



LOTI Housing Innovator Showcase Submissions

Last Updated 20 May 2021

This document presents the supplier responses to LOTI's call for an innovative Housing systems showcase. Please click the relevant link in the table below for quick access to any of the solutions.

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1. **Plentific**

Please describe your solution in one sentence.

An end to end property management platform which offers a digital solution for resident management, repairs, voids, compliance, asset management supported by a platform solution including DLO, single contractor or a marketplace of contractors to fulfil work orders.

Please explain how your solution enables one or more of the outcomes boroughs desire.

We currently work with over 60 housing associations on exactly all these topics. How do you increase resident satisfaction, streamline processes to help works to get done through a digitalised journey and provide local work to local companies. Our different modules including repairs manager, compliance manager and asset manager are all based around each property file which provides a single solution access to the portfolio of all properties.

Please provide details of where else your solution/product has been implemented and the results it has shown.



Notting Hill Genesis, Peabody, L&Q, Shepherds Bush Housing, Centrepoint, pilot with Hammersmith and Fulham council and many more like CDS.

Please state your organisation's social value proposition for boroughs.

We support various charities like Beam, Shelter and also launched the Women Trade Network recently to get women into trade jobs together with CIH, Direct Works, Places for People, L&Q, Peabody, NHG, Women's Pioneering Housing. Through our technology we provide local work to local contractors and help for wealth to retain in those communities.

Please explain if and how your solution works with legacy technology.

We are fully API and webhook based which means we can integrate with any legacy system.

Please include links to further information about your solution.

www.plentific.com There are case studies and videos on our website and happy to provide more information. Thanks

2. The Depositary

Please describe your solution in one sentence.

Developed in partnership with TDS (The Dispute Service) The Depositary is a streamlining, automation and compliance platform for the conclusion of a tenancy, finalisation of any tenant liabilities (typically attributed as 'security deposit deductions'), allocation & distribution of funds instructions and, if applicable, submission of disputes to deposit regulators for adjudication.

Please explain how your solution enables one or more of the outcomes boroughs desire.

We deliver huge operational efficiencies for our target client base (agents, corporate landlords, councils & Housing Associations) by streamlining and automating key processes. Studies to date suggest our clients achieve an 80-90% time saving taking what is typically a 4 (work) hour process to around 15-30 minutes. Simultaneously, whilst doing this, we bring transparency and clarity to Tenants who can better understand the process and also access key information as and when it is needed. Any deductions/charges are also presented in an evidence based manner making the process more professional, compliant and fair.

Please provide details of where else your solution/product has been implemented and the results it has shown.

We are approaching 3000 tenancies processed on our platform with huge growth expected this year- we expect this figure to be closer to 30k by year end (with current engaged prospects) and in 2022 we hope to see this figure soar to 100k+. Our results show that our clients are making huge savings in working hours



dedicated to this process, better job satisfaction from staff, better understanding of regulatory framework from Landlords and a fantastic customer journey for Tenants who get a transparent process- we currently help clients return security deposits 30% faster than the national average and hope to bet this over 50% within next 12-18 months.

Please state your organisation's social value proposition for boroughs.

We ensure the regulatory framework around concluding tenancies is rigorously enforced and also complimented by 'best practice' initiatives. We deliver a transparent, fact-based platform for tenants that ensures the process is easy, fair and expedient.

Please explain if and how your solution works with legacy technology.

Our platform is built using angular with an open API on end points. We have already facilitated 6 partners integrations into our platform with at least 4 planned before year-end. We are working with some legacy software solutions but always find a solution to deliver the most seamless integration/collaboration that we can. We are currently building 2 bespoke modules for a client looking after approx. 100k tenancies.

Please include links to further information about your solution.

<https://www.thedepository.com/index.html>

<https://www.youtube.com/watch?v=yYxnteLwyqs>

<https://thedepository.tenancydepositscheme.com/>

<https://www.tenancydepositscheme.com/expertview-why-tds-was-our-obvious-choice-as-our-launch-partner/>

<https://www.icgapproved.co.uk/suppliers/the-depository>

<https://www.kerfuffle.com/deals/the-depository>

3. datb limited

Please describe your solution in one sentence.

A platform incorporating built components that can be configured to meet a variety of local government requirements for both internal users and citizens, underpinned by a leading low-code development environment.

Please explain how your solution enables one or more of the outcomes boroughs desire.

We have implemented HRA functionality, parking permits, self-service account management, self-assessed ESOL course selection and a variety of other solutions for local authorities.

Please provide details of where else your solution/product has been implemented and the results it has shown.

Blank - no answer.



Please state your organisation's social value proposition for boroughs.

We enable local authorities to deliver better services, more responsively and at lower cost.

Please explain if and how your solution works with legacy technology.

The platform incorporates highly capable web service functionality (both client and server) allowing JSON / XML integrations with existing systems, authentication mechanisms and external services such as payments systems, address validation and so on.

Please include links to further information about your solution.

www.datb.com

4. E&F Solutions Ltd

Please describe your solution in one sentence.

Affordable. Innovative. Collaborative Dynamics 365 Housing Modules developed with the Public Sector, for the Public Sector #D365ForHousing

Please explain how your solution enables one or more of the outcomes boroughs desire.

