

Brent Civic Centre - Strategic Brief

Rev.C2	Extract
05.02.08	Part B – the building

PART B: THE BUILDING BRIEF		
3.0 Civic Administration	List of areas	Children and Families Environment and Culture Housing and Community Corporate Contractors/Consultants
	Volumes	(special mention where applicable)
	Orientation and Aspect	
	Adjacencies (internal)	Key relationships for spaces/depts
	Occupancy and space standards	The BCO guide vs 10m2 Net to Gross targets
	General principles	Description of the overall function/aspiration Flexibility of workstyles Grid and height internals Daylight and Sunlight modelling CFD analysis
	Considerations	
	Operational Requirement	Detailed functional Security Flexibility/Future-proofing FF&E
	Best Practice Guides	
	Specific Implementation of Environmental Policy	
	Environmental Delivery and Control	
3.A Training Suite	Each area will follow the format as above	
4.0 Members Accommodation	Each area will follow the format as above	
5.0 Conference/Meeting Rooms	Each area will follow the format as above	
6.0 Council Service Centre	Each area will follow the format as above	
7.0 Registrars Accommodation	Each area will follow the format as above	
8.0 Main Entry Foyer	Each area will follow the format as above -	
9.0 Other Foyer Areas	Each area will follow the format as above -	
10.0 Library/Resource Centre	Each area will follow the format as above	
11.0 Parking/External Works	Each area will follow the format as above -	Note on car park as 2006 until otherwise defined

3.0 Civic Administration

3.1 Schedule of areas:

- 3.1.1 Open Plan working zones
- 3.1.2 Main reception
- 3.1.3 Conference/meeting room suite
- 3.1.4 Meeting rooms (internal)
- 3.1.5 'Jump-In' offices and study booths
- 3.1.6 Photocopying and printer functions
- 3.1.7 Café/Canteen/Tea Point Facilities
- 3.1.8 Break-out and informal meeting areas
- 3.1.9 Storage facilities
- 3.1.10 WC, changing and locker facilities
- 3.1.11 Workstation to electrak/data principle
- 3.1.12 Computer Equipment rooms and SER

3.2 Volumes

Atria
 Access to External Spaces
 Common Areas to serve as meeting places and informal hubs

3.3 Orientation and aspect

The primary volume of the Civic Administration Facility is the largest of the functions within the Civic Centre and as such will have potentially the greatest physical impact on the surrounding environment. This volume will be critical as a public signifier for the redefined services of the Councils Administration. As a landmark building the volume will become an important nodal point, referencing this Civic Function in the locality.

Dependent on the Site, the Civic Administration Building should be oriented in such a way as to optimise the local climatic conditions to the benefit of the end-user maximising passive environmental conditions such as natural light and ventilation.

Orientation of the building mass should consider the occupants in best utilising, wherever possible, open aspect to enhance working conditions within the primary volume of the Civic Centre

The primary entry to the Civic Administration should be considered as separate to the Primary Public Foyer entry. There shall be a dedicated reception area that serves staff and visitors attending meetings within the Administration.

3.4 Adjacencies (internal)

3.5 Occupancy and Space Standards

1250 Staff FTE's in Civic Centre.
 0.80 Flexible Desk Factor
 1000 Desks/Seats/Spaces
 Area Unit is 10 sqm.
 Net Internal Area is 10,000 sqm.
 Efficiency factor of 0.85
 Gross Internal Area is 11,765 sqm..
 Rounded Gross Internal Area is 12,000 sqm

3.6 General Principles

- 3.6.1 Where possible, the Council will be introducing modern ways of working, including flexible spaces, and would like staff to have access to quality meeting spaces, not only desks. This will be

accompanied with a working from home policy, guidance on staggered working hours and a change management programme, all of which will assist managers in introducing new modern ways of organising staff and the work required to deliver services.3.6.2 The number of staff to be accommodated in the New Civic Centre will be 1250 with 1000 desk spaces. The remaining staff will be accommodated elsewhere or will work remotely. This incorporates a 0.80 flexible desk factor that will provide an average of 4 desks for 5 staff depending on the service provided.

- 3.6.3 The staff offices of the Council currently occupy approximately 28,500 nett square metres in the space of the Borough, housing some 2,600 members of staff (excluding teachers and other school-based staff) in 25 buildings.
- 3.6.4 Open plan office environments should be provided to enable flexible workstation layouts. Network ports and power layouts will allow access from all areas of the floor.
- 3.6.5 Any partitioning requirement of the Office Floors should be moveable and transparent to compliment the open/accessible and accountable functions of the Civic Administration facility.
- 3.6.6 All staff should have access to a kitchen/rest facility, appliances to include fridge, microwave, plumbed-in water boiler, base and wall units.3.6.7 Adequate WC's and the provision of shower facilities (to encourage cycling to work)
- 3.6.8 Public Access facilities - Face-to-face contact is increasingly being conducted via the Council's one-stop-shops and therefore minimal public access will be required.

3.7 Considerations

- 3.7.1 The current headcount is 3500. It is not expected that the current headcount will increase, the expectation is to decrease over time.
- 3.7.2 Space for staff lockers and additional pedestals (for hot-desking) and storage for winter coats etc on each floor.
- 3.7.3 Personal filing space – minimal personal filing space (e.g. 1 metre shelf per person) with off-site storage to be provided. Consideration given to file retention strategy and amount of paper to be stored. Floor to ceiling storage walls (where fitted) to be positioned against perimeter walls only, low level office and personal storage in other areas, so as not to break up the 'line of sight' across each floor. The amount of storage will be compatible with the Council's move towards document imaging of paper-based files. (Filing audit to be confirmed)
- 3.7.4 Centralised filing space – some centralised filing space to be provided in areas unsuitable for office space.
- 3.7.5 Localised reprographic areas to incorporate colour printer, other B/W printers and photocopier will be provided in proximity to working areas per floor.
- 3.7.6 Break out space to be provided on each floor, visible from main office area with easy chairs/coffee tables etc. Able to accommodate wireless working and offer some privacy.
- 3.7.7 Access to meeting spaces of various sizes with possible interconnecting folding doors on some to allow expansion. Need to ensure that sound does not travel between rooms. All meeting spaces to be bookable via FM and available to a whole administrative space. Some 'immediate' meeting space to be provided on each floor for managers to deal with staff issues.
- 3.7.8 Window to window/atrium arrangement of office floor plate should be considered in optimising natural light and ventilation. Any areas that do not from benefit these passive comfort conditions in perimeter zones shall be supported with artificial light and ventilation.
- 3.7.9 First Aid Room to be provided.

3.8 Operational Requirements

Office Accommodation:

Children and Families
 Environment and Culture
 Housing & Community
 Corporate

Note: Specific requirements of each Department in terms of variations to the standard open plan specification will be assessed and accounted for. For example, increased areas of access to meeting rooms, higher levels of storage provision or lower potential for flexible desking when justified against specific working method. Further detailed briefing is required for specific operational requirements to be completed 1st Quarter '08.

- 3.8.1 Quiet Rooms – Provision of small quiet areas (separate room) within the building.
- 3.8.2 Centralised secure post room/information distribution to be located for easy access by Members. Provision of secure storage to allow staff not to return to their main office to store sensitive files. A safe shall be provided in the post room.
- 3.8.3 Wireless hotspots to be available within meeting rooms and breakout areas.
- 3.8.4 ICT – each workstation will have a PC and connectivity to the networked printers within the reprographic areas.
- 3.8.5 Roaming profiles will ensure that staff can log on to any PC.
- 3.8.6 Each workstation to have access to voice/data outlet and sufficient power sockets to allow for PC and ancillary items (PDA's etc).
- 3.8.7 The new civic centre should have around 8 showers for staff. The showers have multiple benefits availability for staff who carry out site visits, who cycle, run or skate/rollerblade to work and those who exercise during, before or after work hours

Security

- 3.8.8 Dedicated CCTV control centre for Civic Centre local and Borough-wide Control Centre shall be accommodated within the administration building.
- 3.8.9 Security and CCTV systems will be procured in close liaison with the Client. Existing systems and monitoring to be enhanced and developed.
- 3.8.10 Back up power supplies required.

Acoustics

- 3.8.11 Any internal meeting rooms should be acoustically separated from the main office with the possibility of total privacy, and acoustic ratings should depend on the sensitivity of the meetings taking place.
- 3.8.12 For all other acoustic requirements, please refer to BCO guidance 6.3.8.6 from BCO 2005.

Flexibility/Future proofing

- 3.8.13 Touchdown space to be provided for staff who are not normally located in the Civic Centre to access emails, write reports, read documents etc.

