

CABINET ITEM COVERING SHEET PROFORMA

AGENDA ITEM

REPORT TO CABINET

18 APRIL 2013

**REPORT OF CORPORATE
MANAGEMENT TEAM**

CABINET DECISION

Regeneration and Transport – Lead Cabinet Member – Councillor Mike Smith

BILLINGHAM CUSTOMER SERVICE CENTRE UPDATE

1. Summary

This report updates on the progress made to advance the development of the Billingham Customer Service Centre, including the layout and facilities agreed by the building users; the programme for demolition and redevelopment.

2. Recommendations

1. Members Note the progress made to advance the development of the Billingham Customer Service Centre.

3. Reasons for the Recommendations/Decision(s)

To inform Members of progress on development of the Billingham Customer Service Centre.

4. Members' Interests

Members (including co-opted Members) should consider whether they have a personal interest in any item, as defined in **paragraphs 9 and 11** of the Council's code of conduct and, if so, declare the existence and nature of that interest in accordance with and/or taking account of **paragraphs 12 - 17** of the code.

Where a Member regards him/herself as having a personal interest, as described in **paragraph 16** of the code, in any business of the Council he/she must then, **in accordance with paragraph 18** of the code, consider whether that interest is one which a member of the public, with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest and the business:-

- affects the members financial position or the financial position of a person or body described in **paragraph 17** of the code, or
- relates to the determining of any approval, consent, licence, permission or registration in relation to the member or any person or body described in **paragraph 17** of the code.

A Member with a personal interest, as described in **paragraph 18** of the code, may attend the meeting but must not take part in the consideration and voting upon the relevant item of business. However, a member with such an interest may make representations, answer

questions or give evidence relating to that business before the business is considered or voted on, provided the public are also allowed to attend the meeting for the same purpose whether under a statutory right or otherwise (**paragraph 19** of the code).

Members may participate in any discussion and vote on a matter in which they have an interest, as described in **paragraph 18** of the code, where that interest relates to functions of the Council detailed in **paragraph 20** of the code.

Disclosable Pecuniary Interests

It is a criminal offence for a member to participate in any discussion or vote on a matter in which he/she has a disclosable pecuniary interest (and where an appropriate dispensation has not been granted) **paragraph 21** of the code.

Members are required to comply with any procedural rule adopted by the Council which requires a member to leave the meeting room whilst the meeting is discussing a matter in which that member has a disclosable pecuniary interest (**paragraph 22** of the code).

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BILLINGHAM CUSTOMER SERVICE CENTRE UPDATE

SUMMARY

This report updates on the progress made to advance the development of the Billingham Customer Service Centre, including the layout and facilities agreed by the building users; the programme for demolition and redevelopment.

RECOMMENDATIONS

1. Members note the progress made to advance the development of the Billingham Customer Service Centre.

DETAIL

1. In April 2012 the Corporate Management Team endorsed redevelopment of the site of the Billingham Council Offices and Art Gallery as the preferred option for delivery of the Billingham Customer Service Centre, shown in **Appendix 1 Location Plan**, subject to further negotiations with the North Tees Primary Care Trust (PCT) to identify any requirements they may have for accommodation within the facility. This report seeks to provide an update on recent progress with the scheme.
2. Detailed discussions with the building users; including the Library Service, Customer Services, Vela Group and Billingham Town Council, has finalised the accommodation requirements for the building as well as the adjacencies of these services to optimise the use of space. This has resulted in the agreed layout as can be seen in **Appendix 2 Internal Layout** and **Appendix 3 Site Layout**. The internal layout provides for Customer Services and Vela to have use of three customer service desks, a cashiers desk, back office and store; the Town Council to have a general office, manager's office and store; the Library Service to have a librarian's office, work room and sufficient space to accommodate the book stock and ICT facilities equivalent to the existing Roseberry site; and for all four services to have the shared use of staff facilities and multi-purpose meeting accommodation.
3. **Design** – The schedule of accommodation; the requirements for adjacencies of services; and the site context have helped inform a rectilinear building form, which is set slightly back from the East Precinct building line. The design allows views through the building and into the town centre whilst retaining sufficient separation between the commercial centre and residential area to the rear, as can be seen in **Appendix 3 Site Layout**. The building will be single storey, with double height space for the front-of-house spaces, while the office accommodation will be single height, as shown in **Appendix 4 Elevations**. Specialist design consultants have been used to ensure continuity of the appearance of the interior of the facility in line with the successful refurbishments at Thornaby and Stockton Central Libraries. Work is underway to finalise the detailed design to enable planning consent for the facility to be sought in the summer, and tender documents drawn up for issue once this is secured.