Affordable. Innovative. Collaborative the #D365ForHousing modules have been built with 20 years of sector knowledge. Using the latest Microsoft Dynamics 365 technology these modules can be integrated with legacy systems and portals to enable a brilliant online experience for customers and colleagues. The same technology can be used to enhance the Microsoft 365 licence you already pay for by integrating with Word, Excel, SharePoint etc. It can also be extended to make the most of PowerApps, Power Automate and the rest of the Microsoft Power platform. This enables colleagues to use tools that are familiar to them within a global brand that you can rely on.

Surface data using PowerBi or within Dynamics 365 itself enables proactive work while you stay on top of day-to-day issues.

These modules can be implemented quickly and significantly cheaper than the standard dynamics implementation. They use crowdsourced knowledge on ways of working across the housing sector, this knowledge has been added and ways of working into FREE modules. E&F Solutions will implement them but more importantly work with.

Tenancy services conduct my work wherever I need to be – The mobile app enables colleagues to work anywhere on any device and integrates with Microsoft teams so you can collaborate on specific cases.

Act in a more preventative way – The customer record can be adapted to the needs of the business and surfaced on the portal so that the customer owns their



data. Tools within Dynamics and PowerBi can then be used to surface the data and enable the business to act accordingly.

Easier and closer collaboration with partner organisations – Being a Microsoft product you can share records using dynamics/SharePoint and collaborate across sectors to give customers the support they need

Leaseholder services

Manage all aspects of my leasehold online – Detail held within Dynamics 365 can be surfaced on the portal. This information can be pushed/pulled across legacy systems enabling one version of the truth.

be informed about and access other local amenities in my area – API's can be added to dynamics so that you can pull data from external sites and publish wherever it needs to go (Portal/Dynamics etc). This data is updated externally so reduces the risk to the local authority.

Automatically notified or enrolled in related services – Workflows within Dynamics can trigger actions for individuals or teams so that they are tracked through to completion and provided with the relevant SLA

Homelessness services

Fast and effective in addressing the needs of specific individuals, managing all aspects of their homelessness support and documentation online, from applications to appeals, online – This can be built in dynamics and surfaced online or via any device. With colleagues out about the experience should be a 'mobile first' solution for both customers and colleagues.

Help identify issues and risks early so I can offer proactive support to vulnerable individuals – Key data can be held in dynamics; this can be surfaced when required or used to trigger workflows. These workflows can send actions for colleagues to complete so that customer receives the support they need during a period where they need it the most. Key data can be shown as graphically alerts or within fields.

Asset Management

Property information is as important as customer data. The property entity provides a single version of the truth about the property including key info on plans, gas safety check dates and whether its ready to let. Knowing this detail enables the local authority to be more proactive and customers to self-serve when they need some key information. Eg: knowing they type of windows/locks they have when buying contents insurance.

Please provide details of where else your solution/product has been implemented and the results it has shown.

The solutions were originally built while the E&F Solutions founder was working for housing associations. Here's how Dynamics improved life for customers & colleagues.

- Complaints – This module enabled the team to hold complaints in one central place enable clear reports, access to live/real time data and colleague ownership. This functionality was adapted as the policies & procedures changed.



- Needs & Risk assessments – used to identify and support customers who needed more 121 support
- Safeguarding – a single location to track and monitor the most sensitive cases with security that enabled only specific people to view the information.
- Data from Dynamics enabled us to identify customers who were online or needed to support to get online.

The results were great:

- Complaints reduced from 600 to 60 in 8 months
- Customer online data enabled us to deliver our online target 1 month before deadline
- The system was developed with colleagues not given to them. This enabled high levels of adoption, over 1 million cases were logged within the first 4 years
- The system enabled 80+% of improvements/customisations to be completed in house. Reducing the reliance on suppliers while still enabling us to flex with the business/customer need.
- The speed of deployment meant that Dynamics 365 was deployed within 6 months of a merger between 2 housing associations.

The key to all this is adoption. If customers and colleagues don't use the system, then you won't see the return on investment. We use proven tools and methods to ensure colleagues are bought along for the journey.

Please state your organisation's social value proposition for boroughs.

Our mission is simple deliver solutions that are affordable, innovative and collaborative. Enabling colleagues to deliver a great service and free up funds to build homes and improve services.

Why are we doing this?

Its simple,

Save the public sector money on implementation costs – the free modules significantly reduce the time for requirement gathering and implementing the system.

Reduce the reliance on legacy systems.

Help our colleagues provide a great (consistent) customer service by learning from others across the sector.

For as long as I can remember larger 'traditional' housing management systems and partners have provided legacy systems that don't flex and improve at the same speed as the modern world. #D365ForHousing flips this on its head by offering £000's worth of free modules (built with the public sector) that can implemented/maintained quickly. We also host member events that enable you to share knowledge/experiences and see the latest tech in action.

We are focused on outcome, not income.

Please explain if and how your solution works with legacy technology.

Dynamics can work with legacy systems, further exploration would need to be completed to understand how. There are both out the box capabilities that could



potentially do this and if not the Microsoft ecosystem contains 100's of tools that could do the job for you.

Please include links to further information about your solution.

www.deliveringcrm.net

5. askporter

Please describe your solution in one sentence.

askporter is a technology business that provides a Digital Assistant and automation platform, leveraging artificial intelligence to enable clients, such as Lambeth Council, Wisag, British Gas, Adiuvo to deliver better services to residents, more efficiently.

Please explain how your solution enables one or more of the outcomes boroughs desire.

