

# Capital Programme Application Form



<b>Corporate Priority</b>	All
<b>Proposed Scheme</b>	Upgrade of Cash Management System to E-Store 2 with Single Sign On
<b>Outline of Proposal, including timescales</b>	<p>The Civica cash management system enables the council to take payments and account for them. It is integrated with all of our other council systems to take the payments and allocate that income seamlessly to the appropriate account codes in the general ledger.</p> <p>E-Store - the first version of the software - has been in place since 2016 and a new upgraded version of the software will be released in April/May 2020. E-Store 2 has been developed to comply with new accessibility legislation (Web Content Accessibility Guidelines 2.1). Government has placed a legal obligation on all public sector organisations to ensure that their existing systems are compliant by 23<sup>rd</sup> September 2020 (new systems must now be compliant upon implementation).</p> <p>TWBC has a positive relationship with Civica and will be a Beta tester for their new product, which gives us earlier access to E-Store 2 and reduced prices.</p> <p>This new release also contains new functionality enhancements:</p> <ul style="list-style-type: none"> <li>• Citizens can register and use a single sign-on function, which can be used to give them access to other council systems, allow them to pay for their goods and services and view their payment histories online. Direct Debits can also be set up online through Single Sign On which will be particularly beneficial for Garden Waste customers. Both capabilities will save officer time checking accounts and setting up direct debits over the phone.</li> <li>• Smart-forms package for data capture and improved automated payments processing. This will reduce the need for a third-party forms system, which could save money on other systems and reduce the need and costs of further third-party integrations.</li> <li>• Improves Mobile usability – over 70% of payments are now via mobile devices</li> <li>• Address look-up integration to improve the customer journey</li> </ul> <p>The proposal is to upgrade the Civica system in June/July of 2020.</p>

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<b>Sources of funding</b>	
<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. Upgrade of the Civica On-line payments system to comply with website accessibility legislation.</li> <li>2. Integration with to enable Single Sign on.</li> </ol>
<b>Benefits</b>	As above
<b>How will the proposal contribute towards:</b>  <b>Corporate Priority?</b>  <b>Local Area Agreement?</b>  <b>Asset Management Plan?</b>  <b>Other plans and strategies (please specify)?</b>	This will enable the council to continue to deliver its services and to take payments compliantly.
<b>Constraints (e.g. time, reliance on external funding, legal or technical)</b>	<ol style="list-style-type: none"> <li>1. Our version of E-Store will not be compliant with legislation, giving risk of the Equality and Human Rights Commission using their legal powers to investigate, issue unlawful act notices and take court action.</li> <li>2. Risk that the software, that is still in test, may have bugs that are identified and need fixes/patches.</li> </ol>

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<b>factors)</b>	
<b>Is this scheme already in the Capital Programme?</b> <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>	Yes. Systems need upgrades and maintenance. Life expectancy is subject to legislative changes and customer demands.
<b>Have Accountancy agreed that the proposed expenditure should correctly be treated as capital?</b>	Yes
<b>Implications of proposal being rejected</b>	<ol style="list-style-type: none"> <li>1. Cannot take payments within legislative requirements resulting in possible court action.</li> <li>2. Cannot provide the payment services expected of our customers i.e. online direct debits, account payment histories and easy to use mobile accessible apps.</li> </ol>
<b>Implications of proposal being</b>	<ol style="list-style-type: none"> <li>1. Unable to meet the Web Content Accessibility legislation deadline of 23<sup>rd</sup> September 2020.</li> </ol>

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<b>delayed</b>	2. Retain our old customer service offerings.
<b>Alternative solutions (If capital funding not available)</b>	1. Carry on using existing Civica system, although this involves financial and reputational risk.
<b>Risks (outline risks and action required to meet them)</b>	1. Financial and reputational risk of non compliance. 2. E-Store (original version) will be de-supported shortly after E-Store 2 is implemented.
<b>How does this proposal impact on equalities?</b>	This is the main reason why this software needs to be upgraded.
<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	£25,000 Licence Fee (One-Off)  £5,000 Annual Hosting Charge  £13,875 E-Store 2 implementation  £6,125 (Single Sign On Integration)			
Vehicles, Plant, Furniture and Equipment				
Grants and Contributions				
Other expenditure				
Total	£50,000	0	0	0
Less external grants and contributions				
Less sales of related fixed assets				
<b>Net cost to Tunbridge Wells Borough Council</b>	<b>£50,000</b>	<b>0</b>	<b>0</b>	<b>0</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)	£1,500			
Additional revenue costs (please specify)		£5,000	£5,000	£5,000
Reduced revenue costs (please specify)				
Additional income (please specify)				
<b>Net cost to Tunbridge Wells Borough Council</b>	<b>£1,500</b>	<b>£5,000</b>	<b>£5,000</b>	<b>£5,000</b>

<b>Net Present Value</b> (Please speak with Finance if you are unsure what this is)	£65,641
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**Date the scheme discussed by the Head of Service with the relevant Portfolio Holder:**

**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)**