

AGENDA MANAGEMENT SHEET

Name of Committee	Adult & Community Services Overview & Scrutiny Committee		
Date of Committee	16th February 2006		
Report Title	One Stop Shop Progress Report		
Summary	This is a progress report on the Joint One Stop Shop project between Warwickshire Library & Information Service and Warwick District Council. Kenilworth One Stop Shop is now open and the others are progressing well.		
For further information please contact:	<table><tr><td>Kushal Birla Head of Library & Information Service Tel: 01926 412862 kushalbirla@warwickshire.gov.uk</td><td>John Crossling Area Manager Central Tel: 01926 742728 johncrossling@warwickshire.gov.uk</td></tr></table>	Kushal Birla Head of Library & Information Service Tel: 01926 412862 kushalbirla@warwickshire.gov.uk	John Crossling Area Manager Central Tel: 01926 742728 johncrossling@warwickshire.gov.uk
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Would the recommended decision be contrary to the Budget and Policy Framework?	No.		
Background papers	<p>The Strategic Plan for Warwickshire 2002-10. An outline report to COMT in October 2003 – raising the prospect of a One-Stop-Shop pilot with Warwick District Council.</p> <p>Towards an Access Strategy report to COMT June 2004.</p> <p>Consultation with elected members April 2004. Corporate Business Plan 2004/05.</p> <p>Warwickshire Panel report waves 9 and 10 - 2003. Government Guidance CPA and PSA 2004.</p> <p>Local e.gov – Creating sustainable communities – ODPM 2004.</p> <p>Census 2001 – population profiles.</p> <p>Improving Access to Council Services - Towards an Integrated One Stop Shop in Warwick District - Progress Report – report to Cabinet 24 February 2005.</p>		

Progress Report of Joint One Stop Shop Project –
report to Adult & Community Services O&S
Committee on 11 October 2005

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

- Other Committees
- Local Member(s) Not applicable
- Other Elected Members Councillor S Tooth – “Significant information for O&S Committee.”
Councillor R Dodd – “Noted”
Councillor Mrs M Haywood – “Noted. Agree that Whitnash and Lillington should be given extra time to complete their plans in order to open a fitting service.”
- Cabinet Member Councillor Colin Hayfield
- Chief Executive
- Legal Ian Marriott – comments incorporated
- Finance Paul Walsh, Financial Services Manager - agreed
- Other Chief Officers David Carter, Strategic Director – Performance & Development – “No comments.”
- District Councils
- Health Authority
- Police
- Other Bodies/Individuals

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

- Further consideration by this Committee
- To Council
- To Cabinet
- To an O & S Committee

To an Area Committee

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Further Consultation

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Agenda No

Adult & Community Services Overview & Scrutiny Committee - 16th February 2006

One Stop Shop Progress Report

Report of the Director Libraries, Heritage & Trading Standards

Recommendation

That the Committee is asked to

- i) note the report and to agree to regular quarterly progress reports being prepared.
- ii) to identify areas of performance which they would wish to be included.

1 Executive Summary

The one stop shop at Kenilworth has been completed on time and early indications are that it is very successful. It has been widely praised.

Progress on the second pilot site at Whitnash has been delayed due to discussions with Whitnash Town Council and the Police. The opening date is now likely in June 2006. The Police wish to be involved but the Town Council cannot justify the costs at this time. Whitnash Town Council's decision is disappointing but not critical. The Town Council will use the new facilities for surgeries, etc. New plans and detailed costings should be prepared shortly. The planning application which is to be submitted will allow for two phases of development – phase one will move forward with the one stop shop and the Police presence and phase two will allow for the Town Council accommodation to be constructed within the next five years should they wish without having to reapply for planning permission.

Lillington has been gathering considerable interest for other partners and The Primary Care Trust, Youth Services and the Police are all keen to be involved. New plans are being drafted following a public consultation meeting.

2 Purpose of the Report

- 2.1 To update the Committee on the progress to date on the project and to outline the budgetary pressures that the Project Board are concerned about

3 Background

- 3.1 In September 2004 Warwickshire County Council working with Warwick District Council decided to pilot one stop shops at Kenilworth, Lillington and Whitnash Libraries
- 3.2 In July 2005 Cabinet agreed to the project continuing on the basis Whitnash should be the second site and should include Whitnash Town Council and the Police. It was anticipated that progress would if possible be made with the larger Lillington Scheme involving a bid for additional funding from Advantage West Midlands. It was agreed that Warwick District Council would underwrite the costs of securing a scheme at Lillington should the bid not be successful. In exchange they would receive space to co-locate within Warwick library.

