

24th July 2018

COUNCIL OFFICES IMPROVEMENT PROGRAMME

SUMMARY AND RECOMMENDATIONS:

This report provides a high-level outline of the 2018/19 Council Offices improvement programme and seeks approval for accessing the current capital programme budget to implement the associated projects.

The report also sets out plans and costs to relocate the Farnborough Citizens Advice to the Council Offices, which requires additional capital funding.

In addition, urgent works are required to repair the Council's passenger lift ahead of finalising an insurance claim for these works.

It is recommended that Members:

- Agree the improvement projects outlined in this report;
- Approve the release of £95,000 capital funds for the projects; and
- Approve variations to the Capital Programme of £10,000 (Citizens Advice relocation) and £27,000 (passenger lift repairs - will be largely recovered by insurance).

1. INTRODUCTION

- 1.1 The Council Plan for 2018/19 states that the Council should 'Listen, Learn and Deliver Better' and become customer-focussed. For the Council to achieve financial sustainability and deliver key outcomes, it will be necessary to redesign the way it currently works to deliver modern public services.
- 1.2 The Rushmoor 2020 programme contains a Customer and Digital workstream, to enable and support new ways of working using digital technology to deliver services that are more efficient at a lower cost.
- 1.3 To achieve these outcomes it is necessary to invest capital funds to create a modern and flexible working environment that is fit for the future and enables the delivery of our improvement and modernisation programme.

- 1.4 This report explains the rationale for investment in an improvement programme for the Council offices. The key principles for this work are:
- Provide a modern, clean, safe workspace environment;
 - Enable co-location of partners, income generation opportunities & improved collaboration;
 - Provide new flexible ways of working 'Anytime Anywhere'; and
 - Support the 'well-being', flexible & workstyle HR policies currently being developed.
- 1.5 As the proposed improvement programme incurs significant capital spend affecting the Council's estate, any decision on these matters should be considered a key decision.

2. BACKGROUND AND CONTEXT

- 2.1 The Council offices, a major asset, were built in 1981. The Health and Safety Executive guidelines and Building Regulations require both regular and ongoing maintenance and investment in capital works. Infrastructure investment combined with regular maintenance also minimises the insurance risk and keeps premiums stable.
- 2.2 While our revenue budget contains adequate funding for our annual maintenance contracts, this report outlines required capital infrastructure works. This is needed to improve the Council offices and deliver the key outcomes in the Council Plan as well as to comply with legislative developments.
- 2.3 Whilst the Council is considering the longer term options for the Civic Quarter, which may include relocation of the Council Offices, this is likely to take a number of years before it is completed. This means that there remains a requirement to maintain and develop the existing office environment.
- 2.4 Over the last year good progress has been made on improving the Council offices which has included the following:
- Re-carpeting and redecoration of the Civic suite;
 - Installation of additional car parking bays;
 - Initial building repairs to Council mains drainage;
 - Improved office 'white desking' to support workstyle changes;
 - Improved café environment with new flexible working space; and
 - Initial lower office roof repairs.
- 2.5 Members will also be aware of the Council's ongoing Co-location/Office Accommodation Project. This has required changes and improvements to the Council offices allowing a number of public sector partner organisations and charities to co-locate. The annual income generated for the Council from tenants is approximately £247,000 p.a.

3. COUNCIL OFFICES IMPROVEMENT PROGRAMME

- 3.1 For the reasons outlined below, the following further improvements and capital works requirements have been identified.

Council Offices Improvement Programme

- 3.2 In order to comply with building regulations and the condition survey that was recently carried out in 2017, the Council requires an ongoing programme of capital improvement works. This includes the following items:

Item	Capital Cost £
Re-construct and enhance mains drainage infrastructure	£8,000
Further lower roof works with modern and safe materials	£5,000
Toilet replacements	£5,000
Refurbishment of civic suite kitchen	£7,000
Additional carpeting, lighting, furniture and general office improvements	£10,000
Total	£35,000

Council Offices Passenger Lift

- 3.3 On the 31st May 2018, there was a multiple component failure involving the hydraulic motor, thermostat and the timing switch on the control system for the lift. To comply with building regulations, access and health and safety regulations, the lift is required and needs urgent repair.
- 3.4 Whilst the Council offices' passenger lift is regularly maintained, the equipment is over 30 years old and due to the nature of the failure will require significant works. It will also require replacement of legacy component parts and the installation of more modern energy efficient equipment.
- 3.5 The repairs may take up to 3 months due to the unavailability of spare parts. There will be some disruption to operations, however the facilities team are working with tenants around reasonable adjustments for people with disabilities e.g. access to ground meeting or workspaces.
- 3.6 Following consultation, the Council's Insurers have advised that the majority of the cost are recoverable. However, in order to progress the work and keep disruption to customers and users to a minimum it is recommended that the Council commence the repair works immediately.

Therefore a capital budget of £27,000 is requested, the bulk of which is expected to be reimbursed.

- 3.7 The lift maintainer had stated that following the repairs the passenger lift's life will be extended and therefore should avoid the need for a total replacement.

