GIS DATA CAPTURE | GIS MANAGED SERVICES | GIS DATA PROVISION | GIS CONSULTANCY

ODCGIS

Managed Services & Data Capture

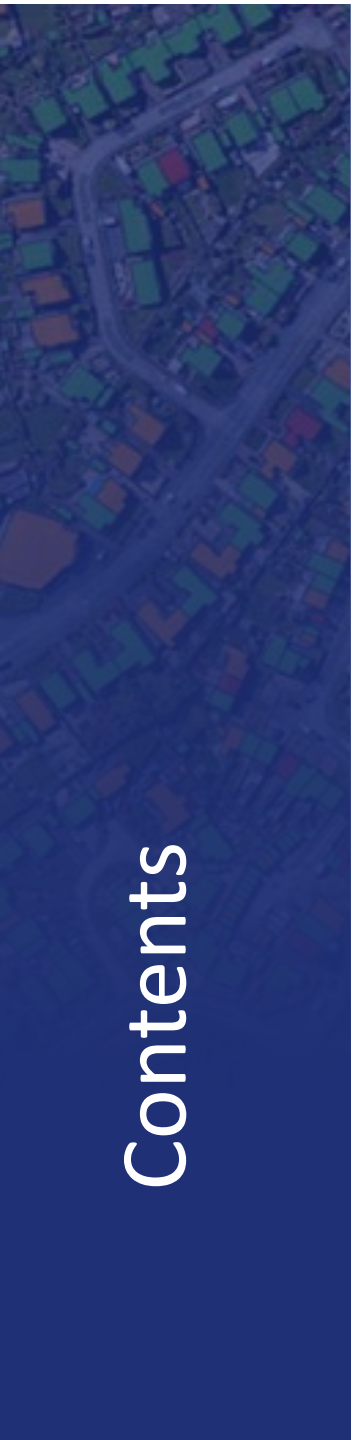
30 years | 1994 - 2024

G-Cloud 15 – Lot 3
Service Definition Document

January 2026

This document contains intellectual property rights and copyrights which are propriety to ODCGIS Limited. The work and any information contained is submitted for the purpose of fulfilling the proposal or contract referenced within. It is to be treated as confidential and shall not be used for any other purpose. It shall not be copied or disclosed to third parties in whole or in part without prior written consent of ODCGIS Limited.

ODCGIS Limited
Suite 20, Signals House, Bampton Business Centre (North),
Bampton, Oxfordshire OX18 2ET
01993 851053 alan@odc.co.uk www.odc.co.uk



Contents

1. Overview and Costs
2. GIS Managed Services
3. Property Points
4. Grounds Maintenance Capture
5. Social Values
6. Company Details
7. References
8. Current & Past Clients

Appendix 1: Managed Service Supplementary Information
Appendix 2: Service Level Agreement

"We have been very impressed with the responsiveness, quality and speed of delivery from ODCGIS and would not hesitate to recommend them."

Michael Barber
Digital & Transformation Director
Chelmer Housing Partnership

"I would use ODCGIS again and have no hesitation in recommending them."

Bob O'Brien
Transformation & Commercialisation Manger
Gloucester City Council



1 Overview and Costs

ODCGIS have been working with Local Authorities and Housing Associations for 30 years offering a GIS data capture and consultancy service.

Having worked on hundreds of housing data capture projects as well as providing GIS Managed Services to, currently, 70 Housing Associations across the UK, ODCGIS have an unrivalled understanding of housing and how GIS really can be used widely across an organisation.

ODCGIS pride ourselves as a 'One Stop Shop' being able to provide all GIS Services to the social housing industry, so you do not need to go anywhere else. Providing Data Capture, Data Supply such as Ordnance Survey Data and Land Registry as well as our GIS Managed Services whilst providing you the software to enable you to make full use of your data and software.

A GIS Managed Service allows a client's staff to work more efficiently, enabling them to view all their stock interactively, create neighbourhood patches, repair and maintenance schedules, produce hot spot mapping and much more. GIS can also be used to support strategic management meetings helping to increase productivity and make efficiencies.

The GIS Managed Service is a flexible arrangement offering a level of support, designed to be adaptable to meet all requirements and budgets. The level of service for all packages is outlined in this proposal.

> "I've been really impressed with the ease of use of the GIS and being able to view our data in such a clear way is going to help us in all manner of ways in the future. This will improve our rent affordability by improving processes, reducing our overhead costs and giving our tenants better value for their rent, something that is really important to Loreburn."
>
> **Lorraine Usher**
> **Chief Executive**
> **Loreburn Housing Association**

Managed Service (Annual)	Day Rate
Bronze Package 10-20 Days	£950
Silver Package 15-30 Days	£900
Gold Package 25-40 Days	£875
Platinum Package 35-55 Days	£850

All costs shown exclude VAT.

Quotes are based on the number of properties an organisation manages. Data Capture costs are based on the organisations Land Registry area and sight of the organisations stock list.

2 Managed Services Team

Managed Services Team

ODCGIS Officers are experienced in the specific requirements of social housing and all GIS platforms. Managed Service clients have a dedicated email ms@odc.co.uk which is monitored along with the office phone during normal working hours throughout the year by the ODCGIS team. Requests will be acknowledged manually, and any specific questions answered, with the task completed within a maximum of 5 working days if the task is 7.25 hours or less. Shorter turnarounds are standard and can be requested as required.



Managed Services: Packages

The Managed Service packages are flexible to meet the clients exact requirements. Each package comes with a number of Consultancy days and includes:

- Account Management
- Project Management
- Upload and maintenance of Ordnance Survey Data
- Training
- Telephone Support

2 Managed Services Packages

Bronze Package Solution:

10-20 Days Consultancy

This package provides an organisation with 10-20 days GIS Consultancy which can be used for analysing data, maintaining the current layers as well as creating new GIS Layers. It is important to note that approximately 50% of the days will be utilised for data maintenance including managing Ordnance Survey updates, maintaining property information and keeping grounds maintenance data current.

Silver Package Solution:

15-30 Days Consultancy

A silver package is a typical package that most organisation's normally take in the first year to test the waters for GIS and find the benefits associated with having a GIS Managed Service.

Gold Package Solution:

25-40 Days Consultancy

The Gold package is aimed at an organisation that really want to embrace the benefits of GIS across multiple departments.

Platinum Package Solution:

35-55 Days Consultancy

The Platinum package is the ultimate package which will enable the whole organisation to gain benefits from the GIS tasks ODCGIS perform as well as having access to the data and layers created.

The number of days varies according to the number of properties an organisation manages. The Platinum Package is considered the equivalent of an organisation employing a full time GIS Officer in-house. ODCGIS have written many programmes and streamlined processes, to be able to work efficiently. In addition, cover is available 52 weeks of the year and not affected by Annual Leave or Sickness.

2 Managed Services
Service Provision

Managed Services: Service Provision

Managed Service Consultancy is available Monday to Friday between the hours of 9am and 5.00pm except for Bank Holidays. All Managed Service requests are dealt with swiftly by one of our senior GIS officers who can be contacted via email or telephone call.

All tasks are acknowledged the same working day and a task ID generated for tracking a clients request. Tasks that will take 1 day's consultancy or less will be completed within 5 working days. Larger more complicated requests will be discussed with the client to agree a realistic turnaround time.

It is also important to note that a Managed Service consultancy day is deemed as 7.25 hours work. If a task only takes 10 minutes, then this is all that is recorded against their pot of consultancy days.

ODCGIS staff keep a track of day usage through our Managed Service control sheets where we record the task ID, the requestor details, task type, date of request and the time taken to complete the task. This control sheet is shared with the client monthly.

