

Report for: Cabinet Member Signing – 4 March 2022

Title: Award of Contract for Wood Green Library 2nd & 3rd Floor Office and Mechanical & Electrical Refurbishment

Report authorised by: David Joyce, Director of Housing, Regeneration & Planning

Lead Officer: Richard Kiernan, Senior Project Manager, Corporate Landlord

Ward(s) affected: Wood Green

**Report for Key/
Non Key Decision:** Key Decision

1. Describe the issue under consideration

This report is a request for approval to award a contract for the 2nd & 3rd floor office and Mechanical & Electrical refurbishment at Wood Green Library to improve the office and service provision facilities for Haringey Works on the 2nd floor; and to enable the interim relocation of departments currently occupying Alexandra House to the 3rd floor.

2. Cabinet Member Introduction

Not required.

3. Recommendations

The Cabinet Member is asked:

- 3.1 In accordance with Contract Standing Order 16.02, to approve the award of the Contract for works at Wood Green Library to Contractor A for the contract sum of £539,603.18 excluding VAT.
- 3.2 To approve the contingency sum as set out in the exempt section of this report (Part B).

4. Reasons for the decision

4.1 To improve the Employment and Skills offer, creating a flagship service for vulnerable resident

- 4.1.1 The Employment and Skills Recovery Action Plan identified that the current Haringey Works Hub in Wood Green Library was unfit for purpose for a flagship service working with vulnerable residents. This proposal will create private interview rooms, a space for delivering group sessions and a welcoming more environment with improved equipment and facilities.

4.1.2 The proposed improvements to the Haringey Works Hub would provide a professional and welcoming base where residents can have private one to one meetings with their employment advisor or finalise employment checks if they are joining the Temp Recruitment talent pool, a space to carry out job search with support of the team, and to participate in group employability and upskilling workshops.

4.2 Heating and ventilation improvements for library users

4.2.1 This package of works includes some improvements to the heating and ventilation systems and associated control systems. This will resolve some longstanding problems with ensuring the library is kept at a comfortable temperature for staff and visitors alike.

4.2.2 It will also deliver financial savings and environmental benefits by reducing energy consumption.

4.3 To deliver the Council's Accommodation strategy objectives

4.3.1 In November 2021, Cabinet approved a proposal to refurbish Alexandra House and 48 Station Road, and to tender the associated works packages. The report set out that, in addition to the appointment of a main contractor, it would be necessary to undertake some of the works at an earlier stage.

4.3.2 To support the delivery of the Accommodation programme, it is intended to relocate the Council's Digital Contact Centre from Alexandra House to the 3rd floor of Wood Green Library.

4.3.3 The relocation of the Digital Contact Centre to Wood Green Library is an interim arrangement to allow the realisation of the wider consolidation of the Council's core office accommodation into Alex House and 48 Station Road. This interim arrangement does not impact any long-term decisions that may be taken separately over the future use of the Wood Green Library site.

4.4 To deliver service management improvements within Customer Services

4.4.1 This location will provide co-location and synergies for Customer Services colleagues located on the ground floor of Wood Green Library and those working in the Contact Centre.

4.4.2 The renovation works proposed in the office section and break-out area on the 3rd floor of Wood Green library will provide an improved working environment and re-allocation of space to current occupants: Libraries management team, libraries stock management, Home library service and Haringey Adults Learning Services (HALS) back-office.

5. Alternative options considered

5.1 Do Nothing

5.1.1 Haringey Works, being a front-line service, offering essential reemployment advice to local residents following the end of the furlough scheme urgently need a dedicated, and far improved space to offer their services. Not undertaking this part of the works will hinder Haringey Works in providing a professional and essential service which is essential to the prospects of some of the most disadvantaged residents in the borough.

- 5.1.2 Not to upgrade to heating and ventilation systems has been discounted as the Council has a statutory duty to ensure all our buildings are fit for purpose and safe for all users. Ventilation control is at the forefront of building design following the COVID-19 pandemic. By doing nothing, we are not fulfilling this obligation.
- 5.1.3 The option not to move the Digital Contact Centre is not recommended, as the Council would not be able to meet its Accommodation Strategy objectives. A variety of factors have been considered when determining how to allocate space to services. Moving the Digital Contact Centre to the library, frees up half a floor of Alexandra House, which will be better suited for use by other departments.

