

Rapid Health Impact Assessment (HIA)
Conwy County Borough Council Office Accommodation Strategy
Friday, 19th February 2016
Conwy Business Centre



Health Impact Assessment facilitated by

Liz Green, Principal Health Impact Assessment Development Officer, Welsh Health Impact Assessment Support Unit, Public Health Wales

Report compiled by

Siwan R Jones, Principal Public Health Officer, Public Health Wales

Liz Green, Principal Health Impact Assessment Development Officer, Welsh Health Impact Assessment Support Unit, Public Health Wales

1) Introduction

HIA is a process which supports organisations to assess the potential consequences of their decisions on people's health and wellbeing (1). The Welsh Government is committed to developing its use as a key part of its strategy to improve health and reduce inequalities (2).

HIA provides a systematic, flexible and practical framework that can be used to consider the wider effect of local and national policies or initiatives and how they, in turn, may affect people's health. It works best when it involves people and organisations who can contribute different kinds of relevant knowledge and insight. The information is then used to build in measures to maximise opportunities for health and to minimise and risks and it can also identify any 'gaps' that can be filled. HIA can also provide a way of addressing the inequalities in health that continue to persist by identifying any groups within the population who may be particularly affected by a policy or plan.

While some impacts on health determinants may be direct, obvious, and or intentional others may be indirect to identify, unintentional. A HIA can identify health inequalities in not only the general population but in 'vulnerable groups' eg children, young people or older individuals' as well.

The main output of the HIA is an evidenced base set of recommendations that should lead to the minimisation of risks and maximisation of potential benefits. It can provide opportunities for health improvement and to fill in any identified 'gaps' in service provision or delivery.

2) HIA of the Conwy Conwy County Borough Council Office Accommodation Strategy

The HIA contributes to the current evidence that has been collated and the wide stakeholder engagement undertaken by the Estates and Asset Management Section of Conwy County Borough Council to inform the Office Accommodation Strategy (OAS) and contribute to its development (3).

Following discussion at the Conwy and Denbighshire Local Service Board on the merits of undertaking HIA's to assess the positive and negative impacts on health of a proposal or programme, the Chief Executive of CCBC facilitated a discussion with the County Valuer & Asset Manager. It was agreed that a rapid participatory HIA should be undertaken and subsequently Public Health Wales (PHW) local Public Health team and the Welsh Health Impact Assessment Support Unit (WHIASU) (4) were approached to support the HIA.

The HIA was led by Liz Green, Principal HIA Development Officer (WHIASU), supported by Siwan Jones, Principal Public Health Officer (PHW) ; it followed the systematic methodology described in the Welsh HIA Guidance 'Health Impact Assessment : A Practical guide' (5).The HIA was organised by the Business

Manager, Estates and Asset Management. The participatory workshop took place on February 18th 2015 at Conwy Business Centre, Conwy and was qualitative in nature. This report is a result of the findings from that day.

3) The Office Accommodation Strategy (OAS)

The Authority have been considering rationalising its estate by means of an office accommodation strategy since its formation in 1996. The existing corporate office accommodation portfolio comprises 18 individual properties which provides accommodation for 1,310 staff and is a mix of freehold and leasehold buildings. This portfolio excludes offices used for front line services. The office portfolio is dispersed across the County, is ageing and the majority are not purpose built office space but rather inefficient converted Victorian dwellings which do not lend themselves to modern working environments. There is little scope in the current estate to enhance business processes or to improve staff satisfaction or performance.

The Council's main office location, in terms of staff numbers, is the Dinerth Road Offices in Rhos on Sea. The Council secured the Dinerth Road site in 2011 from its Landlord, the Welsh Government. The accommodation was secured as a holding position, on a lease for 5 years, which is due to expire on 3rd January, 2016. The Welsh Government were not minded to grant a longer term as they wanted to keep their options open in terms of disposal of the site for alternative uses in line with the proposed Local Development Plan and market conditions. The lease was entered in to on the basis that the Council would develop a suitable exit strategy for 2016. The OAS will create further inward investment into Colwyn Bay by increasing development and relocating around 750 staff to the town centre. This will in turn create economic growth as those staff will spend their disposable income in and around the town in which they work. Economic growth will further be stimulated by increased employment in the town for those working on developments and in the developments themselves.

