



## Portfolio Holder Decisions

### Street Scene, Parks and Open Spaces and Resources Portfolio

1. **Cash Receipting System Migration Upgrade** (Pages 1 - 6)  
Report of the Service Director People and Places
2. **Restoration of the Mount** (Pages 7 - 10)  
Report of the Service Director People and Places

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## Portfolio Holder Report

The portfolio holder will make a decision on this item after seven days have elapsed (including the date of publication).

Report of:	Portfolio Holder	Date of publication
Mark Billington, Service Director People and Places	Cllr. Alan Vincent, Resources Portfolio Holder	20 September 2018

### Cash Receipting System Migration Upgrade

#### 1. Purpose of report

- 1.1 To seek approval to migrate the Paris Cash Receipting System to the Civica Payment equivalent to ensure continued support for the cash receipting system and compliance with Payment Card Industry Data Security Standards (PCI DSS).

#### 2. Outcomes

- 2.1 To deliver cost effective, quality services.
- 2.2 To progress the digital transformation of services.

#### 3. Recommendation

- 3.1 That approval is given to proceed with a migration of the council's Cash Receipting System now provided by Civica UK Ltd (Civica) who have recently acquired the Paris system from Northgate and that the acquisition is dealt with under the exemption to Contract Procedures contained within the Financial Regulations and Financial Procedure Rules on the grounds that the goods, works or services constitute an extension or variation of an existing contract.

#### 4. Background

- 4.1 The Paris Cash Receipting System (used to process income e.g. cash, card and internet payments) has been in use at Wyre for over ten years. Owing to the reducing level of support and its limited compliance to security standards as well as a desire to test the market to ensure the council was receiving value for money a project team was assembled in June 2018. The team was tasked with exploring alternative cash receipting systems that would offer an improved service, greater security and value for money.

- 4.2** Until recently the current system was owned and supported by Northgate. Earlier this year, Civica acquired the system and our contract transferred to them formally on 6 August 2018. As part of the transition process, representatives from Civica have been visiting their newly acquired Paris sites to update clients on their current position and plans for the future. Their business model is such that the Paris system is expected to be obsolete within two years and will no longer be developed or supported. The aim of the new provider is to transition all Paris customers across to the Civica Payment System (CivicaPay) by way of a migration upgrade at minimum cost to their fully supported and PCI DSS compliant solution.
- 4.3** Industry rules regarding security i.e. PCI DSS continue to develop and become more onerous each year. Our most recent audit (29 November 2017) identified several areas for improvement and highlighted areas of non-compliance which the upgrade would address. Unlike Paris which has limited accreditation, CivicaPay is accredited to PCI and PADSS (Payment Application – Data Security Standard), ISO 27001, ISO 9001, ISO 23001 and ISO 22301. To ensure compliance with the new General Data Protection Rules (GDPR) and provide a safe and secure payments facility for our customers, continuing to operate the Paris system long-term is no longer a viable option.

## **5. Key issues and proposals**

- 5.1** The Paris Cash Receipting System will no-longer be developed and support is likely to cease within two years. As Civica have bought the Paris system it is in their interests to migrate customers across to their equivalent CivicaPay system (already used by more than 150 local authorities). This is primarily a compliance issue and one that under GDPR has a heightened significance. The proposed migration to CivicaPay provides a cost-effective solution utilising an existing supplier.
- 5.2** Under Civica's proposal, all of the existing Paris functionality will be migrated to CivicaPay at a reduced cost and this is summarised below:
- Chip and Pin
  - Internet Payments
  - Income Management
  - 3<sup>rd</sup> Party Interfaces
  - Telephone Payments
- 5.3** The initial cost of the core migration is expected to be £68,732 (maximum) which compares to an estimated £155,316 were we to wait until Paris ceased to be supported and then purchase the CivicaPay system without the benefit of discounted rates. Other options have been investigated and this is the most cost effective solution and considerably cheaper than the current alternatives. It is proposed that the Value For Money (VFM) Reserve will fund the implementation costs.

