

EAST RENFREWSHIRE COUNCIL

CABINET

16 January 2014

Report by Director of Environment

MOBILE WORKING FOR RESPONSIVE REPAIRS

PURPOSE OF REPORT

1. To seek the approval of the Cabinet to purchase “Servitor Mobile” for the implementation of mobile working for the housing responsive repairs service.

RECOMMENDATIONS

2. It is recommended that the Cabinet approve the purchase of “Servitor Mobile” for the implementation of mobile working for the housing responsive repairs service.

BACKGROUND

3. Servitor is the contractor IT system used by Housing Services. It is used for the management of response repairs including job allocation, job progression and the physical and financial completion of jobs. This system allows Housing Services to maintain a client register, material and plant prices, trade price, schedule of rates, contracts, calendars and client charging. It also permits Housing Services to maintain information on suppliers, store and delivery locations, stock catalogues, stock movements, stock and direct purchasing, invoicing, sales order processing and maintaining imprest stock.

4. The Housing Services Public Service Excellence (PSE) Group are in the process of reviewing all housing systems and processes with a view to making changes which will improve productivity and efficiency and remove the Housing Service’s reliance on extensive manual interventions and activities.

5. As part of this ongoing review the Group has identified the urgent need to purchase and implement a mobile solution for the responsive repairs service.

6. Servitor has a mobile facility that is not currently deployed by East Renfrewshire Council. This facility can provide real-time job allocation and communication with field-based response repairs operatives. This will enable a more efficient and cost effective response repairs service.

7. Given that Servitor is the current contractor system used by Housing Services it is felt that the implementation of “Servitor Mobile” will allow Housing Services to be implemented quickly, maximise the short term benefits of mobile working and enable the service to realise significant efficiencies within a short time frame.

REPORT

8. Approval is sought for the implementation of “Servitor Mobile” by allowing Housing Services to negotiate with its existing service provider for the procurement of the software, including all installation and consultancy costs and using the Council’s own infrastructure team for the configuration of a new servitor hardware environment if required.

9. Housing Services are seeking exemption for the procurement and installation of the software and hardware required for this mobile solution under the provisions of Contract Standing Order 6 (v). This states that *“the Council may exempt from the provisions of these Standing Orders or any part of them, any contract, when it is satisfied that the exemption is justified by special circumstances. For the avoidance of doubt, should the Director of the procuring department, following consultation with the Chief Solicitor consider it desirable and in the best interests of the Council, a tender may be invited for the execution of works or the supply of goods or services from a contractor selected by that Director or negotiated with a contractor already engaged by the Council. In such circumstances a report thereon will be submitted to the Cabinet or appropriate committee prior to entering into such a contract”*.

10. It is envisaged that the implementation of such a mobile solution will allow Housing Services to further streamline business processes and working practices to fully exploit the technology by introducing greater efficiencies and reducing costs.

11. The major justification for the project is the financial savings which will allow Housing Services to realise efficiencies, provide a more customer focused responsive repairs service and reinvest in the service. The benefits below will enable the financial savings to be realised:

Business Process Measures	Increased Productivity / more jobs per day
	Decreased amount of time that field-based response repairs operatives need to travel to and from their office to collect and return paper files.
	Better supervision and management of craft operatives.
	Reduced double keying/admin/process improvement
	Reduction in visits to stores
	Improved productive time
	Reduced use of agency workers
	Responsive backlogs reduced
	Business continuity
Finance Measures	Increased productivity / more jobs per day
	Reduction in agency employees
	Reduced vehicles / overall mileage (service)
	Carbon emission reduction- avoidance of fine
	Reduction in paper, ink consumption and pre-printed stationery
	Reduced storage for archived timesheets etc.
Customer Measures	Improved service delivery for customers
	More consistent level of customer service
	Improved customer experience
Staff Measures	Improvement in staff satisfaction
	Increased flexibility for staff
	Improved staff engagement
	Improved health indicators

12. Housing Services has negotiated with its existing service provider, Civica, for a price to procure "Servitor Mobile" software, including all installation and consultancy costs and, using the Council's own ICT Team for the procurement and configuration of a new servitor hardware environment if required.

13. A corporate solution for mobile working, to be delivered throughout the Council is being considered. As a consequence of this the servitor solution would be deployed for the response repairs staff for an initial period of two years only. After this two year period consideration will be given to whether it is possible for mobile working to be delivered via a Council wide corporate solution should one be available at that time. At this point mobile working would be extended throughout Housing Services and would not be restricted to the delivery of the response repairs service.

14. Housing Services do not intend to undertake any further integration works to its systems in relation to the response repairs mobile working solution until such time it can either migrate to the corporate solution or alternatively test the market further in 2 years time.

FINANCE AND EFFICIENCY

15. The financial implications of this mobile solution for response repairs for year 1 are £25,747.50 for the procurement of software and implementation of "Servitor Mobile", £3,800.00 annual support cost for "Servitor Mobile", £860.00 for Mobile Device Management software and licensing, and £210.00 annual support for the Mobile Device Management software.

16. In total the costs associated with this project are £30,617.50 for year 1 and £4,010.00 for year 2 (this being the annual support costs associated with this project), giving a total project cost for the 2 year solution of £34,527.50.

17. The funding for the project will come from the Housing Capital Programme where adequate funding provision has been made and approved for the delivery of this project in the current financial year.

18. In terms of savings it is anticipated that this project will realise efficiencies of at least £25,000 per annum, and in addition will provide a more customer focused responsive repairs service.

CONSULTATION AND PARTNERSHIP WORKING

19. This proposal has been discussed with members of the Housing PSE Group, ICT, Procurement and Legal Services. The Chief Solicitor has been consulted in relation to the exemption sought and has agreed its appropriateness in this case.

IMPLICATIONS OF THE PROPOSALS

20. There are no significant implications of these proposals in terms of staffing, property, equalities and sustainability. Implementation of servitor mobile will be met from within existing resources.

CONCLUSIONS

21. The procurement of the software, hardware and consultancy for the “Servitor Mobile” solution will improve efficiency and customer satisfaction.

RECOMMENDATIONS

22. It is recommended that the Cabinet approve the purchase “Servitor Mobile” for the implementation of mobile working for the housing responsive repairs service.

Director of Environment

Further details can be obtained from Phil Daws, Housing Services Manager, 0141 577 3186

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KEY WORDS

A report setting out the need for, and the associated costs of procuring the required proprietary goods for the Servitor Mobile solution and Mobile Device management.

“Servitor Mobile Solution; Mobile Device Management and Public Services Network Code of Compliance.”