

Capital Programme Review 2017-18 Project Appraisal Form

**COMMITTEE &
BID NUMBER**

Strategy & Resources Bid 3

PROJECT TITLE

ICT - Legal Case Management System

ACCOUNTABLE OFFICER

Officer responsible for project planning and delivery of the scheme. Accountable officers are also responsible for post project review.

Simon Young / Mark Lumley

DETAILS OF PROJECT

<p>Project scope, what is included/excluded in the scheme</p>	<p>Legal Services operate in a traditional paper based way, which is to say everything the service does is captured on printed paper which is held on paper files which are physically stored when completed for a minimum of six years.</p> <p>Legal case management systems have been extensively introduced and used in solicitor's practices over the past 25 years. The majority of private solicitors practice operating today will be using a case management system. To those who have used such a system the main reason is to save time while at the same time assisting the provision of a high quality service minimising the risks involved in providing the service.</p> <p>The Head of ICT, as part of the ICT Shared Service has been working with Elmbridge Council on a similar project and they are currently out to Tender for a similar system. The Elmbridge business case has been updated for Epsom and Ewell and is attached.</p>
<p>Project outcomes and benefits</p>	<p>Faster handling of enquiries with information always to hand in order to answer phone calls or emails concerning cases, regardless of who is in the office;</p> <ul style="list-style-type: none"> • Improved case throughput by greatly reducing the amount of time for fee-earners need to spend on

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	<p>background tasks, cases may be handled more quickly. Furthermore, the shared information repository and electronic workflows make it easier for fee-earners to process the work;</p> <ul style="list-style-type: none"> • Standardisation of workflows to streamline regularly received instruction types by use of templates and standard letters etc. • Greater resilience to peaks of workload and staff holidays or absences; • Staff skill-sets are better utilised because the electronic case management system will carry the burden of much of the administrative work creating opportunities to more fully utilise professional skills; • Enhanced risk management by using proactive case management processes. Flexible reporting enables managers to quickly identify potential conflicts, scheduling issues and workload problems; • Improved working environment through reducing the strain and stress on staff members. • Savings in paper storage and archiving - all documents (including emails) are stored in appropriate case files, and paper-based correspondence can also be scanned into the system. This saves money on archive and also through the use of emails rather than surface mail for instructions and even court documents.
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FINANCIAL SUMMARY

		Cost of Project £	Comments and detail where necessary. Provide appendices where relevant. Examples of business cases spreadsheets can be found in the Finance Handbook
a	Estimated cost of purchase, works and/or equipment	20,000	Purchase and installation of the new system – see Annex 1
b	Consultancy or other fees	0	Included in above
c	Total Scheme Capital Costs (a+b)	20,000	

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d	External Funding Identified (e.g. s106, grants etc.) Please give details, including any unsuccessful funding enquiries you may have made.	0	
e	Net Costs to Council (c-d)	20,000	
f	Internal Sources of Capital Funds Identified (e.g. repairs & renewals reserve etc.)	0	
g	Capital Reserves Needed to Finance Bid (e-f)	20,000	
h	Annual Ongoing Revenue Additional Savings as a Direct Result of the Project	0	No cashable savings likely with this project but will enable the Legal team to be more flexible
i	Annual Ongoing Revenue Additional Costs as a Direct Result of the Project	5,000	There will be some annual support and maintenance of the system

Year	2017/18 £	2018/19 £	2019/20 £
Spend Profile of Scheme – please identify which year (s) the scheme spend will fall into	20,000	0	0

REVENUE IMPACT

Can Revenue Implications Be Funded From the Committee Base Budget? – Please give details	No - Would need an increase in the base ICT budget to fund the annual support and maintenance of the new system
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CORPORATE PLAN 2016/20

Is this investment linked to EEBC's Key Priorities? If so, say which ones and evidence how. How does project fit within service objectives?	Not directly although a more efficient Legal service may support the delivery of some of the project involved in the Corporate Plan
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TIMESCALES

What is the proposed timetable for completion of the project? Give estimated start and finish dates for each stage of the project. These dates will be used as milestones during quarterly budget monitoring to assess performance of project delivery.

		Target Start Date	Target Finish Date
1	Design & Planning	April 2017	May 2017
2	Further Approvals Needed	n/a	n/a
3	Tendering (if necessary)	June 2017	July 2017
4	Project start date	August 2017	
5	Project Finish Date		March 2018

BASELINE CRITERIA

All capital schemes are assessed against criteria set by the Capital Member Group annually. Bids should meet at least one of these criteria. State which capital criteria(s) for assessing bids are met and why. Leave blank any which are not met.

Spend to Save schemes should meet the following criteria;

- Payback of the amount capital invested within the project within 5 years (7 years for renewable energy projects).
- The return required on capital employed should be linked to the potential cost of borrowing (MRP) rather than potential loss of investment income.
- Risk of not achieving return on investment is low.

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- Clear definition of financial cost/benefits of the scheme.

Members may consider schemes with longer paybacks on major spend to save projects going forward, especially those that incur borrowing.

<p>Is there a guarantee of the scheme being fully externally funded and is it classed as a high priority? Please give details of funding streams, including any restrictions on the funding.</p>	<p>No</p>
<p>Is the Scheme a Spend to Save Project? Will investment improve service efficiency including cost savings or income generation? What is the payback in years?</p>	<p>No</p>
<p>It is mandatory for the Council to provide the scheme? Is investment required to meet Health and Safety or other legislative requirements? If so state which requirements.</p>	<p>No</p>
<p>Is this project the minimum scheme required to continue to deliver the services of the Council? - Is investment required for the business continuity of the Council? If so say how.</p>	<p>Yes – in order for the Legal Team to continue to provide an effective and efficient service the new system is necessary for the Council to be able to do this.</p>

ASSET MANAGEMENT PLAN

<p>Is investment identified in the Council's Asset Management Plan?</p>	<p>No</p>
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PRIORITISATION

State which **one** of the four prioritisation categories are met and why.

1	Investment essential to meet statutory obligation.	
2	Investment Important to achieve Key Priorities.	
3	Investment important to secure service continuity and improvement.	The project will ensure that the Legal department are able to continue to provide effective services
4	Investment will assist but is not required to meet one of the baseline criteria.	

RISKS ASSOCIATED WITH SCHEME

1	Outline the risks of delivering this project to timetable and budget. (Please do not include risks to the service or asset if project is not approved.)	Would just delay the ability of the Legal team to be more effective, there would not be any adverse impact or costs
2	Are there any risks relating to the availability of resources internally to deliver this project	Would need to ensure that the timetable with the supplier is something that Legal and ICT resources are able to meet.
3	Consequences of not undertaking this project	Legal services not able to gain efficiencies.
4	Alternative Solutions (Other solutions considered – cost and implications)	None

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Is consultation required for this project? Please give details of the who with and when by.	No
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Ward(s) affected by the scheme	All
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Accountable Officer Responsible for Delivery of the Scheme

Name and Signature Date

Whole life revenue costs of capital project

Where savings or budget virements are being used to part fund a project, the relevant budget manager must sign the appraisal form.

Accountable Officers for the revenue implications of the project

Project Manager Name and Signature Date
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Revenue Budget Holder Name and Signature Date
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Service Accountant Name and Signature Date
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