- 5.4** The ongoing annual cost for the core elements is estimated at £18,500. This will be offset by the annual support contract for Paris which is budgeted at £22,440 and will cease on transition to CivicaPay.
- 5.5** As the project team were also tasked with examining improvements to the system (including data protection compliance), increasing automation and adding payment options for customers, additional functionality has also been explored.
- 5.6** Several additional features are proposed to be added to the CivicaPay system and these are as follows:
- Bank reconciliation module to increase automation
  - Adding PayPal as a payment method
  - Recurring Card Payments (RCP) module
  - CivicaPay Mid-Call – essential for PCI compliance
- 5.7** Of the optional additional features, in Phase One of the implementation, only adding PayPal and the Bank Reconciliation module are to be taken forward and funded from the VFM Reserve. The initial cost of these two elements is estimated at £23,100 with ongoing annual costs of £2,070. The remaining options will be explored as part of Phase Two of the implementation with Recurring Card Payments estimated to cost £11,600 with £1,800 ongoing cost. The Mid-Call option price depends on the telephone system in use and as this is being evaluated as part of the ongoing IT Review exact prices are unknown.

The ongoing costs of Phase Two will be offset by the balance of the existing annual support contract for Paris (£3,940 remaining) and the ongoing budget of £5,000 set aside for upgrading Paris to PCI DSS compliance which would no-longer be required. Overall, ongoing costs would be £22,370 (excluding the unknown Mid-Call element) compared to the existing budget provision of £27,440. If the cost of the Mid-Call element exceed the existing budget provision a further review will be undertaken of the IT budgets to identify potential savings to meet any shortfall and a further report would follow.

- 5.8** The above additional features will contribute to reducing staff time spent on spreadsheet reconciliation work, improve the payment options for customers and enhance our debt recovery potential. The Mid-Call element is also essential to protect card payment data provided by our customers and eliminates the need for staff to be privy to this sensitive information.
- 5.9** A Privacy Impact Assessment (PIA) will be undertaken as part of the project implementation and to support compliance with GDPR.

## **6. Delegated functions**

- 6.1** The matters referred to in this report are considered under the following Executive Function delegated to the Resources Portfolio Holder (as set out in Part 3.03 of the Council's Constitution): "To consider departures from Rules relating to financial and contractual matters if appropriate".

<b>Financial and legal implications</b>	
Finance	<p>The cost of migrating the cash receipting system from Paris to CivicaPay (Phase One only) is estimated at £91,832 in year one with ongoing costs of £20,570.</p> <p>The initial implementation costs will be met from the VFM Reserve with the ongoing annual cost to be met from existing revenue budgets for the superseded Paris system.</p> <p>Phase Two (see Appendix) will encompass the RCP module and Mid-Call function and further savings will be explored in relation to using the additional RCP module and online Direct Debit functionality to replace the current Direct Debit system for Green Waste.</p> <p>The improved system will address the key issues raised in the PCI compliance audit and help safeguard the council against data protection breaches in the future.</p> <p>The procurement would be made using the exemptions to Contract Procedures contained within the Financial Regulations and Financial Procedure Rules on the grounds that the goods, works or services constitute an extension or variation of an existing contract.</p>
Legal	<p>The procurement complies with EU procurement requirements and the exemption referred to in the report complies with the council's Financial Regulations and Procedure Rules. The new contract with Civica and the system upgrade will ensure that the council's data security compliance is greatly improved.</p>

### **Other risks/implications: checklist**

If there are significant implications arising from this report on any issues marked with a ✓ below, the report author will have consulted with the appropriate specialist officers on those implications and addressed them in the body of the report. There are no significant implications arising directly from this report, for those issues marked with a x.