FF&E

- 3.8.14 ICT – each workstation will have a PC and connectivity to the networked printers, within the reprographic areas.
- 3.8.15 ICT Server Rooms/Comm’s cabinets to be provided in consultation with ICT division. Areas to be air-conditioned.
The latest and most cost effective ICT will be deployed to support and enable more efficient service provision both in the new Civic Centre and to support remote and flexible working.
- 3.8.16 Storage (non file) to be included sufficient for cleaning materials, stationery deliveries, ‘goods in’, IT equipment, spare lamps/tubes etc. To be developed in line with the existing storage and provided in areas not suitable for staff accommodation.
- Toilet Provisions
Toilet provision should be in line with BS6465-1 (2006)
 - Waste Management Code of Practice
To support BS 5906..2005
 - Fire Escape

3.9 Best Practice Guides

- 3.9.1 British Council for Offices Guide 2005 – Best Practice in the specification for offices.

3.10 Specific Implementation of Environmental Policy

Environmental Efficiency Issues include:

- Cradle to grave approach – planning the whole life cycle of the building, considering the environmental impact at each of these stages.
- Sustainable procurement
- Sustainable Healthy Transport
- Healthy Building
- Temperature Tolerant
- Zero waste – as a goal
- Innovative – target and exceed standards for achieving, BREEAM (Building Research Establishment Environmental Assessment Method) Excellence for offices.
- Open door policy

3.11 Environmental Delivery and Control

- 3.11.1 An Excellent BREEAM for Offices rating for the Civic Administration Building.
- 3.11.2 The contractor must produce a specification list for key issues, for example what type of energy efficient lighting they are using, the recycled content of construction materials, percentage of sustainable timber used, the type of rainwater harvesting used etc. The Environmental Sustainability Team will be able to check, using external expert opinion where necessary, if these specifications are of a high environmental standard.
- 3.11.3 Refer to the Environment and Sustainability Section for more detailed requirements.

3.A Training Suite Requirements

3A.01 Requirements for the Civic Centre

- 3A.01.1 An office to take all members of the L&D team and People Centre training events team. A total of 15 Staff.
- 3A.01.2 IT Training room which can accommodate up to 12 people.
- 3A.01.3 A large room which can accommodate up to 70 people 'theatre style' or 48 people 'cabaret style' with a divider which divides the room into two. This means the room can be used as a large training room or two training rooms.
- 3A.01.4 1 medium size room which can accommodate up to 16 people 'cabaret style'.
- 3A.01.5 2 syndicate/break-out rooms which can take up to 12 delegates 'boardroom style'
- 3A.01.6 All the rooms to have natural daylight, windows and/or skylights
- 3A.01.7 Wheelchair access to the building and training rooms.
- 3A.01.8 Good ventilation
- 3A.01.9 A large kitchen area/comfortable break-out space where delegates can wait and also have tea/coffee breaks
- 3A.01.10 Electronic white boards/projector screens in the training rooms
- 3A.01.11 Power points for laptop and projector
- 3A.01.12 PA system and induction loop.
- 3A.01.13 Water coolers in each of the training rooms
- 3A.01.14 Disabled toilet
- 3A.01.15 Cloakroom

3A.02 Training Needs Days

- 3A.02.1 About 600 rooms will be needed for a year
- 3A.02.2 Average no. of training days per week = 4 days (including IT Training)
- 3A.02.3 Average no. of rooms used per day = 3. Where we have MDC which is run for 2 days we need 3 rooms for that programme per day. If there are other training programmes we will need 4/5 rooms.

3A.03 I.T

- 3A.03.1 About 200 days are needed for IT training in one calendar year.
- 3A.03.2 1 IT course is delivered per day or 0.5 x 2 per day
- 3A.03.3 3 IT courses run in a week.

3.04 Calendar

- 2007/2008
Days without the weekends = 261 days
Days without bank holidays = 253 days
Days without the school holidays = 196 days
- 2008/2009
Days without the weekends = 261 days
Days without the bank holidays = 254 days
Days without the school holidays = 196 days

4.0 Members' Accommodation

4.1 List of areas:

- 4.1.1 Political Groups
- 4.1.2 Party Administration Offices
- 4.1.3 Member's Common Room
- 4.1.4 Leader's Office (plus waiting)
- 4.1.5 Mayor's Office (plus waiting)
- 4.1.6 Chief Executive's Office: Use-type inclusive of the Civic Administration Accommodation (ref.3.0)
- 4.1.7 Civic Rooms: Use-type inclusive of the 'Large Multi-function Civic Chamber' (ref.5.2.1)

4.2 Volumes

It is considered that the members accommodation shall form a part of an Executive floor as a portion of the Civic Administration Accommodation, i.e. as if specially arranged area of the general office. The area allocation shall be considered as a flexible arrangement, the detail of the deployment of this space is to be developed further in the first Quarter of 2008 in conjunction with the detailed Civic Administration Brief.

4.3 Orientation and aspect

The Members accommodation shall have a context in a proximity to the Democratic functions of the Civic Centre. Waiting zones for public visitors to the Chief Executive, Mayor and Members shall potentially be an area where the separate accesses for Public and Administration intersect.

4.4 Adjacencies (internal)

- 4.4.1 Party administration offices should be in close proximate to the Members Common Room, yet separated by a corridor so that a direct adjacency that could have privacy implications is not apparent.

Note: The inclusion of a Members Common Room within this description of 4.0 Members Accommodation is an optional requirement. It should be noted that an area within the schedule has been defined, in excess of the current Party provision within Brent Town Hall. It should be noted that this uplift is intended to be utilised flexibly as required by the Parties to accommodate future change. The description of a Members Common Room is only one potential variant of for the use of this additional space designated for Members use.

- 4.4.2 The Leader's Office shall be adjacent to the above but with a separate managed Public access through a waiting area into the Leader's Office.
- 4.4.3 The Members' Common Room should be in the vicinity of the Large Multi-functional Civic Chamber but an immediate adjacency is not essential
- 4.4.4 The Members' Common Room should be within an accessible semi-public area of the Civic Centre
- 4.4.5 Party Offices shall form a part of the Executive Floor of the Civic Administration building.
- 4.4.6 Mayor's Office should be in the vicinity of the Large Multi-functional Civic Chamber but an immediate adjacency is not essential.
- 4.4.7 Mayor's Office should be accessible from the managed public circulation

4.5 Occupancy

- 4.5.1 Each Party Administration Office shall accommodate 3 Admin. In addition a meeting area for 8-12 persons shall be available for each of the main political parties

- 4.5.2 The option of a Members' Common Room if required shall accommodate 20 seated (@1.7msq.pp.) additional standing for up to 40 (@1.0msq.pp).
- 4.5.3 Leader's Office 1 and inclusive of up to 5 visiting
- 4.5.4 Mayor's Office 1 plus up to 10 visiting. Robing room (and shower), plus potentially 2 admin. It may be that this facility is a shared core facility of the Executive floor of the building

4.6 General Principles

- 4.6.1 The Members Accommodation is a pivotal democratic function of the Civic Centre
- 4.6.2 Members are accountable to the public that they serve and should be seen to be accessible to the constituents of Brent
- 4.6.3 This accessibility is primarily considered within the Committee and Council Chamber functions of the Civic Centre but the specific accommodation serving the Members should also be accessible to the public albeit in a limited way in comparison to other primary services
- 4.6.4 Accommodation should be comfortable yet functional allowing Members to meet with relevant groups and access required information
- 4.6.5 The common room will provide a relaxed and informal area for Members to meet before and after Committee and Council Meetings. This area should support the Member's roles providing contact with the various Party administrations within adjacent rooms as well as access to documentation and providing a forum for discreet exchange with the Civic Administration.
- 4.6.6 Party offices should be in close proximate to the Members Common Room
- 4.6.7 The Leaders Office will support an administrative team and provide a place for meeting members of the Public through 'Official/Surgery' type meetings. A small waiting area should be provided to support this activity
- 4.6.8 Accommodation for the Mayor will need to support their role as a Civic dignitary. As such the office should be provided as a public receiving space that is finished to a high degree, expressing quality and engendering a sense of occasion.

