



Housing Services Cabinet Committee

Thursday, 4 February 2021

Dear Councillor

You are advised that the attached documents form part of the main agenda papers for this meeting.

Please ensure you bring them with you to the meeting.

Yours faithfully

A handwritten signature in black ink, appearing to read 'S Walsh', written in a cursive style.

S Walsh
Service Manager (Communities)

List of documents attached

5. Project Update - Housing IT System (Pages 3 - 12)

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Housing System Project Update – February 2021

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Contents

- Achievements to Date
- Plan on a Page
- Phase 1 Housing application – Path to Live
- Case Type Example ‘as is’ – ‘to be’

Summary of Achievements to Date

Core Housing System (Central Module)

Core Housing System Training – 2 sets of training completed (train the trainer)

System Data – 3 sets of corrected old data loaded from current system for People, Properties and Occupancies.

System and User Security – Role Types Identified and required access levels agreed and set-up.

User Acceptance Testing (UAT) – in progress with issues being reported back to MRI (formally Castleton)

Re-training Overviews & Housing Department Training – in progress

EDRMS (Document Management System)

MRI Document Management – System environment build in progress

Scope confirmed (current tenancies, ended tenancies with arrears, Right to Buy)

Key Documents Requirements – confirmed

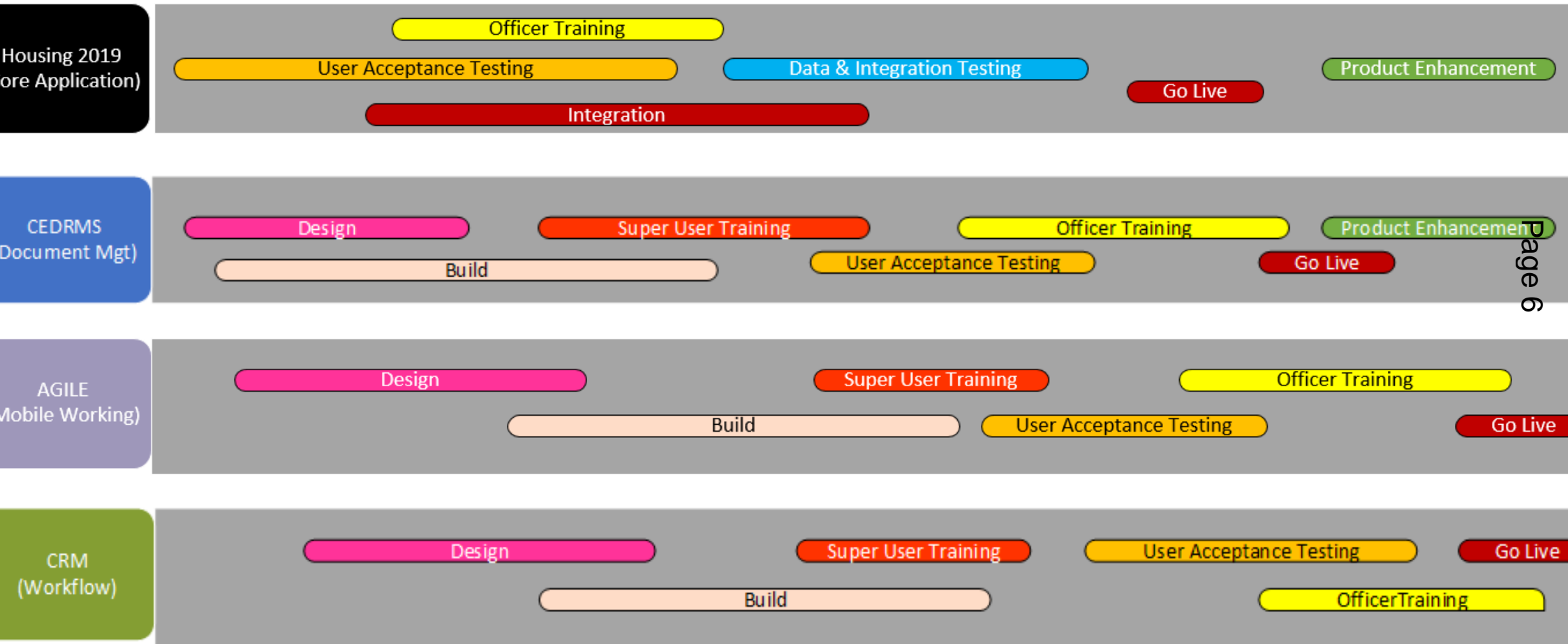
Existing – Document Management System 'as is' – documented

