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| **Questions**  | Answers |
|   |   |
| **A.** | **General** |  |
|   | 1.          Does your local authority use Housing case management system(s)? If so, please list the name of the supplier(s). | NEC Software Solutions (UK) |
|   | 2.          Can you provide a name for the system(s)? | NEC Housing |
|   | 3.          What is the contract start date for your Housing management supplier? (dd/mm/yy) | 27/06/13 |
|   | 4.          What is the contract end date for your Housing management supplier? (dd/mm/yy) | 31/05/23 |
|   | 5.          What was the annual cost of your Housing management supplier(s) for the financial year 19/20 (April 2020 - March 2021) | £70k |
|   | 6.          What was the annual cost of your Housing management supplier(s) for the financial year 21/22 (April 2021 - March 2022)? | £71k |
|   | 7.          What was the annual cost of your Housing management supplier(s) for the financial year 22/23 (April 2022 - March 2023)? | £73k |
|   | 8.          Do you intend to go to tender for a new Housing Management system at the end of your contract? | No |
|   | 9.          If yes have you already started that process? | N/A  |
|   | 10.      When do you hope to complete this exercise? (date) | N/A |
|   | 11.      Please list which modules you have purchased within the Housing Systems?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Estates | Service Charges | Customer Services | Core Bundle | My Accounts |
| Allocations | Allocations - Homelessness | Audit | BARIS | My Applications |
| Rents | InterFinder | Planned Maintenance | Private Leasing | My Housing Options |
| Repairs | ChoiceBased Lettings - CBL (Full) | Property Purchase | My Repairs | Task Manager – All HAHO |

  | Estates, Service Charges, Customer Services, Core, My Accounts, Allocations, Allocations – Homelessness, BARIS, My Applications, Rents, InterFinder, Planned Maintenance, Private Leasing, My Housing Options, Repairs, Choice Based Lettings, Property Purchase, My Repairs, Task Manager. |
|   | 12.      Please state which reporting tool you use | PowerBI |
|   | 13.      If combination please specify | N/A |
|   | 14.      How many number of residents are in Temporary accommodation? | 92 |
|   | 15.      How many number of residents are in Council's owned properties? | 41,292 |
|   | 16.     How many are in accommodation to which the council is responsible for repairs? | 41,292. Note that leaseholder owned properties are not included in this figure although the Council is responsible for some repairs. |
|   | 17.     How many external contractors do you have that support the council with repairs, adaptations etc? | 37 |
|   | 18.     Please state how many users use the Housing Case Management Application? | 1,000 |
|   |   |   |
| **B** | **Application Database server location**  |  |
|   | 1.         Application On Premises | Yes |
|   | 2.         Do you have any plans to move to a hosted environment? | No |
|   | 3. If yes, please state the date | N/A |
|   |   |   |
| **C** | **Applications Hosted**  |  |
|   | 1.         If hosted what date did you move to being Hosted | N/A  |
|   | 2.         Hosted by (Hosted by external organisation e.g. Microsoft cloud etc.) | N/A |
|   | 3.         Is the Hosted contact full managed by the supplier | N/A |
|   | 4.         As part of the Hosted contract, does the supplier complete your upgrades? (New releases and patches) | N/A |
|   | 5.         Do you have access to the database? | N/A |
|   | 6.         Does your LA have the ability to run scripts on the database? Or do you commission the supplier | N/A |
|   |   |   |
| **D** | **Other Applications linked to your main Housing Case Management Application (Repeat if you have more than one)**  |  |
|   | 1.         Does your organisation use any other third-party systems or service providers to support your organisation with Housing management If yes, please fill out the below for all third-party systems used- | Yes |
|   | 2.         Please state the name of the application and the supplier | Totalmobile |
|   | 3.         Please state the suppliers name | Totalmobile |
|   | 4.         Give a brief description of function  | Repairs scheduling and mobile working. |
| **E** | **Internal Staff who support/manage the application**  |  |
|   | 1.         How many members of staff are there in the application support team that maintains the database/application? | 6 |
|   | 2.         How many members of your team are full-time? | 6 |
|   | 3.          How many members of your team are part-time? | 0 |
|   | 4.         How many Managers(or equivalent) are in your team? | 1 |
|   | 5.         How many Senior members(or equivalent) are on your team? | 5 |
|   | 6.         How many Support officers(or equivalent) are in your team? | 0  |
|   | 7.         What is the Managers (or equivalent) salary? | £36,371 - £39,571 |
|   | 8.         What is the Senior members(or equivalent) salary? | £29,174 - £31,895 |
|   | 9.         What is the Support officers(or equivalent) salary | N/A  |
|   |   |   |
| **F** | **Training**  |  |
|   | 1.         Does your team provide system training? | Yes |
|   | 2.         If yes, what type of training? | Various including; online, peer to peer, user guides. |
|   | 3.         If internal training is not provided, do you have an external resource from your team? | N/A |
|   | 4.         If external, who are the training providers? | N/A |
|   | 5.         Is the training classroom based? | Sometimes, depending on exact nature of required training. |
|   | 6.         If no is this conducted via online? | Sometimes, depending on exact nature of required training. |