1. Introduction and Background

1.1 Housing officers have been working in conjunction with Elevate on an options appraisal on whether to procure a new Housing Management IT system. This was prompted by the decision of Capita to cease providing development input for the current system.
2. Proposal and Issues

2.1 Officers have worked through the options in some detail now and are now actively exploring whether the current system can be sustained in use for a further three years.

2.2 The following considerations leading to that decision are summarised as follows:

- The cost of a new system would be substantial at a time of pressure on the Council’s finances
- The benefits flowing from a new system would be modest rather than transformational and might not justify the cost and disruption entailed in purchasing, installing and implementing the new system.
- The implementation of the current system just five years ago did lead to substantial rent arrears accruing and there must be a risk of implementation glitches in such a large IT project.
- There is a range of immediate and pressing challenges faced by the Landlord service which will make demands upon staff time over the next twelve months and there needs to be a strong focus upon delivering these. A new IT system would not bring significant new capacity that will directly assist in realising the principal improvement objectives but could instead represent a distraction from these.
- The decision to consider a new Housing IT system arose from the notification by Capita that they would be ending support for the existing system and could be interpreted as commercially motivated in encouraging clients to purchase their upgrade offer.

2.3 It is, therefore, felt that it could be possible to continue operating an unsupported system on an indefinite basis and the costs of this would be similar to current annual costs provided no major customisation or amendments are undertaken. Officers are conducting due diligence on to provide assurance on the future life and viability of the current system and how it will receive the support it requires.

3. Options Appraisal

3.1 Paragraph 2.2 summarises the considerations of the option to replace the current housing management IT system.

4. Financial Implications

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4.1 Each option for replacing the Housing Management IT system, including the option of retaining the current system, will need to be assessed to determine financial impact, affordability and risk.
5. Legal Implications
   None

7. Other Implications
   None

Public Background Papers Used in the Preparation of the Report:
   • None

List of appendices:
   • None