The askporter solution(s) address all of the outcomes and user stories highlighted in the description above. Our solution(s) has a key focus, to improve both the residents experience when needing to contact a borough council, improve how the council can best respond to the requests, and carry out the various services.

askporter embraces various technologies in order to provide a comprehensive solution covering all aspects of how a London Borough wants to improve self management, and also provide services to residents. A description of these technologies is as follows:

- 24x7 Intelligent Omni-Channel Digital Assistant - Residents and tenants can chat with our multilingual AI assistant through multiple channels. The assistant can perform many tasks, from qualifying leads, taking and chasing payments to triaging queries and requests. The assistant is omni-channel to support any preferred method of resident/customer communication.
- Intelligent Workflow Automation - Inbound activities from any channel are seamlessly and autonomously captured, identified and prioritised. New activities, such as arranging a supplier visit, can be added to a task with a single tap of a button.
- Intelligent Insights - Our management dashboard provides actionable insights from data captured across the platform, highlighting potential problems and opportunities to drive efficiency across the business.
- Machine Learning - our platform uses cutting-edge technology to learn from you automatically. Every activity is contextualised, meaning Porter can recommend and action next steps based on your workflows that maximise productivity and minimise cost.
- Generative Pre-Trained Transformer 3 (GPT-3) - is an autoregressive language model that uses deep learning to produce human-like text.

Please provide details of where else your solution/product has been implemented and the results it has shown.



askporter is currently going live on a number of projects with Lambeth Borough Council, where we are automating certain workflows and accelerating the council's digital customer experience strategy.

Example Projects for Lambeth Borough Council:

- Project: Inbound Communication Goal: to meet the council's objectives of improving resident services by providing a single platform for all inbound multi-channel communication.
- Project: Garage Rental Services - Goal: automated workflow resident solution for renting and paying for properties in one workflow.
- Project: Fire Risk Assessment (FRA) - Goal: a digital assistant to quickly retrieve FRAs for the relevant property and display back to the interested residents.
- Project: Fire Door Inspections - Goal: automated workflow to enable Lambeth staff to carry out inspections on fire doors.

We have carried out a number of resident testing activities and received very positive feedback on usage and relevance of the solutions. We have also been able to build a very solid business case(s) for each solution, by demonstrating significant savings for both time and spend reduction.

We would be happy to request permission from Lambeth to share the figures of the actual savings (monetary and time) in our presentation, should we be selected to the Q&A.

Please state your organisation's social value proposition for boroughs.

1. One of our key social value proposition's is to free up residents time, we do this by reducing the effort required when there is a need to contact the council for support or information.
2. Through our partner base we are also exploring how we can introduce new technology to Lambeth and additional London Borough's (e.g. home condition monitoring, predictive repairs, predictive maintenance). Our housing repair partner, Adiuvo, is also exploring how local people can be taken on to bring local knowledge in to their support offerings.

Please explain if and how your solution works with legacy technology.

At Lambeth Borough Council we are integrating with Northgate, legacy systems and their DRS (Dynamic Resource Scheduling).

A description of our integration approach is as follows:

The askporter platform has been designed to facilitate integration with existing back-office systems. The core platform exposes a standard set of APIs and subscribable events which are then made available to a client specific integration zone. These integration zones fulfill two functions:

- * Creating a segregated network to support secure access into existing corporate networks, for example by a site-to-site VPN
- * Hosting integration microservices that can bridge from the platform APIs into those of existing systems without requiring changes to those systems. These



services are flexible to include a range of integration approaches, including REST APIs, GraphQL, flat file, direct database access.

Integrations to the askporter platform may be Background or Foreground.

Background integrations are not directly visible to the end user and would typically include:

- * Updating back-office systems from an event on the askporter platform (e.g. task closed)
- * Updating the askporter platform from an event in the back-office system (e.g. work order updates)
- * Synchronising data (mono- or bi-directional) between the askporter platform and back-office systems (e.g. lists of assets).

Foreground integrations are presented as custom task extensions.

These allow direct user interaction with information available in back-office systems, for example providing the ability to view and update resource scheduling.

Please include links to further information about your solution.

The following link will provide further information on the askporter solution(s):

https://docs.google.com/presentation/d/1XwsvVHkL8ylw4jD6_6cVARfAOGJi42AaTka646iAYLo/edit#slide=id.gc711917017_0_435

I have enabled open access to the presentation, however, if there are any issues accessing the file please contact me and I will share enable as required. We have uploaded the video created by askporter to demonstrate our solutions and services to both Lambeth Borough Management teams and local residents. The video can also be viewed here - https://www.youtube.com/watch?v=ykz-_OWA-o

6. Goodlord

Please describe your solution in one sentence.

Goodlord's cloud-based lettings software helps manage the rental journey in one place - from contracts and signing to referencing and payments, while offering additional services such as energy and broadband to tenants.

Please explain how your solution enables one or more of the outcomes boroughs desire.

Tenancy services:

Goodlord is a cloud-based solution enabling tenants and borough officers to complete any actions required in the rental journey from wherever they may be and at any time - such as viewing and signing contracts, paying rent, viewing the How to Rent Guide, etc.

Goodlord processes over a billion pounds of rent annually and utilises best-in-market and bank-grade payments technology.

Goodlord's online portal allows tenants to track the progress of their application and any of the tasks they still have to complete. They can also access additional services such as tenants insurance, energy and broadband deals.

Goodlord's technology allows data to be collected, stored securely and shared to the user in the form of dashboards and reports - to help platform users, such as borough officers, make more informed decisions.

