

APPENDIX 'A'

Audit area	Planned fee 2007/08 £	Actual fee 2006/07 £	Responsible Auditor
Audit			
Financial statements	50,000 - 56,000	45,914	KPMG
Use of resources	14,543	11,208	Audit Commission
Data quality	11,340	7,604	Audit Commission
Whole of government accounts	2,800	Paid for by the Audit Commission	KPMG
National Fraud Initiative	2,000	-	KPMG
Total audit fee	80,683 - 86,683	64,726	
Inspection			
Annual inspection work	6,490	1,215	Audit Commission
Relationship Management	0	1,200	Audit Commission
Total inspection fee	6,490	2,415	
Total audit inspection fee	87,173 - 93,173	67,141	
Certificate of claims and returns	40,000	38,000	KPMG

RUNNYMEDE BOROUGH COUNCIL

PERSONNEL SERVICES MEMBER WORKING GROUP

2 p.m. Tuesday 21st August 2007, Members Room, Civic Offices

In attendance: Councillors Cherith Simmons, Peter Waddell, Judith Norman and Linda Gillham
Chief Executive Officer, Tim Williams, Personnel Manager, David Thomas

1. Apologies for Absence

None

2. Notes from Meeting 29 May

These were agreed as correct.

3. Competencies and Performance Pay

Members noted the decisions of the June Corporate Management Committee and the proposed implementation timetable for manager training and piloting of the new scheme.

Following an earlier request from members, the Personnel Manager provided an analysis of the number and level of PRP bonus payments over the previous two years.

4. Sickness Absence

Members reviewed the detailed analyses of sickness absence incurred over the previous two years.

Members agreed to recommend the following proposals to the Corporate Management Committee:

- a) staff with family commitments to be fully supported and to be allowed to take additional flexileave or be granted annual leave at short notice in order to deal with issues such as the illness of a family member; and
- b) in order to identify trends or underlying themes, the reasons for sickness absence be recorded; and
- c) unless inappropriate, staff incurring three or more instances of sickness absence in a six month period be routinely referred to the Occupational Health Advisor; and
- d) return to work discussions for periods of absence exceeding five days be undertaken by Divisional Heads of Department; and
- e) staff be advised of the above and reminded of the confidential counselling service.

5. Succession Planning

The Personnel Manager provided data in order that Members could undertake a risk assessment of a number of key staff potentially retiring over the next five years.

Members identified that in addressing such cases, the authority was presented with a number of considerations;

- a) whether the post needed to be filled in the same manner, with perhaps a different balance between managerial and professional/technical skills or providing the opportunity to review management structures; and
- b) whether a joint appointment with another public or private sector partner organisation might be beneficial; and
- c) whether a suitable successor would be likely to be found from within RBC or whether external recruitment would be necessary; and

d) whether, when filling more junior posts, consideration should be given to potential for future growth into more senior roles.

Members recognised that with uncertainty about individual retirement plans, long term succession planning would be difficult. Members also recognised that self interest could affect individual's objectivity in reviewing options.

Members agreed to continue discussion on this matter at the next meeting. The Chief Executive Officer and Personnel Manager would provide further data and organisation chart for consideration.

6. New Civic Offices

The Chief Executive Officer raised the matter of staffing issues concerning the move to the new offices. Inevitably, some staff were anxious about the new working arrangements. Members agreed that this aspect should be referred back to this Group from the Civic Offices Member Working Group. Members also agreed to run a staff survey six months after the move in order to identify any continuing issues that needed to be addressed.

7. Date of Next Meeting.

The Personnel Manager was asked to circulate potential dates for early November.

Runnymede Borough CouncilAPPENDIX 'C'CIVIC OFFICES REPROVISION SUB-COMMITTEE21 August 2007 at 7.30 p.m.

Members of the Sub-Committee present: Councillors J.R. Furey (Chairman), P.J. Waddell (Vice-Chairman), Mrs R.M. Denby, Mrs J. Norman and B.J. Relph.

Members of the Sub-Committee absent: Councillor J.M. Edwards

Councillors J. Broadhead, Mrs P.I. Broadhead, Mrs L. M. Gillham, A.M. Moore, D.W. Parr, J. Perschke and Ms C.M. Simmons also attended.

NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP

The Groups mentioned below had notified the Chief Executive Officer of their wish that the changes listed be made to the membership of the Corporate Management Committee and this Sub-Committee. The changes were for a fixed period ending on the day after the meeting and thereafter the Councillors removed would be re-appointed both to the Corporate Management Committee and to the Sub-Committee.

Group Requesting Change	Remove from Membership	Appoint Instead
Conservative	Councillor C.J. Norman	Councillor Mrs J. Norman
Runnymede Independents	Councillor A. Alderson	Councillor B.J. Relph

The Chief Executive Officer had given effect to these wishes in accordance with Section 16(2) of the Local Government and Housing Act 1989.

ELECTION OF CHAIRMAN

RESOLVED that -

Councillor J.R. Furey be elected Chairman of the Sub-Committee for the Municipal Year 2007/08.

ELECTION OF VICE-CHAIRMAN

RESOLVED that -

Councillor P.J. Waddell be elected Vice-Chairman of the Sub-Committee for the Municipal Year 2007/08.

MINUTES

The Minutes of the meeting of the Sub-Committee held on 24 April 2007 were confirmed and signed as a correct record.

PROJECT CONSTRUCTION PROGRESS REPORT

The Sub-Committee was informed of progress on the construction of the new Civic Offices.