4.7 Considerations

- 4.7.1 It is important to ensure that any public access to any of the Members Accommodation is managed and perceived as Secondary to the Primary Public Service Access such as the Council Services Centre and the Library
- 4.7.2 The Mayor's Office should be prominent in the arrangement of the Democratic Accommodation in context with the Civic Chamber and Committee rooms

4.8 Operational Requirements

To be expanded:

- Members room lounge type furniture and seating
- Tea point, access to catering
- ICT provision
- Task Desking
- Wireless hotspots
- Library/Document Area
- Business Centre

5.0 Conference/Meeting Rooms, Civic Chamber and Committee Rooms

5.1 List of areas:

- 5.1.1 Council Chamber:
Use-type inclusive of 'Civic Chamber'

Ancillaries areas to include:

- Kitchenette and storage support
- A&C. foyer spaces
- Toilets
- AV support

- 5.1.2 Committee Rooms

- Committee Room 1:
- Committee Room 2:
- Committee Room 3:
- Committee Room 4:
- Foyer (as a function of Secondary Foyer)
- Ancillary

5.2 Volumes

- 5.2.1 Civic Chamber

- I. The Large Multi-Function Civic Chamber will be significant volume within the Civic Centre. It is the principle event room and as such should express the occasion of the functions contained within
- II. As a primary volume the space should benefit from a generous floor-to-ceiling height. The height is critical in accommodating flexible level changes required for the function of the room as a Council Chamber
- III. The volume should be of a scale that allows top light without glare across the occupied floor
- IV. The volume should be able to respond to sub-division without the resulting rooms feeling inappropriately proportioned.
- V. The Civic Chamber will be suitable for other multiple Community events and ceremonies including Wedding Receptions, Council Award Ceremonies, Citizenship Ceremonies, Religious Festivals and other activities relevant to the constituents of the Borough

- 5.2.2 Committee Rooms

- I. As core event rooms within the Civic Centre these volumes should express the occasion of the functions contained within
- II. These spaces should benefit from generous floor to ceiling height but will not be required to accommodate flexible level changes.
- III. The volumes should be of a scale that allows top light without glare across the occupied floor.
- IV. It would be optimal if 2 or 3 of the rooms were capable of being combined to form a larger room

5.3 Orientation and aspect

- 5.3.1 Civic Chamber

- I. The multi-functional use of the Large Civic Chamber should benefit from an orientation that optimises in-direct natural light.
- II. Aspect is not critical but the external expression of this primary volume in a wider context would enhance this democratic function's presence in the community.

5.3.2 Committee Rooms

- I. These should benefit from an orientation that optimises in-direct natural light.
- II. Aspect is not critical but a view from the rooms would be preferential

5.4 Adjacencies

- 5.4.1 The Council Chamber as a function of the Large Multi-Function Civic Chamber shall be directly accessible from the Secondary Public Circulation areas via a managed Public Access, Foyer and General Reception Area
- 5.4.2 Direct access to the Chamber should be controlled but public circulation to a viewing gallery/foyer should not be seen to be restrictive
- 5.4.3 The adjacency of two of the large committee rooms to the Civic Chamber shall allow, with the use of movable/ foldable partitions, for an especially large community space to be created from their inter-connected arrangement
- 5.4.4 A large storage and AV support area will be extensively linked to the interior of the Civic Chamber. The flexible furniture arrangements to allow multiple uses of this space shall be supported with efficient storage of chairs, benches, temporary staging etc.
- 5.4.5 The Committee Rooms shall be directly accessible from the Secondary Public Circulation areas via a managed Public Access, Foyer and General Reception Area
- 5.4.6 Both the Civic Chamber and the Committee Rooms should be proximate, but not necessarily directly adjacent to the Democratic Accommodation.

5.5 Occupancy

5.5.1 Council Chamber

- 63 Councillors including Mayor and Deputy Mayor
- 12 Officers
- 100 public and staff
- 43 additional ad hoc

Current usage levels are ten times a year for full council meetings, and three times a week for citizen ceremonies. Note: recent use of Wembley Stadium for citizenship ceremony

- 5.5.2 For Committee Room Occupancy please refer to the following Tabulated information. The combination of the Large Committee Room, 4no. Standard Rooms and the large Civic Chamber shall flexibly accommodate the occupancy requirements detailed below:

Council committees and their constituents:

Note: This is a snapshot of current committee groups and is subject to frequent change

No. of councillors	Committee names	No. of Officers	No. of public (approx.)	No. total
1	London housing unit joint committee (the leader)	<i>NOT HELD AT TOWN</i>		
	London housing unit joint sub committee	<i>HALL</i>		
	ALG transport and environment joint committee			
	ALG (leaders' committee)			
3	Alcohol & Entertainment licensing sub committee A	3, with possible additional	2-100	8-110
	Alcohol & Entertainment licensing sub committee B	attendees from the police		
	Alcohol & Entertainment licensing sub committee C	and fire services		
5	Highways committee	6	10-100	21-111
	Standards committee (3 councillors)	4	10	19
	General purposes Licensing sub committee	See A&E above	See A&E above	8-110
	Senior staff appointments sub committee	6	0	11
	Staff appeals sub committees A	6	0	11
	Staff appeals sub committees B	6	0	11
	Schools disciplinary sub committee	6	0	11
7	Health overview panel	6	0-10	13-23
	Quality of life scrutiny panel	10	0-10	17-27
	Social care scrutiny panel	10	0-10	17-27
	Forward plan select committee	10	0-10	17-27
	Performance and finance select committee	10	0-10	17-27
9	Pension fund sub committee	3 + consultants (6?)	0	15
10	Executive	10	10-20	30-40
	Planning committee	8	<100	18-118
11	General purposes committee	6	0	17
15	Alcohol and licensing committee	6	0	21
19	Life long learning scrutiny panel	10	0-10	29-39
23	Overview committee	6	0-10	29-39
	Scrutiny committee	6	0-10	29-39

5.6 General Principles

Council Chamber and Committee Rooms

- 5.6.1 Design of spaces with democratic function must underpin the perception and reality of accountability
- 5.6.2 Tri-partite arrangement between the committee, officers and the public for Chamber and Committee Rooms
- 5.6.3 Clear differentiation between constituents: i) committee, ii) officers and iii) visiting public
- 5.6.4 Culture and ideology of local democracy to be symbolised and effected by accessibility of all areas, as well as generous and direct circulation, representing encouragement of greater public participation – public should be participants, not spectators (see tri-partite arrangement)
- 5.6.5 The function of the Council Chamber in full session shall be an inclusive use of the Large Multi-Function Civic Chamber.
- 5.6.6 Flexible seating with adequate desk space (papers plus laptop) per seat
- 5.6.7 Council chamber shall be considered as a larger committee room, capable of accommodating a more traditional meeting layout.
- 5.6.8 Council chamber shall be accessible and visible from significant public spaces within and external to the civic centre
- 5.6.9 Chamber must be proximate to members' political offices and committee rooms – the security of democratic staff/members as well as the public shall be considered in context of public circulation
- 5.6.10 Council Chamber will facilitate public access
- 5.6.11 Committee is a significant public forum in the delivery of local services – centre should attempt to encourage increased public participation in this process
- 5.6.12 Technical support for committee facilities must be to industry standard
- 5.6.13 Innovation must be employed in tactics to increase participation – virtual broadcasting has not yet proved successful in generating or maintaining interest
- 5.6.14 Space can be used and divided flexibly, allowing areas to form organically as required by changing function
- 5.6.15 The deployment of the room as a full Council Chamber shall not inhibit the use of the space at other times as a Multi-Function Civic Room suitable for alternate Civic and Community uses such as Large Committee and general events associated with the other Service Provision and Communities
- 5.6.16 Additional functions of the Large Civic Chamber will include but not be limited to Wedding receptions, Religious festivals, Tea Dances, Council Awards Ceremonies and Citizenship Ceremonies. The function of the space as the Council Chamber will not negatively impact these additional functions and vice-versa. The space should rather compliment the multiple activities

5.7 Considerations

Council Chamber and Committee Rooms

- 5.7.1 Potential Extension of brief with reference to committee rooms could create revenue-generating opportunity through provision of the opportunity to rent space/meeting rooms

- 5.7.2 Committee rooms must be accessible from the major public space of the civic centre
- 5.7.3 Committee rooms additionally require a proximity to the political offices of the members
- 5.7.4 Reasonable proximity to the administrative area encouraged due to the possibility of overlaps with meeting spaces required by the officers and for training purposes. This refers to the 4no. Committee Rooms but not necessarily to the Civic Chamber
- 5.7.5 Lighting is important – excessive lateral glare should be avoided, whilst subtle but strong top-lighting can provide focus on faces of participants
- 5.7.6 Ventilation – meeting spaces are generally mechanically ventilated due to a wide range of occupancy
- 5.7.7 The Multi-Functional use of the Large Civic Chamber will require that the environmental control of the space permits various arrangements of room Sub-Division without compromising the performance of the room in meeting various performance criteria associated with distinct uses
- 5.7.8 Viewing Gallery and/or open aspect to primary foyer space

