

Report to the Council

Committee: Full Council
Date: 9 April 2024
Subject: Contracts, Service Delivery, and Improvements
Portfolio Holder: Councillor Ray Balcombe and Councillor Ken Williamson (Parking)

Recommending:

The report of the Contracts, Service Delivery, and Improvements.

Leisure Management

New Epping Leisure Centre

Main construction works for the Epping Leisure has commenced and the contractor, Pellikaan, are currently working on the reduced dig exercise and sheet piling installation.

A groundbreaking ceremony took place on 6 March to formally mark the start of the works. Children from Epping Primary School, Councillors and representatives from EFDC, Places Leisure and Pellikaan Construction attended the groundbreaking ceremony. Pupils from Epping Primary School attended to bury the time capsule they had put together as part of the project.

Pellikaan attended the Meet the Buyer event at the Civic Offices on 14 March to interact with local businesses and explore what opportunities could be offered.

Civic Offices Community Hub - Partner Agencies Annual Review

Customer Services staff have facilitated a 'Let's Talk' session with representatives from all the partner agencies who operate as part of the Civic Offices Community Hub in Epping. The purpose of the exercise, which is undertaken annually, is to gauge how partners are finding working in the Council's Community Hub setting, and to provide an open forum through which to propose and discuss any changes partners feel would benefit the multi-agency space.

Partners unanimously praised the Civic Offices Community Hub for its relaxed feel and were all delighted to be part of the Council's innovative, one-stop-shop approach to the provision of services to local residents. To further enhance the space, four partners highlighted the potential benefits of providing ambient background music in the Hub as a way to ensure sensitive conversations are not overheard. Partner agencies were also able to liaise with each other regarding their attendance days and times, and these were adjusted to maximise the benefits to visiting residents in a number of cases.

A new Health Coach from the Essex Wellbeing Service who undertakes health checks is a new monthly addition to the Hub and has been welcomed by residents. Partners from an organisation called The Change Project have confirmed that they will be attending the Hub on Tuesdays from 9th April and the Council's Customer Services staff are in dialogue with a Credit Union, Energy Advisor, Employment Retention Specialist and Mental Health Coach to secure their support for the Hub in due course.