

Subject:	Relocation of One Stop Shop		Status:	For Publication	
Report to:	Council		Date:	12 th December 2012	
Report of:	Head of Finance & Property Service		Portfolio Holder:	Customers, Legal & Licensing	
Key Decision:	<input type="checkbox"/>	Forward Plan <input type="checkbox"/>	General Exception <input type="checkbox"/>	Special Urgency <input type="checkbox"/>	
Community Impact Assessment:	Required:	Yes	Attached:	Yes	
Biodiversity Impact Assessment	Required:	No	Attached:	No	
Contact Officer:	Philip Seddon	Telephone:	01706 252465		
Email:	phil.seddon@rossendalebc.gov.uk				

1.	RECOMMENDATIONS
1.1	That the Members approve the capital investment of £160k and the relocation of the One Stop Shop from Rawtenstall to the Business Centre, Futures Park, Bacup, with additional use of STAN to the West of the Borough.
1.2	That Members agree to the immediate marketing of the One Stop Shop in order to seek and secure a tenant. Should that not be successful, Members agree to the demolition of the current OSS once all services and staff have vacated. Timing details and contract matters being delegated to the Director of Business in consultation with the Portfolio Holder for Finance and Resources.
1.3	That a further report is presented to Members, in due course, on the long term future of STAN the van and consideration be given to services West of the Borough

2. PURPOSE OF REPORT

2.1 The purpose of the report is to consider the relocation of the current Rawtenstall based One Stop Shop (OSS) to The Business Centre, Futures Park, Bacup.

3. CORPORATE PRIORITIES

3.1 The matters discussed in this report impact directly on the following corporate priorities:

- **A clean and green Rossendale** – creating a better environment for all.
- **A healthy and successful Rossendale** – supporting vibrant communities and a strong economy.
- **Responsive and value for money local services** – responding to and meeting the different needs of customers and improving the cost effectiveness of services.

4. RISK ASSESSMENT IMPLICATIONS

4.1 All the issues raised and the recommendation(s) in this report involve risk considerations as set out below:

- Reputation: Increase in empty buildings
- Legal: Planning consents or heritage restrictions on the use of buildings
- Legal: Ensuring due regard is given to Development Control matters.
- Financial: Implications arising from the Local Government Finance Bill and the retention of local business rates as from 1st April 2013 negating the benefits of reducing business rates currently incurred by the Council.
- Financial: Council should ensure that in the use or disposal of any asset, deemed surplus to its requirements, that it will always have due regard of current legislation, relevant guidance and best practice.
- Reputational and Financial Dealing with a mix of clients: customers with differing needs and priorities.

- Financial: Continuing the use of the STAN (Services to a Neighbourhood) mobile office to target outlying locations.
- Legal and Financial: Ensuring the Council meets its legal obligations under the Equality Act 2010.

5. BACKGROUND AND OPTIONS

5.1 The Council has forecast in its Medium Term Financial Strategy (MTFS) the need to save in excess of £1.3m from its annual revenue cost base by 2014/15. As a result and as part of a series of measures the Council has commenced a review of its key operational and empty (or potentially surplus) buildings. A previous report was originally presented to Cabinet in June 2012 on this matter which authorised a period of public consultation particular on the location of the current One Stop Shop (OSS). The June 2012 gave saving target of £80k to £175k in relation to a wider accommodation review. In October Cabinet authorised a plan to deal with a number of surplus or non-customer facing properties. The relocation of the OSS will support the MTFS by providing c. £50k per annum of revenue savings.

The options for consideration are:

1. Vacate the current OSS and relocate to Futures Park Rossendale
2. Remain in the OSS, this option would mean that key Council Services associated with Planning, Land Charges, Licensing and Building Control would still relocate to Futures Park, other services would continue to be delivered from Rawtenstall.

