



Stronger Place Select Committee Thursday, 23rd September, 2021

You are invited to attend the next meeting of **Stronger Place Select Committee**, which will be held at:

Council Chamber - Civic Offices on Thursday, 23rd September, 2021 at 7.00 pm .

Georgina Blakemore Chief Executive

Democratic Services	Laura Kirman tel 01992564342
Officer	Email: democraticservices@eppingforestdc.gov.uk

Members:

Councillors A Lion (Chairman), R Morgan (Vice-Chairman), R Bassett, S Heather, I Hadley, S Heap, J Jennings, C McCredie, R Balcombe, M Owen and J Share-Bernia

SUBSTITUTE NOMINATION DEADLINE: 6.00PM

WEBCASTING NOTICE

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Therefore by entering the Chamber and using the lower public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for web casting and/or training purposes. If members of the public do not wish to have their image captured they should sit in the upper council chamber public gallery area

If you have any queries regarding this, please contact the Corporate Communications Manager on 01992 564039.

Stronger Place Select Committee

1. WEBCASTING INTRODUCTION

This meeting is to be webcast. Members are reminded of the need to activate their microphones before speaking. The Chairman will read the following announcement:

"The Chairman would like to remind everyone present that this meeting will be broadcast live to the internet (or filmed) and will be capable of repeated viewing (or another use by such third parties).

If you are seated in the lower public seating area it is likely that the recording cameras will capture your image and this will result in the possibility that your image will become part of the broadcast.

This may infringe your human and data protection rights and if you wish to avoid this you should move to the upper public gallery."

2. APOLOGIES FOR ABSENCE

3. SUBSTITUTE MEMBERS

To report the appointment of any substitute members for the meeting.

4. DECLARATIONS OF INTEREST

To declare interests in any item on the agenda.

5. NOTES OF THE PREVIOUS MEETING (Pages 5 - 8)

To agree the notes of the meeting of the Select Committee held on 22 June 2021.

6. TERMS OF REFERENCE & WORK PROGRAMME (Pages 9 - 12)

(Chairman/Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference and work programme for this select committee. Members are invited at each meeting to review both documents.

7. PROPOSED REVISED TERMS OF REFERENCE - STRONGER PLACE SELECT COMMITTEE (Pages 13 - 18)

To consider the proposed revision of the Stronger Place Select Committee's Terms of Reference.

8. BRANDING OF THE GROUND FLOOR OF THE CIVIC OFFICES (Pages 19 - 56)

To consider the attached report regarding the Branding of the Ground Floor of the Civic Offices.

9. DATES OF FUTURE MEETINGS

To note that future meetings of the Select Committee will be held on 13 January 2022.

Agenda Item 5

EPPING FOREST DISTRICT COUNCIL NOTES OF A MEETING OF STRONGER PLACE SELECT COMMITTEE HELD ON TUESDAY, 22 JUNE 2021 IN CONFERENCE SUITE - CIVIC OFFICES AT 7.00 - 8.10 PM

Members	A Lion (Chairman), R Morgan (Vice-Chairman), R Bassett, S Heather,
Present:	I Hadley, S Heap, R Balcombe, J Share-Bernia and J H Whitehouse

Other members present:

Apologies for	J Jennings and C McCredie
Absence:	

Officers Present N Dawe (Chief Operating Officer), L Kirman (Democratic Services Officer), N Richardson (Service Director (Planning Services)), T Carne (Corporate Communications Team Manager), N Cole (Corporate Communications Officer), J Leither (Democratic Services Officer), S Mitchell (PR Website Editor), R Perrin (Democratic and Electoral Services Officer) and Natalie Blaken (Interim Planning Policy Manager)

1. WEBCASTING INTRODUCTION

The Chairman reminded everyone present that this meeting would be broadcast live to the Internet, and that the Council had adopted a protocol for the webcasting of its meetings.

2. SUBSTITUTE MEMBERS

Councillor J H Whitehouse as substitute for Councillor C McCredie

3. DECLARATIONS OF INTEREST

Pursuant to the Members' Code of Conduct, Councillor R Bassett declared a non-pecuniary interest by virtue of being a non-Executive Director on the Qualis Board.

There were no other declarations of interest pursuant to the Council's Members' Code of Conduct.

4. NOTES OF PREVIOUS MEETING

That the minutes of the meeting held on 29 March 2021 be taken as read and signed by the Chairman as a correct record.

5. TERMS OF REFERENCE & WORK PROGRAMME

TheChairman, asked members to consider the terms of reference and work programme. He suggested that the terms of reference were generic and that a definition of what was included in Place would be beneficial. He detailed the definition of Stronger Place from the 2018 Corporate Plan:

Delivering effective core services that people want:

• Keeping the district clean and green

• Improving the district housing offer

A district with planned development:

- Planning development priorities
- Ensuring infrastructure supports growth

An environment where new and existing businesses thrive:

- Supporting business enterprise and attracting investment
- People develop skills to maximise their employment potential
- Promoting retail, tourism and the visitor economy

He advised that there would be discussion with the Chairmen of the other Select Committees and felt that it was important to get input from Members of the Committee and asked for comments, suggestions or proposals for areas that should be scrutinised either from the floor or in writing after the meeting.

Cllr Hadley suggested that there was some overlap between Stronger Communities and Stronger Place, and suggested that Place related to infrastructure and physical things. He suggested a number of areas that should fall in the remit of the committee: the implementation plan after the adoption of the Local Plan; Public Transport within the scope of the district; electric scooters, flooding; tree preservation, climate change and the clean air strategy.

Cllr Whitehouse reminded the Committee that she had raised the lack of correlation of the Scrutiny Panels to the corporate objective at Overview and Scrutiny Committee. She suggested that all members should have the opportunity to put forward areas for scrutiny, this process had been hindered as members did not know what scrutiny was covering and scrutiny had become officer led. She asked which Portfolio Holders and which services were aligned to each Committee. Mr Dawe (Chief Operating Officer) responded that Cllr Avey, Environment and Technical Portfolio covered waste, parking, sustainable drainage; Cllr Patel, Community and Regulatory, covered North Weald, and the employment land and the Suitable Alternative Natural Greenspace (SANG) and countryside development was expected to be scrutinised; Cllr H Whitbread, Housing, the physical build of the programme, with improvements and digital. Cllr Philip, Finance, covered the Town Centre Plans which centred on economic activity, digital and other infrastructure issues; and Cllr Bedford, Planning and Sustainability, covered planning, climate change and sustainable travel, these all aligned with Stronger Place. He advised that The Climate Change Strategy and North Weald Master Plan consultation would take place in autumn if the Committee wanted to consider inclusion in the work programme.

Cllr Whitehouse commented that there were many interesting ideas, but only three meetings per year. She suggested small focussed task and finish groups for half or single day sessions for focused areas of scrutiny.

Cllr Bassett suggested that there could be alignment between The Utilities 5 year plans and the Council's development plan, and questioned where healthcare, the new junction 7a on the M11 and Qualis should be scrutinised due to their cross cutting nature.

Cllr Balcombe suggested that there should be liaison between the Select Committees for joint working. Cllr Lion responded that he hoped areas of overlap would be address at the meeting of the Joint Chairs of the Select Committees.

Cllr Lion suggested that broadband development, the climate emergency, transport and electric charging points that could be added to the programme. He also drew attention to the potential impact that closure of civic amenity sites to commercial operators by Essex County Council may have increased fly tipping and how total impact of decisions could be considered.

Cllr Heap supported the area proposed by Cllr Hadley and requested more scrutiny on how planning and enforcement operated. Nigel Richardson advised that KPI could be presented at future meetings. Cllr Share-Bernia asked if there could be something presented in a pictorial form to show overlapping responsibilities.

Nick Dawe suggested a spatial and sequenced overview which would set out where and when things are due to happen could be provided with a brief paper on KPI to provide an overview of information to allow members to prioritise and focus on of areas of interest.

Cllr Heap asked if meeting could go back to zoom, Nick Dawe advised that as a response to national legislation and the removal of emergency powers members had to be present at decision making meetings, this was being continually reviewed.

Cllr Lion, thanked everyone for their participants, suggestions and ideas.

Cllr Lion stated that to be able to effectively operate a scrutiny function, written reports were required to be submitted so members of the Committee could consider issues and questions before the meeting.