Willmott Dixon reported that the works would now be completed on 3 December 2007. This level of slippage was not significant within the context of a 65 week contract. The cost continued to be contained within budget. It was not envisaged that there would be a problem with the works running into the construction industry Christmas recess. All design information had been issued to Willmott Dixon for construction. Willmott Dixon had claimed an extension of time for the four weeks delay

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attributable to the supporting cleats to the pre cast concrete ducts, steel trimming beams to the roof and additional steel work within the building. Feilden Clegg Bradley, the project Architects, had awarded one week for the additional steel work within the building, but had rejected the other claims. Willmott Dixon had contested this and the matter had not yet been resolved. The implications of the revised timetable for the occupation of the new building would be the subject of a report to the Sub-Committee's next meeting.

The Reception Desk, Council Chamber walling and public seating had been approved for manufacture. Works to the fit out of the Chamber would commence in the middle of September, including cabling for audio visual equipment. Alternative designs to install rubber flooring to the tea points and for the foyer staircase to have glass balustrades had been approved. The Safer Runnymede control room fit out was the subject of a separate report on the Agenda.

The Council was still just short of an "excellent" rating under BREEAM (an assessment of the environmental sustainability of the new building, known as the Building Research Establishment Environmental Assessment Method). The external assessor had advised that an "excellent" rating was possible if the building had Photovoltaic (PV) Panels installed. The Council had not been successful in the latest application for funding to the Carbon Trust to assist in the funding of these expensive items. The latest assessment without the PV installation totalled 69.6 points, 0.4 points less than "excellent", which was very close indeed to the required target. A meeting would be arranged with the Building Research Establishment, the assessing body, to establish if any further points or fraction of points could be obtained and Officers would continue to try and achieve the "excellent" rating.

The building contract and bond were in place with Willmott Dixon. Sub-contractor warranties had been received and were being checked by the Council's external solicitors. Warranties in favour of the Police would be prepared upon the execution of their lease agreement. Party Wall matters had been concluded. The scope of works had been agreed for the boundary works with Madlin and Maddison, the occupiers of Devonshire House. Orders had been placed with carpenters and manufacturers for the Reception Desk and electrical work had recently started.

Relationships between Willmott Dixon's site team and the Design Team continued in a positive manner. The programming of the second phase of the works (the completion of "the Avenue") would depend upon when the Council was able to decant from its existing offices, fit out Safer Runnymede and secure the early demolition of the existing offices. Further additional works had been necessary to reinforce the cleats. Willmott Dixon had reported no delay to these works. Quality of works on site remained very good. Cleaning up of brickwork and standardising the pointing remained to be done. Progress had been hindered by the poor weather and the late arrival of glass to the building. The installation of the glass by late August and the commencement of the raised floor by early September would be vital in maintaining the revised completion date. Buro Four, who were project managing the Civic Offices scheme, had been tracking the delivery of the glass from the factory to the site. Officers would be reporting further to the Sub-Committee and to the Economic Development Committee on the arrangements for the demolition of the existing offices.

The remaining conditions to be discharged could only be concluded at the time of the occupation of the new building. They were not risk items. An additional application had been made for the cycle shelter adjacent to the generator and estate agents on Station Road.

REPLACEMENT OF IT HARDWARE

The Sub-Committee considered the computer hardware that was scheduled for replacement on the move to the new offices on the grounds that it was not able to carry out the tasks required of it or because it had become uneconomic to repair, together with the identified hardware, software and licences. The Sub-Committee agreed to recommend a replacement schedule totalling £1,052,000.

For the past two years the life of IT equipment had been extended wherever possible, so that its replacement would coincide with the move to the new Civic Offices. As a result, there was now a steady increase in the number of breakdowns and problems, as would be expected with machines that had passed their economic life span. As this equipment was covered by maintenance agreements, this had not resulted in increased repair costs to external companies but did incur an opportunity cost in IT staffing. Rephasing the replacement programme in this way had produced a budget in the capital programme of £598,000 in 2007/08. Extension of the life of equipment had

contributed towards the Council's revenue reduction targets. As a result, the replacement programme up to 2007/08 reflected savings of £100,000, which had allowed the annual revenue contribution to the replacement reserve to be reduced by £20,000.

The network had been stabilised and it was anticipated that it would be able to run with no substantial enhancements until the move to the new building. This had proved to be the case and the new building would use very few existing components. Similarly the upgrade in disk capacity in the Storage Area Network (SAN) by the addition of another tray of disks with the associated controllers last year had provided enough storage for the past 12 months. The SAN would be replaced with a new unit designed to support the new server configurations. Although this equipment would reach the end of its life in terms of support from the manufacturer Sun in 2008, it still had a role as a backup device with hardware support from a third party.

Four major changes would take place in the way the hardware was configured in the new building when compared with existing arrangements. Firstly, the number of servers would be reduced considerably, by a process known as "server virtualisation". This would be achieved by using VMWare which allowed multiple applications to be run on a smaller number of powerful servers. Secondly, the present switchboard would be upgraded for the new building taking advantage of a fully integrated voice and data network. Thirdly, centralised printing would be achieved by the use of the four Business Centres for much of the Council's printing requirements, facilitated by a move from a cellular to open plan office environment. Fourthly, most data would be stored on the Storage Area Network (SAN), providing higher levels of resilience and increases in efficiency in managing and backing up data.

A number of upgrades and developments that in other circumstances would have been considered for this year had been deferred for 12 months. These included the adoption of Microsoft Vista or an Open Source solution on Personal Computers (PCs) and laptops. This would be looked at when the environment in the new building had settled in with a tentative timetable for implementation during 2008. All PCs being purchased as part of this year's procurement would be Vista ready but would have Windows XP SP2 loaded for immediate use. The use of blade servers had been considered as a means of saving power and space and increasing resilience in the new machine room. However, the space saving made possible by server virtualisation had made this issue less critical and so the lower risk option of using conventional servers would be followed. A moratorium on the adoption of major new systems not necessary for the move to the new building had been put in place until the move had been completed. The only exception to this had been the further work carried out in partnership with Spelthorne and Elmbridge and a number of Housing Associations in procuring a Choice Based Lettings system. However, the timetable for this project had slipped and was now unlikely to conflict with the move to the new building.