5.2 Refurbish 3rd Floor as part of the main Accommodation programme

- 5.2.1 This option would be for the Council not to commission refurbishment of the 3rd floor of Wood Green Library at an early stage. This work is currently programmed to start in early March 2022 subject to approval. The refurbishment of the Haringey Works area could go ahead as a smaller works package.
- 5.2.2 This would significantly delay the relocation of the Contact Centre and Customer Experience management team occupying the 3rd floor of Alexandra House. The 3rd floor of Alexandra House is due to be vacated by 20 May 2022 for refurbishment works to commence on 23 May 2022. Delaying this would have knock on implications for the whole programme.
- 5.2.3 As the contractor for the main programme would need to consider works for an additional site, this would add considerably to the overall cost.

5.3 Separate Construction Contracts for 2nd & 3rd Floor Refurbishment Projects

- 5.3.1 The option to tender the 3rd floor separately was discounted at an early stage. The refurbishment works on both floors are of a time-critical nature and this would have meant that both contracts would have needed to run concurrently. This would have resulted in two contractors, working alongside each other, to complete the refurbishment works.
- 5.3.2 This option would also contravene the Construction Design and Management Regulations 2015 and create a number of significant H&S issues, as two contractors would be sharing the same site. As a result, one of the contractors would need to become the Principal Contractor, overseeing the other contractor. This would have resulted in a cost uplift for the contractor chosen as the Principal Contractor.
- 5.3.4 This option would also result in higher charges (Preliminaries) overall, as each contractor would charge for work that would only be needed once in the preferred option.

6. Background information

6.1 Wood Green Library building context

- 6.1.1 The Wood Green Library building houses one of the busiest libraries in the country, in a location at the heart of the borough.

- 6.1.2 The Council have committed to keeping all the libraries in the borough, despite the financial pressures facing the authority. Within that context, Wood Green library remains the focal point for the service as a whole.
- 6.1.3 The Wood Green library building has always housed more than just the library service and includes community facilities and office space on the upper floors.
- 6.1.4 Accordingly, moving some of our office-based functions, such as the Digital Contact Centre, into the library is not a change of use, and no long-term decisions affecting the site are implied through this report.
- 6.1.5 While the library building maintains at the heart of our offer to residents, it is vital to keep it in good order. In addition to the work in this report, the Council continues to invest in the building, and has recently completed roof repairs and boiler replacement works.
- 6.1.6 The majority of the customer-facing activity takes place on the Ground Floor, or the First Floor. Further proposals for improvements for these areas are being brought forward and will be subject to reports later in 2022.

6.2 Haringey Works

- 6.2.1 As a result of the pandemic Haringey has experienced a sharp increase in the number of residents claiming out of work benefits with Haringey having the third highest level of unemployed claimants in London. This impact of this has been felt greatest by those most affected by Covid 19 in particular Young People, BAME communities and people over 50. In addition the number of residents who are inactive in the Labour Market for reasons of ill health has grown and levels of participation are down.
- 6.2.2 Haringey Works is the Council's direct delivery employment support team. The team deliver against the Employment and Skills Recovery Action Plan priorities to support those most impacted by Covid 19 into local and London wide job opportunities, focusing on employment growth sectors and growing demand, connecting residents to opportunities created through our own investment and delivering in a joined up way with other employment support providers and early help services locally. The team deliver job information sessions for local employers, employability work shops for local residents as well as one to one tailored support working closely with Haringey Adult Learning service. The service is delivered through a hub and spoke model with the hub based at Wood Green Library alongside other borough wide services and the spokes in community settings where there are high levels of unemployment and demand.
- 6.2.3 In the Employment and Skills Recovery Action Plan it was noted that the current Haringey Works Hub in Wood Green Library was unfit for purpose for a flagship service working with vulnerable residents. The current hub is lacking private interview rooms, a space for delivering group sessions to residents and does not provide a welcoming environment with working equipment and facilities.
- 6.2.4 Haringey Works has had significant revenue support through the Council's E&S Recovery Action Plan budget and ESF to create a new youth unemployment service, a specialist SEND service, specialist disability focused employer engagement creating additional outreach capacity in the community as well as a new temp recruitment service for Council opportunities. Currently the existing premises do not provide a base which matches the ambition of the offer.