5.2 The current One Stop Shop in Rawtenstall was identified initially as a temporary location despite being in use since December 2005. At the time the medium term ambition was always for this site to form part of a wider Rawtenstall town centre redevelopment. This remains the case and is part of the area under consideration with our newly appointed development partners (Barfield and Together Housing).

The long term aspiration, in terms of Council operations, has always been to have one key site for Council Services. This has become more important as the number of employees the Council employs has reduced and there is a need to build capacity and create flexibility by being able to deploy staff to meet the peaks in service activity.

The services currently delivered by the One Stop Shop are as follows:

- Housing Benefit
- Council Tax Benefit
- Business Rates
- Homelessness
- Planning
- Land Charges
- Building Control
- Licensing and Planning Enforcement issues.

5.3 In addition, the following partners deliver services in the One Stop Shop:

- Citizens Advice Bureau Tuesdays and Thursdays am by appointment through the Bureau.
- Greenvale Homes Every day, drop in.
- Lancashire County Council Everyday, drop in.
- Ad hoc Partners: Calico Floating Support, Pension Service by appointment.

5.4 Cabinet agreed in June 2012, to undertake a period of consultation with staff, customers,

community, voluntary, faith sector and partners in relation to the One Stop Shop including:

- Green Vale Homes
- Lancashire County Council
- Citizens Advice Bureau
- Department of Works & Pensions
- Capita
- Whitworth Town Council
- REAL / Community networks
- Existing private tenants (Futures Park)

5.5 Consultation with customers included a footfall “Usage of the One Stop Shop” survey in relation to people who visited the One Stop Shop and a public wide survey “Making Ends Meet”.

The majority of respondents to the Making Ends Meet wider public survey told us that they have little contact with the council and only 7% thought that they would need to contact us monthly or more. However 62% thought that The Council needs to have a One Stop Shop.

71% of the respondents that use the OSS told us that they would visit the OSS just the same or more often if it moved to Bacup from Rawtenstall.

Consultation with customers through the Usage of the One Stop Shop Survey identified that the majority of customers tended to access the One Stop Shop to ask a question or get advice (58%), a smaller number needed assistance with filling in a form (20%). The vast majority of visits are repeat visits (75% visit more than once per year), with 45% of visitors attending monthly or even weekly.

In relation to actual demand, we know the following:

- For the calendar year Jan to Dec 2011:
 - Total number of customer contacts 562,241
 - Contacts via telephone 308,703 (55%)
 - Contacts via website 218,343 (39%)
 - Contacts via one stop shop 35,195 (6%)
- Total contacts via one stop shop for the past few fiscal years:
 - April 08-March 09 – 35,006
 - April 09-March 10 – 32,344
 - April 10-March 11 – 34,760
 - April 11-March 12 – 33,701

On average, there are c.34,000 visits per year to our One Stop Shop. We know that many of these are repeat visits and estimate that the actual number of people who visit the OSS per annum is around 2,750 (4% of the population).

It was recognised through the consultation that whilst the One Stop Shop has been successful in terms of central point for customer access, concern was expressed during the consultation in relation to it not being fit for purpose, oversubscribed and issues associated with privacy for customers was also raised during the consultation process.

Consultation was also undertaken with partners who utilise the One Stop Shop including: Greenvale Homes, the Citizens Advice Bureau, DWP, Calico, BT One Connect.

- 5.6 Members of the Policy Overview & Scrutiny Committee considered the One Stop Shop where a report was presented in September with regard to improving the efficiency of the activities undertaken by the One Stop Shop including: ensuring as many transactions as possible were available on the web, optimising the use of the telephones, improving the customer experience by the implementation of a unified customer information system and the continued availability of face to face contact through a One Stop Shop. It was minuted that "...overall everyone was in favour of the new proposals and the centralisation of services."
- 5.7 Following this presentations to Overview & Scrutiny (Policy), a Member Task & Finish Group on the 5th and 14th November 2012 considered, amongst other, the following:
- A new improved design
 - Estimated conversion and transfer costs
 - Cost options of retaining in Rawtenstall a fixed presence
 - Location and provision, following consultation feedback
 - Mixed use and occupancy (Council, Capita, private tenants)