When a client renews their Managed Service at the end of the year, they can carry over up to 20% (maximum 5 days) of any unused Consultancy days. This is based on them renewing their Managed Service at the same level or at a higher level than the previous year.

Please note that with a Managed Service, clients are taking advantage of the skills of the ODCGIS team, our unrivalled experience in providing social housing GIS support as well as programmes and techniques developed over many years to enable us to deal with tasks and GIS analysis far more efficiently thus saving time, so our clients get real value for money.

3 Property Points

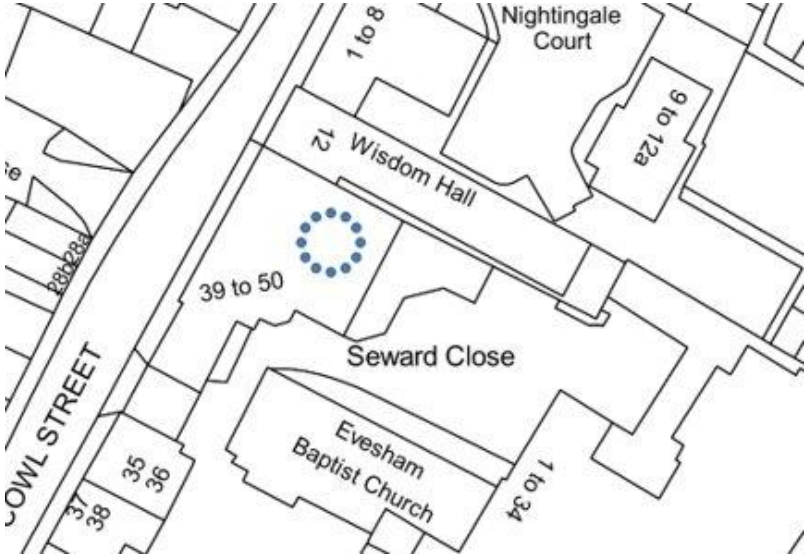
Property Points- OS Address Base

The capture of property points is a prerequisite for the managed services tasks and is also in this case beneficial for the capture of the ground's maintenance data and any site services. Each point needs to be geo-coded (given grid references) to be used within any GIS mapping system to view properties and be able to analyse the data.



Capturing the properties against the Ordnance Survey Address Base products gives each property a unique position within a GIS and a Unique Property Reference number (UPRN) which is utilised by many organisations across the UK to identify individual properties. These include Police Services, Ambulance, Fire and Local Authorities and allows for easier data sharing with these organisations.

The Address Base data is not 100% accurate and therefore as part of this capture process ODCGIS will ensure that each property point is within the correct building and no points sit on top of one another which is the case where you would have multiple properties in one building. ODCGIS in this situation will disperse the points within the building so each point can be easily seen.



Once property points are captured as a layer within your GIS system then any data associated with a property, by the unique ID, can be imported into the GIS allowing for viewing of data from any system such as Housing Management, Asset Management, spreadsheets or databases.

The Property List should be supplied in a BS7666 format to enable efficient data capture. The example table illustrates the format:

Unique Reference Number	Organisation Name	Secondary Addressable Object Name (Flat/Room etc)	Secondary Addressable Object 2 (if applicable)	Primary addressable object (building Name)	Primary Addressable object (building number)	Street	Locality (if applicable)	Town	County	Postcode
Example001	ODC	Unit 2		Signals House		Weald Street	Weald	Bampton	Oxfordshire	OX18 2ET
Example002					70	Demo Street		Carterton	Oxfordshire	OX18 1EE
Example003		Flat 3		Daffodil House	42	Flower Street		Salford	Manchester	M30 0HA

4 Grounds Maintenance Capture

Grounds Maintenance Capture

The Grounds Maintenance Capture Packages are flexible and designed to meet all requirements and any budget.

Pricing is calculated on the size of the organisations Land Registry area covers.



Bronze Package Solution

Basic Grounds Maintenance
Soft landscaping & hard standing

Silver Package Solution

Detailed Grounds Maintenance
As above + hard standing sub categories

Gold Package Solution

Detailed Grounds Maintenance Plus
Cutting regimes + simple site services

Platinum Package Solution

Comprehensive Grounds Maintenance Capture
All levels of grounds maintenance + all site services & adopted road checking

The following table gives a breakdown of each package which will be confirmed only after discussions with the client.

4 Grounds Maintenance Capture

Category	Sub Category (example)	Usage Type (example)	Status	Bronze Data Capture	Silver Data Capture	Gold Data Capture	Platininum Data Capture
Flower bed				✓	✓	✓	✓
Grass				✓	✓	✓	✓
Hard standing				✓	✓	✓	✓
Hedge				✓	✓	✓	✓
Trees				✓	✓	✓	✓
Mulch				✓	✓	✓	✓
Water				✓	✓	✓	✓
Woodland				✓	✓	✓	✓
Hard standing	Block paving, Resin Bound, Tarmac Etc				✓	✓	✓
Bin Stores						✓	✓
Drying Areas						✓	✓
Lights						✓	✓
Play Areas						✓	✓
Sports Facilities						✓	✓
Water Features						✓	✓
Grass	Cutting Regime*					✓	✓
Grass	Cutting Regime*	Play Area etc.					✓
Fencing	Metal, Plastic etc.					✓	✓
Walls	Brick, Concrete etc.					✓	✓

4 Grounds Maintenance Capture

Category	Sub Category (example)	Usage Type (example)	Status	Bronze Data Capture	Silver Data Capture	Gold Data Capture	Platinum Data Capture
Cycle Stores						✓	✓
Gates						✓	✓
Other Structures **						✓	✓
Site Services: Car Parking Bays, Bins, Artwork, Benches, Bollards, CCTV, Cycle Racks, Garage Points (Blocks only), Handrails, Knee Rails, Linear Drainage channels, Manhole covers, Signage, Storm Gullies, Ramps, Ecological Roods, Solar Panels, Steps							✓
Hard Standing	Tarmac	Road	Adopted / Non-Adopted ***				✓

*Rough cut, Fine cut, Standard. Other cuts will be considered.
**Other Structures including Pumping Station, Septic Tank, Laundry Room, Scooter Store, Shed, Biomass Boiler, Oil Storage tanks
***Requires OS RAMI data

5 Social Values

ODCGIS SOCIAL VALUES
Mission Statement
ODCGIS Limited's mission is to deliver trusted, innovative, and secure digital solutions that enable housing associations and public sector organisations to better serve residents, strengthen communities, and operate sustainably. We are committed to creating measurable social value through inclusive technology, ethical business practices, skills development, and environmental responsibility, ensuring that every contract contributes positively to society.

ODCGIS Ltd Charitable Mission Activity:

Each year ODCGIS decide upon a charity which is close to our client base, for example, dealing with Food Poverty or Homelessness. At the end of the financial year, 3% of NET Profits are then given to the chosen charity.

Staff are given the option to take 1 day per year additional leave to be used for supporting their local communities. This can include activities such as volunteer work in a local foodbank, collecting rubbish with the local Wombles group, fund raising for charities etc.



ODCGIS also provides a pool of up to 10 consultancy days per year to support small charitable organisations on a pro bono basis.

5 Social Values

ODCGIS Ltd Charitable Activities:

ODCGIS value social and environmental wellbeing highly and have developed ways to help housing associations record their efforts to meet net zero.