Appendix 1 contains the presentation given at the workshop.

	4) Attendees		
	Name	Organisation represented	Title
1	Wyn Jones	CCBC	Education, Strategic Manager – Property & Management
2	Vivien Handcock	CCBC	Education, Business & Performance Manager
3	Victoria Stevenson	CCBC	Regulatory Services, Principal Environmental Health Officer
4	Peter Brown	CCBC	Head of Regulatory Services
5	Emma Dowell	CCBC	Regulatory Services, CCTV Manager
6	Shane Wetton	CCBC	CDS, Principal Community Development Officer
7	Ann Smith	CCBC	CDS, Senior Youth Worker – Training & Accreditation
8	Ingrid Lewis	CCBC	CDS, Town Centre Manager
9	Ann Williams	CCBC	CDS, Section Head, Culture & Information
10	Susan Plumb	CCBC	Revenues & Benefits, Local Taxation Manager
11	Carole Gooderham	CCBC	Human Resources, Corporate Development Manager
12	Cheryl Roberts	CCBC	Human Resources, Principal HR Business Partner
13	Richard Evans	CCBC	Corporate Health & Safety, Corporate Occupational Health & Safety Manager
14	Martin Cooil	CCBC	Cartrefi Conwy
15	Cllr Goronwy Edwards	CCBC	Local Member & Portfolio Holder E & AM
16	Cllr Glenys Baker	Colwyn Bay Town Council	Town Councillor
17	Geraint Davies	Community & Voluntary Support	
18	David Gaffney	Local Resident	Resides adj. to New Office Building
19	Gwyn Davies	Local Resident	Resides adj. to New Office Building
20	Bleddyn Evans	CCBC, OAS Project Team CCBC,	County Valuer and Asset Manager
21	Geraint	OAS Project Team	Business Manager E&AM

	Williams	CCBC, OAS Project Team CCBC, OAS Project Team	
22	Steve Lea		Principal Asset Manager
23	Susan Kent		Administration & Finance Assistant

5) Identification of vulnerable groups

The target groups are dependent on the characteristics of the local population and the vulnerable groups affected by the Office Accommodation Strategy. Using Appendix 2 of the WHIASU HIA Guide, it was agreed that the OAS would affect a wide range of the general population. Further discussion identified the following being directly affected by the Strategy and its plans (in no particular order)

- Neighbouring businesses
- Local residents
- Public transport providers
- Employees of Conwy County Borough Council
- People with a physical or learning disability / difficulty
- People who access current services – foster children, looked after children
- Local care providers

6) Health and Wellbeing determinants checklist

The group worked systematically through the wider or social determinants of health contained in Appendix 1 of the WHIASU guide and assessed the health and wellbeing impacts. Positive or negative impacts were identified as were any gaps, opportunities or unintended consequences.

The discussion was transcribed and is summarised in the table below (the areas highlighted in bold font are those recommended by those present as areas requiring further attention ; and these are listed in section 6)

1. Lifestyles	
Positive/Opportunities (+ve)	Negative/Issues (-ve)
Central location within Colwyn Bay/Conwy good opportunity to promote active travel (cycling and walking) amongst office locations / meeting venues internally and externally.	

<p>Shower facilities and bike racks available</p> <p>Explore option of bike hire scheme at Eirias Park to encourage active travel</p> <p>Green travel plan will be developed as part of the planning process (this will also contribute to achieving the Health at Work - Corporate Health Standard)</p> <p>If vending machines are going to be placed in the new building ensure that they follow the requirements of the Health at Work – Corporate Health Standard (provision of healthy vending)</p> <p>Cheryl L Roberts member of the Business workstream where vending will be discussed.</p> <p>There will be no designated smoking area – in accordance with Smoking policy.</p> <p>Training rooms can be used to hold 'tai chi' yoga / back care – pilot when not occupied</p>	<p>People who smoke may congregate in areas and create littering associated with cigarette stubs</p>
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2 Community and Social Influences	
Positive (+ve)	Negative (-ve)
<p>Staff within the Revenues department are 'excited' at the prospect of moving into the new office accommodation.</p> <p>Can create a positive culture leading to increased motivation and productivity</p>	<p>Need to ensure existing community groups in Colwyn Bay are included in the process – further discussion required with Shane Wetton</p>