5.8 Operational Requirements – Council Chamber

- 5.8.1 All Seating; Furniture including Desks and Ceremonial equipment shall be movable and available from storage areas directly adjacent to the Civic Chamber
- 5.8.2 High quality furniture units as Seating with associated Laptop and note taking desk space shall be provided for 62 Council Members (63 including the Mayor) and 12 Officers full integrated Data and Voice served dais per seat.)
- 5.8.3 There shall be a visual distinction between the Members, Officers and Public furniture provision and layout
- 5.8.4 A large Civic desk/unit suitable for the Mayor and their Clerks to preside over the full Council shall be provided as befits this ceremonial role
- 5.8.5 In association with the Mayor's seat shall be the Borough Crest and Ceremonial Mace stand
- 5.8.6 Additional quality stackable conferencing type seating shall be provided for up to 100 Public Participants and Staff with an appropriate amount of associated task desking (TBC)
- 5.8.7 The number of participating occupants in the room (functioning as a Council Chamber) will require some deployable staging to enable a graded height change over the Large Civic Chamber Floor. This is to ensure good visual connection across the chamber floor between the Tri-partite arrangement of occupants
- 5.8.8 The Large Civic Chamber shall have full Audio-Visual provision comparative to the function of a large Hotel Conferencing Room
- 5.8.9 Public Toilets shall be accessible from the vicinity of the Large Civic Chamber and the Committee rooms
- 5.8.10 Private Toilets for Members/Officers shall be accessible from the vicinity of the Large Civic Chamber and the Committee rooms. This is subject to a Security overview
- 5.8.11 The requirement for the Civic Chamber to function for a variety of Civic and Community events will require that the space is designed to a robust level that can support these multiple functions over time. A detailed functional analysis and specification for the deployment of the room in various formats shall be determined in 1st Quarter '08. This will include detail of storage for temporary furniture, requirements for movable, foldable partitions, acoustic and audio-visual requirements.

6.0 Council Services Centre

6.1 List of Areas:

Reception
 Counter/2ndary Enqs (20)
 Interview Rooms(6no.)
 Meeting Rooms (2no.)
 Waiting
 Back Offices
 Kitchen
 Store
 Toilet
 Staff Circulation
 Total

6.2 Volumes

6.3 Orientation and aspect

6.4 Adjacencies

- 6.4.1 The Council Service Centre will have a direct adjacency to the Primary Public Foyer. This foyer will house the large multi-service reception desk directing public to the relevant public service.
- 6.4.2 Secondary enquiry desks and counters will be directly accessible from the primary public foyer space. Public entry to the Council Service Centre from the Primary foyer will be able to be restricted with temporary barrier for out of hours opening of the Foyer and other Civic Centre activities
- 6.4.3 2no. Private meeting rooms shall be directly accessible from the secondary enquiries zone
- 6.4.4 Secondary enquiries zone shall be adjacent to an area of managed waiting but shall be relatively distinct in terms of overlooking and privacy between these two zones
- 6.4.5 The managed waiting zone will be overlooked by an area of back-of-house staff accommodation to ensure no undesirable activity occurs in the waiting area
- 6.4.6 The managed waiting zone shall have an adjacency to family and baby change facilities and a children's play area
- 6.4.7 6no. private interview rooms shall be directly accessible from the waiting area. These shall have a dual entry, publicly accessible from the waiting room side and, beyond a room dividing desk, a separate staff entry to the rear.
- 6.4.8 Staff entry to the Private interview rooms shall be via a corridor link from back-of-house administration area
- 6.4.9 The back-of-house staff administration area shall be in the vicinity of shared staff rest facilities including, toilets, showers, kitchenette and staff room
- 6.4.10 The entire Council Services Centre shall have a direct relationship to security management either contained within the Services Centre or as a function within the adjacent Primary Foyer

6.5 Occupancy

Approx 40-45 - 40 minimum including meet and greet staff and security role
 Please see appendix 6.A for further information

6.6 General Principles

- 6.6.1 The One Stop Service is the main customer interface for all council enquiries. The service currently consists of 4 local offices for face-to-face contact, having closed two local offices in April 2007. There is also a telephone/online service. The service is supported by a Management Team, IT, Finance Personnel Admin Teams
- 6.6.2 The most popular areas of enquiries for the local offices are Housing Benefit, Council Tax, Planning (Brent House), General Information and Repairs
- 6.6.3 The total number of enquiries dealt with across the four local offices for the period April – September 2007 is 108,966
- 6.6.4 A common Public Foyer based Reception Desk, shared with Library Services will create efficiency through share of staffing requirements. This direct public interface will be supplemented by Floor-Walkers. Primary Enquiries will be satisfied at this front line service provision and customers requiring more assistance shall be directed to the other service provision areas within the Council Service Centre
- 6.6.5 Detailed advice/enquiry handling/complaints will be dealt with at the level of 'Secondary Enquiry', where internet, phone or leaflet access at the level of Primary Enquiry is not enough to satisfy. This will be in the form of face to face enquiries at desks or counters within the Secondary Enquiries area of the Council Services Centre
- 6.6.6 A third or Tertiary level of enquiry is to be dealt with in more discrete rooms for private interview. This area will serve customers who's enquiry is of a sensitive nature and may be required to use a waiting area adjacent to private interview rooms whilst there enquiry is processed
- 6.6.7 Document handling –estimated at least 4-6 positions
- 6.6.8 Information displays
- 6.6.9 Signposting, coordinating with the extensive way-finding deployed throughout the new Civic Centre
- 6.6.10 Brent's Council Service Centre shall consist of the amalgamation of several existing one-stop shops
- 6.6.11 The drive for operative efficiency incorporated with the design is expected to be mirrored by increased public use of call-centres and the internet
- 6.6.12 Face-to-face counter services often involve people of high circumstantial needs and therefore discreet interview space and sensitivity to individual needs will be a requirement within this Service area
- 6.6.13 Signage and guidance need to be exceptionally clear and recognition must be given through considerate design to those with reading or comprehension difficulties
- 6.6.14 Orientation and location of the services of the Council Service Centre shall be made explicit, through plan layout in adjacency to the Primary Public Foyer Space as well as through explicit signage
- 6.6.15 Service provision will be rationalised by the Council with the possibility of a more joined-up service provision. This as an ongoing activity will require the Council Service Centre volume to be adaptable and flexible for future change
- 6.6.16 Access to multiple Council departments via the Council Service Centre
- 6.6.17 Close relationship to library and/or café and main foyer to provide alternative recreation during waiting times and thus increase satisfaction and reduce frustration

- 6.6.18 Access to the Council Services Centre will be available through internet access at the library – the library can thus act as a facilitator for migration of service demand online, further improving efficiency
- 6.6.19 Opposing principals of Core activities – financial transactions prioritise efficiency over empathy, social transactions typically the reverse. It should be noted that there will be no financial transactions taking place at Brent Civic Centre, Council Services Centre; with the exception of self service terminals
- 6.6.20 Tailored staffing requirements and facilities to support the above
- 6.6.21 Spatial considerations should also reflect the difference between these two service patterns: pleasant and orderly service desk waiting (secondary enquiries) in addition to more private/discreet meeting spaces (tertiary enquiries)
- 6.6.22 Ground floor entrance shall provide focal point of entry managed by the Multi-Function Reception Desk in the Primary Public Foyer
- 6.6.23 Feeling of transparency and space should prevail
- 6.6.24 High levels of natural daylight to enhance space
- 6.6.25 Aim to create openness and accessibility to the council
- 6.6.26 Provide a facility which is customer-friendly, whilst maintaining a safe and secure environment for service providers

6.7 Considerations

- 6.7.1 It is anticipated that through channel migration to phones and electronic transactions there will be a reduction in the volume of face-to-face, with a key emphasis on reducing avoidable contact
- 6.7.2 However, service demand going forward will depend on legislative changes that may occur. This will require flexibility in the design in order to be responsive to changing demands
- 6.7.3 Working proactive changes for support staff
- 6.7.4 Unnecessary contact prevented through managed and secure spaces
- 6.7.5 Reduction in face-to-face contact/better management
- 6.7.6 Face-to-face contact – increased online, kiosk, self-help and phones
- 6.7.7 The new Civic Centre will be providing one of two borough council advice drop-in services – North and South
- 6.7.8 Maximum flexibility is required for the use of this space to accommodate future changes to working methods and service delivery
- 6.7.9 Top 10 enquiries are changing/different customer 'groups'?
- 6.7.10 Security and access should be carefully incorporated into the design concept
- 6.7.11 However, general approach to security should be low level of dependency on personnel, though a security presence will be unavoidable
- 6.7.12 Additional to high quality main shared use reception, there should be security office, service delivery desk, visitor waiting area, meeting and interview rooms as detailed in 6.8 Operational Requirements

- 6.7.13 Privacy through visual connections and sound transference should be considered due to the sensitivity of some activities in discreet spaces
- 6.7.14 Public information points, stations for self-service access to information and general information kiosks could operate in extended hours and therefore should be provided in an independently operated area
- 6.7.15 Reception should enable the provision of comprehensive and integrated services on a range of public sector issues.
- 6.7.16 Reception shared with Library Services and used as a general meet and greet for building for Registrars etc.