Replacement - MRI-Castleton Document Management 'to be' – mapped

Administration Training – completed.

PLAN ON A PAGE – PHASE2 1 & 2

Planning - Structure to be proud of



Phase 1 – Path to Live Go Live - Activity

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January

February

March

April

> May

CASTLETON – CORE HOUSING APPLICATION

Housing, Income and Sheltered Officer Training

Data Loads

Final User Acceptance Testing

Priority External Transaction Data Loads - Testing

Final Live Data Loads

Sign Off
– Phase 1
Go Live

Housing Product Enhance

Priority External Transaction Data Loads -

We are
Here!

Test External Transaction Loads

Live External Transaction Loads

CASTLETON PHASE 2 – CASE
MANAGEMENT AUTOMATION
MOBILE DEVICE WORKING

Direct Debit Files
Housing Benefit Files
Transaction Files

Live External Transaction Loads

Castleton & CAPITA
Systems Parallel Running

CAPITA Housing Application

Financial Year End Activity

Decommissioning

Business as Usual - Maintaining Tenant Services

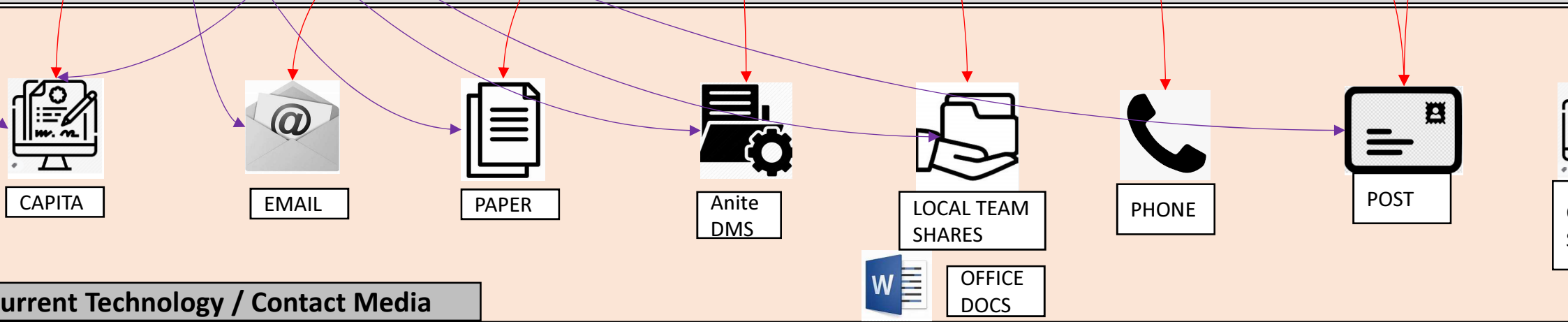
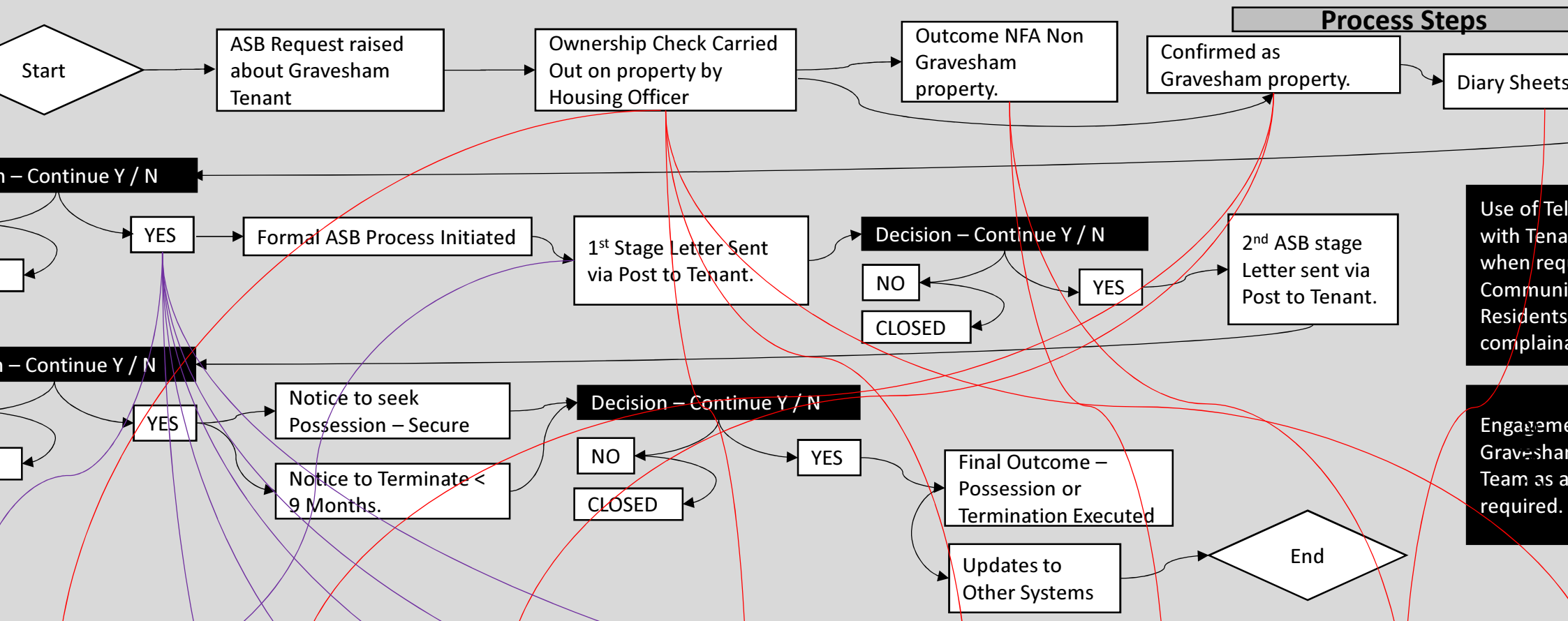
Page 1