Please provide details of where else your solution/product has been implemented and the results it has shown.

We work with over 1,100 letting agencies throughout the UK. We also work with some great housing associations, such as Peabody, Notting Hill Genesis and Clarion.

Goodlord dramatically reduces the admin time involved in letting a property by 65%, on average - our cloud-based solution allows all parties to progress and manage their tenancy, wherever they are - an increasingly essential feature. For the majority of our customers, Goodlord's digital rental journey dramatically increases the tenant experience. Lastly, Goodlord's software is designed with compliance in mind, automating as many compliance tasks as possible and reducing the risk of human error.

We are happy to offer customer references at any point.

Please state your organisation's social value proposition for boroughs.

Goodlord's core value proposition for boroughs is the ability to offer a digital rental journey to tenants. This improves their experience, making it easier for all parties to complete required tasks on time and for borough officers to have visibility on all tenancies. Additionally, Goodlord can greatly improve efficiencies at each step and help boroughs manage and streamline their large tenancy volume.

Please explain if and how your solution works with legacy technology.

Goodlord has a handful of integrations - with plans to continue integrating with other providers.

Please include links to further information about your solution.

<https://blog.goodlord.co/tenants-want-to-self-serve-says-london-prs-operator>
https://blog.goodlord.co/how-one-agency-drives-its-strategy-with-an-ethical-vision?hs_preview=qDjqBdTs-41407961022 Submitted in the folder 'Goodlord'

7. Rubixx Solutions LTD

Please describe your solution in one sentence.

Rubixx offers a modern cloud-based housing and asset management solution.

Please explain how your solution enables one or more of the outcomes boroughs desire.

Our solution offers a portal-based tenant and leaseholder self-service facility allowing customers to transact any of the available services the landlord switches on, including but not limited to report a repair, chase a repair, complete a survey, register ASB, update a case, create a service request and submit an application. Open integration allows for connections to third-party data where available. Third parties can include other organisations and systems including temporary accommodation suppliers where available.

For a borough officer as the system is a web portal, it can be accessed in full from any connected browser on a tablet, laptop or smart device. The system includes predictive analytics to identify customers at risk of tenancy breach, abandonment or arrears. Our risk management system further allows you to flag risk alerts and vulnerabilities. Our partnership with IoT providers allows properties to proactively report issues using smart property tech such as humidity sensors and self-testing emergency lights.

The system manages assets proactively including preventative maintenance, self-raising service jobs, interaction with third-party organisations such as contractors or specialist suppliers.

Please provide details of where else your solution/product has been implemented and the results it has shown.

Rubixx supplies software solutions to many housing providers throughout the UK, including Radius housing group, Housing plus group, Wales and west housing, Newport city homes, Trent and Dove homes, Redbrick facilities management. Customers have enjoyed improved efficiencies, measurable value for money and built long term relationships with our company.

Please state your organisation's social value proposition for boroughs.



Rubixx has several social value programs, the most recent of which has included digital inclusion rollout and collaboration with 'end furniture poverty' with our integration to help new tenants furnish their properties for free.

Please explain if and how your solution works with legacy technology.

Rubixx is capable of working with any third party technology however we utilise modern restful APIs which are often challenging for legacy organisations. Rubixx has secured integrated partnership status with 345 who are a specialist integration provider able to bridge the gap between legacy and modern systems for organisations that are not able to do this themselves.

Please include links to further information about your solution.

[https://rubixx.co.uk/Rubixx Solutions LTD](https://rubixx.co.uk/Rubixx%20Solutions%20LTD)

8. Housemark

Please describe your solution in one sentence.

Photobook is mobile app and web platform that provides the social housing sector with an affordable solution to real-time, instant inspection reporting.

Please explain how your solution enables one or more of the outcomes boroughs desire.

By rating your places with Photobook, you can identify estates and neighbourhoods that don't meet your requirements – whether that's issues with fly-tipping, graffiti, gardens, communal areas, car parks and more. With a consistent assessment, you can prioritise the areas that need the most attention, as well as track common problems or issues that might need a different preventative approach.

Please provide details of where else your solution/product has been implemented and the results it has shown.

Photobook has been implemented in over 50 organisations across the sector. Here are some quotes from our customers:

Nottingham City Homes.

"Photobook has totally transformed how we deliver inspections. It saves us significant management time, but also gives us the evidence to improve standards and provide residents with transparent and accessible performance information. The ability to include photos in our reports is a great benefit."

Royal Borough of Kingston upon Thames

"It's like night and day the difference in how we carry out inspections since implementing Photobook... not only do we save time and hundreds of sheets of paper each month, we now have accessible information at our fingertips that we can use to pinpoint problematic sites and spot trends we could have previously missed."

North Lanarkshire Council



'Our Estates Management team has been able to readily access their inspection reports via the Photobook portal, which in turn has provided management with a better-informed understanding of trends and common challenges.'

Please state your organisation's social value proposition for boroughs.

Our Photobook development team are currently working with a number of social housing tenant champions across two London boroughs in developing a solution that allows Residents to play a pivotal role in the safety and cleanliness of where they live.

The new feature will reduce the amount it takes to raise issues and automatically update the residents with progress so that they are fully informed throughout the process.

Our next development will further enhance the trust between tenant and landlord with the residents empowered to complete surveys and even carry out inspections.

Please explain if and how your solution works with legacy technology.