6.8 Operational Requirements

- 6.8.1 Detailed functional
 - Reception/Information points and handing in documents desks
 - Main counter enquiry desks
 - Private interview rooms
 - Area to view plans
 - Customer waiting area
 - Leaflet displays
 - Meet and greet reception filtering as a function of the Primary Foyer and Multi-Service Reception
 - Storage
 - Space for free phones and self-help PCs
 - Kiosks for self-service – PCs and phones
 - Space for other agency presence/surgeries
 - Children's activity area
- 6.8.2 Discreet CCTV covering full extent of One Stop Shop Area and Ancillary Rooms. Remote monitors located in local security office linked to CCTV operations room within the Central Administrative Facility
- 6.8.3 The primary contact for all users of the Council Services Centre shall be channelled through via the large multi-function Reception located within the Primary Foyer. The multi-use Reception will be staffed by trained operatives that are able to direct customers to the relevant services required. Primary enquiries will be handled then and there, whilst secondary and tertiary enquiries will be filtered to the relevant areas within the Council Services Centre.
- 6.8.4 Security office for 4no. Staff. Located adjacent to Main Reception Desk within the Primary Public Foyer Space with door access control. Consul within shall be fitted with VDU's and Keyboards, telephones; control panels for lifts, fire protection systems, security and public address systems, monitors for local CCTV, indicator panel and remote sounder for; main reception desk alarm, service delivery desk, medical room, interview rooms and quiet room, local remote sounder for alarms from the BMS system and emergency generator
- 6.8.5 20no. Service delivery desks arranged to provide a reasonable degree of confidentiality with full voice and data servicing each desk seating a maximum of 2no. Staff and 4no. Customers. A visual/audible alarm, silent at desk, activated by staff via a 'panic button' with remote sounder located within the local security office. Induction loop installation and equipment shall be provided. A mixture of service desks and counters shall be provided within this area, incorporating document handling, planning reviews as well as general secondary enquiries
- 6.8.6 Waiting area for at least 50no. Visitors visible from the main Multi function Foyer based Reception desk or overlooked by the localised staff support area. This area should include a vending area and a chilled water dispenser, a direct adjacency to parent and baby room for feeding and nappy-changing and toilet facilities for male and female and disabled people. 2no. Public payphones shall be provided

- 6.8.7 2no. Formal Meeting rooms to accommodate 6no. people with lighting dimmer capability, occupancy indicator, means of controlling natural light, projection screen, full data and voice servicing and an induction loop installation and equipment. Sound transference through and around partitions and via service elements should be minimised

- 6.8.8 6no. Interview rooms each to accommodate max. 2no. Staff and 3no. Customers. Each room should have a fixed work-top divider, one door off public area, a visual / audible alarm (silent in room) activated by staff via a 'panic button' with remote sounder located within the main reception security office. Induction loop installation and equipment shall be provided. Sound transference through and around partitions and via service elements should be minimised

- 6.8.9 2no. Quiet rooms for use with problematic/difficult customers to accommodate up to 6no people. The room shall have an informal yet secure arrangement with one door off the public area, one door off a 'safe' area for staff, a visual / audible alarm (silent in room) activated by staff via a 'panic button' with a remote sounder located within the nearby security room. Induction loop installation and equipment shall be provided. Sound transference through and around partitions and via service elements should be minimised

- 6.8.10 A range of Public Information Points, stations for self-service access to information including general information kiosks to provide a range of both local and other information including entertainment, travel etc. A range of equipment should be provided for use by visitors including electronic payment points, terminals, printer, photocopier, scanner, mini-com phone, fax machine etc. These services have the potential to be combined with the Library Services Area adjacent to the Primary Public Foyer and Council Services Centre

- 6.8.11 Back of house area to include a vending area and a chilled water dispenser, a parent and baby room for feeding and nappy changing and toilet facilities for male and female and disabled people.

- 6.8.12 A kitchenette area to facilitate staff rest breaks accessed from the back offices potentially shared with other service providers within the ground floor, including Registry Services and Library will be required.

- 6.8.13 Flexible Office accommodation for (35-40no. TBC) support staff to the Council Service Centres' activities. Spec TBC, possible shared facility with Library/Registry services or integration in to a typical floor of the Civic Administration

- 6.8.14 External facilities for out of hours enquiries to include: electronic payment point, electronic information point, public notice/information board to be located within the Primary Public Foyer space

- 6.8.15 Dedicated drop off /pick up point in close proximity to facilitate access for people with disabilities arriving by taxi or car as a function of an adjacency to the Primary Public Foyer

APPENDIX 6.A

Civic Centre Project – Data Request – 19th November 2007

Objective:

Assess 'footfall' or demand for a North of the borough serving Civic Centre by assessing the current level of enquiries within the north area of the borough.

Figures below are for period : March '06 to April '07 (average or total where appropriate).

One Stop Service:

Primary Access	
<i>Description: 'Meet & Greet', 'Signposting'</i>	
Annual Enquiries Estimate:	59,649
Daily High	301
Daily Low	165
Estimated no. of customers	54,470
<i>OSS Source: Brent House, Town Hall & Kingsbury Tick Sheets</i>	

Secondary Access	
<i>Description: 'Document desk' + 'Main counter enquiries of less than 10 mins duration'</i>	
Annual Enquiries Estimate:	53,208
Daily High	152
Daily Low	86
<i>OSS Source: Brent House, Town Hall & Kingsbury e-shop / Lonsto reports</i>	

Tertiary Access	
<i>Description: 'Main counter enquiries of more than 10 mins.'</i>	
Annual Enquiries Estimate:	31,733
Daily High	226
Daily Low	152
<i>OSS Source: Brent House, Town Hall & Kingsbury e-shop reports</i>	

Figures below are for period : April '07 to October '07 (average or total where appropriate) – following closure of Kilburn and Kingsbury Local Offices.

One Stop Service:

Primary Access	
<i>Description: 'Meet & Greet', 'Signposting'</i>	
Annual Enquiries Estimate:	53,566
Daily High	242
Daily Low	144
Estimated no. of customers	49,548
<i>OSS Source: Brent House, Town Hall & Kingsbury Tick Sheets</i>	

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Secondary Access	
<i>Description: 'Document desk' + 'Main counter enquiries of less than 10 mins duration'</i>	
Annual Enquiries Estimate:	65,426
Daily High	158
Daily Low	98
<i>OSS Source: Brent House, Town Hall & Kingsbury e-shop / Lonsto reports</i>	

Tertiary Access	
<i>Description: 'Main counter enquiries of more than 10 mins.'</i>	
Annual Enquiries Estimate:	33,168
Daily High	224
Daily Low	151
<i>OSS Source: Brent House, Town Hall & Kingsbury e-shop reports</i>	

Notes/ Narrative:

[1] Closures have dispersed demand and some demand from the south may have migrated north to Brent House and Town Hall and included in figures above.

Other sites in North of Borough:

Key: P = Primary, S = Secondary and T = Tertiary

Site	P	S	T	Total	Daily Low	Daily High	Annual
Registrars Office							
Chesterfield House							
HRC Reception - MGH	-	-	-	25,000			
Town Hall - Porters Lodge				??			

Notes: / Narrative:

[1] Registrars Office, Chesterfield House and HRC Reception service all borough

[2] Registrar's figures may be included in the Town Hall primary access figures

[3] Figures for Registrars do not include guest parties for Wedding and Citizenship ceremonies

[4] HRC reception do not keep any statistical data and the figures given are an annual estimate

[5] No data is kept for enquiries handled at the Porters Lodge

7.0 Registrars' Facilities:

7.1 List of Areas:

(total extract from 06/06/04 Brent Vision: no moderation from accommodation Exec. Report 06/12/11)

7.1.1 Registry:

- Interview rooms
- Waiting room/reception
- Archive Storage
- Office
- Ancillary (Toilets Kitchen)

7.1.2 Wedding Suite

- Large Wedding Room
- Couples Room 2no.
- Waiting Room
- Ante Room
- Ancillary

7.2 Volumes

7.2.1 The Wedding Suite could be considered as a large volume sub-divisible in 3 parts to provide a Waiting Area, large Ceremony Room and Ante Room. For example, in to a 1/5, 3/5, 1/5 split. (20%, 60%, 20% split)

7.2.2 The above split could be flexible to accommodate varying sizes of ceremony

7.2.3 The volume should be able to respond to sub-division without the resulting rooms feeling inappropriately proportioned.