HEALTHY HOMES

Partnered with Healthy Homes Hub - Supporting housing associations on best practice in the Geospatial Area. Look favourably on any requests for client charity events, either through attendance and/or sponsorship. Requests for support should be passed through your Account Manager

As a company, ODCGIS supports our local community

- Sponsor Witney Rugby Club
- Support Children With Cancer Charity

ODCGIS are committed to:

- The Real Living Wage.
- Procure from social enterprises where we can





Mobile Phone Holders –
Purchased from 'Men In Sheds'

5 Social Values

ODCGIS Ltd Staff Charitable Activities:

Not only does ODCGIS as a company support charities, but their staff individually also hold the same values. This is just a selection of activities undertaken:



A fully inclusive Drumming & Percussion Group was set up to aid mental health and wellbeing. Drumming is particularly good for children with ADHD or Autism as well as a release from anxiety.

Volunteer DJ at music events to raise money for local charities.

Various Regular Volunteering: Local Wildlife Trust Nature Reserve, Riding for the Disabled, Monthly Friendship Café at Care Home.

Supporting overseas families with various necessities and education expenses for a young woman who is studying hospitality management and hoping to secure a better life and job, ultimately allowing her to support her family.



Counting steps for charity – achieving monthly goal and donation made to charity.

2024 - Sponsored cycle St Malo to Nice – raising £4,400 for Inflammatory Breast Cancer Network.

2025 - Sponsored cycle ride from London to Paris – hoping to raise £1,750 for The Katherine House Hospice.

Principal fundraiser at the shirt race in Bampton on behalf of the Spajers (local village charity, raising money to support pensioners).



Active fundraising.

6 Company Details

Oxford Data Consultancy (ODCGIS) is an innovative company specialising in the provision of data capture services and consultancy services for Geographical Information System (GIS) users.

Headed by Craig Godwin, ODCGIS is a wholly owned British Company with offices in rural Oxfordshire and boasts 30 years' experience in capturing GIS data for the local government, social housing and private sectors. Craig has overseen hundreds of data capture projects, personally managing in excess of 50.

Director of Operations, Rick Thompson has 24 years GIS experience, having worked for Cheshire Police and Trafford Housing Trust prior to joining ODCGIS in 2017.

ODCGIS's flexible project management style works in partnership with the client with the success of the project as the top priority. The depth of experience of the Director's enables a consultative approach that is appreciated by clients.

"We have returned to ODCGIS because of their expertise in the Grounds Maintenance data capture field and excellent customer service. I have found ODCGIS's knowledge and experience a huge help in assisting us to deliver the objectives of our project with the accuracy required. I would definitely recommend ODCGIS's data capture service to other organisations."

Dean Ballard, Performance Excellence Manager - Orbit Heart of England

"I have found Craig very easy to work with, he is clearly someone with a genuine passion for getting things right. I found the ODCGIS team flexible and keen to meet challenging deadlines, I would certainly have no hesitation in working with Craig and his team in the future.

Marcus Hotten, Open Spaces Manager - Rochford District Council

6 Company Details

"Having worked with Craig on the grounds maintenance capture for one of our subsidiaries, Cotman HA, I was more than happy to recommend ODCGIS when the wider group decided to follow Cotman's lead. We are now halfway through the 2 year project and have once again found ODCGIS to be highly professional and competent. I would be happy to recommend ODCGIS to other organisations."

Gina Tomlinson, Group Research Manager - Places for People

"ODCGIS provided consultancy to assist with the implementation of our Intranet GIS and I was surprised at how much was achieved in such a short time. It was a real team effort with Cadcorp, Emapsite, ODCGIS and our own staff all working together to roll out the system. I would not hesitate to recommend ODCGIS's consultancy services."

Yinka Bolaji – Genesis Housing Association

"It has been a pleasure working with Craig and the team from ODCGIS. They have been very helpful and friendly as well as professional and have enabled NPH to have accurate and up to date records in place for the procurement of communal cleaning in blocks of flats and estate grounds maintenance contracts. I would have no hesitation in recommending their services to other organisations or working with Craig and ODCGIS again."

Shirley Davies- Executive Director Housing Management- Northampton Partnership Homes

7 References

The following contacts are happy to provide references to the quality of the service provided by ODCGIS:

Chelmer Housing Partnership

Michael Barber
Digital Transformation Director
Email: michael.barber@chp.org.uk

Greatwell Homes

Chris Holloway
Head of Housing & Support Services
Tel: 01933 234450
Email: chris.holloway@greatwellhomes.org.uk

Cottsway Housing Association

Lynne Berry
Asset Intelligence Officer
Tel: 01993 890000
Email: lynne.berry@cottsway.co.uk

One Vision Housing

Amanda Smith
Asset Planning & Data Manager
Email: Amanda.smith@ovh.org.uk

Cross Keys Homes

David Beswick
GIS Manager
Tel: 01733 396429
Email: David.Beswick@crosskeyshomes.co.uk

Raven Housing Trust

Rachel Irvine
IT Business System Manager
Tel: 01737 272593
Email: rachel.irvine@ravenht.org.uk

Appendix 1

Managed Service Supplementary Information

Task Matrix

The task matrix below is an example of tasks that can be undertaken on any of the Managed Service packages.

	Bronze	Silver	Gold	Platinum
New Development Maps	X	X	X	X
General Property Location Maps	X	X	X	X
OS Data Maintained and Managed	X	X	X	X
Maintain Property Lists	X	X	X	X
Vulnerable Tenants	X	X	X	X
Garage Sites	X	X	X	X
ASB Mapping	X	X	X	X
Complaints Data	X	X	X	X
ASB Exclusion Zones	X	X	X	X
Population Demographics	X	X	X	X
Driving Distances between Sites		X	X	X
Maintain and Manage GM Data		X	X	X
Repairs Productivity Analysis		X	X	X
Customer Satisfaction Maps		X	X	X
General Repairs Analysis		X	X	X
Rent Arrears Analysis		X	X	X
Voids & Terminations		X	X	X
Programme of Works		X	X	X
System Maintenance		X	X	X

	Bronze	Silver	Gold	Platinum
Development Site Feasibility			X	X
Open Data made available & Analysis			X	X
NPV Data and its spatial context			X	X
NPV Thematic Maps			X	X
Indices of Multiple Deprivation analysis			X	X
Lettings- Property Location Profiles				X
Community Investment Mapping				X
Patch / Estate Reviews				X
Market Analysis				X
Service Charge Setting				X
Risk Analysis (Flood / Radon)				X

Although the list above shows designated tasks by package, this is just an example, you can utilise your Managed Service days in whatever way you wish. Also of note is that this list does not include everything ODCGIS have completed for our clients and is purely seen as an example selection.

Appendix 1

Managed Service Supplementary Information

The list of tasks is constantly changing and when ODCGIS have a request from a client they believe would be beneficial to others then ODCGIS publish this as a new optional task.

Regardless of which package you are on, you will be able to utilise the consultancy days however you wish. Whether this is with routine tasks or ad-hoc requests.

ODCGIS will acknowledge your request and the task will be completed within a maximum of 5 days. Shorter turnarounds are standard and can be requested as required. If the task is not achievable within 5 days, then an ODCGIS officer will liaise with the requestor.

At the end of your Managed Service year if you haven't utilised all of your consultancy time then
You can rollover of 20% of your total days with a maximum of 5 days which can be used in the forthcoming year if the same Managed Service package or greater is purchased.

> *"whg have been working with ODCGIS for a number of years, we find the service to be of an excellent standard, where no questions or issues raised from whg are any problems. We find Alan and the team extremely supportive and helpful!"*
>
> **Donna Brown- Contract and Stewardship Manager Whg (Walsall Housing Group)**

Selected Managed Service Tasks

Below is a summary of the type of tasks that may be undertaken as part of a Managed Service request.