The Task & Finish Group recommended as follows:

1. That the Accommodation Task and Finish Group recommend to Cabinet the move to Futures Park of the One Stop Shop with additional use of STAN to the West of the Borough.
2. That taking into account the long term future of STAN, consideration be given to exploring the possibility of outreach services in Rawtenstall

- 5.8 As part of the consultation the following Equality Groups were contacted:
- Rossendale Disability Forum
 - Help Direct
 - Greenvale Homes
 - Callico- Floating Support
 - Positive Start
 - Staghills Childrens Centre
 - Veterans in Action
 - Rossedale Older Peoples Forum
 - Bacup Family Centre
 - Whitewell Bottom Community Centre
 - Rossendale Valley Mencap
 - Whitworth Childrens Centre
 - Haslingden Community Link
 - Balladen Childrens Centre
 - The Maden Centre
 - Islamic Centre Haslingden
 - Islamic Centre Rawtenstall
 - Welfare Rights
 - Rossendale CAB
 - Disability Equality Northwest
 - Carers Contact
 - Greenvale Homes
 - Lancashire Link

- Age Concern
- Community Care
- Credit Unions

The impact on specific protected groups as defined by the Equality Act 2010 is included in the report and Members are asked to consider this as part of the decision making process. The Equality Impact Assessment has considered two options.

5.9 Option 1 – Relocate the One Stop Shop to Futures Park Bacup

Planning and Land Charges Service

It is recognised that the relocation of the One Stop Shop from the west to the east of the Borough will have a positive impact on some people, whilst a negative impact on others. However, from the consultation undertaken with customers who access this service they are not negatively affected by the relocation of this service nor were any issues identified in relation to any protected equality groups.

Building Control

It is recognised that the relocation of the One Stop Shop from the west to the east of the Borough will have a positive impact on some people, whilst a negative impact on others. However, from the consultation undertaken the customers who access this service they are not negatively affected by the relocation of this service nor were any issues identified in relation to any protected equality groups.

Licensing

It is recognised that the relocation of the One Stop Shop from the west to the east of the Borough will have a positive impact on some people, whilst a negative impact on others. However, from the consultation undertaken the customers who access this service they are not negatively affected by the relocation of this service, a large number of taxi drivers are from the BME community. However, consultation with the taxi drivers has indicated they are mobile and could access this service regardless of location.

Housing Options Team

This service has only been based at the One Stop Shop since 1.4.2011. Previously customers would ring to access a service and an appointment would be made at the One Stop Shop as required. It is recognised that the relocation of the One Stop Shop from the west to the east of the Borough will have a positive impact on some people, whilst a negative impact on others. Consultation with agencies representing young people indicated that those live in the Rawtenstall surrounding area would be impacted in a negative way. No specific negative impact has been identified for people from the Black and Minority Ethnic (BME) community; the customers who use this service are primarily white British. However, again it would seem reasonable to assume that those who live in the vicinity of Rawtenstall which does have a higher BME community may be negatively affected.

Housing Benefit, Council Tax Benefit and Business rates

It is recognised that the relocation of the One Stop Shop from the west to the east of the Borough will have a positive impact on some people, whilst a negative impact on others. However, from the consultation undertaken the customers who access this service who live in the vicinity of Rawtenstall will be negatively affected by the relocation of this service, this

includes older people, people with a disability, people from a BME background, men, women and man and women with children.

Partners who utilise the One Stop Shop including, Greenvale Homes, Citizens Advice Bureau, DWP, Calico, BT One Connect

Greenvale Homes currently have an office in Bacup, in the event of the One Stop Shop relocating to Futures Park. This could have a negative impact on Greenvale customers and Greenvale Homes would need to explore how they would meet the needs of their customers in Rawtenstall.

