

Democratic Services

Riverside, Temple Street, Keynsham, Bristol BS31 1LA

Telephone: (01225) 477000 *main switchboard*

Direct Line: 01225 394411

Web-site - <http://www.bathnes.gov.uk>

Date: 2 May 2014

E-mail: Democratic_Services@bathnes.gov.uk

To: All Members of the Resources Policy Development and Scrutiny Panel

Councillor John Bull
Councillor Roger Symonds
Councillor Colin Barrett
Councillor Charles Gerrish
Councillor Barry Macrae
Councillor Paul Myers
Councillor Nigel Roberts

Chief Executive and other appropriate officers
Press and Public

Dear Member

Resources Policy Development and Scrutiny Panel: Monday, 12th May, 2014

You are invited to attend a meeting of the **Resources Policy Development and Scrutiny Panel**, to be held on **Monday, 12th May, 2014** at **5.30 pm** in the **Council Chamber - Guildhall, Bath.**

The agenda is set out overleaf.

Yours sincerely



Michaela Gay
for Chief Executive

If you need to access this agenda or any of the supporting reports in an alternative accessible format please contact Democratic Services or the relevant report author whose details are listed at the end of each report.

This Agenda and all accompanying reports are printed on recycled paper

NOTES:

- 1. Inspection of Papers:** Any person wishing to inspect minutes, reports, or a list of the background papers relating to any item on this Agenda should contact Michaela Gay who is available by telephoning Bath 01225 394411 or by calling at the Riverside Offices Keynsham (during normal office hours).
- 2. Public Speaking at Meetings:** The Council has a scheme to encourage the public to make their views known at meetings. They may make a statement relevant to what the meeting has power to do. They may also present a petition or a deputation on behalf of a group. Advance notice is required not less than two full working days before the meeting (this means that for meetings held on Wednesdays notice must be received in Democratic Services by 4.30pm the previous Friday)

The public may also ask a question to which a written answer will be given. Questions must be submitted in writing to Democratic Services at least two full working days in advance of the meeting (this means that for meetings held on Wednesdays, notice must be received in Democratic Services by 4.30pm the previous Friday). If an answer cannot be prepared in time for the meeting it will be sent out within five days afterwards. Further details of the scheme can be obtained by contacting Michaela Gay as above.

- 3. Details of Decisions taken at this meeting** can be found in the minutes which will be published as soon as possible after the meeting, and also circulated with the agenda for the next meeting. In the meantime details can be obtained by contacting Michaela Gay as above.

Appendices to reports are available for inspection as follows:-

Public Access points - Riverside - Keynsham, Guildhall - Bath, Hollies - Midsomer Norton, and Bath Central, Keynsham and Midsomer Norton public libraries.

For Councillors and Officers papers may be inspected via Political Group Research Assistants and Group Rooms/Members' Rooms.

- 4. Attendance Register:** Members should sign the Register which will be circulated at the meeting.
- 5. THE APPENDED SUPPORTING DOCUMENTS ARE IDENTIFIED BY AGENDA ITEM NUMBER.**
- 6. Emergency Evacuation Procedure**

When the continuous alarm sounds, you must evacuate the building by one of the designated exits and proceed to the named assembly point. The designated exits are sign-posted.

Arrangements are in place for the safe evacuation of disabled people.

Resources Policy Development and Scrutiny Panel - Monday, 12th May, 2014

at 5.30 pm in the Council Chamber - Guildhall, Bath

A G E N D A

1. WELCOME AND INTRODUCTIONS

2. EMERGENCY EVACUATION PROCEDURE

The Chair will draw attention to the emergency evacuation procedure as set out under Note 6.

3. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

4. DECLARATIONS OF INTEREST

At this point in the meeting declarations of interest are received from Members in any of the agenda items under consideration at the meeting. Members are asked to indicate:

(a) The agenda item number in which they have an interest to declare.

(b) The nature of their interest.

(c) Whether their interest is **a disclosable pecuniary interest** *or* **an other interest**,
(as defined in Part 2, A and B of the Code of Conduct and Rules for Registration of Interests)

Any Member who needs to clarify any matters relating to the declaration of interests is recommended to seek advice from the Council's Monitoring Officer or a member of his staff before the meeting to expedite dealing with the item during the meeting.

5. TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN

6. ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING

At the time of publication no notifications had been received.

7. MINUTES (Pages 5 - 10)

8. OFFICE SPACE - ALLOCATION UPDATE (Pages 11 - 30)

An update report on office space. A presentation is attached.

9. PUBLIC SERVICE TRANSFORMATION NETWORK - UPDATE (Pages 31 - 42)

An update report on the Public Service Transformation Update is attached. A presentation is attached.

10. FINANCING AND SUPPORT SERVICES FOR PROPOSED GYPSY AND TRAVELLER SITE (LOWER BRISTOL ROAD) (Pages 43 - 44)

A position statement on 'Financing and Support Services for proposed Gypsy and Traveller Site (Lower Bristol Road)'.

11. KEYNSHAM TOWN CENTRE SCHEME - RETAIL UPDATE (Pages 45 - 48)

An update report on Keynsham Town Centre scheme – retail. Please note that **Appendix One – Marketing brochure** will be circulated at the meeting.

12. CABINET MEMBER UPDATE

The Cabinet Member will give a verbal update on any relevant issues. Panel members may ask questions

13. PANEL WORKPLAN (Pages 49 - 52)

This report presents the latest workplan for the Panel (Appendix 1).

The Committee Administrator for this meeting is Michaela Gay who can be contacted on 01225 394411.

BATH AND NORTH EAST SOMERSET

RESOURCES POLICY DEVELOPMENT AND SCRUTINY PANEL

Monday, 17th March, 2014

Present:- Councillors John Bull (Chair), Roger Symonds (Vice-Chair), Colin Barrett, Paul Myers, Charles Gerrish, Barry Macrae and Nigel Roberts

64 WELCOME AND INTRODUCTIONS

The Chairman welcomed everyone to the meeting.

65 EMERGENCY EVACUATION PROCEDURE

The Chairman drew attention to the emergency evacuation procedure.

