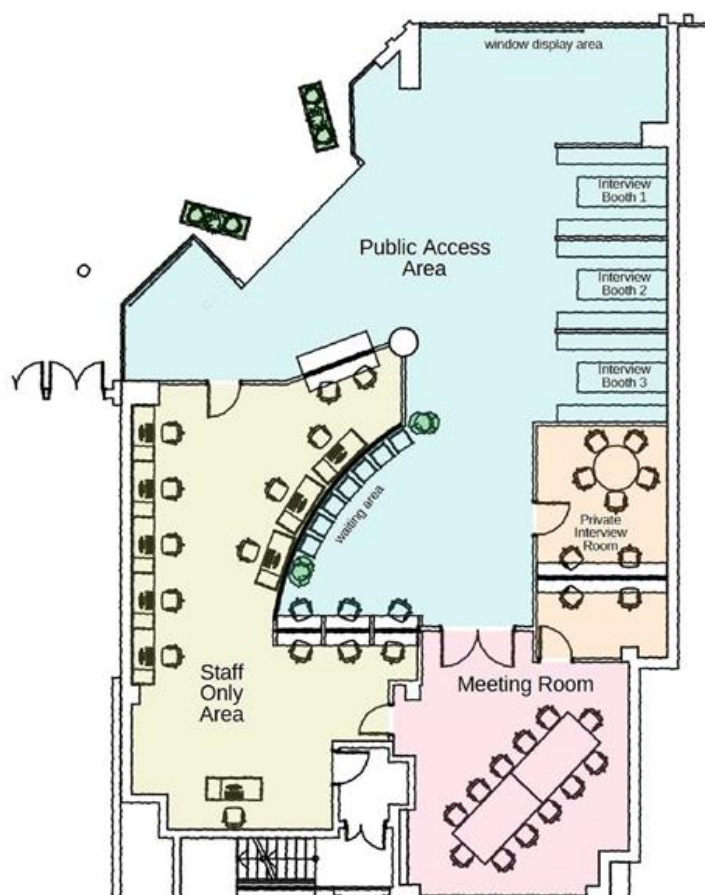


Appendix A

Results from Public Consultation

We are proposing to provide private areas, wheelchair accessibility (including counters) and translation provision in the new community hub.

Is there anything that we should consider providing in the new Community Hub that we have not stated which is currently preventing you from being able to access Council services face to face at Lynton House?



Useful if you provided tourist and what's on information
Will it have a hearing loop?
Difficulty of getting to Barnstaple. No public transport; terrible roads.
No, it should not be sited in a retail unit that was built to earn money for the borough
I think this is a great idea
No that looks well thought out.
Lynton House seems very 'official' and to some a little intimidating, so setting a friendly approach in Green Lanes is a marvellous idea. Many people feel like there is an us and them and it's great to encourage a we are all in this together attitude.
Loop system for the deaf.
Fantastic idea. Perhaps space for community groups, focus sessions and space for One Northern Devon and One Barnstaple.

Parking Availability & Cost
Screens to access Council and DCC website for online services
No. It seems a good idea.
Toilet
A quiet area for autistic clients
BSL tranlation (by appointment)
Replacement bags for waste collection. Free bags for food waste. Probably other things but I don't know what you currently provide.
I expect you to deliver the same quality and range of services in Ilfracombe - i see no reason why Barnstaple receives an enhanced service at the same time as you are continually cutting back on the times you have a presence in Ilfracombe.
It depends on the privacy needed
This looks lovely but it's in Barnstaple. I live in Ilfracombe. Does this mean that in future I will need to travel to Barnstaple to meet with someone from ND Council? What about the service that is offered at The Ilfracombe Centre. Is this to be discontinued? Are you going to make people from Ilfracombe travel to Barnstaple for support?
Don't know what facilities are currently available at Lynton House, but would suggest public toilets and free wi-fi.
No. Should people require the toilet they can use the Public Green Lane facilities
have you thought of people with young children and how difficult it is to be able to address a problem when also attending to your young maybe a small play area or a child minder
No, looks fine
An area for children / special needs to sit and use, in case their carers need to talk to you
Leave face to face access at Lynton House
I am not sure what council services are offered at Lynton House. This may be because I am unaware of what CAN be offered, or that I am unaware that the service is a council service - for example I may think that it comes under Social Care services? So, in conclusion a clearer information sharing about what you offer.
Not sure why the public access area needs to be so big, not really that much working space if there's going to be multiple services there.
No, that looks as if it has facilities for all types of user.
Young children - hard to concentrate on accessing help. Provide some distractions, games, toys
A PC or two to let people without their own to access NDC and other public services
No problem as will be as easy to access from Market car park as to Lynton House
A self help pc to enable users to access council services on line (for those who don't have access to a pc).
Computer for public use
Looks ideal.
Open between 1 and 2 for people who work, please
Private interview rooms
you appear to have covered all aspects
Awareness of physically disabled people
Have not been 'prevented' from accessing council services at Lynton House.....do not think 'splitting' the council staff between 2 premises, if this is part of the proposal , simply to fill unoccupied retail space, sensible or cost effective.
There is nothing I could suggest.
more opening hours
No, but I have a family member who uses your services with additional needs. some independent advocacy would be helpful to assist her to understand processes, procedures and what is being offered.