In order to ensure that staff details were not duplicated in a number of different systems such as those dealing with time recording, security and network access it was essential that the Personnel system was upgraded to allow its full integration into the new infrastructure. The best way to achieve this was under investigation and authorisation would be sought as soon as a cost effective solution had been identified.

The Sub-Committee asked Officers when disposing of machines to investigate the possibility of community benefit, including potential grant support for checking and refurbishment via the Association for the Improvement of Runnymede. If feasible, Officers should avoid disposal to landfill.

The Sub-Committee considered the equipment to be used in the replacements. The model of PC selected as the standard would be a higher specification than was chosen last year. This was because while the machines would have Windows XP SP2 loaded, they would be specified to allow an upgrade to Windows Vista when this was required. They would therefore utilise an Intel Dual Core 1.8Ghz processor with 1gb of memory. Monitors that were unserviceable would be replaced with 19" flat panel monitors. Applications on servers being replaced would be loaded into VMware ESX Server which would have multiple unmodified copies of Windows 2003 Server loaded to run in virtual machines that shared physical resources. The printers for the new building would be purchased using a single tender process. Printers would be procured from the hardware replacement programme and the upgrade of the telephone system would be resourced from the Civic Offices Capital Project.

The current Microsoft licences permitted the Council to run Windows XP and Office 2003 on all current machines in perpetuity. The use of these products would be reviewed in 2008 and at that time it might be necessary to relicence the whole site if the Council wished to move to a later version of Office. The Council was using Microsoft Exchange 2003 for email and collaborative working. The present clustered server would be retained unchanged for another 12 months and the situation reviewed in 2008 with a view to upgrading to Exchange 2007 on new hardware at that time. The existing hardware could not be supported directly by the manufacturer Hewlett Packard (HP) because of its age, but a satisfactory maintenance agreement with a third party had been put in place.

It had been found to be financially most advantageous to purchase processors, monitors and printers from separate sources. This practice would continue. In accordance with the procurement procedure agreed by Members at the time of setting up the wiring contract, suppliers for the equipment and services would be sought using the OGC (Office of Government and Commerce) Framework. The items required would be Personal Computers ghosted to the network ready on delivery, Monitors, Servers and SAN (Storage Area Network), Printers (i.e. Multifunctional Devices) and associated software. Assuring the compatibility of the configuration of the VMWare software, the associated servers and the SAN was critical and involved working in a new area for Council staff. These three items would therefore be the subject of one contract with system integration a key part of the deliverables. Compatibility of hardware and software and the full integration of all equipment in the new building was vital and so would be a key element in the selection process.

The Sub-Committee noted the distribution of the equipment being purchased between departments. All desktops, laptops and monitors purchased within the last 18 months would not be replaced, but would be transferred to the new Civic Offices, and this was reflected in the replacement schedule. The systems for the new offices would be more energy efficient. Monitors had proved to have a longer life span than PCs.

The Sub-Committee noted the cost breakdown totalling £1,052,500. This would be met from three capital budgets in the 2007/08 capital programme: a sum of £598,000 from the Hardware Replacement Programme, £420,000 from the Civic Offices Capital Project Budget to pay for installation of the cabling, network and telephony in the new building and £34,500 from the provision for System Upgrades and Developments to meet the remainder of the costs. The sum of £150,000 for the voice switch upgrade included a provision of £14,000 for the strategic design and implementation of call recording.

Full details of the cost breakdown were as set out at Appendix 'A'.

RECOMMEND TO CORPORATE MANAGEMENT COMMITTEE that -

- i) the above software, hardware and licences be replaced or upgraded at a sum not exceeding £1,052,500; and**
- ii) this expenditure be met from the Hardware Replacement Programme (£598,000), the Civic Offices Capital Project Budget (£420,000) and the System Upgrades and Developments Provision (£34,500).**

SPECIALIST EQUIPMENT

This item was withdrawn.

RELOCATION OF HISTORICAL ITEMS

The Sub-Committee considered options for the relocation of the ornamental "Addlestone Knights", and other items of Civic memorabilia. The Addlestone Knights were two limestone statues which had originally been installed by the landowner on plinths at the entrance to Addlestone Park. Since 1979, the knights had been located at the entrance to the Civic Suite, embedded in a cement base.

The Sub-Committee considered five options put forward by Officers for the repositioning of the Knights. They could be moved to Addlestone Community Centre who were keen to have them. The entrance to the old library offered sufficient room in the entrance for relocation there. Inside the new Civic Offices was another possibility. Mr Henry Cook had offered to site the statues at one of his

properties, Abbey Barn, which was located in Chertsey. McCarthy & Stone Developments Ltd might also be approached to ask whether they would incorporate the Knights as a feature in the entrance to the new development at Addlestone Park.

The Sub-Committee considered that the statues should be relocated either in the new Civic Offices or in the vicinity of them. The Sub-Committee suggested another option which would be for the Knights to be placed on a plinth in the new road to be created in association with the new Civic Offices, which was known at this stage as "The Avenue". If they were to go in The Avenue they would need to be located high enough from the ground to deter vandals. The Sub-Committee also discussed locating them outside the main entrance to the new Civic Offices and decided that they would provide a target for graffiti. Therefore they needed to be inside the new offices, if the Civic Offices option were to be taken. A lifting hoist would be needed to move the statues and re-bed them in their new position. This might cost up to £900 if they were placed inside the Civic Offices and the position would have to take account of the trenches and services beneath the floor finishes. The cost would be substantially greater if they were located in The Avenue. In conclusion, the Sub-Committee decided that the Addlestone Knights should be placed within the curtilage of the new Civic Offices either inside the new offices or on a plinth on "The Avenue" and that Officers report further on these options.