66 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

There were none.

67 DECLARATIONS OF INTEREST

There were none.

68 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN

There was none.

69 ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING

Councillor Patrick Anketell-Jones made a statement regarding Victoria Art Gallery. He asked that the Panel request that Cabinet review the business model that was imposed on the Gallery in 2012 to assess if it is sustainable. If this business model is found wanting, Councillor Anketell-Jones asked that a substitute is found which could include working with other museums in the city.

In response to a query of whether this was in the remit of this Panel, Andrew Pate – Strategic Director of Resources, explained that budget issues are part of the Resources Panel overview but specific issues regarding the Gallery are in the remit of the Economic and Community Development Panel and that is the Panel who should make the Cabinet referral.

David Bellotti, Cabinet Member for Community Resources, congratulated the staff at the Gallery for reducing the budget. He explained that there was no intention of seeing the Gallery close. Councillor Macrae stated that he took comfort from this assurance.

Following a proposal from Councillor Gerrish, it was **RESOLVED** that the appropriate scrutiny panel (Economic and Community Development) be asked to monitor the progress of the plan regarding the Victoria Art Gallery and that they should highlight any problems, issues and concerns.

70 MINUTES - 10TH FEBRUARY 2014

The Panel confirmed the minutes of the previous meeting as a true record and they were duly signed by the Chairman.

71 WELFARE REFORM - REPORT

Ian Savigar, Divisional Director for Customer Services, introduced the report and also introduced the Panel to Helen Holbrooke from the Department of Work and Pensions who attended part of the meeting.

Council Tax Support Scheme (paragraph 3)

The Divisional Director reported that he had been concerned about collection rates but they had in fact held up.

Social Fund (paragraph 4)

The Divisional Director explained the difference between the emergency support and non-emergency support. He reported that there had been no overspend on the social fund and that it continues at the same level next year. Councillor Bull expressed his support for this continuation.

Councillor Macrae asked if social landlords realize that the Council supports people struggling to pay rent. The Divisional Director explained that the Council works closely with Curo and shares data around arrears. He reported that a lot of people who are struggling are not on benefits.

Size Criteria (paragraph 5)

The Divisional Director explained that the cases had reduced, some people had been supported. Mike Chedzoy, Housing Services Manager, reported that a lot of people have not moved through choice.

Universal Credit (UC) (paragraph 8)

Helen Holbrooke, Department of Work and Pensions, explained that UC had landed in Bath on 24th February. She reported that there had been a mainly positive response and of the 50 customers in receipt of UC, some had already gone back into work.

Councillor Bull asked why UC lead to more people getting back into work. Helen Holbrooke explained that it is easier than under the old system, under UC it is worthwhile to take on hours of work.

Councillor Bull asked if the online support would continue after the pilot. The Divisional Director explained that the pilot had finished but that support can be provided.

Councillor Gerrish explained that he has been helping his son through the process and the authority (not this authority) has insisted that everything is done online which is ill advised. He stated that he hoped that this authority would not do this. Helen Holbrooke explained that, of the current cohort, most people can claim online but clearly there needs to be additional support as scheme widens. Councillor Macrae asked for reassurance that the Hollies and Keynsham have similar support available as Bath. The Divisional Director confirmed this and stated that support may also need to be wider for example, in libraries.

Housing Services (paragraph 9)

Mike Chedzoy, Housing Services Manager, explained that the key function is advice and dealing with homeless. He reported an increase in single homeless rough sleepers.

Councillor Macrae asked if speculative housing developers are aware of the size of houses that are actually needed, he asked if there should be greater provision of single person residences and bungalows. He stated that plans should be matched to housing need. The officer stated that there is a conversation on details with social housing providers.

Councillor Gerrish pointed to the possession notices and stated that everybody needs to live somewhere. The officer stated that it can come down to 'intentionality' but that if there are children involved, somewhere will be found for them to live with only occasional need to use Bed and Breakfast accommodation.

Connecting Families (paragraph 10)

Paula Bromley, Connecting Families Manager, reported that there is positive news, that 215 families have been engaged, 43 families in depth (186 people), 34 of which are single families. Each of these has been allocated a worker from the matrix team.

Councillor Bull thanked the officer.

Housing Benefit (paragraph 11.2)

The Divisional Director explained that more is being spent on Housing Benefit and the main reason is the increase in rents.

Andy Thomas, Group Manager Partnership Delivery, explained that there is potential for this to be a complex system and he is focusing on how it can be made easier for people. He explained that it was important to try to intervene before people need food vouchers.

There was some discussion around the chart regarding food bank use. The general message was that food bank use is going up nationally but this area is seeing a drop of 10%.

Councillor Macrae thanked the Divisional Director and his team for their work. He stated that he would like further updates in the future around the problem areas.

It was noted that the Divisional Director would arrange a trip for Panel members to the DWP.

72 GRAND PARADE AND UNDERCROFT REPORT

Tom McBain, Divisional Director Property and Jon Folly – Capita gave a presentation on the Grand Parade and Undercroft (a copy of this presentation is on the website with the agenda papers for this meeting). The presentation covered the following points:

- Pre-Let Agreements - Phase 1 – The Colonnades
- Planning Application
- Design Development
- Highways
- Timeline

- Progress Update – Phase 2 – Guildhall Market
- Progress Update – Phase 3 - Newmarket Row

The Panel raised the following points and asked the following questions:

Following Councillor Macrae's query regarding the consultation of specific residents, The Divisional Director explained that all relevant tenants have been engaged.

Councillor Macrae asked about parking with regard to disabled people, people attending weddings and elected members. The Divisional Director explained that there will be a parking area for disabled people and parking for the registration service at the front of the building. He further explained that there will be parking available for elected members in Manvers Street Car Park.

Following a query from Councillor Macrae, The Divisional Director explained that the issue regarding waste was a strong part of the lease which stipulated that refuse collection could only be carried at specific hours by private contractors and that the lifts should be used.