A very good idea with ample parking etc
Thinking about opening on a Saturday morning or couple of hours to allow those in full time work to access.
Online portals for quick and easy access to requests for services; order points for 'click and collect' products; reference to policy and procedural guidance, and other electronic functionality to fast track interactions, consultations etc.
The opening hours - would request the availability of an appointment system
I would like it if elected councillors held "surgeries" there.
No you should use your other settings for this which are of a huge cost
Help for vulnerable people with filling in council formsand managing finance
All services
will private areas be sound proof?
What about the customers who maybe banned from Green Lanes but need to access Local Services? What provision or guarantees will they have to ensure they are not deprived of accessing front line services.
internet access would be very desirable
Hearing loop
More seating, water machine, coffee machine
It's a great idea and very central for parking and bus routes. I do think though that it's just as important to provide a similar service in the Town's as in places like Ilfracombe there are people who have difficulties accessing services in Barnstaple for various reasons (income, mobility, mental health)
No, it looks good
Computers and freephone to services
Computers to use for Devon Home Choice access
Please think of partially or non sighted clients and hard of hearing
No - that seems an improvement on Lynton House
Other than the limited hours of access, no.
SPace to view and comment on applciations - Possibly a terminal to review online apps and submit representations. A space / flexibility to permit public consultation / presentations for larger projects and to help explain to the public the processes
Could do with an area or front desk for the Police to be available as they are out of town. It seems a great idea to me as units keep emptying and it will be so accessible.
This is not a proposal to relocate, this is a decision already made wasting yet more council tax payers money
A waiting room for thoes with children
I feel the service in general should be kinder to both clients and staff, being Trauma Informed would help and also not making the waiting room feel like a prison or a bank.
No, all ok, but longer hours will be better
Yes, I am now 73years old and getting to Lyn ton house is a way from the bus stop whereas Green Lanes would be easier
Opening fir more hours and at least 5 days a week
No although mrve interview room would be an asset, for privacy purposes
Public transport and providing the same style of service in the rural market towns that are growing in population

Location of the proposed hub (within the Green Lanes Shopping Centre).

This is proposed to be within unit 2-3 of the shopping centre. It was most recently occupied by M & Co Clothing store. This is on the left-hand side of the square when entering Green Lanes from the main entrance off of the High Street



Are you making use of the staff area / stock room on the upper floor.
More customer facing space downstairs if the staff areas were upstairs
The council should be focused on bringing in high street shops and supporting local businesses to rent out the units in the SHOPPING CENTRE. The location is not fit for purpose.
Great repurposing of high street space. Just hope it isn't too expensive!
Seems sensible to try and fill out the place but would be concerned about the cost effectiveness and whether there is a demand
Good location. Some people might find it too public but not if designed well with private spaces not visible from windows. Confidentiality essential.
A good location that will be easy to find
Good location,easily accessible.
Barnstaple may be a convenient location for some, but it is at the far end of the council district for many.
Perfect location

Very good location and easily found as everyone knows where Green Lanes is in Barnstaple while they might struggle to know where Lynton House is located.
A complete waste of public money.
Great location, and seems it will be far more accessible than Lynton House. Being able to access 5 days per week will make it a lot easier for a lot of people who might otherwise struggle, and with additional hours, take pressure off staff
Think this will be ideal
Good central location and may encourage other businesses to open in the shopping centre.
It all looks very nice, I just think it's sad that a shopping centre is not using an empty unit for a shop - try and keep the town alive.
Sounds like a perfect place
Seems like a great location. Maybe there could be some kind of board that could let people know how many are in the queue ahead of them or a rough waiting time. This could give people the opportunity to shop and pop back or decide to nip in and take seat. I think waiting in an intimidating or uncomfortable area can get people starting off on the wrong foot and we want this to be a good experience for staff and customers alike.
It's central
Great idea.
I think this is a great idea, it is easy to find , visible, esaily accessible for those with and wihout their own trasnport.
Looks ok
Would the use of one of the larger units in the centre not restrict the attraction of a major retailer into the centre. The centre is struggling to attract national retailers.
Agree
Seems like a good idea
A good idea, in a place people can easily get to
I think this is a fabulous idea and would be accessible by so many more people who maybe struggle with mobility...
Well done and thank you 😊
Would be far more accessible than Lynton House.
Excellent, central location.
Great idea
I volunteer with elderly and disabled who find Lyton house very inconvenient especially the opening times, so, this would be an amazing improvement and accessible to all.
I think this would be a ideal location for the proposed hub.
Accessibility appears ideal for all residents
This is a brilliant idea.providing access to information etc in the heart of shopping centre. Well done!
Good location
It looks to be the perfect site for such a service. Good accessibility, opening hours and easy to get to via bus routes etc
Perfect location.
Seems an appropriate location
Nothing to add
A good position - Please care for your staff with their safety in mind if there is a crisis.
I think this is a great idea - makes the council more visible and accountable to local people and also gives people a reason to go into the shopping centre and potentially spend money in local shops.

