

Report for: Cabinet member for Housing and Planning (Deputy Leader)

Item number: To be added by the Committee Section

Title: Extension of Contract for Mobile Workforce Management Technology

Report authorised by: Sara Sutton, Corporate Director of Adults, Housing and Health

Lead Officer: Scott Kay, Assistant Director of Repairs and Compliance

Ward(s) affected: All

Key/Non-Key Decision: Non-Key

1. Describe the issue under consideration

- 1.1. The current contract to provide a mobile workforce management system for Repairs & Maintenance within HRS to support operational delivery of responsive repairs to the Council's housing stock expires on 22 November 2025.
- 1.2. The Council originally entered into a G-Cloud 12 Call Off Contract with Total Mobile from 23 November 2022 to 22 November 2024. There was an option included for two annual extensions. The contract was extended in November 2024 for a 12-month period by way of Delegated Authority Report.
- 1.3. On 12 August 2025, the Housing IT Board had agreed to extend the contract for an additional year to continue to provide a mobile workforce management system.
- 1.4. This extension is pursuant to Contract Standing Order 18.02 (contract variations & extensions), and 0.0.8 (approval by Cabinet Member).
- 1.5. This report also seeks approval to upgrade from the legacy Service Connect Mobile platform to the new Total Mobile Mobilise platform. This upgrade is essential to ensure the Council can comply with regulatory and legislative requirements, including the Awaab's Law and other Housing Health and Safety Rating System (HHSRS) standards. The current Service Connect Mobile platform is no longer supported by Total Mobile with new development and has moved into a maintenance-only phase.

2. Recommendations

That pursuant to Contract Standing Order 18.02 (contract variations & extensions), and 0.0.8 (approval by Cabinet Member), the Cabinet Member for Housing and Planning (Deputy Leader) approves:

- 2.1. The extension of the contract for the provision of a mobile workforce management system to Total Mobile Limited for an additional 11 months from 23 November 2025 to 22 October 2026 at a cost of £202,028.
- 2.2. The development fees and project management costs of £40,049 associated with Connect dashboards development and upgrade to Mobilise platform.
- 2.3. Agrees the total costs contained within Appendix A - Exempt Report.

3. Reasons for decision

3.1. Service Continuity:

Total Mobile has been the primary system supporting our repairs operations. Extending the contract ensures the continuity of service, which is fundamental for maintaining consistent and reliable repairs provision and directly impacts tenant satisfaction and overall service quality. A change at this time would introduce significant risk until such time as the backlog of repairs has been cleared in full.

3.2. Strategic Procurement Planning:

Digital Services are currently planning a full procurement for a new Mobile Workforce system. This 11-month extension provides the necessary time and stability to conduct a thorough procurement, implementation, and transition process, mitigating the high risk of operational disruption associated with a new system deployment.

3.3. Legal and Regulatory Compliance

Meeting Awaab's Law and HHSRS: The upgrade from the legacy Connect Mobile platform to Mobilise is essential for regulatory compliance as the current system is in a maintenance-only phase and cannot support new legislative demands. Awaab's Law, effective from October 27, 2025, sets strict statutory deadlines for social landlords to investigate and resolve hazards. The Mobilise platform provides the necessary capabilities, including a live audit trail of actions, investigations, and works completed, which is critical to evidence compliance and avoid legal action. Furthermore, Mobilise supports the full suite of 29 Housing Health and Safety Rating System (HHSRS) forms, including Asbestos management, resolving a major limitation of the current platform.

3.4. Financial Prudence

Cost-Effectiveness: Extending the existing contract is a commercially advantageous and cost-effective decision. Our current agreement is based on the G Cloud 12 procurement framework, which has a lower pricing structure than the current G Cloud 14 framework where all suppliers have increased prices. Exercising the final 11-month extension under the existing terms maximises the time the Council benefits from the commercially lower legacy pricing structure.

3.5. Minimising Disruption:

Our staff is already trained and familiar with the Total Mobile system. Extending the contract minimises disruption and the need for additional training, allowing our team to focus on their core responsibilities without the need to adapt to a new housing system.

3.6. By extending the contract with Total Mobile, we are making a strategic decision that prioritises operational stability, cost efficiency, and continuous improvement in our repairs' operations.

4. Alternative options considered

4.1. **Do Nothing:** This option was rejected as the current contract expires on 22 November 2025, which would leave the service without a mobile workforce management system and pose a serious detriment to the delivery of repairs.

4.2. **Develop our own mobile workforce management system:** This was rejected because the Council's Digital Services lacks the capability to develop an application of this size and complexity.

4.3. **Procure a new housing repairs system:** This option was rejected due to the significant time and resources required to carry out a full procurement. This 11-month extension provides the necessary time for Digital Services to carry out a full procurement for a new Mobile Workforce system which they have initiated. Progress on this procurement is reported to the Housing IT Board.

5. Background information

5.1. Haringey Repairs Service and Building Safety and Compliance Service carries out around 60,000 repairs to the council's housing stock. The service is delivered through Total Mobile's work management solution, which is our primary system for managing repairs. The system manages the workflow of repairs from the point of appointment to commercial completion of the work and has real time information to assist in the managing of the work, operatives and subcontractors. In addition, Haringey's Facility Management Service use Total Mobile Connect for their operations.

