



Customer Services and Partner Requirements

The One Stop Shop

The aim is to develop an integrated shared space to deliver multiple public, voluntary and third sector services to the most vulnerable members of the community in a single location. This community 'place' will be situated in the centre of Bath (Lewis House) and will be supplemented by 2 other One Stop Shops in Midsomer Norton and Keynsham as well as service delivery from other appropriate community or locality based premises for those unable or less likely to use them. The One Stop Shop should provide a place for the community to go to access all of the appropriate services that they might need, at the time that they need them, and in one place.

All areas should comply with DDA accessibility requirements, including the pods, meeting rooms, cafe and staff areas.

- Natural light
- Open space to facilitate an easy & natural customer flow
- Triage / enquiry / meet & greet space close to entrance
- Floor walker's podium stands/desks with access to IT for mediated service
- Privacy pods for various service delivery and/or providers
- Self service and payment area(s) for quick access & leisurely browsing
- Variety of public seating & waiting area (s)
- Service areas able to take cash securely
- Customer Service Counters
- Small back office to include desk space room for secure banking, tea/coffee making facilities and storage space
- Interview rooms (various sizes, soundproofed)
- Shop mobility - limited storage for mobility scooters etc plus pick up/drop off access, allowing an entrance which is separate from main entrance so that the whole area can be separated off to allow different opening hours. Fully DDA compliant WC facilities easily accessible within / close to, shop/mobility area.
- Display area (s)
- TV screen for public information
- Coffee shop
- Children's play area (s)
- Public WC facilities (DDA compliant) within main area
- Where possible design should enable 'out of hours' use for events, consultations, group use etc, so ability to close off or secure some areas would be desirable.

The space must have clearly designated zones, with clear visibility to all areas from the meet and greet' area as you enter. The customer services visual identity and agreed colour

schemes, which satisfy the corporate branding guidelines, should be used throughout the building for zoning as appropriate, alongside the need to accommodate partner publicity requirements where necessary. This consistent approach will be applied across all supporting council One Stop Shops and other community hubs etc.

The design and technology (e.g. use of wifi, multi-use of phones and PC's) must provide flexibility to enable the delivery of a wide range of services considering customer flow to maximise the use of the space and service delivery points. This is necessary as the One Stop Shop will also be the service delivery point for both internal and external service partners, however their detailed requirements are still to be agreed.

It is important to factor into the design Health and Safety and DDA compliance which includes access, manoeuvrability, layout and all service delivery points.

Security is a key element in respect of the overall requirements and must include:

- Intruder alarm system with secure cash area as a separate zone (to include alarm limpet for safe)
- [REDACTED]
- Panic alarm system fixed and portable
- Fixed required for each service counter, individual meeting room desks, Case Conference Room and each privacy pod
- Portable required for use within all locations
- CCTV in all areas including individual meeting rooms, Case Conference Room, Ante Room, and located strategically across the overall location to maximise coverage.
- Swipe card access to staff secure areas/external doors
- Secure strong door to secure cash area
- Bolt holes to private meeting rooms and Case Conference room/Ante room

HMRC

HMRC moved into the Bath interim One Stop Shop in March 2011. As part of the development of the One Stop Shop HMRC will re-locate with Customer Services from their current location at the Guildhall to Lewis House in April 2012.

HMRC is available every Monday, Wednesday and Friday during the hours from 9.30am – 4.00pm. There are a number of service delivery options:-

1. Echo Desk (triage)
2. Directed to self service telephones
3. Pre-booked appointments

Due to data security and confidentiality HMRC cannot use Wi-fi technology for either network access or printing. This greatly restricts the ability for HMRC to utilise the space and therefore dictates their service delivery locations e.g. privacy pods, 'meet and greet area' will not be available to use due to use of Wi-fi in these areas. IT requirements include the necessity for segregated hardwired network access points for PC's, printers and telephones; however dual fuelling of HMRC PC's will enable shared working by partners at these locations (front and back office locations).

Requirements include:-

One Stop Shop front office

- 2 wall mounted self service telephones to be located side by side, preferably within the vicinity of the counter area.
- 4 hardwired dual fuelled PC's.
- o Final location of these PC's is yet to be confirmed however, due to the limitations above it is anticipated that these will be located on 2 x counters and 2 x private meeting rooms.
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The Stop Shop back office

- (This needs to be located to allow for less than 90 metres cabling from Comms Room on floor 2).
- 3 x dedicated HMRC desks (hard wired and dual fuelled), however these can be within the open plan working environment, but must be located together.
 - 3 hardwired dual fuelled PC's
 - o Proposed location is Lower Ground Floor at Lewis, yet to be confirmed.



