Internal Audit – Open Housing Management Systems (OHMS) Application Review - Progress Report

Audit and Standards Committee – 16 June 2022

Internal Audit Report – Findings & Recommendations

The Council is not currently operating the most up to date version of the OHMS system. The system is at least three full versions behind the current version with a new update pending. There are always risks associated with operating legacy systems (for example, the lack of patching etc.). The situation is also confounded by the fact that there is no clear recovery and continuity plans in place.

Internal Audit has been informed that an upgrade by Capita is likely to be a significant cost also costs in relation to SCC time etc.

Housing Management has expressed a number of concerns regarding how fit for purpose the OHMS system is particularly considering that a number of systems and workarounds are required when working with OHMS. This has not been fully tested as part of the review but always increases risk.

Actions taken to date

December 2020

- OHMS system migrated to Northgate Hosting – cost of upgrading while system was located in Capita was prohibitive

Jan 2021

- Market Test carried out to understand potential replacement options for OHMS and opportunities to rationalise housing systems

April 2021

- OHMS system upgraded to latest version
- All new features and capabilities available
- System is now fully supported by the supplier

Dec 2021

- Full tender issued for OHMS replacement, including rationalisation of other housing systems

Actions resolved/outstanding

The Council is not currently operating the most up to date version of the OHMS system. The system is at least three full versions behind the current version with a new update pending. There is no clear recovery and continuity plans in place **RESOLVED when moved to NEC hosting (Dec 20) and upgrade applied (April 21)**

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IN PROGRESS with Place Systems Review Programme

Timescales for actions

June 2022	June 2022	September 2023
• Preferred supplier to be informed and contract for new housing management system signed (currently pending approval from Legal services)	• Implementation of new system initiated • Significant project to deliver improvements to processes, data management and reporting	• Phase 1 of implementation completed – all functions currently carried out in OHMS are migrated to new solution. • Phase 2 of implementation completed – **March 24**

Place Systems Review

Modernise the systems and infrastructure used across the Place Portfolio

Prioritise the systems in **Housing and Neighbourhoods service to be replaced first**

Housing Project

OHMS

Implemented in 1999

OHMS needs to be replaced soon

Housing and Neighbourhoods Service use **a collection of systems** that will not operate without OHMS

We cannot just replace OHMS like for like. More costly and in the longer-term unsustainable.

Opportunities for change

Market test - procure a **single system that will do the majority of what we need.**

One purchase that addresses the issues with current system/s

One single system could be cheaper

Improve data quality and integration e.g. repairs system Improve ways of working and **Customer Experience**

New opportunities: on-line, fire safety, energy sustainability

To achieve our **main objectives**

Moving to Services On-line

Single Information System

Single View of our Customer

Single View of Assets

Single View of Documents and Evidence

Mobile & Flexible Working

Process Automation

Effective and high-quality performance information used to improve our service offer

System Integration e.g. Repairs

Flexible system we can adapt in house

Opportunities for change

We have worked with staff in the Housing and Neighbourhoods service to **gather all the requirements for the new system** and look for opportunities that the new system will bring to allow us to work more efficiently.

We will involve Housing and Neighbourhoods staff to **test and build the system to ensure that the system does what it needs to do and is easy to use.**
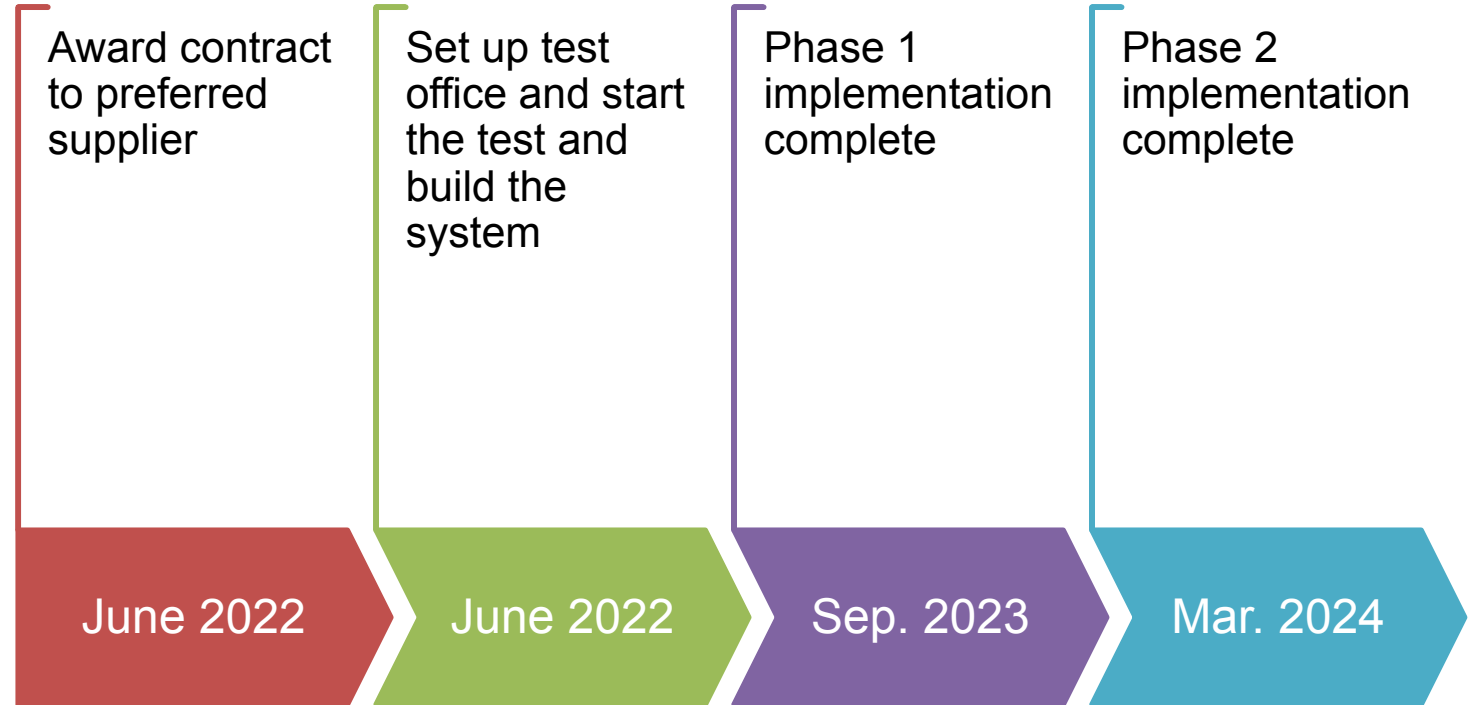
We are **engaging with customers** (tenants, residents, leaseholders) to find out what is important to them and to **hear their experiences** of our service and ideas on how new ways of working could improve the service.

We are proposing to set up a **test office** in June 2022. This will **test and optimise** processes to ensure they work for service and provide a **better experience for our customers**

Proposed timeline

Award contract to preferred supplier

Set up test office and start the test and build the system

Phase 1 implementation complete

Phase 2 implementation complete

June 2022 | June 2022 | Sep. 2023 | Mar. 2024

Benefits to customers and staff

Single view

Having a **Single view of Housing customer information** will save time on searching multiple systems.

Customers will only need to **'tell their story once'**.

Customer

"It's much better now that I **don't have to tell people more than once** about my issue"

Staff

"As an officer I can **see more about a customer in one place**, it helps me resolve things more efficiently"

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