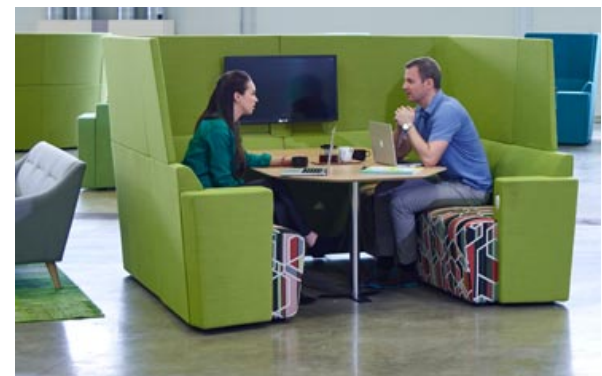
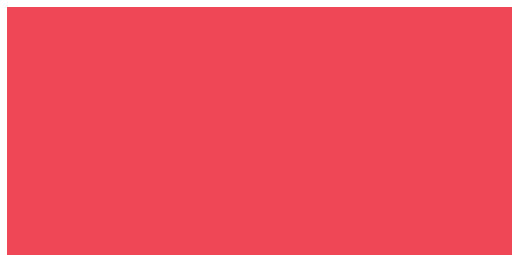


Gloucester City Council

A Transformed Council



Reception: Vision

A transformed customer reception, focused on enabling customers to self-serve and providing a flexible space for interactions with Officers.

Reception: Design Principles #1

- Feel warm and welcoming
- Be well lit and ventilated
- Promote adult-adult interactions
- Design out conflict (open plan, natural surveillance etc).
- Be flexible e.g. moveable furniture/fixtures
- Comprise 3 zones:
 1. Welcome and self-serve - facilitated by triage officers/digital enablers
 2. Informal meeting/interactions
 3. Contemporary private meeting room(s)

Reception: Design Principles #2

- Encourage customers to self-serve, putting citizens in control of their interaction with the Council
- Introduce triage concept for proactively assisting with short, one-and-done interactions.
- Adopt a new appointment-based approach where appropriate, reducing waiting times and ensuring dedicated Officer time.
- Longer service hours as a result of move to appointment-based services e.g. Mon-Fri 9-5, except 2 hours team training time one day per week