Councillor Gerrish stated that the entrances were improved on the plans but may need further improvement. He stated that there were still unallocated restaurant premises by the station and that this development may affect this. The Division Director explained that the development was totally unique and would not cover the same market as restaurants by the station.

Councillor Gerrish stated that he was disappointed that the public had not been engaged before the planning application. He explained that most developers engage before the planning application stage and he was disappointed that the Council had not also done this. The Divisional Director explained that consultation had been on-going for 12 months with 8-10 groups in the centre as well as English Heritage, the Empire residents and others. He further explained that there had been more consultation on this than any other development. The Cabinet Member added that there had been widespread publicity on the scheme. Councillor Paul Myers asked for a list of consultees.

Councillor Gerrish asked about the impact on lettings at the Guildhall as a wedding venue as a result of the proposed extension of the market. Jon Folly (Capita) explained that he took this point but there had been full liaison with facilities management at the Guildhall.

Councillor Colin Barrett asked if the fire authority had been consulted. Jon Folly (Capita) explained that both Building Control and the Fire officer had been consulted.

Councillor Barrett asked if the market would be retained as it is now, the Divisional Director explained that he had had several meetings with the Guildhall market traders and they are keen to extend the market.

Councillor N Roberts stated that comments had been negative so far, he asked about the projected rise in business rates that this scheme would create. The Divisional Director explained that the scheme would bring derelict buildings back into use, create jobs as well as being hugely financially positive for the area. Andrew Pate, Strategic Director for Resources, summarized that the Panel had registered their point regarding consultation and the Cabinet can consider it. The points have been logged, taken and can be reflected on.

Councillor Symonds stated that he felt it was a brilliant scheme and that the people of the city would welcome the development, he stated that it would be a fitting end to the career of Tom McBain. John Bull, Chairman offered best wishes to the Divisional Director for a long and happy retirement.

73 CABINET MEMBER UPDATE

David Bellotti, Cabinet Member for Community Resources, updated the Panel on the following:

- Community Assets – there are 4 new and 6 of the 10 from last year are signed off.
- Shared Services – there is now a shared audit service with North Somerset. The Cabinet are looking at shared services.
- Cattle Market – there have been 8 applications. The plan is for a mixed development.

Councillor Gerrish flagged up the unique nature of Walcot Street and asked that any new premises be 'in keeping'. Councillor Symonds mentions 'Walcot Street Works' as some protection of this.

- Keynsham redevelopment – on time for opening in October 2014.

74 PANEL WORKPLAN

With the following additions, the Panel noted the future work plan:

- Office Space Allocation – update
- Keynsham Town Centre scheme – retail update
- Welfare Reform – update

The meeting ended at 8.05 pm

Chair(person)

Date Confirmed and Signed

Prepared by Democratic Services

Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Resources Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	12 May 2014	
TITLE:	Office Space Allocation Update	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
None		

1 THE ISSUE

An update will be given via presentation on the Workplaces Programme and will include:

- A recap on what the Workplaces programme is trying to achieve and principles for rationalising our office accommodation;
- Where we are on rationalising and improving our office accommodation;
- High level view of team locations, relationships between teams and rationale.
- How we are changing how we work as an organisation;
- What we are doing to support staff in making these changes;
- The high level timeframe.

2 RECOMMENDATION

Members are asked to note progress and the forward plan and raise any questions during the meeting.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 No financial implications other than those already agreed as part of the Workplaces Programme which is still scheduled to achieve its original objectives of 40% reductions in space and 10% reduction in revenue costs.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

4.1

5 THE REPORT

5.1 Presentation to be given at the meeting.

6 RATIONALE

6.1 N/A.

7 OTHER OPTIONS CONSIDERED

7.1 None

8 CONSULTATION

8.1 S151 officer, Monitoring Officer.

9 RISK MANAGEMENT

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

Contact person	<i>Andrew Pate, Strategic Director - Resources (01225) 477300</i>
Background papers	<i>Cabinet 7th December 2011, Keynsham Town Centre Regeneration & Workplaces Programme Update</i>
Please contact the report author if you need to access this report in an alternative format	

**changing
how we work**

#onecouncil

Update to Members
May 2014

Purpose

More **joined up approach with other public services** to improve services for the public

Provide a **better working environment** to improve performance

Reduce the Council's **carbon footprint**

Support **regeneration** of the local economy

Maintain **strong community** leadership

Sound **business case** for rationalising office accommodation – saving **£3.5m p.a.**



One Council – Workplaces Principles

One approach – 5 buildings

Customer access improved

- 3 one stop shops
- 1 communications hub

Flexible working and accommodation for staff & key partners

- Better technology
- Break out space
- 3 to 2 desk ratios
- More meeting rooms

Guildhall- the place for democratic decision making

One Council – Workplaces Principles

Good geographic spread of accommodation

- Bath, MSN, Keynsham
- One stop shops in each
- Role libraries & community facilities under review
- Democratic decision making Guildhall

Better working environment

- Modern interior environments
- Refurbished to similar standards (where possible)
- Less clutter
- Modern faster ICT

One Council – Workplaces Principles

Flexible & efficient

- Few dedicated desks
- Team bases
- Better co-location of teams
- Hot desking – colour coded
- Break out areas
- Less paper storage

Working differently

- More time with customers
- Simpler working on the move and at home
- Less time travelling

New thin client – virtual desktop

- Pick up where you left off
- Bigger screens

Laptops available for some staff

- (esp. where PSN requires)

Tablets

- To support mobile working & where customer benefits

WiFi in all offices

Video & voice conferencing in meeting rooms

Document Management

- Supported by remote easy to retrieve paper storage

Intranet upgrade & de-clutter

- Easy to find information
- Links to document storage

Development of apps & self service

- To support report it on the move
- To support manager self service

Use your own device enabled

PSN Compliant

Metrics

- Savings of £3.5M
- 40% less office space
- 70% less energy use

Other benefits

- Better customer access
- More efficiency
- Less travel
- Better morale
- Regeneration

