HOUSING COMMITTEE
22 April 2004

FIRST WIRELESS IMPLEMENTATION

REPORT BY THE DIRECTOR OF HOUSING

ABSTRACT
This report identifies the requirements and benefits for First Wireless Application

1. **RECOMMENDATIONS**
   The Committee is asked to approve the implementation of First Wireless as a pilot for 6 members of staff to allow an evaluation of the benefits to customers and staff.

2. **BACKGROUND**
   Sx3 and their partner Kirona, have developed wireless applications to integrate directly into First Housing, in real-time.   This is seen as being of great benefit to the Housing Department as remote working options for officers such as Housing Inspectors, Arrears Recovery Officers etc. as it will offer a more efficient customer service.   The officer would carry a handheld device, which would have access to a text version of the SX3 First Housing system and would allow them to check relevant information.

   Housing Inspectors will spend less time in the office, as they will be able to update and query on information from the tenants home or council property. This information is updated as it is input therefore contractors will in some cases get Work Orders etc. the same day as the fault has been inspected and raised. This will also save the inspectors duplicating work by noting problems and then logging them into the system when they return to base.

   Arrears Recovery Officers will be able to make visits with the correct information to hand for the tenant, and be able to record arrangements when the tenant is present.

   The functionality of the system is continually being added to, and will prove to be a great return on investment.

3. **FINANCIAL IMPLICATIONS**
   The estimated costs for the pilot project are as follows:

   1. First Wireless Foundation System, including set-up and configuration costs, £30,000

   2. Purchase of 6 handheld devices, £3,000. It is estimated that running cost would be no more than £4 per day per device.

   3. The existing Sun server does not have the free disk space or necessary memory required to house the Wireless application, therefore it is necessary to purchase

additional hardware to act as an applications server. The cost of this is estimated at £1500.

4. A VPN unit (used to pass secure information to and from the wireless server to the SX3 First Housing server) will also need to be purchased for this implementation, which is expected to cost £1700.

There is currently no provision within the HRA Capital Programme for the estimated cost of £36,200 for this project and therefore the Programme will need to be adjusted accordingly. Revenue costs associated with phone call charges will be met from the existing revenue budget.

4. **HUMAN RIGHTS IMPLICATIONS**
There are no Human Rights implications arising from this report.

5. **CONSULTATION**
In preparing this report there has been consultation with the Chief Executive, Director of Finance, Director of Information Technology and Director of Law & Administration.

6. **CONCLUSION**
The pilot project affords an opportunity to explore improving service delivery to customers and the results will be the subject of a further report to an appropriate meeting of the Housing Committee.

RON ASHTON
DIRECTOR OF HOUSING

Note:- No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied upon to any material extent in preparing this report.