implications**

There are no specific changes to service delivery proposed within this decision.

However, it is noted that any new HMS procured should allow the Council to monitor tenants' protective characteristics, particularly disability, so we can meet their specific needs as required.

9. **Environmental implications**

There are no significant implications within this category.