

**RECORD OF DECISION TAKEN UNDER SCHEME
OF DELEGATION BY MEMBER OF SENIOR
MANAGEMENT TEAM IN CONSULTATION WITH
PORTFOLIO HOLDER/COMMITTEE CHAIRMAN**



SMT Member:	Paul Hussey
Service Group:	Customer and Digital
Portfolio Holder/Chairman:	Mathew Tomlinson
Portfolio/Committee:	Finance, Property and Assets

Subject:

CAPITA SOFTWARE UPGRADE

Decision:

To allow officers to procure an upgrade of the existing electronic claim form (e-Claim), electronic change in circumstance form (e-Cic) and the Advantage Digital Portal software direct from Capita.

Details and Reasoning:

See detailed report.

**Wider Implications
(including Financial, Legal,
Equality and Risk):**

See detailed report.

**Report attached?
Exempt from publication?
If exempt, give reason(s):**

Yes
No

Signed:

Date: 3/9/19

Financial
Management

Date: 3/9/19

Legal
Services

Date: 3/9/19

SMT Member

Date: 3/9/19

Portfolio
Holder/
Chairman

Publication Date (DST use):

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Decision template revised June 2013

**THIS DECISION WILL COME INTO FORCE AND MAY BE IMPLEMENTED FIVE
WORKING DAYS AFTER ITS PUBLICATION DATE, SUBJECT TO BEING
CALLED IN IN ACCORDANCE WITH THE COUNCIL'S CONSTITUTION**

Report under Delegated Powers

SUBJECT	PORTFOLIO	AUTHOR
CAPITA SOFTWARE UPGRADE	Finance, Property and Assets,	Paul Hussey

SUMMARY

Upgrade of the existing electronic claim form (e-Claim), electronic change in circumstance form (e-Cic) and the Advantage Digital Portal to the latest server version. This will be hosted in the cloud.

RECOMMENDATIONS

It is recommended that the council be allowed to procure an upgrade of the existing electronic claim form (e-Claim), electronic change in circumstance form (e-Cic) and the Advantage Digital Portal software direct from Capita. This will be hosted in the cloud

RATIONALE / KEY ISSUES / OPTIONS / DETAILS

Capita Revenues & Benefits software has been installed in the Council for 20+ years. The overall software package is utilised by South Ribble Borough Council (the council) to process and store all aspects of its work involved in the billing, collection and administration of Council Tax and Non Domestic Rates and also calculates and processes all payments of Housing Benefits and entitlements to Council Tax Support. It is regularly upgraded to ensure that it meets new legislative requirements with several software releases being issued each year. The council is satisfied with the service provided by Capita with the software being robust and providing excellent levels of availability.

The council procured an additional suite of products from Capita in 2016. Included within this package was new functionality which allowed residents to complete, on-line, either an electronic claim form or an electronic change of circumstances which then fed the information captured directly in our back office system for processing. These processes involve calculating Housing Benefit/Council Tax Support entitlements which can be hugely complex.

Due to changes in use and developments in available technology at Capita, they have developed an updated online software solution. This has resulted in the current software becoming unsupported and as well as our existing hardware platform it currently runs on being close to end of life, the council wishes to take advantage of an upgrade offered by Capita. The upgrade to the product is an improved and more customer friendly version. Therefore, the upgrade will offer the council the opportunity to maintain and possibly improve our current level of customer service and available communication channels for residents, whilst also supporting an objective within the ICT Digital Strategy to host solutions in the cloud where possible. The Advantage Digital Portal can only be hosted if the whole Capita product, Revenues/Benefits & NNDR is hosted. This is being considered within the Digital Strategy in the coming years. The current Digital Advantage Portal is currently using Server 2008 which is due to be de supported in January 2020 and therefore require upgrading to the latest Server version.

IMPLICATIONS

In the preparation of this report, consideration has been given to the impact of its recommendation in the areas listed below:-

FINANCIAL

There is a Capital Investment of £27,175 made up of £8,875 for the licence and £18,300 for implementation / installation. These costs can be met from the ICT Capital Budget (original budget of £200,000). There will be additional annual licence charges of £4,615. The ICT revenue budget will need to be increased as part of the next budget setting process to cover these costs..

LEGAL

In terms of the Council's Contract Procedure Rules (CPRs) the value of the proposed variation to the contract is categorised as being of intermediate value. Based on that, normally a procurement exercise would need to be carried out. But for the reasons stated above this should be treated as an upgrade to existing software and not a procurement of new software from a new 3rd party software supplier. These are circumstances which are exceptional and are not of the Council's own making, as developments in technology have led to an updated online software solution being rolled out by Capita.

HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT

Whilst there are no detrimental human resource or organisational development implications, the upgrade does provide the opportunity to maintain the existing avenues of access for residents and will continue to manage each communication channel effectively and efficiently. The upgraded system will also support the council's corporate vision of becoming a forward thinking and innovative council by utilising technology to improve service delivery and avenues of access.

ICT/TECHNOLOGY

Due to the ageing infrastructure on which the current system runs, it is imperative that the system and associated hardware is updated to avoid any unnecessary risk, which could affect the council's ability to deliver services.

PROPERTY AND ASSET MANAGEMENT

There are no property or asset management implications to this report.

RISK MANAGEMENT

There are risks associated with this report.

Without adequately supported software and hardware the risk of system failure is greatly increased. The time taken to bring the system back online in the event of failure is also increased as no support will be offered by Capita.

In line with the ICT continuous upgrade and replacement programme, as well as the IT Disaster Recovery and Business Continuity Programme, all software and infrastructure should be replaced before end of life is reached and therefore offering up to date technology with reduced risk of failure.

EQUALITY AND DIVERSITY IMPACT

There are no equality implications to this report.

