Audit and Standards Committee Report

Report of: **Director of Housing and Neighbourhoods Service**

Date: **16 June 2022**

Subject: **Internal Audit Recommendations – Review of Open Housing Management System Application.**

Author of Report: **Beverly Mullooly – Head of Service**

Summary: An internal audit review of the Open Housing Management System application was completed in January 2018 and reviewed in June 2018. There was a recommendation from the internal audit that:

- the system is not currently up to date and considerable expense and effort will be required to enable this, it is recommended that an options review is undertaken to ascertain what the best method is to take the application forward.

The report will outline the work we have completed to meet the recommendations and an update on the replacement of the Housing Management System

---

Recommendations: That members of Audit and Standards Committee are recommended to note this report and close the outstanding audit action as it is complete also note the progress to replace the Open Housing Management System and associated systems.

Background Papers: None

Category of Report: OPEN

---

* Delete as appropriate

Statutory and Council Policy Checklist

Financial Implications
NO :
Legal Implications
Cleared by: G Duckworth
Equality of Opportunity Implications
NO
Climate Change Implications
NO
Tackling Health Inequalities Implications
NO
Human rights Implications
NO:
Environmental and Sustainability implications
NO
Economic impact
NO
Community safety implications
NO
Human resources implications
NO
Property implications
NO
Area(s) affected
None
Relevant Policy Committee Chair (s)
Douglas Johnson
Is the item a matter which is reserved for approval by the City Council?
NO
Press release
NO

1.0 INTRODUCTION

1.1 Internal Audit carried out a review of the Open Housing Management System application in late 2017 and reported on the findings and recommendations in January 2018 and a further review was carried out in June 2018.

1.2 The report will outline the progress made in regards to the outstanding recommendation and an update on the replacement of the Open Housing Management System.

2.0 BACKGROUND

2.1 There is an outstanding recommendation for the internal audit report:
the system is not currently up to date and considerable expense and effort will be required to enable this, it is recommended that an options review is undertaken to ascertain what the best method is to take the application forward. This should include the do nothing option, update the current version with a view to moving to the new product or to look at other potential solutions. This will need input from the Housing Service to ensure that the solution adopted is the most cost effective in delivering their service requirements.

2.2 The Open Housing Management System is used across the Housing and Neighbourhoods Service to deliver core housing management functions. It is an old system and needs to be replaced in the medium to long term. The Housing and Neighbourhoods Service use a number of systems alongside the Open Housing Management System e.g. Abritas for Choice Based Lettings, APEX and Technology Forge for investment, Confirm for grounds maintenance.

2.3 Regular upgrades are made to the Open Housing Management System by the supplier. When the internal audit report was carried the service was not operating on the most up to date version and there would be significant costs to upgrade the system.

2.4 In April 2021 the Open Housing Management System was upgraded to the latest version and is fully supported by the supplier.

2.5 A decision was made to replace the Open Management System and associated systems as part of a wider programme to review the system used across the Place Directorate – the Place Systems Review.

2.6 In December 2021 suppliers of Housing Management Systems were invited to respond to the requirements for a new housing management system to replace the Open Housing Management Systems and associated systems.

2.7 We are in the final stages of the procurement of a new housing management system with a view to awarding the contract shortly.

2.8 Implementation of the all the new housing management system is planned for September 2023 to April 2024.

2.9   The Place System Review Programme Board has been set up to monitor and review the implementation of the new housing management system.

3.0   **LEGAL/FINANCIAL/EQUALITY IMPLICATIONS**

3.1   There are no legal or equality implications directly relating to this report

3.2   There are no financial implications.

4.0   **RECOMMENDATION**

4.1   That members of Audit and Standards Committee are recommended to note this report and close the outstanding audit action as it is complete and also note the progress to replace the Open Housing Management System and associated systems.