<p>Access to CCBC services is improved for residents of Conwy – available in one office location ; centrally</p> <p>Supporting the regeneration of the area</p> <p>Explore possibility of informing staff of space availability in multi storey car park</p> <p>Accommodation will provide opportunities for technology and digital tools to be used to enable residents to interact, gain access to information and services. 'Apps' will be developed to inform or alert service users.</p>	<p>Need to consider the needs of those not computer/IT literate or unable to access IT.</p>
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3 Environmental and Living Conditions

Positive (+ve)	Negative (-ve)
<p>Assurances received at the HIA that rooms will be soundproofed to ensure confidentiality (eg confidential discussions eg Safeguarding.</p> <p>Efficient heating system / temperature regulated</p> <p>Consideration given to lighting for visually impaired, hearing loop, office chairs</p> <p>Survey has been undertaken on desk usage across the office spaces – if demand for desks exceeds the number in the offices – can use meeting rooms / open plan areas</p>	<p>Ensure minimal noise due to the open plan layout</p> <p>Staff may feel pressurised to arrive earlier to secure a desk ; this may also have a negative impact on traffic congestion / parking</p> <p>Concern in relation to lack of office desk space if all staff require desk (ie all staff may need to be present at a designated time to attend a team meeting ; there maybe limited desk space. Concern raised in relation to time wasted looking for desk etc</p> <p>Traffic assessment has been undertaken. However need to undertake a Traffic assessment once the accommodation is in</p>

<p>No booking system for desks – but need to inform staff of processes relating to securing a desk (as identified in the negative impact column)</p> <p>Staff who have regular contact with members of the public will have a desk close to the main entrance / one stop shop area</p> <p>A Building management group will be established – ensure all staff groupings will be represented (include this in report to SMT)</p> <p>Embracing change sessions have been led by Human Resources – survey on ‘Workwise’ provides feedback on the modernisation programme to consider improvements during the process</p> <p>The experience of implementing ‘Workwise’ to date has ensured processes are followed to designate specialist desks/ chairs etc.</p> <p>Audit of the stock in the authority / process of identifying a ‘resource of specialist chairs’</p> <p>Opportunity to use non CCBC accommodation as a place to meet / work during a short space of time – eg cafe, other seated/desk area</p> <p>Need to identify ‘larger meeting room’ space – one stop shop area provides this</p> <p>The office accommodation strategy replaces old office accommodation / not fit for purpose</p> <p>Working with the Arts Council for Wales to identify opportunities to incorporate art to improve the</p>	<p>use – (Landsdowne Road – concern raised in relation to flow of traffic, Hawarden Road – current congestion point at peak times during day)</p> <p>Need a traffic assessment completed on the flow of traffic through the town</p>
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<p>attractiveness of the building / internally</p> <p>Artist in residence opportunity with Arts Council for Wales being pursued</p> <p>Consider visual impact of perimeter fences/walls during construction period – opportunity to communicate positive messaging to residents/local population</p> <p>Ensure early communication with Rydal School, check have been invited to meetings and attended? Contact Estates officer of school</p> <p>Increased seating within the park</p> <p>Developer provides consultation opportunities with stakeholders in area – Communication strategy in place</p> <p>Consider the timing of public meetings – to ensure accessibility for all</p> <p>Car park not available after working hours – need to consider lighting in evening</p>	
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4 Economic	
Positive (+ve)	Negative (-ve)
<p>Positive local economic impact – Bay View shopping centre are promoting the new accommodation in communications to prospective tenants</p> <p>Evidence identifies that landlords are investing in properties to</p>	<p>None identified</p>