Photobook has a simple interface for uploading the organisation's property structure so inspections can be carried out at Estate, Block, Street, or Property level. Photobook has the ability to send email alerts to other departments and from September 2021 will have the facility to provide integration via webhooks.

Please include links to further information about your solution.

<https://www.housemark.co.uk/premium-tools/photobook><https://drive.google.com/drive/folders/11AOPDU4SN7KwGfc-nACvrxalioo2n3mR>

9. ProxyAddress

Please describe your solution in one sentence.

ProxyAddress allows those facing a period of instability to securely borrow a stable address, providing a consistent way to access support otherwise placed out of reach - no matter their housing situation or how often they move.

Please explain how your solution enables one or more of the outcomes boroughs desire.

When a person becomes homeless, whether rough sleeping, sofa surfing, or in temporary accommodation, the loss of a permanent home also means the loss of a permanent address – a piece of information which now acts as a form of ID. This can mean that access to the support and services they need to recover is made more difficult or impossible. The ability to apply for jobs, receive benefits, open a bank account, receive post: all can be placed out of reach at the point they are needed most. Those who might have otherwise got back on their feet with a little early support are instead left to become entrenched in the situation and develop more complex and care-intensive needs over time. ProxyAddress provides a quick and efficient way to unlock this Catch-22: by offering the ability to 'borrow' an



address with which to safely access these services without stigma or difficulty. This helps the user to engage with the wrap-around support needed from a variety of local authority partners as well as the ability to proactively ensure that those within 56 days of becoming homeless do not face a cliff edge if their situation becomes worse.

Please provide details of where else your solution/product has been implemented and the results it has shown.

ProxyAddress is nearing the completion of its pilot with Lewisham Council. The pilot has been overseen by the Financial Conduct Authority to confirm the initiative's compliance with anti-fraud laws. To date, we have seen those with a ProxyAddress move from entrenched homelessness to permanent housing in as little as 18 days. We have been able to open bank accounts for those with a ProxyAddress with our partners, including Barclays and Monese, the same day. And we have been able to offer an additional layer of privacy and protection for victims of domestic abuse forced into homelessness, helping them get back on their feet safe in the knowledge that their ProxyAddress does not disclose their location.

Please state your organisation's social value proposition for boroughs.

ProxyAddress enables boroughs to use their existing resources to create immediate and meaningful impact at minimal cost. This helps boroughs meet their HRA duties for relief as well as for prevention – helping save costs by proactively preventing further entrenchment through early intervention. Addresses used in the service are provided with explicit consent and can include those owned by the borough, whether vacant or not. By working closely with regulators and our partners, issuing a ProxyAddress has no impact on any existing property's post, credit rating, or residents.

Please explain if and how your solution works with legacy technology.

The ProxyAddress service can be used and managed entirely online, alleviating the need to integrate with existing IT systems. Data is stored on secure remote servers with our system being both GDPR and CyberEssentials certified. Our data processors are ISO 27001 accredited with CyberEssentials Plus certification. Furthermore, as a result of our experience implementing with Lewisham, we have streamlined the processes involved to minimise any additional resource and training for team members who we know are already under immense pressure. As such, an internal referral can be made in under a minute and the entire ProxyAddress process can take place without the need for face-to-face meetings.

Please include links to further information about your solution.

www.proxyaddress.co.uk

Uploaded to ProxyAddress folder

10. Kamma

Please describe your solution in one sentence.

A data-driven approach to property licensing compliance and rogue landlord identification.

Please explain how your solution enables one or more of the outcomes boroughs desire.

As a borough officer, I'd like to be able to: act in a more preventative way – using improved data and analytics to flag areas where people may be more at risk and help target and focus efforts.

Kamma provides an ideal solution for Environment Health and Planning Officers looking to identify rental properties at high risk of non-compliance with local licensing schemes. Licensing schemes are an effective instrument that councils can deploy to mandate minimum standards within the private rented sector. Non-compliance is a major problem, with 66% of properties that need a Mandatory HMO licence, currently missing one (according to LAHS data). Putting thousands of people across the city at risk of sub-standard living conditions.

Kamma has developed technology that tracks and monitors the ever-changing landscape of property licensing, storing every UK council's licensing regulations and scheme boundaries into one centralised database. We also monitor and amalgamate every council's register of licensed properties, enabling us to spot check any property or any portfolio to uncover non-compliance.

Not only that, Kamma's technology can also scan and monitor rental properties that are being advertised online via property portals. This is crucial for housing officers as it removes a lot of the guesswork. It allows councils to gain a much greater insight into their own rental market and monitor the level of compliance with unprecedented accuracy and minimal hassle. Kamma's data gets right to the core of property licensing compliance and facilitates a much more efficient and highly target approach to enforcement.

Please provide details of where else your solution/product has been implemented and the results it has shown.

Kamma works with leading national brands in the letting agency market to improve the overall level compliance in the market and streamline compliance processes. We work with organisations such as Savills, KFH, Purple Bricks as well as the National Residential Landlords Association (NRLA).

We provide them tools to automatically monitor their compliance and ensure their portfolios are fully compliant with the changing regulation. Thanks to this, both tenants and landlords can be secure in the knowledge that their properties are fully licensed and compliant with minimum standards.

Please state your organisation's social value proposition for boroughs.

One of the key drivers behind Kamma is the desire to ensure that no tenant has to live in unsafe or substandard accommodation ever again. Whilst property



licensing is effective tool in delivering greater standards for tenants, the complexity of the schemes themselves and of the rental market makes it challenging for councils to effectively enforce these standards.