Our Offices

Keynsham



- Fully flexible
- Ashley Ayre's base

Lewis House



Louise Fradd's base

Guildhall



- Democratic & political HQ
- Jo Farrar's base
- Andrew Pate's base

The Hollies



- Partner organisations & those serving local community

St Martin's



- Usage broadly as is

- All buildings will have facilities for hot desking, breakout spaces and meeting rooms.
- All staff could work from any location (within IT & Information governance limits).
- 3 modern One Stop Shops

Keynsham: Teams “based” here

PEOPLE & COMMUNITIES

- Children’s Social Care Service
- Education related services e.g. Educational Psychology, Admissions, Schools Capital, SEN
- Early Years
- Children’s Commissioning
- School Improvement
- Connecting Families
- Public Health

RESOURCES

- One Stop Shop
- Children’s Finance,
- Client Finance
- Business Finance
- Payroll
- HR
- Legal – Child Care & Community

PLACE

- Waste
- Parking
- Highways
- Transport Planning
- Public Transport

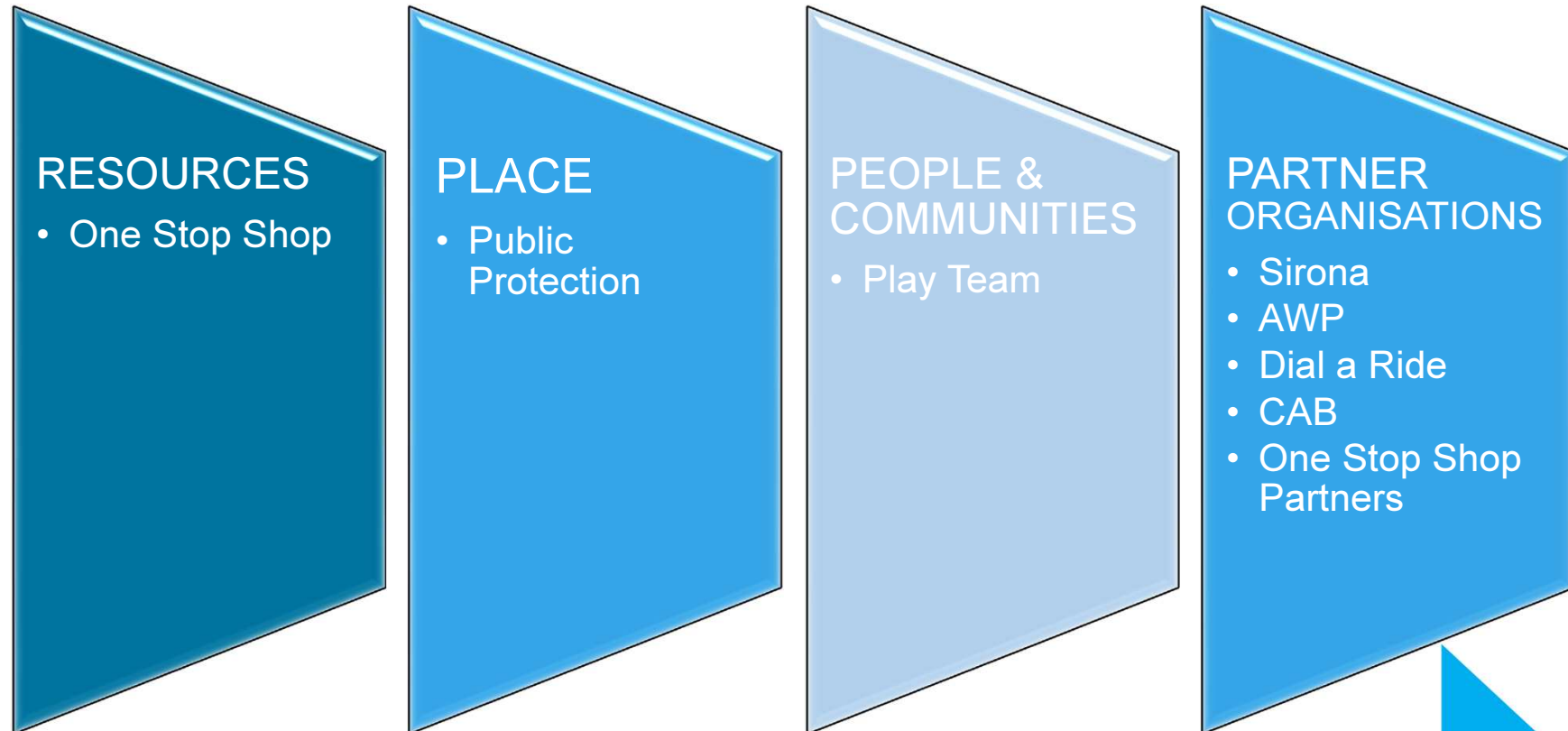
PARTNER ORGANISATIONS

- Police,
- Avon Pension Fund
- One Stop Shop partners

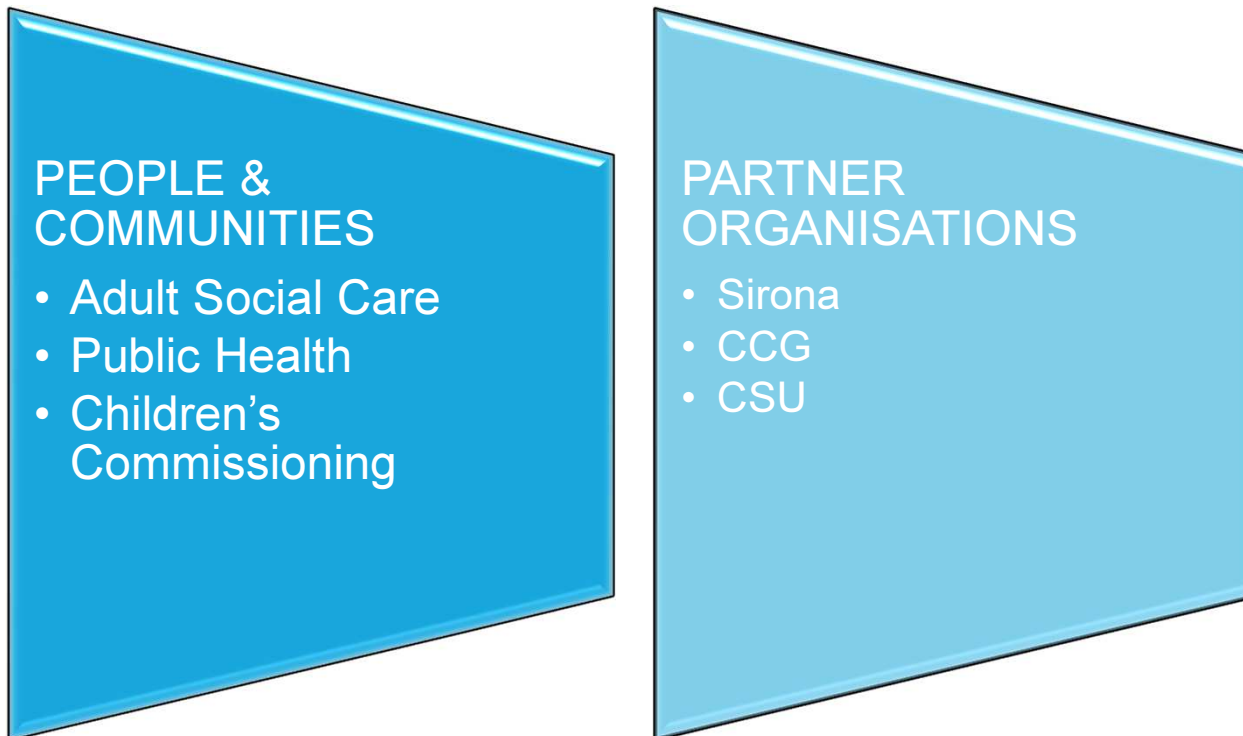
Lewis House: Teams “based” here



Hollies: Teams “based” here



St Martin's: Teams “based” here



Guildhall: Teams “based” here

RESOURCES

- Corporate Finance
- Corporate Law
- Democratic Services
- Strategy & Performance,
- Audit
- Procurement
- Information Governance

DECISION MAKING

- Mayor’s office,
- Council chamber, members rooms

COMMUNITY FACILITIES

- Banqueting Room
- Meeting rooms
- Functions facilities
- Grand parade and undercroft project
- Markets

CUSTOMER ACCESS

- Registrars

Bath and North East Somerset - *The place to live, work and visit*



**Keynsham
New Build**

- 26 meeting rooms
- Numerous breakout areas on each floor
- Approx 375 desks
- Bookable hot desks
- WiFi



**Lewis
house**

- 9 meeting rooms
- 8 breakout areas
- Approx 280 desks
- Bookable hot desks
- WiFi



Guildhall

- 3 meeting rooms
- 4 breakout areas
- Approx 50 desks
- Bookable hot desks
- WiFi



The Hollies

- 7 meeting rooms
- 3 break out spaces
- Approx 60 desks (Council), 65 (partners)
- Bookable hot desks
- WiFi



St Martin's

- 5 meeting rooms
- 142 desks
- Hot desks
- (No break out space)

May- July

- Guildhall works
- Guildhall moves complete

August-September

- Lewis House minor reconfiguration
- Lewis House moves complete

October-November

- Keynsham new build moves complete
- New One Stop Shop opens

2015

- Guildhall phase 2, tbd on listed building consent required.

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Bath & North East Somerset Council		
MEETING	Resources Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	12 May 2014	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Public Service Transformation Network- Update	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
None		

1 THE ISSUE

- 1.1 This report updates the Panel on the work that the Council and partners have been undertaking through its membership of the Public Service Transformation Network. It highlights achievements so far, future plans and opportunities for learning, innovation and delivering better services.

2 RECOMMENDATION

- 2.1 To note the report on the work of the Council and its partners so far through involvement with the Public Service Transformation Network
