OPEN CONTRACTOR UPDATE

Report of the Director of Investment and Regeneration

1.   SUMMARY

To update the City Board on the implementation and progress to date of the Open Contractor system.

2.   RECOMMENDATION

To note the contents of this report.

3.   MATTER FOR CONSIDERATION

3.1   Shortly after the transfer of the Repairs Team to Derby Homes in June 2010, a decision was taken to replace the existing contractor package (Consol). This was partly due to Consol becoming "end-of life", but mainly due to the Business Transformation of the Repairs Team.

3.2   There were two options available from Capita; of which, Open Contractor, was the most suitable. It is also one of the top market leading contractor packages.

3.3   Open Contractor is able to operate as a stand-alone system, and has successfully been interfaced with Academy Housing (Derby Home s' housing management system), Opti-time (our electronic scheduling system) and mobile hand-held technology (PDAs).

3.4   A team of staff worked on the implementation of Open Contractor from August 2011. The team designed how the system would work for Derby Homes, what processes needed to be in place, what parameters were set, and tested the system.

3.5   The team had just over six months to implement the system, which was an ambitious target. The focus was to get into place the works ticket management module, and the interfaces between Academy, Opti-time, Open Contractor and the mobile hand-held technology. The workforce also had to be retrained as Derby Homes also had to move to a new mobile solution on the go-live date.

3.6   During this time Derby Homes also moved from its original 'bespoke' Schedule of Rates, to the nationally recognised National Federation of Housing Schedule of Rates.

3.7   The priority was to ensure that Derby Homes continued to deliver an excellent repairs service to our tenants, with a seamless transition from Consol to Open Contractor.

3.8 The system went live on 26 March 2012, with no major problems.

3.9 The team also helped to implement Imprest Van Stock (IVS) on our Repair Teams' vans. The aim was to reduce the number of visits to merchants by operatives and therefore improve the productivity of our workforce. We are now successfully managing IVS, through Open Contractor, on almost 100 Repairs Team vans, across all work areas and trades. There has been a significant improvement in productivity, partly due to the implementation of IVS.

3.10 There is still a lot of work to be done to make sure that Open Contractor reaches its full potential for Derby Homes. The main areas of work which are on-going are

- Developing purchase order processing and the supplier Electronic Data Interchanges (EDI's).
- Standardising timesheet information.
- The application of overhead rates to Open Contractor.
- Resolving a number of issues with MasterQuery and developing a suite of reports.

3.11 All of the ongoing work will give Derby Homes more accurate job costing information.

3.12 The team is also working with Contract Managers to improve manual job ticket turnaround, better use of Schedule of Rates, and better use of PDAs.

3.13 To summarise, once Open Contractor is fully embedded in Derby Homes, the system should be able to

- Manage works tickets efficiently and effectively – both via PDAs and manually.
- Process purchase orders and invoices allocating costs on a job by job basis.
- Process labour hours on a job by job basis, and unproductive time.
- Manage Imprest Van Stock.
- Produce a number of reports.
- Send repair information back to update Academy.
- Integrate with PDAs.

The areas listed below have no implications directly arising from this report:

Consultation	Environmental
Financial and Business Plan	Equalities Impact Assessment
Legal and Confidentiality	Health & Safety
Council	Risk
Personnel	Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Author: Lara Cartledge / Principal Accountant / 01332 888411 / Lara.Cartledge @derbyhomes.org

Background Information: None
Supporting Information: None