**Agenda Item 6**

**REPORT TO CABINET**

27 June 2018

<table>
<thead>
<tr>
<th>Subject:</th>
<th>Award of Contract for Mobile Working Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presenting Cabinet Member:</td>
<td>Councillor Steve Trow - Cabinet Member for Core Council Services</td>
</tr>
<tr>
<td>Director:</td>
<td>Executive Director – Neighbourhoods – Dr Alison Knight</td>
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<tr>
<td>Contribution towards Vision 2030:</td>
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<tr>
<td>Key Decision:</td>
<td>Yes</td>
</tr>
<tr>
<td>Forward Plan (28 day notice) Reference:</td>
<td>SMBC10/06/2018</td>
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<tr>
<td>Cabinet Member Approval and Date:</td>
<td>Councillor Steve Trow</td>
</tr>
<tr>
<td>Director Approval:</td>
<td>Dr Alison Knight</td>
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<tr>
<td>Reason for Urgency:</td>
<td>Urgency provisions do not apply</td>
</tr>
<tr>
<td>Exempt Information Ref:</td>
<td>Exemption provisions do not apply</td>
</tr>
<tr>
<td>Ward Councillor (s) Consulted (if applicable):</td>
<td>Ward councillors have not been consulted</td>
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<tr>
<td>Scrutiny Consultation Considered?</td>
<td>Scrutiny have not been consulted</td>
</tr>
<tr>
<td>Contact Officer(s):</td>
<td>Steve Greenhouse – Service Manager, Asset Management and Maintenance <a href="mailto:steve_greenhouse@sandwell.gov.uk">steve_greenhouse@sandwell.gov.uk</a></td>
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**DECISION RECOMMENDATIONS**

That Cabinet:

1. Authorise the Executive Director – Neighbourhoods to award the contract for the licensing and development of a mobile working platform to Kirona Solutions Limited for the period 30th June 2018 to 29th June 2020 for a total cost of £576,440.

2. Authorise the Director – Monitoring Officer to execute any documents necessary to give effect to the recommendation set out in 1 above and to sign any contract changes in relation to the purchase of additional licences or development days during the period of this contract.
1 PURPOSE OF THE REPORT

1.1 This report seeks approval to award a contract to Kirona Solutions Limited to further develop the mobile working platform.

2 IMPLICATIONS FOR SANDWELL’S VISION

2.1 The placing of this contract will enable our workforce to be skilled and talented and will be geared up to respond to changing business needs.

2.2 The use of the mobile working platform is supporting the modernisation of council services and delivering better outcomes for residents. Underpinning both the ICT Strategy and the Digital Strategy, the mobile working platform is delivering a digital by default workforce in key frontline services, which are used by residents on a daily basis. Delivery of these services more effectively will have a positive impact on improving the quality and condition of the environment in Sandwell.

3 BACKGROUND AND MAIN CONSIDERATIONS

3.1 On 18th May 2016 Cabinet awarded a contract for the provision and development of a mobile working platform to Kirona. The total cost of the contract was £371,967 for a two year period from June 2016 (Key Decision Ref. No. FR044). This contract is due to expire on 30th June 2018.

3.2 The business case for procuring a new mobile working platform was built up on two main elements:

1. To move the existing mobile working platform for Housing Repairs to a new improved platform as the system at that time was unstable and downtime issues were impacting negatively on productivity and customer satisfaction.

2. To procure a new solution that would enable mobile working within different service areas across the Council.

3.3 The original contract was procured in accordance with the Council’s Procurement and Contract Procedure rules and the Public Contracts Regulations 2015. A tender exercise was undertaken using the Crown Commercial Services Framework G Cloud 7 Lot 1 Software as a Service.

3.4 This new contract has been procured using the Crown Commercial Services Framework G Cloud 9 and is due to commence on 30th June 2018.
3.5 Over the past two years the Kirona solution has been developed for the following services:

- Pest control
- Housing repairs
- Voids management and maintenance

3.6 Additional frontline service areas who will benefit from the use of mobile working in the next two years include:

- Housing Management
- Income Management
- Anti-social Behaviour
- Estate services & caretaking
- Housing Choice

3.7 The Kirona solution has mobile functionality that can be utilised by a number of service areas across the council. The Firmstep solution (used for MySandwell) also has mobile functionality, however the ability to schedule work for people out in the field in the Kirona solution is more effective. Moving forward the Council will therefore have two digital solutions when considering the 'best fit' for mobile working. Both solutions support the Council’s digital vision by enabling the eradication of paper based systems.

