

Eco Impact Checklist

Title of report: FBC (Full Business Case) for the Housing IT Transformation Programme (21EN625)

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Anticipated date of key decision: January 23 going to Cabinet 7/2/23

Summary of proposal:

Seek Cabinet approval for:

- The Housing IT Transformation programme Full Business Case
- Start procurement activity with the recommendation to rationalise the current housing IT estate and procure a single modular solution, rather than multiple IT systems. The current housing system is composed of six separate business critical applications with contracts ending in spring 2024.

Cabinet is asked to approve the progression of this work, which is a key decision given the costs associated.

Context:

Housing IT transformation programme

Housing IT provides the tools required to deliver a range of housing services to the citizens of Bristol. Multiple systems are reaching end of contract or end of life. This brings an opportunity to explore and implement the best possible IT solutions available.

To manage these opportunities, the Housing IT transformation programme has been implemented. The purpose of the programme is to enable change and put in place tools that will allow Housing and Landlord Services to enhance service delivery, achieve efficiencies and improve working practices. This will support delivery of Moving Forward Together, the service's transformation plan.

The programme will explore options to replace end of contract applications and to deliver un-met business needs and requirements including:

- Solutions to enable a greater degree of self-service for residents
- Addressing issues raised through internal audits, relating to the need to improve systems and processes
- Filling known IT 'gaps' such as a job costing solution that would allow greater insight into costs and how to deliver value for money.

For the programme to provide a Full Business Case, the programme will need to complete the following key activities first:

1. Identify a Preferred Supplier, who will be our Delivery Partner, and confirm Final Costs to deliver the programme such that:
 - It meets the requirements of Senior User/s and their team
 - Aligns with BCC business and technology strategy (e.g. Common Activities and Digital First);
 - Supports government regulations and compliance (e.g. the new Building Safety Bill etc.)

This will be done via a procurement exercise (competitive tender, using an approved Crown Commercial Services framework that encompasses the services required). This exercise is planned to take place from

Sept – December 22, It is anticipated that the preferred supplier will be confirmed at January's cabinet. Also, the exercise will;

2. Identify the underlying business and process change associated with these:
 - We have identified shortfalls in current business processes, (some a result of the disparate systems currently in use and some an indication of the need for task-level process changes), where remedying these will bring several productivity benefits to BCC Housing and the citizens of Bristol.

The programme has identified the detailed requirements for each application.

Will the proposal impact on...	Yes/ No	+ive or -ive	If Yes...	
			Briefly describe impact	Briefly describe Mitigation measures
Emission of Climate Changing Gases?	Yes	+ive	<p>Positive impact from procurement of a new asset management solution:</p> <ul style="list-style-type: none"> - Assumption that IT systems on the market have greater capabilities management of asset data (inc. energy) and modelling of investment programmes. - Opportunity to review data available, identify gaps and make better use of asset data to model investment programmes (more energy efficient homes) - Opportunity to explore the introduction of 'smart tech' / AI in BCC stock, new capabilities with BIM technology - Opportunity to choose solutions that allow lifecycle costing and carbon emissions to be valued <p>Opportunities given with procurement of new field service / resource scheduling solution:</p> <ul style="list-style-type: none"> - Review of the responsive repairs process end to end from the lens of reducing carbon emission produced - Existing solution has customisations that may hinder the efficient scheduling of routes taken by trades operatives and surveyors. Opportunity to review and simplify business priorities and rules <p>Opportunities from improvements to housing's digital services and contact centre:</p> <ul style="list-style-type: none"> - Increase in services available online / self-serve reduce need for BCC tenants to either call the contact centre or travel to the Citizen Service Centre - Opportunity to explore CRM capabilities (e.g., knowledge articles, virtual assistants, chatbots...) to reduce the need for a callout when it can be avoided. 	n/a

			<p>Opportunity for housing to procure solutions with hosting solutions that have a lesser environmental impact than current hosting option (cloud computing vs on premise).</p> <p>Opportunity through data and analytics (housing data and other) to make evidence-based decisions across the service:</p> <ul style="list-style-type: none"> - Better data and use of technology to assess the state of our asset, the utilisation of fleet, materials used, smart homes capabilities / AI... overall with the potential of reducing Housing's environmental impact. 	
Bristol's resilience to the effects of climate change?	No		No change (see summary).	n/a
Consumption of non-renewable resources?	No		No change (see summary).	n/a
Production, recycling, or disposal of waste	No		Digitisation of remaining paper-based processes will reduce recycling need.	n/a
The appearance of the city?	No		No change (see summary).	n/a
Pollution to land, water, or air?	Yes	+tive	Review of existing rules and implementation of more efficient travel scheduling parameters have the potential of reducing overall mileage and carbon emissions from the vehicles used by the Responsive Repairs service (c. 300 staff, most with a vehicle).	n/a
Wildlife and habitats?	No		No change (see summary).	n/a

Consulted with:**Summary of impacts and Mitigation - to go into the main Cabinet/ Council Report**

The proposal is to complete a competitive procurement exercise.

At this stage of the programme, it is anticipated that the procurement of new IT solutions is unlikely to have significant environmental impacts but may offer opportunities to reduce Housing's environmental impact in the future through process review, improvements to travel optimisation, more efficient asset management deriving from improved data.

An initial Eco-Impact assessment was completed and approved as part of the Mandate in Dec-21. Also, a revised version was included and approved as part of the Outline Business Case Agreed on June 22 Cabinet.

As stated in the OBC ECOIA. We still intend to produce a revised Eco Impact Assessment in conjunction with the preferred supplier as part of the Discovery and Design phase. Both phases will be outlined in the Full Business Case

Checklist completed by:

Name:	<ul style="list-style-type: none">• Mandate Dec 21 and Outline Business Case Jun 22 Checklists completed/updated - Myriam Selfe.• Full Business Case – Stewart Mc Dermott and Vicky Grace
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Extension:	
Date:	26/01/2023
Verified by Environmental Performance Team	Giles Liddell, Project Manager - Environmental