7.3 Orientation and aspect

7.3.1 Refer to Section 4.3

7.3.1 One end of the Wedding Suite (Ante Room portion) will have access to a semi-private garden/roof terrace or panoramic window, with restricted visibility from street frontage

7.3.2 Public waiting area of Registry Services and Interview rooms would benefit from an external aspect or view, optimising natural light.

7.4 Adjacencies (internal)

7.4.1 Registry

- I. Registry Services will be accessible from the primary Public Circulation of the Main Foyer
- II. Staff and Public will share a primary circulation between the Registry Waiting and the Interview Rooms
- III. Waiting Area will be serviced directly by Registry Reception
- IV. Interview Rooms will be directly accessible from the Registry Waiting Area
- V. Registry Reception will be directly accessible from the Registry Administration
- VI. Registry Administration will have direct adjacency to the Archive Storage

- VII. Registry Administration could be considered as a subdivision of part of a typical floor of the Civic Administration but discreet from the circulation of the general council administration.
 - VIII. Registry Administration will require an adjacency to Staff facilities. These may be shared with other front-of house service providers or within Core Facilities of the Civic Administration.
 - IX. Registry Directorate shall be proximate to but not directly adjacent to the Large Multi-Function Civic Room
- 7.4.2 Wedding Suite
- i. This function will benefit from Adjacency to Managed Public Foyer and Public Toilets
 - ii. A proximity/direct back-of-house link from the Ante Room to a catering offer could benefit the revenue generation of this Service
 - iii. The Ante-room portion Wedding Suite should benefit from an adjacency to a semi-private external area or feature aspect/view
 - iv. A Secondary Circulation from the Ante-Room/Semi-Private External Area to the Main Public Foyer is required. This will be a single direction circulation to facilitate the Processional nature of the Wedding Ceremony (Ref 7.9)
 - v. The above will also be a requirement of the use of the Wedding Suite for Citizenship Ceremonies

7.5 Occupancy

- 7.5.1 Registry
- I. Registry Administration office for 7 Staff
 - II. Directorate Office to accommodate 3 Staff (may be included within the Registry Services Administration supported through intermittent use of a Large Interview Room)
 - III. Number fully accessible interview rooms to accommodate 3-4 people including any mobility aids
 - IV. 1 Number Large Interview/Meeting Room for up to 10 People
 - V. General Waiting Area to house up to 30/40 Persons at any one time
- 7.5.2 Wedding Suite
- I. Wedding Suite Waiting Area for 60/70 Persons
 - II. Large Ceremony Room to seat up to 100 Persons
 - III. Ante-Room to receive Wedding Guests for Photo-Opportunity

7.6 General Principles

- 7.6.1 Facilities to represent key services provided
- Celebratory/ceremonial
 - Interviews and Certification
- 7.6.2 Greater linkage/connectivity to be encouraged with the One Stop Shop and Library.

- 7.6.3 Provision of joined-up services
- 7.6.4 Close interrelation with Main Foyer located multi-facility Reception Desk– provides first contact for Customers requiring Registry Services
- 7.6.5 Free internet access in library can provide citizenship advice
- 7.6.6 Registry archive provides key historical resource for local history centre in library – access to be unrestricted but managed through Registry Services
- 7.6.18 Registry provides a fundamental core service – all constituents will at some point have direct or indirect experience of birth, death or marriage, and thus this service is likely to enjoy the greatest penetration of the constituency in terms of interface
- 7.6.19 Functions of registry are intricately interwoven with community fabric – provides direct emotional connection between Civic Centre and daily life
- 7.6.20 Good accessibility from major public space within Civic Centre is critical
- 7.6.21 Wedding garden provision is currently a significant draw for Brent Town Hall
- 7.6.22 Garden/secondary external event space integral to and symptomatic of procedural circulation that features in all successful registry designs
- 7.6.23 Situation and design of interview facility/foyer space to recognise delicate nature of service
- 7.6.24 Interview and ceremonial function spaces can be separate/non-adjacent
- 7.6.25 Future working method will be most likely moving toward increased levels of face-to-face interview, the Registry potentially picking up more work from the Identity and Passport Service. This may require an opportunity for future expansion within the Civic Centre and as such the location of the Registry Administration and services may be best located within the context of the more flexible Civic Administration Facility.
- 7.6.26 Overall aesthetic important to attraction of discretionary traffic flow
- 7.6.27 Larger ceremonies to take place in the more capacious Large Civic Chamber to extend product offering and breadth of service provision

7.7 Considerations

- 7.7.1 Lighting – of particular concern given high likely incidence of photography in ceremonial function areas. Natural light to be supplemented with sympathetic artificial lighting – top lighting recommended given more neutral aspect
- 7.7.2 Acoustics – specialist input will be required. If dimensions are kept reasonable, the space should facilitate a 'live' acoustic with some gentle sound reinforcement if necessary to support and amplify the natural acoustic
- 7.7.3 Ventilation – the Council needs to decide the degree of passive environmental control appropriate for the space
- 7.7.4 Ambience and overall thematic – the wedding room should present an air of quality and dignity, whilst remaining resonant with the unique combination of gravity and joy associated with such events. This should be considered in the complimentary use of the room as the Council Chamber and for its use for Citizenship Ceremonies.

- 7.7.5 Ceremonies include both marriages and citizenship certificate presentations
- 7.7.6 Services will include same sex couples' ceremonies and civil partnership registration.
- 7.7.7 Support new methods of service provision
- 7.7.8 The Registry Services Team rely on direct face to face interviews for much of their customer interface
- 7.7.9 Members of the Public visiting Registry Services will be experiencing varying degrees of emotional stress and the quality of the spaces should be sympathetic to this
- 7.7.10 Capacity and infrastructure enabling all registry services staff to be on site, improving internal efficiency by integrating back of house. With the exception of co-location of the Telephone Team (4fte) within the Contact Centre (outside the scope of this brief)
- 7.7.11 Potential for registry to remain open on event days (Wembley Stadium), in contrast to existing Town Hall – significant revenue opportunity through 7-day Functioning
- 7.7.12 Controlled access from street to be considered given extended operational hours than other services, i.e. Library and One-Stop-Shop
- 7.7.13 As a service functioning within the Civic Centre where other services, such as the Library will have extended opening, the Registry shall be accessible from the main Entrance Foyer/ Primary Reception Area. A direct street access may not be required if this Foyer is managed full-time.
- 7.7.14 The specific functions of the Registry Reception, requiring a fully trained registry operative will require a dedicated Registry Reception in a waiting room context.
- 7.7.15 Efficient collective use of ancillary spaces. Back of House functions for Library and Council Services Centre, Kitchen, Staff room and toilets can be shared.

7.8 Operational Requirements

- 7.8.1 Interviews and Certification
 - I. A dedicated Registry Reception is required to service the Registry Waiting Area. This Reception will be serviced by a Trained Registry Services Operative who will deal with direct enquiries as well as managing the Public Waiting Area
 - II. Public waiting area should be arranged so as to enable direct management from the Registry Reception.
 - III. Waiting area will be formal yet comfortable with generous circulation to facilitate access for customers with disability aids and push chairs
 - IV. Private Interview Rooms shall be of sufficient size and arrangement to promote accessibility in consideration of the above
 - V. Private Interview Rooms should have full ICT provision to facilitate the issue of electronically generated certification as well as administration functions of the registrar's role
 - VI. An active, rack-type Archive Storage facility is required within a bomb/fire/flood proof Strong Room. This is an integral operational function of the Registry Administration
 - VII. The registry staff handles small amounts of cash so provision should be made for deposit and collection of this within the Civic Centre in proximity to the Registry Services

- VIII. Public and Staff can share toilet provision however the adjacency of Front of House functions to Primary Public circulation should cover this requirement. The same is true for Back-of-House operatives sharing common staff facilities with either Council Services Centre and Library or Core facilities within a floor of the Civic Administration
 - IX. Reception Staff and Interview Rooms shall have access to a visual / audible alarm (silent in room) activated by staff via a 'panic button' with remote sounder located within the main reception security office
- 7.8.2 Wedding Suite
- I. Operational requirements of the Wedding Suite
 - II. All furniture and equipment to be utilised in the deployment of the Wedding Suite shall be flexible and will be stored and accessible directly adjacent to the volume
 - III. The procedural nature of the Civic Ceremony is supported through the controlled use of three adjacent rooms, the Waiting Area, the Ceremony Room and the Ante Room
 - IV. A comfortable waiting area will be required to facilitate a mix of seated and standing attendees. This will be a function of a portion of the sub-divisible Civic Chamber and supported by an area of the Public Foyer
 - V. The Waiting Area should be a semi-private function of the Public Circulation this will need to be managed
 - VI. Ceremony Room will benefit from the high quality necessitated by the use of the space as a Council Chamber
 - VII. Seating for 100 people will be arranged suitably to support the Civic Ceremony
 - VIII. Full PA and Web Camera facility should be provided. This is defined in the Conference/Meeting section of the document as full AV akin to Hotel Conferencing Suite
 - IX. A discreet back-of house circulation should be provided for the entry of the Registrar, distinct from the Public flow of the space. This will have a secondary benefit for the use as a Council Chamber for entry of the Mayor (and Members) into the space
 - X. An Ante-room is required for guests to proceed following the ceremony. This area should be suitable for taking photographs but should not necessarily encourage loitering, as there are often consecutive ceremonies on busy days

