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REPORT TO EXECUTIVE			
PORTFOLIO AREA: CORPORATE RESOURCES			
Date of Meeting:		3rd March 2003	
Public			
Key Decision:	No	Recorded in Forward Plan:	Yes
Inside Policy Framework			

Title: COUNCIL ACCOMMODATION

Report of: HEAD OF COMMERCIAL AND TECHNICAL SERVICES

Report reference: CTS 06/03

Summary:

This report sets out the principles for the layout/usage of space in the Civic Centre. The initial elements of work are set out in detail and further work identified which will be the subject of future reports to the Executive.

Recommendations:

It is **recommended that:**

1. The strategic layout of space in the Civic Centre be approved to enable detailed design to progress and that the initial work phases be noted.
2. The balance of the allocated budget (approx. £50,000) be rolled forward into 2003/4.

M Battersby

Head of Commercial and Technical Services

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1.0 BACKGROUND INFORMATION AND OPTIONS

1.1 Proposals are being finalised for the accommodation uses of the Civic Centre from April 2004 when CHA are scheduled to vacate the building. The proposals are dynamic to some degree because they need to provide flexibility to embrace continuous service improvement. The further development of the customer contact centre, proposals for revenues and benefits and the potential for other public services to be delivered from the Civic Centre are all aspects to consider.

1.2 The basic principles which are currently being proposed, are as follows. The detailed layout on each floor can be developed further with relevant BU Heads and to meet the overall objectives approved by the Council. Some comments are as follows:

9 th Floor	Revenues and Benefits, Staff Room and a suite of meeting rooms
8 th Floor	Financial Services, Property Services and District Audit
7 th Floor	Environmental Protection
6 th Floor	Planning
5 th Floor	Culture, Leisure & Sport and Economic and Community Development
4 th Floor	Social Services
3 rd Floor	Social Services
2 nd Floor	Member and Employee Services, part Customer and Information, Legal and Democratic
First Floor	Political Group Offices, TCCE, Executive Directors, Strategic and Performance Services, Member Support and Employee Services
Ground Floor	Subject to a detailed space planning study

- Further work needs to be undertaken on the first and second floor to finalise proposals which will also link into the Ground Floor space study, but the principle is to try and locate all the services more directly related to Members and the TCCE /

Executive Directors on the first floor. Wherever possible, Business Units will be located on one floor.

Similarly the space requirements of Revenues and Benefits need to be confirmed in consultation with the Business Unit Head.

1.4 It is proposed to progress the work in several phases with the first focusing on the integration of the CTS Unit at Bousteads Grassing and the initial development of the Customer Contact Centre.

Phase 1

1.5 There is a range of transitional accommodation changes at Bousteads Grassing, the details of which have been discussed with the relevant staff. The key outcomes are as follows:

- The Buildings and Facilities team will be established in the first/second week of February. This will result in the space currently occupied by Gordon Nicolson and the Building Surveyors becoming vacant.
- The Service Development team will take up office temporarily in the former training room at the Grassing. Again this will be in the first/second week in February.
- The parking team will remain on the 8th floor of the Civic Centre until April at which time they move out.
- I will be splitting my time between both sites for the next few months. By April I will be based at Bousteads Grassing although an office for CTS staff will be retained in the Civic Centre. Details on the allocation and use of this office are still being finalised.

1.6 Once all the works are completed at Bousteads Grassing in the summer it is the intention to stage an 'open-day' to enable all staff to visit and provide a greater awareness of the layout and facilities.

1.7 These moves enable phase 1 of the accommodation changes within the Civic Centre to start which are:

- The establishment of the initial customer contact centre on the Ground Floor. A layout plan is appended but in essence comprises the following:
 - existing keepers desk area adapted to accommodate the front line reception staff
 - the office accommodation behind this to be modified for use by the switchboard, telephonists and keepers
 - the existing Conservative Group Office to be opened up to create a reception/meeting area.

This physical work should be completed by mid April.

8. A series of changes are required to enable this to happen and indeed the completion facilitates other changes, which are:

- The Conservative Group Office moves temporarily to the 9th floor for approximately 12 months. Other options were assessed including the temporary removal of the Emergency Planning room to the 9th floor, but this did not prove to be cost effective or practical. Work on this commences in mid-February.
- The District Auditor's team will be temporarily re-located on the 8th floor.
- The operation of the initial customer contact facility will enable the existing reception areas on the 7th, 5th, 2nd and 1st floors to be closed in April.
- An office will be established in the existing 1st floor reception for an Executive Director in March.
- A staff room is being created on the 9th floor and the final design, layout and colour scheme is being finalised through the Communications Group. Work is scheduled to start in mid-February and should be completed by the end of March.
- The existing Law Library is currently under used and changes to the heating/ventilation, furniture and décor are planned to create an informal meeting room for Members and Officers.

1.9 In addition, a brief is being prepared in conjunction with the Head of Property Services, John Nutley and Peter Mason for the space usage and layout on the Ground Floor. A commission will then be awarded to produce options, costings etc. which will be the subject of further consultations.

Phase 2

1.10 The second phase of work will be to develop the detailed office layouts from the 1st floor up to the 9th based on the initial principles set out in this report. Some floors are unlikely to require major alterations whilst others may require more extensive works. Once the detailed proposals are costed together with a planned sequence of moves this phase can commence.

1.11 It is anticipated that, subject to resolving all these issues and the availability of funding, work on this phase will commence in April/May.

1.12 The Council has initially allocated £100,000 in 2002/3 to meet the cost of accommodation changes in the Civic Centre. Phase 1 of the work has an estimated cost of approx. £50,000. (The work at Bousteads Grassing is

funded from a separate budget allocation.) Once the outcome of the feasibility study for the ground floor is completed and detailed layouts/costings for the tower block are finalised, a detailed report will be presented to the Executive. As a result of the timing of this work it will be necessary to roll forward the balance of the budget into 2003/4.

2. CONSULTATION

1. Consultation to Date. Corporate Management Team, Management Briefing Group.
2. Consultation proposed. Heads of Business Units, Trades Unions, Fire Officer, Building Control.

3. STAFFING/RESOURCES COMMENTS

1. No specific resource implications with all costs currently included within budget allocation. Detailed consultation may identify operational issues which will be incorporated.

4. HEAD OF FINANCE'S COMMENTS

4.1 The Head of Finance's comments have been incorporated into the report.

5. LEGAL COMMENTS

Not applicable.

6. CORPORATE COMMENTS

6.1 The proposals have been agreed by the Corporate Management Team.

7. RISK MANAGEMENT ASSESSMENT

1. The completion of the accommodation will contribute to the delivery of the objectives/culture defined within the organisational review.

7.2 The accommodation changes are controlled to a high degree by the final proposals for the Customer Contact Centre and the space occupied by CHA becoming vacant.

2. The cost estimates and available budget relate to the physical works. To achieve operational efficiency there may need to be some investment in better space planning/new furniture.

8. EQUALITY ISSUES

Not applicable.

9. ENVIRONMENTAL IMPLICATIONS

Not applicable.

10. CRIME AND DISORDER IMPLICATIONS

1. Secure by design principles will be incorporated in the feasibility study for the ground floor.

11. RECOMMENDATIONS

It is **recommended** that:

1. The strategic layout of space in the Civic Centre be approved to enable detailed design to progress and that the initial work phases be noted.
2. The balance of the allocated budget (approx. £50,000) be rolled forward into 2003/4.

12. REASONS FOR RECOMMENDATIONS

As above.

