

**Report of Head of Scrutiny and Member Development**

**Report to Tenant Scrutiny Board**

**Date: 7 October 2015**

**Subject: Recommendation Tracking – ATV Inquiry**

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

**1 Introduction**

1.1 In March 2015 Tenant Scrutiny Board agreed its final Inquiry report into Annual Tenancy Visits (ATVs).

1.2 Recommendation 9 of the Board's report stated;

*That the Director of Environment and Housing supports the business case for funding to introduce mobile technology in housing management (subject to a successful pilot) We also request that this Board be provided with an update on the pilot outlining the financial and operation viability of the technology.*

1.3 Gerard Tinsdale, Area Manager, Inner West, has been invited to attend today's meeting to provide the Board with an update. A brief summary is detailed below by way of background.

- The Pilot is working well demonstrating increased efficiencies for Housing Officers. This has resulted in better utilisation of time enabling them to focus attention on; listening to, and responding to, tenant views and issues.
- The tablets are used in a number of ways to improve services for customers, providing accurate up to date information, enabling a response at first point of contact. The tablets have been effectively used at local housing surgeries and enable staff to book and confirm repair appointments directly with tenants at a time convenient to them. This is the current functionality we have and we are looking to expand this as the pilot develops.
- There are some minor 'IT' issues to resolve with the devices, predominantly around network connectivity and the number of loggings required to access applications.

However, good progress has been made to address this issue, staff now have access to all applications required, with the exception of Map Explorer. We are working closely with IT to provide a solution.

- An evaluation of the pilot will be presented to the Chief Officer and senior leadership team on 14 October 2015.
- It is still hoped that we will be in a position to roll-out a mobile solution to Housing Officers before the end of this financial year.

## **2. Recommendations**

2.1 Members are asked to note the update following discussions with officers.

## **3. Background papers<sup>1</sup>**

3.1 None used.

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.