

AGENDA MANAGEMENT SHEET

Name of Committee

Cabinet

Date of Committee

21 July 2005

Report Title

One Stop Shop - Update on Locations for Pilot Phase

Summary

In September 2004 the County and District Councils decided to pilot One Stop Shops. The original budget agreed has not been sufficient to complete the programme but proposals are included in this report to accommodate the overall objectives.

***For further information
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Would the recommended decision be contrary to the Budget and Policy Framework?

No.

Background papers

None

CONSULTATION ALREADY UNDERTAKEN:-

Details to be specified

Other Committees

☐ _____

Local Member(s)

☒ All Warwick District Council Area Members

Other Elected Members

☒ Councillor S Tooth, Councillor R Dodd,
Councillor Mrs M Haywood – “I support the
proposals”
Councillor A Cockburn
Councillor Mrs J Compton – “I fully support the
One Stop Shop programme”
Councillor T Naylor – comments incorporated via
One Stop Shop Board

Cabinet Member

☒ Councillor C Hayfield

Chief Executive

☒ For information

Legal	<input checked="" type="checkbox"/> David Carter - Approved Ian Marriott – comments incorporated
Finance	<input checked="" type="checkbox"/> Paul Walsh - approved Dave Clarke, County Treasurer - approved
Other Chief Officers	<input checked="" type="checkbox"/> Peter Ridley – comments incorporated
District Councils	<input checked="" type="checkbox"/> Chris Elliott, Warwick District Council – comments incorporated
Health Authority	<input type="checkbox"/>
Police	<input type="checkbox"/>
Other Bodies/Individuals	<input type="checkbox"/>

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee	<input type="checkbox"/>
To Council	<input type="checkbox"/>
To Cabinet	<input type="checkbox"/>
To an O & S Committee	<input type="checkbox"/>
To an Area Committee	<input type="checkbox"/>
Further Consultation	<input type="checkbox"/>

Agenda No

Cabinet - 21 July 2005

One Stop Shop - Update on Locations for Pilot Phase

Report of the Director, Libraries, Heritage & Trading Standards

Recommendation

Cabinet is asked to agree to all three schemes progressing based on the revised funding proposals outlined in the report.

1 Purpose of Report

- 1.1 Direction is sought from the Cabinet for the pilot phase of the joint One-Stop-Shop initiative.

2 Background

- 2.1 In September 2004, Warwickshire County Council and Warwick District Council decided to pilot joint one stop shops and jointly allocated a total budget of £430,000. The concept agreed was for two service models to be trialled and 3 locations were agreed – Kenilworth, Lillington and Whitnash.
- 2.2 The original budget estimates were produced by Warwickshire County Council Property Services in 2003 for Kenilworth £170K (though this did not include the costs for the DDA works and was produced to a tight deadline) and in 2004 for Lillington - £140K and Whitnash - £120K. They were based on the build costs only at each of the three sites but included 13-15% for fees. A further £50K would be drawn in from Warwickshire County Council specifically for DDA works at Kenilworth Library such as disabled toilet, disabled ramp and induction loops which will increase the overall funding to £480,000. The proposals for each of the sites have evolved as set out below:
- 2.3 **Kenilworth** – a complete interior refurbishment of Kenilworth Library and the integration of a Joint One Stop Shop desk as well as the creation of a fire escape route, an additional female toilet on the lower ground floor and a new DDA compliant ramp and disabled toilet on the upper ground floor.
- 2.4 **Lillington** – extension to include a Joint One Stop Shop facility. However, the proposal for Lillington has developed to provide an innovative community

project, which would incorporate additional partners such as Health and Youth in addition to NCH and Sure Start. The bid for additional funding to Advantage West Midlands has passed round one and will progress to round two. Further investment may be obtained by the partners selling off their current sites.