4. An indicative car parking arrangement is shown on **Appendix 3 Site Layout**; however, the design is still to be finalised and the car parking requirements are being reviewed as part of the Billingham car parking review, any findings of which will be incorporated into the design. The rear parking area incorporates a dedicated bay for an electric vehicle charging point, loading arrangements for cash deliveries (to the Cashiers Service), and a sufficient turning circle for a refuse collection vehicle. The facility, being in a central location, is within walking distance of the 8 public car parks in the town centre which currently provide 948 spaces.
5. **Sustainability** – The new facility will benefit from the latest technologies to minimise its carbon footprint. The building is designed to be naturally ventilating minimising the need for cooling systems; the building will be highly insulated; roof-mounted solar panels will provide 10kw of power; solar control glass will be used on the South, West and East elevations to prevent overheating; the use of natural daylight will be optimised to reduce the need for artificial light, as well the use of daylight sensor light fittings; smart meters for utilities; and use recycled materials where possible.
6. **Service Continuity** - Local service provision throughout the period of redevelopment has been ensured by the temporary relocation of the Cashiers Service and Tristar Homes facility from Billingham Council Offices to Billingham Community Centre until the new facility is complete. Both services have been fully operational at their new location since 18th February.
7. Billingham Town Council has also made arrangements to utilise meeting space at the Billingham Bowls Club until the new facility is available. All heritage items from the former Council Chamber, such as commemorative plaques, have been removed for safe keeping and will be incorporated into the new facility where possible.
8. **Demolition** - Preparations for the demolition of Billingham Council Offices and Art Gallery are advanced. The premises have been vacated by all staff. A bat survey concluded there is no risk of potential damage to bat roosts. The premises have been surveyed for the presence of asbestos, and the findings incorporated into the demolition contract specification. Removal of the district heating spur to the premises is being removed as an addition to the existing contract underway in the town centre. The demolition contract is currently out to tender; however it is anticipated that works will start on site after Easter for a period of eight weeks.
9. **Complementarities** – Both the demolition works and public realm works will be on site concurrently. Officers are working to ensure that both programmes of work are complementary and any disruption is minimised.
10. **Public Realm Works** – Phase One of the £2.3million town centre works is complete. The redevelopment works including installation of new public toilets in the West Precinct, new windows to upper floors, new CCTV system, new stairways, handrail repairs, repainting, brickwork repairs and cleaning were complete prior to Christmas. Work to remove two of the permanently closed walkways between the centre and Kingsway car park has also recently been completed.
11. Preparatory works for Phase Two of the public realm works is underway to remove asbestos from the former district heating ducting in the town centre. This will be complete in advance of the main contract starting in the Spring, which will include removing the existing paving, filling in unsightly sunken areas and installing new high quality paving, seating, feature lighting and trees throughout the centre, along with a reinforced section of town square to accommodate the regular market and a canopy over the existing bandstand to enable greater use for events.

Next Steps

Action	Date
Demolition of existing structures complete	Spring 2013
Library Service consultation complete	Spring 2013
Detailed design complete	Spring 2013
Planning consent	Summer 2013
Contract out to tender	Autumn 2013
Construction commence	Winter 2013
Service Centre operational	Winter 2014

FINANCIAL IMPLICATIONS

12. There are no direct financial implications arising from this report. Every endeavour has been made to find savings in the specification and cost plan where possible, in order to deliver the Centre within the capital resources of £2.78million allocated for the scheme in the Medium Term Financial Plan. The cost plan indicates that this is achievable; however, both the demolition and construction contracts are still to be tendered so actual costs may still vary.

LEGAL IMPLICATIONS

13. The scheme requires use of a section of land that was transferred to Stockland in 2007, but is subject to a clause in the development agreement that affords the Council the right to buy back the land for £1. This issue has been raised with Stockland, and a notice to exercise this clause can only be issued once planning permission is secured to proceed with the scheme.

RISK ASSESSMENT

14. This report is categorised as low to medium risk, and as such existing management systems and daily routine activities are sufficient to control and reduce risk.

SUSTAINABLE COMMUNITY STRATEGY IMPLICATIONS

15. **Economic Regeneration and Transport** – the facility supports the growth and redevelopment of the Borough's town centres and contributes towards providing a quality town centre environment to attract and retain businesses in the Borough.