Self-serve

Triage enabled

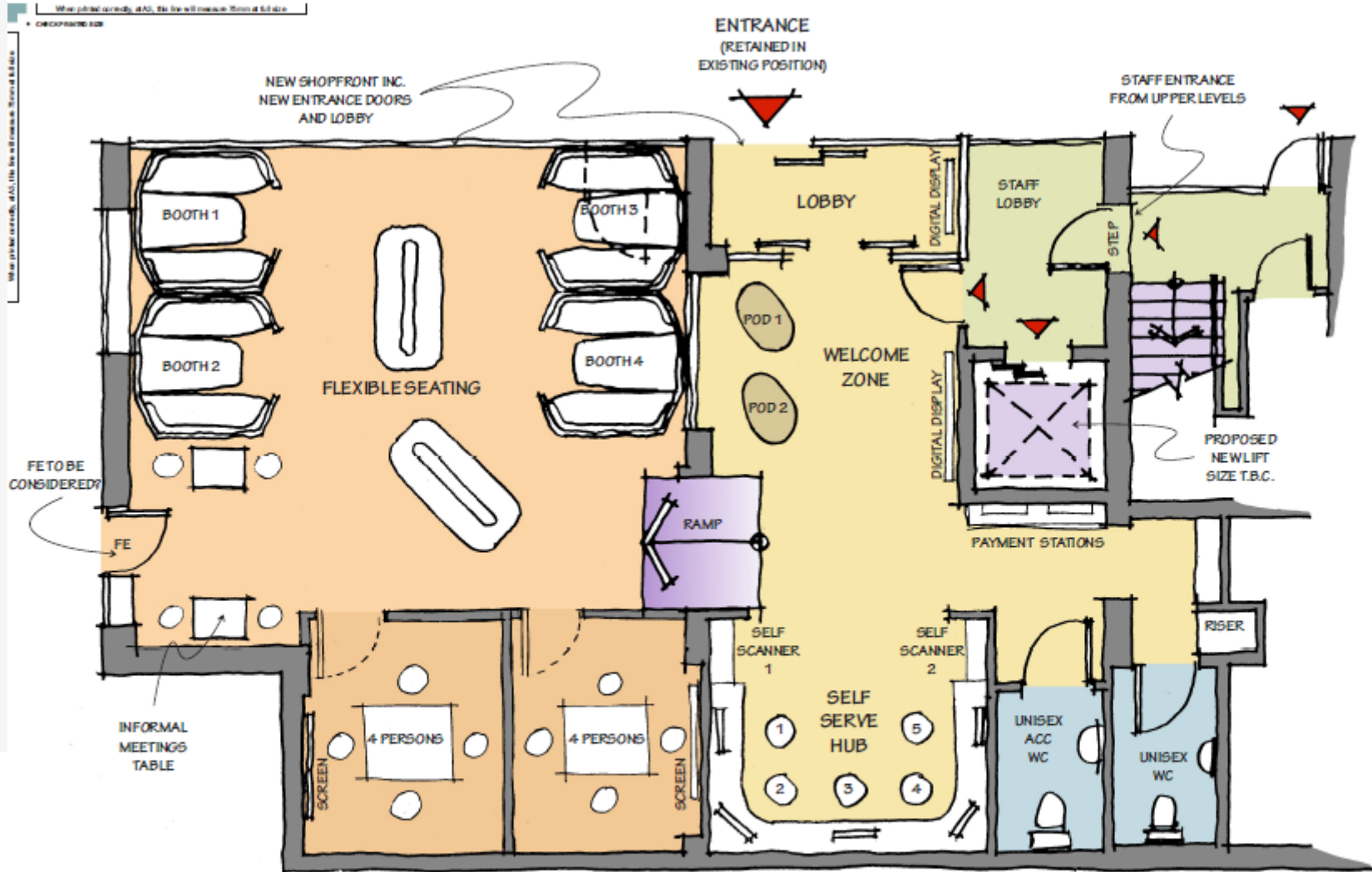
Dedicated appointment

Reception: The space should NOT...

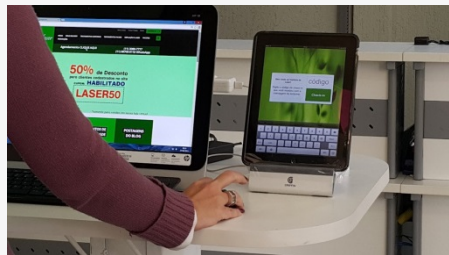
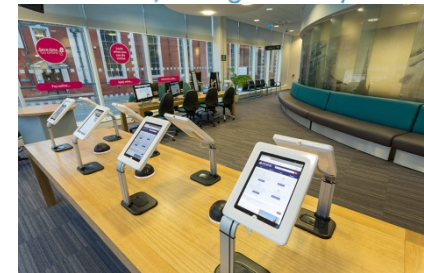
- Feel cluttered
- Have unnecessary barriers
- Promote a parent - child relationship
- Be poorly lit and ventilated
- Have a poor furniture layout



Reception: Initial concept design



Reception: 1. Welcome and self-serve mood board



Reception: 2. Informal meeting/interactions mood board



Reception: 3. Contemporary private meeting room(s)

- Contemporary meeting room(s) with capacity for up to approximately 6 people
- Typically for 1:1 meetings, appointments
- Audio-visual capability e.g. screen, telephony, data
- PACE capability should exist here or elsewhere in the Council

Shire Hall: Vision

- A modern, flexible working environment that delivers on the promise of removing silos and connecting teams.
- A productive and motivated workforce, enabled by the right digital tools and physical environment.
- Separate discussions about suitable accommodation for Councillors.