It was proposed that ideas should be submitted by 6th July to be considered by the Chairman.

Resolved:

The Committee would review the terms of reference and develop a Members led work programme.

6. LOCAL PLAN UPDATE

Natalie Blaken (Interim Planning Policy Manager) provided an update on the Local Plan and reminded members of the process and consultation that had occurred to date, culminating in the Inspector's advice in August 2019. The Local Plan had reached an advanced stage and had significant weight for planning decisions and appeals. The Council has carried out further work to address the comments made by the Inspector in August 2021, when she advised what was required to make the Local Plan sound.

There was one round of statutory consultation on the main modifications. It was important to note that the main modifications did not change the spatial data. The Council were working with the Inspector to produce a schedule of the main modifications, this would be published with supporting documents on the Local Plan website and be made available at local libraries and the Council Offices. The statutory consultation period of six weeks, which should start the week commencing 5 July 2021, had been extended to mid-September to account for the holiday period. A briefing had been arranged for all members on 28 June 2021, everyone on the consultation database would be contacted, there would be a developers' forum and Town and Parish Councils would be briefed. All the responses would be provided to the Inspector for consideration before she produced her final report and

recommendation. The Local Plan could then be adopted by the Council, if it chose to make the main modifications recommended by the Inspector.

Cllr Lion what asked what was expected to come out of the consultation. He was advised that the focus would be, if the main modifications were appropriate and sound. Three groups of responses were anticipated: developers and landowners; Statutory Consultees and Parish and Town Councils; and a large volume of public responses.

Cllr Janet Whitehouse suggested that written reports were required for scrutiny and asked why officers could attend by zoom and members couldn't. The Service Director for Planning Development, Nigel Richardson, advised that a verbal information report was provided as dates for consultation had just been agreed and that working practices in relation to Covid safety and the distance the officer needed to travel had led to the decision to present in a virtual manner. The Chairman confirmed that he had accepted this verbal update but that future reports to the Committee would be written.

Cllr Bassett asked what would happen when the local plan had been adopted, as sites allocations, offices of national statistics, and housing and employment data would all be 10 years old. Would an early review be planned and what would be the ongoing process. The Committee were advised that when the Local Plan was adopted it would be a statutory development plan and decision must be taken in accordance with that plan unless there were material considerations. At this time there was no indication that the Inspector would require an early review, but this could be in Inspector's final report, although clear reasons for the review would be required. The Local Plan had been developed using previous guidance, if the process was started again new guidance would be applied, however the development plan stands until it is changed. The plan would move to the delivery and implementation phase.

Cllr Lion asked if there would be a published implementation plan, N Blaken advised that there was a housing implementation strategy. There would be corporate working and work would be carried out with developers and Qualis to implement the Local Plan.

Members of the Committee discussed several scenarios that related to changes in permitted development rights, and they were advised in summary that as no planning application was required these would sit outside the development plan.

Resolved:

The update on the Local Plan was noted by the Committee.

7. DATES OF FUTURE MEETINGS

The Committee noted that the date of the next meeting was 23 September 2021.

Agenda Item 6

STRONGER PLACE SELECT COMMITTEE

TERMS OF REFERENCE 2021/22

Core Areas of Responsibility

- (1) To provide scrutiny for the following corporate projects:
 - Local Plan Delivery;
 - St. Johns Road;
 - North Weald (including masterplanning);
 - Council Housebuilding; and
 - Economic growth, skills and employment;
- (2) To have overview of the performance of the Waste Management Contract and Leisure Management Contract and provide scrutiny of services that are not performing to standard and develop proposals for their improvement; and
- (3) To have overview of the green agenda helping to inform policy and future proofing the place.

Scrutiny Role of the Select Committee

- (1) To engage in policy review and development, with a focus on improvement and how this can be best achieved;
- (2) To develop a work programme each year that effectively scrutinises the areas of responsibility outlined above;
- (3) To consider any matter referred by the Overview and Scrutiny Committee, Cabinet or a Portfolio Holder and to make recommendations as appropriate;
- (4) To consider the effect of Government actions or initiatives that affect the Select Committees areas of responsibility and the impact on customers, residents, businesses and visitors to our district, and to respond to consultation activities as appropriate;
- (5) To establish working groups and task and finish panels to undertake any activity within these terms of reference;
- (6) To undertake pre-scrutiny through the review of specific proposals of the Council and its partner organisations or other local service providers to help develop policy;
- (7) To monitor and review relevant projects and associated closure and benefits reports; and
- (8) To engage with the community and encourage community engagement.

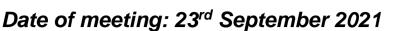
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	Stronger Place Select Committee Work Programme 2021/22 Stronger Place Corporate Programme Alignment focuses on corporate objectives and our response to Covid-19 recovery.				
No.	Item	Deadline	Progress and Comments	Programme of Meetings	
1	Harlow Gilsten Garden Town (HGGT) _ Transport Strategy	tbc	To seek partner Committee endorsement?	22Jun 2021 23 Sept 2021 13 Jan 2022 15 Mar 2022	
2	Local Plan	tbc	Update on Main Modifications		
3	Branding of the Ground Floor Of the Civic Offices	23 Sept 2021	To consider Branding options for the ground floor of the Civic Officers		

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Report to Stronger Place Select Committee





Portfolio:

Subject: Stronger Place Select Committee Terms of Reference

Officer contact for further information: Nick Dawe

Democratic Services Officer: Laura Kirman

Recommendations/Decisions Required:

- 1 To consider the content of the report and, if appropriate, provide recommendations to Overview and Scrutiny for changes to the terms of reference of the select committee
- 2 To propose items for the work programme for the Stronger Place Select Committee 2021/22

Report:

- In response to members feedback at the Stronger Place Select Committee (22 June 2021) on the terms of reference and the work programme of the Committee a report was drawn up and presented to Overview & Scrutiny Chairmen & Vice-Chairmen on 22 July 2021. The terms of reference for this report and minutes for this item attached as Appendix A & B respectively. It was agreed that this should be progressed.
- 2. This report offers members of this Select Committee a further opportunity to consider and comment of the proposed draft terms of reference (Appendix A) and work programme.
- 3. It should be noted that it is the prerogative of the Overview and Scrutiny Committee to agree changes to a select committee's Terms of Reference.

Reason for decision: To provide recommendations for consideration at Overview and Scrutiny

Options considered and rejected:

Consultation undertaken:

Resource implications:

Legal and Governance Implications: None

Safer, Cleaner, Greener Implications: None

Background Papers:

Impact Assessments:

Risk Management

Equality:

STRONGER PLACE SELECT COMMITTEE – DRAFT TERMS OF REFERENCE 2021/22

Definition of Stronger "Place" Select (Scrutiny) Committee

To consider Epping Forest District as a physical Place and to scrutinise the direction, policies and projects of the executive that affect the spatial and infrastructure requirements of the Epping Forest District.

Examples include the Local Plan and supplementary infrastructure policies, as well as house building (for all ages and including affordability), roads, transport (sustainable, together with provision for electric vehicles, bus services, cycling and walking).

Air quality as it affects residents of Epping Forest District as well as the Epping Forest Special Area of Conservation. Taxis and public hire vehicles.

Health infrastructure, GP surgeries, schools and FE & HE services.

Green Infrastructure, trees, walking routes including public rights of way.

To consider the effect of Government actions or initiatives that affect the Select Committee.

The Committees Areas of Responsibility (Scope)

To consider the impact on customers, residents, businesses and visitors to our District, and to respond to consultation activities.

Sources of Information

Epping Forest DC Corporate Plan 2018-2023

Local Plan Submission Version, including Main Modifications.

Departmental Business Plans

Cabinet Corporate Aims and Objective 2021/22

Cabinet Work Programme 1 July to 31 October 2021

Key Objectives

- 1. To develop a work programme each year that effectively scrutinises the areas of responsibility outlined above.
- 2. To engage in policy review and development, with a focus on improvement and how this can be best achieved.
- 3. To consider any matter referred by the Overview and Scrutiny Committee, Cabinet or a Portfolio Holder and to make recommendations as appropriate.
- 4. To establish working groups and task and finish panels to undertake any activity within the terms of reference.
- 5. To undertake pre-scrutiny through the review of specific proposals of the Council and its partner organisations or other local service providers to help develop policy.

