

Berneslai Homes - Freedom of Information 2024-2025: IT

585	26/04/2024	Q. Please could I have the following information provided to me please, about software which may be procured by the council. I have checked the contract register and unfortunately the information I need is not listed. <u>Housing Register / Choice Based Lettings software</u> 1). What was the start date of the contract? 01/04/21 2). What is the duration of the contract including any extensions? 31/03/2028 3). When does the contract formally expire (before any extension period)? Review Date 30/09/2025 4). Who is the senior officer (outside of procurement) responsible for this contract? Berneslai Homes IT Manager <u>Homelessness Case Management software</u> 1). What was the start date of the contract? 23/03/2024 2). What is the duration of the contract including any extensions? 12 Months 3). When does the contract formally expire (before any extension period)? 23/03/2025 4). Who is the senior officer (outside of procurement) responsible for this contract? Barnsley Council Service Director – Communities
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586	14/05/2024	N.B. We advise that as an Arms Length Management Organisation most of Berneslai Homes’ procurement and IT is handled by Barnsley Metropolitan Borough Council (BMBC), therefore we do not hold much of the data requested. In instances where data is not held by Berneslai Homes we have marked the section with “BMBC”.	
		Q1. Can you please list the number of devices deployed by your organisation for the following?	
		Device Type	Number of Devices
		Desktop PCs	2
		Laptops	400
		Mobile Phones	502
		Printers	BMBC
		Multi Functional Devices (MFDs)	BMBC
		Tablets	377
		Physical Servers	BMBC
		Storage Devices (for example: NAS, SAN)	BMBC
		Networking Infrastructure (for example: Switches, Routers, Interfaces, Wireless Access Points)	BMBC
		Security Infrastructure (for example: Firewalls, Intrusion Detection Systems (IDS), Virus Monitoring Tools)	BMBC

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		Q2. Does your organisation plan to procure any of the below enterprise applications or software, if yes, please provide information in the below format. Please note, if the applications you're planning to procure are not listed below then do mention them separately.	2024/25 Spend/Budget (£000)
		Content Management System	Not yet decided
		Supply Chain Management (SCM)	Not yet decided
		Inventory Management Software	Not yet decided
		Enterprise Asset Management (EAM) Software	Not yet decided
		Business Intelligence Systems	Not yet decided
		Other software/apps (mention the name of the software)	Not yet decided
		Q3. Do you have any plans to procure End user devices (desktop/laptop/tablet/mobile phones etc)? if yes, please provide information in the below format.	2024/25 Spend/Budget (£000)
		Desktop	No
		Laptop	No
		Mobile Phones	Yes
		Tablets and Others (if Others, please specify)	No
		Q4. Do you have any plans to procure below services/software? if yes, please provide information in the below format.	2024/25 Spend/Budget (£000)
		Artificial Intelligence (AI)	Not yet decided
		Cyber Security	Not yet decided

651	20/09/2024	Under the Freedom of Information Act, I am requesting detailed information regarding your organisations Access Control System. The information from your request is exempt under Section 31(1)(a) of the Freedom of Information Act 2000. Sharing the data requested would prejudice Berneslai Homes in the prevention of crime, because knowledge of our systems could cause vulnerabilities to the organisation in relation to cybercrime and hacking. Berneslai Homes are responsible for the management of the Access Control Systems installed on the Councils housing stock. We have a Service Level Agreement with Barnsley Council (Barnsley Property Services) for the provision of repairs and maintenance, mechanical and electrical engineering works for commercial building services.
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700	25/12/2025	I am formally requesting detailed information regarding your organisation's use of software systems for property management, rent collection, tenant management, and maintenance logging. To ensure clarity and reduce the need for follow-up, I have outlined specific details I require below.
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1. Software Systems in Use Please provide the following details for any software currently used for:

- * Property management (e.g., inspections, compliance, record-keeping).
- * Tenant management (e.g., onboarding, communications, and tenant records).
- * Rent collection (e.g., payment processing, arrears tracking, reporting).
- * Maintenance logging (e.g., systems for tenants to report maintenance issues and staff to log and track maintenance tasks). For each software used, provide the following: * Name of the software. * Name of the software provider or supplier.

