



P.21-16

Multi-User Community Hub (MUCH) Project Highlight Report

Project Name:	Multi-User Community Hub (MUCH)	Project Manager	Verity Bennett	Project Sponsor:	Sarah Rhoden	Report covers period of:	August 2025
Capital Code:	C8435	Client Dept:		NCC Community Services	Lead Designer:	Hudson Architects	
					Cost Consultant:	Turner and Townsend	
Project Code:	P.21-16	End User (if applicable):	King's Lynn residents and visitors to the town		Contractor on Site:	Mace	

Management Summary

	1.Overall Status	2.1 Risks	2.2. Issues	3.Financials	4.Timelines	5.Resources
This Report	A	A	G	G	G	G
Last Report	G	A	G	G	G	G

Project Definition

Project Stage: RIBA Stage 5

Objectives:

- Develop a co-located 'community multi-use hub' facility in the town centre of King's Lynn
- Provide skills and educational opportunities for residents starting at entry level. Develop new community adult learning education and higher education courses that meet skills needs in the Town.
- Develop new community partnerships to provide a variety of programming and community support offers from the hub
- Provide services and facilities for start-ups and local businesses

Scope: To create a modern, accessible library, learning, and community hub in the heart of King's Lynn town centre.

1. Overall Status (high-level summary)

Overall RAG status is AMBER.

There is a risk that the building may be ready for use before the completion of the required external works. This situation could result in the library opening while activities are still ongoing outside.

Key Points to Emphasise:

- The building itself will be ready before the external works are finished.
- Opening may occur while external works are ongoing,
- The timeline for completion of external works is uncertain due to planning permissions and coordination with multiple landowners and utility providers.
- As a result, we are considering the plan for opening and are looking at scenarios with the contractors around opening the building with works taking place safely outside.

1.1 Decisions required by the Neighbourhood Board

- No decision required this month

1.2 Achievements during this period

- Anglian Water have agreed to make the water connection to the building.
- Accessibility audit was successful with only a couple of minor alterations requested.
- Paving and external design has been developed for planning.



2. Risks and Issues

2.1 Key Risks [all red and increasing amber] – something that may happen

Risk ID (1/25)	Risk Title	Description	RAG Status	Risk Category	Mitigation	Dated Comments
	Planning conditions for external works	The library may be ready to open before external works are finished,	A		Progressing all works inside the red line boundary (where planning permission is already secured). Submitting a new planning application for external works and actively engaging with land and asset owners (BT, UK Power Network, Highways, Anglia Water, Vancouver Centre). Exploring different opening scenarios, including partial or soft opening options. Working with the contractor to develop a safe opening plan that allows for ongoing external works while maintaining public safety and operational standards.	09.09.25

2.2 Key Issues [all red and increasing amber] – something that has happened

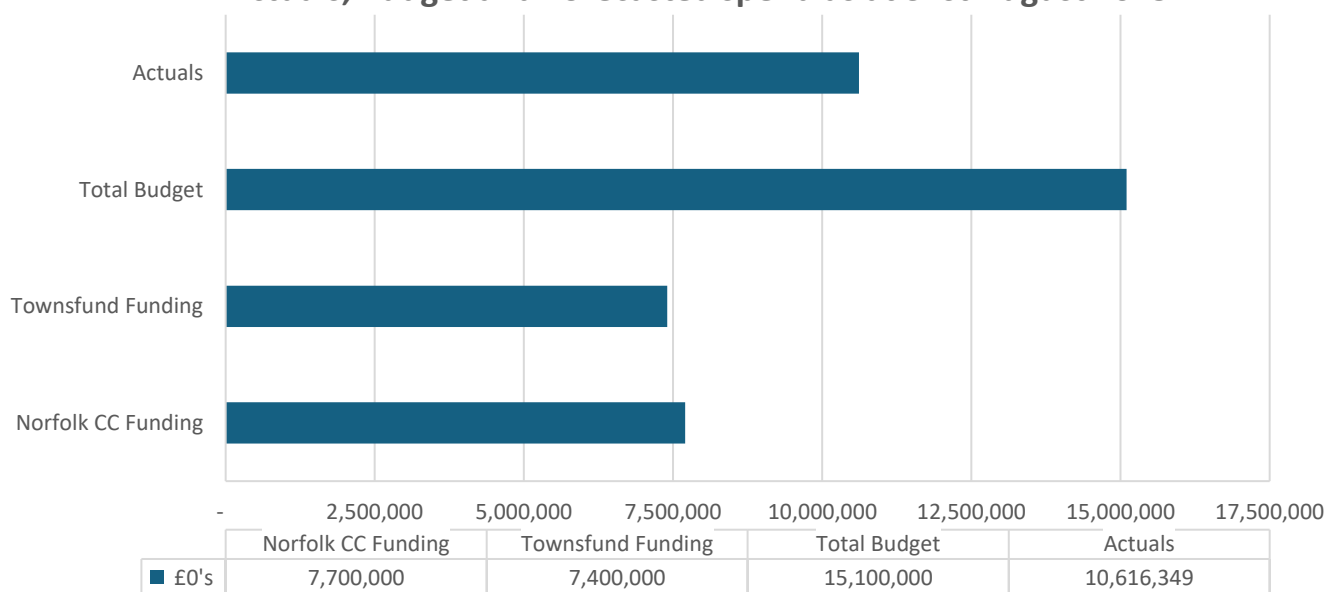
Issue ID (0/2)	Issue Title	Description	RAG Status	Issue Type	Resolution Plan	Dated Comments
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Note: further detail on Project Risks and Issues can be found in the Risks and Issues Log.

