

Equalities Comprehensive Impact Assessment v3 - Head of service review

Reference: ECIA565011948

Submitted: 27 November 2023 14:05 PM

Executive summary

Title of policy / decision: Clacton Hub – Levelling Up Fund Project

Policy / decision type: Cabinet Member Action (CMA)

Overview of policy / decision:

The report seeks authority for Essex Housing to develop the ECC-owned Library site at Clacton-On-Sea, subject to due diligence, detailed design and planning permission, to provide a new Adult Community Learning (ACL) and Library hub (with Registration Services) and to include additional commercial space to be leased to the University of Essex. The project follows the success of the Levelling Up Fund bid, submitted by Tendring District Council (TDC) and supported by Essex County Council (ECC) to deliver the Clacton Hub and a neighbouring site to be delivered by TDC. The decisions also include approval for ECC to enter into a Funding Agreement with TDC in order for the awarded funding for the project to be drawn down.

What outcome(s) are you hoping to achieve?: The project will invest in key infrastructure within Clacton town centre, creating a public sector hub with a modern library, adult learning facilities and co-location provision. The project will bring residents in Clacton closer to opportunity, tackling deprivation through delivering enhanced skills provision in an accessible co-location facility. The project will create wider land uplift across the town centre through additional regeneration and economic stimulation, increasing confidence amongst businesses and investors, aiming to kickstart a programme of regeneration for the locality that restores pride in the town centre and develops a more sustainable offer into the future. The project will also include office and teaching space to be leased to the University of Essex for the creation of the Centre for Coastal Communities, which aims to be a national and international centre of excellence and will utilise the university's expertise in data analysis and work with partners to explore how coastal communities can be better supported and encouraged to thrive. The physical presence of the Centre within the locality will boost the profile of Clacton Town Centre and will better enable outreach to communities as well as ensuring the success of the programme. The co-location of the Centre within the Clacton Hub will also enable greater synergies across the various services and partnerships located there.

Executive Director responsible for policy / decision: Tom Walker (Economy, Investment and Public Health)

Cabinet Member responsible for policy / decision: Cllr Lee Scott (Planning a Growing Economy)

Is this a new policy / decision or a change to an existing one?: New policy / decision

How will the impact of the policy / decision be monitored and evaluated?: As part of the successful application to the Levelling Up Fund, a Monitoring and Evaluation framework was required, which detailed the various outcomes, outputs and impacts the project will be measured against. Details of the framework for Monitoring and Evaluation can be found here: <https://www.gov.uk/government/publications/levelling-up-fund-monitoring-and-evaluation-strategy/levelling-up-fund-monitoring-and-evaluation-strategy> As project delivery commences, the framework will be used alongside the submitted criteria to ensure benefits are being measured.

Will this policy / decision impact on:

Service users: Yes

Employees: Yes

Wider community or groups of people: Yes

If the policy decision impacts on employees, provide details here and include potential impacts on identified groups later in the form: The development of the Clacton Hub will impact employees of the Library Service, Registration Service and ACL in Clacton. Whilst the new Clacton Hub will be built on the site of the current Library, which means the Library and Registration staff will continue to travel to the existing location, the ACL service will be relocated from St Osyth Road. There is some parking provision available at the current ACL site, which is used by both staff and learners, and a limited amount of parking at the current Library. The combination of the services and partners into a new facility will require the entirety of the current site to be developed, which will result in no staff car parking being available on site. However, the site is next to a multi-storey car park, on a bus route, opposite the train station and there is provision for free parking in the neighbouring streets for up to 3 hours. Access for disabled users of the facility will be given due consideration as part of the development phase of the project.

What strategic priorities will this policy / decision support?: Strong, Inclusive and Sustainable Economy, High Quality Environment, Health, Independence and Wellbeing for All Ages, A good place for Children and Families to Grow

Which strategic priorities does this support? - Economy?: Good jobs, Infrastructure, Future growth and investment, Green growth, Levelling up the economy

Which strategic priorities does this support? - Environment: Net zero, Transport and built environment

Which strategic priorities does this support? - Health: Healthy lifestyles, Place based working, Levelling up health

Which strategic priorities does this support? - Families: Education outcomes, Family resilience and stability, Levelling up outcomes for families

What geographical areas of Essex will the policy / decision affect?: Tendring

Digital accessibility

Is the new or revised policy linked to a digital service (website, system or application)?: No

