

# RIBBLE VALLEY BOROUGH COUNCIL

## REPORT TO POLICY AND FINANCE COMMITTEE

DECISION
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Agenda Item No 9

meeting date: 25 JANUARY 2011  
 title: REVISED CAPITAL PROGRAMME 2010/11 AND PROPOSED PROGRAMME 2011/16  
 submitted by: DIRECTOR OF RESOURCES  
 principal author: NEIL SANDIFORD

### 1 PURPOSE

1.1 To approve the revised programme for the current year and also the future five-year capital programme for this Committee.

### 2 BACKGROUND

2.1 This report will review the following:

- i) The current year's programme.
- ii) Draft programme of schemes to be carried out in the following five years (2011/12 to 2015/16).

### 3 ORIGINAL PROGRAMME 2010/11 – CURRENT FINANCIAL YEAR

3.1 The original capital programme for the current year included schemes at a total estimated cost of £32,750.

3.2 Unfinished schemes from 2009/10 known as slippage, totalling £8,840, have been added to the original programme. There have also been additional approvals to the programme of £163,950. These are shown in Annex 1.

### 4 REVISING THE CURRENT YEAR'S PROGRAMME

4.1 We have now discussed in some detail each scheme in the programme with budget holders and revised the programme to reflect likely expenditure this year. This is shown in Annex 1 (**BLUE**), alongside the original estimate.

4.2 Updated capital evaluation forms completed by the responsible officers, for all these schemes were reported to committees in the previous cycle.

4.3 In summary, the revised programme together with the original programme and expenditure to date is shown below:

Budget Analysis					Expenditure Analysis
Original Estimate 2010/11 £	Slippage from 2009/10 £	Additional Approvals 2010/11 £	Total approved Budget 2010/11 £	Revised Estimate 2010/11 £	Actual to date 2010/11 £
32,750	8,840	163,950	<b>205,540</b>	<b>201,290</b>	171,949

4.4 The above table shows that approximately 85% of the programme for this committee has been expended.

5 DRAFT PROGRAMME 2011/12 TO 2015/16

- 5.1 Officers have been asked to update the current 5 year programme and submit any new schemes for consideration. The attached Annex 2 (**YELLOW**) shows the additional proposed schemes for this Committee in detail and how each particular scheme links to the Council's ambitions.
- 5.2 There is just one new proposal that has been put forward for this committee, which is an increased request for a scheme which has already been approved as part of the existing capital programme.
- 5.3 Annex 3 (**PINK**) provides a summary of the previously approved schemes in the five year capital programme for this committee, together with the new proposal that has been put forward. This is summarised in the table below:

	2011/12 £	2012/13 £	2013/14 £	2014/15 £	2015/16 £	Total £
<b>Previously Approved Schemes</b>	20,000	0	0	0	0	<b>20,000</b>
<b>New Proposals</b>	5,000	0	0	0	0	<b>5,000</b>
<b>Total</b>	<b>25,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25,000</b>

- 5.4 Whilst the above table shows an increased cost for the scheme of £5,000, resources of £20,000 have been identified within revenue in 2010/11 to be earmarked to fund this request. The scheme also has the potential to allow substantial revenue budget savings in the region of £30,000 per annum based on the 2011/12 proposed budget, which would be realised in the 2012/13 budget onwards.
- 5.5 The increased costs are made necessary following a further review of the hardware needed and the costs of the migration of existing data on to the new system.
- 5.6 It should be noted that this is a possible programme that will require further consideration by the Budget Working Group and by Policy and Finance Committee who will want to make sure that it is affordable, both in capital and revenue terms.
- 5.7 Members should therefore consider the forward programme as attached and put forward any amendments you may wish to make at this stage, whilst being mindful of the limited capital resources that the council has available.

6 RECOMMENDED THAT COMMITTEE

- 6.1 Approve the revised capital programme for 2010/11 as set out in Annex 1 (**BLUE**).
- 6.2 Consider the future five-year programme for 2011/12 to 2015/16 as attached at Annex 2 (**YELLOW**) and 3 (**PINK**) with any amendments you wish to make, particularly in light of the substantially reduced capital resources that are available to the Council.



TECHNICAL ACCOUNTANT  
PF1-11/NS/AC  
6 JANUARY 2011

## REVISED CAPITAL PROGRAMME 2010/11 – POLICY AND FINANCE COMMITTEE

Cost Centre	Scheme Description	BUDGET ANALYSIS					EXPENDITURE ANALYSIS
		Original Estimate 2010/11 £	Slippage £	Additional Approvals £	Total Approved Budget £	Revised Estimate £	Expenditure to Date
BACSC	Replacement BACS and Cheque Printing Software/Hardware			10,670	10,670	10,670	0
ENEFF	Energy Efficiency NWIEP Scheme			23,280	23,280	23,280	23,280
LYTHC	External Repairs to Longridge Youth Club	22,750			22,750	18,500	14,990
OFCEI	Council Offices - Energy Efficiency		8,570		8,570	8,570	1,046
ROEGR	Grant to Roefield (Residual MTI Grant)			130,000	130,000	130,000	130,000
SERVB	Computer Servers and Bulk Printer Replacement	10,000	270		10,270	10,270	2,633
	<b>Total Policy and Finance Committee</b>	<b>32,750</b>	<b>8,840</b>	<b>163,950</b>	<b>205,540</b>	<b>201,290</b>	<b>171,949</b>



RIBBLE VALLEY BOROUGH COUNCIL  
Capital Scheme Appraisal Form



**1 Capital Scheme Title**

**Increased request for Replacement Customer Relationship Management (CRM) System (Contact Centre)**

(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 £
<b>Previously Approved</b>	20,000				
<b>Additional Scheme Cost</b>	5,000				

**4 Financial Implications - REVENUE**

<b>Annual Revenue Implications</b>	-£34,000
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**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 arrangements for the contact centre come to an end in November 2011 after which the Council will have to make its own plans for service provision. The preferred option, which forms the basis of this proposal, is for the hardware provided by McFarlane and Northgate to be refreshed and for Northgate to provide for the migration of data held. The cost of this amounts to £25,000 whilst only £20,000 is currently included in the five year capital programme. This proposal therefore requests the approval of a further £5,000. It is anticipated that the system will be operational for seven years.

**7 Please detail any additional information in support of your bid**

A report will be submitted to Policy and Finance Committee 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

**15 What would be the impact if the Scheme was DELAYED or DELETED**

A potential failure of service and probable loss of savings.

## PROPOSED FIVE YEAR CAPITAL PROGRAMME – POLICY AND FINANCE COMMITTEE

	2011/12 £	2012/13 £	2013/14 £	2014/15 £	2015/16 £	Total £
<b>Contact Centre</b>						
Replacement Customer Relationship Management (CRM) System	20,000					20,000
<b>NEW PROPOSAL:</b> Increased request for Replacement Customer Relationship Management (CRM) System	5,000					5,000
<b>TOTAL POLICY AND FINANCE COMMITTEE</b>	25,000	0	0	0	0	25,000