Items of Civic memorabilia would also be gathered up from the foyer, civic suite, Members' Room and Mayor's Parlour. Concerning the Civic memorabilia, the Sub-Committee agreed that if there was an opportunity to locate material relating to the Urban District Councils in the corridors of the Civic Suite it should be placed there or otherwise placed in storage or Chertsey Museum, but not disposed of, while material relating to Runnymede Borough Council should go in the new offices near the new Council Chamber and that Officers report further on the possible location. The Sub-Committee also agreed that other memorabilia currently in the entrance lobby, the ground floor of the Civic Suite, the Council Chamber anteroom and Mayors Parlour be retained and the Mayor, in consultation with other Members, determine appropriate locations and phasing of this display material.

BUSINESS CENTRES AND PRINTING

The Sub-Committee considered the arrangements to be made for printing in the new Civic Offices and, in particular, the utilisation of the Business Centres. The Sub-Committee noted plans showing the locations of the four Business Centres in the new building.

Printing, photocopying and faxing in the new building would be handled in a completely different way from the present arrangements. The building had been designed specifically to utilise four areas for this work termed Business Centres. There would be three smaller Business Centres and one main Business Centre. In the present Civic Offices these activities were carried out in a number of different ways. All Personal Computers (PCs) were connected to the network, as were most printers, so it was possible for each computer to print to any networked printer. Printers, photocopiers and fax machines were located throughout the Civic Offices allowing staff to print and copy to a machine in their own cellular office or in an adjacent office. Some printers were used by staff in a number of sections but generally printing was carried out as a personal or small group activity. There was one larger central colour printer in the ICT offices which was, to a limited extent, used as a central resource. The Sub-Committee noted the use made of these devices and the cost per copy incurred.

For printing that could not be readily printed in-house the Council currently either had the printing carried out by a preferred independent printing company, SD&P Ltd (formerly Savagé) located at the Depot, or by a more specialist company that could meet particular requirements. The present SD&P contract expired in November and would be renewed for a further 2 years. Work that would be handled by external printers included larger print runs of static data where volumes were too large to be handled by the in-house devices. Much of the SD&P work fell into this category and included Agendas and Minutes and pre-printed stationery such as forms and headed paper. Larger runs where added processes need to be made to the printed material were sent to specialist printers who performed additional tasks such as merging data, sorting and distributing the paper. Specialist printing that involved an expert design element or specialised finishing was also used for a number of leaflets and booklets. At present Safer Runnymede was self contained as far as printing was concerned and would retain their own printers in the new building, while having access to the facilities in the Business Centres.

Printing and copying using a large number of slow devices was very inefficient and the cost per printed copy was high. The Council was currently paying between 1.3p and 2.37p per plain page excluding paper. This could be reduced to considerably less than 1p per page. Reducing the number of devices would also mean that the printers would be of a higher specification designed for heavy duty work which would make them easier to maintain, thus saving staff time. The periods for which they were unavailable due to paper jams would be reduced because of the more robust design, and having separate print locations would reduce the amount of electrical connections, cables and items of equipment surrounding each desk, resulting in a safer environment.

Printing would also become one of a number of activities that could be carried out on the same device. Installing Multifunctional Devices (MFDs – also sometimes called Multifunctional Printers) in the Business Centres would allow all of these overlapping activities to be carried out on one machine with accompanying efficiencies and cost savings. All the MFDs would have the ability to print from any job created by any PC on the network, subject to the necessary permissions, to photocopy up to A3 size documents, subject to the device being unlocked using a proximity card, to scan documents up to A3 in size to be saved onto disk storage on the network, to FAX material that had not been electronically originated by the Council, and to email material to an internal or external mailbox.

In the new building, printing would take place in one of eight locations depending on the size of the print job, its urgency, finishing requirements and additional services associated with the job. The eight locations were as follows:-

- i) In 3 of the Business Centres (areas 2.12 and 2.19 on the ground floor and area 4.19 on the first floor)
- ii) In the main Business Centre (area 4.12 on the first floor)
- ii) In the Civic Suite
- iv) In the Front of House multi-functional device (area 1.03 on the ground floor)
- v) In the open plan offices
- vi) In a secure environment in the machine room located in the Undercroft.
- vii) By SD & P off site.
- viii) By a specialist Commercial print company off site.

Two types of printing/photocopying had been identified for the Civic Suite. The first was photocopying by Councillors. Some of this could be carried out in the Main Business Centre as the Councillors would have access to the Centre and the ability to collect their material using their proximity cards. The second requirement related to public inquiries held in the Civic Suite. Runnymede staff carrying out printing and photocopying before the inquiry could use any Business Centre that was convenient. However, material being copied during an inquiry could well take over the Main Business Centre and disrupt the workings of the rest of the Council. It was therefore proposed that an additional MFD be located within the Civic Suite for both these purposes. Its use would be controlled by the Business Rules and material released using proximity cards. These would be issued on a temporary basis with suitable permissions for those participating in an inquiry. An added advantage of this approach was that usage could be carefully monitored so that future demand would be more predictable. The Sub-Committee agreed that Officers should check whether the MFD in the Civic Suite would comply with fire regulations.

Essential to the effective operation of the Business Centres was the ability to print or copy at the most appropriate location under any circumstances. When a print job had been created the author could then select from a list of the most appropriate locations for the job to be printed. This would be determined by a combination of a number of factors including the size of the job, whether it was in colour, any finishing requirements, how urgently it was required, how busy the facilities were in each location, and the most economic location for the printing.