<p>improve living accommodation and attractiveness of property</p> <p>Meeting room availability</p> <p>Social Value plan - Apprenticeships made available via local construction companies. To mitigate negative impact of increased parking / congestion during construction phase – Market Hall site has been secured for additional parking</p> <p>There is a clause in the Social value plan – no on site canteen – therefore encouraging use of local catering facilities ie cafes/shops to support the local economy</p> <p>Eirias Park car park will be built by Autumn could be alternative for transporting construction staff to site</p> <p>Accommodation for construction workers</p> <p>Construction opportunities made available for local people. Meet the buyer day – opportunity to tender for contract</p> <p>Opportunity for p/t employment opportunities</p>	
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5 Access to Services	
Positive (+ve)	Negative (-ve)
Most departments working to Workwise – need to consider the needs of community members/other organisations who will be using the accommodation	Consider the branding of the new accommodation – some people may choose not to walk into the 'CCBC branded' building meeting. Possible solution ask the local community to name

<p>Advancements of technology to enhance working in the present and future eg Skype and use of other mobile devices.</p> <p>Need to think about different/new ways of communicating.</p> <p>Policies to support flexible working</p> <p>The One stop shop will provide a service to residents of CCBC ; ensure early discussion with Shane Wetton re – range of advice and support services to be made available ie housing/welfare advice. Not necessarily – one stop shop for brief advice as 30 minute appointment will be available also</p> <p>Opportunity to include visitor centre in the One stop shop</p> <p>Promoting on line access to services in One stop shop – if residents visit the new accommodation to access a service – they can be directed to an area to access PC and shown how to access services remotely</p> <p>Designated training area will be available for use</p>	<p>the building</p>
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6 Macro	
Positive (+ve)	Negative (-ve)
<p>Sustainability</p> <p>IT strategy – WG offices / Llandudno Junction</p> <p>Community rooms will be available</p>	<p>None identified</p>

for external organisations – **will provision be available outside working hours beyond 7pm (POSITIVE AND NEGATIVE IMPACT)** – the Management building group will be responsible for taking this forward

Building is part of the Masterplan for Colwyn Bay – and commitment to the Bay

Consider use and promotion of building to promote local democracy

Considered any future boundary changes – ensuring employment opportunities available for Conwy residents future on A55 corridor

7) Summary of recommendations

Below lists the agreed actions and recommendations put forward by the participants.

Lifestyles

- Green travel plan will be developed as part of the planning process (this will also contribute to achieving the Health at Work - Corporate Health Standard)
- If vending machines are going to be placed in the new building ensure that they follow the requirements of the Health at Work – Corporate Health Standard.
- Cheryl L Roberts member of the Business workstream where vending will be discussed

Social and community influences

- Need to ensure existing community groups in Colwyn Bay are included in the process – further discussion required with Shane Wetton

Environmental and living conditions

- Consideration given to lighting for visually impaired, hearing loop, office chairs

- Concern in relation to lack of office desk space if all staff require desk (ie all staff may need to be present at a designated time to attend a team meeting there may be limited desk space. Concern was raised in relation to the potential time which could be wasted looking for a desk etc
- Traffic assessment has been undertaken. However need to undertake a Traffic assessment once the accommodation is in use. – (Landsdowne Road – concern raised in relation to flow of traffic, Hawarden Road – current congestion point at peak times during day)
- Need a traffic assessment completed on the flow of traffic through the town
- A Building management group will be established – ensure all staff groupings will be represented (include this in report to SMT)
- Consider visual impact of perimeter fences/walls during construction period – opportunity to communicate positive messaging to residents/local population
- Ensure early communication with Rydal School, check have been invited to meetings and attended? Contact Estates officer of school
- Car park not available after working hours – need to consider lighting in evening

Economic

- Eirias Park car park will be built by Autumn 2016 and this could be alternative for transporting construction staff to site

Access to Services

- Consider the branding of the new accommodation – some people may choose not to walk into the 'CCBC branded' building for meetings or appointments. One possible solution could be to ask the local community to name the building
- The One Stop Shop will provide a service to residents of CCBC; There is a need to ensure early discussion with Shane Wetton re the range of advice and support services to be made available within this ie housing/welfare advice.