Citizens Advice Bureau Board Members gave a mixed response during the consultation. One member suggested that Bacup is only another 10 mins on the bus from Rawtenstall for those who already have bus passes, and is 'just down the road' for those who live in Bacup. Others commented that there are no other things to do at the same time, as there are in Rawtenstall, and thought it was more inconvenient at Futures Park for e.g. people who may need to have documents verified at the Post Office. It was noted that STAN could be used for this. One member suggested that rather than a static OSS, outreach could be provided one day per week in each of the district centres. A relocation of the One Stop Shop could have a negative impact on Citizen Advice Customers, who comprise vulnerable people and protected equality groups. The Bureau would need to explore how they could meet the needs of their customers, currently customers access this service on appointment basis Tuesday and Thursday mornings.

DWP have indicated that there are no issues for them with the relocation of the One Stop Shop.

Calico have indicated that the current OSS is no longer fit for purpose and consider it well used and oversubscribed. However they have expressed concern in relation to the cost of bus fares travelling to Futures Park and if customers would access a One Stop Shop at Futures Park.

BT One Connect are currently considering their arrangements in relation to delivering services at a District level. From a partner point of view, they were happy with the Futures Park building hosting the contact centre.

In mitigating any impact in "protected groups" as per the Equality Act 2010 the Council proposes to:

- Work with Lancashire County Council to maintain recent improvements to bus shelters (part of the Quality Bus route initiative) opposite the new location of the OSS and possible OSS signage.
- Raise awareness of the new location with Rossendale Bus drivers so that they are aware of the new potential location of the OSS to ensure that they are fully able to provide advice and guidance to public transport users of the OSS location on the Bus routes.
- Provide a link/signposting to bus time table information to the bus routes that service the new proposed location at Futures Park.
- Explore the use of STAN in offering an alternative service in neighbourhoods.
- Promote and raise awareness with current customers of how they can access services

- in a different way i.e. through the website.
- Communicate the changes through a Press Release, Letters to stakeholder, agencies, partners, voluntary, community groups and businesses.
- Increase the amount / type of transactions / functions that can be carried out via the councils website

5.10 Option 2 – One Stop Shop remains in its current location

It is recognised that maintaining the One Stop Shop in Rawtenstall does have a neutral impact. However, it could be suggested that a One Stop Shop in Rawtenstall does have a negative impact on those that live in the East of Rossendale. In the event of the One Stop Shop remaining in its current location, there is still the need to build the capacity of the Council in relation to the services it delivers. The following services would still relocate to Futures Park: Planning, Land Charges, Licensing and Building Control. The relocation of these services does not have a negative impact on any specific protected group as defined by the Equality Act 2010.

COMMENTS FROM STATUTORY OFFICERS:

SECTION 151 OFFICER

As noted above and from the previous accommodation report and Medium Term Financial report of June 2012 the above proposals are, amongst other things, aimed primarily at reducing annual revenue expenditure to support the Council's Medium Term Financial Strategy.

6.2 Current running cost for the OSS and the associated IT communications links are estimated at £50,000 – which also represents the potential saving. Capital investment at The Business Centre, Futures Park is estimated at c.£160,000. Surplus capital receipts generated in 12/13 can be used to finance the project.

Other alternative options, such as a new location on Rawtenstall either via existing Council or third party property simply incur capital expenditure ranging from £150k to £370k. In addition they do not serve the prime objective of reducing annual revenue expenditure and in the case of third party properties they increase current revenue costs. This matter was investigated and financial matters confirmed by the recent Task & Finish Group (November 2012).