Business Continuity Improvement

- 3.8 The Council and its tenants, especially the Police, CCTV service and Hampshire County Council are increasingly reliant on computer systems to operate from the Council offices. A building of this age was not built with the relevant infrastructure to provide back-up for electricity generation should mains power fail.
- 3.9 As part of Councils revised business continuity plan, it is recommended the Council install an electrical connector to enable connection for a mobile generator in the event of a whole building power failure. The Council already has access to mobile generator services for its data centre and the installation of a generator connector would enable the use of a mobile generator in the event of a major power failure.
- 3.10 The installation of a on premise power generator was also considered, however the costs were significantly higher and would have required an ongoing revenue budget for maintenance.

Item	Capital Cost £
Installation of electrical connector for mobile power supplies	£10,000
Total	£10,000

Re-location of Farnborough Citizens Advice (CA)

- 3.11 Following a comprehensive feasibility review, plans to relocate the CA from the Farnborough Community Centre were approved by the Corporate Leadership Team in February 2018. The benefits of relocation will be improved customer and inter-agency working and will enable the release of the Community Centre as part of the site assembly for the civic quarter regeneration.
- 3.12 Following discussions with CA they have indicated the following requirements:
- **Operations** – relocation of staff and customer service facilities to the Council Offices;
 - **Space** - sufficient space to meet their requirements (approximately 18 hot desks, lockers and access to interview rooms);

- **Branding** - separate branding at reception that makes a clear and visible distinction for clients and staff that they are an independent service within the building;
- **Reception** – easy access to the Council reception with facility to allow CA staff on the reception desk; and
- **Infrastructure** - a separate Local Area Computer Network (LAN) is required.

3.13 The cost of relocation will be shared. The Citizens Advice will pay for:

- Cost of IT support and IT equipment for their advisors;
- Redirection of internet connection to new accommodation and connection to National CA business applications;
- Payment of any IT installations costs (beyond the installation of the LAN) and
- Telephony changes

3.14 It is proposed that the Council will undertake and fund some building works to facilitate the changes and support with overall project management. The work to undertake this project is shown in the table below:

Item	Capital Cost £
Reception modifications	£6,000
Installation of desks and lockers	£10,000
Interview/ meeting rooms (x3 modular)	£15,000
Infrastructure – computer cabling and network equipment	£5,000
Additional miscellaneous works	£4,000
Total	£40,000

3.15 Whilst this project is not directly an income generation project, the Council will see a direct benefit in the reduction in premises and rent relief of running the Farnborough Community Centre.

3.16 A joint project team will be established to oversee the relocation, which is scheduled for completion by the spring of 2019.

Rushmoor 2020, Modernising the Work Environment

3.17 Increasingly, modern technology enables new ways of working which can result in reduced demand for office space. Over 100 Council staff are now able to work remotely, with mobile devices and access to information and systems over the internet.

- 3.18 A rolling programme of changes is needed to introduce further modern workstyle practices, which support flexible working polices and create more space for co-location and income generation. This approach will also support the space needed to make the CA changes described above.
- 3.19 To avoid disruption, a phased approach is being proposed, introducing workspace changes by zone in the Council Offices. This includes the introduction of modern/flexible furniture, new meeting workspaces and storage solutions to allow staff and partner organisations to optimise the office space efficiently.
- 3.20 The estimates to undertake modernisation of the next phase of the work are shown in the table below.

Item	Capital Cost £
Modern, flexible desking and storage	£14,000
Creation of 'touch down' and flexible meeting spaces	£6,000
Total	£20,000

4. CONSULTATION AND ENGAGEMENT

- 4.1 The Head of IT, Facilities and Projects has consulted with the Cabinet Member for Customer Experience & Improvement, Asset Management Groups, Health and Safety, Property Services and, in addition, the CA Chief Executive. These plans were also presented at the Cabinet away day held in December 2017.
- 4.2 Agreement in principle has been reached with all key stakeholders. For a programme of this scale, further consultation and engagement with the CA and Council staff will be undertaken to take forward various elements of the programme.

5. FINANCIAL & LEGAL IMPLICATIONS

- 5.1 A budget of £95,000 has already been approved (subject to business case) in the 2018/19 capital programme. This report seeks approval for accessing the capital programme budget to implement these projects. An additional £10,000 is required to support the relocation of CA as outlined above.
- 5.2 In addition, a budget variation of £27,000 will be required to repair the Council's passenger lift as outlined above. However, this is largely expected to be refunded through the insurance receipt.
- 5.3 There are no direct legal implications arising from this report, however the procurement implications have been considered in relation to the works outlined above.

6. CONCLUSIONS

- 6.1 This report brings together a number of improvement initiatives under a new overarching programme to be known as Rushmoor 2020. To enable the delivery of modern public services and improved well-being for Members, Partners and staff will require the capital investment outlined in this report. Without undertaking this investment, it will not be possible to progress with the overall strategy of multi-agency relocation or the delivery of a modern sustainable office environment.

BACKGROUND DOCUMENTS:

Citizens Advice Feasibility Report – CLT February 2018
Capital Programme Report – Full Council February 2018

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