Leeds CITY COUNCIL

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Report to: Chief Officer Housing Management

Date: 2nd February 2015 2015

Subject: Pilot Mobile working within Housing Management using windows Tablets

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	☐ Yes	☒ No	
Are there implications for equality and diversity and cohesion and integration?	☐ Yes	☒ No	
Is the decision eligible for Call-In?	☐ Yes	☒ No	
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	☐ Yes	☒ No	

Summary of main issues

This report requests the approval to purchase 20 Dell Venue 11 Pro Atom tablets to carry out a pilot in order to evaluate their usage with 2 Area Housing Offices. The devices will allow Housing Officers to conduct various activities whilst in tenant's homes and out on the estate giving full access to a number of Housing related software systems including Orchard. The pilot will run from to the end of March with a view to rolling out across all Area Offices in the new financial year if successful.

Recommendations

To approve the purchase of 20 Dell Venue 11 Pro Atom Tablets at a cost of £17,260 (plus £300 per month for a 2GB data allowance for each device) to carry out a pilot of the devices with a view to purchasing a total of 209 devices for each Housing Officer, should the pilot be successful at a total cost of £184k plus data allowances

Purpose of this report

1.1   To request approval for 20 Tablets running Corporate ICT Services' standard service offering software giving Housing Officers access to Orchard Housing, Microsoft Office applications including Word, Excel and access to their emails whilst away from the office base. The devices will allow officers to better deal with a host of Housing related enquiries such as dealing with account enquires, accessing bidding patterns, waiting lists, priority awards, logging Annual Tenancy Visits and raising maintenance orders.

2   Background information

2.1   Over the last few years a number of different products have been considered in order to allow visiting staff to access council systems whilst out on site. These have ranged from dedicated handheld devices, software solutions for mobile phones and more recently tablets / iPad's.

2.2   The most effective solution to date has been tablets which have been trailed in a number of Housing Offices during 2012/13 albeit with limited software and access to council IT. However feedback from staff has been that these have been an effective tool creating savings in staff time and a quicker service to customers

2.3   Recent advancements in 'Windows' has resulted in Corporate ICT Services now being able to provide Tablets and I Pad's that allow staff full connectivity to Housing systems. These devices can now be ordered via the IT service catalogue

2.4   With assets being reduced and the numbers of visiting staff increased following the Housing Management restructure the purchase of these devices will allow staff work more efficiently whilst on site and provide our tenants with an enhanced service.

3   Main issues

3.1   Changing the Workplace has resulted in a number of Housing Officers ordering laptops and as this is being rolled out across area's more laptops will be ordered, whilst it could be considered there is duplication with the introduction of laptops, tablets are much more effective for staff to use whilst out on site.

3.2   Whilst at present Corporate ICT Services are not recommending Tablets be used as a replacement for laptops and desktop PCs they are built with the same software provision and it is envisaged that full support for these devices will be in place. Once this occurs then staff using Tablets, if they provide an effective solution, will only require the one device providing future savings to the Council.

3.3   Should approval be given to commence a trial of the devices then there is likely to be a 4 week lead in time period waiting for delivery of the devices before it can commence.

3.4   The pilot of the devices would run for approximately two months and if successful rolled out to all Housing Officers. Total cost for the pilot is estimated to be £18k and in order to provide devices to all 209 Housing Officers a further 189 tablets will be ordered if the pilot is successful giving a total cost of £184k plus £37,620 per year for data allowances . A breakdown of costs is shown below for each device;

Description	Manufacturer Part Number	Price ex VAT
Dell Venue 11 Pro Atom- with 3 year warranty and accidental damage	203-47283	£540
Dell Tablet Dock - English	452-BBIC	£65
Dell Tablet Folio - Dell Venue 11	460-BBKS	£14
Dell Tablet Keyboard - Mobile English	580-ABWU	£80
Dell Tablet Keyboard - Slim English	580-ABWS	£50
Dell Active Stylus - Venue Pro tablet	750-AADT	£12
Targus SafePort Rugged Max Pro Case for the Dell Venue 11	460-BBIO	£28

StarTech.com Micro HDMI to VGA Adapter with Audio for Smartphones / Tablets - Video converter - black 7 £ 26.42

Additional costs include;

Optional 3G - 2GB Data SIM	15.00 GBP charged monthly

Staff will also require a mobile iron licence which will allow remote wipe of a device if the device is lost or stolen and also the push out of upgrades to a device.

Option 1 - Self Install	46.00 GBP one-off (MobileIron Licence)
Option 2 - Assisted - install	106.00 GBP one-off (MobileIron Licence + 1 hour On-Site Support effort)

3.5   Each device costs a total of £863 (Self Install) plus £15 per month for data

4   Corporate Considerations

4.1   Consultation and Engagement

4.1.1   Not applicable

4.2   Equality and Diversity / Cohesion and Integration

4.2.1   Not applicable

4.3   Council policies and City Priorities

4.3.1   This work supports the best council outcomes of:
- improving the quality of life for our residents, and
- achieving the savings and efficiencies required to continue to deliver frontline services.

4.4   Resources and value for money

4.5   Housing Management staff currently visit tenants and their properties, write up notes and then travel back to the workplace to update the relevant systems. The provision of a Tablet will allow staff to update Orchard in real time. It will also allow staff to type up emails that will automatically send once connected to the LCC network, view their diaries without having come back to the office and type up any documentation directly into Word rather than taking notes by hand. This should have a significant saving on staff time not only because of the reduction in manually taking notes and then later entering the information into the relevant systems, but also on travel time and expense travelling backwards and forwards to the workplace

4.6   Legal Implications, Access to Information and Call In

4.6.1   There are no legal implications, and this report is not subject to call in.

4.7   Risk Management

4.7.1   No issues.

5   Conclusions

5.1   The purchase of these tablets will allow staff to carry out a more efficient housing management service whilst on site, allowing for accurate and up to date information whilst also reducing duplication with the service.

6   Recommendations

6.1   To approve the purchase of 20 Dell Venue 11 Pro Atom Tablets at a cost of £17,260 (plus £300 per month for a 2GB data allowance for each device) to carry out a pilot of the devices with a view to purchasing a total of 209 devices for each Housing Officer, should the pilot be successful at a total cost of £184k plus data allowances.