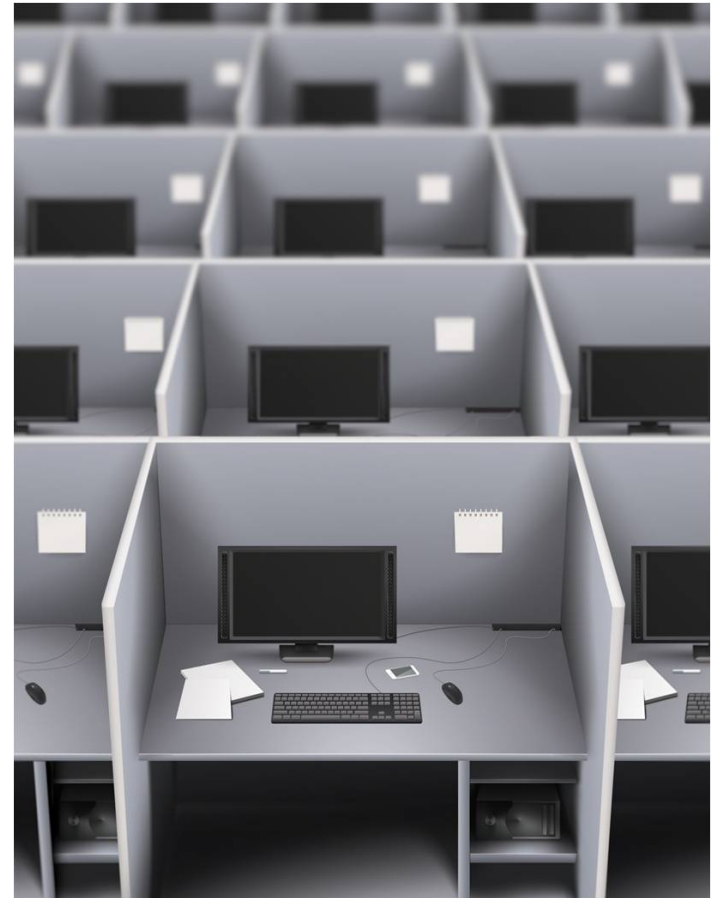
Shire Hall: Design Principles

- Open plan, bright and airy, clearly zoned
- Promote flexible, creative and collaborative working
- Mix of formal and informal spaces
- Range of flexible work spaces to include traditional desking, touch-down zones, breakout areas, briefing space, meeting room(s)
- Accessible print/repro zones
- Accessible tea-point and kitchen facilities

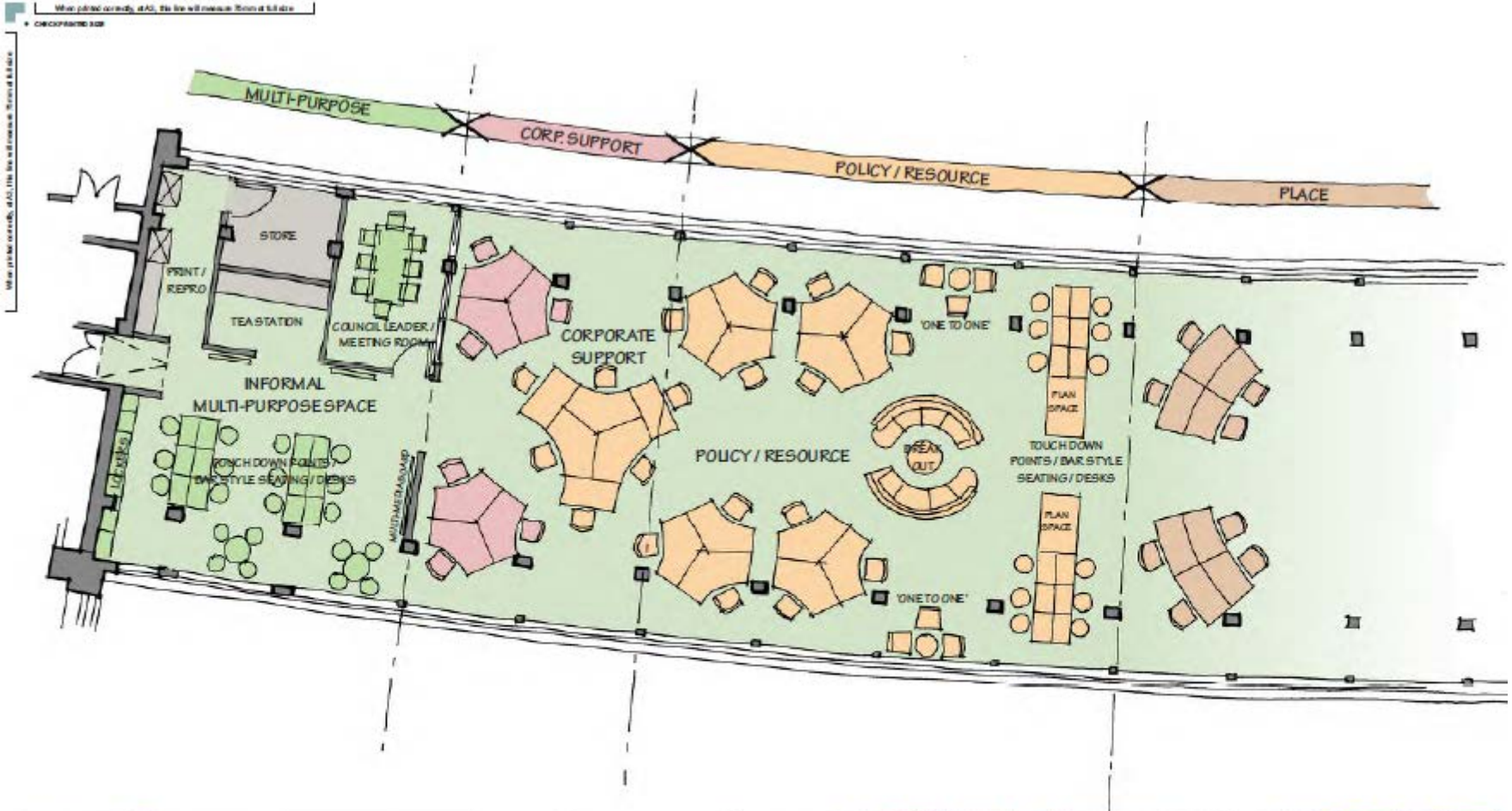
Shire Hall:

The space should NOT...