Equalities - Groups with protected characteristics

Age

Nature of impact: Positive

Extent of impact: Medium

Disability - learning disability

Nature of impact: Positive

Extent of impact: Medium

Disability - mental health issues

Nature of impact: Positive

Extent of impact: Medium

Disability - physical impairment

Nature of impact: Positive

Extent of impact: Medium

Disability - sensory impairment

Nature of impact: Positive

Extent of impact: Medium

Sex

Nature of impact: None

Gender reassignment

Nature of impact: None

Marriage / civil partnership

Nature of impact: Positive

Extent of impact: Low

Pregnancy / maternity

Nature of impact: Positive

Extent of impact: Low

Race

Nature of impact: None

Religion / belief

Nature of impact: None

Sexual orientation

Nature of impact: None

Rationale for assessment, including data used to assess the impact: Creation of a public sector hub at Clacton aims to provide co-located facilities in an accessible town centre location, bringing services together that improve the life chances of residents and are reachable via public transport and are therefore more likely to see increased take-up from residents, as well as through cross-promotion of the available facilities. The project will incorporate accessibility and Equalities Act compliant requirements from the outset. It has been shown that co-location drives service innovation, and it is hoped that this will provide even greater support for residents, particularly through the adult community learning provision, which provides a range of educational (both formal and informal) services. In developing the Levelling Up Fund bid, demographic and socio-economic data from a range of official sources was used by ECC and TDC to inform the project chosen for submission. ECC has also previously completed a similar scheme in Harlow and the learning from this will be used to shape the Clacton Hub project.

What actions have already been taken to mitigate any negative impacts?:

How could you strengthen any positive impact(s)?: The Localities team, along with Essex Housing who are

delivering the Clacton Hub, are working closely with the services involved to ensure the new facility best meets the needs of both existing and new residents and users who may engage with its services. As part of the LUF bidding process, clear outputs, outcomes and impacts were required to be set out, and ECC will work with TDC to ensure we can maximise positive impacts wherever possible. Additionally, a communications, engagement and marketing workstream has been established as part of the programme management approach and representatives of all services / partner organisations affected by the project sit on this group in order to ensure that the programme fully represents the needs of service users and communications are managed accordingly.

Levelling up - Priority areas & cohorts

Children and adults with SEND, learning disabilities or mental health conditions (taking an all-age approach)

Nature of impact: Positive

Extent of impact: Medium

Children on Free School Meals

Nature of impact: None

Working families

Nature of impact: Positive

Extent of impact: Medium

Young adults (16-25 who have not been in education, training or employment for around 6-12 months)

Nature of impact: Positive

Extent of impact: Medium

Residents of Harlow

Nature of impact: None

Residents of Jaywick and Clacton

Nature of impact: Positive

Extent of impact: High

Residents of Harwich

Nature of impact: None

Residents of Basildon (Town) housing estates

Nature of impact: None

Residents of Canvey Island

Nature of impact: None

Residents of Colchester (Town) - Housing Estates

Nature of impact: None

Residents of Rural North of the Braintree District

Nature of impact: None

Rationale for assessment, including data used to assess the impact: The Levelling Up Fund focusses on investing in areas of need, and Tendring (including Clacton) is priority 1 on the UK Government's index of priority places. The project will deliver a new public sector hub in a locality which aligns with Government's evidence base for intervention in areas of need, as well as ECC's list of Priority Places in its Essex Levelling Up White Paper. As part of the scoping work carried out to develop the project, socioeconomic consultants carried out analysis to assess the impact and value of the projects, which included assessment of skills benefits and wider impact on the town centre. Stakeholder engagement was also carried out and will also be continued as part of the communications workstream as delivery gets underway for the schemes.

What actions have already been taken to mitigate any negative impacts?:

How could you strengthen any positive impact(s)?: There will be ongoing engagement with services, key stakeholders and community leaders, with a dedicated workstream for communications, engagement and marketing to ensure a clear narrative emphasises to residents of Clacton the development of the project as it moves through its key milestones. The workstream includes a range of stakeholders to ensure the project is reflective of its community, and the monitoring and evaluation framework will be used to maximise the positive impacts set out as part of the successful submission and award of the bid.

