

Item No.	Classification: Open	Date: November 30 2004	Meeting Name Executive
Report title:		Project Start-up for Peckham and Walworth One Stop Shops in 2004 - 2005	
Ward(s) or groups affected:		Walworth and Peckham Community councils	
From:		Assistant Chief Executive (Improvement & Development) Strategic Director of Housing Strategic Director for Regeneration	

RECOMMENDATION (S)

1. That the Executive agree the commencement of a project to deliver a new One Stop Shop at Walworth Town Hall (Commencement in December 2004, Delivery in May 2006) with a capital budget provision of £1,500,000 to cover the construction costs and for project contingency as described in the detailed feasibility study circulated with this report (Appendix A)
2. That Executive agrees the commencement of a project to deliver an expanded One Stop Shop at Peckham Library (Commencement in December 2004, Delivery by May 2006) with a capital budget provision of £500,000 to cover the construction costs and project contingency as described in the outline feasibility study circulated with this report (Appendix B).
3. That Executive agrees the Capital budget provision of £2.0 million that has already been agreed by COT and included in the proposed Capital programmes for 05-06 and 06 – 07 following Executive Decision in July 2004. This funding is now needed for the period December 2004 – May 2006, being £0.5 million in 2004/5 and £1.5million in 2005/6

BACKGROUND INFORMATION

4. **Vision for better Customer Access:** The formation of a 10-year partnership with Pearson Plc as the Customer Service Centre Provider represents a major step towards the implementation of a strategy to improve customer access via the phone, face-to-face and web. In addition to the Customer Contact Centre, which will be operational in June 2005, Pearson will be managing the three One Stop Shops - the first one in Bermondsey by May 2005 and the remaining in Peckham and Walworth by May 2006. The Council has committed to deliver the sites for new Walworth and Peckham One Stop Shops to Pearson by May 2006, as part of the CSC contract. The development of three One Stop Shops was part of the Council's Face-to-Face strategy
5. **Face to Face agreed strategy:** In November 2003, Executive agreed a strategy for improving Face to Face customer access to Council services while achieving operational benefits for the Council through rationalisation of 34 public access points to 10. At the centre of this strategy was the development of three One Stop Shops (Bermondsey, Walworth and Peckham) by 2007 that would incorporate activity from all other access points in their respective areas as outlined in the table below. Closure of offices in Walworth & Peckham will take place when those one-stop shops are opened. These decisions however to be kept under review in light of the current low footfall and further changes that may occur from the embedded Repairs Call Centre & freephone number and the introduction of the Customer Service Centre. Any review proposals to be considered by the Executive. A project is currently delivering Bermondsey One Stop Shop with an expected delivery date of April 2005 to coincide with closures of Lynton Road and Alfred Salter.
6. **Implementation of Face-to-Face Strategy:** Following the current implementation plan of Face to Face Strategy in Bermondsey, Peckham and Walworth One Stop Shops will enable the Council to implement the Face-to-Face strategy in their respective areas. The implementation will mean that customers in these areas will have a single point of contact and resolution for all council services. Based on the agreed rationalisation strategy for public access points (Executive Decision in

November 2003 and February 2004), 14 single departmental access points in these areas (outlined in the table below) may close to the public once Walworth and Peckham One Stop Shops are capable to deal with the nature and levels of their demand.

Table 1: Locations that may be incorporated by the new One Stop Shops in Bermondsey, Walworth and Peckham

Area	Location	Expected Visitor Numbers	Incorporating		From
Bermondsey	Bermondsey One Stop Shop	240	Lynton Road housing office	First Stop Shop	May-05
			Alfred Salter Housing Office	Spa Road cash office (Cheque and Card payments)	
Walworth	Walworth One Stop Shop	515	West Walworth NHO	Chiltern House planning reception	May-06
			Taplow NHO (Taplow will become an area sub-office for the Aylesbury Estate once the One Stop opens)	Existing Walworth One Stop Shop	
			Rodney Road NHO	Disabilities Services reception	
			West Walworth NHO	Old Kent Road Parking Shop	
Peckham	Peckham One Stop Shop	193	Peckham Town Hall Cash office (Cheque and card payments)	Existing Peckham One Stop Shop	Jun-05
			Acorn NHO	Registrars reception (Dependent on process mapping exercise findings)	
			Rosemary Gardens NHO	Electoral Services Reception ((Dependent on process mapping exercise findings)	

KEY ISSUES FOR CONSIDERATION

- Walworth Feasibility:** A location analysis in Walworth identified Walworth Town Hall as the most suitable location in the area for the area One Stop Shop. A detailed feasibility study was carried out from August to September 2004. Three options were selected and developed. (These are reviewed in Appendix A). Out of these, option D most fully meets the Council's brief for an open-plan, transparent customer access point. However, following consultation with English Heritage and the Council's own Conservation Planner this design is highly likely to be rejected due to the extent of works required on listed structures.
- Recommendation:** Option F represents a successful compromise between the needs of the users and the views of both the Planners and English Heritage. It is estimated that the proposed option will cost £1,372,849 and a budget provision of £1.5 is required to cover for the estimated cost and for project contingency. It is estimated that the project can be completed by May 2006.

