

Report to: Executive Board
PROGRESS REPORT AND REQUEST FOR ADDITIONAL FUNDING TO
SUPPORT
TOURIST INFORMATION CENTRE RELOCATION

<p><i>Report of; Strategic Policy and Research Manager</i></p> <p><i>Report Author</i> <i>Jon. Bilson, Policy and Development Manager</i></p> <p><i>Portfolio Holder: M. Christian</i></p> <p><i>Overview and Scrutiny Committee</i> <i>Responsibility: Finance and Performance</i> <i>Monitoring Overview and Scrutiny Committee</i></p> <p><i>Key Decision ; Yes</i></p>	<p>WARDS AFFECTED</p>
<p>SUMMARY AND RECOMMENDATIONS</p> <p>This report provides details of the requirement for a further £56,000 to complete the refurbishment and relocation of the Tourist Information Centre from Gloucester Green to Broad Street.</p> <p>The Executive Board is asked to recommended Council to allocate a further £56,000 in the Capital Programme for this scheme and approve its expenditure.</p>	

1. Background

- 1.1 The project was agreed as part of this years capital programme. The total costs of the project were estimated to be £214,000. Funding of £200,000 was agreed as part of the programme and the additional £14,000 was found from other budgets with the business unit.
- 1.2 A copy of the original budget together with expenditure, including commitments for works already completed is attached. Appendix A

2. Further funding requirement

- 2.1 This is shown on Appendix B. Notation shows were quotations are on file for the works identified, estimates are used were quotations are being pursued.
- 2.2 The total estimate is £56,000.

3. Current position

- 3.1 Competition of works to site will be achieved by the middle of December. The site will then be ready for occupation by the council and have a smart and presentable shop front and fitted interior shop fittings.

3.2 Other works may be required by the concessions who will have to fit out the spaces that they rent.

4. Date to completion of the works

4.1 If agreed, the additional funding not already identified for costs which have been incurred will be spent on items which will be purchased before the end of the financial year.

4.2 Some works related to the completion of IT related work may not be completed until the early part of 2003/04, this is subject to confirmation of work programmes with the IT section.

4.3 Staff at the TIC are keen to relocate as soon as possible, preferably before Christmas and prior to the rise in activity/start of season in February.

5. Project management

5.1 To date the project has been managed under agreement by the Southern Tourist Board. A review of the project was undertaken by staff in the Policy and Research Team in October and deficiencies in the project were identified at that stage.

5.2 Since November a member of the Strategic Policy and Research Team has been assigned to oversee the management of the project. To that end the following steps have been taken to regain direction of the project;

- Following a review of the project with individual staff members a project meeting of OCC staff was called to confirm the current arrangements
- further works and estimates have been obtained and no further items have been ordered which would create an over expenditure
- a detailed project completion programme is being developed and options for moving and scheduling works have been identified
- discussions with the STB over performance of project management duties and related fees have commenced as a separate arrangement
- this report has been prepared highlighting for members the need for additional funding

6. Commentary on funding requirement

6.1 Telephones.

The original budget showed £2,000 for this work.

- 6.2 At present there is no clear specification for the work. The council has sought special advise on this subject form the STB in July. To date no advise has been forthcoming. The additional funding requirement would enable technical consultancy advise to be sought and likely estimates of equipment are included. The current telephone hardware has passed its agreed service agreement to the supplier suggests that the equipment is nearing the end of its useful life. The recent review of the TIC identified telephones are an area to be improved.

7. New pedestrian sign

- 7.1 This is required to provide out of hours information for public and is a requirement of the National Quality Standards for TICs which must be maintained to ensure that the Councils TIC remains within the National TIC network operated by the Regional Tourist Boards.

8. IT provision

- 8.1 A review of potential suppliers of software required to provide the TIC service is underway. The current software requires a upgrade. This will cost £6,000. The driver software for this package is also to change. Some of the requirements will be met as a result of the corporate PC replacement programme.
- 8.2 We are currently investigating any potential external funding which may be forthcoming from the Southern Tourist Broad to support a package of software which operationally the less preferred software application.
- 8.3 No budget is currently available in the programme or within the service area budgets for the additional peripheral equipment which would be needed in the larger premises. Like for like replacement can be achieved through other corporate budgets, but user requirement have increased. We would also seek to provide more details to customers by the use of printouts form the councils web site.
- 8.4 Improved communications links to the councils IT systems would also be achieved and the TIC would be on-line to the councils website and other websites through the councils main systems. This would improve the current provision which is based upon modem dial-up with limited access at peak times for the TIC. This arrangement causes operational problems for the TIC from time to time. The opportunity would also be taken to provide improved back-up arrangements by placing the TIC into the corporate networks and removing the need for on site back-up to be taken. This would require an additional server at a cost of £4,000.