Not Interested. When will you do the same for Ilfracombe?
This is the main shopping hub of the town and it should remain the main shopping hub, I'm not keen for the council to have offices there although if this is the only location and it doesn't detract from the main shopping experience there then this would be ok
The location of the hub is in Barnstaple. What about us in Ilfracombe? What is happening to our service from ND Council? Have you forgotten us?
seems fine
This would be good as it's a biggish site & will be ideal for the Barnstaple public & the council.
Acceptable.
seems like a good central location
Seems like a good idea
Great place and central for everyone
Having a centrally located hub will be hugely beneficial and will help NDC to feel a part of the community and not separate from it.
A practical and sensible move
This appears to be an excellent location.
I like that it is in the centre and accessible
Good location and will also bring people in to town centre
I think it's such a shame that we can't have an interesting retail units instead. However, I appreciate this retail problem is shared across the country. So if there really is no viable retail alternatives, I think this is a good (but boring) solution.
Location is fine.
Don't do it you already has facilities at Lynton House spend our money where it is needed
I think its a great idea to be more central for the public to access, and that consideration has been given to physical access. Will there be toilets available for people to use if they are in the hub?
Good central location
Good location. Although it's good for pedestrian access from the High Street, having to pay for parking for disabled users and for those with medical issues, even though nearby, could be an issue.
Ideal position in the centre of town, easily assessable from all car parks and public transport.
I would rather work there than at Lyton house
It look excellent. Central, open and accessible
Not very big
I think it's an excellent location.
I think this is a good central location which will be easier for people to find than Lynton House.
Sounds ideal location
All ok
I think it's a brilliant idea and more facilities such as this should be provided in our town centre.
Great idea. Much more accessible for the community.
It's a good idea central and accessible
Ideal location.
Good idea with it being a large area.
Perhaps an actual shop, in the shopping centre?
This is a great location with level access to main high street bus stops and parking
Good location.
An ideal site but hopefully it won't add to the current look of desolation in Green Lanes.

It would seem to be a good idea, because it is easily accessible. However the cost of parking is a problem.Good
Great transport links much easier to use if drop in clinic or do you need to prebook?
see above
Thats a good spot fot it
Good position.
This seems like an excellent location.
Will you be able to book to see people from the different services
easy to find
privacy
I think it is well laid out. Will there be sufficient seating available for those waiting to be seen?
Good location
Ideal site
Please include a public WC for people visiting the site. Private areas are not enclosed, so not that private.
this is a good idea
Sounds great
It looks like a good place for this proposal.
Good location.
Relatively central for access, convenient and prominent. Much of engagement looks to be too public and this could be avoided by simple interior design to encourage comfortable feelings whilst 'transactions' take place.
Sounds like a good location
It's probably a more user friendly location
Pretty central and hopefully the opening hours will be better than at Lynton House
Perfect
That's a good place.
Good idea
Ideal location
Looks good to me.
My thoughts are that this unit is council owned, council tax funded, therefore it should be used for retail purposes as Lynton House already exists. Please lower rates so more shops can come to green lanes shopping centre.
No. This is a shopping centre and will put off even more retailers from opening in green lanes.
It seems much more convenient and accessible than facilities at present.
Maybe incorporate citizens advice within the building
I personally think it's a Great idea. As long as the public respect the staff that work really hard.
This centre should not be in Green Lanes. Greeb Lanes should be maximising retail opportunity. Not clerical office use.
Its suppose to be a shopping centre. Want to go there to shop . Whenbyou leave previous building that wont be concerted to a shop. As itnis barnstaple doesnt have many decent shops at all.
I like it
Fine
What is/was the rental yield of the unit and how are these costs going to be recovered. When green lanes already has vacant units why are you taking over one of the largest plots. What economic impact will these have on green lanes as a whole?
Good location

