



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Officer Delegated Decision

16 May 2024

Deputy Chief Executive and s151
Officer



Award of Contract for Customer Services Centre, Grantham

This report sets out a summary of the activities taken in order to be able to award the contract to Lindum Group Ltd for the sum of £350,814.87 for the internal construction of the new Customer Services Centre Grantham.

Contact

Richard Wyles, Deputy Chief Executive and s151 Officer

 Richard.wyles@southkesteven.gov.uk

Decision made by:	Deputy Chief Executive and s151 Officer
Decision:	Officer Delegation
Public or Exempt:	Public
Reasons for exemption:	N/A
Conflicts of interest:	No
Policy compliant:	Yes
Details of delegation:	Cabinet granted delegation to the Deputy Chief Executive on 7 November 2023 with authority to take this decision.

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance

- 1.1 Cabinet approved the progression of the Customer Service Centre at its meeting on 7 November 2023 and approved a budget in order for this to be delivered. Should there be any variation to the approved budget, then this will be financed by the Property Maintenance Reserve.

Completed by: Paul Sutton, Interim Head of Finance

Procurement

- 1.2 Under contract Procedure Rules, a contract of this value would normally be competed, however, the Direct Award is a compliant route to market and poses no risk.
- 1.3 It is worth noting that this procurement route does not necessarily achieve VFM and the commission rate paid to the framework provider will be £3,300.00

Completed by: Helen Baldwin (Procurement Lead)

Legal and Governance

- 1.4 Cabinet granted the Deputy Chief Executive with the necessary authority to take this decision at its meeting on 7 November 2023.

Completed by: Graham Watts, Monitoring Officer

2. The Purpose of the Report

- 2.1 Cabinet, at its meeting on 7th November 2023, approved the location of the Customer Services Centre to a new permanent location of the vacant unit 1 Picture House Grantham. This decision, followed a comprehensive review of suitable locations in the town centre and the review concluded the approved location that would meet the customers needs and could be supported by staff without operational disruption.

- 2.2 Since that date, officers have been working on the specification and the most efficient procurement route in order to ensure the Centre can be delivered in the most time advantageous way and within the approved budget.
- 2.3 Mindful of the need to progress this project at the earliest opportunity, a decision was taken to direct award the design and delivery of the project to known contractors. The identified contractors are well trusted and have a strong record of delivering projects in time and on budget.
- 2.4 Working alongside expert designers, a full and comprehensive design has been built focussing on delivering a modern and welcoming Customer Service Centre that meets the needs of all customers. The design has been fully consulted upon with the internal Customer Services team, the Healthy and Safety officers and the unions. The colour palette reflects both a modern working environment and complements the colours (particularly the colours from the Council's crest).
- 2.5 The design includes the following key features:
- Meet and Greet
 - Self service points
 - Customer Facing enquiry and information sharing with staff
 - Third sector 'drop down' zone
 - PACE compliant privacy interview room
 - Meeting room
 - Storage area
 - Corporate Waiting Area

2.6 A summary of the timescale is provided below:

	Time period Summary
Contract Award	28 May 2024
Contractor Mobilising Period	29 May – 30 June 2024
Construction Commencement Period	1 July 2024
Target Completion Date	30 September 2024
Customer Service mobilising period	1 October – 11 October 2024
Go Live	14 October 2024

2.7 The contract does not include a number of items that will be financed from other budget headings as these are additional requirements beyond the NEC4 Engineering and Construction Short Contract. These are listed as:

Furnishings £20,000
Photovoltaic (PV) Panels £10,252.00
Digital Noticeboard £2,000

These will be financed from a variety of funding sources and in-year budgets.

3. Reasons for the Decision(s)

- 3.1 Cabinet has approved the development of a new Customer Services Centre in Grantham. Since the decision was made, a specification has been developed to meet the needs of Customer Services.

Signed by: **Richard Wyles**

Dated: **16 May 2024**