The list of tasks is not definitive, and no request is a bad request:

Appendix 1

Right to Buys- Title Plans

Title Plans for Right to Buy enquiries. Tenants buying their home require Land Registry compliant plans of the Freehold or Leasehold. ODCGIS can provide these to scale for you to then pass onto your tenant / solicitor. This will offer you considerable savings as Solicitors charge significantly more to supply plans



Lettings - Property Location Profiles

We can provide you with a location profile specific to each individual property you manage. For example, if you have a 3-bedroom family home then we will provide you with a location profile for this property which gives you information about the local service, school catchment, public transport, doctors surgeries etc. If it was for a sheltered property then you would not include things like schools but instead post offices, community centres etc.



Appendix 1

NPV Thematic Maps

Using your property NPV Scores, we can create thematic maps to show where there are concentrations of poor performing properties. You may want to include them in an investment strategy or decide to dispose of these properties. Alternatively, seeing them visually on a map helps you to see where properties with a poor NPV are near to one another indicating that these could become a development site due to the land they occupy.

Risk Analysis (Flood / Radon)

Find out which of your properties or proposed development sites are in flood risk zones or areas of Radon contamination.

Population Demographics

Do you want to know what the demographics are within your operating areas for a particular project / scheme? Then we can provide you with a full demographic profile for your area. We can also provide you with more specific enquiries such as how many over 50’s live within a mile radius of a sheltered scheme.

Creating Bespoke Online Maps

We can create and produce maps in your online environment either for specific teams or projects which are set up with the end user in mind. All data and functions available can be configured separately depending on which map is being produced allowing for fully customised apps which can be adopted by your staff more easily and find the data they really want to see.

Appendix 1



Asset Management



Business Continuity



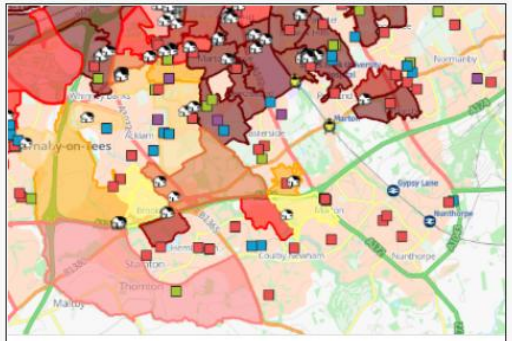
Community Investment



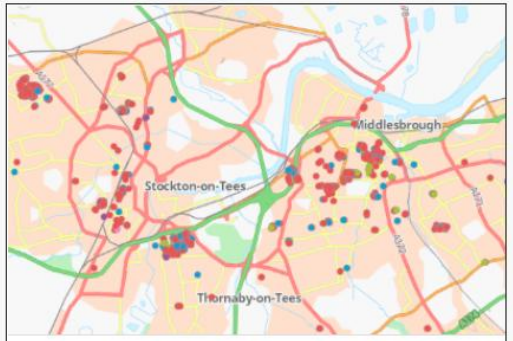
Development Map



Grounds Maintenance Map



Housing Management



Housing Repair



Property Profile

New Development Maps

Maps produced of new development locations and provided as a pdf, image or added to your GIS account.

Driving Distances between Sites

Visualise driving distances between sites or see how far your tenants have to travel to visit your offices. This could be used to identify new community hub locations or to see where new services should be placed to improve access for your tenants.

Appendix 1

OS Data Maintained and Managed

We will ensure that any Ordnance Survey data which you are licensed for is always up to date. As an OS Supplier we take all updates and prepare these ready for your GIS.

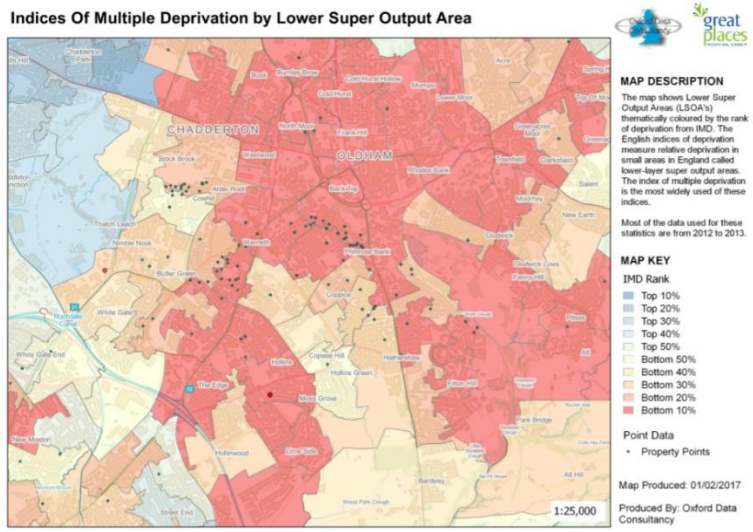
Maintain Property Lists

We will maintain and update your property lists so your GIS reflects your managements systems. e.g. By adding new developments and removing Right to Buys. We recommend a quarterly update.

Maintain and Manage GM Data

To protect your investment in your grounds maintenance data, when you notify us of changes, we will update the data in your GIS. Supply a new Bill of Quantities detailing the maintenance requirement.

Indices of Multiple Deprivation analysis



See where your properties fall into each of the IMD Domains.

For example, how many properties fall within the bottom 10% of the country and are most likely to be deprived.

The product of this analysis can then be used to understand your communities better and see where you can help them.

Appendix 1

Customer Satisfaction Maps

If you conduct surveys with your tenants about the services they receive, then we can map this data and identify particular geographical pockets that are unhappy with the services provided. This will provide insight into how your area-based teams deal with tenants differently or where there is potentially a further issue that needs to be addressed.

General Repairs Analysis

Identify geographically where particular repair types are occurring. For example, are all roof repairs happening in one particular area, and does this indicate that there is a common route cause here which can be dealt with as part of an asset management / future works programme?

Voids & Terminations

By viewing void data on a map over a particular period you can instantly identify problem areas. Analysing this alongside termination reasons, if they are captured, can provide valuable insight into the reasons and enable you to look at ways to improve the area. As we know, voids and terminations cost money!

Asset Management Programme of Works

By looking at your current programme of works for asset management and analysing this spatially you can not only create a more effective schedule for the works to take place but you can also supplement this with other information such as tenant vulnerabilities or general repairs data. You can then use this to prioritise replacement programmes based on not just the asset but on the customer also.

Appendix 1

Solar PV Analysis



ODCGIS will take your stock data and analyse using programmes that have been built to identify the orientation of all the roofs of your properties as well as the pitch.

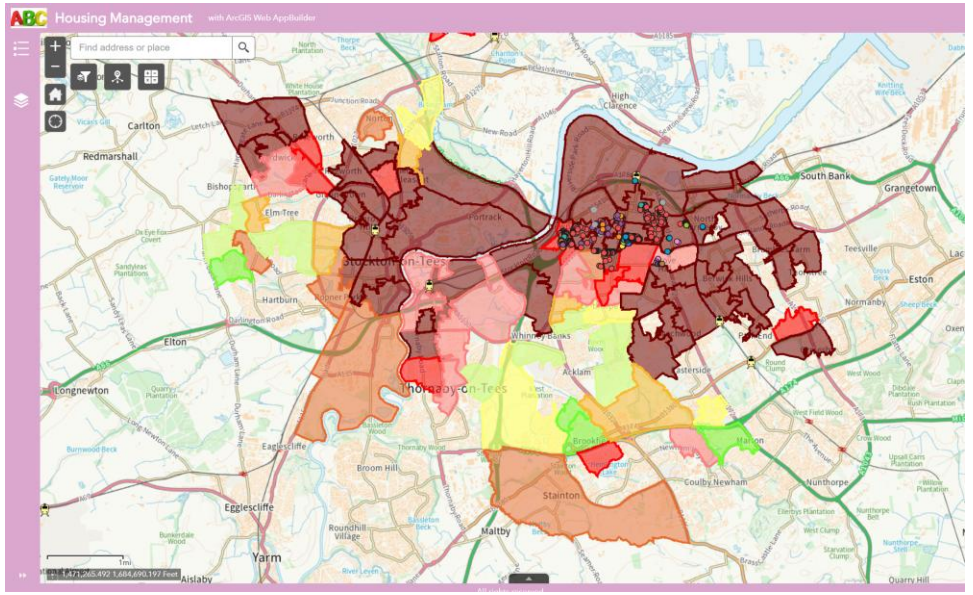
We will then attribute this against the property to establish whether the property is ideally suited for Solar Panel placement.