I think it looks very appealing.
OK
It's a good position in the centre of town in a well known area
Good location
This is pretty damaging to the commercial area in Green Lanes, especially as the building has outstanding planning granted by a potential major tenant (WTW Scott Cinemas) where the need for transitional space is vital
As a film sector professional working in the area, I know how demand for big screen entertainment has returned from COVID. Whether it's weekends like Barbie and Openheimer or events like Taylor Swift's Era's Tour (\$100m this weekend (29/10/23)). This planning application should be something for the council to chase, as it would boost the provision in the area and help the local business.
This does seem like a poor judgment in the short term, and one does wonder whether the council is focused on the growth of local and independent businesses in the area, like WTW Scott.
Will be a lot easier to access and I wouldn't have to make a special journey to the current location into town - which isn't that often. I can do my shopping also
It's a shopping centre, a place that should be full of shops and local businesses instead is left with empty shops and now wanting a 'community hub' there are plenty of other spaces for this within Barnstaple. How about you start filling green lanes with shops instead of what you're trying to do
Good location
This project is an extravagance when so many important council services do not have sufficient funding. Also look at the state of our roads! If there is money available for this project it should be spent on road/pothole repairs. Lynton House is perfectly adequate.
Should use the Help for Heroes site and take officers out of Lynton House and sell Lynton House. This is a very large area of green lanes that is unlikely to be filled by a retail unit.
I think it's an excellent idea. The services will be more accessible and it's depressing to see empty stores.
Perfect location
Nothing to add
This seems a great idea and will bring footfall into Green Lanes - as well as source of accessible information
I think the location will be very visible and accessible to all. It will allow NDC to have a more public face for residents.
Perfect location
Easily found and accessible.
Good position near to parking
Good location
Needs to be signposted
Like it very much, good parking and within the main centre
This location appears to be very suitable for the purpose stated.
Looks like a good location and certainly more accessible than Lynton House.
Any location in Green Lanes with the benefit/s of greater accessibility has to be a bonus. I suspect car parking may be an issue for some, Lynton House has some, but the benefit/s far outweigh for the majority.
sounds good
A lot easier for a lot of people to get to

A good idea.
It's a fine location, close to cafe and toilets and car park.
Please do NOT waste any more money on relocating an irrelevant council
Personally, I think it is a really good idea and location.
A great idea. With a board for organisations to advertise things people can access if they wish Health and wellbeing etc. space for various groups to take in turn to have a stand
Good idea.
A much better location and will encourage people to look for help, but will also be a window to show people the help they may not know is available
Reducing the hours/days on which the service has been available was a pity and no doubt added to problems for local people: I for one went to the Lynton House office on the wrong day of the week, and found it closed of course. The fact that a greatly improved service is being proposed is the important thing: such a facility should be open during normal business hours
OK
Love this idea, accessible to all
Perfect place
Excellent location
privacy needs to be considered. those coming in with complex difficulties
Fantastic idea, please have some recycling bags, boxes etc there
I think this is much better than the current location, although strange that it is within a shopping centre.
Very accessible and noticeable.
Fine
Excellent location
Location and idea of moving to Green Lanes makes total sense
Looks Good
Seems an odd move, it's a shopping centre.
If you wish to have extended hours, cannot this be done where it's currently located?
The space needs to be used to generate retail, perhaps reduce rates would encourage small local shops. Look to partition the larger space into smaller units. Respectfully outreach council customer service is regularly cancelled due to staff shortages, maybe either or at Lyndon House/green lanes- but it would need to be staffed during green lanes opening hours.
Parking and issue with closeness to public transport for those with mobility issues. Used to have Housing Advice Centre at the rear of Green Lanes - just going round in circles. Parking is easier (and therefore access) at Lynton House
It all looks very good and is very accessible and visible

Design & Layout



The design put forward does not seem very private for service users. Nicely open planned, however not suitable for confidentiality or creating a calm quiet environment. It's too out in the open from the shopping centre and the noise will travel through into the proposed site.

Will access by PC be available for those unable to do this at home?

Looks very welcoming

Good, multi agencies available

Does it offer privacy?

looks nice and open and accessible

No issues

Looks fine.

A very disappointing dreary design lacking vision... could be a bank in any town in the UK. We live in one of the most beautiful parts of the UK and should celebrate that by putting public amenities and offices in prominent places that foster community relations not just shopping.

Looks good

Very good

Good

Good layout.

Very inviting and shows great initiative to use an existing owned building

Looks good.

Accessibility friendly.

Great design.