- 2.2 To receive an update presentation on the learning points from the process and on future plans for the three themes of “Into Sustainable Work”, “Reducing Domestic Abuse” and “Affordable Warmth”.
- 2.3 To note the national funding opportunities available in support of Public Service Transformation

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 The management of the programme so far has been undertaken within existing Council resources. However, the aim has been to build Business Cases where additional investment may be required but where this generates returns (these can be both financial and social benefits). We have been given support in using a Cost Benefit Analysis tool which draws on Treasury data and which shows impacts across agencies.

- 3.2 A key issue is how we address any savings and impacts across partners. The Business Cases also identify improved outcomes for our most vulnerable residents as well as mitigating future cost pressures.
- 3.3 The Government have announced a series of “funding streams” to assist with overall public service transformation work. These are:
- (1) £15 million (total) - Transformation Challenge Award 2014 to 2015 to support local authorities working with partners across the public service to transform services
 - (2) £105 million (total) Transformation Challenge Award 2015 to 2016 and £200 million capital receipt flexibility in 2015 to 2016, to support local authorities working with partners across the public service to transform services. Our Public Service Board was awarded funding from a previous round of this scheme for the “Connecting Data” project.
 - (3) £160,000 (B&NES figure) originally top sliced from RSG before the 2013/14 settlement by CLG, now returned unringfenced and earmarked for “local service integration and transformation”.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 As the programme covers a wider range of themes, the proposal is driven by a number of specific statutory considerations including equalities, crime and disorder and sustainability. However, it should also be seen in the context of the Council’s wider obligations as community leader and to promote social, economic and environmental wellbeing.

5 THE REPORT

- 5.1 The Public Services Transformation Network is a development of the previous national initiatives “Total Place” and “Community Budgets”. The aim is to reshape local services around customer needs rather than organisational and service structures as well as drive longer-term savings to the public purse.
- 5.2 Bath & North East Somerset’s Public Services Board is one of 9 areas which are part of the current Network. These aim to test innovative approaches to using all the resources available to the Council and its partners, including
- Better use and sharing of existing information and data, often held across a number of different agencies
 - Identifying more efficient ways of working, for example by collocation of services
- 5.3 As such, this programme is seeking to deliver locally a wide range of outcomes within the Resources PDS Panel’s area of work. These outcomes are:
- a) Building services around the needs of service users so people are not pushed from “pillar to post”, and public services intervene earlier where this makes sense. This could include collocation of services, for example at our one-stop shops.

