

APPENDIX A “Project Mandate”

Agenda item number:

Date of issue:

Meeting:

Date:

Report by: H Rai Job title: Head of Communities & Neighbourhoods

Service : Communities & Neighbourhoods

Status:

Subject: Redesigning housing repairs reporting Systems

1 Purpose of report

To seek programme board’s approval to progress the Responsive repairs IT process integration project with G Purchase to bring in a more efficient and customer focused repairs reporting system

2 Recommendations

Programme Board approves the project mandate to enable officers to progress the Housing responsive repairs IT process integration with G Purchase.

3 Background

The current process to deal with a housing repair request is based on a historic method whereby the majority of the time is taken up by manual updating of information, printing and scanning of documents to be sent to the Housing responsive repairs Contractor G Purchase

This sometime means that 1-2 days of admin delay between the first call and the appointment booking. In addition it impacts on the high number of No access incidents, Variations, and the overall date of completion time of the repair. The repair reporting process flow chart is shown as Appendix 1 and provides further details.

The current process also impacts on the Housing repairs and valuation/payment process which results in delays of weeks from application to invoice and finally to payment with the risk of double entries and anomalies. The housing repairs and valuation/payment process flow chart of provided as Appendix 2 and provides further details.

4 Legal, financial and IT implications

The IT manager and the Communications manager were present when officers from MBC attended G Purchase offices to a whole day session on this project.

This was to ensure that both the technical and resource IT implications were properly understood.

There is a clear impact on customer services and therefore the Communications manager was able to raise issues and implications training or otherwise that need to be considered.

Any financial implications arising from this project will be outlined as part of the business case development.

5 Initial Assessment of risk

The initial risk is around the compatibility of IT systems, however, G Purchase do work with a range of other partners who have the same system as MBC and were able to deal with the integration issue with little difficulty.

6 Equalities and diversity and staffing implications

An EIA will be undertaken as part of the Business case subject to approval from members at their CSA meeting of 18th June 2014.

In addition the implication for staff within and without C&N will be considered as part of the Business Case.
