

## Appendix 1

### Site Design Concept

The Customer Service Centre would be divided from the main Pump Room Reception using a wooden panelled wall, similar to that shown in figure A11. This technique has been used to partition the existing Café area so the overall design would fit well with the existing facilities. Customers would also be able to enter the Customer Service centre from the Pump Rooms foyer, providing easy access that can be secured when the centre is not in use.



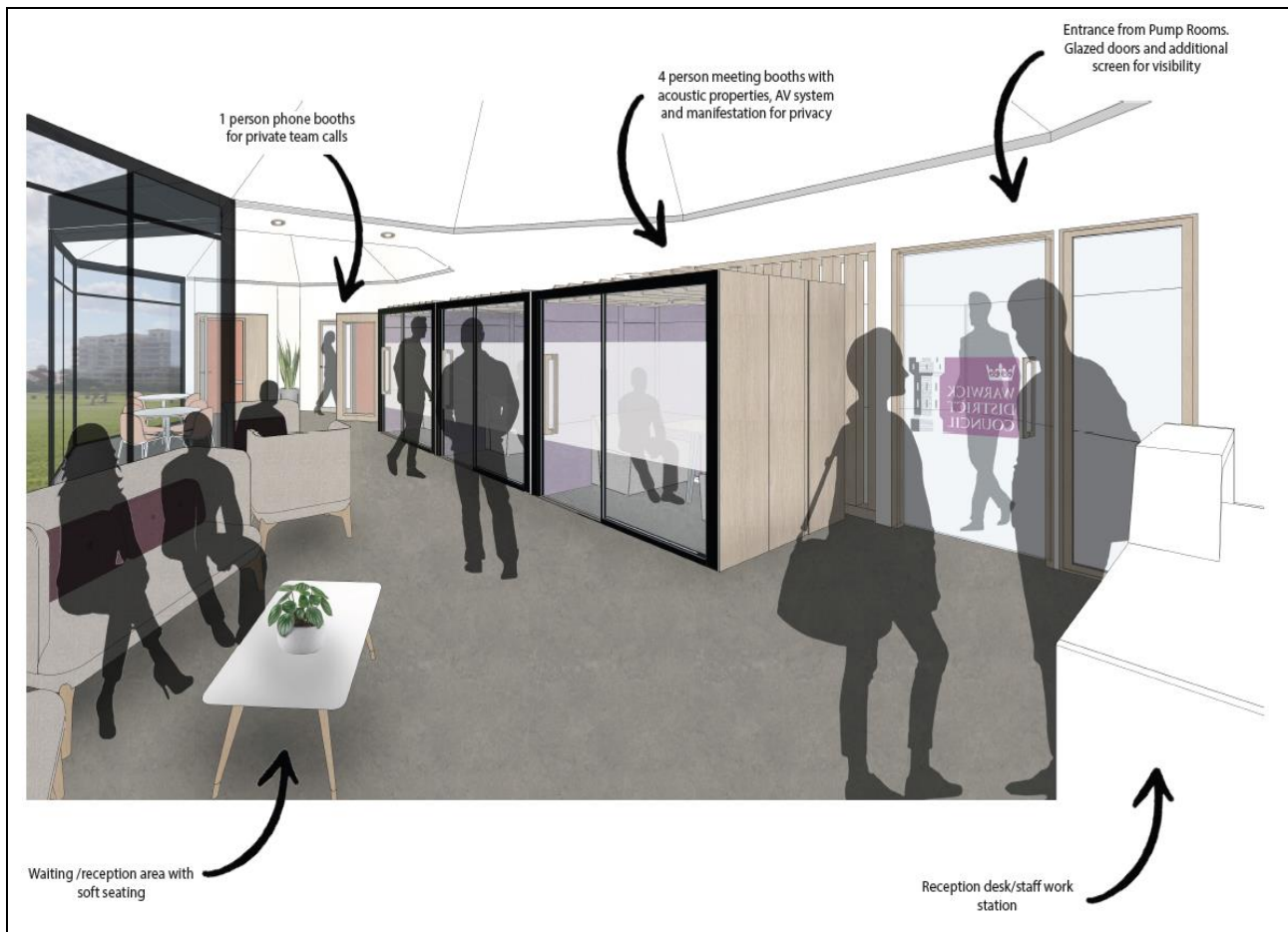
*Figure A11. Proposed and Existing Partitions.*

When not in use, the current shop is divided from the Pump Rooms foyer using roller shutters. These would be replaced by the wooden panels.