Each property is colour coded and an export can be provided in order to look into these further.

Community Investment Mapping

Show where you are investing in the community and what for. Or see what requests for funding are coming in and where from. This may tell you where there is a current lack of community investment or where there are issues / needs in a particular area which are not being met. Providing this data along with IMD data can be informative and identify where future investments are needed.

This subject was covered during a webinar featuring Cottsway Housing. A video of that discussion can be viewed here https://youtu.be/6wYX7i7kOPo



Appendix 1

Development Site Feasibility and Community Engagement

If you are looking to develop in sites or areas then we can supply you with location profiles for these sites including, price paid data, current tenure types, population demographics etc. When you then get to the planning stage, we can supply you with maps for your consultations and mail lists for who you want to invite in the local community to these consultations.

Patch / Estate Reviews

Are you looking to reshape your workforce or think that your mobile teams could have patches that are fairer or more effective? Then we can help you to analyse your demand and create new patches or estates based on demand, rather than simply the number of properties, combined with location analysis to keep travelling to a minimum meaning your productivity increases.

Market Analysis

If you are looking to provide a new service, then the first thing to look into is what services currently exist and where. This will help you to decide whether the service you are thinking of providing is needed in that area or could it be more advantageous to set up somewhere else?

NPV Data and its spatial context

Visualising NPV data on a map can help you to see potential development opportunities, seeing where poor performing properties are, the land they occupy and whether they adjoin other poor performing properties.

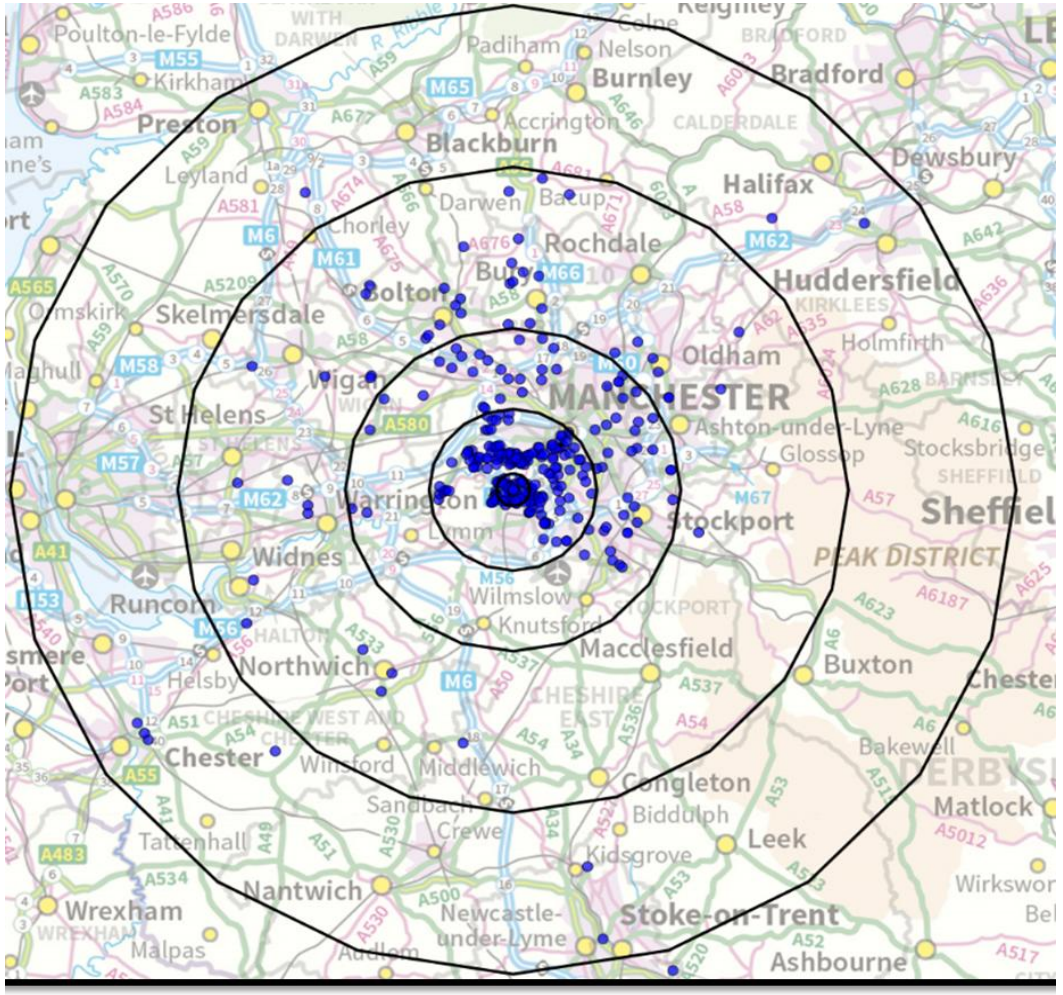
Appendix 1

Garage Sites

We can provide you with garage site plans to show you how much land they occupy and combining this with your void data / rental income information we can help you to see what the opportunities are for development.

ASB Mapping

Map where ASB is occurring in your neighbourhoods and visualise this in a time and day context so you can see where, when and what. This may help you to decide whether or not you need to change the shift pattern of ASB / Housing officers.



Accurate Service Charge Setting

Utilising GIS and the grounds maintenance data that has been captured we are able to use this to establish an exact amount of land which is maintained and divide this equally by properties within the area. Making service charges more accurate, fair, and more transparent for your customers.

Rent Arrears Analysis

See where your rent arrears are in order to be more proactive. Is there a particular estate or neighbourhood who are constantly in arrears, and can you now focus on doing some workshops in these areas or more engagement?

Appendix 1

Open Data made available and analysis

We will provide you with layers to all relevant Open Data sets such as IMD, Health Data, Census etc. and analyse these for your stock locations.

Complaints Data

We can help you to visualise your complaints data so you can see if there are particular areas that are always complaining and see if this links to the staff working there or the services you provide in these areas.

Repairs Productivity Analysis

If you have tracking software for your repair vehicles and you record repair details into your CRM, we can analyse the two lots of data side by side. By seeing how much time is spent being productive at a repair and how much time is spent travelling or at a place where there is no repair.

Managed Services: Case Studies

Overleaf are a selection of our Managed Service Case Studies. If you would like to see more then please let your Account Manager know.

Our Case Studies are produced on a regular basis to show the kind of tasks we are undertaking for our clients whether it is a data capture exercise or a Managed Service task for a project. These will help you as a client see how you can get value for money out of the services provided and may help you to see new possibilities with the services on offer.

Appendix 1

ODCGIS Managed Services & Data Capture

CASE STUDY
Sales Plans

The Customer:

whg

Task: WHG require sales plans to be produced for property disposals.

Data: WHG provide ODCGIS with the address of the property being sold and a historic plan. ODCGIS utilises OS MasterMap data and the supplied plan.

Method: Once the address is located, ODCGIS determine the ownership with the use of the plan and OS base mapping. Once agreed, the boundary is captured and loaded into a pre-agreed template. This template conforms to Land Registry requirements and WHG preferences.

