



APPENDIX 1

Broxtowe Council Offices Reception Area Design Brief

Providing a welcoming space for the people of the Borough

The main idea and aim of our Concept Design Proposal is to rejuvenate the Reception area. We have designed a fresh new look to echo the Broxtowe Brand and re-planned the layout to be more efficient for both customers and Broxtowe Staff.

A key aspect of the design is improving the customer experience when entering the building. Currently customers are often unsure which way to turn when they enter. The reception desk is out of the line of site from the door. Signage is also unclear.

The proposal is to relocate the reception desk into the centre of the reception area, and install new signage immediately opposite the entrance so it is clear where different services are located, i.e. Council, Citizens Advice Bureau (CAB) or Police. A Graphic slogan 'Welcome to Broxtowe Borough Council' is proposed on the wall behind the reception desk.

The reception counter is designed for operation by up to two personnel at any one time. We have taken into consideration future proofing for any pandemic and also safety and security of our staff by means of clear screens which are designed to be removable with ease. The area behind reception will be accessed through a secure door or partition and an escape route to the adjacent rooms has been factored into the design. The desk has been designed to be accessible to our disabled visitors, with a low level access zone at its centre.

As part of providing for a multi-functional space we have developed the design to provide an extra door lobby as an entrance/exit. A one-way entrance/ exit system may be operated with two doors to prevent bottle necking.

Provisions for seating will be more comforting by the means of a high backed seating bank to the left as you enter reception. This will not only serve a purpose for customers waiting to be seen by Broxtowe Staff but will also serve people waiting to be seen by the Police and CAB. The high backs of the seating bank will provide a small divide between the Police and CAB and the rest of the reception area. The design is to be a portable modular system so

the fixture can be broken down and be repositioned against walls or moved out of reception to make way for public seating arrangements.

The proposed layout will provide a number of meeting rooms of various sizes which may be used by Council staff and third parties for meetings with the public.

We have also facilitated for spaces which could be rented or used by third parties, including an area behind the proposed reception desk.

Larger windows are proposed for the meeting rooms located in the original reception area to replace the existing high level windows and allow in more natural light.

The colour scheme including finishes and fixtures present a new ambience that reflects the true nature and service of our core values and Brand awareness. To the external of the building, a new Broxtowe Borough Council sign and crest are proposed, as the existing has faded with age.

Hard and soft flooring are planned in strategic areas with acoustics and wear and tear in mind. The majority of the reception area is proposed to receive vinyl flooring which will be durable and easy to clean.

To echo the Broxtowe watermark, decoration will include a high level vinyl wall covering in a bespoke effect as shown on the visual and design board.

Where possible glazed walls and doors with creative manifestation graphics will have an element of welcome but also privacy.

Lighting at high level is serviceable as existing. The general ambience however will be addressed through upgrading the existing general lighting to colour changing LEDs to provide more accent effects for when there's a social or public occasion.

An additional television screen is proposed near the new reception desk to broadcast live Council meetings, and to advertise the Council's latest news.