Note: will vary for each project

3.1 Financial Summary

Multi-User Community Hub Actuals, Budget and Forecasted spend as at 31st August 2025





3.2 Financial Commentary

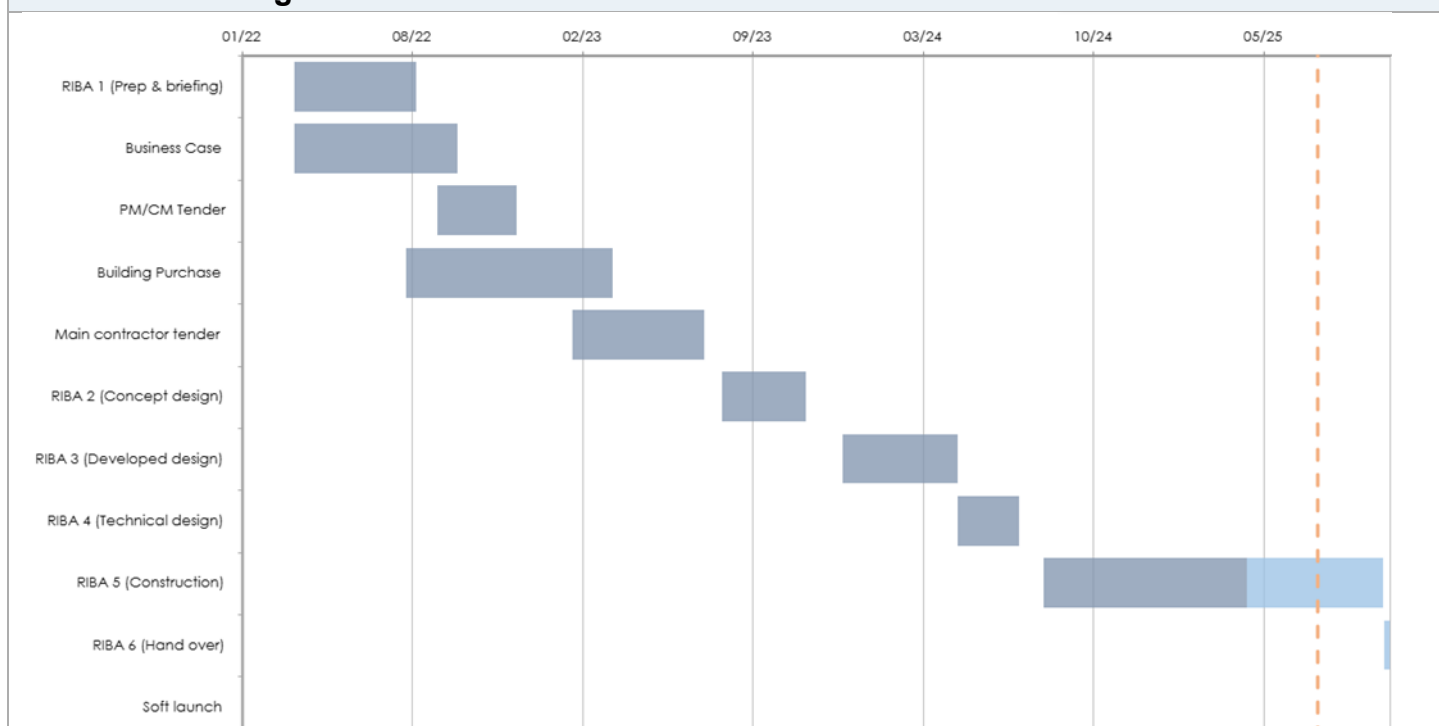
The Financial RAG rating is GREEN.

