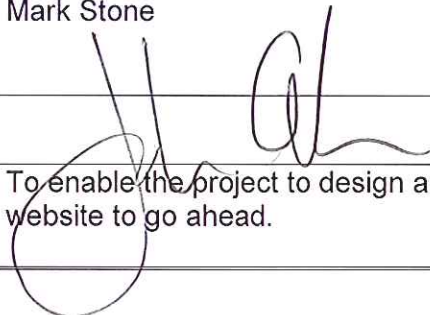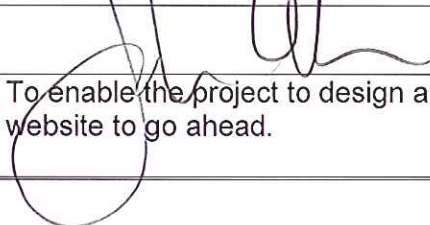# Individual Cabinet Member Report – transfer of capital scheme from provisional to approved programme

(If any background papers attached to this request are exempt please add the following paragraph here: The attached background papers are NOT FOR PUBLICATION in accordance with paragraphs.....of Schedule 12A of Part 1 of the Local Government Act 1972. PLEASE DO NOT INCLUDE ANY EXEMPT INFORMATION ON THIS FORM).

Name of Cabinet Member	Cllr John Cotton
Delegations Checked and certified by	
Name of officer requesting the decision	Andy Roberts
Contact details of officer	01235 422128 andy.roberts@southandvale.gov.uk
Details of decision required	To approve the transfer of £25,000 from the provisional capital programme to the approved programme, to fund the design and build of a new council website.
Recommended Action	To transfer £25,000 to the approved capital programme.
Reasons for recommending decision	Officers are now in a position to appoint suppliers to design and build a new website following a full tender exercise to ensure best value for money for the council. We therefore need to transfer the money in order to pay the suppliers at the various milestones of the project. See appendix one for more details of the project.

Financial details	See appendix two
Alternative options considered and rejected	Without this transfer the website project cannot go ahead and this carries a number of risks. These risks are set out in appendix one.
Details of background documents	
Declarations / conflict of interest	Declarations of any other Cabinet Members consulted by the Cabinet Member making the decision.

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Consultation (officers/ward councillors)	Section	Name	Outcome	Date
Legal, HR, Agenda 21 and finance should be consulted regarding the proposals. Ward Councillors, other Cabinet Members and officers should be consulted if the proposals will have an impact on their service area/ward.	**Ward Councillors**	N/A		
	Legal	Pat Connell		5 April 2017
	Finance	William Jacobs		12 April 2017
	Human Resources	N/A		
	Sustainability	Heather Saunders		5 April 2017
	Diversity and Equality	Cheryl Reeves		5 April 2017
	Press Officer	Andy Roberts		4 April 2017
	Other Officers			
Strategic Director's approval	Mark Stone			**Date** 30/5/2017
Cabinet Member's approval				Date 14 Sft '17
Reasons for making decision	To enable the project to design and build a new council website to go ahead.			

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Appendix 1: Detailed capital scheme appraisal report

Ownership of report/ scheme	Cllr Anna Badcock – cabinet member for Communications Andy Roberts – Senior Communications Officer
Details of the scheme	This project is to design and build a new council website that meets current standards and customers' expectations. It will involve two suppliers – one to design the site and one to build and implement it. Officers carried out a full tender exercise at the end of 2016 to find suppliers that could provide best value for money for the council. The two pieces of work fall within the budget agreed by the council last year of £25,000. The communications team will lead the project with support from IT applications and Capita IT. It was identified as an 'inflight' project prior to Capita taking over the IT service. The project will also involve the communications team simplifying and rewriting the content of the website so it is focussed on providing the information customers want and need to encourage channel shift.
Strategic objectives	This project will contribute to the corporate objective of providing "services that reflect residents' needs".
Purpose of the scheme	To replace the council's current website, which is based on outdated software and design principles, and has become difficult for customers to navigate. There are two main reasons for this project. The first is to replace the now out-of-date content management system (CMS) on which the website is built. This will improve IT security and ensure we meet the government's Public Service Network requirements, which are essential for electoral registrations and fraud. It is prohibitively expensive to update the version of Drupal we use, and doing so would break many elements of the sites, which would in turn be costly and time-consuming to fix. The second reason for this project is improve the design and navigation of the site so our customers can easily access council information and carry out transactions online. The more user friendly it is, the more likely it is we can reduce the need for further contact with the council.

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Benefits of the Scheme	The project will deliver an up-to-date, secure, easy-to-use and navigate site for: • residents of all ages and backgrounds across the district who use our services • district councillors • council staff • partner organisations, including council contractors and other local councils • local businesses
Measuring the success of the scheme	Increased use of councils websites, measured through automatically generated usage statistics. Higher satisfaction levels with the websites, measured through customer feedback from a variety of channels. Higher satisfaction with the way the council operates and general improved customer reputation measured through the bi-annual residents' survey. More council transactions carried out by residents online rather than over the phone or face to face. The evidence for this will be fewer phone and face to face enquiries.
Financial details	See appendix two.
Hurdles to be overcome	It will be a resource-intensive project and will mean officer time will be diverted away from day-to-day communications work.

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Appendix 2: Financial details

The capital cost of the scheme	The total cost of the work is £21,280 and is within the £25,000 budget the council set in 2016. This allows some contingency in the budget to meet any unforeseen costs.
The profile of that expenditure	Per council… • Design and user experience - £12,400 • Build and implementation - £8,880 The work will be carried out in 2017/18, so we are requesting the budget be moved to the approved capital programme 2017/18.
The revenue consequences of the scheme (expenditure and income)	We will need an ongoing maintenance contract with an external provider to provide support, security updates and ongoing development work. However, we already have a support agreement for our existing website, which will come to an end so the budget for this should cover a new one. The capital cost of this scheme is £25,000 which will be funded from the council's reserves. The council will lose interest of £63 a year (assuming an average rate of return of 0.25%) by spending this money rather than investing it as it does at the moment. If the council wished to replenish the reserves over the estimated life of the scheme (3 years), then the revenue cost of this scheme will increase to £8,380 per annum.
Details of any specific sources of external finance available for this scheme	N/A
Any VAT implications of the scheme	N/A
Any financial risks associated with the scheme	Experience has shown that unforeseen costs can occur in a project like this. However, as the preferred bids came in under budget, this allows for some contingency to meet any unforeseen costs.
Details of any financial return on the investment	Our expectation is that increased use of the councils' websites will lead to increased take up of paid services such as Building Control and pre-planning application advice. Longer term return on investment from a more successful website comes from the reduced need for council officers taking calls, processing payments and transactions, and handling enquiries.

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