

Recap of Proposals

1. In **Salisbury** the Bourne Hill office refurbishment and extension was in progress prior to Unitary vesting day and work completed in May 2010. Staff from the majority of offices in the Salisbury area moved into the building in October 2010. A customer services office was established in Milford Street which serves as the public facing element of the hub.
2. In **Trowbridge** work commenced on a two phase refurbishment of County Hall in May 2011. Staff will move into the newly refurbished MECH wing this summer and both the new library and the customer service desk will be open to the public on 12th September. The second phase of refurbishment is scheduled to complete in the summer of 2013. Staff have been decanted to Bradley Road and to Shurnhold during the project – both buildings will be disposed of following the relocation of staff.
3. In February this year Cabinet supported the re-evaluation of the four hub model to reflect staff and cultural changes within the council. A customer services contact centre is to be provided in **Devizes** to ensure continuity of services in Devizes following the decision to close Browfort.
4. A feasibility study has recently completed on the work required to maximise the use of the Monkton Park office in **Chippenham**. Key findings of the study are:
 - a. It is possible to increase the desk capacity of the building from around 340 to 540 which, using a ratio of 3 people to 2 desks, potentially allows over 800 FTE staff to work from the Chippenham hub.
 - b. Some of the mechanical and electrical services need improving particularly additional cooling and better building management systems and controls.
 - c. Toilet facilities will require remodelling to increase their number.
 - d. Both the study and staff have identified that the work spaces on each floor are segregated by the atrium space which impedes flexible working. In order to improve the flow around the building and to create additional breakout and informal meeting spaces wide link bridges are proposed across the Atrium on each level.
 - e. Further detailed work is required to look at the options for relocating and improving the ICT data centre or to consider remote hosting.
 - f. Subject to a more detailed appraisal of the outline programme it is believed that the work can be phased so that it will not be necessary to decant large groups of staff and that work could complete in summer 2013.

- g. The cost of the refurbishment including required investment in IT and multi function meeting rooms is in the region of £3m which is within the original indicative budget for this scheme. The work will not limit any further development plans at a later date.

Conclusion

5. The hub programme is delivering modern fit for purpose office facilities which support flexible working and integration across a wide range of partners including the Police, HMRC and Natural England. The programme is on track to complete within budget and on schedule, and due to an organisational shift to flexible working, we have achieved the required outcomes with one less major hub location.

Hub Programme

SCHEME NAME	WHAT WAS/IS BEING PROVIDED	TOTAL INVESTED £000's	OUTCOMES DELIVERED
Bourne Hill	Award winning office space and flexible working environment for over 500 FTE staff	13,601	A network of hub offices where teams can base their activities but from which they can work flexibly to meet the needs of the customer.
County Hall	Modern flexible office accommodation for over 2000 FTE staff, new Trowbridge Library and registrars office, wide range of public and customer facilities	24,894	
Enabling works including Shurnhold and other sites	Decant space for staff vacating County Hall, minor improvements at other offices to enable decant and team co-location	2,531	
Monkton Park	Refurbishment of existing office space to allow for 200 additional work stations and flexible working facilities	3,092	
Grosvenor House, Salisbury	Essential H&S and fire precaution works to allow continued occupation of facility until the Salisbury campus is delivered.	59	Ensuring that Children and young adults can continue
26 Endless St – Coroner's Office	Minor refurbishment to provide office and court Hearing facilities	50	Improved Coroner service which is supported by the Council
Customers Access Point and supplementary service base in Devizes	Refurbished space in Town Centre location for customer services	1,200	Works in progress
Kennet House, Devizes	Minor refurbishment of office space to provide extra workstations for staff and increase occupation levels	62	Works in progress
TOTAL INVESTED		45,489	