- Total project actuals to date are £10.6m against an overall project forecast of £15.1m. Actuals primarily relate to Norfolk County Council charges for costs from the primary contractor.
- Costs in August were £1.9m and £2.2m in July where prior months on average were £0.6m a month with no deep dive triggers as costs are slightly over budget as of August 2025.
- The funding for the MUCH project from the Town Deal fund of £7.4m has now been fully utilised.
- The Norfolk County Council funding is being taken, with £3.2m utilised to date and ongoing of £5.5m allocated in the Norfolk County Council budget. Totalling £7.7m as per the financial graph above.

3.3 Project Contingency and Change Control

Change Ref	Description	Cost Impact	Programme Impact	Other Impact	RAG Status	Approval given by	Date of change
N/A							

4. Timelines – High Level Milestones



4.1 Timelines Commentary

We are considering various opening scenarios and the impact on the programme.

5. Resources Commentary

Resources remain GREEN

6. Communications and Engagement

- Mace has been working with The Purfleet Trust, Boost, The Construction Hub and the Green Skills Centre at the College of West Anglia on bespoke Employability Skills Training for homeless and unemployed people in West Norfolk

7. Outputs and Outcomes

Outcomes		
Description	Target	Notes



Amount of capacity of new or improved training or education facilities	5,200	
Number of learners enrolled in new education and training courses	100pa	
Number of learners / trainees / students enrolled at improved education and training facilities	350pa	
Number of learners/students/trainees gaining certificates, graduating or completing courses at new or improved training or education facilities, or attending new courses	100pa	
# of potential entrepreneurs assisted to be enterprise ready	32pa	
Improved perceptions of place by residents, visitors, and businesses	70%	
Increased footfall to the town centre	200,000 pa ²⁵	

Outputs		
Description	Targets	Notes
Number of new cultural facilities	1	
Number of derelict buildings refurbished	1	
Number of public amenities / facilities created`	1	
Amount of new office space – meeting rooms and hot desking	400sqm	
Amount of floor space repurposed (commercial) – spaces available for commercial hire	425sqm	
# of transport nodes with new multimodal connection points	1	

8. Other Matters	
Item	Comment
General stage progress	RIBA Stage 5, Construction
Procurement progress	As above
Proposed form of contract (e.g. JCT, NEC, Traditional, D&B)	JCT Design and Build (D&B)
Proposed route to market (e.g. IOTT, Framework i.e. DPS, HPCS, LCP)	Framework
Legal progress	Exchange and Completion on building complete
ICT, FF&E update	FF&E development in progress
Stakeholder engagement (comms)	
Local schemes / dependencies	Concept study of Baxter's Plain public realm (outside scope of MUCH)

9. Approved Documents								
	OBC [RIBA 0 Approval]	Client Brief [RIBA 1 Initiation]	Resource Brief	PID [RIBA 1 Gateway]	PID Update [RIBA 2 Gateway]	PID Update [RIBA 3 Gateway]	PID Update [RIBA 4 Design]	Final PID [pre-post tender]
Status:	✓	✓	✓	✓	✓	✓		
Date Approved:		Sept 22	Nov 22	May 23	July 23	Jun 24		
Approved by:		TDB	TDB	PB	PB	PB		

Last approved document: PID May 2023

Spend – Budget variance (Inc. Contingency)		Milestone Delivery RAG Status		Risk & Issue RAG status	
R	More than 10% over or under budget	R	13 weeks or more behind the critical path	R	Need immediate attention
A	Between 5% & 10% over or under budget	A	4 to 12 weeks behind the critical path	A	Needs attention before next project review
G	Within 5% of budget or less than £10k	G	4 to 12 weeks less behind the critical path	G	Can be managed