Looks bright

looks a bit cold and uninviting

Again looks good

Needs to be an open plan friendly place

Great idea
Looks ok
Looks good.
Great idea
Needs good signage- clear and good size
Looks very inviting and eye pleasing
Good
ok
Lovely and spacious with privacy areas to discuss matters
A community hub. Could be used for so much.
Looks easily accessible
it looks good to me
Ask an artist to design a customer friendly mural.
Looks welcoming.
not interested. I do my business in Ilfracombe
More seating, safe spaces etc.
Looks nice and open, but not at the loss of shopping space, could the units above on the floor above be used?
The location of the hub is in Barnstaple. What about us in Ilfracombe? What is happening to our service from ND Council? Have you forgotten us?
seems fine
Looks really good & inviting, a good design.
nice easily accessable & welcoming look
Acceptable.
good open modern design
Very nice
Although the design looks modern and sleek, i do wonder if they window space is being used effectively to make light-touch information available e.g. current consultations, changes to service, key contact info for those that can access services online (including use of QR codes.
Open and accessable
Very smart with a sensible open plan layout.
looks open and inviting
Fine
Design and Layout is good
Will the 'private cubicles' be visible to people walking past outside the hub? The front looks very open which is encouraging access but discouraging if someone needs to speak privately.
I'm not sure about this bay on the left (in the picture with Q5 above) with the display board behind it. I think you should keep areas for private discussion separate from any boards displaying material for the public to come in and view.
Perfect
Fine
Not enough booths
Looks great.
Good
All ok
Modern, welcoming and nice.

Great.
Needs good advertising to say what is available and to who
Unimaginative. Was it nicked from Santander?
This looks good, really welcoming and accessible although I do know performance activity takes place in the main square bit there, is there some way of protecting against noise especially for those hard of hearing?
light and airy
Nice spacious and airy
Difficult to determine without actually using it. However would appear to be good.
Would question security of staff in some instances?
Comprehensive service provision
Keep it simple, not overcrowded with too many desks
Not sure what the question is?
Chairs please
looks clearly marked as NDC
more privacy
Appropriate
looks good
Excellent
Seems good.
looks efficient & welcoming
Looks good
Perfect and in a covered place in Green Lanes, very accessible for those with disabilities as well.
More external facing public information displays - touch screen options, especially for use outside standard business hours, and certainly visible electronic displays to communicate and share corporate messaging - timely or themed advertising and promotional materials.
Looks very pleasant
It would be good if private conversations could be not heard by the entire room
Looks modern, bright and inviting
OK
Looks easy to access the help desks
Fine
Looks good
Very modern & up-to-date
Nicely spaced out
No. This should be used for retail.
It looks good and appears to have plenty of room for all necessary functions.
Looks lovely
Wrong location, should not be in Green Lanes
Looks lovely
No steps is good
Looks much more open and accessible than Lynton House
Good
Easily accessible and a welcoming, approachable design.
adequate waiting area and confidential enquiry booths would be essential

The interview booths don't look very soundproof . Maybe have them enclosed with a glass wall/ door
Open frontage is not energy efficient - NDC should be leading the way in energy conservation.
Good
Looks 'people friendly' and not intimidating
Crap
Easy access definitely a good move
Fine will need support from Green Lanes security to deal with ASB
It needs to be open, welcoming and attractive with clear signs, possibly artwork from local artists and greenery.
It looks great and a fantastic idea.
Nice modern look
Very impressive and welcoming
The artists impression shown would seem to be inviting and allow information boards for additional notices of NDC services.
Looks like an open airy area
Signage of areas required. At all points of decision areas of were to head to
Nice and light and open.
Love this
Fine
Need to have private consultation areas
Like
escape door for staff in private meeting room.
Very well designed.
I like the design and feel of the space.
Looks good.
Prefer closed front to open front.
As long as private rooms are available, for safety glass reinforced rooms would be good.
Looks good to me - also for me, if I am working in town then it will be easier for me to come into in my lunch break if I ever need to.
Excellent
Will enhance Green Lanes and hopefully give other businesses confidence to take up units within the complex. People popping in to the hub may well use shops nearby whilst they are there.
Design which reduces noise would help; public spaces can be so noisy that they cause difficulty for the hard-of-hearing
OK
welcoming
Great!
front desk/reception to have more privacy from main street area
Looks okay, again removing glass screens would help it feel more supportive and personal. Otherwise looks okay.
Very good
Seems ok. Mind the planters for those with wheelchairs, or sticks
Looks great
Great
I would like to see more interview rooms, not booths, as these provide no privacy
Wrong setting

Show signage....

Looks good, my only thoughts are about the waiting area which is tucked away, is there room for mobility scooters, prams, walkers, wheelchairs.