- 6. To engage with the community and encourage community engagement.
- 7. District Wide Management Contracts and provide scrutiny of services that are not performing to standard and develop proposals for their improvement.

8. To monitor and review relevant projects and associated closure and benefits reports. **To provide scrutiny for the following corporate projects:**

- 1. Local Plan Delivery, Infrastructure Delivery Plan, S106 Agreements, associated parking
- 2. Epping Centre Development St. Johns Road
- 3. North Weald airfield development (including master-planning)
- 4. Council Housebuilding
- 5. Economic growth, skills and employment
- 6. District Wide Waste Management Provision
- 7. District Wide Leisure Services Development

To have overview of the green agenda – helping to inform policy and future proofing the Place.

APPENDIX B

Minutes Joint Meeting of Overview & Scrutiny Chairmen & Vice-Chairmen Thursday, 22 July 2021, item 7 b.

Select Committees – Terms of Reference and work programmes

N Dawe briefly outlined the proposed Terms of Reference of the Stronger Place Select Committee, the aim of which was to clarify the areas and issues that were believed to go to "Place" and the issues and methodologies that might be scrutinised and understood. It was to ensure members had up to date information and progress on all areas of "Place" so that they could focus on areas of concern and/or success. It would also allow members to measure if projects were worthwhile by ensuring the post event delivery of expected benefits. However, a process was currently underway to validate a list of projects that could be scrutinised.

Councillor A Lion, Chairman of Stronger Place, reported that at the first meeting on 22 June 2021, members were concerned that the select committee should be member-led and were keen to understand how "Place" worked and what this meant, its scope and where the information came from. It also encompassed the localisation of services that the Council might influence, such as the demand responsive travel bus and EV charging points.

Members voiced the following comments:

- It was a very long set of Terms of Reference;
- Less detail was needed to give more flexibility; and
- It was a useful starting point for training rather than a Terms of Reference;

The Chairman, Councillor M Sartin advised that the Council had no absolute right to scrutinise the health infrastructure, as these areas came under the County Council. Overview and Scrutiny was never able to scrutinise the Sixth Form Consortium, although it affected the District's residents and similarly, nothing had materialised with scrutinising New City College despite G Blakemore, Chief Executive, and J L Dixon, Learning and Talent Business Partner, visiting the College Principal.

N Dawe suggested having a factorial dialogue with an organisation first as this could be done constructively. Moreover, it might be useful if members were informed of the LGA councillor workbooks weblink because this general scrutiny advice would lead members to becoming more specific on scrutinising Council issues in front of them. He would work on this with G Woodhall.

G Woodhall advised that it was the prerogative of the Overview and Scrutiny Committee to agree changes to a select committee's Terms of Reference.

Agreed:

(9) That N Dawe and G Woodhall would progress this with the Chairman of Stronger Place Select Committee.

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Report to Stronger Place Select Committee

Date of meeting: 23rd September 2021



Portfolio: Customer and Partnerships

Subject: Branding of the Ground Floor of the Civic Offices

Officer contact for further information: Rob Pavey 01992 564211

Democratic Services Officer: Laura Kirman

Recommendations/Decisions Required:

- 1 To review the content of the report and to provide recommendations for Cabinet consideration at its meeting on 11th October 2021 particularly:
 - a) The exercise of re-branding the Ground Floor of the Civic Offices to reflect its new community and collaborative purpose;
 - b) The proposed designs contained in Appendices A and B of this report;
 - c) The proposed names of the Ground Floor destination as 'The Civic' or 'The Civic Hub'.

Report:

1. Initially, it is important to stress that this report is not proposing a re-naming of the Civic Offices. instead, this report asks Members to consider the re-branding of the Civic Offices Ground Floor to promote the area as a new destination where EFDC services work collaboratively with partners to provide wraparound solutions for residents and wider community activity.

2. The refurbishment of the Civic Offices provided the Council with an opportunity to review how the building was used. The new building now sees a much-reduced footprint for purely Epping Forest District Council staff on the second floor with the top floor being occupied as a commercial let. The Conder building will be demolished to make way for new housing. The Ground Floor of the refurbished building now operates as a hub for Council front-line services operating with a wide range of partners to provide joined-up solutions for the Community with the aim of providing added value and improved outcomes for those who visit the new facility.

3. This is a real step-change for how the Council works with partners and uses the asset that is the Civic Offices to provide services to the community. The Ground Floor comprises a general Welcome Area for the whole building, including for those visiting commercial tenants and is resourced by EFDC staff from Customer Services supported by the Concierge Service. Around the Welcome Area is a general customer lounge for waiting and more informal conversations, private interview rooms, self-serve customer terminals and the Community Hub room. The flow of the Ground Floor takes you from the Welcome Area to the Conference Suite. This area whilst available for EFDC activity is also a facility which can be hired by partners to use and wider community activity. Leading on from the Conference Suite is the café area and potential location of the Epping library. There is common activity that the library engages in that closely relates to the services provided by the other partners on the Ground Floor, notably well-being and digital inclusion. Again the Conference Suite is available to support any joint activity for events or other activity. The purpose of taking Members through the Ground Floor locations shows the integrated activity of the Ground Floor and clear signage and direction is needed for the visitor journey through this space. Signs currently exist in a temporary format but a more suitable solution is needed to improve the visitor experience.

4. The close proximity and integration of the Ground Floor and activity within it lends itself to one common branding. Initially a separate brand was to be developed for the Community Hub itself but given the flow and connectivity between the areas it has been concluded that a single branding incorporating signage be used for the Ground Floor. The branding needs to reflect that it is not a single organisation-based area but instead demonstrates the collaborative nature of the activity – one customer visiting multiple services in one space.

5. Work has been taking place over the summer developing what the branding could look like. Two options have come forward for what the Ground Floor can be termed as 'The Civic' or 'The Civic Hub'. Again, for clarity this does not mean a change in name for the building, the Civic Offices. The term 'The Civic' seeks to capture the use of the Ground Floor space in a term that is more colloquial in nature and distinguishes it from the more formal name for the building. 'The Civic Hub' provides a more conventional name for the area. Members are asked to consider both options.

6. The partnership nature is critical to recognise, and the brand seeks to symbolise this. The partners working with EFDC on the Ground Floor are:

- DWP
- Citizens Advice
- Epping Forest Food Bank
- Changing Pathways
- Peabody
- Essex County Council Adult and Social Care
- Essex County Council Family Solutions
- Phoenix Futures
- Voluntary Action Epping Forest
- NACRO
- Epping Re-Use

7. Partners have been consulted with regard to the brand especially as any branding will be also used by themselves to signpost and promote their own services in the new Ground Floor area. This is not a rebranding for EFDC itself, but it is a brand to represent the Ground Floor partnership area. The EFDC communications team will be working with those partners to ensure there is joined-up usage of the brand.

8 The outcome of the work over the summer has provided two options, A and B, which are attached as Appendix A and B respectively. The design reflects the collaborative nature of the Ground Floor, not a wholly EFDC space but one where partners are also based. Importantly there has been very positive feedback from partners in relation to the common branding and design and a few quotes are provided below:

"I really like it....I can picture it so well after spending some time in the Hub yesterday. We are really looking forward to starting this"

"Very nice...it's so easy to visualise"

"Having spent some time at the Hub, it is now very easy to visualise, and this revised version of the branding fits so well. We are really looking forward to working out of the Hub with all the partners."

"It looks great and can't wait to see it in real life"

9. The cost of the branding exercise is \pounds 19,450 including design and installation. The cost will be met from existing budget.