Our technology effectively removes that complexity and empowers housing officers to have direct insight into their area's rental market. This helps them to deliver a much more targeted enforcement strategy that ultimately helps the tenants with the greatest need.

Please explain if and how your solution works with legacy technology.

We provide data to councils and can do this in a variety of ways, including just by sending a simple, secure csv file, through access to our online search tool, or through API. We can work with councils directly to ensure they are receiving our data in the most effective way possible, allowing them to act on it with minimal hassle.

Please include links to further information about your solution.

<https://www.kammadata.com/how-we-can-help/local-authorities/>

11. Policy in Practice

Please describe your solution in one sentence.

Policy in Practice's Low Income Family Tracker (LIFT) platform helps councils to identify residents who are vulnerable, target support to them and track change using their administrative data.

Please explain how your solution enables one or more of the outcomes boroughs desire.

LIFT is based on administrative datasets which can yield powerful insights that give a fuller picture, and help drive change.

Prevention: LIFT combines borough's administrative data with a powerful policy rules engine to make more informed decisions using data analytics. Borough officers can see how individual households are impacted by policy changes, now and in the future. This puts prevention at the forefront of the benefits the platform provides. You can use the information to identify the most vulnerable families, target support to them, and track the change.

Partners: LIFT enables boroughs to conduct targeted support campaigns, such as proactive encouragement of discretionary funding take up as well as benefits take up. LIFT shows boroughs where households who need support are located so boroughs can ensure they have established partnerships with local homeless charities, food banks and others in the right locations.

Proactive: Because LIFT lets boroughs identify individual households in need they can better target their proactive support campaigns to the people who need the most help. Other local authorities use LIFT to better target DHP funds and encourage benefits take up by people of working age, for example, and employment support.

Please provide details of where else your solution/product has been implemented and the results it has shown.

LIFT is currently licensed to over 25 local authorities nationwide who use it to identify vulnerable households, run targeted support campaigns, analyse changes in income and arrears and track changes over time. Below are two case studies where local authorities ran successful campaigns:

Case study 1:

London Borough of Barking and Dagenham and Newcastle City Council used LIFT to help households to get out of debt. By using data analytics to identify, analysing and track monthly changes in household income and arrears the councils significantly improved the outlook for these residents. They also improved customer engagement, targeted support proactively, and were able to see easily track the impact that their support interventions were having.

Both councils took different approaches to support their respective households. They used LIFT to compare the households they proactively supported with a control group to show whether arrears fell more than similar households, and to prove the effectiveness of the intervention.

Average arrears per household in Newcastle fell by 65%, in Barking and Dagenham by 29%

Average arrears per household in Newcastle fell by £160, in Barking and Dagenham by £1,081

Case study 2:

Royal Borough of Greenwich used LIFT to uncover significant hidden pockets of poverty in the borough. By analysing monthly Housing Benefit and Council Tax Reduction data, LIFT identified that up to £20 million of benefits were unclaimed by the borough's residents.

As well as increasing benefit take-up, Greenwich has achieved the following results with LIFT:

Greenwich's food bank usage saw a less than 1% increase, compared to an average of a 20% increase among neighbours. This success is attributed to Greenwich's proactive approach

By accurately forecasting the impact of Universal Credit across the council, individual teams take preventative steps to minimise negative impact on residents

LIFT data analytics gives Greenwich evidence to build up business cases to start interventions and help residents more effectively.

Please state your organisation's social value proposition for boroughs.

Policy in Practice combines smart technology with data and expert policy analysis to help councils, housing providers and others understand how our lives are changing. This means that they can prevent hardship before it happens.

Please explain if and how your solution works with legacy technology.



All of our products are accessed via a browser, we recommend users use the most up to date version of the browser available to them.

Please include links to further information about your solution.

Product brochure:

<https://policyinpractice.co.uk/wp-content/uploads/Policy-in-Practice-product-brochure-Oct20.pdf>

Webpage: <https://policyinpractice.co.uk/policy-dashboard/>

Case studies: <https://policyinpractice.co.uk/case-studies/>In Policy in Practice

12. Policy in Practice

Please describe your solution in one sentence.

Policy in Practice's Benefit and Budgeting Calculator is outcome-focused and gives borough officers a tool to improve the financial strength of people they help. They can trust the cloud based software to help them easily explain complex benefit changes and give people the advice they need to make decisions.

Please explain how your solution enables one or more of the outcomes boroughs desire.

Policy in Practice's Benefit and Budgeting Calculator is currently licensed to over 150 local authorities, housing providers, charities and debt organisations. They use the calculator to quickly, accurately and efficiently help residents to maximise their income, manage their budgets and access other support, amongst other things.

Prevention: The Benefit and Budgeting calculator allows borough officers to help residents to maximise their income and receive the full support available to them, such as little known benefits, council tax support and free school meals. Boosting financial resilience in this way helps prevent people from falling into financial crises.

Proactive: The Benefit and Budgeting calculator features a compare scenarios option to show people how their income may change if their situation changes, for example by moving house, taking up work or claiming other benefits. Advisors can use this to proactively support residents, clearly showing them how future change may affect them. They can offer better proactive advice as a result.

Please provide details of where else your solution/product has been implemented and the results it has shown.