We advise that data regarding procurement of software systems for Berneslai Homes is publicly available on Yortender, as advised on the Berneslai Homes website (with further access instructions).

Any other data relevant to your request may be available on our publication scheme for previous IT related Freedom of Information Requests:

<https://www.berneslaihomes.co.uk/about-us/berneslai-homes-publication-scheme/>

2. Cost Breakdown For each software system identified above, provide the total costs incurred annually, including but not limited to:

- * Licensing or subscription fees.
- * Maintenance fees (e.g., technical support, system updates).
- * Any additional costs (e.g., integration fees, customisation fees, or additional modules). If costs vary (e.g., per property, per user, or tiered pricing), please specify the pricing model used.

The cost for software systems procured by Berneslai Homes is determined by Dynamic Pricing on a per module basis. However we have determined that disclosing this data would prejudice the commercial interests and commercial activity of Berneslai Homes, as such under Section 43(2) of the Freedom of Information Act (2000) this data is exempt.

3. Implementation and Support Costs Provide details of any initial or ongoing costs associated with these systems, including:

- * Implementation or setup costs.

Current software used by Berneslai Homes is already implemented, therefore we do not have implementation or set up costs.

- * Costs for training staff to use the software.

Berneslai Homes do not have official costs for training relating to software implementation. Training may be provided internally if and when new modules are used.

- * Consultancy or third-party services related to these systems (if applicable).

Consultancy and third party services used by Berneslai Homes which we can share will be publicly available on Yortender

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available on Yortender.

4. Scope of Use Provide the following details about the use of each software system:

*** The number of properties managed using the software.**

Berneslai Homes manages 17,000+ properties with our software systems.

*** The number of tenants whose records are maintained using the software.**

Berneslai Homes maintain 21,000+ records of main tenants and joint tenants – we advise Berneslai Homes does not record all members of households

*** The approximate number of maintenance requests logged annually by: * Tenants. * Staff (e.g., property managers or maintenance teams).**

Berneslai Homes report approximately 77,000+ maintenance requests logged on an annual basis

5. Contractual Information For each software system, provide the following contractual details:

*** The duration of the current contract(s).**

*** The renewal date(s) of the contract(s).**

*** Any termination conditions or penalties specified in the contract(s).**

The current duration of contracts in place for Berneslai Home's software system expires 2028 (Yortender)

The current renewal date for contracts in place for Berneslai Homes's software system to be reviewed 30/09/2025 (Yortender)

6. Future Plans Please provide details of any ongoing or planned procurement or tender processes to replace, upgrade, or expand software solutions for:

*** Property management.**

*** Tenant management.**

*** Rent collection.**

*** Maintenance logging.**

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		Additional Information If this information is available in existing reports, spreadsheets, or similar documents, I would appreciate receiving it in electronic form (e.g., PDF, Excel). Berneslai Homes do not have future plans for replacing, upgrading, or expanding software solutions.
		Yortender
		Berneslai Homes website
		Publication Scheme

716	26/02/2025	Concerning Berneslai Homes IT system, software etc: 1.The date it was first commissioned and brought into use. The initial contract for the housing management system used by Berneslai Homes was commissioned in 1998, and the system was brought into use in 1999. (This is before the Council created an Arms Length Management Organisation, which is Berneslai Homes). 2. The initial cost of the IT system. The initial cost of the system was £211,600. 3. Annual maintenance cost of the IT system, including software upgrades since its inception – The Housing management system has an upgrade each year like those of any software to: improve performance, enhance functionality, address security vulnerabilities, ensure compliance with legislation, fix known bugs and issues etc. These upgrades are planned to minimise downtime. <u>Please refer to the current published contract which can be found published here:</u> Housing Management Software Solution - Contracts Finder 4. If the council employs people to run and oversee the system, then details of their positions, descriptions, and salaries would be appreciated. The council does not employ anyone to oversee our housing management system. 5. Details of how many times the system has failed and why. Berneslai Homes only holds relevant data going back to 2021, we can advise that in the last 3 years the NEC system has experienced 2 unplanned outages. However, we cannot disclose the reasons as to why these outages occurred as it may prejudice the prevention and detection of crime, therefore we are applying the exemption Section 31(1)(a) of the Freedom of Information Act (2000)
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