The proposed panelling would replace the existing roller shutters which secure the shop space. The impact on lighting was also discussed during the design meetings as the shop is currently completely open. However, it was identified that on most visits, the lighting within the foyer had been switched on and that stickers on the existing

windows limited the light coming through. The overall impact was anticipated to be low and the contractor was confident that suitable additional lighting could be installed.

Figure A12 shows WDC branding installed on the partitioning, but it would be possible to replace this with electronic signage to advertise events at the Pump Rooms and Spa Centre. Provisions to accommodate this will be pre-installed as part of the mechanical and electrical works, and will be out of sight, ready for use when required.

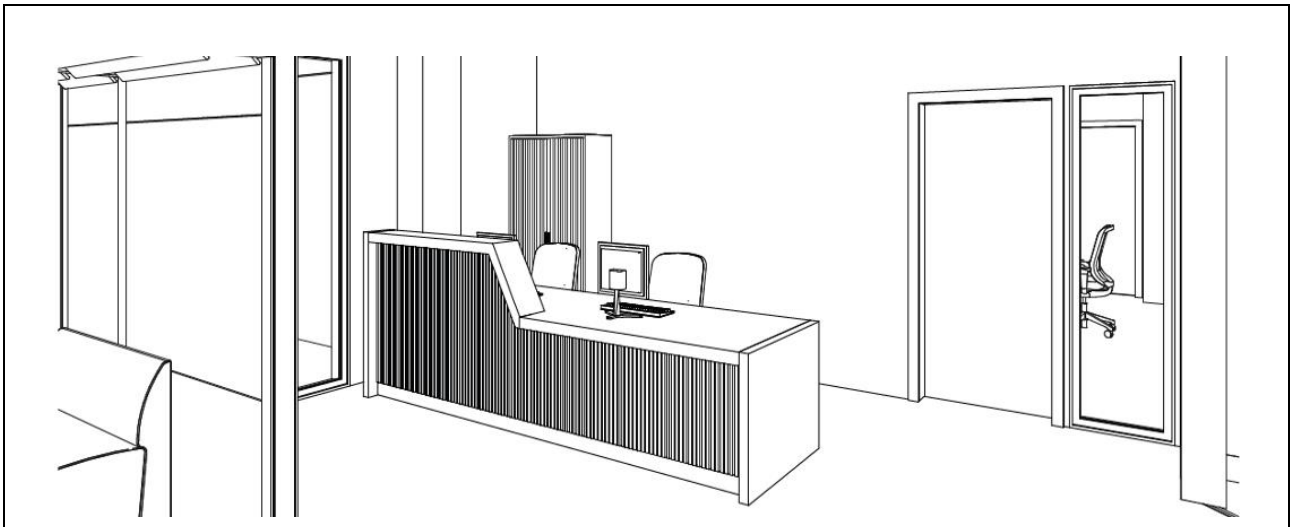


*Figure A12. Visualisation of Customer Services Zone.*

The flexible meeting pods will offer accommodation for up to four people. They can either be used by Customer Service staff to meet with Customers or by officers who have pre-arranged a meeting.

The existing tiled floor of the shop is likely to require covering. During mechanical and electrical surveys, it was noted that several floor boxes would need to be upgraded and additional units installed. This would require some tiles to be removed and the current proposals would see the existing floor covered with a suitable carpet. This would also act as a sound deadening material to reduce the travel of noise and improve privacy.

Within the Customer Service area itself, there is provision for three customer services pods, as shown in Figure 5. These fully accessible pods will contain seating for up to four people and will be used by customer service staff to meet with customers. The pods will include a glass front to ensure that staff are visible and safe, whilst also providing privacy for customers.



*Figure A13. Visualisation of Customer Reception Desk.*

The desk will accommodate up to two staff, ensuring continual coverage. At least one staff member will be on duty whenever the centre is open.

