

# Capital Programme Application Form



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| <b>Corporate Priority</b>  | Our Services – To provide quality services  |
| <b>Proposed Scheme</b>   | Implementation of new Crematorium and Cemetery software management system   |
| <b>Outline of Proposal, including timescales</b>   | Replace the dated Epilog system which is no longer fit for purpose and has no interface with other TWBC systems with a cloud-based management system called Plotbox. Data migration and testing completed by December 2019, training completed by end of January 2020, system live February 2020. |
| <b>Sources of funding</b>  | Capital & Revenue Initiatives Reserve   |
| <b>Objectives</b>  | Provide a good quality management system to enable efficient and effective operation of Bereavement Services.   |
| <b>Benefits</b>  | Excellent integration with the Councils FMS resulting in less duplication of tasks. Accurate record keeping. Simplified administration. Enhanced CRM capability giving an improved customer experience and increased opportunities to sell memorial products.                                     |
| <b>How will the proposal contribute towards:</b><br><br><b>Corporate Priority?</b><br><br><b>Local Area Agreement?</b><br><br><b>Asset Management Plan?</b><br><br><b>Other plans and strategies</b> | Plotbox will improve the quality of the service which is provided to customers. The system will also reduce the opportunity for errors and therefore increase customer satisfaction.  |

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| <b>(please specify)?</b>   |  |
| <b>Constraints</b><br><b>(e.g. time, reliance on external funding, legal or technical factors)</b>   | Bereavement service officers will have to allocate time to the data testing and training which is necessary before the system can go live. Additional support will be required from Plotbox in order to ensure there is a smooth migration to the new system. This has been allowed for in this capital application. |
| <b>Is this scheme already in the Capital Programme?</b><br><b>(If so, has the work started or has the contract been let?)</b>                    | No   |
| <b>Does this scheme create new assets, which the Council will need to replace in due course? If so, please give the asset life expectancies.</b> | No   |
| <b>Have Accountancy agreed that the proposed expenditure should correctly be treated</b>   | Yes  |

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| <b>as capital?</b>  |  |
| <b>Implications of proposal being rejected</b>                  | Without a replacement IT system the Crematorium and Cemetery will no longer be able to function as the Epilog system is no longer fit for purpose.   |
| <b>Implications of proposal being delayed</b>                   | There is likely to be disruption to the service and therefore loss of income if a new system is not installed before the Epilog system reaches the end of its life.  |
| <b>Alternative solutions (If capital funding not available)</b> | None   |
| <b>Risks (outline risks and action required to meet them)</b>   | <p>Data migration not successful – data testing will be carried out to validate the quality of the migration</p> <p>Exceeds project timetable – Plotbox have a dedicated project manager to ensure timescales are achieved</p> <p>Availability of Bereavement Service staff to implement project – additional capacity is being created by utilising Crematorium Technicians to carry out some administrative tasks</p> <p>Budget exceeded – The majority of the budget is a fixed cost however there is an allocation of budget for additional support from Plotbox to ensure a smooth implementation</p> |
| <b>How does this proposal impact on equalities?</b>             | No direct impact on equalities.  |
| <b>Are there any VAT implications?</b>                          | No   |

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| Capital Costs                                      |               |         |         |         |
|--|---------------|---------|---------|---------|
| Expenditure  | 2019/20       | 2020/21 | 2021/22 | 2022/23 |
| Site Acquisition                                   |               |         |         |         |
| Construction                                       |               |         |         |         |
| Structural Maintenance                             |               |         |         |         |
| Fees   | 55,600        |         |         |         |
| Vehicles, Plant, Furniture and Equipment           |               |         |         |         |
| Grants and Contributions                           |               |         |         |         |
| Other expenditure                                  |               |         |         |         |
| Total  | 55,600        |         |         |         |
| Less external grants and contributions             |               |         |         |         |
| Less sales of related fixed assets                 |               |         |         |         |
| <b>Net cost to Tunbridge Wells Borough Council</b> | <b>55,600</b> |         |         |         |

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| Revenue Effects of Capital Expenditure             |              |         |         |         |
|--|--------------|---------|---------|---------|
| Expenditure / Income                               | 2019/20      | 2020/21 | 2021/22 | 2022/23 |
| Loss of Interest (3% of net cost)                  | 1,666        |         |         |         |
| Additional revenue costs (please specify)          |              |         |         |         |
| Reduced revenue costs (please specify)             |              |         |         |         |
| Additional income (please specify)                 |              |         |         |         |
| <b>Net cost to Tunbridge Wells Borough Council</b> | <b>1,666</b> |         |         |         |

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| <b>Net Present Value</b> (Please speak with Finance if you are unsure what this is) |  |
|---|--|

**Date the scheme discussed by the Head of Service with the relevant Portfolio Holder: 16 October 2019**

**Supply email endorsing their support for the approval of funding by Cabinet.**

**Work must not commence without budgetary approval from Cabinet (or s151 in an emergency)**