16. **Safer Communities** – the design of the facility minimises opportunities for crime and anti social behaviour.

17. **Children and Young People** – the facility is designed and will be delivered with people of all ages in mind, providing a safe high quality facility that people of all ages can use and enjoy.

18. **Healthier Communities and Adults** – the facility is designed and will be delivered with people of all ages in mind, providing a safe high quality environment that people of all ages can use and enjoy.

19. **Environment and Housing** – the facility supports the desire to create a high quality built environment to act a driver for economic change.

Supporting Themes:-

20. **Stronger Communities** – a greater sense of pride in the local area will be fostered through the delivery of the facility.

21. **Older Adults** – Older adults have been considered as part of the detailed design process.

22. **Arts Leisure and Culture** – the facility incorporates high quality design and art where possible.

EQUALITIES IMPACT ASSESSMENT

23. This report is not subject to an Equality Impact Assessment because it does not relate directly to a change of policy or service delivery.

CONSULTATION INCLUDING WARD/COUNCILLORS

24. Consultation has taken place with the Vela Group, Library Service, Customer Services Team, Billingham Town Council and Billingham Ward Members. Phase Two of the Library Service's consultation is drawing to a close and the findings from which will inform operational aspects of the new Library facility within the Centre.

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Education related? No

Background Papers

Reports to Cabinet - February 2008, May 2009, December 2011, July 2012 and September 2012

Ward(s) and Ward Councillors:

Billingham Central	Cllr Mrs McCoy and Cllr Woodhouse
Billingham East	Cllr Stoker and Cllr Mrs Cunningham
Billingham North	Cllr Leckonby, Cllr McCall and Cllr Mrs Apedaile
Billingham South	Cllr Smith and Cllr Mrs O'Donnell
Billingham West	Cllr Womphrey and Cllr Mrs Womphrey
Northern Parishes	Cllr Gardener