8.0 Main Entry Foyer:

8.1 General Description and Service Delivery

8.2 List of areas:

- 8.2.2 Foyer Space
- 8.2.3 Managers Office
- 8.2.4 Security
- 8.2.5 Reception
- 8.2.6 Toilets
- 8.2.7 Store
- 8.2.8 Prayer Room

8.3 Volumes

- 8.3.1 The Primary Public Foyer is the most important point of public access to the new Civic Centre. It should be a volume that when viewed from the exterior engenders a sense of civic pride and establishes the Centre as a Municipal Landmark, which should reflect the borough's vibrancy, diversity and character
- 8.3.2 This volume should be directly adjacent to a significant area of public landscape or open aspect streetscape, the relationship between which should create a sense of occasion on arrival and entry to the Civic Centre
- 8.3.3 This primary volume will be the one-point public access to all of the other Public Service areas contained within the Civic Centre. As such this volume should be a generous and impressive space that will allow users to connect visually with the multiple departments on offer. A method of way-finding without necessarily requiring text based signage (although an excellent text based signage should not be excluded)
- 8.3.4 The volume will need to respond to the potential issue of multiple level accesses to the various council services described in this brief. For example, site limitations may not allow all publicly accessible Council Services to be located on the ground floor
- 8.3.5 In light of the above it may be that it is appropriate to consider the volume in two parts, a primary public foyer that offers direct access to Council Services Centre and the library, and a secondary public foyer that offers access to the Democratic and Community Facilities. The two foyer areas should have a very strong spatial link in fact may be functions of the same Foyer volume
- 8.3.6 The concept of Democratic Accessibility should be upheld in the volume of the Main Foyer

8.4 Orientation and aspect

- 8.4.1 The prominence of the Public Foyer should benefit from orientation to any potential landmark or open vista available from the site
- 8.4.2 Natural light and environmental factors should be a key consideration in the orientation of this function

8.5 Adjacencies

- 8.5.1 The primary public Foyer shall have a direct adjacency to the Library and Council Service Centre, Large Multi-Function Civic Chamber and Registry Services
- 8.5.2 Foyer space may require an adjacency to an Food and Beverages Offer to service Civic Centre Customers and staff.
- 8.5.3 All area functions listed under 8.2 shall have a direct adjacency within the Main Foyer

8.6 Occupancy

TBC

8.7 General Principles

- 8.7.1 As discussed under 8.3 and 8.4 the prominence and significance of the foyer is pivotal to the success in offering an accessible service provision to the population of Brent.
- 8.7.2 The foyer space will be a dynamic hub of multiple activities. It will need to be readily staffed and managed throughout the day and night
- 8.7.3 It should be of a quality that makes a statement about Brent Civic Centre as an unique and integrated public facility responding to the diversity of the borough
- 8.7.4 The space will be the first contact point for the majority of Service users within the Civic Centre from Wedding Parties to Housing Services enquiries
- 8.7.5 Special activities and events will take place in this prime space. Annual events such as the Mayor's Ball may well make use of the space in context with other facilities such as the Large Civic Chamber. This space should be as significant as the Dinosaur Hall of the Natural History museum
- 8.7.6 This front line public interface will be populated with council staff, trained in the various aspects of service provision on offer

8.8 Considerations

- 8.8.1 Security and accessibility will need to be carefully considered
- 8.8.2 As a first point public access the Foyer will be welcoming and friendly whilst conveying the significance of the Public Services on offer
- 8.8.3 Natural light and passive environmental control would be a benefit to this large volume
- 8.8.4 Visual connectivity is paramount. The foyer should not be so expansive as to confuse or disorientate the visiting public
- 8.8.5 As an Event space, stackable furniture should be able to be deployed easily from storage adjacent to the Foyer
- 8.8.6 Temporary exhibitions and Displays should be able to be accommodated without disrupting visual connectivity and primary circulation

8.9 Operational Requirements

- 8.9.1 Accessible main Reception Desk with full Data and Voice Servicing for 4no. Staff. Visual audible alarm, silent at desk, activated by staff by 'Panic Button' with remote sounder at the local security desk. Induction loop installation and equipment shall be provided. Desk shall be located such that all visitors report to main reception in the first instance, and should be expandable if required.
- 8.9.2 Further development of this section is required in conversation with the Facilities Management department of the council and all the Service Providers within the Civic Centre to be developed 1st Quarter '08

9.0 Other Foyer Functions:

- Tokyngton (Safer Neighbourhood Team)
- Cafe(Commercial)

9.1 General Description and Service Delivery

9.2 List of areas:

9.3 Volumes

9.4 Orientation and aspect

9.5 Adjacencies (internal)

9.6 Occupancy

9.7 General Principles

9.8 Considerations

9.9 Operational Requirements

10.0 Library:

10.1 List of areas:

- 10.1.1 Library
- 10.1.2 ICT Learning Centre
- 10.1.3 Events Space
- 10.1.4 Classroom 1
- 10.1.5 Study Area
- 10.1.6 Circulation
- 10.1.7 Ancillary Support Area

10.2 Volumes

- 10.2.1 The library is a large volume housing an important public service. It should be of a scale that advertises its facility to the public and draw footfall into the new Civic Centre to increase awareness of additional complimentary democratic functions and service provision.
- 10.2.2 The space should be generous in height to create an open airy volume. Sight-lines should be maintained across the floor of the library to enhance access and way finding, enabling the various zones of the library to be readily distinguishable.

10.3 Orientation and aspect

- 10.3.1 The integration of the Library Services into the Civic Centre will require that some of its external bounds will become internal, with aspect to the Primary Public Foyer and to back-of-house operations shared with other Service Providers. This should not limit an open aspect of the rest of the Library envelope to the surrounding context. The occupants should be able to benefit from natural light. Some frontage to an external street would be beneficial to advertise the presence of this Contemporary Service to the local population.
- 10.3.2 Views from the study areas would be beneficial to the end-user

10.4 Adjacencies

- 10.4.1 The various internal Zone locations of the library will be determined at a later stage under the direction of a specialist Library Consultant, however, there are some key adjacencies that should be considered in the interface of the main Library volume to front and back-of house services and areas. The following should be available:
- 10.4.2 Child toilet facilities and baby changing directly adjacent to the Kids Zone. Wash-up facilities should also be in proximity to service messy play activities within the Kids Zone
- 10.4.3 The main entry to the Library should be open to the Primary Public Foyer space and directly opposite the large Multi-Service reception
- 10.4.4 This adjacency will also provide access to shared Public Toilet provision and Prayer Room within the Primary Public Foyer.
- 10.4.5 Staff back-of-house administration should be in proximity to the loading bays for delivery and distribution of Library titles
- 10.4.6 Shared, staff back-of-house rest facilities including staff room, kitchenette and toilets, should be in proximity to the library in the context of the back-of house zones of the Council Services Centre and other shared facilities.