- b) Identifying potential savings across public services (not just the Council) through better joint-working and early prevention

5.4 The programme also:

- a) Contributes to the “One Council” and “One Public Service” approach to service delivery
- b) Further develops the Council’s role as leader for our area, using influence nationally to unlock key local issues. For example, recently at ministerial-level we highlighted our proposals for colocation of local services that help people into work, along the lines reported to members at the last meeting as part of the update on Welfare Reform.

5.5 Public Services Board (which comprises Council, local public services partners and voluntary sector representation) agreed in November 2013 that the following themes be used to shape our involvement in the Network:

- “Into Sustainable Work” (this draws on previous reports to this Panel on Welfare Reform)
- “Reducing Domestic Violence”
- “Affordable Warmth”.

5.6 Through listening to service users and working better with partners we have achieved the following so far:

- For the **Affordable Warmth** theme, we have simplified the Government’s Green Deal “offer” through our new Energy@Home project which has now received significant Council and DECC investment. This project is expected to launch shortly.
- For **Into Sustainable Work**, we are currently working with the Connecting Families Team, DWP and other service areas to design a new package of help for the people who most need help to get into work or sustain it. The next step is for this to form the delivery of the new Local Support Service Framework as set out at the previous meeting of the Panel. We have also made links with opportunities such as the 9000 new jobs planned for our Enterprise Area.
- For **Reducing Domestic Abuse**, we are working with the Police to see how we can better share information across agencies on this issue. As part of this project the CCG and PCC have now agreed to jointly-fund a GP referral programme on domestic abuse. Colocation opportunities with the Police are also being explored.

5.7 From this work we have learned the importance of the following key issues which feed into the work of this Panel:

- Starting with the needs of service users
- Identifying all of the resources available to deliver a service, across a range of agencies

- Having a shared aim with relevant external agencies, such as DWP and Police
- Using outside support to complement and develop the skills **within** the Council and build on our strengths. For each of the themes we have received significant support from central government departments, as well as specific help with service improvement and redesign.

6 RATIONALE

6.1 Although our PSTN themes cross a number of service areas, it is considered appropriate that they be considered together by the resources PDS Panel so that a strategic overview can be taken. Any specific policy, implementation or funding issues raised by the programme will be considered through Council processes in the usual way.

7 OTHER OPTIONS CONSIDERED

7.1 None

8 CONSULTATION

8.1 The report has been subject to consultation with the Strategic Director-Resources, the Chief Financial Officer and the Monitoring Officer

9 RISK MANAGEMENT

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

Contact person	<i>Andy Thomas – 01225 394322</i>
Background papers	<i>None</i>
Please contact the report author if you need to access this report in an alternative format	

Public Service Transformation Network

David Trethewey

Resources PDS Panel 12 May 2014

What is the Public Services Transformation Network?

- A group of areas who have come together to:
“Help local public sector partners remodel services so they are designed around the needs of people, not the needs of organisations”
- The Network addresses key issues for the Resources PDS Panel, including:
 - Designing services that deliver better value for money
 - Using resources more effectively by “joining up”- eg sharing buildings, systems etc. across services- and partners
 - Identifying ways of reducing future costs by better prevention
- The Network is supported and funded by the Department for Communities and Local Government
- We had to apply to join through a highly-competitive process only 9 applications accepted out of 60 local authorities applying

Who is in the Network

- Bath & North East Somerset – our Public Services Board
- Bournemouth, Poole and Dorset
- Lambeth, Lewisham, Southwark
- Sheffield
- Swindon
- Hampshire
- Surrey
- Wirral
- West London Alliance - Barnet, Brent, Ealing, Harrow, Hillingdon and Hounslow,

ALSO (from a previous “round”)

- Cheshire West and Chester
- Essex
- “Triborough” (Westminster, Hammersmith/Fulham, Kensington/Chelsea)
- Greater Manchester

Why have we joined?

- It allows us to learn quickly from what others are doing
- It offers us direct support and help for trying out innovation
- It gives us direct access to Ministers and policy-makers
- It acts as a catalyst to deliver “on the ground” improvements to our communities
- We have the opportunity to share and showcase our own successes

How does it work?

We have worked with staff and service users to redesign services around the needs of service users. We have chosen the following themes

- Affordable warmth
- Domestic violence
- Into Sustainable Employment



Case Study: into Sustainable Work

“The system is OK at dealing with the issues people come in with but not so good at identifying and tackling the underlying issues.”

Welfare Support Team frontline worker

- Disjointed customer service: one place for Universal Credit, another for Council Tax support
- Public services treat “one issue at a time” rather than the whole picture
- By the time the service user comes into one-stop shop it may be too late to help properly

The opportunity- Working together

- One Stop Shop and Welfare Support Team
 - Case Studies show that co-located “one-stop” helps people into work and helps with their bills
- Connecting Families
- Advice and Information Strategy
- Economic Strategy and Enterprise Area 900 jobs planned for Enterprise Area
- Job Centre Plus

Bring together to introduce a new “Local Support Service” from October 2014 as part of Universal Credit implementation

What are the key issues?

- Keep working with Government departments such as DWP
- Making sure our voice is heard at Ministerial level
- Sharing data across partners
- How to share the Cost/Benefits across partners
- Access to new Government funding streams such as Transformation Challenge
- Making sure we get real benefits “on the ground” quickly
 - DWP soon to operate from our own stop shop and work with Connecting Families
 - New service helping GPs support victims of domestic violence
 - New Energy@Home service from the summer

**LOWER BRISTOL ROAD GYPSY & TRAVELLER SITE
SCHEME UPDATE**

Date of Report: 29th April 2014

Author: Graham Sabourn

BACKGROUND & SUMMARY

The Council's Gypsy & Traveller Accommodation Assessment, undertaken in 2012 by Opinion Research Services, identified an unmet need of 28 pitches for Gypsy & Travellers over the time period 2012-2027.