We know that over £10 billion of benefits are unclaimed each year. The Benefit and Budgeting calculator is used by over 150 local authorities, housing associations, Citizens Advice and debt prevention organisations to maximise resident's income, create positive action plans and explain complex changes simply.

Below are two case studies showing how the calculator is used.

Rotherham Council

Rotherham Council established a new team of Employment Solutions Officers and Support Officers to help people achieve their goals, aided by the Benefit and Budgeting Calculator from Policy in Practice. The tool was also integral to the council winning a South Yorkshire Financial Inclusion Award in 2020.

With the introduction of Universal Credit in 2013 and the changes taking place due to welfare reform, Rotherham Council wanted to ensure they could support their customers with the full journey in housing. The COVID-19 pandemic undoubtedly added to this challenge in 2020. The council knew that more people needed support now more than ever before.

Rotherham chose Policy in Practice's Benefit and Budgeting Calculator to support its customers in ensuring they can access all the benefits they are entitled to, especially during the pandemic. It was chosen for its ease of use and because it gives the bigger picture by incorporating both income and expenditure. This helps customers ensure they understand their financial position and the changes needed to help them sustain their tenancies. It is a tool that is simple to use and very effective.

By using the Benefit and Budgeting Calculator, the council ensured people could afford the properties they applied for, and it has also helped sustain tenancies. It is now supporting people with better-off calculations via the newly-formed Employment Solutions Team.

The Guinness Partnership

As one of the country's largest housing associations, the Guinness Partnership has multiple teams working to provide support to 66,000 homes and 140,000 tenants. Since 2016, Guinness has used Policy in Practice's Benefit and Budgeting calculator to help these teams work more closely together and create greater consistency across the organisation.

The Lettings team use the calculator to boost a prospective tenant's income by maximising their benefits take up; the Customer Accounts team use the calculator to maximise income too, and also to help tenants to budget well; and the Customer Support team uses the calculator to understand what support is offered to the tenant.

So far this has led to:

Customer satisfaction scores increased year-on-year (78%) giving clear evidence that interactions have improved

56,000 assessments have been completed using the Benefit and Budgeting Calculator. 38% were new cases, compared with 62% which were ongoing. Opportunities to improve the conversation skills of advisors were identified and addressed

Staff in the Customer Accounts department are now more confident in their work - a key driver in the rising staff engagement scores in this service (86%).

Please state your organisation's social value proposition for boroughs.

Policy in Practice combines smart technology with data and expert policy analysis to help councils, housing providers and others understand how our lives are changing. This means that they can prevent hardship before it happens.

Please explain if and how your solution works with legacy technology.

The Benefit and Budgeting calculator works on the browsers in common use. Typically these are IE11 on Windows, and modern versions of Chrome on Windows and Android, Safari on macOS and iOS, Firefox on Windows, and Samsung Internet on Android.

Please include links to further information about your solution.

Product brochure:

<https://policyinpractice.co.uk/wp-content/uploads/Policy-in-Practice-product-brochure-Oct20.pdf>

Webpage: <https://policyinpractice.co.uk/software/>

Case studies: <https://policyinpractice.co.uk/case-studies/>In Policy in Practice folder

13. Optus Homes Ltd

Please describe your solution in one sentence.

Fully integrated tenants app (not a portal) allowing repairs scheduling, rent payment, community activities, language translation, etc...

Please explain how your solution enables one or more of the outcomes boroughs desire.

Tenants and landlords will not need to meet face-to-face for day-to-day functions. Two-way messaging, surveys, repairs reporting and scheduling, rent history and payment, sign-up for community activities, document repository are all included. Optional extras include sign-up for LA services (parking permits, etc..) and information on local amenities.

Please provide details of where else your solution/product has been implemented and the results it has shown.

Initial rollout clients scheduled for March 2021 are currently under NDA. But will be in the public domain from Week 1 of April 2021.

Please state your organisation's social value proposition for boroughs.

"Convenience for Tenants and Efficiencies for Landlords". There are growing regulatory and legislative requirements for the voice of residents' to be heard (Grenfell fire, 2020 White Paper, Fitness for Habitation Act,..). The mobile phone has a 98% household penetration and tenants will use an app that conveniently and accurately gives them the services that they value. We are currently canvassing LA's for additional service requirements to include in the app -- ie residents ability to picture and geotag derelict properties, ASB reports, nuisance noise reporting, tenancy applications, etc... Our service is provided SaaS so there are no development or maintenance fees -- simply a per resident monthly charge.

Please explain if and how your solution works with legacy technology.

Our technology is based on Microsoft Azure and designed to be system agnostic and integrates with any/all legacy systems. We provide a full integration service to



HMS, repairs scheduling, CRM, payment gateway, etc. systems. Boroughs will not need to change any systems -- our solution is retrofit.

Please include links to further information about your solution.

<https://optus-homes.com>

14. Hitachi Solutions

Please describe your solution in one sentence.

Microsoft Dynamics, Power Platform apps, RPA and frictionless integrations, Azure Data & infrastructure services

Please explain how your solution enables one or more of the outcomes boroughs desire.

The modular nature and open standards approach of the microsoft technology stack, will allow Councils to 'fix the plumbing' and break dependencies on inflexible and expensive technology that doesn't join up effectively.

It allows Councils to design and implement safe and secure ways of sharing information, building trust among partner agencies and citizens, and better support the most vulnerable members of the community, and to target resources more effectively.

This creates the conditions for genuine organisational transformation to happen.