Macro

- Community rooms will be available for external organisations – will provision be available outside working hours beyond 7pm (this was identified as both a positive and negative impact) – the Management building group will be responsible for taking this forward

8) Evaluation comments from attendees

At the end of the session the attendees were asked to complete a feedback and evaluation form. The feedback was highly positive. The comments from the session are collated below.

What did you learn during the session?

- Issues identified have been reinforced and community involvement and options for solutions. A sense that there has been a lot of thought on the broad modernisation theme and solutions to the issues
- The existence of the Health Impact Assessment
- The range of considerations that affect the project
- More about the new building
- Very aware of plans already
- The amount of consultations already taken place
- What a Health Impact assessment is
- How the new office will impact on CCBC staff and the community of Colwyn Bay
- Understood vision of the project and how the Health Impact Assessment can support the change and implementation to identify and address issue
- Never been to a Health Impact Assessment before so learned what it was all about
- Excellent, informative session which put a new perspective on impact of project

What do you feel were the positive outcomes resulting from it?

- As above
- Opportunity for debate and issues and particular priorities
- Drawn my attention to some issues that need to be taken forward
- Discussions around what issues had already been considered and how they may impact community / staff
- Opportunities to meet with residents, department etc
- Public involvement and Councillor involvement
- The positive impacts of this whole scheme to staff, residents and the community
- A greater awareness and understanding on the impact on stakeholders
- That we looked at the impact for everybody not just one sector
- A number of key issues have been identified which are concerning staff and recommendations have been agreed to address these
- Great for differing groups to express their views and concerns
- Engagement of a range of people, particularly public

What do you think worked and what didn't?

- I think everything worked
- Found it difficult to read the slides and hear some of the dialogue

- Those present may have felt more comfortable to speak if the discussion was table based initially
- Good discussions. Summary feedback less people were engaged during this session
- Good to hear that the project group has most things covered
- Perhaps a list of events, consultations that have already been covered – don't have to reiterate?
- Good open discussion
- Good representation within group, informal approach allowed for good participation
- Good to have local residents
- I think it all worked well

What were your expectations prior to the session? Did the session meet them (rate 1-10 (1 not at all – 2 very much met them.

- 10 – exceeded expectations
- 6
- 9
- I wanted to see the Health Impact Assessment in practice to inform me in determining future work with employers
- Met expectations
- 8
- 6
- 9
- 10
- Having attended a number of Health Impact Assessments I knew what to expect. The session went well
- 9 out of 10 ; Met expectations – I had read about Health Impact Assessment and I found example online
- No real expectations as was unsure of the nature of Health Impact Assessment. It was a beneficial workshop

Further comments

- Excellent opportunity, well structured and led and will add greatly to the project
- Would suggest opportunities for table discussion and feedback on topics
- Interesting and informative
- Thank you
- Sessions with more stakeholders will provide more direction

This report will be considered within CCBC and inform the development and implementation of the OAS.

References

1. 'Health Impact Assessment: A Practical Guide'. Wales Health Impact Assessment Support Unit, 2012
2. 'Fairer Health Outcomes for All'. Welsh Government, 2011
3. 'New Council Offices in Colwyn Bay' (September 2015)
<http://www.conwy.gov.uk/section.asp?cat=12166&Language=1> (accessed 24/4/2016)
4. Wales Health Impact Assessment Support Unit website
www.whiasu.wales.nhs.uk (accessed 24/4/2016)
5. 'Health Impact Assessment: A Practical Guide'. Wales Health Impact Assessment Support Unit, 2012

CCBC – Office Accommodation Strategy

Presentation – Health Impact Assessment Workshop 19.2.2016
by Bleddyn Evans, County Valuer & Asset Manager

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PROJECT

To provide the Council with new, town centre offices that are flexible, efficient and sustainable, and working with partners to improve services to the community.

