

Appendix 6: Delivering home ownership products activities



Why is this strategic objective important?

Home ownership is becoming increasingly unaffordable for millions of families across England. Decades of undersupply of housing alongside rising housing demand has seen average house prices increase faster than average incomes. Younger households on average incomes in high demand parts of England feel the impact of this particularly acutely.

Delivering home ownership products - Business Improvement Activities

	Activity	Key Deliverable/ Output	SRO	How this activity supports the objective
1	Help to Buy Agent and Servicing Provider Procurement.	<p>Establish new contractual agreements for sales agents and new servicing operations further defined by transition state one/two of the Homes England digital transformation.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	[REDACTED]	Supports the commitment of Homes England to effectively deliver home ownership products consistent with industry standards.

2	[REDACTED]	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	[REDACTED]	<p>[REDACTED]</p> <p>[REDACTED]</p>
3	Create End to End Digital Transformation - Technology	<p>Define a new digital and technology requirements to feed into Homes England digital plan to underpin product, process and technology improvements.</p> <p>Major output - Homes England ownership of security and data reducing duplication of processing and significant risk creating a white label approach without geographic boundaries.</p>	[REDACTED]	By providing a single consolidated sales platform, that is consistent with the Homes England wider digital transformation strategy.
4	Create End to End Digital Transformation - Design	Design process flows to support delivery of HtB and its management in the new operating model - major output is the streamlining of the customer experience and therefore the sentiment analysis and consolidated MI. Better collection of data at every stage in one system.	[REDACTED]	Provide insight into customers' perspective; user experience and sentiments, to learn where improvements can be made. This is consistent with the overall vision of Homes England to devote more attention to optimising customer experience in a proactive manner.

2	Upgrade current finance system: mitigate the risk of key financial systems being unsupported by the supplier and improve user experience and reduce rekeying of information. This will include mobile apps requisitioning, approvals and receipting; further automation of sales invoicing and invoice to cash process; and compliance with 'Making Tax Digital' submission of online VAT returns including supporting documentation.	Upgraded system with functionality as described	████████	By improved efficiencies.
3	Transform finance systems and processes: replace current finance system, consolidated finance/HR, Payroll system with Expenses, requisitioning, ordering, procurement card as standard internal modules. More importantly the digital solution for Development, grants and Investments needs to align to finance system; upgrade/replace Estate Management Billing System with real time feeds to Finance System.	Finance system replaced and new processes implemented	████████	By improving efficiencies.
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15	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
16	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
17	<p>Improve Digital CR: as part of the Digital business case include - Customer Relationship Management and case management systems will support new crossfunctional teams targeting managed interventions and partners in the market, single pipeline development and investment</p>	<p>Design and Build Prototype and test Prototype with users - this is in progress (Alpha version live), this will be an iterative approach and planning for this is in progress</p>	<p>[REDACTED]</p>	<p>Help keep track of our engagement with MPs and Officials as well as other partners, help share case studies, rather than duplicating areas, monitors all these areas, contacts etc.</p>
18	<p>Improve Digital Reporting: as part of the Digital business case include – Data, Management Information and Reporting with a particular focus on risk.</p>	<p>Design and Build Prototype and test Prototype with users - this is in progress (Alpha version live), this will be an iterative approach and planning for this is in progress</p>	<p>[REDACTED]</p>	<p>Through - quality data analytics, quality reporting and quality Risk analysis.</p>

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14	Deliver an effective Digital function: continue to improve our core technology and streamlined prioritisation of majors and business as usual (minors and chores). Visibility of backlog and pipeline to be provided to the business and escalation of issues / roadblocks to be brought to the 'Business Improvement Board '. This is to include recommendations from the Land and Investment Discoveries.	Microsoft 365 (new version of Microsoft Office in the cloud), plus rollout of new devices	██████████	This action: supports the Employee Experience and Collaboration tools and on-boarding process; the Land and Investment solutions; and the BAU daily product support, keeping the lights on Provision of a first class safety, health and environmental support service to the wider agency.
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