**CX PAISLEY HOUSING ASSOCIATION**

**BOARD REPORT**

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| **MEETING** | Board | **DATE** | 21/2/22 |
| **AGENDA NO** | 5 | **TITLE OF REPORT** | CX Implementation Report – Update |
| **AUTHOR** | Head of Finance & IT |  |  |

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| **Recommendations** | The Board note the report. |
| **Financial implications** | Contract price £204,924 (including VAT). Plus additional charge of £34,038 (including VAT). Now agreed. |
| **Equal Opportunities implications** | None |
| **Health & Safety implications** | None |
| **Risk implications** | We do not keep to revised project plan.  Further upgrade of CX fails to resolve our issues as planned  Functionality not as required.  Delays with Phase 2 |
| **Charter implications** | None |
| **New Regulatory Framework Implications** | None |
| **Relevance to Business Plan** | 14. Modernise ICT |

**To: Board**

**Date of meeting: 21/2/22**

**Report by: Head of Finance & IT**

**Subject:** **CX Implementation Report – Update**

**Agenda Item: 5**

1. **Introduction**
   1. This is an update report following on from the CX report presented in November 21
   2. Delegated Authority is requested to the SMT to agree any changes to the Contact Change Notice (CNN) and the Head of Finance & IT to sign the updated CNN on behalf of PHA.

**2. Update to Project**

2.1 The CX Phase 1 of the Project went live on 14/2/22. Although staff will continue to also update UH to the end of February, to allow time to make some final changes to CX processes, add in back dated data and for staff to familiarise themselves with CX with real data. Also training on CX will be expanded to more users in March 22, for those users that were not considered critical to Phase 1 Go Live.

2.2 The Allocation (both the Allocation Module and data migration of Allocation information from UH) is the key area outstanding still to be resolved. It was agreed that the Go Live of the Allocations module would be delayed, as further work is required by the consultant. This set up will commence again in March and once working satisfactorily we will agree a Go live date for this to also move to CX. Migration of data to be resolved for the revised CNN, noted below.

2.3 The next stage in March is also to agree a plan to implement Phase 2

**3. Payments Phase 1**

3.1 This year £34,027 + Vat has been paid for completion of the user acceptance stage and we are due to pay a further £ X + vat for Go Live (invoice due week of 14/2/22). With the balance of phase 1 due a month later.

## Update on CX Contract Change Notice

4.1 The previous CNN was agreed and signed based on the updated plan Project plan v7.7 dated 1st June 2020.

4.2 Civica have requested a further CNN is agreed for CX Phase 2.

1) to set up the timetable for Phase 2. Which we agree with.

2) for PHA to agree to amend the original contract, to limit the time allocated to the Phase 2 project by Civica as follows:

Project Resource from CX limited to 32 days in total, broken down as follows:

* + Project Management Support – 12 days (0.5 days per week)
  + Consultancy Support – 20 days

Should Paisley HA require additional support from Civica, each additional day will be charged at the contracted daily rate of £1,325 per day.

4.3 PHA does accept

1) that Civica have made a commercial loss on phase 1 and wish to limit this loss further in Phase 2. However, PHA also allocated more resources to the project.

2) that phase 2 does not include data migration (although planned maintenance data will be added to the Planned Maintenance Module & there will be data to migrate for the Allocation Module) and so more of the work will be for us in phase 2

4.4 However although Civica have confirmed the time allocated for Phase 2 is adequate based on other projects , we are concerned the allocated time may not be adequate and the risk then lies with PHA, if more time is required from Civica. At a cost of £1325 + Vat per day for any additional days required.

4.5 To avoid a costly contractual dispute, it is felt that some compromise on limiting time allocated by Civica to the projectwould be acceptable , in order to move the project through phase 2. But more work is required to be satisfied the time resource agreed is adequate.

4.6 Delegated authority is requested to the SMT to agree an acceptable time allocation within the revised CNN and for the Head of Finance & IT to sign the revised CNN.

1. **Recommendations**
2. **Board to note Phase 1 of the project is now Live**
3. **Board to note the ongoing request to limit Civica’s financial exposure in Phase 2**
4. **Board to agree to delegate authority to the SMT agree a revised CNN and for the Head of Finance & IT to sign the revised CNN**.