- 3 hardwired telephones
- 1 hardwired MPS printer which includes printer, photocopying, scanning and fax facilities. (Dimensions already provided, however depending on HMRC space available this may dictate where printers are located).
- 2 storage cupboards, including 1 that must be lockable for security purposes.
- A request has been made for individual pedestals for each desk, however the working environment at Lewis House does not allow for this facility. Individual personal lockers will be available, and HMRC are advised to agree a work around to identify a suitable solution.

Comms Room requirements

In order for the HMRC server to connect to their secure network, a new BT circuit must be installed directly into the Comms Room at Lewis House. The lead time for this work, is 90 working days (18 weeks), which must be agreed and submitted to BT by no later than 15 September 2011. In addition a router must be supplied and fitted once the circuit has been installed. From the move in March 2011, this took several weeks, however it is understood that advised lead time for delivery is usually within 7 working days subject to availability.

A Fujitsu Environmental Survey must be requested which has a lead time of 2 months. This can be done from the detailed architectural design as the comms room is not due for completion until April 2012. The survey must be completed prior to the installation of the server which will be co-ordinated through Mouchel (Leighton Ballard) and HMRC IT Services.

HMRC require an individual lockable storage facility within the Comms Room for their server. However, this can be integrated into a shared unit, provided that the HMRC server is in a separate lockable compartment. With reference to mandatory cabling requirements mentioned above, the HMRC server must be located to allow for less than 90 metres cabling from all hardwired service locations.

HMRC IT requirements will restrict locations from where their staff can work, however work is being undertaken to review and analyse current demand. This will enable informed decisions to be made regarding their service delivery options and design at the new One Stop Shop.

A request was made to clarify whether costings in relation to the move, have been agreed with HMRC Estates Department. In addition a Business Change Request is to be submitted to agree budget to fund the move and this must be completed 6 weeks prior to the BT Circuit installation request. It must be recognised that any delays in meeting critical deadlines will impact on HMRC ability to provide a full service to their customers and could have a negative impact on opening of the One Stop Shop in April 2012.

Meet and Greet Area

The 'Meet and Greet' area is the first point of contact with the customer and must be immediately accessible and identifiable as they enter, with clearly visible signing and branding. A functional space that will give customers the opportunity for a triage service, it will allow us to respond and deal with simple enquiries or propagate the continued flow of the customer within the overall space.

The area available needs to retain a spacious feel but include the minimum of 4 'Meet and Greet' welcome pods if possible (height-adjustable), to facilitate the requirements of all service partners (both external and internal). Each welcome pod will require PC and Telephone electric and network access, a 'perch stool' and access to some storage within the specific area for frequently used information and leaflets. (Limited access and storage). In addition the Queue Management ticket dispenser that requires an electric point and connection to the system module (current system requires no network points) will be located within this area, close to the Welcome Pods to enable staff 'meeting and greeting' customers to assign enquiries to a particular service delivery point.

With high footfall we would require wide access entrance doors with automatic motion sensors and safety features, and a mechanism in place to minimise movement of air e.g. loss of heat. The flooring needs to be of a non slip variety and the immediate entrance must have dry matting area.

Self Service Area

The self service area will be located near to the entrance in close proximity to the 'Meet and Greet' area. The space allows customers to use the facilities for themselves to access services, which includes telephones, PC's and customer information.

The area that must be clearly branded will require 6 self-service PC's, 4 self service telephones with a surface for viewing information. Space must be made available to locate concessionary bus pass equipment 1 x PC, location for a webcam and suitable backdrop for taking a portrait photo. PCs must be placed on height adjustable desks for DDA compliance. It may be worth considering the need for perch stools at each of the height-adjustable desks but this still needs to be reviewed and agreed. Similarly, the telephones must be alternately height located for DDA as well as have individual privacy dividers between each phone.



Shopmobility

Shopmobility which will now be incorporated into the One Stop Shop provides a service to customers that require the use of either manual or electric wheelchairs. Shopmobility has specific electrical requirements due to the need to charge wheelchair batteries overnight and this must be included as part of the specification. Each electric wheelchair (9 in total) will require a standard electric socket, to maximise space they need to be located around the edge of the allocated area within Shopmobility.

