



City Tools - The Northgate Opportunity in Housing Services

Tuesday 3 December 09:45am - 12:30pm

Venue: London Councils, 59½ Southwark Street, London, SE1 0AL

Context

On 13 November, the London Office of Technology and Innovation (LOTI) and Bloomberg Associates, released *City Tools: London*, a report and interactive dashboard that maps technologies, contracts and skills across London's boroughs. By making this information transparent and easily accessible, the intention is that boroughs will be able to identify new opportunities to collaborate, re-shape the government technology market and improve service delivery for Londoners.

The report highlighted an immediate collaboration opportunity for boroughs. Northgate contracts for housing services in seven boroughs are due for renewal from March 2020. In this workshop, we wish to engage with CIOs and Housing Directors in the seven concerned boroughs to 1) explore the opportunities to improve procurement in this specific area through collaboration; 2) outline the problems and concerns boroughs have experienced with their Northgate housing contracts, and 3) agree on specific solutions we can implement in the short and long term.

Pre-reading

1. City Tools [Report](#) and [Dashboard](#)
2. [LOTI Outcomes-Based Methodology](#)

Attendees are strongly encouraged to come prepared with information relating to their Northgate contracts, at a minimum this should include contract value / cost and scope.

Invitees

| Borough | CIO / CDOs: | Housing Directors: |
|---|---|---|
| Waltham Forest Brent Camden Croydon Lambeth Hounslow Newham Crown Commercial Service (CCS) | Paul Neville Sally Chin Omid Shiraji, Jack McGarrigle Neil Williams Tiffany St James / Ann Longley Mark Lumley Priya Javeri | Darren Welsh Mark Meehan Bayo Dosunmu |



City Tools - The Northgate Opportunity in Housing Services

Tuesday 3 December 09:45am - 12:30pm

Venue: London Councils, 59½ Southwark Street, London, SE1 0AL

Agenda

| | |
|--------------|--|
| 09:45 | Arrival, tea and coffee |
| 10:00 | Welcome, Introductions and Objectives |
| 10:10 | Exercise 1: Outcomes: What's the size of the prize? (30mins) <ul style="list-style-type: none">• What's the current scope and size of our contracts with Northgate?• What would we like to be different in the short and long term if we worked together?• Which of these outcomes is a priority for your services? |
| 10:40 | Exercise 2: Problems - What prevents those outcomes? (40mins) What problems and challenges do we experience in our current Northgate housing contracts? Consider: technology, data, contracts, people, processes, etc. |
| 11:20 | Break |
| 11:30 | Exercise 3: Solutions - How can we deliver those outcomes? (40mins) <ul style="list-style-type: none">• What can boroughs do differently?• What do we want suppliers to do differently?• What can we practically achieve in the short term / long terms? |
| 12:20 | Next steps <ul style="list-style-type: none">• What specific actions do we collectively want to address?• Who would like to be involved? |
| 12:30 | Workshop Close |