The permission levels of the person requesting the print job would determine the options available, as determined by the Business Rules. The Business Rules would be devices to promote Council

policies and so, for instance, would make printers default to duplex printing and would only use colour where this was specified as being necessary. The Sub-Committee noted an example of how the Business Rules could be set to show where the printout would be collected. Facilities would be available to make the process of creating the print job the same wherever it was printed. In practice a different method might be chosen to generate the material to be printed, particularly where an external printer was involved. When a print job had been created on a PC, the print request would be sent to a central print server. This would apply the Business Rules to determine where the printing could be carried out and would log the details of the request for internal charging purposes. The Business Rules could be over-ridden but only by a member of staff allocated sufficient authority to do so. Permissions would be granted on a person by person basis and managed by departmental service delivery managers. Once the print request had been saved on the central server, it could be released at any authorised location. In the case of Business Centres, this involved the member of staff going to any of the Centres and using their proximity card to release any jobs waiting on the server that they were authorised to print. Officers would be encouraged to print material in batches rather than on a one by one basis. "Ticketing" would be introduced, reducing paper forms and commissioning each job on screen as part of the software.

Printing would be undertaken wherever possible on plain paper. This would be facilitated by extended use of a product called LaserServe, which was already available in the Council, that permitted information to be readily added to forms. When combined with the Business Rules ensuring that wherever possible printouts were duplexed, only produced in colour when this had been requested and with uncollected print jobs deleted after an appropriate period of time, the use of plain paper purchased in bulk should deliver savings over time in print production. The Sub-Committee noted the equipment that would need to be available in each of the locations considered.

The MFDs in the three standard Business Centres would be able to collate documents automatically and staple them. They would also be able to use different paper from a different paper tray for the cover of a booklet. Finishing in the Main Business Centre (area 4.12) would provide more functionality including binding functions. Shredding facilities and recycling bins would be located in all Business Centres. Pigeon Holes would provide mailing facilities for the department adjacent to a Business Centre, which would be Finance and Personnel in area 4.19, Chief Executive and Administration and Leisure in area 4.12, Housing, Community Services and Information and Communications Technology in area 2.19, and Technical Services in area 2.12. The method of moving mail between each department, post room and these pigeonholes had yet to be decided.

Paper in the MFDs would be replenished by central support staff. The paper trays would be filled every morning and again during the day if necessary. Specialist paper would be located in the same tray in each Business Centre so that printing could be made onto the correct stationery using LaserServe. The stocks of paper would be kept to a minimum and paper ordered for delivery on a "just in time" basis, probably on a weekly schedule. As the majority of the paper would be white A4, this should allow a sufficient stock of paper to be held in the Business Centres.

The Sub-Committee noted the type of printing that could be carried out in the Open Plan Offices. Three types of printing had been identified for this location. The first was Screen Dumps where software in use in a number of sections required the printing of a screen as part of the business process. The software would control use of these printers so that they could only be used for this purpose, as the cost per print was very high. The second type was bar code printing and where the business process required this as part of the procedure then this should be accommodated on the desktop. The third type was low volume specialist print and an example of this would be printing Licences on specialist stationery.

Many of the leaflets distributed by the Council were provided free of charge by other organisations and agencies. The storage and distribution of this material had to be examined as the bulk storage of printed material on-site conflicted with the move to keep minimal stocks of paper. The resilience of the machines, and their ability to operate with a minimal amount of down time, whether caused by paper jams or actual breakdowns, was crucial in their selection. In selecting the equipment for the Business Centres, it was important that noise considerations be fully investigated as the open plan environment made the potential for noise disturbance affecting a larger number of people greater than in a cellular environment. The Sub-Committee noted the tasks that had to be performed in the Business Centres in order to ensure that they provided a continuous service for all staff in the new building. For the first two years it would be assumed that the balance of printing would remain the same. After this time, a review would be undertaken.

The next step to be taken was the drawing up of a specification of the equipment required and the selection of a company to provide, maintain and service this equipment. Selection would be on the basis of whole life cost over a 5 year period including capital costs, support costs, consumables and disposal costs, the stability of the supplier for the whole 5 year period, the extent to which the supplier could match the specification, and the quality of references provided by existing customers. The preferred procurement route would be via the OGC (Office of Government and Communication) framework. This would ensure that the Council obtained the optimum price, had access to the widest range of suitable suppliers and benefited from economies of scale. In addition suppliers had been vetted for financial standing, environmental sustainability and their equality and diversity policies.

RESOLVED that –

- i) the allocation of printing to locations in this report be adopted;**
- ii) the tasks to be performed in the Business Centres be finalised and the mechanisms for their support be agreed;**
- iii) negotiations be conducted with SD & P to provide seamless transfer of printing specifications, print copy and ticketing over the two year term of their contract; and**
- iv) a specification for the equipment to be located in the Business Centres, the Front of House area and the Civic Suite, based on the principles above, be prepared and put out to tender as part of an OGC procurement exercise.**

CIVIC OFFICES REPROVISION – COLOUR FINISHES

At the 23 January 2007 meeting of the Sub-Committee, it had been reported by the architects Feilden Clegg Bradley that design was now being concentrated on the internal areas within the building. A schedule of colours had previously been provided by the architects and agreed by Members. The Sub-Committee noted a series of colour presentations which were displayed at the meeting showing how the colour finishes would look in the finished building.

TELEPHONY

By resolution of the Sub-Committee the press and public were excluded from the meeting during the consideration of this matter under Section 100A(4) of the Local Government Act 1972 on the grounds that the discussion would be likely to involve the disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A to Part 1 of the Act.