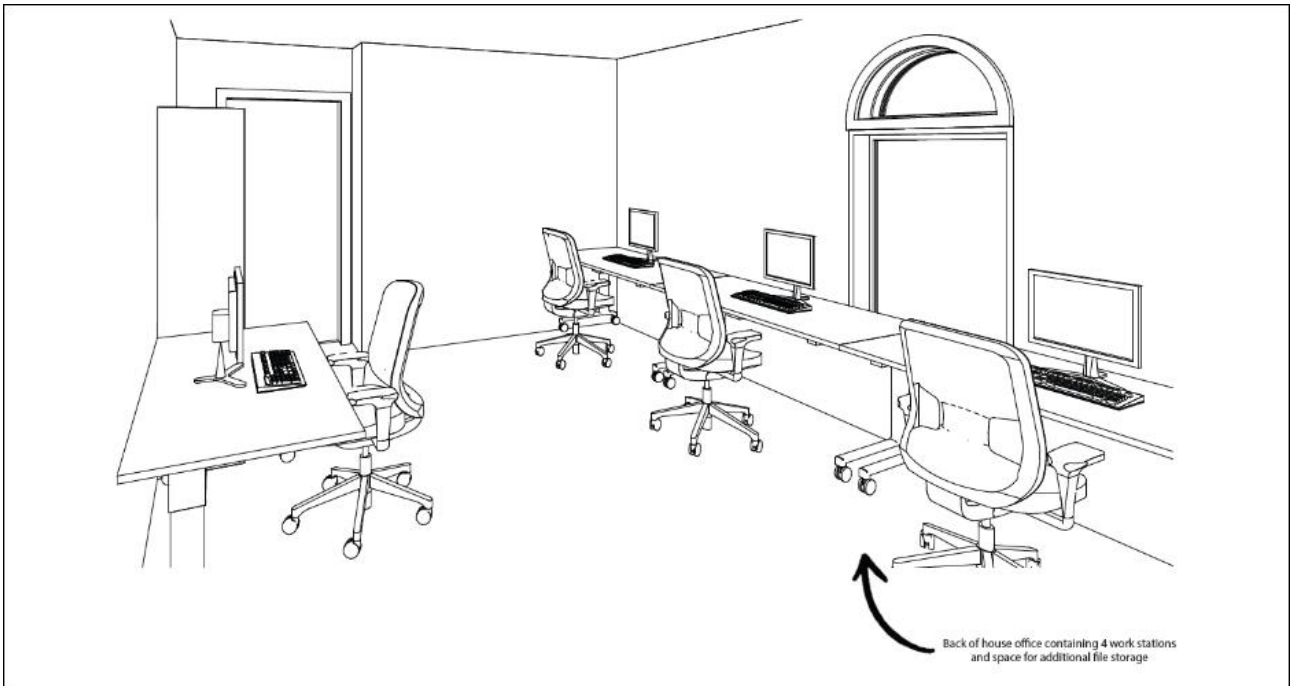
The space also includes two individual meetings pods, which can be used by Customers to participate in telephone or video calls, when they need to contact an officer who is not present on site – such as a Planning or Environmental health specialist. The waiting area will include flexible seating and provide excellent views of the Pump Room Gardens.

A customer's journey will begin at the Reception Desk, that is clearly identifiable from both the Pump Rooms foyer entrance and the second entrance directly from the Pump Room Gardens. This is shown in Figure A13. This desk will be staffed during opening times by at least one member of the Customer Services team. They will direct customers and resources accordingly.

Behind the reception desk in the existing office will be accommodation for up to four members of staff, as shown in Figure A14. This facility will ensure that Customer Services is able to use its limited staff resource efficiently; when staff are not dealing with face-to-face customers, they can return to the office to conduct telephone contact. Should a customer then present for assistance, the first available staff member will be called upon to meet them.

