

CAPITAL PROGRAMME 2016/17 PROGRESS REPORT - OCTOBER 2016								
	Grant Funded	Business Case Approved	Budget for Year	Actual April 16 to Oct 16	Forecast	Variance (-) = Underspend	Project Manager	Comments
	Y/N	Y/N	£000	£000	£000	£000		
General Expenses								
New Council Offices	N	Y	45	6	45	0	DB	Final costs are still being confirmed. A report was taken to Management Team in August which outlined the remaining works as follows: a) The fire escape civic doors (est £28k) b) Improvements to the audio and visual system serving the civic space (£11k).
Development of Transformational Change Programme	N	Y	1	1	1	0	CEM	Remaining commitment of £1.1k from AGiLISYS. The project is now complete.
Enterprise Document Management (EDM)	N	Y	37	17	20	-17	JW	The cost of the EDM software was spread over 5 years at £17k per year. There are two years remaining (2016/17 and 2017/18) and therefore £17k will need to be moved into 2017/18 to meet this cost as reflected in the 2016-2021 capital programme item also on this agenda. There are also £3k of costs relating to system improvements to bring the software into working condition for its intended use.
Transformation - Welfare Reform	N	N	25	0	25	0	SJOC	Soft marketing is currently being undertaken to help inform the scope of the project before looking to engage consultants to complete the work. A new business case is required to reflect that these works are for a new reception, business case expected to be put forward for approval in January. At this stage, it is still expected that the project will be completed within 2016/17 but should there be any further delays in the business case, a carry forward into 2017/18 may be required.
Caretakers Van	N	Y	13	0	0	-13	DB	Purchase order raised and van to be collected in the near future. A saving of £5k is expected as the vehicle has been sourced for a lower amount than budgeted for. As this cost is now below the de-minimis for capital, the expenditure will be charged to revenue and the budget can therefore be removed accordingly as reflected in the 2016-2021 capital programme item also on the PFA agenda.

Telephony Upgrade	N	N	50	0	50	0	MD	To date, the current telephony provider has submitted a proposal for the replacement of the existing Interactive Voice Response (IVR). This solution is a like for like replacement and will provide ongoing support thus extending the life of the asset. The telephony provider has also been approached with regards to the existing solution and has confirmed that they will continue to support the product in its current configuration but that further modification would be limited. Further research is required to consider the available options for the telephony upgrade which may involve use of ICT Services for independent advice and links into the timeline for the CRM review with project workshops proposed to explore the Councils requirements for the CRM which takes into consideration the IVR functionality. There are other options such as Blaby District Council considering how they might handle incoming calls which could provide an opportunity for joint working which is to be explored. The aim is to complete within 2016/17 but there may be the requirement for a carry forward into 2017/18 depending on the outcome of the research.
Committee System	N	Y	15	0	5	-10	SE	The first payment of £5k is to be made once installation is confirmed (Q3) and the remaining £10k due when the system goes live next financial year. This has been reflected in the 2016-2021 capital programme item also on the PFA agenda. An officer implementation group is reviewing workflows and customer journeys to inform new software development as well as considering training, templates and migration from IDOX.
CRM Upgrade	N	Y	12	12	12	0	SO	Project commenced and is currently progressing in line with the plan and budget. Expected to be completed by December.

TOTAL - GENERAL EXPENSES

198	36	158	-40
------------	-----------	------------	------------

Key to Initials:

DB = David Blanchard

CEM = Customer Experience Manager

JW = Jim Worley

SJOC = Sarah-Jane O'Connor

MD = Mike Dungey

SE = Sarah Evans
SO = Stuart Oliver