

Durham City Customer Access Point (CAP) Site Options – Summary of Initial Appraisal (Long List) V2.0

Site area requirement for new CAP = 300 m ²	1. 17 Claypath	2. Tourist Information Centre and 3/4 Millennium Place (Connexions)	3. 7 Millennium Place with Customer Services split over ground and first floors	4. 7 Millennium Place with Customer Services sharing ground floor with library and first floor use as back office accommodation	5. Durham Bus Station	6. Millburngate Shopping Centre, or similar
Section 1 - Site Characteristics						
Description	Former Durham City Council offices. Concrete framed structure, flat roof, with brickwork external skin. The floor-plate is inefficient due to the cellular nature of the office accommodation. Ground floor Customer Services. All upper floors back office staff/contact centre/CCTV. Very small rear staff car park 6 spaces maximum but restricted by Gala operations and access by large vehicles.	The Tourist Information Centre (TIC) is currently scheduled to become vacant autumn 2011. 3/4 Millennium Place (Connections) is currently being vacated. Modern accommodation. Marketing of these units for commercial use currently considered.	Ground floor occupied by 20/20 Vision. First floor occupied by CDC. Modern accommodation. Both services are scheduled to vacate in the near future.	Ground floor occupied by Durham City Vision and on the opposite side by the Clayport Library. First floor occupied by C&DDC. Modern accommodation. Both DCV and C&DDC are scheduled to vacate in the near future.	Second floor office space has been vacant for some time. Capital investment required to upgrade to modern office accommodation.	Reason for inclusion is for comparative purposes only. To distinguish between the occupancy of a retail unit and that of a current office base. No vacant retail unit was identified, however planning restrictions may apply.
Location	Near the Market Place/Millennium Square, Bus stop outside also park and ride drop off/pick up point nearby. Public Car parks in close proximity.	Near the Market Place/Millennium Square, Bus stop outside also park and ride drop off/pick up point nearby. Public Car parks in close proximity.	Near the Market Place/Millennium Square, Bus stop outside also park and ride drop off/pick up point nearby. Public Car parks in close proximity.	Near the Market Place/Millennium Square, Bus stop outside also park and ride drop off/pick up point nearby. Public Car parks in close proximity.	Above main bus station and rail station nearby	Within prime retail location in the City centre, car parking in close proximity. Depending upon the exact location the CAP may not be publicly visible.
Ownership / Title	This property is owned by DCC.	This property is owned by DCC.	This property is owned by DCC.	This property is owned by DCC.	This property is owned by DCC, but all income generated to One North East as part of previous funding agreement. But presumably this will be subject to review?	Lease would need to be entered into.
Size	1,850m ² NIFA over 4 floors.	TIC 175m ² NIFA (approx) to include both floors. Connections 155m ² NIFA (approx)	100m ² NIFA ground floor (approx) 200m ² to the first floor (approx).	The area considered being 100m ² NIFA ground floor (approx), entrance foyer, and part of the Clayport Library as a shared customer service reception and waiting area. 200m ² to the first floor (approx), being for back office provision.	572 m ² NIFA second floor only (approx).	No information – subject to premises availability.
Accessibility/Condition	Minor adaptations required to make the CAP totally accessible. Requires significant repairs and maintenance for longer term use.	Both these units adjoin however there is an approximate 1.00M difference in level between both ground floor levels. A structural column restricts having both an accessible lift and stairs of sufficient width.	The building is DDA accessible. The existing public lift can be used to gain access to the upper floor.	The building is DDA accessible. The existing public lift can be used to gain access to the upper floor.	Access to the second floor is via a non compliant lift or a stairwell. All the accommodation is on three different levels and is non DDA accessible.	No information – subject to premises availability.
Availability of property	Currently in use as the main CAP for Durham City and back office staff.	Upon the vacation of both services.	Existing service providers could be re-located as an interim measure to allow for adaptations.	Existing service providers could be re-located as an interim measure to allow for adaptations. The library service needs to be consulted regarding the sharing of services, with sign-in by both	Vacant possession.	No information – subject to premises availability.

