

AUDIT & CORPORATE GOVERNANCE COMMITTEE

ACTION PROGRESS REPORT

UPDATE ON INTEGRATION OF HOUSING IT SYSTEMS

Following consideration of a report to the Committee in September 2025, it was agreed that Members would be given an update in six months on the action to achieve an integration between the homelessness system (Jigsaw) and the housing Management System (NEC Housing).

- 1.1 The lack of integration between the systems used to support TA and homelessness – and in particular the lack of integration between Jigsaw (the homelessness application) and NEC Housing – has led to a need for double-keying of changes in placements. The failures to be expected as a result have impacted data in both systems. In particular, the lack of integration was a driver of failures to claim Housing Benefit, and its attendant subsidy. The PwC review conducted in Summer/Autumn 2025 underlined its significance and recommended that the business case for system integration or consolidation (i.e. using a single system for homelessness casework and housing management) be assessed.
- 1.2 Integration between the two systems has been problematic because MRI (the Jigsaw supplier) does not provide currently an interface into Jigsaw that would permit the required integration and had stated, in discussions in autumn 2025, that it had no plans to develop such an interface.
- 1.3 Since those discussions, and as previously reported to this committee, DDaT has been exploring whether an interim integration is possible even without that interface. No reusable solutions were found from other Councils, and one Council reported that it had abandoned an attempt to integrate the systems. DDaT experimented with the use of robotic process automation to link the systems, but there are specific design characteristics of Jigsaw that make this highly challenging.
- 1.4 In parallel, DDaT continued discussions with MRI, which has also been approached by a number of other authorities which are facing the same integration challenge as SBC. In a recent, welcome development, MRI has now stated that it plans to release the interface required to enable integration by the end of June 2026. This was confirmed in writing by MRI on 25 February 2026.
- 1.5 This will enable us to develop and test that integration in Q2 2026/27, finally resolving this long-running issue.
- 1.6 Should there be costs associated with implementation of the solution, these will be subject to approval using normal governance procedures. It should be noted that budgetary provision has been made for work in this area if necessary.
- 1.7 The Committee are requested to note the progress and next steps set out, in particular that an integration is planned to go live during Q2 of 2026/27

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