Equalities - Inclusion health groups and other priority groups

Refugees / asylum seekers

Nature of impact: None

Homeless / rough sleepers

Nature of impact: None

People who experience drug and alcohol dependence

Nature of impact: None

Offenders / ex-offenders

Nature of impact: None

Victims of modern slavery

Nature of impact: None

Carers

Nature of impact: None

Looked after children / care leavers

Nature of impact: Positive

Extent of impact: Medium

The armed forces community (serving personnel and their families, veterans, reservists and cadets)

Nature of impact: None

People who are unemployed / economically inactive

Nature of impact: Positive

Extent of impact: Medium

People on low income

Nature of impact: Positive

Extent of impact: Medium

Sex workers

Nature of impact: None

Ethnic minorities

Nature of impact: None

Gypsy, Roma, and Traveller communities

Nature of impact: None

People with multiple complex needs or multi-morbidities

Nature of impact: None

Rationale for assessment, including data used to assess the impact: It is anticipated that there will be positive impacts for people who are on low income, looked after children / care leavers and unemployed / economically inactive, as the project aims to provide co-located library and adult community learning services with improved digital facilities, to provide hybrid classrooms to deliver an enhanced skills building offer, especially to those at a greater disadvantage or who are currently furthest from the workplace. This seeks to enable residents to develop their skills locally, to improve their skills, training and employment opportunities.

What actions have already been taken to mitigate any negative impacts?:

How could you strengthen any positive impact(s)?: To ensure positive impacts can be strengthened, the project has clear outputs, outcomes and impacts it aims to achieve to support our target levelling up priority cohorts. Data has shown high levels of economic inactivity in Clacton, and with pockets of lower levels of comparative income across Tendring, the project hopes that the introduction of a Centre for Coastal Communities to the Clacton Hub will position Clacton at the forefront of cutting-edge research into coastal communities and strengthen the positive impacts anticipated from the development of Clacton Hub.

Equalities - Geographical Groups

People living in areas of high deprivation

Nature of impact: Positive

Extent of impact: High

People living in rural or isolated areas

Nature of impact: Too early for impact to be known

People living in coastal areas

Nature of impact: Positive

Extent of impact: High

People living in urban areas

Nature of impact: None

Rationale for assessment, including data used to assess the impact: Clacton is a coastal town which experiences high levels of deprivation, and the interventions detailed focus in this locality. Analysis of a range of data, including ECC's Levelling up White Paper, emphasise the urgency to intervene with targeted interventions to halt the current decline in our priority places such as Clacton. Particularly, the Chief Medical Officer's Annual Report for Coastal Communities (2021) highlights the significant challenges facing Clacton:

- New businesses, employers and inward investment are all required to provide the opportunities that meaningful regeneration needs
- Attracting quality jobs – not perceived as attractive to private sector businesses
- Lack of diversification in the local economy – employment levels are low, unemployment rates are high. The average wage is below national average
- Low educational attainment and skills – improved academic attainment would likely just accelerate outward migration in young people who would seek better jobs elsewhere

Current national models for investment assume returns that coastal communities with low land values cannot achieve.

It is anticipated that the Clacton Hub project will have a high impact on Clacton as a coastal locality that experiences high deprivation, in beginning to address the Chief Medical Officer's key challenges to generate wider land uplift, support residents into training and employment with skills building, and diversifying the town centre with a public sector hub which delivers co-located facilities in an accessible location.

What actions have already been taken to mitigate any negative impacts?:

How could you strengthen any positive impact(s)?: The ECC Levelling Up White Paper and the Chief Medical Officer's Annual Report for Coastal Communities (2021) provide a compelling evidence base for targeted interventions in Clacton. The Clacton Hub project was developed to maximise positive impacts for residents by providing modern and accessible services to support residents locally. Strengthening positive impacts where possible will be a continual part of the monitoring and evaluation process, ensuring the benefits of the project are realised to the fullest extent possible by using the framework set out by UK Government. Additionally, a key feature of the Clacton Hub will be the inclusion of the Centre for Coastal Communities, which will provide an instrumental research facility (amongst other offerings) into the challenges that the residents of coastal communities face and the solutions required to address these factors.