In addition space for 4 manual wheelchairs will be located within the Shopmobility area. The design needs to incorporate a turning circle of 1.82 metres to enable all electric chairs to be manoeuvred and turned around. The flooring needs to consider the nature of the service and the equipment that is used and the type of customer (reduced mobility), so the flooring needs to be of a hard wearing non slip variety and the immediate entrance must have dry matting area. The entrance must be wide access automatic doors with motion sensors and safety features, and a mechanism in place to minimise movement of air e.g. loss of heat.

One enquiries desk is required which includes one PC and telephone with electric and network access points, 1 MPS printer, 1 'all day user' office chair and 2 customer waiting chairs. The space must also include space for one DDA toilet facility. Storage for spare parts is required and must be considered as part of the plan, however it is recognised that this area could be located elsewhere within/close to the One Stop Shop. Staff accessing the One Stop Shop from the upper floors of Lewis House will cross the path of the Shopmobility area which will create a Health and Safety risk. It is proposed that a mechanism is put in place to manage and/or alleviate this risk,

Shopmobility provides a Saturday service and therefore a mechanism should be considered to potentially close off the area from the main One Stop Shop.

Private Meeting Rooms

These meetings rooms will be used for dealing with the more sensitive and confidential enquires including appointment based meetings. They will be used by all service providers (internal and external) and due to the location within the One Stop Shop they will need to clearly identifiable.

They will be used by all service providers (internal and external) and due to the location within the One Stop Shop they will need to clearly identifiable. The meeting rooms must have air conditioning and heating, be adequately sound proofed e.g. to enable use of monitoring/recording equipment, have a semi frosted glass front wall and door and lit by class 1 lighting. Each private meeting room must have a bolt hole door with lift to lock to minimise risk which can be accessed easily by staff using the rooms. A 1200mm desk, 4 customer waiting chairs and a hearing loop are required in each room, in addition to a PC and telephone that require electric and network access.



Case Conference Room/Ante Room

The Case Conference Room/Ante Room will be used typically by Social Services for conducting Case Conferences involving vulnerable young persons. However, when the space is not in use for Case Conferences, it will be made available for other services to use. It is not necessary for the rooms to be clearly visible from the main public area e.g. Meet and Greet area, but to ensure that access or exit for customers using the area it must be discreet and also easily accessible from the Shopmobility entrance/area.

The Case Conference Room and Ante Room must have air conditioning and heating, be fully sound proofed due to the sensitivity and nature of its use and have a semi frosted glass front wall and door. The Case Conference Room and Ante Room must be adjoined, have bolt hole door(s) with lift to lock to minimise risk. These must be located between the Case Conference Room and Ante Room in addition to a separate bolt hole(s) leading from the Case Conference Room. They must be easily accessible by those using the rooms.

One telephone will be required in both the Case Conference Room and the Ante Room which requires network access; however additional network and electric points will be required to enable the space to be used for other service delivery. A projector and interactive white board is also required.

The Case Conference Room will need to accommodate up to 20 people therefore 20 chairs are required together with a compound conference table that can be separated to make maximum use of the space. A small amount of storage is also required.



The Ante Room is a less formal setting that accommodates fewer numbers however it still requires a 1200mm desk, 8 waiting chairs and PC and telephone network points.

Privacy Pods

Privacy Pods need to be located behind the 'Meet and Greet' area but centrally within the remaining space. The privacy pods will be used by all service partners (internal and external) on an ad hoc/duty basis and will be used to deal with mediated and/or or more complex but not potentially lengthy enquiries in a semi private environment.

Each privacy pod will not be permanently branded by service, but it must have the facility to clearly advertise the service that is occupying the space during the time it is in use e.g. HMRC every Monday, Wednesday and Friday. Individual pods will require queue management number displays at the front, directed towards to the relevant seating area, a round table, 4 chairs and a PC and telephone with electric and network points together with class 1 lighting and a hearing loop. A Secure cash area for cash payments may need to be considered as part of service delivery in privacy pods to incorporate the take on of new services e.g. Bath Street licensing .

Customer Service Counter Area

Customer Service counters are used to deal with less complex and less confidential customer enquiries or mediated service requests. Demand for this type of service is high and uses service specific systems and equipment. As the furthest access point for customers the area must be clearly visible and identifiable with signposting, branding and service delivery listing being a key element. This also includes the installation of 2 scrolling message boards that require electric points.