4 Progress to Date

4.1 Kenilworth Library

- 4.1.1 The newly refurbished Kenilworth library featuring the one stop shop facility "Warwickshire Direct – Kenilworth" opened on schedule in October 2005.
- 4.1.2 It has received considerable praise from many quarters including, members, delegates to the National Libraries Conference, the chairman of the Local Government Association, staff including those from other directorates, and most importantly, members of the public.
- 4.1.3 A small minority of predominately elderly customers have been less happy about the open plan approach and the perceived increase in noise levels. We will monitor this closely.
- 4.1.4 The project has allowed for increased opening hours and we are now starting to get more consistent performance data that is looking positive.

Enquiries

Nov	<u>2004</u>	<u>2005</u>
Council		678
Library	1852	3000*
Dec	<u>2004</u>	<u>2005</u>
Council		518
Library	1137	2422*

Visitors

Nov	<u>2004</u>	<u>2005</u>
	7339	7853
Dec	6098	7177

Library Membership Figures

Nov	<u>2004</u>	<u>2005</u>
Adult	44	122
Children	24	54
Dec	<u>2004</u>	<u>2005</u>
Adult	24	69
Children	16	20

* figures include those handled by One Stop Shop for the Library

The overall book issue figure is rather mixed but this is against a general decline across all sites. There was an encouraging 24% increase in junior stock loans during December.

4.1.5 The building has featured in the local press, Coventry and Warwickshire Radio and the new BBC Coventry and Warwickshire Television service. It has just been used by the Post Office for the National launch of a new range of stamps featuring Children's Books.

4.2 Whitnash Library

4.2.1 A series of meetings have taken place with Whitnash Town Council and presentations have been made to their Committee Meetings. While supportive of the concept they have decided that they cannot justify the increased costs they would incur should they relocate from their present premises.

4.2.2 The Police asked for changes to the plans to be made allowing for a slightly larger office and for a secure bicycle store to one side. They have given a written 'in principle' agreement to being involved and are now just waiting for the final detailed costings before committing themselves fully.

4.2.3 These discussions have caused delays to the schedule and the completion date has been revised to June 2005.

4.2.4 Permissions have been granted to approach Paragon (the Contractor) again for the design and build project. This is to ensure a consistent branding and feel to that of the first venture at Kenilworth. The first meeting with the company is due imminently.

4.3 Lillington Library

- 4.3.1 Discussions with other interested agencies have been held and expressions of interest have been given by Youth Services, Primary Care Trust and the Police.
- 4.3.2 The architect has been asked to revisit his plans to incorporate these potential partners.
- 4.3.3 In December 2005 a consultation meeting was held that was very well attended by both interested agencies and by representatives of community groups. The Health presence was not as high as was hoped but all attendees were very engaged in the process. A number of concerns and wishes were expressed and the architect is preparing another version of the plans to address as many of these as possible. All agreed it had been a useful meeting and were keen to continue the dialogue and to make the concept work.
- 4.3.4 The application for Advantage West Midlands funding has successfully passed stage one assessment and stage two documents are being prepared.
- 4.3.5 The possible involvement of the new partners could have a significant impact on the funding options as they may bring substantial Capital contributions with them. Further land could also be released for development by relocating existing buildings and this could add to the available funds.
- 4.3.6 Further meetings are planned in the next few months.

5 Budgetary and Development Issues

5.1 Kenilworth Library

- 5.1.1 This project has been completed to a very high quality and sets a standard for the other One Stop Shops to follow. The objective is to secure consistent branding to ensure Warwickshire Direct becomes instantly recognisable.
- 5.1.2 The first One Stop Shop has presented significant challenges to be overcome. Some were to do with building relationships and developing common ideals; others were management issues concerning working practices, HR and staff engagement and yet others were of a technical nature. The latter were mainly focussing on new technologies, getting ICT communications to work across two authorities and establishing the customer relationship software (Northgate) in the new venue.
- 5.1.3 The total cost of the project has come out at £317K and this leaves £113K of available Capital Funding to create the Whitnash One Stop Shop.

5.2 Whitnash Library

5.2.1 The final design for Whitnash has not yet been agreed and Paragon have not yet given a detailed cost estimate for the build.

5.2.2 Extending the building to accommodate the Police was not part of the original concept and therefore was not included in the estimates. Once detailed costs for that part of the build are known it is proposed to offset the Capital costs through a rental agreement.

5.3 Lillington Library

5.3.1 The partnership work is progressing well and if all the possibilities come to fruition, the project could be self funding.

5.3.2 The paperwork associated with the second stage of the Advantage West Midlands bid is being compiled and early indications have been positive.

5.3.3. Warwick District Council have agreed to underwrite the costs of a small extension to Lillington Library, should all else fail. This would allow for the creation of a local One Stop Shop, similar to that at Whitnash, as originally planned.

6 Recommendations

6.1 That the progress to date is noted.

6.2 That the Committee receives quarterly progress reports.

6.3 That Members identify areas of performance that they would wish to be included in future reports.

NOEL HUNTER
Director Libraries, Heritage & Trading Standards

Shire Hall
Warwick

17 January 2006