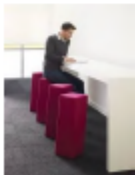
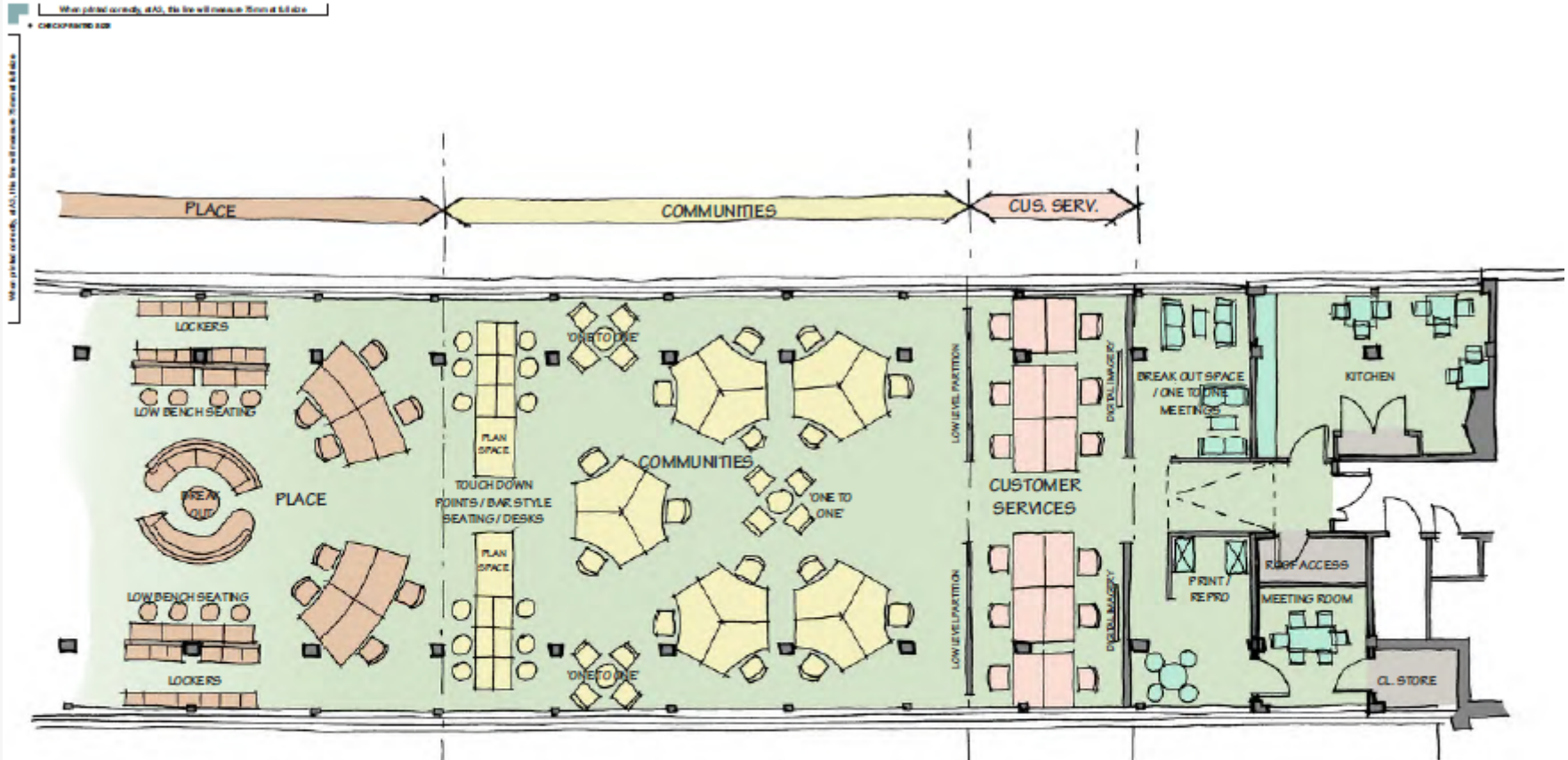
- Feel cluttered or claustrophobic
- Be poorly lit and ventilated
- Sacrifice the opportunity for flexible, creative spaces and be constrained by traditional bench-desking layouts



Shire Hall: Initial concept design



Shire Hall: Initial concept design



What's next? Developing the concepts...

- Award contract to space planner
- Instruct appointed space planner to undertake appropriate consultation with representatives of advocacy groups
- Continue staff engagement and conversations with service users
- Ensure designs incorporate Psychologically Informed Environment best practice where appropriate
- Work up detailed designs that incorporate feedback from staff, members, consultations etc.
- Explore transition arrangements with accommodation project