The Sub-Committee considered the proposals for telephony in the new Civic Offices and the outcome of investigations to establish that upgrading the present system would not disadvantage the Council in terms of cost or functionality.

In the existing Civic Offices the Council ran a digital switchboard which was an Alcatel OmniPCX (formerly 4400). Connection to the public exchange was through two ISDN 30 lines, one supplied by BT the other by NTL. The Council had a "golden number" for ease of use by the public (01932 838383) and also the full range of numbers from 01932 425000 to 01932 425999 allowing DDIs (Direct Dial Numbers) to be configured to match internal extension numbers. These all fell in the range 5000 to 5999.

It was proposed to upgrade the existing switchboard to satisfy the Council's requirements in the new building. This route would have a number of advantages over switching to a new supplier. The cost of providing the facility in the new building would be lower. The investment that the Council had made on staff training would be preserved. The amount of work in configuring the system to match the different needs of the new building would be reduced and would be less dependent on outside resources. The risk of disruption during the initial period when the new building was first occupied would be minimised. The Information Technology Member Working Group had agreed to this path being pursued, with the proviso that other telephony hardware should be investigated to ensure that

pursuing the upgrade path was indeed cost effective and the Council's requirements could not be met significantly better by the selection of alternative hardware.

The open plan environment in the new building and the greater emphasis on electronic communication and on increased flexibility in ways of working would all have an impact on what was required from the telephone system. In particular the higher ratio of staff to desks and the lower availability of car parking space would provide an incentive for staff to work away from the office. Telephone communication was the method of contact of choice for many Runnymede residents. It was therefore important that the new telephony was able to handle the present requirements as effectively as possible, as well as being flexible enough to promote changes in working practices. In particular, the new arrangements should not be a barrier to the adoption of new processes.

In the new building Voice over Internet Protocol (VoIP) technology would be utilised which enabled the transmission of voice over a data network, eliminated the duplication involved with running separate voice and data networks and improved efficiency as an IP network could be significantly less expensive to operate. Potentially there was some scope for savings in overall costs in telephone calls. However, this was likely to be minimised by the carriers changing their charging structures to recognise the increasing use of IP technology. A move towards Unified Messaging would also be an important benefit to be gained from the new infrastructure. Unified messaging systems (UMS) handled voice, fax and regular text messages (SMS) in a single mailbox that a user could access either with the regular e-mail client (Outlook), or, potentially, by telephone. All of these facilities could be accessed remotely using broadband links making home or off-site working feasible, thus promoting the Council's sustainability agenda by reducing travelling within the Borough. The Sub-Committee noted that home working trials had already begun. The latest mobile phone technology would be utilised for staff where mobility was a large element of their job.

In order to make the best use of the new building, it was essential that the telephone system had all of the facilities used at present and in addition, facilities that would enable the Council to make more effective use of its staff expertise and information systems. By analysing the way the present system was used and as a result of site visits to other sites and suppliers demonstration facilities, a number of features had been identified as being essential for telephony in the new building. These were:-

- i) the ability to take over the existing number scheme with minor amendments, (there was no reason to change this as it was still a good match for the Council's requirements),
- ii) call authorisation to at least at its present level to minimise the risk of misuse or fraud,
- iii) a flexible internal telephone directory that could handle aliases and act as a corporate directory,
- iv) call management (a weakness of the present system was the difficulty in easily generating reports showing detailed activity),
- v) handsets with screens that gave each user access to both the internal and external telephone directories,
- vi) unified messaging allowing voicemail and text messages to be stored in the same location as email,
- vii) flexible ACD (Automatic Call Distribution) facilities (a telephone facility that managed incoming calls and handled them based on the number called and an associated database of handling instructions),
- viii) a high level of resilience in hardware and software solutions and the level of support offered,
- ix) availability for 24 hours a day,
- x) systems that supported the new way of working in the new building in particular the requirements of the new open plan working environment,
- xi) systems that supported remote working,

- xii) call recording,
- xiii) integration with the Cisco Data network installed in the new building.

Two alternative solutions had been investigated in detail along with Alcatel's package, with a view to ensuring that the Council was pursuing an economically advantageous route and that the Alcatel upgrade could provide the facilities required as effectively as alternative suppliers. The Sub-Committee noted the findings and it had been established that upgrading the Alcatel switchboard would not disadvantage the Council in terms of either functionality or cost. It was also envisaged that the Alcatel cost could be reduced by further negotiation. The cost of the works would be funded from the Civic Offices Capital Project Budget and was contained within the replacement schedule for IT hardware which was a separate item on the Agenda.

RESOLVED that –

the specification based on Alcatel equipment be finalised, based on the requirements list and the information coming out of the Desk and Handset allocation exercises and this be used as the basis of the procurement exercise.

CIVIC OFFICES REPROVISION - FINANCIAL SUMMARY

By resolution of the Sub-Committee the press and public were excluded from the meeting during the consideration of this matter under Section 100A(4) of the Local Government Act 1972 on the grounds that the discussion would be likely to involve the disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A to Part 1 of the Act.

The Sub-Committee received the latest financial projections for the Civic Offices reprovion project as at the end of July 2007. The Corporate Management Committee had agreed a two-stage tender process for this scheme under which a primary contractor would be chosen on the basis of formal tender returns and the final details and price would be agreed following a detailed design and costing exercise involving the choice of sub-contractors.

The anticipated expenditure remained within the budgeted sum and there had been no change in this projection since the last report. The Sub-Committee commended Officers on the fact that the project was moving to its end phase within budget.