- 2.5 **Whitnash** – extension to increase the library floor space, new Joint One Stop Shop desk and a further extension to include Whitnash Town Council and local Police Office.
- 2.6 However, general fees and charges, £18,025, and the technical and marketing costs £40,381, currently total £58,406 leaving £421,594 for the delivery of joint one stop shops. The estimate from Paragon Interiors PLC for Kenilworth is £287,000 (and this is after significant evolution and changes to reduce costs) and the latest estimate from Warwickshire County Council Property Services is £139,000 (mid point of estimate) for a larger extension to Whitnash Library. However, the final design for Whitnash Library has not been agreed and therefore the design may need to be modified to stay within the remaining funds.
- 2.7 It will be evident from the above that current combined Warwick District Council/Warwickshire County Council resources will only allow completion of the Kenilworth and Warwick sites and not allow the completion of Lillington if AWM resources are not provided. Consequently a way forward is suggested below which will secure all three sites.

3 The Way Forward

- 3.1 It is important to the pilot to have the second location open early in 2006 to enable analysis of each model.
- 3.2 Lillington is an area that experiences significant deprivation and not continuing with the larger scheme would mean that the opportunity to address more of the needs of the local community would be missed.

Warwickshire County Council and Warwick District Council need to continue working with potential partners to develop a mini-civic centre in Lillington with Advantage West Midlands monies and investment from partners selling off their current sites. Although the timescales to deliver the building solution will be longer, the benefits of having additional services such as Health and Youth in the same location will benefit the local community. If the bid to Advantage West Midlands is unsuccessful, Warwick District Council have monies within its capital budget, which could fund the smaller extension for a Joint One Stop Shop only.

However, Warwick District Council would wish to relocate its existing Warwick Connection into Warwick Library and to co-locate until a feasibility study for Warwick is undertaken. This would not be part of the pilot scheme and would not be marketed as such. Such a move would be helpful as the current accommodation for Warwick District Council staff is unsuitable for continued working. We believe that this can be accommodated without detriment to current services and would be reviewed at the end of the pilot period.

- 3.3 To enable the potential future Joint One Stop Shop at Leamington, customers who currently visit Riverside House will need to be dispersed to other locations. A significant number of benefit claimants live in Whitnash and could be directed away from the main office to the Joint One Stop Shop.
- 3.4 If the proposal is scaled back for Whitnash to only a small side extension for a Joint One Stop Shop Warwick District Council will lose the opportunity to return the building used by Whitnash Town Council at Lammas Croft back to residential use. Additionally, Whitnash Town Council and the Police wish to be part of this project and for the Joint One Stop Shop staff to handle their first point of contact enquiries. Access to services for residents will be increased, as all three tiers of authority could be located together.
- 3.5 On 5 July 2005 the One Stop Shop Programme Board comprising officers and elected members from Warwick District Council and Warwickshire County Council met to discuss the way forward and supported these proposals.

4 Conclusions

- 4.1 Officers from both Authorities would suggest to the Cabinet that in order to maximize the opportunity for testing a variety of options and services being delivered the following combination of actions are supported:
- 1 Continue with the Whitnash scheme to include the Town Council and Police;
 - 2 Continue to develop the larger Lillington scheme seeking AWM funds and capital receipts from the freeing up of partners sites;
 - 3 Should Lillington not be successful with AWM or it cannot proceed for other reasons then Warwick District Council will bring forward funds to undertake an extension to Lillington library and meet the small deficit as discussed in para 2.6. This will be offset by the accommodation of the current Warwick Connection in Warwick Library.
- 4.2 In effect under this proposal at point 3 means Warwick District Council would underwrite the costs of securing a scheme at Lillington in exchange for receiving accommodation space in Warwick library. This approach means that the pilot objectives could still be met.
- 4.3 Construction inflation is running at 4.7% and allowances for this increase over the last three years have not been made. In addition the original estimates did not allow for all other works items necessary to achieve the objectives. As we were developing a new method of service delivery there has been considerable evolution of the concept and any initial estimates would have had little in common with the final approach.

5 Recommendation

5.1 That Members agree the way forward as detailed in 4.1 point 1, 2 and 3.

NOEL HUNTER
Director, Libraries, Heritage & Trading Standards

Shire Hall
Warwick

24 June 2005