



Your council working for you

## **BOURNE COMMUNITY ACCESS POINT**

Richard Wyles

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### **Background**

- A key project for the Council which delivers a number of priority outcomes
- Project given the go ahead by Cabinet in November 2011
- Contractors on site from April 2012
- Project due to be completed February 2013
- Facility will bring together multiple services under one roof

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### **Key Benefits at the time of the original business case**

- The following were identified as part of the original business case
  - Customer access to a wide range of services
  - Maximising use of the Corn Exchange by converting an under-utilised part of the building
  - Providing an enhanced customer environment

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### Vision project updated

- Moved from original concept – (which was narrower in its scope) to
  - Model for agile working
  - Blueprint for the future
  - Model for future use of DC offices
  - Harmonise and improve future service delivery – take the services to the people
  - Enable channel shift
  - Enhanced partnership working – LCC/BTC/NHS 1st of its sort in the county
  - Joined up services/saves local services (library)

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### Key Benefits - Updated

- The project has developed during in recent months and will deliver a number of added benefits
  - Customers will have direct access to all council services including the opportunity for face to face appointments with officers
  - They will be a choice of self serve and free internet access
  - Customers will be able to access a wider range of County services including the library service, Registrars and Social services

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### Key Benefits - Updated

- Customers will be able to visit the Town Council to raise local issues
- Increase in opening hours including late evenings and Saturday mornings
- The first floor space has been extended to enable over 30 officers from County and SK to work from there in an agile and flexible way
- Teams will be able to utilise this space to create a focussed service for the south of the district
- This in turn will create additional space at Grantham for alternative uses
- New public toilets will be provided (operated by the Town Council)

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### Key Benefits - Updated

- The project is the first of its kind in Lincolnshire and has developed an innovative partnership model that can be developed for other towns
- It has preserved key County services in the town for the residents – library and registrars
- A funding model that has been developed that will deliver revenue savings for both Councils (circa £30K pa)
- The function area will be improved with new decor and toilet facilities
- It has created an opportunity to promote the hiring of the function room and re-launch the facility

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### Financial update

- The funding model has been updated to reflect the increased costs as a consequence of the improved offer and some building difficulties with the conversion
- County and TC have recognised the shift the outcomes and have agreed to invest further capital
- Changing standards
- Changing requirements
- Underestimates – M&E

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### Lease amendments

- Proposed capital share of sale of Town Hall building 75/25 (LCC/SK)
- However LCC will pay 62.5% of all running costs of the CAP and will pay 100% of their ICT needs
- LCC will contribute 100% towards library staff and pay an annual amount towards ICT support on-site

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### Positive outcomes

- Huge improvement in customer experience
- Joined up services
- Partnership working
- Agile space
- Enhanced opening hours – later opening Tuesday and Thursday evenings/Saturday mornings
- Revenue savings going forward.
- Official opening 6 March 2013

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