Reason for decision: To provide recommendations for consideration at Cabinet on 11th October 2021

Options considered and rejected:

Consultation undertaken: Consultation over the brand has taken place with Community Hub partners

Resource implications: The cost of the re-branding will be met from existing resources

Legal and Governance Implications: None

Safer, Cleaner, Greener Implications: None

Background Papers: Appendices A and B attached

Impact Assessments:

Risk Management

Equality:

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'The Civic' Ground floor branding design and large format graphics

> created for **Epping Forest District Council**

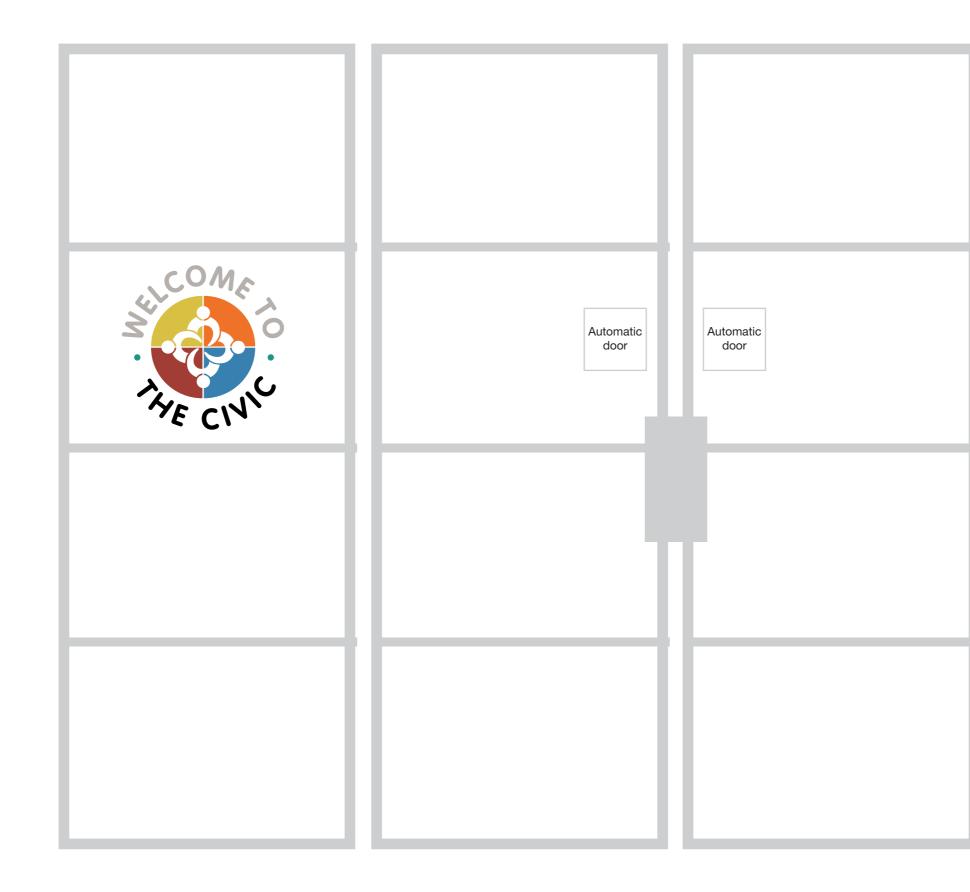
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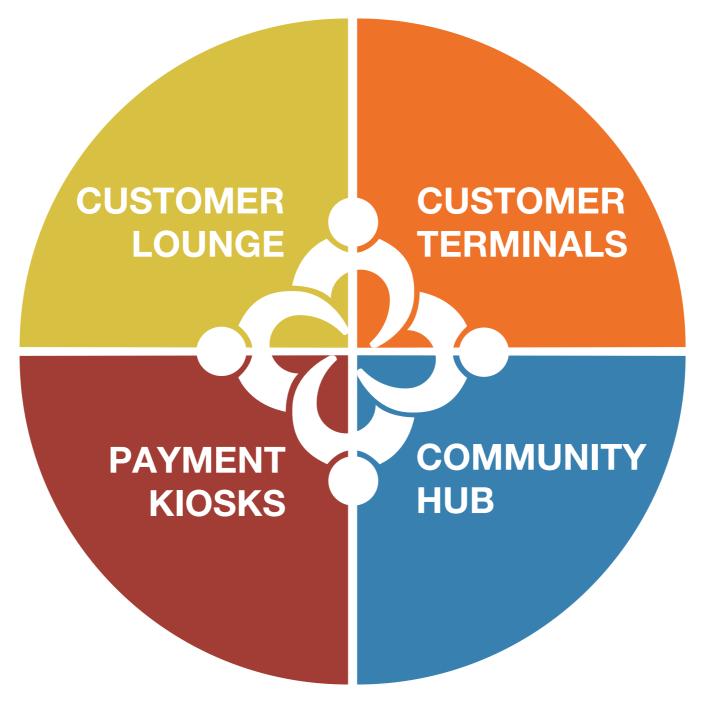
OUTSIDE MAIN FRONT ENTRANCE GRAPHIC - AFFIXED INSIDE EXISTING GLASS BOX / © martyn royce 2021







RECEPTION WALL GRAPHIC - AFFIXED TO BACK OF RECEPTION WALL / © martyn royce 2021



DIRECTION GRAPHICS - X4 COLOURWAYS - FLOOR MOUNTED / © martyn royce 2021

COMMUNITY HUB

CUSTOMER LOUNGE

CUSTOMER PAYMENT **KIOSKS**

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RECEPTION AREA - FLOOR ZONE AREA CONFIRMATION GRAPHICS / © martyn royce 2021