The service delivery counter area has the highest requirement for equipment, storage and cash handling facilities and therefore requires an appropriate level of security e.g. swipe doors to counter area, secure location of equipment. In order to deal with expected customer demand the area will require the installation of 3 payment kiosks with the front of machines located next to the service counters, each kiosk requires individual privacy dividers between each one.





Five individual service counters are needed with individual privacy dividers between each counter. Each counter will require 1 'all day user' office chair, 2 customer waiting chairs, one PC, one telephone, close access to a photocopier/printer, leaflets and general information, together with individual queue management number displays at the front of each, directed towards to the relevant seating area.

The space behind the customer service counters must be maximised to accommodate the requirements as a result of the nature of services that are delivered from this location. It must be noted that additional equipment for issuing tax vehicle licences also needs to be accommodated (currently issued from Bath Street), however the location of where this service will be delivered is currently under review as part of a Systems Thinking Review.

Secure Cash Office

The secure cash office provides both a secure area for daily banking and cash handling together with the provision of secure access to the 3 payment kiosks. This area must adjoin the Customer Services counter area. Due to the need for full security as large volumes of cash are received each day, the room must have a secure strong-door with swipe card access and must not open into a public area. The room requires air conditioning, shelving and electrical and network points for ancillary equipment and 3 x payment kiosks. To accommodate cash handling the room must have a desk for banking, 1 x 'all day chair', 1 x telephone and 1 x PC and enough space to open the rear of the payment kiosks/remove the cash boxes. This area will have 2 wall mounted key safes and 2 safes located within it. (1 x Customer Services to include alarm limpet and 1 x Social Services Finance team, unable to combine the 2 safes into one due current Social Services finance protocols). The floor must be able to support the weight of the two safes, and the secure cash office must have a separate alarm zone so it can be set independently from the rest of the One Stop Shop/Lewis House.





Waiting Area

The waiting areas will be located across the One Stop Shop and must be conducive to the look and feel of the new environment. Space must be maximised to incorporate as much customer seating space as possible. Each waiting area needs to be easily identifiable and located within easy access to the service delivery points, and they can in themselves be used to deliver services.

- Privacy pods
- Customer service counter area
- Ante room
- Private meeting rooms

The seating must be comfortable flexible and varied in design, with a less formal and regimented layout to promote a more relaxed and welcoming atmosphere. However whilst the furniture should not be secured to the floor, as it needs to be movable to create flexible spaces for events, mechanisms need to be incorporated to mitigate potential safety or security risks.



Children's Area

The One Stop Shop needs to incorporate areas dedicated to children's play which can be used whilst families are accessing the services. It is important to make sure that the location of the Children's play areas are easily identifiable and are in close proximity to the seated areas where families and parents could be waiting e.g. seated waiting areas, café. A variety of children's play equipment must be available which must be conducive to the look and feel of the new environment; therefore we would require fixed wall mounted educational play equipment in preference to loose free standing toys.



Display Area

The One Stop Shop needs to incorporate dedicated display areas where service partners and organisations can promote their service and inform the public of forthcoming events. The display areas must be highly visible and need to be located in areas of high customer throughput to ensure maximum exposure. The display areas will be a combination of fixed and movable items to increase versatility and usability. In addition to formal display areas, there is a requirement to include a number of wall mounted notice boards and some form of leaflet racks for the display of general information regarding services delivered etc.



Café Area

As a community space the café is an important focal point of the One Stop Shop. Although likely to be self contained, it will still need to coordinate with the rest of the space and must not impinge on the space required for the One Stop Shop. Consideration must be made in respect of responsibility for the café area which needs to adhere to our principles, creating flexibility to enable joint use of this space outside of office hours e.g. events, promotions. In addition, customer toilets must be within easy access from the café area and One Stop Shop.

Potential Partners and Stakeholders

The following list provides an indication of the types of services/partners with whom discussions may be held. Note though that this list is neither exhaustive nor definitive.

1. **Internal**
 - a. Neighbourhood environmental Services
 - b. Public Protection
 - c. Parking services
 - d. Housing Services
 - e. Building Control
 - f. Planning
 - g. Library Service
 - h. Children's social care
 - i. Adult Health and social care
 - j. Youth Service
 - k. Public Health

2. **External**
 - a. Citizens Advice Bureau
 - b. HMRC
 - c. Police
 - d. Fire Service
 - e. Somer Housing
 - f. Age Concern
 - g. Job Centre Plus
 - h. Connexions

Footfall

Footfall will be dependent on individual service's customer demand, time of day, day of the week and other seasonal trends. How long customers spend or which areas of the space they utilise will depend on the nature of their need or service they require

Maximum footfall is anticipated to be around 1000 customers a day based on current trend data but will only be verified after final partner inclusion is known and demand analysed.