6.3 The following action is proposed in relation to a vacated facility at Rawtenstall:

- Seek alternative private tenant. This search will commence immediately and ultimately has the potential to increase the estimated revenue savings.
- Failing the securing of a private tenant, to seek demolition (estimate c.£30k)

7. MONITORING OFFICER

7.1 Comments included with the report.

8. HEAD OF PEOPLE AND POLICY (ON BEHALF OF THE HEAD OF PAID SERVICE)

8.1 There are Human Resources Implications arising from the Report, in the event of a decision to relocate the One Stop Shop, 36 employees would need to be relocated. Full consultation has taken place with employees and the Trade Unions. It is envisaged that potentially nine employees will qualify for excess travel depending on where they currently live as per National Conditions and a local Trade Union agreement. Generally employees are supportive of the move to more quality accommodation. However consultation will continue to resolve any outstanding issues.

The Equality Act 2010 requires the Council to have due regard in the exercising of its

functions in relation to the three aims of the Equality Duty, for the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act.
- Advanced equality of opportunity between people who share a relevant protected characteristic and people who do not share it.
- Foster good relations between people who share a relevant protected characteristic and those who do not share it.

The amount of regard that is “due” is set out in the Act and will depend on the circumstances of the case. Under the general equality duty there is a requirement to engage with people with protected characteristics and to have an adequate evidence base for Council decision making. Further, the duty to inform, consult or involve requires that the council must involve communities and those directly affected at the most appropriate and proportionate level in ‘routine functions, in addition to one-off decisions.’ Further, under the duty of Best Value the Council is required to consult representatives of a wide range of local people; this should include local voluntary and community organisations and small businesses in such consultation. The findings of the consultation will be used to inform the decision making process. Where a negative impact is identified the Council will look to put measures in place to mitigate that impact. Members attention is drawn to the Equality Impact Assessment which details the impact of any decision on Equality Groups.

On 8th March 2012, the Welfare Reform Act received Royal Assent; the Act introduces a wide range of reforms. The main elements of the Act are: the introduction of Universal Credit, reforms to Disability Living Allowance, the introduction of the Personal Independence Payment, reforming Employment and Support Allowance, changes to support a new system of child support. These will have an impact on the shape and type of services delivered by the One Stop Shop in the future.

9. CONCLUSION

9.1 The Council is again facing a significant financial challenge over the medium term. The review and rationalisation of its operational assets will assist the Council in realising some of its financial savings target. Relocation to Futures Park will also improve the working environment for staff and for customers accessing services.

Background Papers	
Document	Place of Inspection
Various Property Working Papers (inter alia: options, costings, design)	Head of Finance
Consultation and response analysis	Service Assurance Team / Council website

FULL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Accommodation Rationalisation: The Relocation of the One Stop Shop (OSS) (Building Control Service) from Rawtenstall to Futures Park, Bacup.	
Lead Officer Name(s):	Liz Sandiford	
Job Title:	Head of People and Policy	
Department/Service Area:	People and Policy	
Telephone & E-mail Contact:	01706 252526	
Date Assessment:	Commenced: June 2012	Completed: Ongoing

We carry out Equality Impact Assessments (EIA) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

1. OVERVIEW

The main aims/objectives of this policy¹ are:
As part of the Council's Medium Term Financial Strategy and Accommodation Strategy aims, this policy decision is concerned exploring the options for the Council to rationalise its accommodation assets – specifically in this case, the review of the Council's One Stop Shop services.
This impact assessment has been carried out with the information available and considers the impact on staff should the option to "relocate the One Stop' Services to Futures Park, Bacup be pursued.

