

SHEFFIELD CITY COUNCIL

INDIVIDUAL CABINET MEMBER DECISION RECORD

The following decision was taken on 19 October 2020 by the Cabinet Member for Neighbourhoods and Community Safety.

Date notified to all members: Tuesday 20 October 2020

The end of the call-in period is 4:00 pm on Monday 26 October 2020

Unless called-in, the decision can be implemented from Tuesday 27 October 2020

1. TITLE

Housing Repairs and Maintenance Replacement IT System

2. DECISION TAKEN

1. To approve the tender exercise for the procurement of an IT system to support the activity of the Housing Repairs and Maintenance Service as outlined in the report; and
2. To delegate authority to the Executive Director of Place, in consultation with the Director of Financial & Commercial Services and Director of Legal and Compliance to:
 - a. decide the procurement strategy;
 - b. negotiate and agree the terms of the new contract for the provision of IT System - including framework and call-off contracts, and the purchase of IT equipment;
 - c. award the new contracts to the successful services providers chosen by the Council for the installation of an IT system for the Housing Repairs and Maintenance Service;
 - d. take all other necessary steps not covered by existing delegations to achieve the outcomes outlined in the report.

3. Reasons For Decision

Purchase of a full Housing Repairs and Maintenance suite:

- Provides full suite of asset management data and repairs functionality
 - Handles compliance and document storage for individual properties
 - Reduces the number of applications running across the service
 - Potentially provides security of larger suppliers and associated support
- Reduces fuel consumption through more efficient scheduling of operatives responding to repair requests

4. **Alternatives Considered And Rejected**

a) Maintain existing relationship with current provider and seek incremental changes to the system as resources allow.

- This option was not preferred as:
 - There is a significant business continuity risk associated with operating a system that is supported by the existing small provider
 - The size of the supplier limits the pace at which the system can be developed and enhancements introduced
 - The current system does not offer some functionality that has been identified as being critical to overall service improvement – dynamic resource scheduling, a comprehensive suite of business intelligence reports, online reporting, contractor portal, real time data for the workforce and customers, no attribute data and customer details

b) Purchase additional software package(s) to bolt onto existing systems and deliver additional functionality

- This option was not preferred as:
 - It would require considerable time and effort investigating and installing of compatible systems with existing IT software
 - It would add to the number of IT applications operating in the Place Portfolio – with extra demands on commercial monitoring, additional staff training
 - There is the potential for additional liaison and support requirements with multiple suppliers
 - It could potentially increase the amount of double entry and manual handling between systems if full integration is unachievable

5. **Any Interest Declared or Dispensation Granted**

None

6. **Respective Director Responsible for Implementation**

Executive Director, Place

7. **Relevant Scrutiny Committee If Decision Called In**

Safer and Stronger Communities Scrutiny Committee