

		Insert name and date of meeting in this box. Executive 3 rd , December 2008	Agenda Item No.
Title		One Stop Shop Lillington	
For further information about this report please contact		Andrew Jones	
Service Area		Revenues and Customer Services	
Wards of the District directly affected		Lillington	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006		No	
Date and meeting when issue was last considered and relevant minute number		N/A	
Background Papers			

Contrary to the policy framework:	Yes/No
Contrary to the budgetary framework:	Yes/No
Key Decision?	Yes/No
Included within the Forward Plan? (If yes include reference number)	Yes/No

Officer/Councillor Approval		
With regard to officer approval all reports <u>must</u> be approved by the report author's relevant director, Finance, Legal Services and the relevant Portfolio Holder(s).		
Officer Approval	Date	Name
Relevant Director	18 th November	Bill Hunt
Chief Executive	18 th November	Chris Elliott
CMT	18 th November	All
Section 151 Officer	18 th November	Mary Hawkins
Legal	18 th November	Peter Oliver
Finance	18 th November	Melanie Gillman
Portfolio Holder(s)	18 th November	Cllr Les Caborn
Consultation Undertaken		
Please insert details of any consultation undertaken with regard to this report. Warwickshire County Council Voluntary Sector Local Community		
Final Decision?		Yes/No
Suggested next steps (if not final decision please set out below)		

1. SUMMARY

- 1.1 The report recommends the appointment of *Paragon Interiors Limited* to undertake refurbishment works at Lillington Library and so maintain the *feel* which has been developed at Kenilworth and Whitnash One Stop Shops.

2. RECOMMENDATION(S)

- 2.1 To appoint *Paragon Interiors Limited* to undertake refurbishment works at Lillington Library as part of the Joint One Stop Shop (OSS) programme without undertaking a tender exercise as allowed by 2.7(c) of the council's Code of Contract Practice.

3. REASONS FOR RECOMMENDATION(S)

- 3.1 The Executive of 15, September 2004 resolved that the OSS initiative should begin with a pilot at three locations. Kenilworth and Whitnash OSS's have been successfully completed. Therefore the final site at Lillington Library will complete the pilot phase.
- 3.2 The District and County Council agreed that it should be the District who would enter into any contracts on behalf of the partners.
- 3.3 Despite the programme being described as a pilot, the concept has proven so popular that OSS's have developed throughout the county and at Shire Hall, Warwick a brand new facility has been created.
- 3.4 Lillington OSS will be an exceptional community facility with District Council, County Council, Health, Credit Union, CAB and voluntary partners creating a real "community hub". Positioned next door to the Children's Centre, Lillington residents will be able to access a myriad of services from a single location. To enable a OSS to be developed refurbishment work is required and it is recommended that *Paragon Interiors Limited* be asked to undertake the work.
- 3.5 *Paragon* successfully delivered OSS's in accordance with agreed budgets at Kenilworth and Whitnash and have undertaken other OSS work for North Warwickshire and Nuneaton and Bedworth councils.
- 3.6 The council's Code of Contract Practice permits Senior Managers to dispense with usual contract procedure and not seek tenders, "where there is some...genuine and valid reason why competitive tenders should not be sought." (2.7(c) refers).
- 3.7 Lillington OSS will be part of the Warwickshire Direct programme and therefore to maintain the "look and feel" of the brand it is recommended that *Paragon* be allowed to continue their work without going through the usual tender exercise. Officers believe *Paragon* is providing value for money and understands the business needs and requirements of the District and County Councils. *Paragon* has confirmed that its quote is based on the rate it used for the other projects.

4. ALTERNATIVE OPTIONS CONSIDERED

- 4.1 The council could go out to tender in the normal way. However, in creating OSS's at Kenilworth and Whitnash, the council has taken a *Design and Build* route which has enabled officers to work very closely with *Paragon* to create facilities that meet all officers' requirements.

- 4.2 Therefore whilst it would be possible to tender the refurbishment works, it is strongly felt by officers that the excellent partnership developed with *Paragon* should not be jeopardised.
- 4.3 The Procurement Officer has also advised that undertaking a twelve week tender process for a project which is only going to take 3 weeks is disproportionate given the relatively limited value of the contract.

5. BUDGETARY FRAMEWORK

- 5.1 The remaining capital for the OSS programme is £200,793. The cost of refurbishment works is £36,323. Consequently there is adequate budgetary provision.

6. POLICY FRAMEWORK

- 6.1 The council has an objective of increasing the ease of access to services for customers. The OSS programme has been successful in increasing the number of customers who are able to access council services in their locality.
- 6.2 A major aspect of this Customer Access Best Value Review was to develop OSS's in partnership with the County Council's Library Service.

7. BACKGROUND

- 7.1 A OSS based at Lillington Library will help deliver the council's ambitious target of delivering OSS's in local communities at places of easy customer access. The highly successful OSS's at Kenilworth and Whitnash Libraries, which have attracted interest throughout the local government community, have demonstrated the council's desire to work in partnership and make services accessible to all.
- 7.2 Lillington Library sits in the 11th most deprived ward in Warwickshire and is the most deprived in Warwick District. The Library site has already seen significant investment with the construction of the Children's Centre. Sitting next to the Centre the OSS will not only provide easy access to District and County Council services but also joint working with primary Health Services (Patients' Advice and Liaison Service; Alzheimer's Society; South Warwickshire Carers), the CAB and the Credit Union will provide a myriad of other services under one roof.
- 7.3 After significant research and an open tender exercise, *Paragon Interiors Limited* was appointed to undertake *design and build* works at Kenilworth Library for the development of a OSS. The partnership between *Paragon* and the District Council proved to be so successful that the Executive subsequently agreed to appoint *Paragon* to continue its work at Whitnash Library without the need for an open tender exercise.