Result: Sales plans are produced weekly for WHG in a timely manner. Through ODCGIS's efficiency in production, WHG are saving both time and money from the previous process.





©Crown Copyright



©Crown Copyright

Testimonial:

"Sales Plans used to be a laborious process of getting our solicitor to supply the plan. ODCGIS now undertake this task for us as part of our Managed Service. Not only is the process a lot smoother but the costs work out less than we were previously paying."

Paul Dockerill—Director of Energy and Programme Management

Contains Ordnance Survey data © Copyright and database rights 2019. OS Number: 100052596

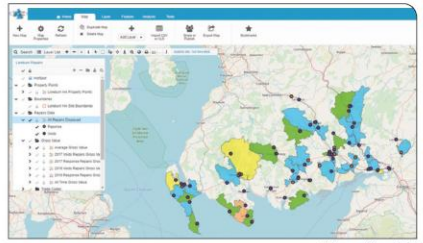
01993 851053 info@odc.co.uk www.odc.co.uk

ODCGIS Managed Services & Data Capture

CASE STUDY
Repairs and Voids Mapping

The Customer:

Loreburn Housing Association



©Crown Copyright

Task: Historic repairs and voids data was reviewed to determine the in-house resources required to support Loreburns' services.

Data: Loreburn collated two years worth of repairs and voids data, including details on repair type and gross value. This was all linked to properties by asset reference.

Method: ODCGIS mapped the repairs data based on property locations, dispersing them where they overlapped, so all data was visible. Several layers were generated and thematically styled, allowing for different visual comparisons. Layers were also generated to compare all data across separate years. Complimenting analysis was undertaken to produce themed tables and charts.

Result: Loreburn were provided with several themed layers displaying their repairs and voids in different ways. Alongside the analysis, this allowed them to delve deeper into their data and recognise areas of greater need.



Response (Count) 2017	BL	CC	CR	DA	DE	DR	EL	FE
Annan	5	0	0	0	0	0	107	3
Canonbie	1	0	0	0	0	2	3	1
Castle Douglas	10	0	0	2	0	12	258	18
Dalbeattie	1	0	0	1	0	1	61	9
Dumfries	26	3	0	1	1	23	490	16
Gretna	4	0	1	0	0	3	32	1
Kirkcudbright	0	0	0	0	0	1	26	0
Langholm	0	0	0	0	0	0	5	0
Lockerbie	4	0	0	1	0	1	58	2
Moffat	0	1	0	0	0	1	58	6
Newton Stewart	9	0	0	4	0	13	189	28
Sanquhar	2	0	0	0	0	2	31	7
Stranraer	17	0	0	0	0	16	336	46
Thornhill	1	0	0	1	0	2	76	1

Response (Count) 2016	BL	CC	CR	DA	DR	EL	FE	FL
Annan	11	0	0	2	2	105	6	0
Canonbie	0	0	0	0	0	1	0	0
Castle Douglas	11	0	0	0	1	275	10	1
Dalbeattie	3	1	0	2	1	72	2	2
Dumfries	20	2	0	2	1	532	11	10





Testimonial:

"We needed to improve our efficiency in dealing with repairs and voids and ODCGIS's solution has certainly helped. Identifying areas of greatest need has helped us focus on the most important issues leading to improved customer satisfaction."

Pete Paton—Asset Manager

Contains Ordnance Survey data © Copyright and database rights 2019. OS Number: 100052596

01993 851053 info@odc.co.uk www.odc.co.uk

Appendix 1

ODCGIS
Managed Services & Data Capture

CASE STUDY
Community Insight Mapping

The Customer:

Cottsway

The Task:

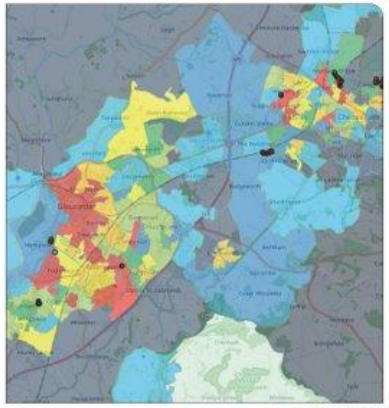
To replace the Community Insight product with an in-house version, tied into GISMO and Cottsway's own data.

The Data:

Open Data including IMD, NEAT, children in low income families, Adults with long term illness or disability, households in Fuel poverty, Foodbanks & Community Centres etc. combined with Cottsway's own data such as Property Points and previous funding data for conducting gap analysis

Method:

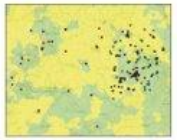
Various open data sets were obtained and added into GIS setting up a unique map 'Cottsway Insight Map'



©Crown Copyright

Result:

Cottsway can now create Community Plans, tie in with their grounds maintenance data and get residents more involved in the housing association. A visual map is user friendly, helps to identify outreach areas and boost community engagement .



©Crown Copyright

Testimonial:

"We're very pleased with the new maps that ODCGIS have set up for us through this project. We can now see indicators of multiple deprivation – especially barriers to housing and other services – very clearly. This allows us to assess where our activities and funding should be focused for maximum impact. This was a new departure for us and once we had identified the indicators and open data sources we needed, ODCGIS overlaid them for us onto our stock maps. We can add to these measures in future, or remove them just by sending an email through to the team at ODCGIS. We're now getting targeted information instead of paying for a system with built-in data that didn't really reflect the needs of our business or our customers."

Alex Williams—Customer Engagement Officer

Contains Ordnance Survey data © Copyright and database rights 2019 OS Number: 100052596

01993 851053 info@odc.co.uk www.odc.co.uk

ODCGIS
Managed Services & Data Capture

CASE STUDY
Growth Strategy Mapping

The Customer:

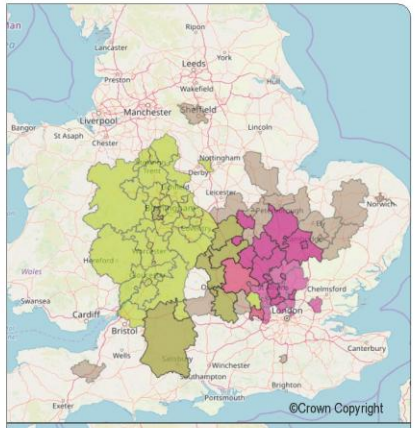
STONEWATER

Task: Stonewater wanted to map out their stock alongside other HA stock to identify potential cases for stock swaps, disposals and acquisitions.

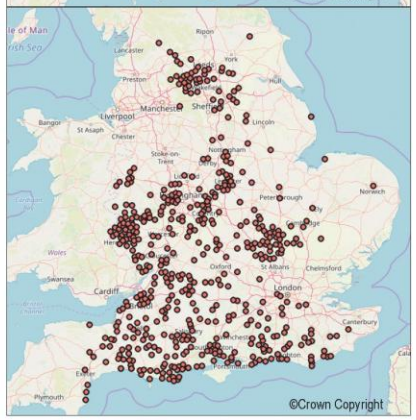
Data: Stonewater's stock had already been accurately captured by ODCGIS in a previous project and updated constantly. SDR data was acquired by Stonewater for the other HA's.

Method: The SDR data was displayed spatially at the local authority level alongside the Stonewater data. ODCGIS set up a dedicated map on GISMO, creating layers for each HA. Layers were set up so information could be quickly obtained from them, with minimal interaction required.

Result: Stonewater were provided with a comprehensive map of HA stock, allowing them to generate quick, visual comparisons. It is now possible to easily identify areas where stock swaps, disposals and acquisitions would make strategic sense.



