

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

INFORMATION

Agenda Item No 17

meeting date: 29 MARCH 2011
title: CAPITAL PROGRAMME 2011/12
submitted by: DIRECTOR OF RESOURCES
principal author: NEIL SANDIFORD

1 PURPOSE

- 1.1 To inform members of the new schemes which have been approved for inclusion in the capital programme for this committee for the forthcoming financial year (2011/12).

2 BACKGROUND

- 2.1 The original schemes put forward for the council's five-year capital programme exceeded the finance that was available. As a result a capital programme was approved for 2011/12, with the remaining schemes for the 2012/16 period being set aside.
- 2.2 In line with recommendations at Budget Working Group and also at Policy and Finance Committee on 8 February, a capital working group is to be set up to agree a programme for the years 2012/13 to 2015/16 which is affordable and achievable and ties in with the outcomes of service reviews, which are currently underway.
- 2.3 Full Council approved the 2011/12 schemes on 8 March 2011.

3 SCHEMES

- 3.1 There is one scheme for this Committee for £25,000, the details of which are shown below. This is a new scheme for which you will have approved the capital pro-forma completed by the relevant officer, giving details of the project and is attached at Annex 1.

Cost Centre	Scheme Name	Approved Budget 2011/12
CCCRM	Contact Centre Customer Relationship Management (CRM) Replacement	25,000
Total for Policy and Finance Committee		25,000

- 3.2 During the closure of our capital accounts there will inevitably be some slippage on schemes in the current year (2010/11). One of the first tasks of the new Capital Working Group will be to review all requests for slippage on capital schemes within the 2010/11 capital programme. A report will be brought to committee at a future meeting giving details of any approved slippage.
- 3.3 Responsible officers will complete and update capital evaluation sheets for each scheme which will be reported quarterly to members to give an indication of progress on schemes.

4 RECOMMENDED THAT COMMITTEE

4.1 Note the report.

NEIL SANDIFORD
TECHNICAL ACCOUNTANT

PF14-11/NS/AC
3 MARCH 2011



RIBBLE VALLEY BOROUGH COUNCIL
Capital Scheme Appraisal Form.

1 Capital Scheme Title

**Contact Centre Customer Relationship Management (CRM)
Replacement**

(submitted by : Mark Edmondson)

2 Brief Description of the Scheme

In 2004 the Council entered into a partnership with seven other Lancashire authorities for the provision of a shared service contact centre. This partnership is due to expire in November 2011 and we will therefore require a replacement system.

3 Financial Implications – CAPITAL

	2011/2012 £	2012/2013 £	2013/2014 £	2014/2015 £	2015/2016 £
Scheme Cost	25,000				

4 Financial Implications - REVENUE

Annual Revenue Implications (savings) -£34,000

5 Please indicate the start date and duration of the project including key milestones.

A decision regarding which providers we will use will need to be made before the end of the current financial year. This will give the Council six months to procure the necessary hardware and arrange for the migration of the data to the new system based in our offices. The project must be completed by November 2011 when the current agreement ends.

6 If this is a new asset, what is the expected useful economic life of the new asset? If this is a refurbishment scheme what is the current expected useful economic life of the asset, and by how long does this bid increase the functional lifespan?

The contact centre started in 2004 and the hardware is due to be replaced in 2011. Therefore it is expected that the hardware will need to be refreshed at some point between 2016 and 2018. the software is being provided at no initial cost, but we will be required to continue paying annual support and maintenance charges.

7 Please detail any additional information in support of your bid

A report will be submitted to Policy and Finance Committee in January 2011 outlining the various service options for a decision.

8 Are there any Government recommendations or guidelines to undertake this scheme (including any legislative Health and Safety requirements etc) and what would be the consequence of not doing the scheme

None.

9 Link to the Council's Ambitions

To be a well managed Council

10 Performance Management

Since the introduction of the contact centre the way in which we deal with customer enquiries has substantially changed. Most calls to the contact centre are dealt with at first point of contact and processes have been put in place to automate some requests for services. The telephony and CRM systems have been central to achieving this and therefore it is essential that these be refreshed.

11 In which ways would this scheme improve the efficiency or value for money of the service?

Substantial savings will be able to be achieved on the costs of the current partnership.

12 Please provide details of any consultation that has taken place with local people, partners, staff or any other stakeholders with regard to this scheme.

None.

13 Please detail the measures that would be put in place to minimise the impact that this scheme will have on the environment.

14 Risk Assessment – Please detail any risks that you envisage and how they would be mitigated

Political: None

Economic: None

Sociological: None

Technological: None

Legal: None

Environmental: None