Davis Langdon (the consultant quantity surveyors) undertook monthly site valuations and submitted monthly cost reports to the Council, analysing the procured contractual figures submitted by Willmott Dixon, to ensure that a fair and reasonable payment was made. Davis Langdon's latest report was noted. Costs of finishing trades could usually be predicted with greater certainty than costs for earlier phases of building construction, so it was not envisaged that the later stages of the project would have substantial cost over-runs.

The cost report included reasonably assessed values for elements of works not currently agreed but acknowledged as expenditure. It also included costs set against the extension of time claims. The Architects had granted a one week extension of time, but a sum had been left in the cost report to allow for two further requests made by Willmott Dixon and any associated loss and expenses. The cost of fitting out the Safer Runnymede control room could be met from within the existing budget. However, the cost of the equipment required for Safer Runnymede had not yet been finalised. Provision had been made in the capital programme but it was not known at this stage if this was sufficient. The potential additional costs that were not included in the capital budget were noted. Regarding the costs of replacing IT hardware and telephony, totalling £1,052,500, the cost of cabling would be met from the budget of £420,000 that was included in the Civic Offices Reprovion project. The remaining hardware costs would be met from separate budgets in the capital programme.

REPLACEMENT OF FURNITURE AND EQUIPMENT

By resolution of the Sub-Committee the press and public were excluded from the meeting during the consideration of this matter under Section 100A(4) of the Local Government Act 1972 on the grounds that the discussion would be likely to involve the disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A to Part 1 of the Act.

The Sub-Committee considered the furniture and equipment that was scheduled for replacement on the move to the new offices on the grounds that it was not able to carry out the tasks required of it or because it had become uneconomic to repair and approval was sought to procure the identified items.

The furniture and equipment being replaced was determined to a large extent by the moratorium on furniture and equipment purchase over the last three/four years in the current offices and the requirements of the move to the new building. This approach had permitted the Council to easily identify current furniture and equipment which had a number of years left in its life cycle and these would be transferred to the new offices. Approximately fifty chairs would be transferred across, along with the furniture purchased for the open plan trials in the Technical Services Department and desks purchased for the Front of House pilot.

The final specification, including colour scheme, needed to be completed as soon as was practicable in order to meet the 31 January 2008 deadline for moving in to the new offices which was the current aim. The choice of the type of chair for the Council Chamber, for instance, might mean delivery after the 31 January due to long lead in times for manufacture.

Replacement furniture and equipment was agreed by the Sub-Committee as set out below. In each case the Sub-Committee noted estimated indicative costs for each item. All deliveries and installations were scheduled for after 3 December 2007, which was the current completion date provided by Willmott Dixon.

COUNCIL CHAMBER

- i) Furniture - The layout had been agreed by the Sub-Committee at its meeting on 23 January 2007. The material to be used was that specified by the architect which was solid wood (European Ash) with ash laminate side panels from a renewable source
- ii) Seating - The Sub-Committee selected the leather chair as displayed at the meeting, subject to a further report back from Officers on achieving a lower price than that reported.
- iii) A Lectern - To be used for presentations to Members by the public and Officers, purpose made to match the architects' theme for the building.
- iv) A Microphone and Voting System - The Sub-Committee agreed that a basic system with potential for future enhancement, should be procured in consultation with the Chairman and Vice-Chairman of the Sub-Committee, at a cost not exceeding a maximum limit agreed by the Sub-Committee. If in future it was necessary to include further features such as electronic voting, these could be added.
- v) Audio/Visual Equipment - A 65" LCD Screen strategically placed in the semi circle areas of the public gallery at floor level during meetings, allowing the necessary flexibility so that portable screens could be used in other areas of the building for meetings, etc. Two 50" screens, to be mounted at positions in the Front of House Area yet to be agreed.
- vi) Water Coolers - Chilled water would be used instead of bottled water at a substantial saving as reported. The estimated cost of leasing two chilled water units was noted. The units would be located in the ante room space between the Council Chamber and the Committee Room.
- vii) A self serve type coffee/tea machine.

COMMITTEE ROOM

- i) Furniture - The Sub-Committee agreed that some existing desks and chairs be carried forward rather than refurbishing in European Ash laminate the existing modular tables to match the architect's theme throughout the building. A substantial cost saving would be achieved as reported, by not undertaking the refurbishment.
- ii) Seating - As at Council Chamber item ii) above.

- iii) Side Table- A side table would be provided so that a tea/coffee machine could be located and consumables could be stored.
- iv) Visual Equipment – There was a choice of providing a 50" LCD screen able to integrate with IT systems for presentation and training purposes or using the portable screens from the Council Chamber instead. (See Council Chamber v) Audio Visual Equipment above). Officers would report back on the implications of a clash of meetings to determine whether in the event of two or more meetings taking place at the same time, a separate 50" LCD screen was needed, or whether the portable screens from the Council Chamber could be used.
- v) Water Coolers – As at Council Chamber item vi) water coolers above.
- vi) A self serve type coffee/tea machine.

MEMBERS' ROOM

- i) Seating - 10 cantilever meeting chairs plus a further 6 chairs against the walls.
- ii) Meeting Table - A 10 place elliptical meeting table to correspond with the current number of seating positions.
- iii) Audio/Visual Equipment – A 42" LCD screen.
- iv) Display Cabinet – A wall mounted cabinet to display historical items.
- v) A self serve type coffee/tea machine.
- vi) Water Coolers - As at Council Chamber item vi) water coolers above.

MAYOR'S PARLOUR

The existing furniture, display cabinet, mirror, framed pictures of former Mayors, etc would be transferred.

FIRST AND SECOND FLOORS OPEN PLAN

The furniture and equipment for the new building would be purchased using a single tender process. Procurement of the new items would be funded from the FF&E replacement budget approved by Members in January 2006. While the Sub-Committee wished to see new furniture for staff to assist them in the completion of their tasks where possible, it did agree that the current furniture and equipment which had a number of years left in its life cycle could be utilised if appropriate in certain areas (e.g. the quiet rooms).