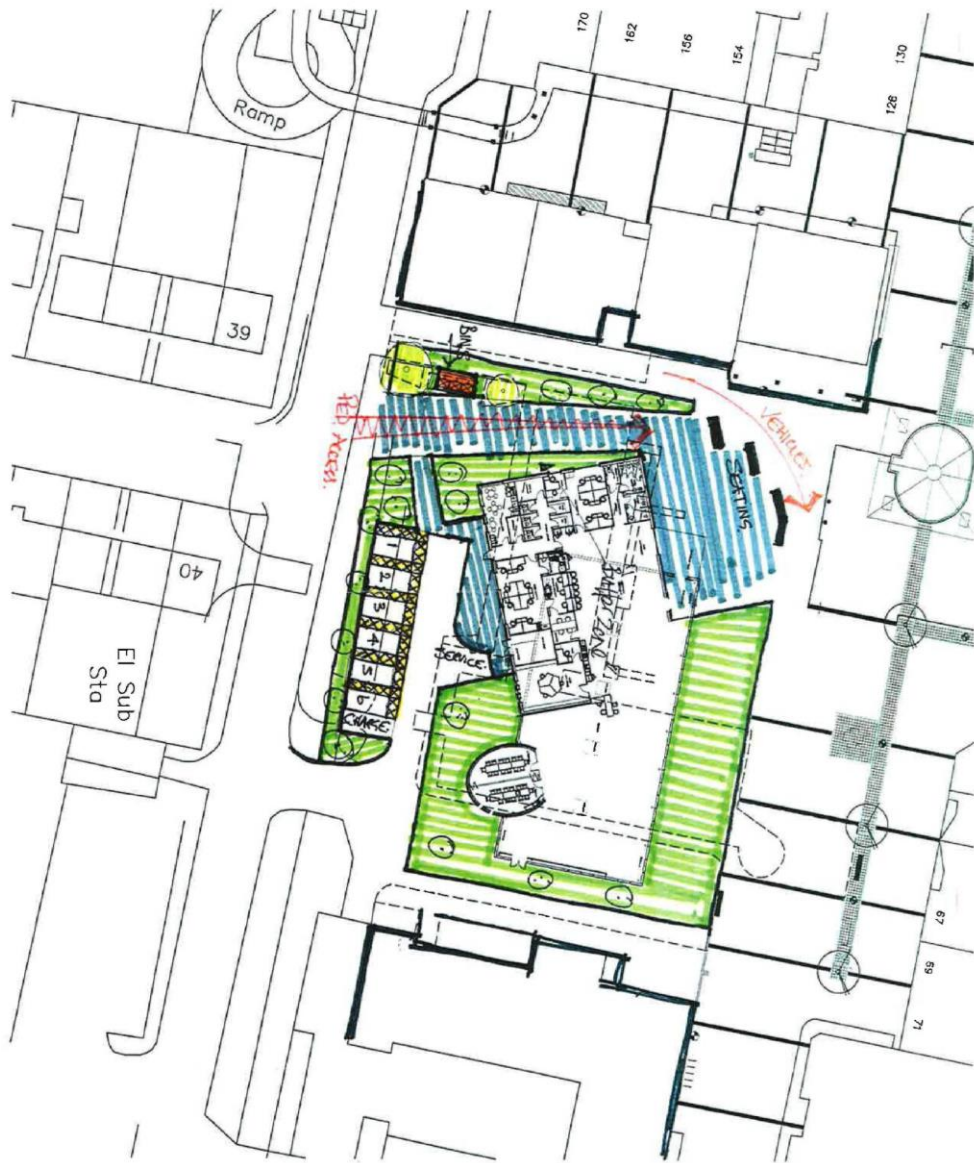
Property

Relate directly to Council assets within Billingham Town Centre and adjacent areas in accordance with the Building Asset Review.

Appendix 1 Location Plan



Appendix 3 Site Layout

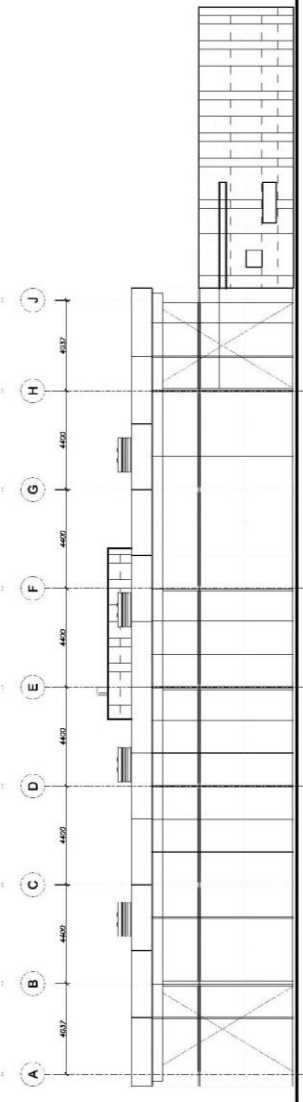


BILLINGHAM CONTACT CENTRE
OPTION B - PROPOSED SITE LAYOUT 1:500 SR 19.3.13

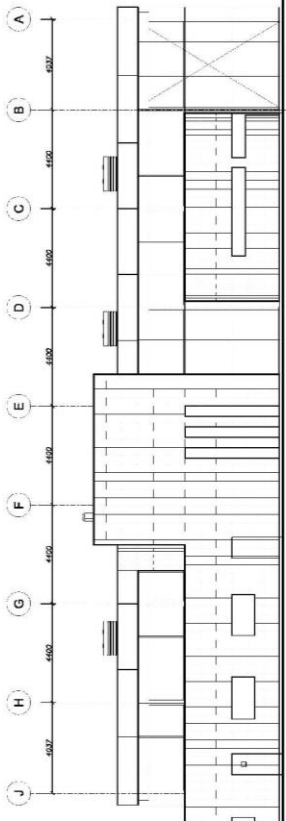
Appendix 4 Draft Elevations

This drawing shall not be used for construction. All elevations shall be obtained from the contractor to report any variations or errors to the contract administrator.

NOTES



NORTH ELEVATION



SOUTH ELEVATION



WEST ELEVATION

EAST ELEVATION

DRAFT

Rev	Description	By	Chk	Date

INFORMATION
 TENDERS
 CONSTRUCTION
 PRELIMINARY
 APPROVAL

Stockton-on-Tees
 BOROUGH COUNCIL

Development & Neighbourhood Services
 Head of Neighbourhood Services
 Planning & Development Services
 100, Victoria Road, Stockton-on-Tees, Co. Durham, TS21 3JH
 Telephone: 0191 2832323 Fax: 0191 2832324 Email: info@stockton.gov.uk

Project: Contact Centre
 Billingham Town Centre

Scale: Elevations As Proposed

Date	Drawn	Check	Rev. No.	ARC
15.02.2013	SAR	GL	ARC 1219_20_20	

Scale: 1:100