

Report to: Audit, Best Value and Community Services Scrutiny Committee

Date of meeting: 8 November 2016

By: Chief Operating Officer

Title: Update on Atrium Property Asset Management System

Purpose: To update the Audit, Best Value and Community Services Scrutiny Committee on the implementation of the Atrium Property Asset Management System.

RECOMMENDATIONS

The Committee is recommended to note progress made to date on the implementation of the Atrium Property Asset Management System.

1 Background

1.1 Property Services uses a number of independent property data systems to manage their day to day data. During spring 2013 the division carried out an exercise to assess the suitability of these systems in relation to the business needs. The options considered included enhancing current systems (SAP), procuring an alternative solution, or maintain the current situation.

1.2 Following an options review, it was concluded to procure an Atrium Property Asset Management System (PAMS) solution, through an existing South East 7 (SE7) framework managed by Hampshire and Surrey County Councils.

2 Supporting information

2.1 The Atrium PAMS solution provides a platform to link our property data, i.e. Estates, Maintenance and Capital & Revenue work programmes within one common data set. Property data information will become easily accessible, enabling the council to make informed decisions when allocating resources to property related projects. Additional benefits of this database are:

- Relevant data representing the physical, functional, legal and financial aspects of ESCC's property recorded with increased accessibility and elimination of duplication.
- Improved management and reporting of term, reactive and planned (Revenue & Capital) works increasing efficiencies with increased automated processes and reporting.
- Comprehensive property information and improved working processes and notifications for management of agreements, valuations, disposals and acquisitions.
- Reporting of property performance through use of one system.
- Management of survey programmes in one system leading to better compliance monitoring and reporting.
- Effective use of Property staff time through use of one system for data entry and reporting.
- Web portal access enabling staff and external partners, with authorised access rights, to retrieve/use/update information on the system from any location.
- Updating information of one central system.

- Streamlining of processes e.g. consultants updating records directly eliminating double handling by property staff.
- Property staff utilising the same database and subsequent process efficiencies.
- Effective diary record and reporting system with flagged alerts e.g. lease management events, compliance health and safety checks etc.

2.2 The SE7 framework partners are currently Surrey CC, Hampshire CC, Eastbourne BC, Reading BC and Lewes DC. This arrangement in the long-term will enable these councils to share consistent data, measure performance and collaborate in the wider property Orbis context.

Implementation

2.3 The operational modules form part of the implementation programme. These modules include Portfolio, Assessment, Occupancy, Estates and Works Delivery. The following data now forms the core information for the PAMS database. Percentage complete indicates the operational data in PAMS.

Module	Detail	Complete (Live)	Current status
Portfolio	Property Asset portfolio details.	100% 4,560 Blocks (1,773 Sites, 1,872 Land, 908 Buildings 7 Sub-Buildings)	Day to day management
Assessments	Condition Surveys/inspections captured against portfolio	100%. 138 Condition surveys & 1,064 Equipment items (Previous 2 years data)	Future years' condition data will be recorded in live, to form future planned maintenance programme.
Occupancy	Persons register (Names, addresses, contact details)	100%	Day to day management
Estates	Ownership and financial aspects (Data)	100% 28 Disposals, 1802 Establishments, 349 Asset Valuations, Agreements (136 Leased Out, 81 Leased In).	Day to day management
	Ownership and financial aspects (Payment)	80% Accounts receivable interface to SAP	Preparing for test, signoff then move to live this financial year.
		50% Accounts payable interface to SAP	Finalising interface specification, build test, signoff then move to live this financial year.
Works Delivery	Reactive maintenance orders. Contracts & Projects for Planned Term maintenance and Capital projects	95%	Testing, sign off then move to live this financial year.

	Term and Reactive Contractor (record completion, raise variations, submit payments etc).	100% Contractor training	Working with our supply chain, we have agreed that the initial Go-live will be carried out by one term contractor covering a one month period. We will then transition the remaining term and reactive contractors.
--	--	---------------------------------	---

2.4 The Works delivery module is due to go-live this financial year and will deliver efficiencies by streamlining processes by allowing our contractors to submit payment applications direct to the database. The go-live date for this module was delayed due to a risk of selecting incorrect payment data (specifically VAT codes). A solution was identified, however thorough testing, protracted issue resolution and collective sign off across the framework has delayed this module.

2.5 The project team consisting of Property, ICT and Finance colleagues has suffered numerous personnel changes and the original supplier has been bought out at least once since signing the contract in 2013. Both issues have also had impacts on the team's ability to implement the project to schedule.

2.6 Although the PAMS database is not completely live, Property's ability to deliver its day to day obligations are not compromised, as our internal process are sufficiently robust to support this interruption.

3. Conclusion and reasons for recommendations

3.1 The Council is faced with significant financial pressures; the streamlining of property processes and locating property data in a single database will help deliver day to day benefits.

3.2 As PAMS is managed concurrently with Surrey County Council, the benefits of one system enables Orbis to share resources without the need to implement additional staff training.

3.3 The Committee is recommended to note the progress to date as highlighted in this report.

Kevin Foster
Chief Operating Officer

Contact Officer: Matthew Powell, Asset Strategy Manager

Tel. No. 01273 481994

Email: matthew.powell@eastsussex.gov.uk

LOCAL MEMBERS

All

BACKGROUND DOCUMENTS

None