Accessibility of the hub



Good
Accessible
Good
Perfect
I assume the colour scheme will be developed to support those with limited visibility
All ok
Looks spacious and open which is good. Some ceiling signage would be helpful as it might not be obvious that there are more windows to see staff around the side of the blue pillar, unless you had seen the floor plan map.
Fantastic.
Much more central and a very good idea!
People with mental health issues or disability will struggle to access the facilities due to location. In a loud, busy environment.
Good wheelchair access
Perfect
This looks good. Are there more areas that can ensure privacy? Are staff protected from abusive customers adequately?
Good wheelchair access. Booths are not confidential if open to the whole room. This is an issue with banks.
Will it have a hearing loop?
Excellent
Seems OK
Level entrance, layout for to trousers.
looks good
looks fine
Excellent so long as confidential information can be guaranteed

No issues
Accessibility is good.
Very good
A bland uninteresting space not conducive to the business of a council. Also, where are the windows? This is not a healthy environment for office workers or anybody who has to spend time there.
Looks ok for all users
extra seating
Looks fine
Easi accessible for everyone
I assume the public part of the office it will all be on one floor, access should then be very good.
Looks good
Looks good
Looks good is there anything to help the partially sighted and enough chairs for those waiting
Good
a good flow through the site
ok
Looks well conceived
All looks very accessible.
It sounds like it will be fully accessible.
Looks great and easily accessible for all
Looking good.
Looks great
Good.
Ground level
Great design.
Great
Absolutely a great environment
This looks fantastic - really welcoming and open.
I'm not a wheelchair user but my mother in law would have plenty of space to use her walker
Looks ok
No problems
Will it be possible for an appointment system to be put in place rather than a turn up and wait system?
OK
Perfect
Fine
It's in the centre of town with good parking so makes sense and it's owned by the council
Very accessible
Looks good to me
No.
Looks good
Accessibility looks good but I am an able-bodied service user and may not see things that others would find inconvenient or difficult.
Looks an inviting space
Looks great

Perfect
Looks lovely
Easily accessible.
As above
Looks lovely
Should be easier with car park above
How will people park to access the offices. Lynton house benefits from parking spaces right outside and those with disabled badges can find useful spaces or on street parking close by. With it being inside greenlanes this will impact those greatly and means they will have to pay to park in green lanes or travel vast distances with the pedestrianisation of the town centre.
Great idea
Looks good
So much better than your current provision
Good
Easy to locate using public transport facilities.
It looks suitable for people with prams and those who use wheelchairs.
OK
Good
Looks OK
Good
I use a mobility scooter when unable to walk so would feel more confident about visiting.
Crap
No problem
Brilliant
Will the open design provide enough spaces for private conversations, will there be enough seating for people waiting?
It looks very welcoming and good for wheelchair, mobility scooter users.
It needs to be well signposted.
Less walls, open plan with lists of what's available at entrance. Private room available. Seating for those who need it.
I see no problems as it is level and looks spacious. Will the privacy levels be sufficient as there are no doors on the booths?
All looks good
Looks great
The proposed location would seem to be very accessible to all.
Ideal location in centre of shopping area
Remove square corners of booths to rounded curvi. Same with countertops this is more welcoming. Carpet colour and walls need to be warming and homely to put clients at ease
Open and accessible to all
Looks good
Nothing to add
Looks like there is room for wheelchairs and scooters BUT looks can be deceiving!
Good
We don't have any accessibility issues, but as a family I would hope that there is somewhere for buggies.
Looks great

no comment. don't plan to go there.
None
Accessibility appears good
Looks easy to access but I think there should be a visible noise / privacy barrier between the entrance and the open interview booths as these will be exposed to people just walking in or passing the entrance
very accessible
The location of the hub is in Barnstaple. What about us in Ilfracombe? What is happening to our service from ND Council? Have you forgotten us?
chairs in waiting area. Clear signage.
Good.
Looks good and an improvement.
seems fine
Looks good.
This looks like a really good layout in the proposed store.
there appears to be a lack of private meeting space
Acceptable.
looks accessible
Should be accessible to all.
Very good.
Great accessibility.
Do not relocate. Damage done to reputation of NDC when it moved out of Barnstaple town centre. Too late now to try and be relevant
It looks like it should be easier to access for elderly or disabled people
Excellent
The various facilities designed to make the services accessible such as booths, counters, private spaces will help our vulnerable clients be able to access the face-to-face support they desperately need.
It should be wheelchair friendly
OK
Good access
love it
Good access
The illustration above ,if the basis for the layout appears to have been well thought through with good access for all.
Great so much better for disabled people
I don't like or see the need for glass screens in front of staff?
Looks a bit claustrophobic! And very bland! More plants needed at least.
What provision will there be for people with sensory needs? Will social stories via signage be incorporated?
Very accessible.
Accessibility is fine
Some chairs in the waiting area
As above
Waste of money
Accessibility looks good.

It looks open and inviting. But that can leave people uncertain where to queue, and if they want to talk about something private with the person behind the screen to the right of the blue pillar, there is no indication of where others waiting should queue. Is there no seating in the waiting area at all? I understand that you may want to put off people just coming in to sit down, but you may have people waiting who need a seat for medical reasons.

access available for all

Wrong setting

Fine inside its getting to it - these "hubs should be within the local towns not the major town for the area - it encourages local shopping and community rather than isolates local towns and local providers. Not very Green!