Main

Conwy

Colwyn Bay

Mochdre

Satellite

Locality

Locality

Locality

Locality

Locality

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KEY REASONS FOR THE PROJECT

- Lease at Dinerth Road, which accommodates 300+ staff, expires 2016.
- Significant backlog of maintenance at our current office sites. The Civic Offices alone has maintenance liabilities of £1m required within next 5 yrs.
- Many of the offices are old and are spread across the County – this creates issues for public access and internal collaboration.
- With the current layout of our existing offices, and with some being listed, we are unable to fully modernise across the Council.
- The project acts as a catalyst for the regeneration of Colwyn Bay.

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KEY BENEFITS TO COLWYN BAY

- Up to 750 staff within a landmark building fronting Conway Road, with the benefit of a multi storey car park to the rear.
- Iconic new office building which will further enhance Colwyn Bay's sense of place.
- Up to £1million additional spend at local shops etc by the users of the new building,
- Mitigates the loss of existing users vacating the site due to their HR strategies.
- Significant private led investment which may be a catalyst for other proposals.

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KEY BENEFITS FOR CCBC

The OAS will deliver the following benefits to the services it delivers, its customers and its staff:-

- operational and financial efficiency.
- improved energy efficiency.
- improved working conditions and opportunities to staff and users of the building.
- integration of Services with greater sharing of resources.
- improved accessibility to the Authority's Services.
- improved accommodation to accommodate Services following Local Government reorganisation.

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KEY DETAILS

New Town Centre Offices - (Phase 1)

- A landmark building for Colwyn Bay Town Centre
- A BREEAM 'Excellent' building
- Flexible, modern, efficient accommodation providing 450 desks for 750 staff
- Includes a One Stop Shop to improve link between public bodies and customers
- 8,768sqm/94,381sqft of internal floor space
- 353 car parking spaces on site
- New car park at Parc Eirias to mitigate loss of parking following disposal of Civic Centre.

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KEY DETAILS

Civic Centre, Colwyn Bay - (Phase 2)

- Identify a use that will enhance the area and complement Parc Eirias and the Authority's regeneration objectives
- Deliver a development that is sustainable in terms of design, viability and the environment.
- Profit retention from Phase 1 will facilitate the delivery of Phase 2.

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PHASE 1 OFFICE SCHEME



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PHASE 1 OFFICE SCHEME - FLY THROUGH

CONSULTATION

- We will continue to consult with staff and members at key strategic points.
- We have and will engage with local business/relevant stakeholders prior to any significant activities at the Town Centre site
- We, along with Muse have undertake public engagement prior to the Planning Applications being submitted.
- One of four Meet the Buyer events have already been held at Parc Eirias.
- In delivering on the Social Value Plan, Muse along with their contractor, Bowmer & Kirkland will communicate with
 - the local education, training establishments and community groups.
 - local sub contractors and suppliers for an opportunity to bid, subject to their capability and capacity
- Prior to site mobilisation, we and Muse will set up a communication group to keep the community informed of the project's delivery during the build.

TIMETABLE

• Contract Award	February 2015
• Planning Consent (Phase 1)	May 2016
• On site (Phase 1)	July 2016
• Practical Completion Car Park at Parc Eirias	Autumn 2016
• Start exit strategies on released assets	January 2017
• Planning Consent (Phase 2)	May 2018
• Practical Completion (Phase 1)	July 2018
• CCBC Staff Move into new offices (Phase 1)	July - August 2018
• Disposal of released assets	July - August 2018
• On site (Phase 2)	July - August 2018
• Practical Completion (Phase 2)	July - August 2019

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SUMMARY

The benefits for Colwyn Bay town centre are:-

- Up to 750 staff based at the Conway Road/Coed Pella Road site.
- New landmark building on Conway Road with a multi-storey car park.
- Up to £1million additional spend at local shops and businesses by staff and visitors to the new building,
- mitigates the loss of existing organisations leaving the site due to their HR strategies.
- significant private led investment, which may be a catalyst for others.

**This project will allow a new, sustainable use for the Civic Centre.
The project is also part of a wider programme to modernise Conwy County Borough Council, to help provide efficient services to the community.**

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