6.2.5 At the moment the space is accessed through an multi-use space on the 2nd floor and the signage signposting the service within the Library is inadequate. The Haringey Works team has grown from 9 members to 24 team members since March 2020 with recruitment ongoing.

6.2.6 The team is also about to launch a new service to supply temporary members of staff to Haringey Council. This will inevitably lead to a greater use of the space and an over increase in footfall.

6.3 Station Road Refurbishment Programme

6.3.1 In November 2021, Cabinet approved a proposal to undertake refurbishment works to Alexandra House and 48 Station Road, in order to ensure that the Council was able to provide suitable office space for its workforce.

6.3.2 The works proposed of the broader programme that this work supports are comprised of:

- Refurbishment works in Alexandra House
- Refurbishment works in 48 Station Road
- Enabling works
- Purchase and installation of furniture, audio-visual and other equipment in order to fit-out the offices
- Removals contractors to support the relocation of staff.

6.3.3 During the period 2021-25 George Meehan House will be the Council's Civic Hub. Between them, Alexandra House and 48 Station Road will provide the main council offices, and form the administrative hub for the council.

6.3.4 The enabling works include the works package proposed in this report to provide for the partial refurbishment of the 3rd floor of Wood Green Library. The works to the 3rd floor of Wood Green Library are essential to facilitate the decant of staff from the 3rd floor of Alexandra House to allow the refurbishment of the floor ready for its re-occupation by staff from the Customer, Transformation and Resources directorate.

6.3.5 During the engagement sessions with the Customer, Transformation and Resources directorate, stakeholders raised a strong case to explore the co-location of the Customer Experience department (Contact Centre and Management Team) based on the 3rd floor of Alexandra House with the Customer Service located at Wood Green library to develop collaboration and synergies.

6.3.6 A review of the space and requirements with the existing occupants at Wood Green library confirmed that space could be allocated on the 3rd floor.

6.3.7 A package of works is required to enable the move and provide a long-awaited upgrade of the office accommodation, a re-allocation of the space and reasonable adjustment for a member of staff using a mobility scooter.

6.3.8 This in turn enables the Council to gain vacant possession of the 3rd floor of Alexandra House. To meet the Station Road programme due for completion by the autumn 2022, vacant possession is due by 20 May 2022 for refurbishment works to commence on 2 May 2022.

6.4 Corporate Landlord works package

- 6.4.1 The works package proposed in this report provides for the upgrade/replacement/and alteration of the existing heating and ventilation systems and associated control systems throughout Wood Green Library to improve the overall wellbeing and environment for staff and visitors alike.
- 6.4.2 Works on the 2nd Floor will be funded from the Regeneration Capital Budget (£138,829.66 plus VAT). The 3rd floor package of works will be funded from the Corporate Landlord Capital budget (£94,225.18 plus VAT) and all Mechanical and Electrical works to be undertaken throughout the building will be funded from the Wood Green Library Capital Budget (£306,548.34 plus VAT).
- 6.4.3 It should also be highlighted that over the past 18 months the Corporate Landlord has made significant improvements to the fabric and infrastructure of Wood Green Library. New boilers have been installed, the fire alarm and emergency lighting system has been replaced in its entirety, the roof is currently being recovered, and significant improvements have been made to the fire compartmentation of the building for life safety.
- 6.4.4 Further work is envisaged in the ground floor and 1st floor childrens libraries later in 2022 comprising new lighting, new flooring, new reception area, redecoration and a new ICT suite. Further reports will be brought forwards as necessary in support of this proposal.