CUSTOMER TERMINALS

CUSTOMER **APPOINTMENT CHECK IN**





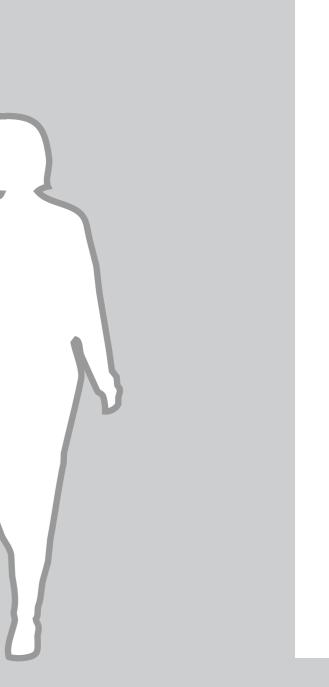






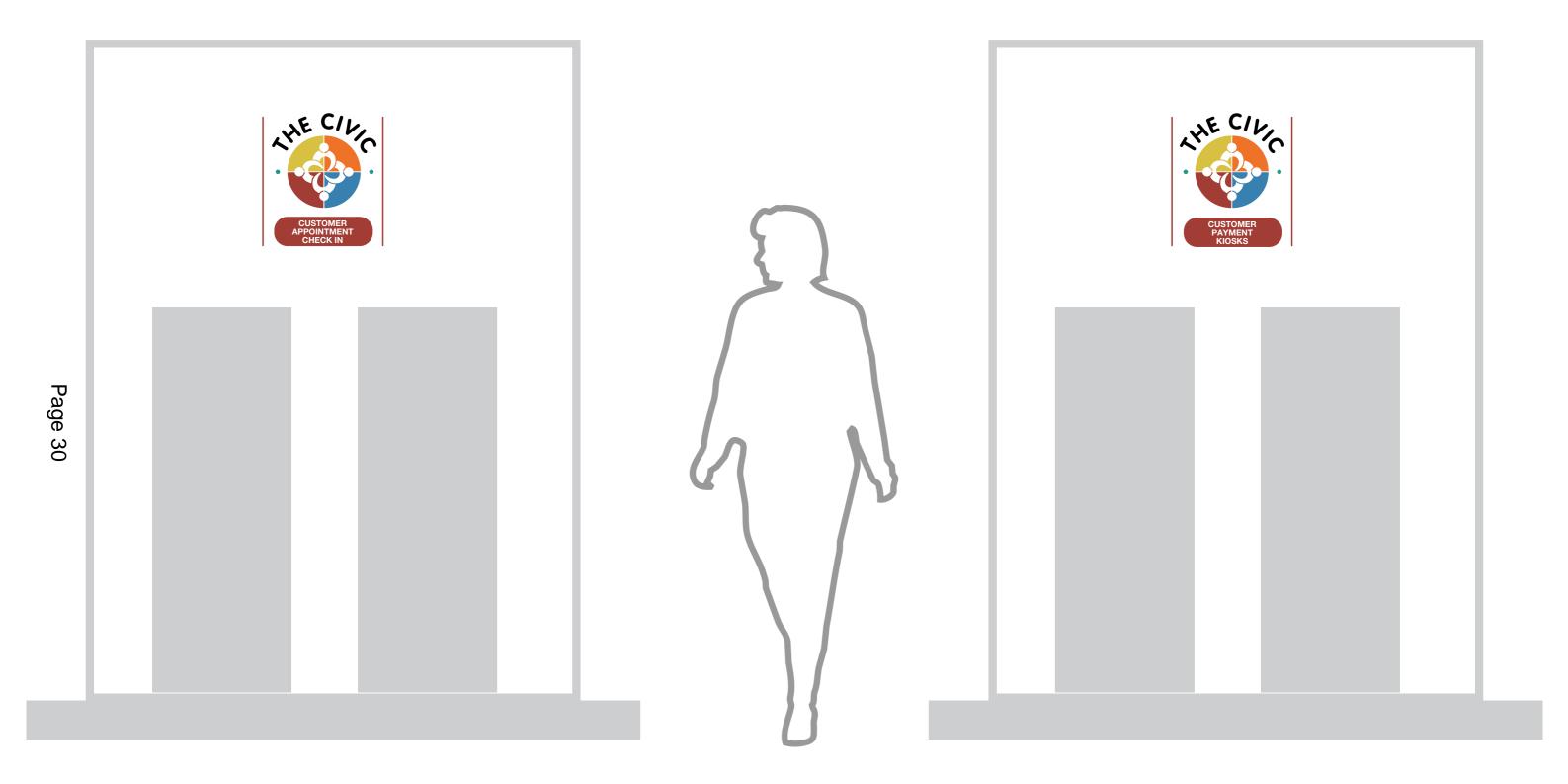
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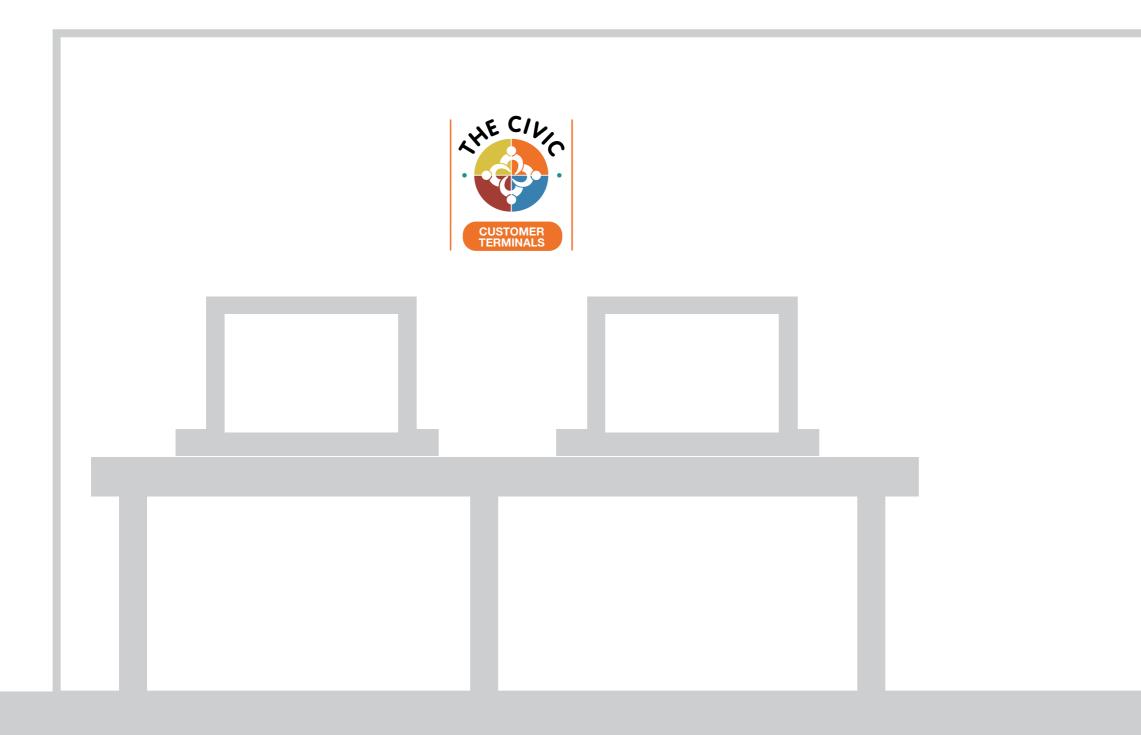
ZONE AREAS SUB BRANDING - X4 COLOURWAYS / © martyn royce 2021

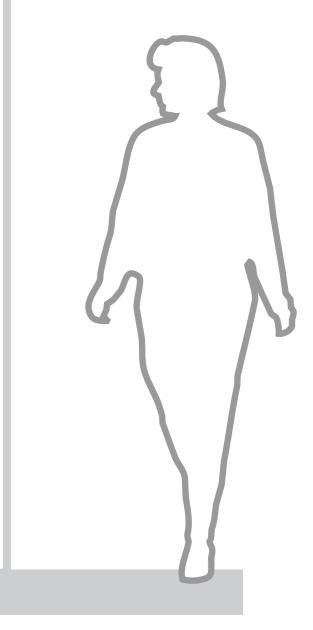




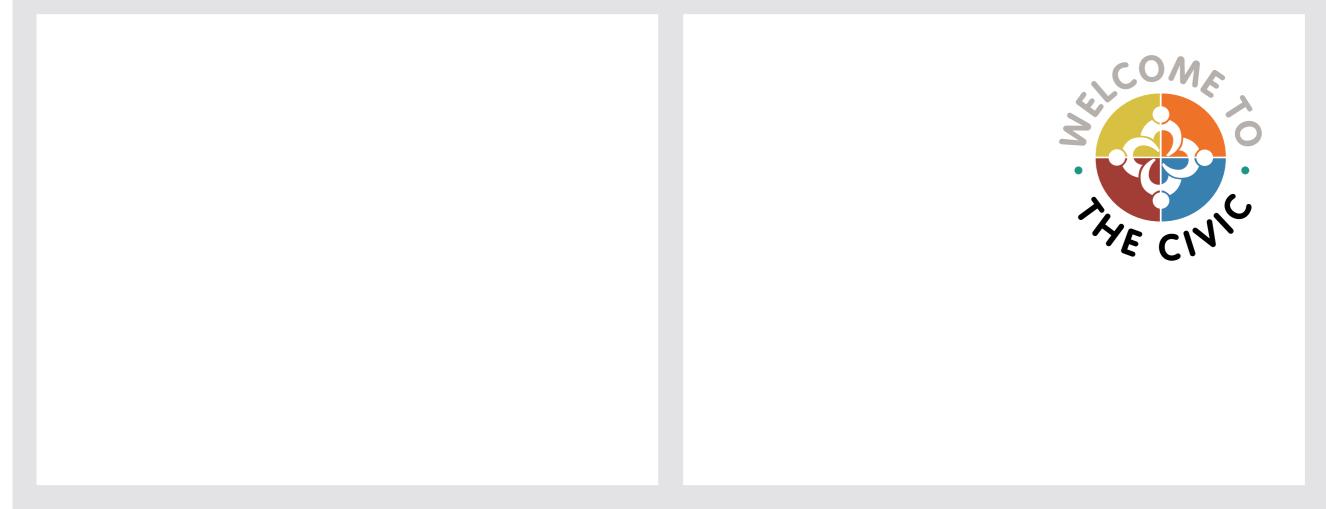
CUSTOMER LOUNGE AREA ENTRANCE - WALL GRAPHICS / © martyn royce 2021