No issue

My only concern is that the waiting area is tucked away and not easy to see. As long as it is well signposted, large print (including Braille) it should be okay. Do they go to Reception as their first point of contact, should there be seats in that area?

Further Comments or suggestions?



I believe the attraction is size and the idea you own the property therefore creating a healthy income with little work to provide the communications and contracts with other users of the space that is intended for. A shopping centre. As highlighted in my other comments the journey through a sea of people to access the facility will be a struggle for many users, the noise volume will flow into the unit henceforth creating a loud busy environment. The layout is too open and not enough opportunities for private discussion between service users and personnel. This is not an appropriate vicinity for the facility your proposing.

Haven't you got more important things to spend your limited funding on - seems like a vanity project that isn't meeting a need

Will its modern, office-style layout be intimidating for some of the potential users?

Very sensible decision to use the space in Green Lanes.

Have a wider consultation involving all types of people, not just those who answer these online surveys. Something near the Town, possibly on the Strand that could be the focus of community events, including outdoor, would be great. Let's make Barnstaple an exciting hub for all the community, young and old, fit and disabled.

None. it's a great idea

As mentioned above, for me I would not use this facility. I would use my phone or email to contact the council. But I do understand that's not always straightforward for everyone. And as I mentioned above, I'd be happier to see the unit being used for a shop.

A soft area to keep children amused while waiting with parents might be helpful. Gentle quiet music if used at all. A water machine...toilets? There are toilets in Green Lanes...but if waiting, people might not want to leave the building.

Private spaces

use some warmer colours

Hope it will be safe for staff and customers and private enough so everyone can't hear each other's business.

Well done and being open longer is a great thing to

Fantastic use of this unused space which will also increase footfall.

Local artwork on the walls

I would be very disappointed if this proposed scheme does not go ahead.
It appears considerable thought has been given to ensure the space is accessible to all residents
Not till we can see it up & running
Good idea. Will there be any open access computers in case people need to access online services provided by other agencies to complete their business
Are the desks up and down riser desks?
It is just important that we have the ability to speak to a Council representative in private. I would expect this usually to be for Planning although it could be for Council Tax or Waste Collection, although I would normally use a phone for the latter services.
Design/or request staff to wear the same colour, to enable customers to recognise who the staff are! Maybe add a staff badge to recognise which department they represent.
Just to say again that I think this is a great idea.
Keep a level playing field where all North Devon residents can access NDC services in their own towns.
As above, could the office be in one of the spaces above the shops, town centre shopping is dying and to take a shop space from the main shopping area of the town would seem counterproductive to this
Maybe have a consultation again after 6 months of opening to see if the public feel there is anything missing.
What about Ilfracombe?
it would be nice if there were free parking close by for disabled customers
Are there any private meeting rooms?
Maybe one or two booths that are not open plan as some people need total privacy.
With the current situation in the economy would it not be better to spend the money on something else more urgent stop this is in light of the fact that the facility already exists within Lynton House and the hours could merely be extended there.
What departments or personnel will the public be able to access at the hub? What facilities will be included for the public to be able to feed back to NDC their views or needs at the hub? How will the hub engage with the voluntary sector in supporting residents that will most likely need access to face-to-face support?
As long as it's well advertised people will use it. I don't know where Lynton House is, this site is better for any face to face.
If there are major projects will there be an area for people to inspect plans, designs and/or models. Indeed will the public who have no access to the internet be able to look at matters of interest, such as planning applications, at a work station.?
where are the sofas and waiting areas otherwise you could be standing around like a prune feeling out of place . All so sometimes people come in as a group then one spokes person of the family come forward . it looks a little like a dole office something a bit warmer and less official would be good .
save our money
It does look quite a bit like the old benefits offices / job centres!
Hope the work isn't costing too much - keep it simple, durable and utilitarian
Needs more private working space for staff.
Keep it simple and relevant and don't overcrowd it with posters and tatty info.
Is staff security catered for? There will inevitably be occasional disruptive people
I just think it's fantastic, the council will be more visible and available in the town centre.
Add some wall art of the town
The council should be open 5 days a week, not 3 with such short hours, it's ridiculous. I wanted to visit Lynton House but unable to because of the current opening days/hours.
Need to get DWP, CA and other similar organizations to be there on certain days making it a one stop shop for services in north Devon

It's a shop unit. Let a proper shop use it, at a sensible rent, and they stand a chance of survival and of helping to revive the failing town centre.

It looks like sound might travel really easily have you thought about privacy. Those computers look really close to that desk at the back.

Make sure enough staff to man, so waiting times are not too long.