The Communications Hub

CCTV

The Contractor shall allow to relocate and update the Council's CCTV control room from the Guildhall, High Street, Bath to Lewis House, Manvers Street, Bath.

The CCTV control room relocated to Lewis House and shall provide a high quality CCTV system monitoring environment that can be used by the Council's CCTV operators or any partner agencies for the following purposes:

- Monitoring and recording the Council's CCTV cameras for the prevention and detection of crime.
- Production of CCTV evidence for use by authorised bodies (Police).
- Monitoring security radio systems for the prevention and detection of crime.
- Act as an information hub for controlling major incidents under the control of Business Continuity & Emergency Planning team.
- Facilitating the Council's bus lane enforcement cameras / technology.
- Facilitating the Police ANPR system.
- Monitoring vehicle movements and traffic signalling systems for urban traffic control.

This shall generally comprise of relocating the main CCTV system components (digital video recorders, CCTV matrix, CCTV telemetry control system, optical fibre transmission system, microwave transmission system radio communication systems and bus lane enforcement system), integrating them into a new CCTV server room and CCTV control room with a new CCTV monitor wall and control room furniture.

The CCTV control room shall be future proof with the capacity to display and record 240 CCTV cameras images simultaneously at 4CIF resolution, 10Mbps, 25 frames per second (minimum).

The CCTV control room shall be equipped with a monitor wall, three operator stations, local printing facilities and evidence storage. The monitor wall shall display all the Council's Public Space and Lewis House internal CCTV camera images

simultaneously at the highest quality possible. The monitor wall shall be viewable from each operator station. The monitor wall shall be viewable by the occupants of the Business Continuity & Emergency Planning team area during major incidents.

Each operator station shall be height adjustable. At each operator station there shall be a monitor to display live images that can be controlled by the existing relocated CCTV system keyboard and joystick via the CCTV system matrix.

There will also be another large monitor to display the CCTV system software to enable the recovery of CCTV evidence onto recordable DVD's. These monitors will not be smaller than 19 inches and display images at the highest quality possible. The operators must also have access at each desk to the Vetas CCTV software system.

Each radio system shall be accessible at each operator station via a radio interface 'front end'. Each desk will also have a telephone, task light, storage pedestal, and 13 amp sockets accessible from the desk top. The operators chairs shall be robust and will be suitable for 24hr use in a control room environment.

Local printing facilities will be provided with access to CCTV still image colour laser printer, Vetas system printer and a fax machine.

Secure CCTV evidence storage shall be provided for 100 DVD's and storage shall be provided for 1000 blank DVD's.

Urban Traffic Control

The Contractor shall allow to relocate the Urban Traffic Control (UTC) CCTV equipment from Council's CCTV control room, Guildhall, High Street, Bath and Riverside Office, Keynsham to Lewis House, Manvers Street, Bath.

This shall generally comprise of relocating the main UTC CCTV system components (digital video recorders, CCTV matrix, CCTV telemetry control system functionality, optical fibre transmission system), integrating them into a new CCTV server room and UTC monitoring area with a new UTC monitor wall and control station.

The UTC monitor wall shall display all UTC CCTV camera images simultaneously at 4CIF resolution, 10Mbps, at 12.5 frames per second (minimum). The UTC monitor shall have the ability to display any Public Space CCTV camera image at 4CIF resolution, 10Mbps, at 12.5 frames per second (minimum).

One UTC operator station shall be shall have the capability to control the CCTV images displayed on the UTC monitor wall by the existing relocated UTC CCTV system keyboard and joystick via the CCTV system matrix. There will be no facility to transfer recorded CCTV images to any form of portable media.

Business Continuity and Emergency Planning

The Contractor shall allow to relocate the Business Continuity & Emergency Planning (BCEP) CCTV equipment from BCEP meeting area, Guildhall, High Street, Bath to Lewis House, Manvers Street, Bath.

This shall generally comprise of relocating the main BCEP monitor (television) and BCEP PC (with CCTV system software) integrating them into a new CCTV server room and BCEP team area, and a new BCEP monitor, with the same provisions, located in a meeting room on an upper floor of Lewis House (exact location to be determined).