©Crown Copyright



©Crown Copyright

Testimonial:

"I recently approached ODCGIS and asked for our existing stock to be mapped out using ODCGIS's GIS mapping. This was produced promptly by ODCGIS and was an extremely useful tool with little training required on how to use their system. I tasked ODCGIS with producing layers which could be toggled on and off containing the mapped out stock of other housing associations taken from the SDR. ODCGIS reacted swiftly to the many re-quests thrown their way and have produced a great tool for Stonewater to use. I am very pleased with the service we have received to date."

Charlie Bessant - Portfolio Options Analyst

Contains Ordnance Survey data © Copyright and database rights 2019 OS Number: 100052596

01993 851053 info@odc.co.uk www.odc.co.uk

Appendix 1

ODCGIS
Managed Services & Data Capture

CASE STUDY
Business Continuity Planning Map

The Customer:

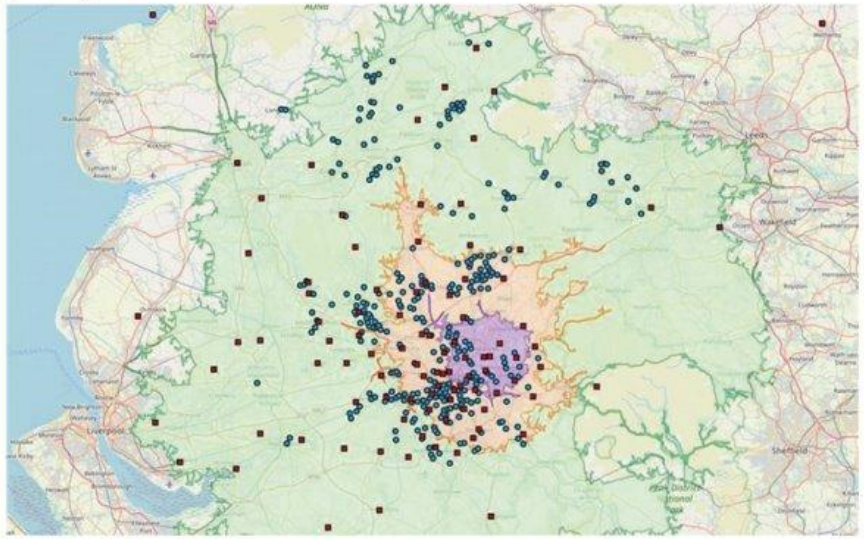
msv
mosscare st vincent's

Task:
When the Coronavirus outbreak first started, it was clear that contingency plans should be put in place in the event of ho-me working. This included mapping drive time areas from staff postcodes to assist with business planning.

Data:
MSV Property List, MSV Staff Postcodes, Open Source Mapping

Method:
MSV staff postcodes were plotted against property locations alongside drive time areas. The map was produced as part of MSV's Managed Service.

Result:
GIS enabled MSV Officers to plan efficiently and utilise staff in a way that minimise travel and ensured tenants were supported during the 'COVID-19 lockdown',



Testimonial:

"The map allows us to see staff locations in relation to our properties, so at a glance we can see who is able to provide cover in certain areas if required. During the current climate it's a really useful tool to have available and has been well received by the staff that are using it."

Gareth Eadsforth- Head of Asset Management

Contains Ordnance Survey data © Copyright and database rights 2019. OS Number: 100052596

01993 851053 info@odc.co.uk www.odc.co.uk

ODCGIS
Managed Services & Data Capture

CASE STUDY
Demand Based Arrears Patches

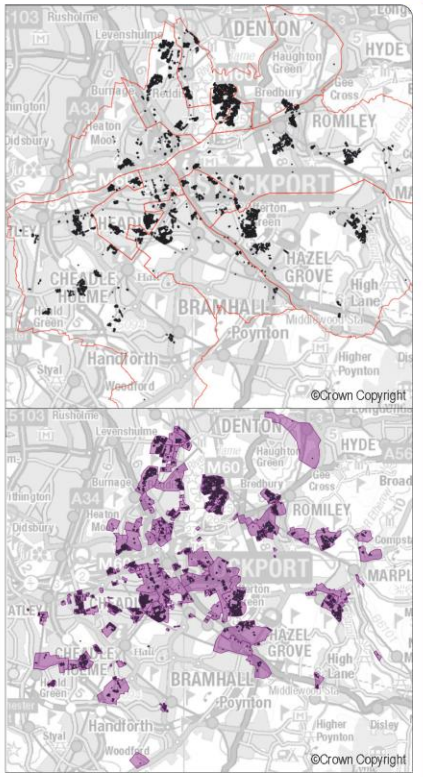
The Customer:

stockport homes
Proud to be part of SHG

Task: Stockport tasked ODCGIS with redesigning their arrears officer patches, primarily to reduce the number of patches. The aim of this being to reduce costs and increase efficiency.

Data: Property points, attributed with the officer patch, estate and housing team responsible. To compliment these, Stockport provided details of time spent dealing with arrears, linked to these properties.

Method: ODCGIS captured new officer patches designed to create a balance in time spent dealing with arrears and number of properties. These were carefully redesigned to reduce the patches from 12 to 11. To achieve this, the estates were also captured and considered so that patches, where possible, did not cut through estates/ roads.



Result: Two versions of the new patches were completed with a rough balance in time spent and number of properties. Stockport Homes are now in the middle of dropping from 12 patches to 11 using the outputs delivered. These new patches take consideration of location, number of properties and demand.

Testimonial:

"Re-organising our Arrears Patches seemed a daunting task when faced with paper maps and spreadsheets. It was reassuring to hand the task over to ODC and to receive back exactly what we needed. Reducing the number of areas has not only improved efficiency but given us the cost savings we wanted."

Christian Hartley - Head of Customer Finance

Contains Ordnance Survey data © Copyright and database rights 2019. OS Number: 100052596

01993 851053 info@odc.co.uk www.odc.co.uk



Appendix 2

GIS MANAGED SERVICES

SERVICE LEVEL AGREEMENT

Contents

Introduction
Software Development
Terminology
Getting in Touch
Requesting a Task
Response Times
Software Defects
Priority Levels
Service Levels
Disaster Recovery (RPO/RTO)
Security
Intellectual Property
Customer Feedback
Senior Management Contact Details

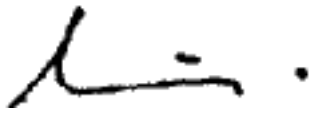
"We have been delighted with ODCGIS's Managed Service, having a GIS Officer available whenever we need one is a cost-effective way to run our GIS and allows me to get on with my 'normal' job. Not only that but tasks are carried out in a fraction of the time they used to take"

Jessica Shaw
Asset Data & Planning Manager – One Vision Housing

Appendix 2

INTRODUCTION

Thank you for your custom. I really appreciate the faith you have shown in choosing to work with us. Personally, I have over 30 years' experience in GIS and ever since I set up ODC in 1994 I have put customer service at the top of my priorities. The fact that many of my clients have returned or recommended ODC & ODCGIS to others suggests I have been successful in my aims.
I am proud of the fantastic reputation ODC & ODCGIS have in the GIS market and I hope this Customer Service Charter reflects this and gives you the reassurance that in choosing to work with us you are in safe hands.



Craig Godwin
Managing Director



Prior to joining ODCGIS in 2017 I was GIS Officer at Trafford Housing Trust in Manchester, a role I held for 3 years. I was instrumental in setting up the GIS within THT and then developing it throughout the organisation, supporting every department. This involved learning how each department worked and looking at ways GIS could support them.
On joining ODCGIS, Craig and I worked on implementing a GIS Managed Service which could be rolled out to housing associations regardless of their size. Currently, we have 70 social housing providers as Managed Service clients, helping them get the most from GIS.