If it turns out to be as good as your diagrams it will be good.

What will happen to Lynton House?

Will there be a possible use not just for domestic customers as we are also a business waste customer?

Unless the majority of face to face council services are in one premise see no point in having a 'promotional' centre.

Sooner its open the better

Hope the waiting time between appointments no long, The cost off parking could be problematic.

Overall this looks like an excellent idea, it will make the facility easier to use, more visible to the general public with longer opening hours.

Enough absorbent materials to keep the noise level down

Would this mean customers shopping might think they can ask about the shop units in the hub area

Lovely idea. However, the Town Council are also investigating providing a hub. What will be different?

I have come back to this to add that I have been asked to provide my personal information for equality monitoring, but am answering this on behalf of my organisation. Most of the people we have as clients are disabled, and over 65

no, get on with it!

Some areas with a more private/office space place may be needed.

Some of the meeting booths look like conversations could be easily overheard.

Areas which are totally confidential and not shared - even with screens people can be overheard

Disabled toilet? I know there's one fairly close but for some people that may be a bit far.

Could the MP do a surgery as the access is so easy?

It would be good if the space could also be used for the service which enables people with limited mobility to hire powered wheelchairs etc for the day (is that Motability?).

This will be much more accessible for all and I think this it is a very good idea :-)

You already have offices. This is green lanes shopping centre and should be full of shops. You need to work harder at attracting retailers to the shopping centre.

I think it's a great idea having this hub in the heart of the town - visible and accessible.

Looks fabulous

Do not move this to Green Lanes.

Please dont use green lanes. Its a shopping centre. We dont have enough shops and going there is taking up valuable shop space.

Looks modern

With wilko shutting this is another large unit that will sit empty.

How will this impact on the economic viability of green lanes which has been purchased with tax payers money.

North Devon Council will now have 3 office units, lynton house, the head office above roundswell and now this. How can the council justify 3 separate work sites ? Especially when cost of living is so high, interest rates are high and inflation remains high.

Why not try and commercialise green lanes and getting shops to bring much needed economic benefits to the town rather than making another office space that isn't required. Open up Lynton House to 5 days a week again, while opening up Green Lanes to business.

It doesn't show any seating for those waiting to be seen.

Also, Lynton House has a letter box accessed from the pavement which I have used. For those wishing to post items to NDC when Green Lanes is shut, will there be a letter box on the wall outside in High Street?

security staff would be desirable

Needs a reception desk / plinth for security guard

Privacy is important. I would like to think my conversation isn't overheard by others

Bullshit

Match opening hours to the centre as much as possible

As a 'hub' should try not to only offer council services. A larger building will allow interconnected services (e.g health, police dwp, education)

Community hubs need to reflect the community with information about council services but also local groups, charities, volunteering opportunities and other ways to support local people.

I'd love to see the empty Wilco store turned into an area for families with play equipment and free or cheap activities for young children.

More seating, water, coffee

A good idea, accessible to more people over the days proposed.

Will there be a specific housing adviser there every day? The most important aspect of NDC work at the moment but difficult to access currently

Please provide computers for the public to use

Too bland and white. Booths are still not open could still be heard by others close by. Confidentiality is key.

Please could we have greater customer service availability. In Ilfracombe as well.

Seats for visitors??? Who have to wait for ages. Plus toilets.

I think it looks great, can't see anything that I don't think works. It will be good for the public to have ease of access

I think this is a brilliant idea, will make accessing the council services much easier

No - go for it!

A recommendation in the supply of a robust "tin hat" to all staff.

Needs clear directional signage to the hub and when within the hub.

Police front desk also good for security. Good experienced staff that can point residents in right direction if not in the hub

STOP!

Consider all the money wasted on this already, do not try and use more taxpayers money to prop up Green Lanes. It was a mistake to buy it, admit defeat and do the right thing. Concentrate on essential services like refuse collection and street cleaning.

Not that I can think of

Good for all

Just to adapt according to demand, which is unknown until after the Hub has been opened & established

Perhaps more open planned? Very boxy?

Very much needed

Please have a few recycling boxes, bags etc there.

Looks great

This is a great proposal. There is almost nowhere residents can access face to face help and most support services are no longer available, so this is very welcome. It would be great if general advice could be added as well.

About time! Your current lack of accessibility has proved difficult. I tried to reorder a green bin permit twice but the service was out of order. Then I thought I would phone but your office reception was not open!

Face to face employees look squashed up. Not enough privacy for members of the public. Hubs already exist in the smaller market towns - why not build on them rather than spend lots of funds on empire building?

Should reception be partitioned off so they can't see people in the office. Some people get disgruntled if they can't see someone straight away and see plenty of workers in the background?

It would be nice to have some large visual images of lovely North Devon, it's all a bit grey and clinical.