

Capital Plan Post Implementation Review	
Service:	EHHS
Scheme Title:	Homelessness Management System
Scheme Description:	A single integrated IT system for the step-by step management of homelessness and housing options cases.
Evaluation:	Finance and Property Advisory Board 5 January 2011
Capital Plan Year(s)	2010/11-11/12
Approved budget	£9,200 (2010-11 - £2,000; 2011/12 - £7,200)
National Priorities	Increase the proportion of socially excluded adults in settled accommodation
Local Priorities	Providing affordable housing and tackling homelessness (key priority)
Targets for judging success:	<ul style="list-style-type: none"> • Improved customer contact by reducing the time taken to search for clients on the various systems previously used • Reduced officer time in preparing quarterly government statistics on homelessness activity (P1E) • Improved auditing of clients in temporary accommodation, as recommended in internal audit report 33 • The module will be updated by Locata as and when required, thereby reducing reliance on in-house technical support.
Completion date (work completed):	1 April 2011
Completion date (final payment):	7 April 2011
Projected date for post implementation review:	Twelve months after implementation
Final cost:	£8,158
Performance against National and Local Priorities and Targets:	The module has proved invaluable in enabling the housing options team to manage homelessness and housing options caseload, and ensure a seamless interface with housing register data.
Budget performance / Value for money:	Project completed within budget.
Other performance / procurement issues:	None
Ongoing / Outstanding issues:	None