- 5.2. The Social Housing Act 2024 introduced a new regulatory regime aimed at significantly enhancing the consumer standards, including safety and quality, of social housing. Furthermore, Awaab's Law, effective from 27 October 2025, enforces new, strict rules and timelines for social landlords to investigate and resolve hazards, including Damp and Mould, within properties. This is taking place while Local Authorities are already navigating a difficult landscape, balancing budget pressures with the need to address backlogs of work.
- 5.3. In September 2025 Haringey council signed a collective agreement with unite the union following lengthy discussions over pay and conditions. Within the discussions Unite expressed concerns over the management of asbestos and the safety of the workforce. Haringey rejected any claims relating to safety of the workforce but agreed to review current working practices and modernise the management of data relating to asbestos. This contract extension and development work will enable Haringey to meet those commitments and introduce smarter and more effective ways of sharing key health and safety information with its workforce.
- 5.4. This proposal is a strategic decision that prioritises operational stability, cost efficiency, and continuous improvement in our repairs' operations. By extending this contract and upgrading to the Mobilise platform, we will be equipped to provide an efficient repairs service and to meet these new legislative requirements.
- 5.5. The Mobilise platform's advanced features—including built-in processes and support for HHSRS and Awaab's Law, real-time compliance tracking, and real-time notifications for customers—will significantly enhance our ability to deliver safe and high-quality repairs services to our tenants and leaseholders. This aligns directly with public sector goals of efficiency, compliance, tenant satisfaction, and digital transformation.
- 5.6. This extension will be for a period of 11 months from 23 November 2025 to 22 October 2026.
- 5.7. The cost of the platform is derived from individual licence fees (Connect Mobilise, Sub-contractors and Insight) to utilise the platforms and will equate to £202,028.
- 5.8. In addition, development days will be required for upgrading to the Mobilise platform and reorganising Connect configurations, workflows and performance dashboards to comply with the Awaab Law as well as staff training and development. These costs will be capitalised and equate to £40,049 over the period of the contract.
- 5.9. The breakdown of costs for this extension is shown in Appendix A - Exempt Report.
- 5.10. The contract cost will be covered within the HRS operating budget. Two third of Connect licenses are utilised by other internal services, including

Hard FM, M&E, Housing Management and Customer Service. They have the appropriate budgets and will be charged on a cost apportionment, based on the team number of system user licences.

- 5.11. Extending this contract now will also mean that we utilise the existing G Cloud framework version which will attract financial savings (G Cloud 12). When the new G Cloud version (G Cloud 14) comes into effect there will be an increase in costs.

6. Contribution to the Corporate Delivery Plan 2024-2026

- 6.1. This project will help to achieve the Corporate Delivery Plan: This will include contributing to deliver the following objectives: -
- Improving social housing and the private rented sector
 - Reliable, customer-focused resident housing services
- 6.2. This project will help to improve the quality of our social housing and landlord services which supports the Corporate Delivery Plan's vision for safe, sustainable, stable and affordable homes.

7. Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

7.1 Finance

Approval is sought for the extension of the existing contract with Total Mobile Limited for the provision of a mobile workforce management system. The extension will be executed via a call-off from the G-Cloud framework agreement for a period of 12 months, commencing on 23 November 2025 and concluding on 22 October 2026.

7.2 Financial Summary

The costs will span two financial years:

2025/26:

- £119,023.33 total
- £40,000 (capital expenditure for development and training)
- £79,023.33 (revenue)

2026/27:

- £123,053.42 (revenue)

The total value of the contract extension is £242,077, comprising:

- Annual licence costs of £202,077.
- Development and training costs of £40,049, which will be capitalised in accordance with agreement from the Asset Management team.

Funding for this provision will be met from the approved Haringey Repairs Service (HRS) budget for 2025/26 and is already reflected in the current financial forecast, with allocations also planned for 2026/27. Service areas that utilise the system, including Housing Property Services (HPS) and Corporate Landlord (Hard FM), will contribute through a cost apportionment model based on the number of user licences assigned to each team.

7.3 Procurement

The contract was procured in full compliance via a call-off under the Crown Commercial Service G-Cloud 12 Framework (Lot 1557.12), established in accordance with the Public Contracts Regulations 2015.

The original agreement was awarded for an initial term of two years, expiring in November 2024, with provisions for two optional 12-month extensions. Commissioning has now requested that the final extension be exercised.

As this extension was expressly included within the original contract award, it constitutes a permissible modification under Regulation 72(1) of the Public Contracts Regulations 2015.

Approval for this extension may be granted by the Cabinet Member for Housing and Planning, in accordance with Contract Standing Orders 0.08 (Cabinet Member Approval) and 18.02.(variation and extension)

7.4 Director of Legal & Governance

The Director of Legal and Governance has been consulted in the preparation of this report.

The services were originally procured under G-Cloud 12 Framework Agreement. Use of a Framework Agreement is compliant with the Public Contracts Regulations 2015 (the Regulations), the procurement legislation in force at the time when the Council originally entered into a call-off contract under the Framework Agreement.

Procurement has confirmed that an extension of the Framework Agreement as proposed here is in accordance with the Regulations and with the provisions for use of the G Cloud 12 Framework Agreement.

The Cabinet Member with the relevant portfolio has power to approve the recommendations under CSO 18.02 (contract variations & extensions), and 0.0.8 (approval by Cabinet Member).

The Director of Legal and Governance confirms that there are no legal reasons preventing the Cabinet Member for Housing and Planning (Deputy Leader) from approving the recommendations in this report.