9. **Peckham Feasibility:** A location analysis in Peckham identified the current Peckham One Stop Shop as the most appropriate location for a temporary expanded location until a new one is completed as part of the wider Peckham regeneration plans (medium - long term). Once a new location is delivered, the ground floor of Peckham Library could become a bookshop as originally envisaged when the library was designed or will be used for alternative public use. A preliminary assessment indicated that required works to extend the current One Stop Shop and adapt it to accommodate more than 200 visitors per day would cost approximately £420,770 excluding project contingency.
10. The estimated cost of £500,000 including Project contingency is the outcome of an outline feasibility study carried out by the current architects of Peckham library (ALSOP), consultation with Alexi Marmott Associates, Southwark Building and Design Services and Franklin Andrews construction economists. The brief includes space for 12 staff, reception and waiting area, Mechanical and Electrical services upgrades and installation, fit-out and other fixtures as presented in Appendix B.
11. The total provision of £500,000 is required for construction works, furniture and fees (£420,770) and for project contingency (£79,230). These figures are indicative and will be updated once a detailed feasibility is commissioned and completed following Executive approval for this project.
12. **Recommendation:** The expansion of the existing One Stop Shop will provide a suitable space for an expanded One Stop Shop in Peckham until a permanent facility is completed as part of Peckham Regeneration. The expansion of the One Stop Shop will take over all activity from existing front offices in the area including NHOs and other customer service receptions. Hence, residents and visitors in Peckham will have a single point of contact and resolution for all Council services in Peckham Square.

RESOURCE IMPLICATIONS

13. **Financial Requirements:** In July 2004, Executive noted the bid for capital resources of £1 million for 2005/6 and £1 million for 2006/7 for the delivery of One Stop Shops. To deliver Walworth and Peckham One Stop Shops by May 2006 access to funds is required from December 2004. It is expected that up to £500,000 will be required for the period December to April 2004 with the remaining 1.5million required for the financial year 2005 – 2006.
14. **Resource requirements:** Delivery of both projects will be undertaken through the Face-to-Face programme arrangements. The One Stop Shops' project currently managed by Christos Pishias will be required to deliver the two sites within time and budget.
15. **Accommodation implications (Walworth):** Walworth One Stop Shop has been designed with the assumption that the Council will be successful in its funding bid for Southwark Discovery Centre. The Discovery Centre will occupy the remaining of the building and eventually the One Stop Shop will be part of the Centre contributing to increased visitor levels and providing a Council service facility at a community landmark.
16. To enable the Construction of the One Stop Shop, Social Services staff currently located at the rear part of Walworth Town Hall ground floor will need to be relocated by the 1st of June 2005 to enable the commencement of site works. The Department of Regeneration and Social Services Department are currently working to identify suitable options.
17. **Accommodation implications (Peckham):** Peckham One Stop Shop will be a temporary public access point until the Regeneration of Peckham is completed. Until completion of regeneration a relocatable site may be constructed in the area to accommodate back office staff from Acorn and Rosemary Garden Housing Offices so an integrated housing back office is created. This will enable the vacation of the current Acorn and Rosemary Gardens sites.

SUPPLEMENTARY ADVICE FROM OTHER OFFICERS

Chief Finance Officer

18. A bid of £1million for 2005/6 and a bid of £1 million for 2006/7 have been included in the proposed capital programme for those years, which were noted by Executive Committee on 27th July 2004.
19. The bids included in the proposed programme for 2005/6 and 2006/7 are covered by the estimated usable capital receipts for those years, as identified in the report to Executive Committee on 2nd March 2004.
20. There are sufficient capital resources available in 2004/5 to allow for the total capital budget requested to remain at £2 million, but for the budgets to be profiled as £0.5 million on 2004/5 and £1.5 million in 2005/6. This will enable the projects to start in December 2004 and should ensure that the delivery date of May 2006 will be met.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
<i>Title of document(s)</i>	<i>Title of department / unit Address</i>	<i>Name Phone number</i>
<i>Review of face to face services (1)</i>	<i>Strategic Services</i>	<i>Christos Pishias 02075250637</i>
<i>Invitation to negotiate for the Customer Service Centre</i>	<i>Strategic Services</i>	<i>Christos Pishias 02075250637</i>
<i>Addendum to the Invitation to Negotiate for the Customer Service Centre</i>	<i>Strategic Services</i>	<i>Christos Pishias 02075250637</i>
<i>Invitation for a Best and Final Offer to CSC bidders</i>	<i>Strategic Services</i>	<i>Christos Pishias 02075250637</i>
<i>Best Value review of housing management executive 3/12/02</i>	<i>Housing Department</i>	<i>Chris Brown – Head of Housing management</i>
<i>Best Value Review of Income Management executive</i>	<i>Housing Department</i>	<i>Joe Brady – Heading of Income Management</i>

Audit Trail

Lead Officer	<i>Bill Murphy</i>	
Report Author	<i>Christos Pishias</i>	
Version	<i>Final</i>	
Dated	<i>17 November 04</i>	
Key Decision?	<i>Yes</i>	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / EXECUTIVE MEMBER		
Officer Title	Comments Sought	Comments included
Borough Solicitor & Secretary	No	No
Chief Finance Officer	Yes	Yes
<i>List other Officers here</i>		
Executive Member		
Date final report sent to Constitutional Support Services		22 November 2004