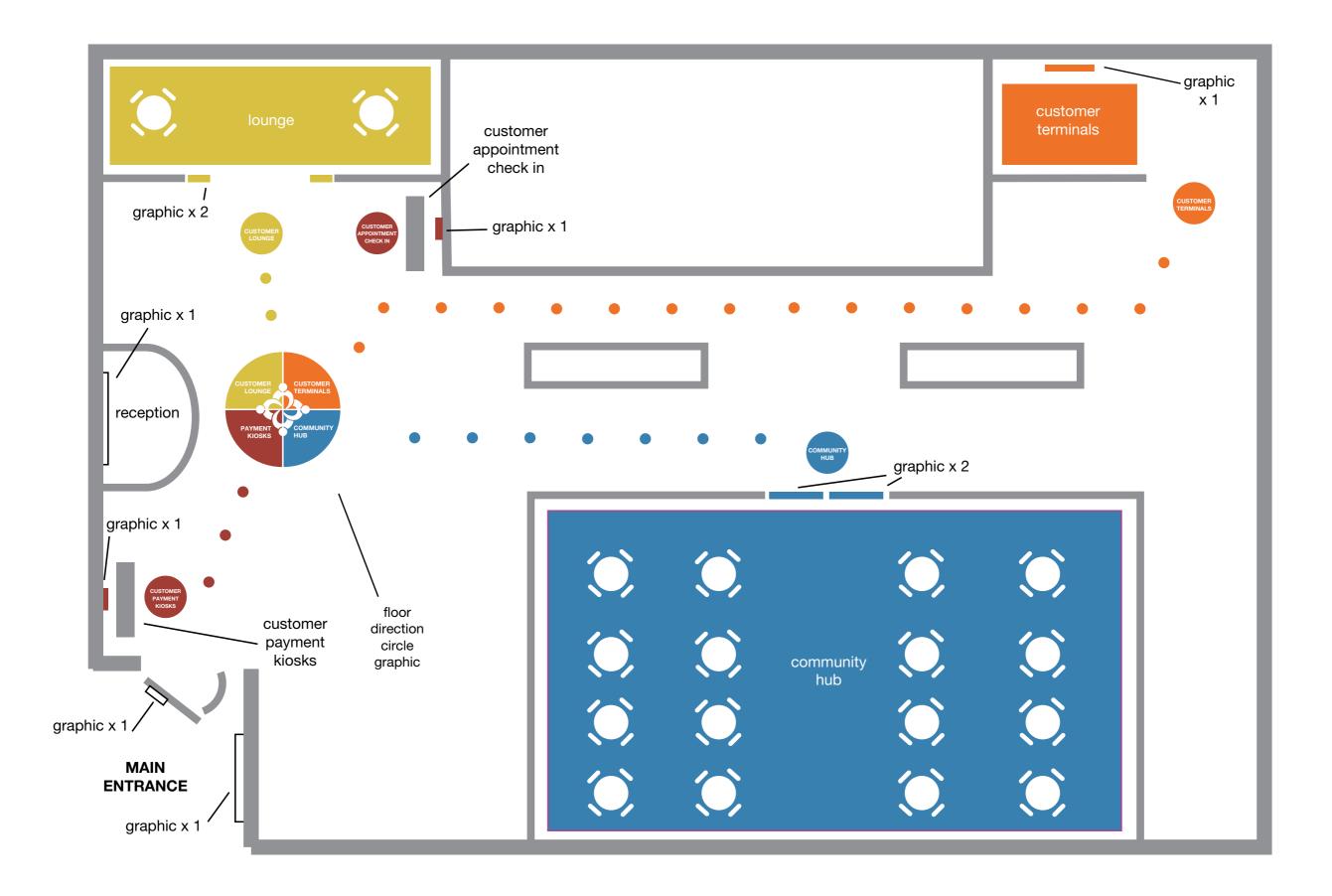


CUSTOMER COMPUTER TERMINALS - WALL GRAPHIC / © martyn royce 2021



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CAR PARK SIDE OF BUILDING - NOTICE BOARD GRAPHIC / © martyn royce 2021



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'The Civic Hub' Ground floor branding design and large format graphics

> created for **Epping Forest District Council**

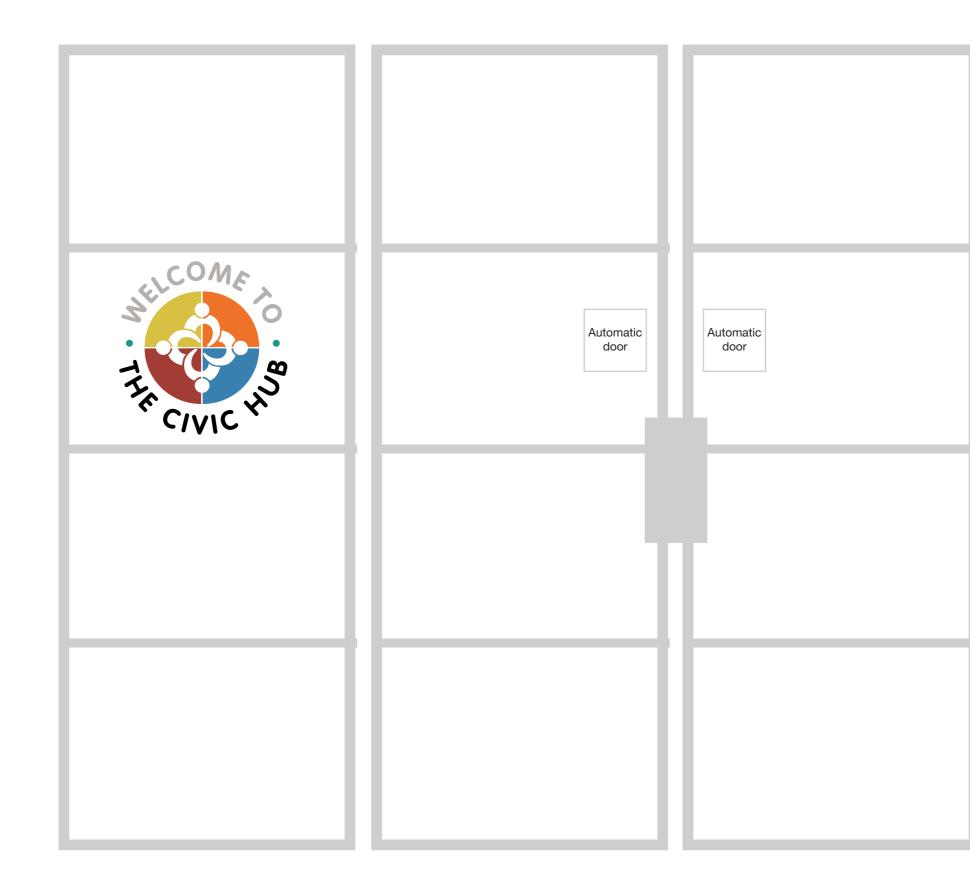
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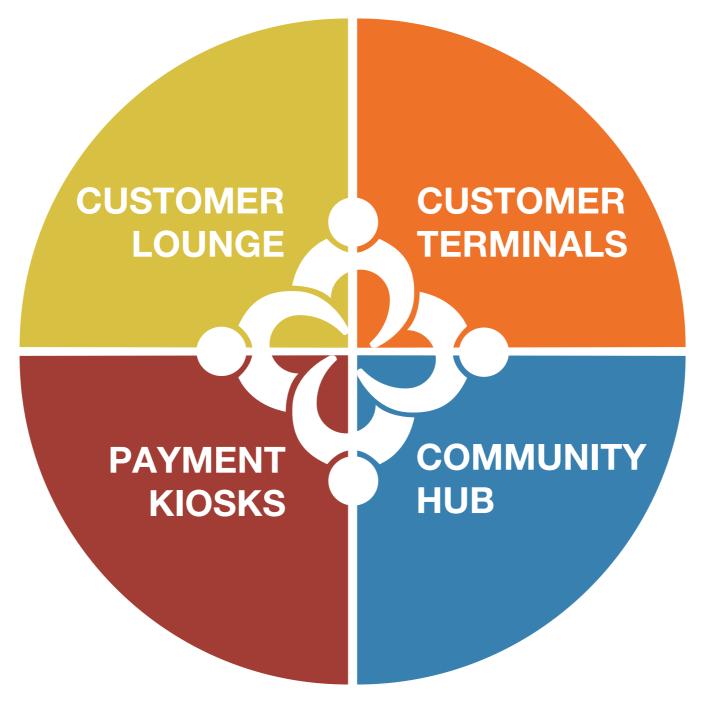
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COMMUNITY HUB

