

BRECKLAND COUNCIL

Report of Mark Stokes the Deputy Chief Executive **OVERVIEW AND SCRUTINY COMMITTEE – 6th January 2011**

DELIVERY OF THE HOUSING REGISTER CONTRACT

1. Purpose of Report

- 1.1 To consider the performance of the delivery of the Housing Register Contract by Anglia revenues Partnership Trading (ARPT).

Note: In preparing this report, due regard has been had to equality of opportunity, human rights, prevention of crime and disorder, environmental and risk management considerations as appropriate. Relevant officers have been consulted in relation to any legal, financial or human resources implications and comments received are reflected in the report.

3. Information, Issues and Options

3.1 Background

- 3.1.1 The contract for the delivery of the housing register and development of a choice base lettings system was tendered and awarded to Anglia Revenues Partnership Trading (ARPT) in July 2007. The Contract was agreed and signed on January 2009 although the service has been provided from July 2007.

At the start of the service there were 2832 people on the housing register with a housing need as set out within the adopted allocations policy.

- 3.1.2 ARPT undertake a number of tasks to deliver the contract which are detailed in the contract but briefly provide the following :- Assessment of housing applications, advice to applicants to assist with meeting housing need, provision of nominations to the Housing Associations when requested within the application of the allocations policy, provision of data such as housing need information, maintenance of housing applications, development of the services and the move to a choice base lettings system.
- 3.1.3 The Contract is managed by the Housing team through regular assessment of performance data details of which are attached at appendix A, monthly performance meetings and quarterly contract meetings. Quarterly meetings are also held with the Housing Associations ARPT and the Council to measure and develop the service ensuring the customer is 'key' to those improvements and develop a choice base lettings service.

3.2 Issues

- 3.2.1 The service provided by ARPT has been inconsistent over the period of the contract to date. A sample of the performance data in graphical form is attached to this report at appendix B. The inconsistency has been on a number of issues which have been addressed through the contract meetings. The issues have been :-

Quality of the service through the quality of the staff. There have been some poorly performing staff as well as at times not enough staff.

Poor performance against agreed targets

Lack of delivery against key aspects of the contract ie no delivery of the Choice Base Lettings system

This has resulted in the financial penalties being claimed against the contract

- 3.2.2 The issues listed above have been addressed through a number of ways. Performance has started to improve through investment in staff resources as well as the relocation of the team to Elizabeth House from Breck house. The ability to increase staff knowledge and understanding by working within the housing team has increased greatly and is leading to a higher quality of service and experience for the customer
- 3.2.3 The none delivery of Choice Base lettings continues to be of concern for the Council. The target date for delivery of the system set by the Department of Communities and Local Government was December 2010. Within the contract the delivery of the system was intended to be 1st April 2009.
- The development of the system has been delayed for a number of reasons mainly due to the bespoke nature of the system being developed and the relationship between ARPT and Civica their delivery partner. A system was finally accepted by the Council and ready for a go live in January 2010 when there was a major hardware failure which resulted in the system being unable to be recovered. This has led to a number of protracted contracted negotiations with ARPT with a current deadline of 20th January 2011 being the new delivery date set by the Council.
- 3.2.4 Extensive legal advice has been undertaken on our contractual position and procurement position with relation to the contract which has been discussed as confidential business by Cabinet. Further information on this matter will be subject to a Cabinet decision after 20th January 2011.
- 3.2.5 The delivery of the Housing Register continues to be delivered satisfactorily to Customers by ARPT.

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Appendices attached to this report:

Appendix A extract from contract of performance measures

Appendix B Graphs of performance data