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				Directors.		
Considerations, opportunities and benefits	Longer term this site will be disposed as the condition of the building is poor. Prime development site which is adjacent to a commercial scheme.	Enables co-location of public services but would totally compromise any use as commercial entity Soft market testing of Millennium Square to ascertain commercial demand commencing this summer	Enables co-location of public services but would totally compromise any use as commercial entity Soft market testing of Millennium Square to ascertain commercial demand commencing this summer	Enables co-location of public services but would totally compromise any use as commercial entity Soft market testing of Millennium Square to ascertain commercial demand commencing this summer	Market rent may be payable to One North East. However due to the imminent demise, future arrangements are not known. Also this site forms part of a big city regeneration scheme working jointly with the private sector. Relocating the CAP here would therefore only be temporary.	Significant commercial rents for retail premises are in prime city locations. Planning approval for change of use would be required.
Section 2 - Assessment of Options						
1. Capital Costs (or receipt)	£30,000 Cost of minor DDA adaptations	£294,000 Cost of adaptations to include refurbishment, furniture and ancillary items.	£328,000 Cost of adaptations to include refurbishment, furniture and ancillary items.	£344,000 Cost of adaptations to include refurbishment, furniture and ancillary items.	£500,000 Cost of adaptations to include structural alterations, refurbishment, furniture and ancillary items.	£800,000+ based on Consett CAP Cost of adaptations to include refurbishment, furniture and ancillary items.
2. Revenue implications	As existing. Longer term running costs negated when building declared surplus.	As existing.	As existing.	As existing. Staffing revenue savings on operation of one reception desk.	Significant increase in revenue as accommodation currently empty / running costs partially offset by loss of NNDR reduction.	Significant increase in revenue costs as new accommodation without the benefit of co-location with other services.
3. Site Suitability	Existing premises currently delivering CAP services. Not deemed fit for purpose as a long term solution. Has accessibility issues.	Split site unsuitable – numerous levels.	Good location. DCC ownership. CAP could operate effectively between 2 levels Co-location of DCC services	Good location, DCC ownership. CAP could operate effectively between 2 levels Co-location of DCC services.	To be DDA compliant would require significant capital investment.	Premises will generally be too small.
4. Location that supports service delivery	Central location. Easily accessible by public transport, and close to car park.	Central location. Easily accessible by public transport, and close to car park.	Central location. Easily accessible by public transport, and close to car park.	Central location. Easily accessible by public transport, and close to car park.	Central location. Public access would be via a discreet entrance. Main reception desk could only be located on the second floor. No car parking provision in the vicinity.	Central location. Easily accessible by public transport, and close to car park.
5. Regeneration impact	Potential to redevelop this and adjacent sites as part of the regeneration of the city centre. Alternative venue for a CAP and smaller back office support may be required.	Would impact on the potential to regenerate Millennium Square with the introduction of further commercial lets which would generate income to the authority.	Would impact on the potential to regenerate Millennium Square with the introduction of further commercial lets which would generate income to the authority. Co-locates services to one central point in the square.	Would impact on the potential to regenerate Millennium Square with the introduction of further commercial lets which would generate income to the authority. Co-locates services and creates joined-up service delivery for both the CAP and library.	May impact on the future regeneration of North Road and the bus station.	Reduces retail accommodation in the City centre.
6. Risks to successful delivery	The closure of Annand House may increase customer footfall, with insufficient accommodation to meet peak service delivery. However it is uncertain at what level will this materialise.	Insufficient space for both an accessible lift and staircase may require customers to leave and re-enter the building via the upper door. The accommodation cannot be DDA compliant. Cannot generate the space required	CAP split over two floors. Joint service delivery between CAP and Library services become essential although needs to be balanced with any potential detrimental affect of service users. Inability to segregate accommodation due to differing	Joint service delivery between Library and CAP becomes essential although needs to be balanced with any potential detrimental affect of service users. Inability to segregate accommodation due to differing operational hours.	Accommodation on the second floor cannot be adapted to meet the service delivery brief.	Impact on the revenue budget. Inability to locate suitable vacant premises.

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		<p>due to the shape of the floor-plate.</p> <p>No accommodation for back office staff.</p> <p>Staff accommodation for CAP staff cannot be made DDA accessible.</p>	operational hours.	May require planning consent if reception lobby is modified.		
Section 3 - Conclusions						
Recommendation for Short List Consideration	Discount due to short term future occupation of premises which would require significant investment to upgrade for limited occupation and lack of ability to deliver a shared public service business model.	<p>Discount due to:-</p> <p>a) Changes in level between both buildings that are insurmountable.</p> <p>b) Insufficient space for supporting back office staff.</p> <p>c) Floor-plate cannot deliver the brief.</p> <p>d) Impact on commercial opportunities</p>	Worthy of further consideration - Shortlist	Worthy of further consideration - Shortlist	Discount due to –	Discount due to –
					<p>a) due to further redevelopment opportunities so short term solution</p> <p>b) Poor access</p> <p>c) All upper floor accommodation</p> <p>d) Split levels not ideal.</p> <p>e) Unsuitable location</p>	<p>a) Unpredictable availability of units of suitable size</p> <p>b) Rental cost of prime retail units in the City centre is prohibitive.</p> <p>c) Lack of co-location with other services.</p>