9. Tills.

9.1 No provision was made in the original budget for the till provision.

9.2 The current tills are worn, but serviceable. However they are supported by software which has limitations in its data management facilities. The additional expenditure would ensure that new tills are available which have better data management and stock control features completing the high quality/finishes look of the new TIC.

10. Expenditure to date

10.1 Building Works

The original budget had set a figure for building works at £100,000 which was based on a review of the building whilst in occupation by Lloyds Bank. A revised budget for building works was completed in December 2001. This estimated the costs of building works at £130,000. This was undertaken before works commenced on site.

10.2 Once on site other works were required as a result of the condition of the fabric of the building. Two floors which had not been used were brought back into use. The fabric of the building in places required more work than was possible to see on inspection prior to commencement of works, for example works to plastering and flooring were found to be defective when floorboards were lifted whilst undertaken fire precaution works.

10.3 Other works were also required which were not known at the outset of the project, for example, the including of rear fire escape to comply with amended fire authority and building regulations.

10.4 Additional works had also arose following examination of building usage/operations to accommodate the concessions and other tenancies in the building. For example additional toilet facilities were required in the basement for the use of concessions, as well as offices to be let on the upper floors.

10.5 Additional works to the electrical systems were required which had not be anticipated at the time of the initial inspection of the property. It had been assumed that the wiring used by the bank whilst on site would be complainant with electrical regulations and Building regulations. This was found to not be the case.

10.6 Additional electrical works were also required to separate the supply servicing offices to be let. This would facilitate the easier management of this vital source of ongoing revenue.

11. Current position on building works related expenditure

The total of committed building works is £144,000, of this £13,000 has been invoiced and a further £131,000 committed based on revised estimates. Estates services advise that costs have risen through a technical requirement, rather than through any reasons associated with the nature of the contract with Oxford Building Solutions for the work undertaken.

12. Estate Property fees

The original estimate of fees for the project were £10,000. To date £15,150 has been paid out of a separate budget and a further £2,850 have been estimated by Property Services to come from the capital budget. A total of £18,000. This has resulted from a higher level of input required from the Estates Team to oversee the internal fitting works, e.g. shop fitting.

13. Shop fitting

The budget for shop fittings works totalled £55,000. This work has been completed to a total of £53,478 (52,190 committed costs and £1,288 in paid fees). The placement of this work was achieved through the use of a competitive tendering arrangement and external advice was also sought from a specialist consultancy company to ensure that the designs achieved were of a sound quality and met the needs of a high volume high quality TIC.

<p>This report has been approved by; Portfolio Holder Business Unit Manager Strategic Policy and Research, Legal Services, Accountancy Services,</p>	
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Appendix A;	Budgeted figures	spend to October	Commitment on revised estimates	provision
refurbishment and redecoration	100,000.00	12,756.00	131,896.00	
removal of safe	250.00	968.00		
signs	3,000.00	500.00		
planning	1,500.00	345.00		
applications and building consent				
front elevation alterations				
timber racking in basement	500.00			
shop fitting	55,000.00	53,478.00		
		consult fitting	1,288.00	
			52,190.00	
carpet	10,000.00			
telephones	2,000.00			
door/people counter	1,000.00			
mail redirection	100.00			
removals	3,000.00			
surveyors costs	1,500.00			
new pedestrian sign	2,250.00			
upgrade IT to be linked to visit	15,000.00			
STB project costs	0.00			
property division costs	10,000.00			18,000.00
contingency	10,000.00			
TOTALS	215,100.00	68,047.00	131,896.00	18,000.00
Budget agreed by Executive	200,000.00			
projected overspend to date actual and commitments	57.00			

Revised Cost Estimates**Broad Street Move**

items	budgeted cost	revised cost
telephones - limited provision requires specification	2,000.00	12,000.00
door/people counter - no quotes on file	1,000.00	1,000.00
mail redirection - no quotes on file - look for in operational budget?	100.00	100.00
removals - no quotes on file	3,000.00	3,000.00
new pedestrian sign - could cancel, but impacts on network status of TIC with RTB	2,250.00	2,250.00
upgrade IT to be linked to visit - change package to cheaper integra?	15,000.00	18,700.00
improvement to coms link - required for operational efficiency and marketing work		6,700.00
integra - update software costs and replacement to Visit server - needed for coms link		6,000.00
peripherals - operational requirement not yet budgeted for - service budget?		4,000.00 2,000
replacement/update to tills - now at end of life - quotes on file for hardware, software costs unknown		9,000
property division costs	10,000.00	
surveyors costs	1,500.00	
<i>property division costs have increased as a result of length of time on project and on concession letting</i>	11,500.00	2,850.00
Subtotal of remaining items	34,850.00	48,900.00
contingency funding 14% of other lines excluding property services		6447
TOTAL		55,347.00