‘As is’ and ‘To Be’ Case Type Example – Anti Social Behaviour ASB

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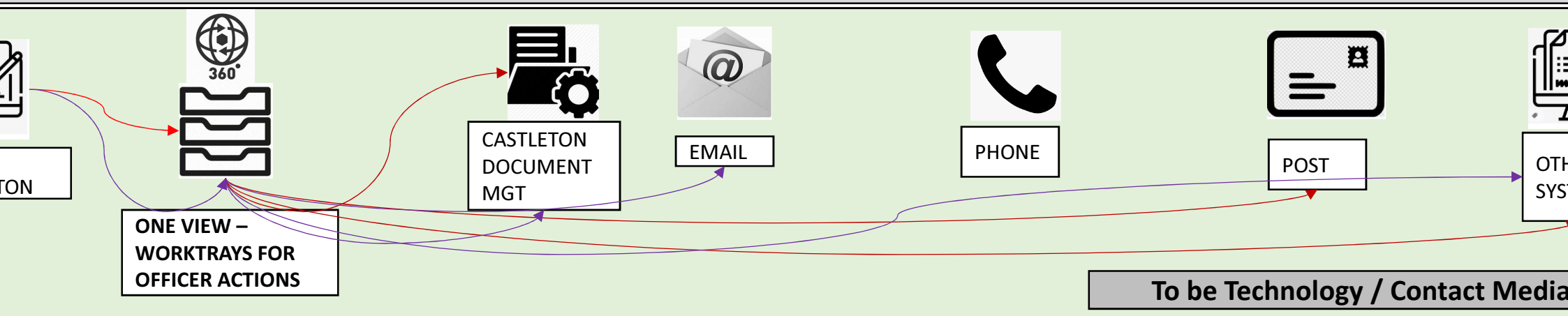
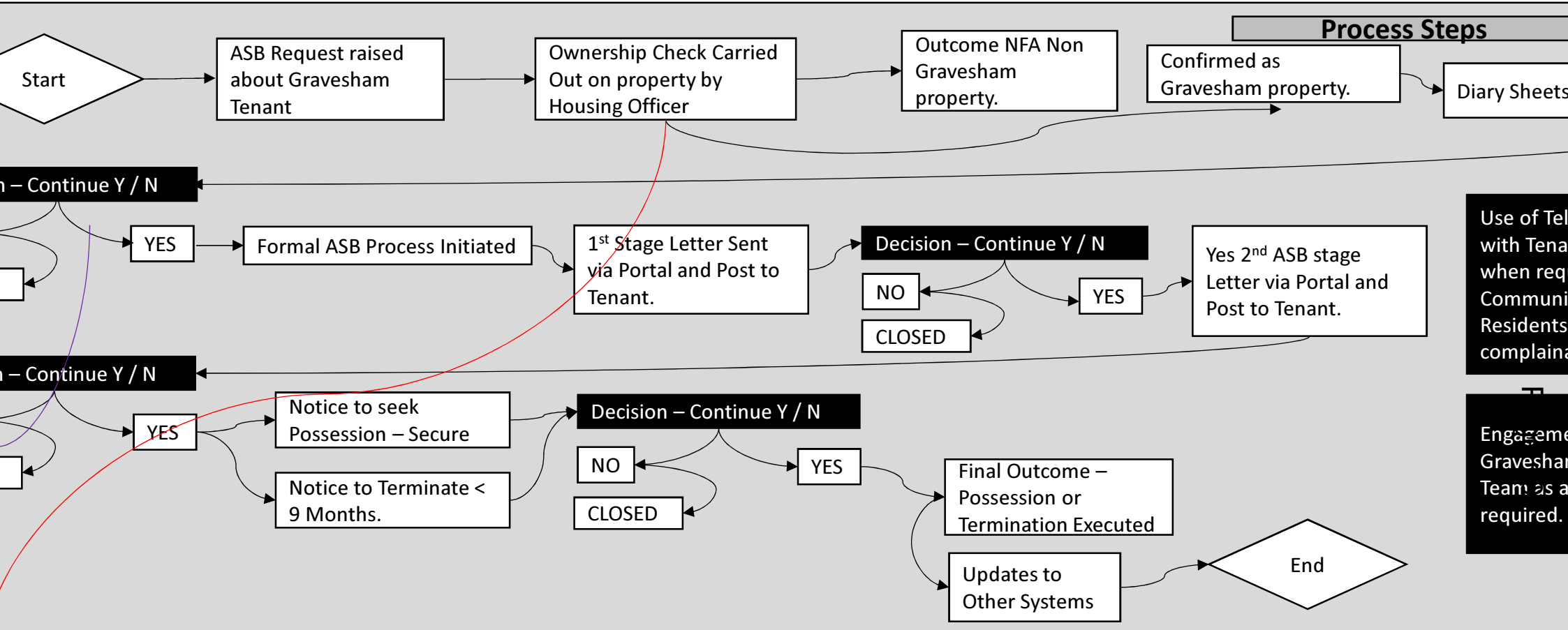
Case Type - Anti Social Behaviour– As Is



Use of Tel with Tenants when required. Community Residents complaints

Engagement Gravesham Team as a required.

Case Type - Anti Social Behaviour– To Be



- Questions

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