

OFFICER DECISION RECORD SHEET

Name of decision maker: Housing	Assistant	Director	-
Service Area: Housing (Tenants & Leaseholders / Strategic Housing).			

Title of Decision: Approval to award contract for Housing Support Software Service

Decision made and reasons:

Decision: The approval to award contract for Housing Support Software Service to Homeless Link

Reason:

There is a requirement to approve this decision to enable housing teams to effectively support tenants and individuals who approach us for support. The teams require a system to be able to record contact, monitor levels of need and to complete support plans and risk assessments. The data that is inputted into the system will assist the teams in proactively planning support to meet current and future need.

The teams who will be using the system provide support to some of the communities more vulnerable members including older people, those approaching us from the homelessness route and people residing, and moving on from, temporary accommodation. The ability of the system to assist the teams to support these client group therefore has a significant benefit to the local community.

The decision to cease working with the current provider has been based upon their inability to meet the ongoing requirements of the services involved, and there are no plans to be by the provider to develop the software any further.

The contract period is for 3 years with the option to extend for a further 2 years thereafter. The total value of a five year contract will be £93,810

The Homeless Link system, In-Form, has a number of features that will add value and assist the teams using it. The system has the ability to produce a range of standard and ad hoc reports that will help the teams manage their workloads, plan for increases in support required and to monitor the progress of those they support in meeting identified goals.

The system has mobile functionality so can be used in the field which will significantly reduce the need to duplicate work and will enable the teams to provide immediate support. Furthermore, the communication features of the system, and the ability to pass information securely, between teams is a significant advantage.

Reports considered:

The procurement report is attached.

Officers/Councillors/Ward Councillors/Stakeholders Consulted:

The following officers have been involved in the procurement exercise:

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Taylor Burr
Paul Hunt
Sandra Mogan
Louisa Lingwood
Kevin Bradley
Sue Foster
Oli Jackson

Financial Comments:

The cost of the purchase and training required to implement the new software is containable within the overall Housing Landlord Management budget. Running costs are comparable to the current costs.

Lucy Tash (Accountant – Housing)

Monitoring Officer Comments:

Officers must ensure that an appropriate service contract is in place prior to commencement of the services.

Deputy S151 Officers Comments:

The procurement of this software is to replace the existing contract and is affordable within existing approved budgets.

Implications:

Value for Money:

The opportunity was tendered on an open tender basis with the submissions being evaluated on a number of key requirements for the new system including both price and quality. The increased functionality, features and ability to meet new digital ways of working offers value for money

Financial: *See the Financial comments above*

Risk: If this contract is not awarded on the 31st March 2019 the teams that have the requirement for the new system will not have the ability to record vital information with some of the communities more vulnerable residents, due to the current contract ending. This is a significant risk as the information we hold on the systems allow us to respond appropriately to regular and emergency contact with individuals with support needs.

Officer Signature:

Date:

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