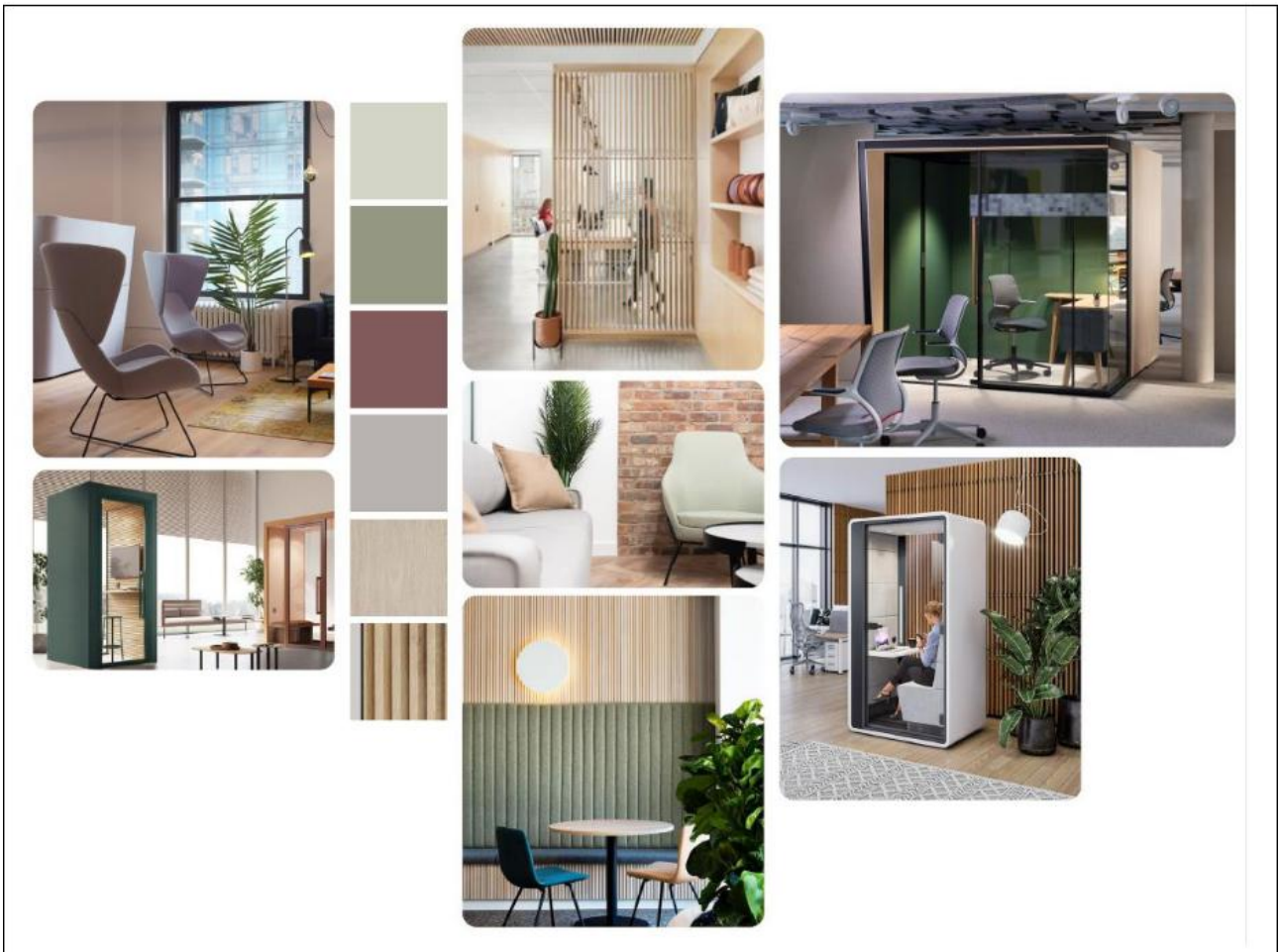
The Office space will also provide a safe retreat for staff should an incident in the Customer Services area occur. The entrance door will be protected with an electronic lock and there is a means of escape via a rear entrance door. The space will also provide accommodation for a member of the Homelessness team, to ensure they are available promptly to assist anyone who requires their specialist advice.

The proposed design will use neutral tones and biophilia to enhance the quality of the environment. A set of proposed design colours are shown in Figure A15 and are intended to reflect that the Customer Service centre is both in an historically significant building and that it overlooks the Pump Room Gardens. The design pallet is intended to bring about a sense of space and a natural progression of the outside world.



*Figure A14 – Workspace for Customer Services Team*

The office space will be behind a glass partition and secured door.



*Figure 8 – Potential Colour Pallet Selection*

The colour selection is intended to build on the natural world outside of the Customer Service centre, whilst also complimenting the building overall. Other options are available.

Some elements of the design, such as the use of the outside entrance and the installation of the partition wall are likely to require listed building consent. Early engagement with the Council's Conservation Officer has already taken place to help inform the design choices and an appropriate submission will be made if these proposals are agreed.

The impact of the potential works is also being considered alongside the wider programme to replace the Pump Rooms roof. Whilst it is not anticipated this would disrupt operations, the timing of some aspects will be important, such as any rooftop ventilation equipment. The two schemes will be overseen by the same principal contractor and WDC officers.