The aim of the project is to develop the existing tolerated 'Gypsy and Traveller' site on Council owned land adjacent to Lower Bristol Road to provide an authorised site providing 13 pitches that are compliant with current design standards and best practice. The scheme is being commissioned by the Council and will be developed and managed by a Registered Provider¹ (RP). To de-risk the project for the RP, and to expedite delivery, the Council appointed planning consultants LPC (Trull) Ltd who submitted a planning application on the 23rd January 2014. It is expected that the application will be considered at Development Control Committee on the 4th June.

RESOURCE IMPLICATIONS

To support the delivery of the scheme the Council has provisionally made available up to £1.8m of capital funding. This was agreed by Council on the 14th February 2012. A subsequent and successful bid to the Home & Communities Agency² (HCA) secured £750k of additional funding. The HCA funding is conditional on the scheme meeting current design standards for Gypsy & Traveller sites, being developed by a RP and being delivered by March 2015. Key current design standards include the following:

- Amenity building (1 per pitch) – minimum to include: hot and cold water; electricity supply; space heating; separate toilet/wash hand basin; bath/shower room; kitchen/dining area; storage space; space for connection of cooker, fridge/freezer and washing machine. A day/living room is recommended. All to comply with Building Regulation requirements.
- Pitch large enough to accommodate: a large trailer & touring caravan; car parking for two vehicles; drying space for clothes; lockable shed; must meet fire regulation separation standards.
- Each pitch must include a hard standing area constructed of concrete or a similar suitable hard wearing material designed to meet the loads imposed and which extends over the whole area to be occupied by a trailer, touring caravan or other vehicle.
- Site to be provided with: highways standard access road; water and waste drainage; lighting; boundary fencing between pitches.

¹ Registered Provider - often referred to as Housing Association or social housing provider.

² Homes & Community Agency – Government funding agency for homes, infrastructure & regeneration

To facilitate the development of this scheme the Council will at a future point need to formerly enter into a partnership contract with our commissioned RP to develop and manage the scheme. As part of this agreement the Council will transfer:

- The HCA grant of £750k;
- An additional and yet to be agreed capital grant;
- The land on a long lease with nominal rent

To ensure that the Council is receiving value for money the cost of providing the scheme is being independently evaluated by our appointed cost engineers. This information will assist in agreeing the grant to be provided to the RP. In addition, and as extra security, the partnership contract will allow for the recovery of a proportion of the additional capital funding should the actual development cost be below the total capital grant transferred.

Until planning approval has been secured (hence the final scheme agreed) and the RP has secured contractors quotes to build the scheme out, it is impossible to finalise the actual cost. However, at this stage the scheme budget remains £1.8m.

The scheme will be revenue neutral to the Council. The partnership agreement allows for the RP to charge rent based upon the HCA Affordable Rent model³. This rental stream is then kept by the RP to fund the management and maintenance of the scheme. Assuming an occupancy rate of 80% the rental stream for the RP will be around £55k p.a.

TIMESCALES

Planning Permission	June 2014
PID/CSG Capital Approval	June 2014
Joint Single Member Decision (partnership contract & allocations policy)	June 2014
Partnership contract signed	July 2014
Start on site	August 2014
Completion on site	March 2015

³ The Affordable Rent Model allows rent to be charged up to 80% of market rents.

Bath & North East Somerset Council	
MEETING:	Resources Policy Development & Scrutiny Panel
MEETING DATE:	12 May 2014
TITLE:	Keynsham New Build – Retail units
WARD:	Keynsham
List of attachments to this report:	
Appendix One – Marketing brochure	

1 THE ISSUE

- 1.1 To provide an update to the Panel on the marketing of the retail units within the Keynsham New Build, including the governance arrangements for tenant selection.

2 RECOMMENDATION

- 2.1 To note the content of the report.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 The current quoting rent for the retail element of the development is set out in the main body of the report.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 None.

5 THE REPORT

5.1 Introduction

The principal objectives of the letting strategy have not changed during the life of the project and remain as follows:

- Create an attractive environment that will prove to be a desirable place to live, work and shop
- Maximise income in line with target rents
- Maximise medium/long term value
- Control tenant mix
- Maximise flexibility to subdivide or amalgamate units.

The initial marketing strategy promoted the capture of a food retailer (convenience store) to act as an anchor to drive footfall towards Temple Street and the

development. The Council have been successful in attracting an anchor convenience store operator and legal negotiations are taking place to secure the tenant.

5.2 Accommodation

The design of the buildings allows flexibility in terms of the size and configuration of ground floorspace.

Whilst marketing material will identify that flexibility is available, an indicative layout has been shown. That layout is enclosed in the marketing brochure attached in Appendix One.

5.3 Rental levels

Keynsham currently has few vacant shops and recent activity in the prime retailing location has included lettings to Peacocks (relocation), Poundland and Costa Coffee.

The current anticipated rental income from the retail element of the development, after expiry of appropriate rent frees, is estimated to be in the region of £220,000 per annum.

At an early stage, it was anticipated that the accommodation would be suitable for a mix of uses and a mix of local independent and national retailers.

The retail and restaurant accommodation is being built to a shell specification with glazed shop fronts.

The ability to fit out the units will differ from retailer to retailer, and some may request that the Council provides “white box” units. A “white box” specification would include painted plaster walls, lighting, WC, kitchen area and ceiling and floor finishes.

5.4 Marketing

Prior to openly marketing the development a number of enquiries had already been received from both existing retailers in Keynsham and new entrants to the town.

The Council have appointed DTZ to act as its agent and deal with all marketing.

Marketing is being conducted in three key parts:

- *Open marketing*
This relates to general marketing of the development using websites and traditional marketing boards located around the development.

A marketing brochure has been produced and placed on both DTZ's and the Council's website, together with specialist retail website such as ShopProperty.

The aim of this marketing is to make retailers generally aware of the opportunity and enable them to make contact with DTZ for further information.

- *Target marketing*
This is more focused marketing to specific retailers and agents with DTZ taking the initiative to approach retailers direct. It has included a mailshot to all active agents and retailers. DTZ will use their extensive database of retailers with accommodation requirements that match this development.