<b>risks/implications</b>	<b>✓ / x</b>
community safety	<b>x</b>
equality and diversity	<b>x</b>
sustainability	<b>x</b>
health and safety	<b>x</b>

<b>risks/implications</b>	<b>✓ / x</b>
asset management	<b>x</b>
climate change	<b>x</b>
data protection	<b>✓</b>

report author	telephone no.	email	date
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<b>List of background papers:</b>			
name of document	date	where available for inspection	
None			

### **List of appendices**

Appendix 1 – Cost of the upgraded core Cash Receipting System and additional functionality

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Cost of the upgraded core Cash Receipting System and additional functionalityPHASE 1

## Core requirements:

<u>Description</u>	<u>Year 1</u>	<u>Ongoing</u>
	£	£
Initial Software Licence	11,232	-
75,000 Transactions p.a.	5,250	5,250
Hosting	6,000	6,000
Maintenance and Support	5,765	5,765
Conversion of existing Paris solution to CivicaPay	30,000	-
Expenses (£300 per day worst case)	9,000	-
Multi-Factor Authentication (3x administrators @ £495 ea)	1,485	1,485
<b>Sub-Total for Core requirements</b>	<b>68,732</b>	<b>18,500</b>

## Additional Elements:

<u>Description</u>	<u>Year 1</u>	<u>Ongoing</u>
	£	£
Bank Reconciliation	9,000	1,800
Implementation Services	9,750	-
Expenses (£300 per day worst case)	3,000	-
<b>Sub-Total for Bank Reconciliation Module</b>	<b>21,750</b>	<b>1,800</b>

<b>Paypal</b>	<b>1,350</b>	<b>270</b>
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<b>PHASE 1 SUB-TOTAL</b>	<b>91,832</b>	<b>20,570</b>
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PHASE 2

## Additional Elements:

<u>Description</u>	<u>Year 1</u>	<u>Ongoing</u>
	£	£
Recurring Card Payments	9,000	1,800
Implementation Services	2,000	-
Expenses (£300 per day worst case)	600	-
<b>Sub-Total for RCP Module</b>	<b>11,600</b>	<b>1,800</b>

CivicaPay Mid-Call*		
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<b>GRAND TOTAL*</b>	<b>103,432</b>	<b>22,370</b>
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## Current Ongoing Paris Costs:

<u>Description</u>	<u>Ongoing</u>
	£
Paris PCIDSS Update	5,000
Paris Support and Maintenance	22,440
Annual savings on Paris system no longer required	27,440
New annual costs for replacement CivicaPay system	22,370
<b>Increased Cost/Saving (-)*</b>	<b>-5,070</b>

Notes

RCP Module may mean that current Direct Debit solution for Green Waste will no-longer be required.

Chip and PIN - current hardware expected to be compatible. If any changes are required then further costs may be incurred.

\*CivicaPay Mid-Call - Costs are dependent on the telephone system in place and not yet quantified.





## Portfolio Holder Report

The portfolio holder will make a decision on this item after seven days have elapsed (including the date of publication).

Report of:	Portfolio Holder	Date of publication
Mark Billington, Service Director People and Places	Cllr. Simon Bridge, Street Scene, Parks and Open Spaces Portfolio Holder	20 September 2018

### Restoration of the Mount, Fleetwood

#### 1. Purpose of report

- 1.1 To seek approval to deliver the Mount project as detailed in the Heritage Lottery Fund (HLF) Parks for People stage two application.

#### 2. Outcomes

- 2.1 Restore and improve the Mount, Fleetwood.
- 2.2 Deliver a three year programme of activities and events to encourage greater use and enjoyment of the Mount including its Gardens and Pavilion.
- 2.3 Implement a 10 year Management and Maintenance Plan for the Mount.

