

Bath & North East Somerset Council

DECISION MAKER:	Cllr David Bellotti, Executive Member for Community Resources	
DECISION DATE:	On or after 16 August 2014	EXECUTIVE FORWARD PLAN REFERENCE:
		E 2672
TITLE:	Purchase of Self Service payment kiosks to replace existing kiosks	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: None		

1 THE ISSUE

- 1.1 To seek approval for the purchase of self service payment kiosks to replace existing kiosks in the Council's one stop shops.

2 RECOMMENDATION

- 2.1 That approval is given for commencement of this project and its status within the 2014/15 capital programme moved from 'provisional' status to 'approved'.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 The capital cost of the new kiosks, funded from the 2014/15 capital programme is approx. £78000, including installation and setup. The only revenue costs of the scheme are the costs of service supported borrowing of £11000 per annum. The annual revenue costs of the existing kiosks are approx. £16000 per annum so the project will generate revenue savings of £5000 per annum.
- 3.2 The size and dimensions of the new kiosks are similar to the existing kiosks, the installation of which has been planned with Customer Services and IT services to ensure minimal disruption.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 The kiosks provide customers a payment method for money owed to the Council, both for statutory and non- statutory income.

5 THE REPORT

- 5.1 The Council undertook a major upgrade of its income management system in February 2013 moving to the Civica Icon solution which, amongst many other benefits enabled the Council to continue to accept E Transactions, enabled compliance with payment card industry security standards, removed reliance on non integrated systems, and enabled enhanced income management reporting, controls and reconciliation of income. In addition it also allowed the Council to rationalise its payment Service provider (PSP) which has already seen reduction in transactional rates of £40000.
- 5.2 A second phase of this project was identified in conjunction with Customer Services to replace the existing payment kiosks situated at the Councils One Stop Shops with new kiosks supplied by Civica, in order to continue the harmonisation and standardisation of income collection processes and systems as well as following the Council's strategy for the rationalisation of systems.
- 5.3 The existing Council payment kiosks were purchased many years ago but now have considerable limitations due to their age, which impacts on the level of service provided to customers when making payment. These limitations include inability to accept some payment types via the kiosks, the need for regular manual intervention by front line staff due to limited functionality, limited validation leading to the need for later correction by back office staff and the need for separate reconciliations for kiosk transactions as the kiosks fall outside the Councils corporate income system.
- 5.4 The purchase of the new kiosks will bring considerable benefits and efficiencies including:
- All payment types and functionality currently mediated via one stop shop staff will be available via self service. Customers making payment via the web will also be able to make the same payments at the kiosks if so wished.
 - The new kiosks will become part of the Council's corporate income management system, enabling full integration, automatic validation and reporting thus reducing the need for later manual correction.
 - The new kiosks are considerably higher specification to the existing, offering a much improved customer experience.
 - The kiosks will provide a range of additional functionality including automatic counting and security features.
 - They will enable further rationalisation of payment service providers (PSP) by allowing the Council to end the contract with the existing provider. This will facilitate further improved transactional rates to the Council.
- 5.5 The existing kiosks have been used by the Council for more than ten years. It is anticipated that the new existing kiosks will have a similarly long shelf life.

5.6 As the Council already has the Civica income management system as its core income system, the upgrade process will be straightforward with minimal reduction in service levels during the upgrade itself.

6 RATIONALE

6.1 The new kiosks will provide extensive improvements to customer service, increased efficiencies and reduction to back office processes as described, whilst providing annual revenue saving as detailed above.

7 OTHER OPTIONS CONSIDERED

7.1 Continued use of existing kiosks, with the limitations as detailed earlier in this report

8 CONSULTATION

8.1 Customer Services, IT Services, Section 151 Officer, Civica Ltd (supplier) plus existing kiosk supplier.

9 RISK MANAGEMENT

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

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Background papers	<i>None</i>
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