Please provide details of where else your solution/product has been implemented and the results it has shown.

Clarion Housing, the UK's largest Housing Association.

Please state your organisation's social value proposition for boroughs.

Hitachi has a wide and varied manner in which social value is approached. We would be happy to discuss these as and when necessary.

Please explain if and how your solution works with legacy technology.

Hitachi has a wide and varied manner in which social value is approached. We would be happy to discuss these as and when necessary.

Please include links to further information about your solution.

<https://www.hitachi-solutions.co.uk/industries/housing-associations/>

15. Evo

Please describe your solution in one sentence.

Deliveroo meets Property Management.

Please explain how your solution enables one or more of the outcomes boroughs desire.

For Tenants

Tenants can report problems and get quick video triage with experts to enable self-help, meaning problems are resolved quicker and cheaper than traditional methods, plus they can rate and review their service. Evo becomes the central repository for all their user guides, tenancy documents and answers to FAQs.

For Property Managers

Access to a beautifully simple, easy to use cloud based platform, providing a single place to look for property information, home guides, asset data, repair management and full service history. Job allocation to service professionals is delivered via on-demand, skill based job assignment, providing detailed property information, access details and complete service history that greatly improves first-time fix rates.

For Trades and Service Professionals (either FTEs or outsourced Contractors)

Ability to accept jobs, view photos, access service history and provide video triage ahead of attendance, improving first time fix rates, plus update jobs in real-time for faster payments.

Please provide details of where else your solution/product has been implemented and the results it has shown.

The Evo solution - deployed across thousands of properties - incorporates a simple residents app that engages users to learn more about their home. Reporting problems and managing appointments is intuitive and easy to use, reducing missed appointments, improving satisfaction and driving down costs to serve.

Portfolio A - British Land has a First Time Fix Rate is 78.97% across a portfolio of 105 units with 95.79% completed on Time and Budget.

Portfolio B Grainger PLC has a First Time Fix Rate of up to 89.63% across a portfolio of 720 units with 97.14% completed on Time and Budget.

There are currently 5,000 units on the platform delivering around 2,500 jobs a year, managed by a team of only 3 operators. We've scaled by over 50% in the last 12 months. Other clients include Storm Housing Group, Acorn Property Management, Winkworth and Martin & Co among others. Ongoing discovery work with Capital Letters, Flagship, Newham Council, HomesIn, Spalding Council.

Please state your organisation's social value proposition for boroughs.



EVO is an on-demand repairs app that fixes 92.5% of all issues for the first time and makes housing maintenance quicker and cheaper for all. For landlords we cut costs and for tenants we make repairs quick and effortless.

Our latest addition (accelerated by the pandemic) video triage solution and our app encouraging home education hopes to make our planet greener and healthier too by reducing the number of contractors on the road.

By creating a bridge of trust between EVO and tenants through repairs, customers will continue to return for other home related items and in turn we increase the customer lifetime value. Compared to the industry standard of 75% FTFR on jobs under £100, we have 80% FTFR. Our NPS score for Feb 2021 is +67 Compared to industry standard -11.

Please explain if and how your solution works with legacy technology.

Evo is a Digital Property Management Solution that can operate as a single software solution and can also be integrated with a wide variety of job management solutions as required via our API.

Please include links to further information about your solution

Website

<https://evo.pm>

Intro to Evo

<https://www.dropbox.com/s/dljd8jij3xh4i98/Intro%20to%20Evo.pdf?dl=0>

G-Cloud 12

<https://www.digitalmarketplace.service.gov.uk/g-cloud/services/444164767834067>

Digital Transformation Guide

https://www.dropbox.com/s/ck3minc3cxngxpn/Evo%20-%20Digital%20Transformation%20Guide_1.pdf?dl=0

16. Crimson Ltd

Please describe your solution in one sentence.

Crimson Housing Accelerator on Microsoft Dynamics 365/ Power Platform - a modern Customer engagement solution for Housing

Please explain how your solution enables one or more of the outcomes boroughs desire.

Please explain how your solution enables one or more of the outcomes boroughs desire.

Our Dynamics 365 Accelerators for Housing cover all aspects of a Housing management system and allow boroughs and Housing associations to get a single view of the customer and view aspects such as tenancy lifecycles, time to VOID etc. We also have a number of aspects in the solution outside of the brief



above such as Developments and new homes sales and marketing where boroughs and Housing associations are either building and selling new homes through schemes or providing homes through existing builds. Also, Artificial intelligence enabled chatbots to support with repairs, and neighbourhood issues and even ASB/ Complaints - please see video below.

Please provide details of where else your solution/product has been implemented and the results it has shown.

Platform Housing, Accent Housing

Please state your organisation’s social value proposition for boroughs.

Our solution aims to cover all aspects of Housing to enable Housing associations and Boroughs to deliver better services to their customers, tenants and citizens. Most notably our solutions help them be more operationally efficient so that they can do the things that really matter which is spending time building more affordable living and ensuring safety in the community.

Please explain if and how your solution works with legacy technology.

Yes, we integrate with a number of legacy technology platforms like existing Housing Management solutions using our data integration framework to push, pull and update data for a single version of the truth. generally we do this with Azure service bus (cloud based integration from Microsoft) into the legacy systems API's. we've integrated with MIS, NorthGate, Capita and many more.

Please include links to further information about your solution

<https://www.crimson.co.uk/it-solutions/industries/housing/>