TRAINING ROOMS ON BOTH FLOORS

The chairs for these areas would be recycled from the existing building. A sum had been set aside to provide a desk configuration yet to be agreed, and a separate sum had been set aside for audio/visual equipment.

QUIET ROOMS

These rooms were to be set out using existing furniture and equipment. A contingency had been made in the sum reported, in case any of the equipment required replacement.

MEETING ROOMS

It was currently estimated that sufficient serviceable desks and chairs could be identified from the existing supply to attractively furnish these areas. A further sum had been set aside for a projector and screen in the larger meeting room. Officers would report back on the possibility of utilising a small LCD screen rather than a projector and screen in the larger meeting room.

RECEPTION AREA FURNITURE

The Sub-Committee noted an estimated cost based on reception area furniture recently installed in other local authorities.

MEZZANINE FLOOR

A provisional sum had been set aside for this area, the use of which had yet to be clearly defined. The existing furniture being transferred could possibly be used here.

The total value of the items set out in the report was noted and this expenditure could be met from within capital budgets. Proposals to purchase further equipment from these budgets would be reported to a future meeting. By deciding upon a basic microphone and voting system capable of subsequent upgrade and by not refurbishing existing furniture in the Committee Room, the Sub-Committee was able to arrive at a lower revised overall total figure. The Sub-Committee agreed the estimated revenue costs of water coolers and coffee/tea machines in the Committee Room and the Members' Room. Expenditure on these refreshment facilities would depend upon demand, but it was Officers' intention that these costs be met from within the existing revenue budget that provided for the cost of bottled water and refreshments at meetings.

RESOLVED that -

- i) the proposed purchases and dispositions of furniture and equipment as set out in the preamble to this resolution be approved; and**
- ii) the revised total expenditure as agreed at the meeting be met from the Civic Offices Capital Project Budget and a revenue commitment be approved in the sum reported.**

SAFER RUNNYMEDE CONTROL ROOM FOR THE NEW CIVIC OFFICES

By resolution of the Sub-Committee the press and public were excluded from the meeting during the consideration of this matter under Section 100A(4) of the Local Government Act 1972 on the grounds that the discussion would be likely to involve the disclosure of exempt information of the description specified in paragraph 3 of Schedule 12A to Part 1 of the Act.

The Sub-Committee considered the waiving of Standing Orders requiring a tender process and the authorisation of the appointment of Intech Ltd as the specialist contractor for the construction element fit out of the Safer Runnymede Control Room for the new Civic Offices.

Intech Ltd had fitted out the original Safer Runnymede Centre in 1996/97. Since the opening, many changes had been made and Intech had always delivered on time, on budget, at reasonable cost, with good quality. Intech had a considerable reputation gained over 25 years in the industry with a world wide client base across the public and private sector. The close working relationship with the Council over ten years ensured that what Intech delivered would be suited to the Council's purposes and they had a very detailed understanding of the business requirement.

In view of the proven benefits of working with Intech, Officers had approached the company to assist in developing a design that would comply with British Standards and accommodate anticipated extension of the Safer Runnymede service in the future. A design and specification had been developed to meet all the requirements and a budget estimate from Intech Ltd, compared with a budget estimate for the fit out works from another contractor was noted by the Sub-Committee. Intech Ltd would accept responsibility for both construction and design, whereas the other contractor would only offer construction. Accordingly the cost of using Intech for construction and design was lower than for the other contractor and there would be no split responsibility for design and construction.

The Sub-Committee agreed that Intech Ltd should be appointed as contractor for this work in view of their proven track record, the fact that they would take on construction and design responsibilities, and the overall favourable cost comparison between their budget estimate and the other contractor. This, however, required a waiver of Standing Order C2, which would normally require a formal competitive tender process for a contract of this size.

The sum required to carry out this work would be found from a value engineering exercise within the main contract sum, so no further funding was required.

Work would start as soon as possible to ensure that the room was fitted out in time.

RESOLVED that -

- i) Standing Order C2 requiring competitive tenders be waived in the case of the contract for construction element of the fit out of the Safer Runnymede Control Room for the new Civic Offices, for the reasons set out in the preamble to this resolution;**
- ii) Intech Ltd be appointed as the contractor for this work, at the estimated cost as reported; and**
- iii) the method of financing be noted.**

Chairman

(The meeting ended at 10.20 pm)

APPENDIX 'A'

Cost Breakdown			
Item	Unit Cost (£)	No	Total (£)
PC's	400	280	112,000
Laptops	600	50	30,000
Monitors	200	90	18,000
Printers			
Business Centre - Main	25,000	1	25,000
Business Centres - Other	8,000	3	24,000
FoH, Civic Suite	6,500	2	13,000
Open Plan Offices	500	6	3,000
Cheque	2,500	1	2,500
Software	30,000	1	30,000
Servers	25,000	6	150,000
Cabling	170,000	1	170,000
Network	100,000	1	100,000
SAN	125,000	1	125,000
Voice Switch Upgrade	150,000	1	150,000
Memory/Disk	2,000	1	2,000
Installation	10,000	1	10,000
Software Licences Microsoft	10,000	1	10,000
VMWare	3,000	6	18,000
VAP/IDM Upgrade/migration	40,000	1	40,000
Oracle Database Migration	10,000	1	10,000
SQL Server Databases Migration	10,000	1	10,000
			£1,052,500

Met from the following budgetary provision:

Hardware Replacement Programme	£598,000
Civic Offices Capital Project	420,000
System Upgrades and Developments Provision	34,500

TOTAL £1,052,500