

**AGENDA MANAGEMENT SHEET**

**Name of Committee** Resources, Performance And Development Overview And Scrutiny Committee

**Date of Committee** 25 July 2006

**Report Title** Performance and Development Asset Management Report

**Summary** The report summarises the property aims of the Performance and Development Directorate and gives a detailed audit of its current and future accommodation requirements

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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)  Not applicable
- Other Elected Members  Cllrs David Booth, George Atkinson and Bob Hicks
- Cabinet Member  Councillor Peter Fowler
- Chief Executive  .....
- Legal  Strategic Director of Performance and Development
- Finance  .....
- Other Chief Officers  .....
- 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  .....
- Further Consultation  .....

## Agenda No

# Resources, Performance and Development Overview and Scrutiny Committee - 25 July 2006.

## Performance and Development Asset Management Report

### Report of the Strategic Director of Performance and Development

#### Recommendation

That the Committee comments on and notes the Asset Management Plan and implementation programme for the Performance and Development Directorate

#### 1. Introduction

The Performance and Development Directorate provides a mixture of front line services, including Registration of Births, Deaths and Marriages and the Customer Service Centre, and professional services to other directorates of the County Council.

The majority of staff are situated in the Shire Hall complex but there are also groups of out posted staff as follows:

- There are four area offices situated in Albion Court, Nuneaton; Winton House, Stratford-on-Avon; Rugby Borough Council and The Old Magistrates Court, Atherstone.
- The Registration Service is delivered from 11 service delivery points situated throughout the county.

Limited space within the Shire Hall complex has led the directorate to seek additional (commercially rented) accommodation. In Warwick, we have accommodation on the first floor of Pageant House, Warwick, and the Old Clink. Registration headquarters and the Registration South District are based at Pageant House and Warwick Area Team and Business Consultancy are based in the Old Clink. Legal Services also occupy part of Judges House and 2 Northgate Street.

#### 2. Corporate Planning Context

Service Asset Management Plans (AMPs) are developed having regard to the corporate objectives set out in the Corporate Business Plan and the key themes arising from the Area Plans.

One of the Key Management Principles of the Corporate Property Strategy provides that property will be held only in support of service delivery/service objectives and in accordance with occupancy guidelines.

### **3. Process**

Service directorates are responsible for the preparation of individual AMPs using data supplied by Property Services. The Council's Corporate Property Strategy and AMP reflect the Council's strategic objectives and service requirements. Cabinet has endorsed the Corporate Property Strategy and the Corporate AMP process.

The Property Services division of the Resources directorate continues to carry out and update condition surveys on all properties on an annual basis. Suitability Surveys are completed for all properties on a bi-annual basis and the surveys are reviewed annually as part of the property review process.

The Property Performance Indicators have been considered by all service directorates and have been developed by Property Services in accordance with Government guidelines.

### **4. Overview of Property Aims, Objectives and Strategies**

The overall aims of the directorate, in terms of property, can be summarised as follows:

- Properties based around the County should support the service provision and needs of the various communities served and, in order to achieve this, should be co-located with other WCC area-based services wherever possible
- For Warwick based staff, the directorate will consolidate its accommodation in Shire Hall
- As far as is reasonably practical, divisions should be consolidated together but in any event, individual teams and their managers will be co-located
- Standard furniture and equipment will be purchased to reduce the need to move furniture in the event of future accommodation moves
- Open plan offices will be the norm, with additional meeting/quiet areas being proactively created. Overall, office accommodation will be flexible to meet the changing needs of the directorate.
- Active records management will be introduced, with the development and implementation of an agreed policy, and targets set for each division for space reduction
- All accommodation should meet the requirements of disability discrimination and health and safety legislation.

## 5. Key Areas for Change

### Summary of main issues

*(An appendix setting out the actual details of all accommodation may be viewed on the Warwickshire Web and Committee Administration System and is available on request)*

#### 5.1 Overall

The Performance and Development Directorate provides support to the Chief Executive and all members of the Council. It contains several corporate units, which provide key services to all directorates of the Council, and business units, which have customers in all directorates. Its location within the Shire Hall complex is, therefore, business critical.

Overall, there is a need to co-locate teams together, particularly where services have joined the directorate as part of the Council's overall restructuring. This exercise is currently underway, in liaison with Property Services, with a view to accommodation moves taking place later in the year.

Internal communications are significantly impeded by the dispersed accommodation currently provided. The accommodation at the Old Clink (which needs to be vacated by the end of 2006), Pageant House, 2 Northgate Street and Judge's House is far from ideal. These short-term temporary accommodation arrangements are both time-consuming and inefficient and represent a significant additional cost to the directorate. Whilst there is sufficient accommodation for the existing staff, the lack of sufficient small meeting rooms and quiet areas is a significant issue for the directorate and its operation.

#### 5.2 Law and Governance

Suitable accommodation for the Insurance Team is a high priority for the directorate. The Team is currently accommodated in 2 Northgate Street but some of the accommodation is wholly unsatisfactory for office-based staff.

#### 5.3 Area Teams

Our requirements for area offices are for an office in each of the five areas, each with a hot desk facility and access to a meeting room with a minimum capacity of 10. Since its move to Winton House, Stratford-on-Avon Area Office has this accommodation, as do Nuneaton and Bedworth Area Office (with the exception of a meeting room). North Warwickshire office moved to better accommodation in the Old Magistrates Court building but this is a temporary move as the property has to be vacated by the end of 2006. Property Services is involved in finding new accommodation but there are limited options in Atherstone. Rugby Area Office is expected to be asked to vacate their offices in Rugby Borough Council's building and will be moving to Newton Hall for 1 September 2006.

#### 5.4 Registration Service

The split site for Registration of Births and Deaths (Leamington) and Marriages (Warwick) presents problems and, with the possibility of additional

accommodation becoming available in Pageant House, the intention is to consolidate the service into one office.

Overall, signage, the external appearance and areas suitable for photography are issues for many of the Registration properties. In some cases, access to strong rooms is via other offices which interrupts the flow of work. Lone working is also an issue, notably in Atherstone, Coleshill, Southam and Shipston.

## **6. Implementation Programmes**

Whilst some funds continue to be made available within the directorate's budget to facilitate minor changes to the Shire Hall and external accommodation, the directorate's ability to deliver a full implementation programme is outside of its own control. The key areas for change do, in the main, require the Shire Hall refurbishment programme to be finalised and the identification of alternative, affordable accommodation in the areas indicated. The directorate's implementation programme reflects these points:

- The directorate will work with Property Services to locate suitable property to meet its identified changing service needs.
- The directorate will liaise with Property Services on a regular basis to ensure that as the key areas for change develop, its accommodation needs are most appropriately addressed.
- The directorate will review its Asset Management Plan annually
- The directorate will ensure that its accommodation develops in keeping with the need to operate flexibly and in different ways.

DAVID CARTER  
Strategic Director of  
Performance and  
Development

Shire Hall  
Warwick

19 June 2006