CUSTOMER LOUNGE

CUSTOMER PAYMENT **KIOSKS**

CUSTOMER TERMINALS

CUSTOMER **APPOINTMENT CHECK IN**









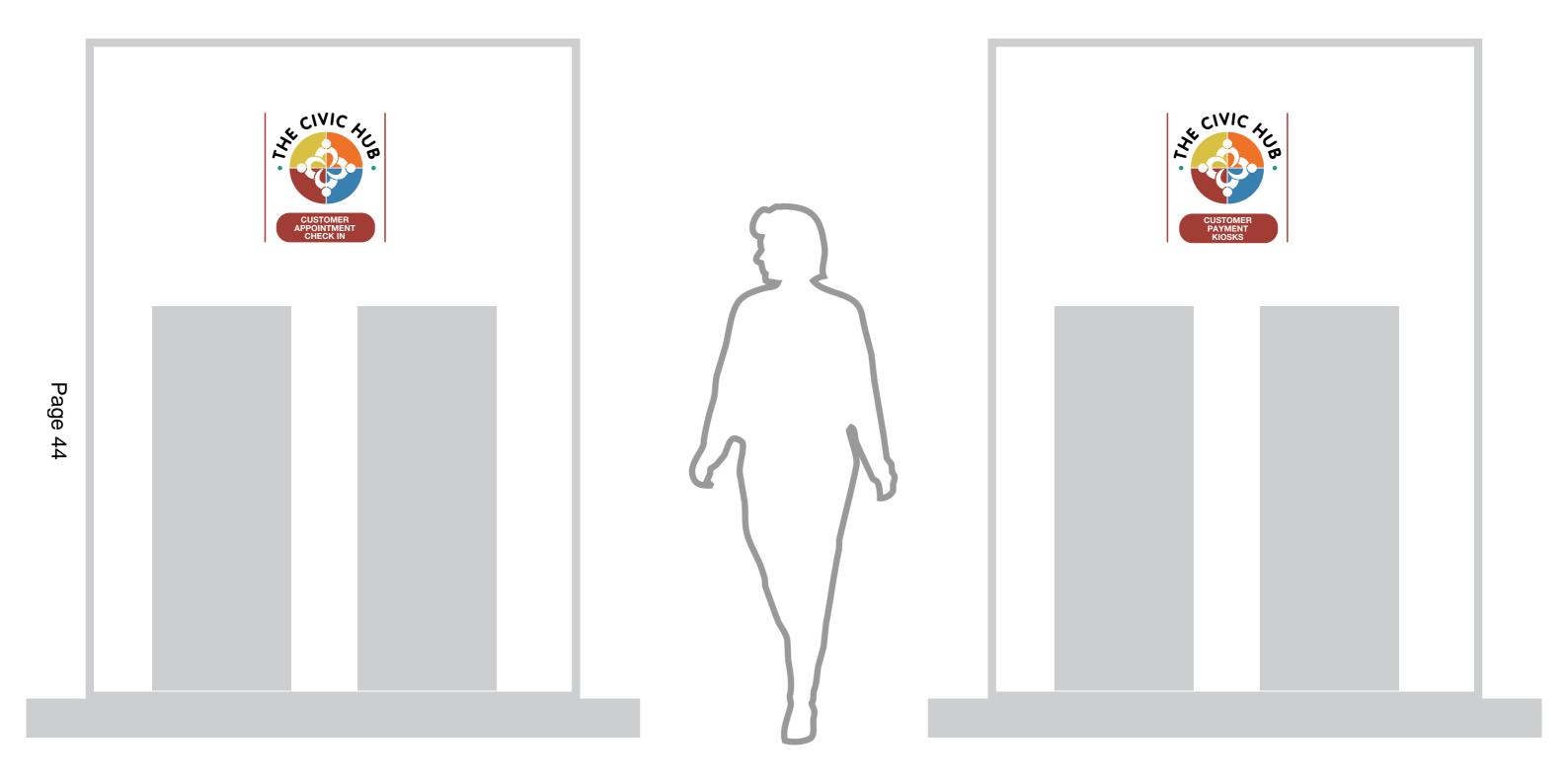


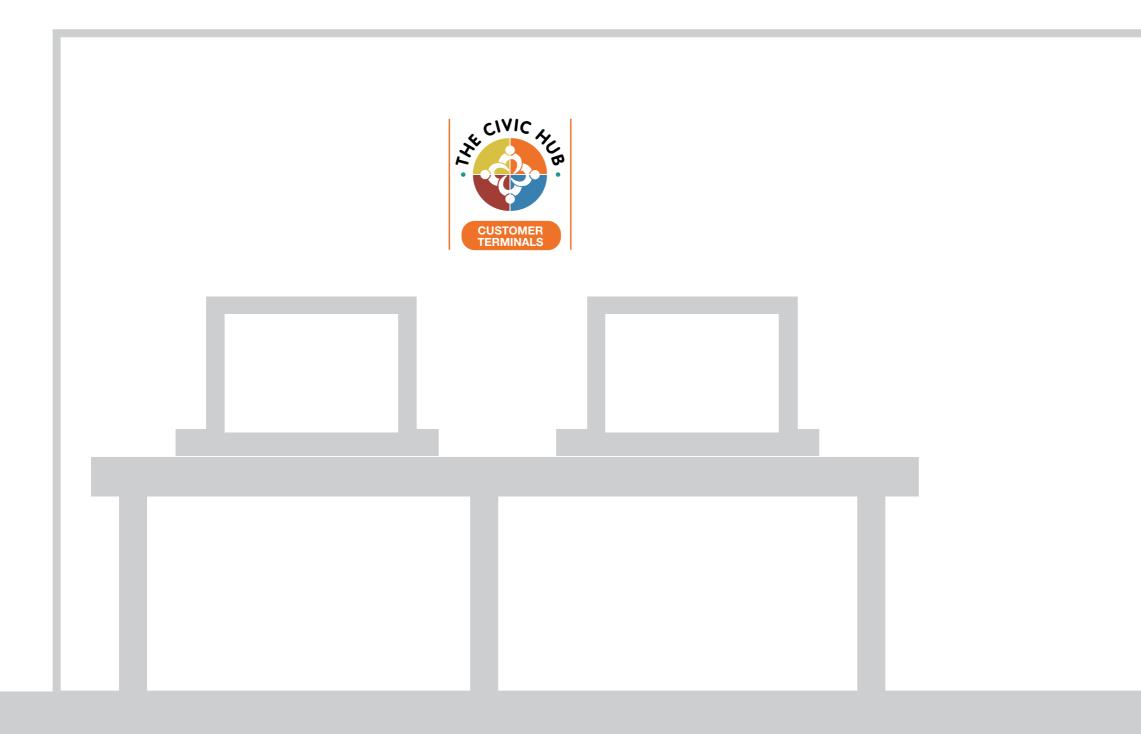
ZONE AREAS SUB BRANDING - X4 COLOURWAYS / © martyn royce 2021

