

MID SUFFOLK DISTRICT COUNCIL

TO: Cabinet	REPORT NUMBER: MCa/23/51
FROM: Cllr Richard Winch - Cabinet Member for Housing & Property	DATE OF MEETING: 09.04.2024
OFFICER: Deborah Fenton – Director of Housing	KEY DECISION REF NO: CAB472

This report is open for public inspection. However, Appendix A referred to within the report is not open for public inspection as it contains exempt information by virtue of which the Council are likely to exclude the public during the discussion of the agenda item to which the report relates.

The description of the exempt information under Schedule 12A of the Local Government Act 1972 (as amended) is as follows: -

3. Information relating to the financial or business affairs of any particular person (including the authority holding that information)

The author(s) confirm(s) that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

JOB MANAGEMENT IT SYSTEM FOR BUILDING SERVICES

1. PURPOSE OF REPORT

- 1.1 To seek approval for the purchase of the Totalmobile Connect job management IT system, to support transformation initiatives and other strategic objectives within the Building Services department (Housing Directorate)

2. OPTIONS CONSIDERED

- 2.1 A detailed study undertaken in Building Services determined that current IT system in place were not fit for purpose and did not have the right capability to support overall service management and continuous improvement.
- 2.2 Building services set out several key objectives which placed heavy emphasis on customer satisfaction, enabling appointment booking at first point of contact, ensuring that customer commitments are fulfilled, increasing first time fix rates and reducing the need for secondary customer contact to chase repairs. These were reflected in a detailed specification of requirement which formed part of an Invitation to Tender (ITT process)
- 2.3 3 suitable suppliers were evaluated in detail (ROCC, Totalmobile and Propeller) through a comprehensive supplier evaluation process. Two further suppliers declined to bid due to maximum budget restrictions and ability to meet our functional requirements.

3.	RECOMMENDATIONS
3.1	That Cabinet approves the appointment of Totalmobile Limited to supply and implement its comprehensive job management system, to help BMSDC implement its transformation / strategic objectives within Building Services. The decision is sought subject to satisfactory agreement of terms with Totalmobile.
	REASON FOR DECISION
	Key Decision required due to the financial value of the contract.

4. KEY INFORMATION

- 4.1 Key information is provided in appendix 1 of this report. This includes key objectives, detailed on the evaluation process undertaken, final evaluation scores, advantages of chosen supplier and product, commercial summary, next steps and risks.
- 4.2 Due to the level of investment required to ensure the success of this project, we will be ensuring that as part of the project development, we will be defining and tracking the benefits throughout the project as well as any potential financial savings.

5. LINKS TO OUR PLAN FOR MID SUFFOLK

- 5.1 This tool will help us with “Providing high quality council services that are easy to access when needed and that can be relied on” as detailed in the approach to delivering the Mid Suffolk Plan.

6. FINANCIAL IMPLICATIONS

Capital Expenditure	Total	2024/25	2025/26	2026/27
Annual subscription	£53,352	£17,784	£17,784	£17,784
Implementation Consultancy (Total Mobile)	£34,631	£34,631	N/A	N/A
Project Manager and Business Analyst Costs	£84,500	£84,500	N/A	N/A
Totals	£172,483	£136,915	£17,784	£17,784

- 6.1 These costs are budgeted for as part of our HRA capital spend. There will also be associated costs for internal staff resources required for the implementation of the project which will also be capitalised.

7. LEGAL IMPLICATIONS

- 7.1 The supplier will draft a comprehensive agreement based on a 3-year contractual commitment. The agreement will reflect contract principles and conditions that have been agreed as part of the tendering process, which include service levels and

various performance measures. BMSDCs shared legal service will be reviewing the agreement.

- 7.2 The system will also help us to be compliant with the Safety and Quality consumer standard and the new requirements set out in Awaab's Law, enabling us more effective reporting for repairs, HHSRS issues, planned improvements and voids.

8. RISK MANAGEMENT

- 8.1 All risks and mitigation actions associated with the implementation will be captured early on by the project manager and reported to the project board through the project RAID log. There were also some initial risks identified as part of the project scoping exercise which you can see below along with some mitigations.

Key Risk Description	Likelihood 1-4	Impact 1-4	Key Mitigation Measures	Risk Register and Reference*
Failure to enter agreement with supplier	1	4	Contract principles agreed and accepted during ITT process	Project Risk Register 001
Failure of BMSDC to commit adequate resources to project and beyond	2	3	Interim Project Manager and Business Analyst being recruited to support delivery of the project.	Project Risk Register 002
Failure to achieve integration with other solutions	2	2	The new system can be run standalone if necessary. Due to integration costs, we will be looking at other in-house options for data transfer between the systems.	Project Risk Register 003
Failure to influence / change working practices	2	3	Ensure that there is an effective and comprehensive communications plan for key stakeholders.	Project Risk Register 004

**Name of risk register where risk is currently documented and being actively managed and it's reference number*

9. CONSULTATIONS

- 9.1 The decision to look to procure this system has come from the Building Services Transformation Board.

9.2 Key stakeholders were involved in the procurement exercise.

10. EQUALITY ANALYSIS

10.1 Equality Impact Assessment (EIA) not required.

11. ENVIRONMENTAL IMPLICATIONS

11.1 This new dynamic scheduling system, if used properly, will enable us to make savings on operative distance travelled as it will be continually looking to allocate operative resources based on skill and location, so this will positively impact our environment.

12. APPENDICES

Title	Location
(a) Job and Compliance Management IT Solution Paper	Attached (Confidential)

13. BACKGROUND DOCUMENTS

13.1 None

14. REPORT AUTHORS

14.1 David White – Housing Transformation Manager

14.2 Deborah Fenton – Director of Housing