Families

Family formation (e.g. to become or live as a couple, the ability to live with or apart from children)

Nature of impact: None

Families going through key transitions e.g. becoming parents, getting married, fostering or adopting, bereavement, redundancy, new caring responsibilities, onset of a long-term health condition

Nature of impact: Positive

Extent of impact: Low

Family members' ability to play a full role in family life, including with respect to parenting and other caring responsibilities

Nature of impact: None

Families before, during and after couple separation

Nature of impact: None

Families most at risk of deterioration of relationship quality and breakdown

Nature of impact: None

Rationale for assessment, including data used to assess the impact: The new Hub will include the Clacton Registration Services office where births, marriages and deaths are registered. Therefore, anyone using this service will benefit from the improved facilities that will be provided by the new Hub.

What actions have already been taken to mitigate any negative impacts?:

How could you strengthen any positive impact(s)?: As part of the process to fully understand the requirements of the services that will operate out of the Hub, Registration Services have been consulted and their inputs will be fed into the design and build stages of the project, for example, providing confidential and sympathetically designed spaces for grieving people who are registering the deaths of loved ones.

Crime & Disorder

Crime and disorder

Nature of impact: Positive

Extent of impact: Medium

The misuse of drugs, alcohol and other substances

Nature of impact: None

Re-offending

Nature of impact: None

Serious violence

Nature of impact: None

Rationale for assessment, including data used to assess the impact:

Clacton experiences one of the highest crime rates of all medium-sized towns in Essex. The overall crime rate in Clacton in 2022 was 122 crimes per 1,000 people, compared to the overall Essex rate of 83 per 1,000 people. Clacton is one of the most deprived areas in the country in terms of crime. The most common crimes in Clacton are violence and sexual offences, with 3,221 offences during 2022, giving a crime rate of 60. This is 10% lower than 2021's figure of 3,566 offences and a difference of 6.41 from 2021's crime rate of 66. Clacton's least common crimes are possession of weapons, with 44 offences recorded in 2022, a decrease of 35% from 2021's figure of 68 crimes.

Baseline evidence highlights crime and community safety as a key issue for Clacton Town Centre. The

contribution of additional community services and improved visual amenity at the Clacton Hub would contribute to the reduction of crime through increased natural surveillance, improved community cohesion and an improved skills-based infrastructure to improve education, attainment and aspirations. Crime benefits are worth £3.78m across the LUF bid, and it is hoped that the addition of a co-location offer at the Hub will encourage more residents to take up services that could contribute to a reduction in anti-social behaviours by encouraging wrap-around support.

The Essex Design Guide endorses the theory that clever design can create safer neighbourhoods. A set of design principles known as crime prevention through environmental design (CPTED) have been gaining popularity with planners and security professionals around the world in recent years – this approach focuses on tactical design and the effective use of the built environment, which when applied, reduces both crime and the fear of crime. A main objective of CPTED is to reduce/remove the opportunity for crime to occur in an environment and promote positive interaction with the space by legitimate users. CPTED is a preventative, pro-active model, and not a reactive one.

The five main principles of CPTED are:

- Physical Security – the measures that are used on individual dwellings to ensure that they withstand attack
- Surveillance – design ensuring that residents are able to observe the areas surrounding their home. Surveillance can be facilitated by ensuring that front doors face onto the street; that areas are well illuminated and blank walls are avoided.
- Movement Control – the restriction of access, egress and through movement. High levels of through movement allow offenders to access and egress an area; permits identification of targets and increases anonymity.
- Defensible Space – the ownership of space in a neighbourhood should be clearly defined. For example: public (e.g. pavement); semi-public (e.g. front garden); semi-private (e.g. rear garden) and private (e.g. inside the home).
- Management and Maintenance – the processes are in place to ensure that a development is free from signs of disorder. This signals that the area is cared for.

When these principles are put into practice, the resulting environment should discourage or impede criminal behaviour, while at the same time encourage the rest of the community to keep a watchful eye and make them feel safer. The Clacton Hub project will follow the Essex Design Guide where appropriate, and so it is expected that the benefits (where applicable) will also follow for the project.

(If negative impact assessed) What actions will be undertaken to mitigate negative impacts, including timescales:

What actions have already been taken to mitigate any negative impacts?:

N/A

How could you strengthen any positive impact(s)?:

In addition to the above CPTED principles, there are 3 ways in which the physical environment may be managed in order to reduce the opportunity for crime:

- Natural – inclusion of basic security and behavioural provisions, influencing how spaces/buildings are used (e.g. definition of borders, windows for surveillance).
- Organised – formal, human security (e.g. police, patrols).
- Mechanical – incorporation of security hardware (e.g. CCTV, locks, lighting).