10.5 Occupancy

- 10.5.1 Further input required from Service Delivery Team

10.6 General Principles

- 10.6.1 Design and delivery of the space will be organised according to services
- 10.6.2 Library space – modern, tidy, and friendly whilst promoting learning and access to knowledge as fun for people of all ages
- 10.6.3 Creative use of lighting, services, colour, furnishing and fittings to create an identity for the facility
- 10.6.4 The library should be of a quality to be able to be considered as “a living room in the city” by the end users
- 10.6.5 Shelving will be adaptable, face-out display and linear presentation. Needs to have the capacity to be moved and reshaped within designated space – service to respond to changing needs and demands
- 10.6.6 This flexibility will allow designated event space to be created on the library floor through the repositioning of furniture and equipment
- 10.6.7 Library as a portal to worldwide services
- 10.6.8 Quality signage and guiding to navigate space that must be adaptable to suit changing functional landscape of library
- 10.6.9 Equal access – encourage traditional users and new users; create compulsion to make repeat visits
- 10.6.10 Library service staff back-of-house activities will be condensed focusing delivery and distribution rather than traditional labour-intensive front-of-house transactions
- 10.6.11 Staffed info points will be the primary staff/customer interface
- 10.6.12 The form of the building should establish itself as a distinctive service function within the Civic Centre Context
- 10.6.13 Library shall be designed as one integrated space, within which appropriate zoning can be defined and delineated in a mutable fashion
- 10.6.14 This can be done in innovative, imaginative and stimulating ways, whilst maintaining a coherent aesthetic - using screening, shelving or meshwork
- 10.6.15 Changes to the internal landscape will be key in maintaining optimum functionality, as well as ensuring a continually stimulating environment for users

10.7 Considerations

- 10.7.1 Traditional library circulation counter transactions will be replaced via self-issue terminals (technology as standard in the public library service by 2009). Design of space and service shall reflect this development
- 10.7.2 A zone of shop front within the Civic Centre context to identify library services to the user would advertise the facility to the public and stimulate footfall

- 10.7.3 The library should be sited so as to offer direct vehicle access to delivery bays for back of house administration in processing and distribution of material
- 10.7.4 Adjacent location of One Stop Shop services can cross fertilise user activity to enhance customer perception of service provision
- 10.7.5 Common Public Foyer Based reception desk with Council Services Centre will create efficiency through share of staffing requirements. This direct public interface will be supplemented by Floor-Walkers
- 10.7.6 The library should not become a corridor/through-route in the context of other adjacent Civic Services and spaces
- 10.7.7 Light provision is critical – recognition that visits may be extended and involve exhaustive reading; mixture of authentic and simulated light can be invaluable as a mood enhancer as well as vital for optimised study conditions
Context of the new development and the library as a key council presence for local community
- 10.7.8 Expectations from technology will grow rather than diminish – communities expect high level of access to technology and technologically driven services
- 10.7.9 Library service staff front-of-house activities will be focused on responding to customer enquiry rather than on traditional labour intensive issue and transaction
- 10.7.10 The service volume should feel fresh and spacious but with intimate areas for study and group activity

10.8 Operational Requirements

The following should be considered in the design of the library volume and coordination with back-of-house services and toilet provision. The space will be required to accommodate these items and functions flexibly.

10.8.1 Detailed functional

Stock and Shelving
 40,000 items total stock
 Roller rack storage
 20,000 items maximum on display at any one time
 Not less than 33% of stock on face on display
 40% of stock – Young People's (child and teenage)

Amount of shelving required to facilitate the above requirements needs to be established through a benchmarking exercise with Richmond, Sutton and Stratford

10.8.2 Self Issue and RFID

1 self-return RFID hub in the entrance area
 3 self-issue RFID terminals in the entrance area
 1 self-issue RFID terminal in the Young People's area

10.8.3 Reception Point

- I. No traditional counter on desk in the immediate entrance area
- II. Incoming customers to be welcomed by "meet and greet" floor walking staff that assist with self-service technology and general enquiries

- III. Decision – whether to facilitate this from a single person reception point/pod in addition deploying meet and greet staff, or just to use meet and greet staff

10.8.4 Information Points

- I. Information point/pod to seat one person and hold 1 PC to be located beyond self-service area as customer moves into the main body of the library
- II. No formal information desk

10.8.5 Foyer Area

There will be no specific foyer area within the Library, this function will be created through the immediate adjacency of the Primary Public Foyer/Reception

10.8.6 Quick Choice (all age groups)

This area will be located in the vicinity of the entrance of the library accessed from the Primary Public Foyer Space. There will be 6 Quick Choice stands all face on.

10.8.7 ICT

- I. The library space will accommodate total flexibility for distribution of this service offering future redefinition of the deployment of the various Library functions/zones
- II. Particular attention will need to taken with the ICT Learning Areas
- III. One bank of quick-use (15/20mins) PCs near entrance/foyer area. These may be utilised by users wishing to access information from Registry Services and the Council Services Centre.
- IV. Remainder of PCs to be grouped in banks – children, teenagers and adult areas. Total of 50 public PCs to be provided including quick use.
- V. Each room shall include full electronic white board facility
- VI. Generous circulation area will facilitate multiple options for deployment of room

10.8.8 Teen Zone (name to be chosen following consultation)

- I. This zone will be distinctive offering a relaxed informal crash-pad type arrangement. It is important that this area is not planned adjacent to the Kids Zone or Study/ICT Learning areas
- II. This area is a less densely stocked zone of the Library
- III. Latest range of ICT and digital technology
- IV. Focus/Taster collections of stack to lead into Adult Fiction and Non Fictions areas

10.8.9 Newspapers and Periodicals

- I. Current copy only (back copies stored electronically)
- II. Located near seating and vending machine/television

10.8.10 Adult Zone

- I. Shelving divisions are not to exceed one metre. 13,000-14,000 adult items are on display at any one time. 50 books per shelf. 4/5 shelves per unit (mix of face on and spine on) Approximately 70 metres of shelving
 - II. Zoned areas for fiction/non fiction/AV – colour coordinated
 - III. Single seating available throughout this zone
 - IV. Face on Display Walls
- 10.8.11 Children's Zone
- I. Large under 5s area – including interactive display furniture, such as crawl through book tunnels
 - II. Messy play area (wipe clean)
 - III. Buggy park (10-20)
 - IV. 70 books per metre for fixed shelving. 6,000-7,000 children's items on display at any one time. 6 Stand alone units e.g. kinder boxes for under 5s stock. Approximately 25-30 metres of shelving. All the above to be provided within a spacious children's area.
- 10.8.12 Study Zone
- I. One zone or split into two smaller study zones
 - II. WiFi enabled
 - III. Number of spaces to be confirmed
- 10.8.13 Meeting/Classrooms (integral with ICT)
- I. 1 room to house 30-40 people TBC
 - II. Sub-divisible into 2 rooms suitable for author events, Homework Clubs, ESOL classes.
 - III. Deployment of technology will have to be carefully considered to achieve maximum flexibility for this area
- 10.8.14 Exhibition Zone
- To house temporary exhibitions – size to be confirmed, possibly contained within one of the meeting rooms or utilising the Foyer areas of the Civic Centre
- 10.8.15 Staff Area
- I. Library Administration Facilities to house 20 staff utilising a hot-desking working method on a factor of 0.6. desk to staff ratio.
 - II. ICT Terminals (t.b.c.)
 - III. Staff room (ref. Adjacencies 10.5)
- 10.8.16 Business Centre Library
- As a function of the members common room? Or excluded.
- 10.8.17 The Library Entrance will be able to be closed off from the Primary Public Foyer Space

- 10.8.18 Electronic tagging alert barriers shall be provided at all public egress points
- 10.8.19 The extent of the public areas of the library shall be covered by a closed loop Security Camera System relayed back to main reception security office
- 10.8.20 Staff shall have access to a visual / audible alarm (silent in room) activated by staff via a 'panic button' with remote sounder located within the main reception security office

10.10 Best Practice Guides

Any aspect of the design of a new Brent Civic Centre Library should be measured against the four priorities in "Framework for the Future" and the key elements of a successful public library building as identified in CABE's '21st Century Libraries' and 'MLA Blueprint for Excellence'.

11.0 Parking/External Works

11.1 General Description and Service Delivery

Pending, subject to coordination with the Councils 'Green Travel Plan' to be produced by:
Jeff Bartley, Environmental Projects and Policy Manager, Brent Council

11.2 Schedule of areas:

- 11.2.1 Visitors or staff: 100 no more than 40 for staff with the remainder public/medium term parking
- 11.2.2 Disabled parking: 25
- 11.2.3 Motorcycle Parking: 30
- 11.2.4 Secure Cycle Parking: 200
- 11.2.5 Taxi Drop Off: 2 no spaces
- 11.2.6 Coach Park
- 11.2.7 Loading Bays: for refuse and delivery vehicles
- 11.2.8 Refuse Storage: to enable extensive recycling bins – under cover and secure

11.3 General Principles:

The parking will be either on surface within a well-landscaped environment or in a basement arrangement. Dependent on site location access and egress for vehicles will need to be clearly identified

11.4 Considerations:

11.5 Operational Requirements

- 11.5.1 Cycle racks – safe storage of bicycles to encourage cycling to work and separately publicly available spaces
- 11.5.2 Delivery bays and loading areas shall be located to facilitate direct access from service roads to core distribution ensuring the Administration can be serviced efficiently.
- 11.5.3 Waste management methodology for the Administration Building defined in the Sustainability section shall be accommodated in proximity to the Office core distribution and loading and shall complement strategies defined for the other Service Functions within the Civic Centre Building.

11.6 External Servicing Requirements

Additional information to be developed first quarter 2008.