

# Taunton Deane Borough Council

## Tenant Services Management Board – 22 March 2016

### Open Contractor IT System - Update

Report of the Interim Assistant Director of Property & Development – Terry May

#### 1. Executive Summary

The purpose of this report is to provide the Tenant Services Management Board an update on progress of the Open Contractor IT system, modules and associated software.

#### 2. Background

The Board have raised concerns on the length of time it has taken to implement Open Contractor (OC) and verbal responses have been provided, with a view of providing a report.

OC is part of a suite of modules of the 'Capita' Open Housing and Open Contractor IT solution for Housing Organisations, being either Local Authority or Housing Association. TDBC purchased a number of modules but have only implemented OC, integration to Kirona DRS (formerly XEmbrace DRS Opti-time), Total Mobile (used to integrate PDA's) and Insight (being a reporting tool). There are many others such as, Planned and Asset that have not been implemented.

Implementation was undertaken with limited knowledge, resources and guidance from Capita representatives, and without reviewing and understanding the Business Processes of the DLO service. In addition, there appears to have been a lack of ownership and a dedicated person to drive implementation and the required change.

The Board was advised that a Health Check of the DRS work planning system was going to be commissioned. A representative from Kirona has carried out this review and provided a report with recommendations that includes training is undertaken with specific reference to correct methods for manually scheduling and operative selection.

Work has commenced on reviewing Business Processes using Toyota LEAN principles in preparation for an upgrade of OC version 11 to version 13 that will provide improved functionality and reporting.

### **3. Progress and Next Steps**

Capita have been asked to provide a report on modules we have, what else we may need, with costs to implement. In tandem to this we are exploring options for specialist support, as we wish to provide dedicated leadership to drive the significant change in implementation and use of IT solutions required. The current temporary Project Manager's remit is split between DLO support with IT improvements and the DLO relocation project.

Kirona's Health Check report confirms our perception of how the planning system is being operated, being; overridden to allow manual scheduling and operative selection, moving and fixing appointments, rather than letting the system choose. Therefore, the Project Manager is developing an Action Plan to implement the recommendations within Kirona's report that includes appropriate training. Once the plan is complete and agreed it will be presented to a future TSMB.

The Business Process review is progressing, with outcomes being considered at the next Project Board meeting. Decisions will be made on how this will feed into the upgrade of OC version 11 that is being undertaken in April.

We have to be mindful of an overall review of the Councils IT systems, whilst we review the Housing & Communities Directorate IT systems, in particular, those within Asset, Property and the DLO. However, our requirements have a degree of specialism and we have systems in place that are not fully utilised, which we are reviewing, hence the request to Capita for options to further develop what modules we have and how best we can use them.

To support appraisal of Capita OC and associated modules, representatives of the project team and the DLO have visited Kensington & Chelsea, and Yarlinton Housing Group to see how they are using OC and understand what issues they encountered during implementation.

There is provision within the TSMB forward plan to update you further at the October TSMB. However, if there are significant changes or progress, an early update will be provided.

### **4. Finance Comments**

Not applicable.

### **5. Legal Comments**

There are no legal implications of this report.

### **6. Links to Corporate Aims**

Key Theme 4 – An Efficient & Modern Council:

Supported by providing an improved customer focussed repairs service to agreed maintenance standards, and assisted by implementing technology and modern ways of working, so as to be more efficient.

**7. Environmental Implications**

There are no environmental implications of this report.

**8. Community Safety Implications**

There are no community safety implications of this report.

**9. Risk Management**

Appropriate risk level and mitigation measures are included within the Corporate Risk Register.

**10. Partnership Implications**

There are no partnership implications of this report.

**11. Recommendations**

1. The Tenant Services Management Board note this report

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