The BCEP monitors shall be wall mounted and be capable of displaying any public space and UTC CCTV camera live images and recordings via the BCEP PC's at 4CIF resolution, 10Mbps, at 12.5 frames per second (minimum).

Planning Requirements

The premises are currently classified as retail and a change of use will be required. A pre planning meeting took place and has since led to a planning submission indicating the plans changes for new entrance lobby and addition access doors to shopmobility. Planning was submitted on 01.09.2011, with a 10 week period programmed.

Advertisement consent will be required for external signage. Any external plant will require a separate planning consent. An acoustic survey maybe required for external plant.

Quality Standard Targets

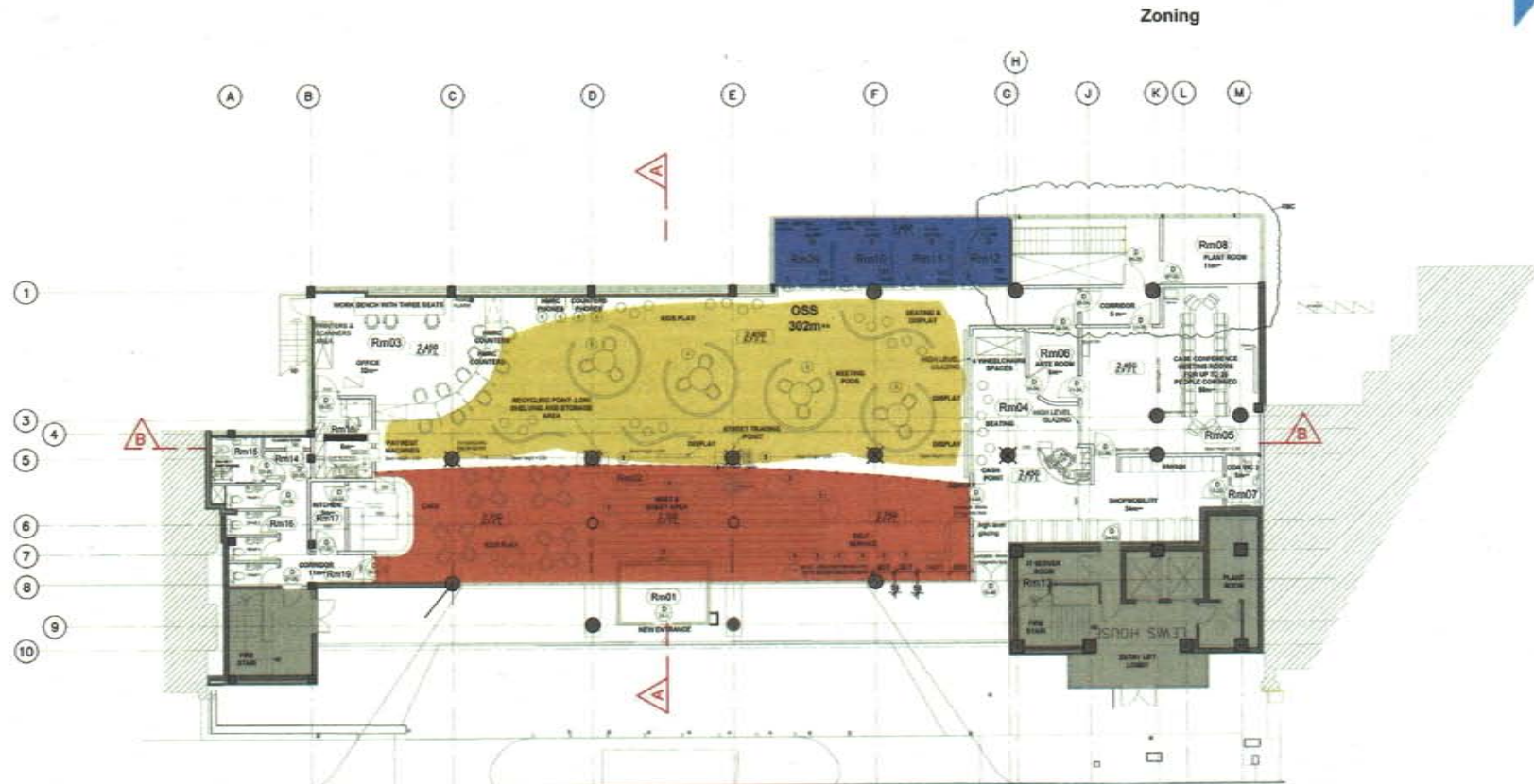
The design will comply with all relevant building and statutory standards – Approved Documents for Building regulations, British Standards, national and local planning guidelines. H&S regulations and DDA requirements.