The project therefore needs to consider specific engagement with stakeholders such as Essex Police who have a formal role in the protection of the public.

Climate

Does your decision / policy involve development or re-development of buildings or infrastructure?: Yes

Have you calculated the predicted operational energy demand and the carbon emissions (both operational and embodied) impact of the development / infrastructure / building?: No

Does your proposal align with the Net Zero Carbon (in operation) definition being promoted through best practice and emerging planning responses at ECC?: No

Have you assessed the upfront embodied carbon emissions (building life cycle stages A1-A5) of your proposed project and have you set targets in line with best practice to reduce embodied carbon emissions?: Yes

Please provide details: This decision is based on an initial feasibility study only and following this decision a design team will be appointed to undertake design and prepare planning for the new Clacton Hub. It will be as part of that work that further calculations will be undertaken. However, the aspiration will be to achieve at least a minimum BREEAM rating of very good.

Your development needs to be resilient to projected climate risks including flooding, overheating and subsidence. Please outline how you will achieve this: Once the decision is confirmed, Essex Housing will appoint a design team including Architects, Quantity Surveyors, Civil and Structural Engineers to design a scheme to submit for planning. As part of this, a number of surveys will be commissioned to inform the design and mitigate any risks such as flooding and to ensure the proposed designs meets the relevant building regulations for water efficiency and overheating. The building is also expected to be designed to BREEAM 2018 "Very Good" standard as a minimum.

Does your decision / policy take place in, or make use of, existing buildings or infrastructure?: No

Does your decision / policy involve elements connected to transport, travel or vehicles? This includes travel needs / requirements of both service users and staff (including staff you're planning to recruit): Yes

Where are staff or service users coming from and how are they travelling?: The decision will involve relocating ACL from its current site in St Osyth Road to its new location at the Clacton Hub on Station Road. The ACL service currently has access to a car park, but in order to maximise the development opportunity on the current site to combine two services and space for additional partners, there will be no parking proposed at the new site. As the library site is a 3-minute walk from Clacton railway station and on a bus route, this new location for ACL will be more accessible than the current site via public transport. Additionally, the site is next to a multi-storey car park that is being further improved with some of the LUF funding by the installation of electric vehicle charging points and there is free parking in the streets surrounding the Hub for up to 3 hours.

If car travel is unavoidable, are you specifying electric cars and vehicles?: No

What is your transition plan to introduce electric vehicles?: The proposed development redevelops a library site which currently includes a car park. However as the new development proposes the inclusion of other functions and involves a larger building footprint, a car park is not planned for scheme. The site is in short walking distance to the train station, served by bus routes, and is in walking distance to a public car park, therefore scheme will not propose to introduce electric vehicle support.

Are you undertaking a procurement exercise?: Yes

Please confirm for purchase over £100k that you have a carbon reduction plan as part of your procurement: Yes

Please list which climate TOMS (Themes, outcomes & measures) you have included in your procurement and the weighting these have been given: These details will be known once the project reaches the procurement stage.

Does your decision / policy involve the purchase of goods or materials?: Yes

Have you considered making use of goods / materials that already exist in the organisation, or using second-hand equipment?: Yes

Will you purchase goods that are durable and long lasting, and can be easily maintained or repaired?: Yes

Will you source goods / materials from a local provider where possible?: Yes

Will you use goods or materials made with recycled content and / or recyclable at the end of their life?:

Yes

Will any waste be generated by this decision? This includes waste from construction, waste generated by service users / staff, and waste generated by replacing existing products / materials with new: Yes

Most of our activities will generate waste so it is important that this waste is managed properly.