A full GAP analysis has been undertaken by DTZ identifying further targets. The GAP analysis compared Keynsham to similar locations in the region and captured retailers who are present in these locations but not in Keynsham.

Direct marketing included those parties that have previously expressed an interest in the development, with a database of those enquiries being managed by DTZ.

- *For information marketing*
Keynsham is a busy town and has a good representation of retailers along the High Street. It is possible that some of those retailers have requirements to upsize their stores or to relocate to premises in a different location. A number of expressions have been received from existing retailers in Keynsham.

Formal marketing of the site commenced during the first week of November 13. A closing date for initial offers was set for the end of April 2014 and a good level of interest has been generated, the majority of which has come from local independent retailers.

National retailers are often reluctant to commit to new developments until the latter stages of the construction programme; this is partly due to uncertainty in the economy and pressures on their acquisition programmes.

5.5 Tenant selection process

The selection of tenants will be carried out under the following stages, as set out below:

1. DTZ to set closing date for offers, using a pro-forma for initial offers.
2. DTZ to provide a copy of all offers and an initial recommendation to the Council, setting out which bids they recommend proceeding to the next stage. This will include consideration of the rental offer, the length of lease and lease conditions, tenant mix and tenant's specific requirements. The aim of this exercise is to establish an appropriate tenant mix, rather than signing off actual / individual deals.
3. Council to consider the recommendation, making decisions using appropriate governance arrangements.
4. DTZ to carry out financial due diligence for selected tenants and agree full terms of the transaction and detailed Heads of Terms.
5. Council to consider any financial implications of tenant requirements in more detail. This relates to any work requested over and above a shell condition.

6. DTZ to present formal recommendations of the proposed transaction on a case by case basis. This stage of decision making relates to the specific elements of the individual property transactions.
7. Council to consider the recommendations, including the cost of satisfying tenant's requirements in accordance with the appropriate governance structure.
8. DTZ advised of the Council decision and solicitors instructed to prepare draft documentation.

Throughout, DTZ will continue to market the retail units that have attracted no interest, setting further dates for offers to be received.

There is the potential for tenants not being short-listed on the grounds of a competing and/or better offer for a particular unit. If the use proposed is attractive to the Council, the unsuccessful party's interest will be kept live to determine if other premises would be suitable and they will be invited to re-submit any revised offers at a later date.

5.6 Timetable

With the initial evaluation of offers to be carried out during May, it is envisaged that announcements regarding successful bids will be made in June in anticipation of occupation in September prior to offices opening in October.

6 RATIONALE

- 6.1 The letting of rental units is an integral part of the regeneration of that part of Keynsham.

7 OTHER OPTIONS CONSIDERED

- 7.1 None

8 CONSULTATION

- 8.1 None

9 RISK MANAGEMENT

- 9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

Contact person	<i>Mike Dawson</i> <i>Tel: 01225 396093</i>
Background papers	<i>None</i>
Please contact the report author if you need to access this report in an alternative format	

RESOURCES PDS FORWARD PLAN

This Forward Plan lists all the items coming to the Panel over the next few months.

Inevitably, some of the published information may change; Government guidance recognises that the plan is a best assessment, at the time of publication, of anticipated decision making. The online Forward Plan is updated regularly and

can be seen on the Council's website at:

<http://democracy.bathnes.gov.uk/mgPlansHome.aspx?bcr=1>

The Forward Plan demonstrates the Council's commitment to openness and participation in decision making. It assists the Panel in planning their input to policy formulation and development, and in reviewing the work of the Cabinet.

Should you wish to make representations, please contact the report author or Michaela Gay, Democratic Services (01225 394411). A formal agenda will be issued 5 clear working days before the meeting.

Agenda papers can be inspected on the Council's website and at the Guildhall (Bath), Hollies (Midsomer Norton), Riverside (Keynsham) and at Bath Central, Keynsham and Midsomer Norton public libraries.

Resources PDS Forward Plan

Bath & North East Somerset Council

Anticipated business at future Panel meetings

Ref Date	Decision Maker/s	Title	Report Author Contact	Strategic Director Lead
RESOURCES PDS PANEL - 12TH MAY 2014				
12 May 2014	Resources PDS	Keynsham Town Centre scheme - retail update	Derek Quilter, Richard Long Tel: 01225 477739,	Andrew Pate
12 May 2014	Resources PDS	Office Space - Allocation Update	David Thompson Tel: 01225 394368	Andrew Pate
12 May 2014	Resources PDS	Transformation Network	Andy Thomas Tel: 01225 394322	Andrew Pate
12 May 2014	Resources PDS	Financing of site provisional for proposed Gypsy and Traveller Site (Lower Bristol Road)	Andrew Pate Tel: 01225 477300	Andrew Pate
RESOURCES PDS PANEL - 21ST JULY 2014				
21 Jul 2014	Resources PDS	Shared Services (with other Local Authorities)	Andrew Pate Tel: 01225 477300	Andrew Pate
21 Jul 2014	Resources PDS	Performance Management Update	Steve Harman	Andrew Pate

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Ref Date	Decision Maker/s	Title	Report Author Contact	Strategic Director Lead
21 Jul 2014	Resources PDS	Connecting Communities and Community Regeneration	David Trethewey Tel: 01225 396353	Andrew Pate
21 Jul 2014	Resources PDS	Financing of site provision for proposed Gypsy and Traveller Site (Lower Bristol Road)	Tim Richens Tel: 01225 477468	Andrew Pate
RESOURCES PDS - 15TH SEPTEMBER 2014				
RESOURCES PDS PANEL - 10 NOVEMBER 2014				
10 Nov 2014	Resources PDS	Impact on Customers of Organisational Development and Workplace Programmes - Update	Ian Savigar Tel: 01225 477327	Andrew Pate
ITEMS TO BE SCHEDULED				
The Forward Plan is administered by DEMOCRATIC SERVICES : Michaela Gay 01225 394411 Democratic_Services@bathnes.gov.uk				

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