6.5 Procurement Process

- 6.5.1 The procurement process was undertaken utilising the competitive tendering process through the Council's London Construction Programme, DPS procurement portal. Tenders were placed on the portal for the procurement of refurbishment works to the 2nd floor at Wood Green Library to update the area occupied by Haringey Works. The project is designed to facilitate more efficient and suitable accommodation for their client base, purpose being to provide greater flexibility, accessibility, visuality and privacy to their clientel.
- 6.5.2 The tender was placed on the DPS portal with a four week tender action period, the return to be submitted by 12:00 noon 6th December 2021. After the tenders were received and initially assessed, the moderation meeting took place a week later on 15th December 2021.
- 6.5.3 On the 7th January 2022 it was confirmed by the Station Road Office Refurbishment Programme that the refurbishment of the 3rd floor of Wood Green Library was needed to enable the relocation of the Council's Contact Centre and Customer Experience management team from Alexandra House to Wood Green Library.
- 6.5.4 For the reasons set out in section 5, it was determined that the best course of action was to have one Principle Contractor delivering the works on both the 2nd floor and 3rd floors of Wood Green Library.
- 6.5.5 Contractors were provided with a revised scope of works to include both floors and asked to provide new tender prices.
- 6.5.6 The evaluation was then completed. The details of the evaluation is set out in the Exempt Part B of this report.

7. Contribution to strategic outcomes

7.1 This report contributes to the Borough Plan priority “Your Council” – Outcome 19 “Outcome 19: We will be an able, positive workforce with the skills needed to deliver for Haringey”. The Delivery Priority this supports is “Design smarter working environments to endorse modern and agile working”.

8. Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

8.1 Finance

8.1.1 The recommendation is to award a contract for the refurbishment of elements of the Wood Green Library to Contractor A in the contract sum of £0.540m. The expenditure is to be funded from the HALS budget, £0.139m, the Asset Management of Council buildings, £0.094m, and the Wood Green Library budget, £0.307m. There is sufficient uncommitted budget in each budget to accommodate the proposed expenditure.

8.2 Procurement

8.2.1 Procurement notes the content of the report. The procurement has been conducted in line with the authorities Contract Standing Orders and the Public Contract regulations.

8.2.2 Procurement endorses the recommendation to award the contract to contractor A for the value of £539,603.18

8.3 Legal

8.3.1 The Head of Legal and Governance (Monitoring Officer) has been consulted in the preparation of the report.

8.3.2 The contract which this report relates to has been procured through the Council's DPS for London Construction Programme. This is in compliance with the Public Contracts Regulations 2015.

8.3.3 Pursuant to Contract Standing Order 16.02 a Cabinet Member having the relevant portfolio responsibilities has authority to approve the award of the contract which this report relates to.

8.3.4 The Head of Legal and Governance (Monitoring Officer) sees no legal reasons preventing the Cabinet Member for Finance and Regeneration from approving the recommendations in the report.

8.4 Equality

8.4.1 The council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not.

- 8.4.2 The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.
- 8.4.3 Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.
- 8.4.4 The proposed improvements to the Haringey Works service provision will benefit people disadvantaged by their socioeconomic status, by improving the service provision for people without secure employment. Given that many other protected characteristics are disproportionately represented amongst the unemployed and underemployed, there is good reason to expect a net positive impact on equalities through the investment in this space.
- 8.4.5 The improvements to the heating and ventilation system will have no adverse impact on people with protected characteristics. Uncomfortable temperature levels are more likely to affect older age groups and people with some disabilities, so the overall impact of this change will be to remove a potential detriment to some groups.
- 8.4.6 With regard to the office refurbishment to the third floor, and the move of the Digital Contact Centre, the Council will apply its existing policies around space standards and ensure compliance with current building regulations with regards to accessibility to ensure there is no disadvantage to any member of staff with any of the protected characteristics. In particular we will pay close attention to ensure floor layouts, partitions, signage and other design features take good account of the needs of all our staff. As staff prepare to move, we will work with the service management to address any individual issues, such as the need for Personal Emergency Evacuation Plans.
- 8.4.7 As an organisation carrying out a public function on behalf of a public body, the Contractor A will be obliged to have due regard for the need to achieve the three aims of the Public Sector Equality Duty as stated above. Appropriate contract management arrangements will be established to ensure that the delivery of the major works does not result in any preventable or disproportionate inequality.

9 Local Government (Access to Information) Act 1985

N/A