#### 3. Recommendations

- 3.1 That the HLF Parks for People grant be accepted.
- 3.2 That consultancy team 'Ryder Landscape Consultants' is appointed to develop the Mount masterplan, prepare the tender documentation for the restoration and improvement works and to administer the contract of works.
- 3.3 That procurement of a supplier(s) to undertake the restoration and improvement works is progressed and the Portfolio Holder authorise the Service Director for People and Places to appoint the supplier(s), complying with Financial Regulations and Financial Procedure Rules.

- 3.4** That the Portfolio Holder authorise the Service Director for People and Places to appoint the supplier(s) to deliver the three year programme of activities and events, complying with Financial Regulations and Financial Procedure Rules.
- 3.5** That the Portfolio Holder authorise the Service Director for People and Places to appoint a part time Mount Development Officer to deliver the programme of activities and events and a full time Skilled Gardener, both for a fixed period of three years funded by the HLF.
- 3.6** That a 10 Year Management and Maintenance Plan for the Mount is implemented.

#### **4. Background**

- 4.1** A HLF Parks for People round two application was submitted 1 March 2018 and approved by them on 27 June 2018.
- 4.2** A planning application and application for listed building consent for elements of the restoration and improvement proposals was approved 29 May 2018.
- 4.3** Following the Parks and Open Spaces Portfolio Holder's decision published 2 March 2017, to appoint consultants to support the bid process, Ryder Landscape Consultants were appointed. The contract included a break clause leaving preparing the tender documentation and administration of the contract of works subject to funding approval.

#### **5. Key issues and proposals**

- 5.1** Accept the HLF grant of up to £2,019,400 (84% of the total eligible project cost of £2,417,454). Volunteer time equates to £123,000 and £275,054 is the Council's contribution from the personal donation received from Mrs Lofthouse in 2015.
- 5.2** The HLF have set out the agreed key purposes of the project and will monitor progress against them.
- 5.3** The key purposes include the restoration of the Lodge and relocation of the electricity substation. A significant stage in the restoration, the relocation will require a 'land swap' of that currently occupied by the substation returned to the park and the disposal of land proposed for the substation.
- 5.4** As a result of Ryder Landscape Consultants' involvement to date with the successful bid it is proposed that they be retained for the next phase of the project.

**5.5** That approval is given to authorise the Service Director for People and Places to appoint consultant(s), contractor(s) and supplier(s) in accordance with Financial Regulations and Financial Procedure Rules and European procurement regulations.

**6. Delegated functions**

**6.1** The matters referred to in this report are considered under the following executive function delegated to the Street Scene, Parks and Open Spaces Portfolio Holder (as set out in Part 3 of the Council’s Constitution): To consider matters relating to parks, open spaces, playing fields, playgrounds and allotments.

<b>Financial and legal implications</b>	
<b>Finance</b>	<p>The total cost of the project is £2,417,454 and includes the cost of volunteer time, increased management and maintenance, capital and revenue costs. HLF will pay a grant up to £2,019,400. The remainder of the project cost will be funded from notional volunteer time of £123,000 and £275,054 from Mrs Lofthouse, a local benefactor.</p> <p>The capital costs are phased over 2018/19 to 2020/21 and revenue costs are phased over 2020/21 to 2023/24.</p> <p>Additional revenue budgets, funded from the HLF bid have been provided in the council’s Medium Term Financial Plan for the three year requirement to appoint a part-time Development Officer and Skilled Gardener. Further savings would need to be identified if either post were to be extended beyond the initial fixed three year period.</p>
<b>Legal</b>	<p>A formal agreement with the HLF will be entered into and the contract(s) for goods, works or services to develop the application will comply with the Council’s Financial and Contract Procedure rules and European procurement regulations.</p>

### Other risks/implications: checklist

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risks/implications	✓ / x
community safety	x
equality and diversity	x
sustainability	x
health and safety	x

risks/implications	✓ / x
asset management	✓
climate change	x
data protection	x

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List of background papers:		
name of document	date	where available for inspection
None	-	-

### List of appendices

None

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