Generally, the more waste produced the greater the greenhouse gas impact. What approaches are in place to maximise reuse, recycling and composting of any waste generated by this decision? Please specify how you are:

Measuring the amount of waste being generated and setting targets to reduce, for example setting reuse requirements: This decision is based on an initial feasibility study only and following this decision a design team will be appointed to undertake design and prepare planning for the new Clacton Hub. It will be as part of this stage that a proposed design will be undertaken and detailed building surveys undertaken to explore how much waste can be reduced and where it is possible to re-use materials

Requiring recycling - such as setting targets for waste recycled, or providing facilities to recycle: such as setting targets for waste recycled, or providing facilities to recycle

Answer: "This decision is based on an initial feasibility study only and following this decision a design team will be appointed to undertake design and prepare planning for the new Clacton Hub. It will be as part of this stage that a proposed design will be undertaken and detailed building surveys undertaken to explore how much waste can be reduced during deconstruction and where it is possible to re-use materials. As part of the demolition phase of the project, which is subject to a separate decision, a detailed method statement and plan will be prepared to explore how recycling of materials will be handled. As part of the design process, further work can be undertaken with the individual services to explore how the operation of their services can support and enhance opportunities for increasing recycling and reducing waste.

Operating the service in a digital way to reduce use of material resources: Services will continue to review material resources to ensure a range of options are available for residents, including expanding digital options where possible.

Sharing goods and services with others to reduce resource use: At the heart of this project, is a decision to combine two services in two separate locations into a single location, this will lead to sharing of facilities and resources as both the Libraries and ACL service will operate as part of a shared building. The Clacton Hub will also include further partners which will lead to further opportunities for collaboration and sharing, for example with the University of Essex for their Centre of Coastal Communities which will be located in this building as well, which would support further resource efficiencies.

Donating or selling materials and products that are no longer required to keep them in use elsewhere:

This decision is based on an initial feasibility study only and following this decision a design team will be appointed to undertake design and prepare planning for the new Clacton Hub. As part of the design process, further work can be undertaken with the individual services to explore how unwanted materials and products could be donated or sold

Avoiding over-packaged or difficult to recycle goods: This decision is based on an initial feasibility study only and following this decision a design team will be appointed to undertake design and prepare planning for the new Clacton Hub. As part of the design process, further work can be undertaken with the individual services to explore how as part of fit out, we can avoid over-packaged or difficult to recycle goods

Avoid single-use items, in particular single use plastic: "This decision is based on an initial feasibility study only and following this decision a design team will be appointed to undertake design and prepare planning for the new Clacton Hub. As part of the design process, further work can be undertaken with the individual services to explore how as part of fit out, we can avoid single-use items and single-use plastic.

Recycling and composting waste where applicable: This decision is based on an initial feasibility study only and following this decision a design team will be appointed to undertake design and prepare planning for the new Clacton Hub. As part of the design process, further work can be undertaken with the individual services to explore how the operation of their services can support and enhance opportunities for recycling and composting.

Where will waste be treated and disposed of? This includes general rubbish and recycling: This will be informed by the design approach to the new building, which will follow this decision. The Employers' Requirements for the development, which will form part of the Tender pack, will also include requirements for waste treatment and disposal. Where any hazardous materials are identified in surveys that will be undertaken as a result of this decision, for example asbestos, this will be removed in accordance with Control of Asbestos Regulations 2012, and other relevant regulations.

Nature of impact

Built Environment / Energy: Positive

Sustainable Transport / Travel: Negative

Waste: Positive

Extent of impact

Built Environment / Energy: Medium

Sustainable Transport / Travel: Medium

Waste: Medium

Rationale for assessment, including data used to assess the impact: The new hub will be designed to meet the latest Building Regulations which mandates higher standards for energy efficiency than the existing assets. As a result, the new facility will be more energy efficient and is expected to utilise Air Source Heat Pumps combined with PV panels. As ACL will move to the new site on Station Road, this will be a more sustainable location enabling staff and students to access the site by train and bus from neighbouring areas.

What actions will be undertaken to mitigate negative impacts, including timescales?: None.

What actions have already been taken to mitigate any negative impacts?:

Action plan to address and monitor adverse impacts

Does your ECIA indicate that the policy or decision would have a medium or high adverse impact on one or more of the groups / areas identified?: No

Details of person completing the form

I confirm that this has been completed based on the best information available and in following ECC guidance: I confirm that this has been completed based on the best information available and in following ECC guidance

Date ECIA completed: 27/11/2023

Name of person completing the ECIA: Joel John

Email address of person completing the ECIA: joel.john@essex-housing.co.uk

Your function: Economy, Investment and Public Health

Your service area: Essex Housing

Your team: Essex Housing

Are you submitting this ECIA on behalf of another function, service area or team?: No

Email address of Head of Service: andrew.burgess@essex.gov.uk