

# RIBBLE VALLEY BOROUGH COUNCIL

## REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No 20

meeting date: 22 NOVEMBER 2011  
 title: CAPITAL MONITORING 2011/12  
 submitted by: DIRECTOR OF RESOURCES  
 principal author: NEIL SANDIFORD

### 1 PURPOSE

- 1.1 To inform members of progress to the end of October on the capital programme for this committee for the current 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 of Budget Working Group and Policy and Finance Committee a Capital Working Group has been set up to review the forward capital programme, ensuring that it is affordable, achievable and ties in with the service review outcomes.

### 3 SCHEMES

- 3.1 There is one scheme for this Committee for £25,000 as shown in the table below. Details of the scheme, together with the budget holder's comments on progress is available at Annex 1.

Cost Centre	Scheme Title	Original Estimate 2010/11 £	Actual Expenditure as at the end October 2011 £	Variance as at the end October 2011 £
<b>CCCRM</b>	Contact Centre Customer Relationship Management System Replacement	<b>25,000</b>	<b>27,322</b>	<b>2,322</b>
<b>Total</b>		<b>25,000</b>	<b>27,322</b>	<b>2,322</b>

- 3.2 There is a small overspend associated with this scheme. The new system will be operational by the end of November.

### 4 CONCLUSION

- 4.1 Whilst slightly overspent, this scheme will generate revenue budget savings from 2012/13 of approximately £34,000 per annum.

NEIL SANDIFORD  
 TECHNICAL ACCOUNTANT

PF61-11/NS/AC  
 16 November 2011

---

## CCCRM Contact Centre Customer Relationship Management

---

Service Area: Financial Services

Head of Service: Lawson Oddie

---

### Brief Description:

To identify and install a customer management system as a replacement to the one currently used in conjunction with Lancashire County Council

### Start Date, duration and key milestones:

Start Date – April 2011

Anticipated Completion Date – December 2011

### Financial Implications – CAPITAL

		Actual to end October £	Variance to end October £
Total Approved Budget 2011/12	25,000	27,322	2,322
ANTICIPATED TOTAL SCHEME COST	25,000		

### Financial Implications - REVENUE

There will be revenue savings of £34,000 associated with this scheme from 2012/13.

### Useful Economic Life

10 years

### Progress - Budget Holder Comments

*October 2011: Contractors have been chosen and orders placed. Completion is anticipated by the end of November 2011. The budget is overspent, as the estimate is slightly less than the contractor's costs. There will be further costs of £800 to be added to the final account as switching from one system to the new supplier will require a specialist technical input which was not predicted at the time the budget was developed.*

*July 2011: A preferred supplier will be chosen shortly and a purchase order issued. Completion is expected this financial year.*