The design team will apply their internal quality procedures for the design in line with the above.

Sustainability Aspirations

The implication of retaining space in the Guildhall is that inefficient space, in terms of carbon emissions, is retained.

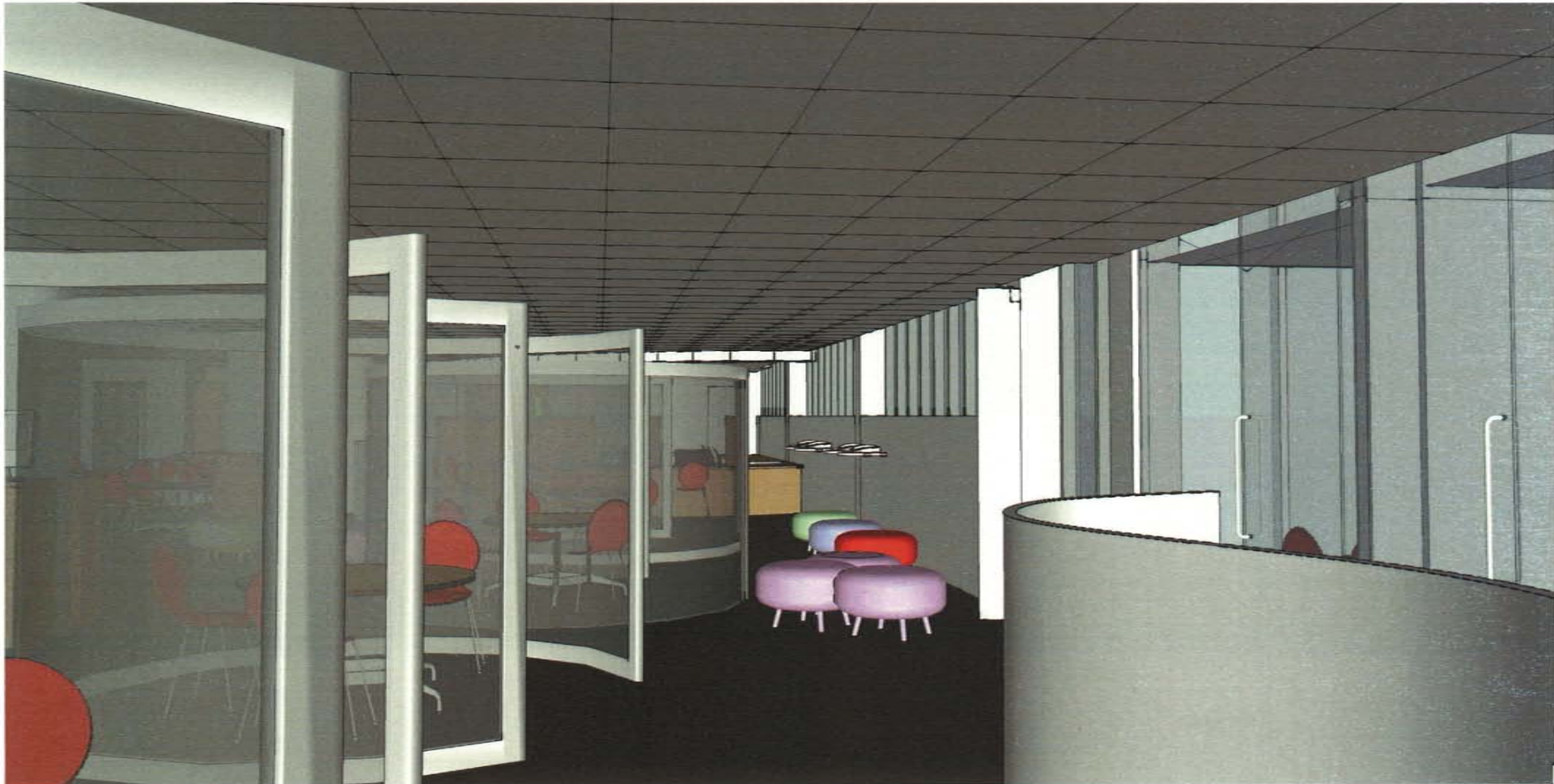
Services that are currently accommodated in buildings due to be disposed of must be re-housed. Utilising existing space in Lewis House is more carbon efficient than either taking on new build property or retaining additional properties.