Rick Thompson
Director of Operations





Software Development

ODCGIS is not a GIS Vendor, but we work with all major GIS Suppliers. This includes ESRI (the largest GIS supplier in the World), Cadcorp, QGIS, GIS Cloud and Xmap. The latter two are cloud-based platforms on which GISMO is based.
ODCGIS have regular dialogue with all suppliers, through user groups, and training sessions to keep abreast of the latest developments. This is a 2-way process and requests from clients are fed back to the appropriate supplier.

Terminology

1. A 'business day' means any day other than a Saturday, Sunday or bank holiday in England and Wales.
2. GIS - Geographical Information System
3. GISMO – GIS Mapping Online
4. Managed Service – entrusting ODCGIS to operate GIS software utilising their unrivalled GIS experience in social housing negating the need to employ an in-house GIS Officer or help an overworked GIS officer.
5. Incident - an unplanned interruption to a service or reduction in the quality of the service.
6. Problem - the cause or potential cause, of one or more Incidents, for which the underlying cause may not initially be known.
7. Task Request - Requests for specific tasks, Training or Consultancy,
8. Enquiry - Requests for information or advice.
9. Change Request - Request for functionality to be enhanced in the product.
10. Workaround - a solution that reduces or eliminates the impact of an incident or problem for which a full resolution is not yet available.

"Throughout this process there have been some tricky bits which to be honest have been a bit of a nightmare my end, for example, getting the correct information to ODCGIS and getting it there in a timely manner. I really appreciate their patience, especially when I have to then say we now need a really quick turnaround after the information needed has only just been provided. This is always met with a happy and helpful manner as is any enquiry no matter how big or small. ODCGIS's approach is to always be thinking outside the box to give us the most out of the system. GIS is to me a small added extra on to my job role as no one was able to take it on. ODCGIS have made it into something that I enjoy and am proud to be part of building it at Raven and I am very grateful."

Jordon Guenigault
Estate Inspector - Raven Housing Trust



Getting In Touch
ODCGIS have a dedicated team of Senior GIS Officers who are available 52 weeks a year between 9.00am and 5.00pm every working day.
Phone: 01993 851053
Email: ms@odc.co.uk
All clients are assigned an Account Manager who can deal with any issues.
Rick Thompson rick@odc.co.uk Tel: 01993 875132
Alan Smith alan@odc.co.uk Tel: 01993 875133

Requesting a Task
Normal contact is by phone or through the ms@odc.co.uk email which is constantly monitored by our team of GIS Officers. On receipt of the call / email, a manual acknowledgement will be sent giving the task number.
On commencement of the Managed Service an initial agreement is made regarding which contacts will be responsible for different activities, such as GM updates, Right to Buy Plans, new developments etc. This can be a single point of contact or a contact per department.

Response Times
We shall use our reasonable endeavours to complete the task ASAP and within a maximum of **five** working days, however time shall not be of the essence in the performance of our obligations. We are happy to consider special requests for a shorter turnaround on a specific task.

"Sales Plans used to be a laborious process of getting our solicitor to supply the plan. ODCGIS now undertake this task for us as part of our Managed Service. Not only is the process a lot smoother but the costs work out less than we were previously paying."
Paul Dockerill
Director of Energy and Programme Management – Walsall Housing Group



Software Defects

Any problem with the software will be addressed immediately. If the issue is deemed to be due to the GIS platform, then the appropriate GIS Vendor is contacted. If a workaround is possible to maintain supply, then this will be actioned.

Priority	Target Response Time
1	1 Hour
2	1 Hour
3	1 Hour
4	1 Hour

Priority	Target Resolution Time
1	1 Hour
2	2 Hours
3	3 Hours
4	4 Hours

Priority Levels

Any notification is acknowledged as quickly as possible with the aim of resolving the issue according to the priority. The guide below sets out Priorities, but it should be noted that any malfunction issue will be addressed immediately and resolved as quickly as possible.

Priority	Examples
Priority 1: System Down	The software goes down or access is denied
Priority 2: Critical	An element of the software malfunctions and no workaround is possible
Priority 3: Major	An element of the software malfunctions but a workaround is possible
Priority 4: Low	User requires some help or advice

"We're very pleased with the new maps that ODCGIS have set up for us through this project. We can now see indicators of multiple deprivation – especially barriers to housing and other services – very clearly. This allows us to assess where our activities and funding should be focused for maximum impact. This was a new departure for us and once we had identified the indicators and open data sources we needed, ODCGIS overlaid them for us onto our stock maps. We can add to these measures in future or remove them just by sending an email through to the team at ODCGIS. We're now getting targeted information instead of paying for a system with built-in data that didn't really reflect the needs of our business or our customers."

Alex Williams

Customer Engagement Officer – Cottsway Housing Association



Service Levels

Monthly Availability Target 99.9%
This target is based on weekdays (excepting Bank Holidays) 9.00am -5.00pm
Scheduled maintenance takes place outside of these hours
Service outages caused by other service providers are excluded from this target e.g. loss of internet connection and other telecoms failures and links to 3rd parties.
If a service-affecting issue is identified during business hours, a service notification email will be sent out to your list of company contacts, advising of the issue and any subsequent updates pertaining to the issue. It is important that you supply and keep us updated with a list of contacts – you can do this by contacting ms@odc.co.uk or your Account Manager.

Disaster Recovery (RPO/RTO)
A disaster is considered to be where a situation causes or is anticipated to cause the loss of availability of the Service for a protracted period of time, considered to be at least 7.25 hours. In the event of a disaster, ODCGIS shall:

- Recover data stored off site within 4 hours;
- Recover the service at the nominated disaster recovery site;
- Procure and implement, at the expense of ODCGIS, other equipment necessary to supply the service;
- Aim to, where possible, provide a minimum service within 7.25 hours;
- Provide a fully functional system as soon as is logistically possible.

"When faced with the challenge of replacing a very experienced team member, we decided that the most expedient route was to consider using a managed service. Our demand for tasks from a GIS Analyst fluctuated quite a lot and the skill was hard to find. ODCGIS offered up a perfect solution for a realistic price. We have been very impressed with the responsiveness, quality and speed of delivery from ODCGIS and would not hesitate to recommend them. This proved to be a wise decision, rather than a default option!"
Michael Barber
Digital and Transformation Director, Executive Management Team
Chelmer Housing Partnership



Security
Data is backed up daily and held securely on an Amazon Web Server for a period of one year.
Restore timescales and specifying time will be taken from MS if applicable.

Intellectual Property
All data captured on your behalf is deemed to be your property. ODCGIS are happy to provide this data in any of the standard GIS formats at any future time. There is no cost for supplying the data.

Customer Feedback
At ODCGIS we welcome any feedback, good or bad. We want you to be delighted with our service and encourage any testimonials you may wish to send. However, we recognise that we are not perfect and if you have a problem then we want you to contact us with details of your grievance. In that situation we wish to assure you of the following commitments:

- We will acknowledge your feedback promptly.
- For issues that are more complex or require investigation, we will keep you informed of our progress.
- We will endeavour to provide a final response as quickly as possible. Some software issues of particularly complex nature may require systems development. If this applies, we will advise you of this.

Senior Management Contact Details
In the unlikely event that your service is not meeting the standards set out within this document, please contact any of our Senior Management Team:

Position	Name	Phone	Email
Managing Director	Craig Godwin	07827 333 991	craig@odc.co.uk
Director of Operations	Rick Thompson	07939 037 530	rick@odc.co.uk
Sales Manager	Alan Smith	07957 806 497	alan@odc.co.uk
Production Manager	Laura Edwards	01993 851 053	laurae@odc.co.uk