

Notes of meeting with Wakefield District Housing (WDH) on 27 January 2015 at 2.00pm

Present:

- Geoff Kirk, Service Director (Business Systems)
- Craig Wood, Corporate Debt Manager
- Louise Muirhead, Senior Business Analyst
- Matt Owens, Estate Officer
- Nicola Guy, Homeseach Officer
- Jim Fergusson, Member of Tenant Scrutiny Board
- Maddie Ullah, Member of Tenant Scrutiny Board
- Sharon Guy, Housing Manager (Scrutiny and Customer Relations)
- Guy Close, Governance Officer (Scrutiny)

1. Welcome and Introductions

Members and Officers introduced themselves to all those in attendance at the meeting.

2. Key areas of discussion

The key areas of discussion were:

- The development of mobile working had resulted in major business benefits and improvements to customer service.
- A budget of £1.2m had been allocated for the development of mobile working. The breakdown of expenditure was as follows:
 - 1/3 on hardware
 - 1/3 on software
 - 1/3 on data connectivity.
- WDH was responsible for 30,000 properties covering a 20 mile radius.
- Base product was from a third party supplier. Competitive tendering had been undertaken in accordance with government framework. WDH emphasis was on smooth transition from back office to mobile solution.
- CAPITA was the housing management supplier. CAPITA was responsible for resolving issues in relation to the interface and functionality of the product.
- The system utilised android operating system.
- The development of mobile working had been delivered on budget.
- An initial 2 year programme had been extended to 3 years due to complexity of the system.
- All the main strands of housing management had been covered. Each team within the organisation had submitted a list of requirements to be delivered.
- Development of mobile working had resulted in restructuring of office accommodation and a greater emphasis on homeworking.
- WDH undertook periodic tenancy visits. All visits were pre-announced.
- Team 'champions' supported the development of mobile technology across WDH.
- Staff welcomed the greater flexibility that mobile devices provided, e.g. inputting notes of visits, taking copies of information, photographs, arranging repairs, etc.
- Different sized devices were provided dependent on the type of work undertaken.

- Copy of tenancy agreement and some legal aspects required manual updating but everything else could be achieved through mobile technology.
- Next phase of programme focussed on directing tenants to access information on-line or by e-mail. An enhancement list was also being developed – completion of the programme scheduled for September 2015.
- Some minor technical issues experienced, mainly as a result of user error and eagerness of WDH to drive forward changes.

(The meeting concluded at 4.00pm.)