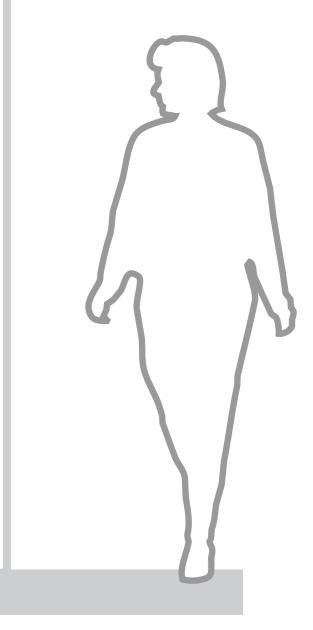




CUSTOMER LOUNGE AREA ENTRANCE - WALL GRAPHICS / © martyn royce 2021

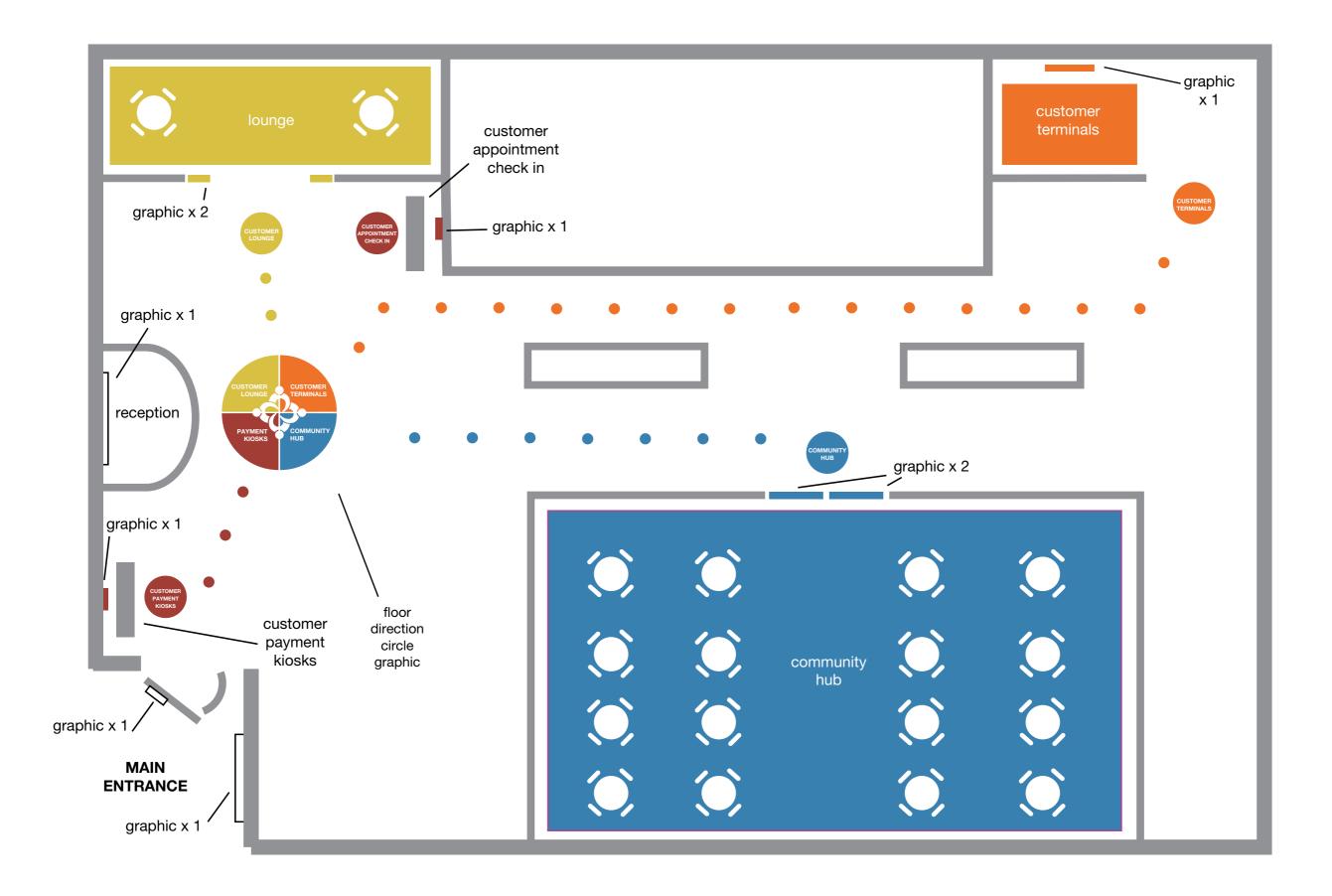






CUSTOMER COMPUTER TERMINALS - WALL GRAPHIC / © martyn royce 2021





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Equality Impact Assessment

- 1. Under s.149 of the Equality Act 2010, when making decisions, Epping District Council must have regard to the Public Sector Equality Duty, ie have due regard to:
 - eliminating unlawful discrimination, harassment and victimisation, and other conduct prohibited by the Act,
 - advancing equality of opportunity between people who share a protected characteristic and those who do not,
 - fostering good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.
- 2. The characteristics protected by the Equality Act are:
 - age
 - disability
 - gender
 - gender reassignment
 - marriage/civil partnership
 - pregnancy/maternity
 - race
 - religion/belief
 - sexual orientation.
- 3. In addition to the above protected characteristics you should consider the cross-cutting elements of the proposed policy, namely the social, economic and environmental impact (including rurality) as part of this assessment. These cross-cutting elements are not a characteristic protected by law but are regarded as good practice to include.
- 4. The Equality Impact Assessment (EqIA) document should be used as a tool to test and analyse the nature and impact of either what we do or are planning to do in the future. It can be used flexibly for reviewing existing arrangements but in particular should enable identification where further consultation, engagement and data is required.
- 5. Use the questions in this document to record your findings. This should include the nature and extent of the impact on those likely to be affected by the proposed policy or change.
- 6. Where this EqIA relates to a continuing project, it must be reviewed and updated at each stage of the decision.
- 7. All **Cabinet, Council, and Portfolio Holder reports must be accompanied by an** EqIA. An EqIA should also be completed/reviewed at key stages of projects.
- 8. To assist you in completing this report, please ensure you read the guidance notes in the Equality Analysis Toolkit and refer to the following Factsheets:
- Factsheet 1: Equality Profile of the Epping Forest District
- o Factsheet 2: Sources of information about equality protected characteristics
- Factsheet 3: Glossary of equality related terms
- Factsheet 4: Common misunderstandings about the Equality Duty
- Factsheet 5: Frequently asked questions
- Factsheet 6: Reporting equality analysis to a committee or other decision making body

Section 1: Identifying details

Your function, service area and team: Customer Services

If you are submitting this EqIA on behalf of another function, service area or team, specify the originating function, service area or team:

Email:

Title of policy or decision:

Officer completing the EqIA: Tel:

Date of completing the assessment:

Section 2	licy to be analysed	
2.1	Is this a new policy (or decision) or a change to an existing policy, practice or project?	
	It is a branding exercise for the Ground Floor to assist visitors to the building with the new service offering in that space.	
2.2	Describe the main aims, objectives and purpose of the policy (or decision):	
	To help showcase the new collaborative service offering provided by the Council and its partners. To assist service users in moving around the space with clear and effective signage.	
	What outcome(s) are you hoping to achieve (ie decommissioning or commissioning a service)? As above	
2.3	 Does or will the policy or decision affect: service users employees the wider community or groups of people, particularly where there are areas of known inequalities? 	
	It affects principally service users and the wider community who use the space.	
	Will the policy or decision influence how organisations operate?	
	No	
2.4	Will the policy or decision involve substantial changes in resources? No	
2.5	Is this policy or decision associated with any of the Council's other policies and how, if applicable, does the proposed policy support corporate outcomes? Page 50	

	It supports the introduction of the new service offering for the Ground Floor of the Civic Offices.
	Offices.

Section 3: Evidence/data about the user population and consultation¹

As a minimum you must consider what is known about the population likely to be affected which will support your understanding of the impact of the policy, eg service uptake/usage, customer satisfaction surveys, staffing data, performance data, research information (national, regional and local data sources).

3.1	What does the information tell you about those groups identified?
3.2	Have you consulted or involved those groups that are likely to be affected by the policy or decision you want to implement? If so, what were their views and how have their views influenced your decision?
3.3	If you have not consulted or engaged with communities that are likely to be affected by the policy or decision, give details about when you intend to carry out consultation or provide reasons for why you feel this is not necessary:

Section 4: Impact of policy or decision

Use this section to assess any potential impact on equality groups based on what you now know.

Description of impact	Nature of impact Positive, neutral, adverse (explain why)	Extent of impact Low, medium, high (use L, M or H)
Age	Ν	
Disability	Ν	
Gender	Ν	
Gender reassignment	Ν	
Marriage/civil partnership	Ν	
Pregnancy/maternity	Ν	
Race	Ν	
Religion/belief	Ν	
Sexual orientation	Ν	

Section 5: Conclus	Section 5: Conclusion		
		Tick Yes/No as appropriate	
5.1	Does the EqIA in Section	No X	
	4 indicate that the policy or decision would have a medium or high adverse impact on one or more equality groups?	Yes 🗌	If ' YES ', use the action plan at Section 6 to describe the adverse impacts and what mitigating actions you could put in place.

Section 6: Action plan to address and monitor adverse impacts

What are the potential adverse impacts?	What are the mitigating actions?	Date they will be achieved.

Section 7: Sign off I confirm that this initial analysis has been completed appropriately. (A typed signature is sufficient.)

Signature of Head of Service:

Date:

Signature of person completing the EqIA: Rob Pavey

Date: 05/08/2021

Advice

Keep your director informed of all equality & diversity issues. We recommend that you forward a copy of every EqIA you undertake to the director responsible for the service area. Retain a copy of this EqIA for your records. If this EqIA relates to a continuing project, ensure this document is kept under review and updated, eg after a consultation has been undertaken.