

## CAPITAL INVESTMENT PROPOSALS

Ref No	Description of Proposal	Score *	Rank **	Link to the Priorities	Investment in 2013/14	Investment in 2014/15	Anticipated Impact of Proposal (on Public/ Customers/ Staff/ Members/ Reputation/Revenue Budget etc)
					£'000	£'000	
C1	Portmill Lane car parks - resurfacing of two car parks	14	5	living within our means to deliver cost-effective services	60	0	To improve deteriorating surface and necessary to ensure parking enforcement can be carried out. Urgent works -driven by need to ensure markings are clear to enable parking enforcement
C2	Lairage Multi-Storey Car Park Structural repairs to walls and application of protective coat to levels 1 &2	11	8	living within our means to deliver cost-effective services	250	50	Works to preserve this income generating asset in usable condition. Works necessary to protect surface following experience at Letchworth mutli-storey. May be possible to slip this work by a year
C3	Cladding of external walls (Avenue Park Pavilion and St Johns Community Centre)	13	6	Working with Local Communities	90	0	Maintenance works to protect the structure from further deterioration. The current tile covering (which is regularly vandalised) will be removed and replaced with a cladding product instead. May be possible to slip this work by a year.
C4	Hitchin Swim centre Re surfacing of small paddling pool and surrounding area	12	7	living within our means to deliver cost-effective services	60	0	Works identified as a result of a site survey and health & safety assessment. Necessary for 13/14, mitigation against possible insurance claims in event of slips/falls
C5	Letchworth Multi-Storey Car Park Structural repairs to parapet walls, soffit & decoration	14	5	living within our means to deliver cost-effective services	150	0	Works to preserve this income generating asset in usable condition. May be possible to slip this work by a year. The soffits are the internal ceiling coverings i.e. underside to the decks. Works requirement identified during earlier surfacing works due to some ceiling materials falling off.
C6	St Mary's car park. Structural repairs to steps	14	5	living within our means to deliver cost-effective services	0	30	reduce potential for personal injury claims. (2 submitted in past 6 years relating to these steps - cost to NHDC £10K for policy excess)
C7	Town Lodge Various patch repairs to the roof	6	9	living within our means to deliver cost-effective services	40	0	Dependent on the progression of a development scheme with LGCHF for the site, however the building requires roof repairs in the meantime to ensure it remains water tight and could potentially be relet should no development scheme be forthcoming. As the Council has a full repairing lease for the property this remains our liability.
C8	Burymead Road Museums store Structure & cladding repairs	6	9	living within our means to deliver cost-effective services	0	60	Dependent on long term future of this site
C9	Energy efficiency measures.	20	2	Protecting our Environment for our Communities	60	0	Surveys are being carried out to identify energy & efficiency measures and potential renewable energy technologies that may be applied to the Councils operational premises. Each implemented scheme will achieve revenue savings payback period of less than 5 years. Urgency driven by subsequent savings that can be achieved.

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C10	Hitchin Swim Centre and Dance Studio.	21	1	living within our means to deliver cost-effective services	720	0	Further to the July Cabinet report this scheme is to build three dance studios on the site. Pay back of the investment should be achieved in 10 years with further savings identified as an efficiency (see E6)
C11	Capitalisation of hardware in connection with the installation of community alarms by Careline (i.e. dispersed alarm units and keysafes)	15	4	living within our means to deliver cost-effective services	34	34	This proposal relates to the reprioritisation of capital expenditure as regards housing related activity. The recent Careline Value for Money review concluded that dispersed alarms sales (and hence Careline's overall financial position) could be significantly improved if the up-front costs of alarm installation (i.e. the provision of the alarm unit and keysafe, if needed) could be capitalised and the equipment effectively leased to new customers. This proposal, if agreed, would enable approximately 230 households, per year, access to a community alarm that may otherwise be put off by high initial purchase costs. Since the completion of the review we have become aware that HCC are reviewing its approach to Telecare which may influence the future approach with Careline investment. Given that these discussions are at a preliminary stage the related proposals of C11, I4 and R6 remain in the in the budget papers to reflect the outcomes of the VFM review but may be subject to updating.
<b>SUB-TOTAL; CAPITAL RECEIPT/BORROWING FUNDED</b>					<b>1,464</b>	<b>174</b>	
<b>IT Reserve Funded Schemes:</b>							
C12	Upgrade of Customer Relationship Manager software from 6.22 to version 8.	12	7	living within our means to deliver cost-effective services	30	0	The current version of CRM (customer relationship management system) will become unsupported (date tbc likely to be 2013) this is because this version is very old and there have been a number of new releases in the past few years. Careline are also considering purchasing a CRM system so it is recommended that an upgrade or replacement is carried out jointly to reduce costs. The current ongoing maintenance and support costs are £26,500 per annum which is unlikely to change if continue with current supplier. However an option to procure an alternative CRM is being explored which may require larger capital investment but reduce ongoing revenue costs. At this stage alternative costs are not known
C13	Customer Self Service: 3sixty Citizen-Access to from the web for citizens and for the parking office, including online payment, challenges, integrated e-mail and viewing of evidence.	16	3	living within our means to deliver cost-effective services	14	0	The front customer facing benefits is that a customer will be able to pay a challenge with a real time balance. There is the facility to e-mail directly into the back office and customers can view on-line appeals. The customer will also have the ability to view evidence and will be able to see photographic evidence of their contravention. This should deter the customer from challenging the contravention and pay the fine.

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C14	Web Based Customer Self Serve Module: eRevenues/eCapture	16	3	living within our means to deliver cost-effective services	13	0	The is a web based self serve module that will provide a high quality, 24/7 seamless service allowing customers to notify changes in circumstances, changes of address, moves within the district or outside the district & completion of Direct Debit forms. The functionality is fully intuitive & will reduce customer contact . The rules based solution will only ask the questions required to complete the contact; the completed inquiry will auto update the application software removing the need for staff intervention . Staff are free from customer contact, form filling and manually updating the Revenues system allowing them to focus on other core activities. The customer will receive a faster more efficient service.
C15	Replacement of unsupported software for the daily production of personalised bills, demands, summonses and notices as well as annual billing.	13	6	Living within our means to deliver cost effective services	19	0	Present software package no longer being supported by supplier from 2013 onwards. Should it fail, a repair wouldn't be available and we'd no longer be able to process any bills. Annual billing could fail. Additional prospect is that if SSS goes ahead, cost could be shared across all 3 authorities as neither SBC nor EHDC currently have such a facility. 'Other revenue costs' already at this level for annual maintenance of current software. The software is used every day for the processing of benefit notices, deamnds and summonses. Projected volumes for 2012 are in the region of 125,000 documents produced via the software across the year, plus an additional 58,000 notices when we do the annual billing run.
<b>SUB-TOTAL; IT RESERVE FUNDED PROPOSALS</b>					<b>76</b>	<b>0</b>	
					<b>1,540</b>	<b>174</b>	
C10							
C11							

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C12							
<b>SUB-TOTAL; IT RESERVE FUNDED PROPOSALS</b>					<b>0</b>	<b>0</b>	
<b>GRAND TOTAL</b>					<b>1,540</b>	<b>174</b>	

\* Proposals are scored against the criteria agreed in the Financial Strategy. There is a weighting for projects which are invest to save.

\*\* The proposal ranked '1' has the highest score.