3.8 The Kirona solution has demonstrated significant benefits to the repairs and pest control services since implementation. These benefits include; reductions in employee travel time and fuel costs, the ability to manage employee workflow allocation more effectively leading to improvements in productivity and creating capacity, higher number of resolutions at first point of contact and improvements in key performance indicators. In the repairs service, the percentage of appointments made and kept has increased by over 10\% since implementation of the software. Feedback from employees using the Kirona platform has also been positive and has led to improvements in productivity.

3.9 The future use of the mobile working platform will support employees to deliver services ‘out in the field’ and work more effectively across divisional boundaries. There will be clear opportunities to:

- co-ordinate visits across multiple disciplines leading to a more streamlined approach for customers and reductions in duplicated work;
- Enable officers to directly report issues whilst on estates or in residents’ homes;

4 THE CURRENT POSITION

4.1 A considerable amount of the initial contract period with Kirona was spent developing and testing the mobile working platform.
4.2 Services covering Pest Control, Housing Repairs and Voids maintenance are now live with paperless mobile working solutions.

4.3 The work carried out to date means we are now well positioned to introduce more services to digital mobile working and gas servicing and maintenance are scheduled to be introduced shortly.

4.4 The newly formed Digital Transformation Team will be working with services across the council to identify areas where digital mobile working could be introduced using Kirona or Firmstep.

5 CONSULTATION (CUSTOMERS AND OTHER STAKEHOLDERS)

5.1 Consultation and engagement with service areas is on-going to assess the future use of this technology.

6 ALTERNATIVE OPTIONS

6.1 Reverting to paper-based processes is not an option as it goes against Sandwell’s 2030 vision and ambitions and would have a detrimental affect on customer satisfaction.

7 STRATEGIC RESOURCE IMPLICATIONS

7.1 The provision of services from Kirona over the 2-year term will cover

- Software licenses for 1,000 Job Manager users
- Dynamic Resource Scheduling licences for 1,000 users
- Associated hosting and software support services
- Provision of 400 development/consultancy days

7.2 The total cost of these services will be £576,440.00. However, the development/consultancy days are on a call-off arrangement and we will only pay for what we use. The total cost of the contract over the term may therefore be lower.

7.3 These costs will be met from existing Housing Revenue Account budgets. This investment will support the implementation of mobile working in general fund service areas supporting delivery of efficiency savings, customer satisfaction and improvements in service delivery.
7.4 The cost of this further contract award is higher than the original contract entered with Kirona Solutions Ltd in 2016 as the original scope was smaller, to ensure delivery was effective and delivered as planned. The success of the roll out of mobile working in Pest Control and the Repairs Service now provides the platform to increase the number of service areas and users who can take advantage of this product. Therefore, the potential amount of licences and development days required to expand the platform further across the Council has increased.

8  LEGAL AND GOVERNANCE CONSIDERATIONS

8.1 The contract will be awarded in accordance with the council’s Procurement and Contract Procedure Rules and the Public Contract Regulations 2015.

8.2 The contract will be awarded using the direct award process via the G-Cloud framework agreement and a subsequent call off contract will be entered into.

9  EQUALITY IMPACT ASSESSMENT

9.1 An equality impact assessment was not undertaken as this is a renewal of an existing contractual arrangement. The contract will be monitored to ensure compliance.

10  DATA PROTECTION IMPACT ASSESSMENT

10.1 No data protection issues have been identified.

11  CRIME AND DISORDER AND RISK ASSESSMENT

11.1 No crime and disorder issues have been identified.

12  SUSTAINABILITY OF PROPOSALS

12.1 There are no sustainability implications arising from this proposal.

13  HEALTH AND WELLBEING IMPLICATIONS (INCLUDING SOCIAL VALUE)

13.1 There are no sustainability implications arising from this proposal.

14  IMPACT ON ANY COUNCIL MANAGED PROPERTY OR LAND

14.1 The development and ongoing use of a mobile working platform will enable service areas to carry out their functions in relation to maintaining the council’s housing stock.
CONCLUSIONS AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

15.1 The move to a new mobile working platform has successfully delivered the transition of service areas previously not utilising ICT for their field work as well as updating and increasing reliability for other services areas that have previously used an ICT solution.

15.2 The ongoing partnership with Kirona Solutions Limited will see further service areas and teams brought onto the Mobile Working Platform. This in turn will help with delivering efficiencies across those areas.

15.3 The Kirona solution enables officers to work agilely away from traditional office environments. This supports digital transformation and our workplace vision.

BACKGROUND PAPERS

16.1 None

APPENDICES:

None

Dr Alison Knight
Executive Director – Neighbourhoods