- PUBLIC
- SEMI PRIVATE
- PRIVATE

- 1 WELCOME PODS
- 2 SELF SERVICE PODS
- 3 MEETING PODS
- 4 PHONES
- 5 BUS PASS TERMINAL WITH CAMERA

3D Visuals



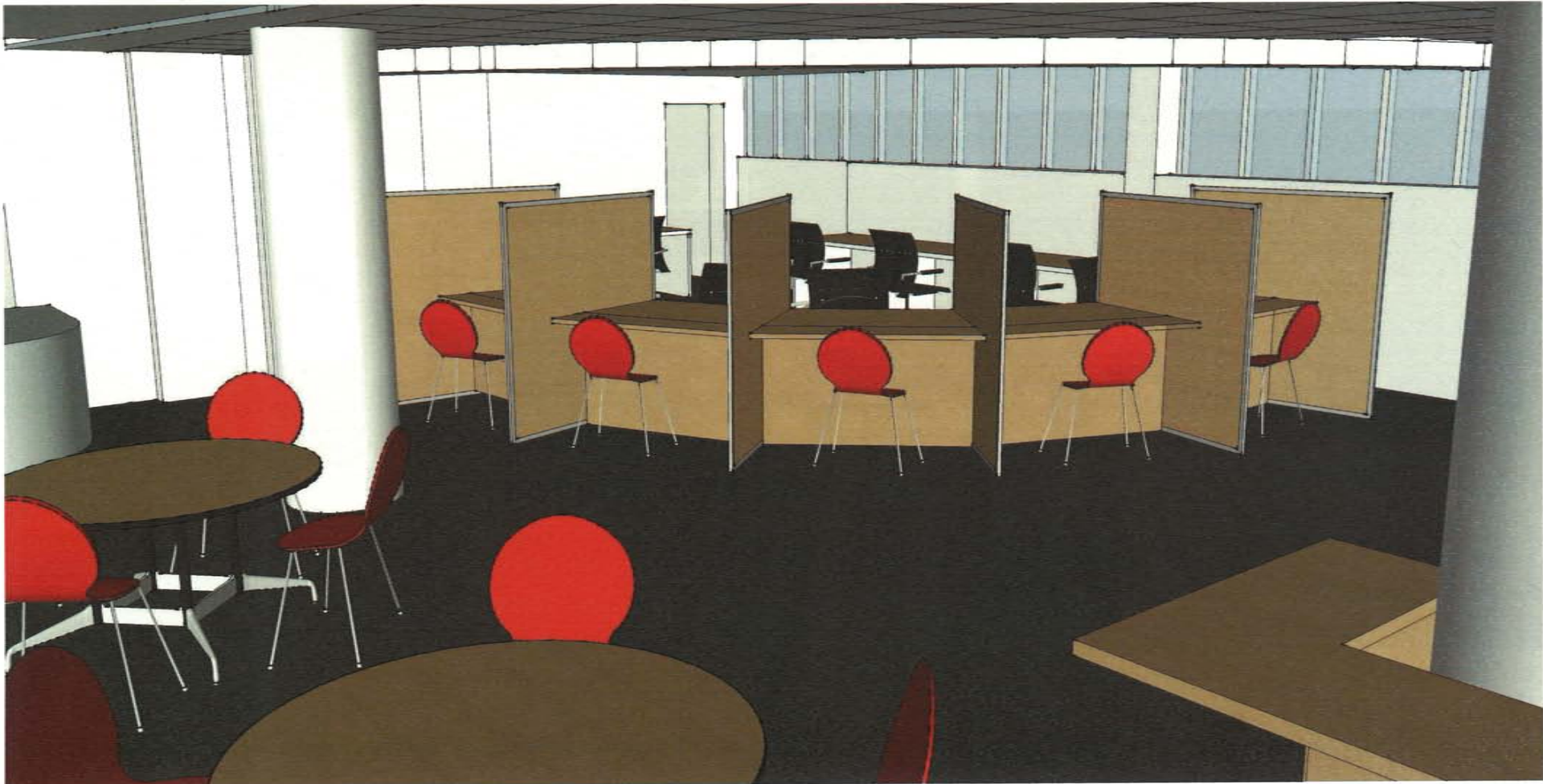
3D Visuals



3D Visuals



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3D Visuals

