

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

INFORMATION

Agenda Item No 14

meeting date: 26 JULY 2011
title: CAPITAL MONITORING 2011/12
submitted by: DIRECTOR OF RESOURCES
principal author: NEIL SANDIFORD

1 PURPOSE

- 1.1 To inform members of the progress with the capital programme for the first quarter of this financial year.

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.

3 SCHEMES

- 3.1 There is one scheme for this Committee for the replacement Contact Centre Customer Relationship Management (CRM) System which totals £25,000. The capital appraisal form is shown at Annex 1. No expenditure has been incurred with this scheme however a report regarding this scheme is elsewhere on the agenda for this meeting.
- 3.2 There is no slippage from 2010/11 to report for this Committee.

| POLICY AND FINANCE COMMITTEE - Capital Programme 2011/12 | | | | |
|---|---|--------------------------------------|---------------------------------|------------------------|
| Cost Centre | Scheme Title | Approved Budget 2011/12 £ | Actual expenditure £ | Variation £ |
| CRM | Contact Centre Customer Relationship Management (CRM) Replacement | 25,000 | 0 | -25,000 |
| Total for Policy and Finance Committee | | 25,000 | 0 | -25,000 |

4 CONCLUSION

- 4.1 There is only one scheme for this committee. The scheme should be fully completed before the end of the financial year.



TECHNICAL ACCOUNTANT

PF46-11/NS/AC
14 July 2011

46-11pf



RIBBLE VALLEY BOROUGH COUNCIL
Capital Scheme Appraisal Form.

1 Capital Scheme Title

Contact Centre – IT renewal

(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

| | Approved budget £ | Actual expenditure £ | Variation £ |
|--------------------|-------------------------|----------------------------|----------------|
| Scheme Cost | 25,000 | 0 | -25,000 |

4 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 and a report will be presented to this Committee. This will give the Council time 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.

5 Useful economic life

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.

6 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.

7 Link to the Council's Ambitions

To be a well managed Council

8 Improving efficiency or value for money

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

9 Consultation with local people, partners, or any other stakeholders

None.

10 Minimising the Impact on the Environment

11 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

12 Comments of the responsible officer

A report will be taken to this Committee on 26 July 2011 detailing the various options available for this project.