(Refer to "[EIA Guidance](#)" for details)

Is the policy or decision under review (please tick)

New/proposed Modified/adapted Existing

The main intended people or groups that will be most affected by this policy are:
Employees of Rossendale Borough Council

(Refer to "[EIA Guidance](#)" for details)

2. FINDINGS / EVIDENCE

¹ Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

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FINDINGS/EVIDENCE: The following information/data has been considered in developing this policy/decision (including any consultation or engagement):	
Information/data obtained and/or Consultation/engagement carried out (please state who with)	What does this tell us? / What does it say?
Rossendale Borough Council's Medium Term Financial Strategy (MTFS)	The Council's MTFS sets out the imperative to make significant financial savings.
Rossendale Borough Council's Accommodation Strategy	The current One Stop Shop in Rawtenstall was only ever meant to be a temporary location. The long term aspiration has always been to have one key site for council services / staff (NB: excluding the Henrietta Street Depot).
Overview of the nature of the service	The services currently delivered by the One Stop Shop are as follows <ul style="list-style-type: none"> • Housing Benefit • Council Tax Benefit • Business Rates • Homelessness • Planning • Land Charges • Building Control • Licensing and Planning Enforcement Issues. Staff from the One Stop Shop deliver the above services
Composition of Workforce	The total number of staff employees at the One Stop Shop: 36 Total of Men: 17 Women: 19 Total No' Disabled: 2 Not disabled: 32 Prefer not to say: 2 Total No' Full Time: 31 Part Time: 4 Apprentice: 1 Race: White – British: 13 White – Scottish: 7 White – English: 12 Asian – Pakistani: 2 Prefer not to disclose: 2

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Consultation & Engagement Activity Feedback:	
A Consultation group comprising all service areas and the Trade Unions has been established	The group met on the 22.8.2012 and the 17.10.2012. Staff are positive about any relocation to Futures Park, in light of the improved quality accommodation. Staff will continue to be consulted in relation to issues which arise as a consequence of any relocation to discuss any issues raised: Parking Accommodation/Office Layout Operational Issues An issues log has been established which will be updated following every consultation meeting and considered by management team.
Accommodation at Futures park	Accommodation is DDA compliant Bike Racks are available at Futures park
Bus route information and costs	Bus – hours, cost: Futures park is on the main 464 bus route from Accrington to Rochdale so is easy to access by the public transport from Rawtenstall, Waterfoot, Bacup and Whitworth. The 466 run approximately every 15 minutes during the daytime. A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20. Some staff will qualify for excess travel as per a National and Local Agreement

Add more/delete rows as required - See **EIA Guidance**

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3. EQUALITY IMPACT

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
	Younger people and children	<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
Disability	Physical/learning/mental health	<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
Gender Reassignment	Transsexual people	<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
Pregnancy and Maternity		<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
	Black or black British people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Irish people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	White British	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Chinese people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Gypsies & Travellers	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Other minority communities not listed above (please state)	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Belief or Religion		<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
Gender	Women	<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
	Men	<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
Sexual Orientation	Lesbian women , gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park does not negatively impact on staff who are from a “protected group”	<input checked="" type="checkbox"/>
Marriage and Civil Partnership (in employment only)		<input type="checkbox"/>	<input type="checkbox"/>	The relocation of the OSS to Futures park	<input checked="" type="checkbox"/>

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Equality	Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
			does not negatively impact on staff who are from a “protected group”	
Contribution to equality of opportunity	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&documentID=251	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>

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4. OUTCOME OF EIA – COURSE OF ACTION TO BE TAKEN

What course of action does this EIA suggest you take? More than one of the following may apply	Please indicate
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.	<input checked="" type="checkbox"/>
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? If there is a negative impact identified, you must consider (and evidence/record) what mitigating actions you have or will put in place to reduce the negative impact where/if possible, and to enhance the positive impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 3: Continue the policy despite potential for negative impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination or significant negative impact that can not be justified or mitigated against. <u>You must speak to Liz Sandiford (2452) or Emma Hussain (2451) immediately.</u>	<input type="checkbox"/>

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5 . EIA ACTION PLAN & REVIEW

Based on the impact assessment, findings/evidence and outcomes identified above, please complete the Action Plan below – these should be actions arising as a result of undertaking the EIA.

The Action Plan should address (not exhaustively):-

- Any gaps in findings/evidence research including any consultation or engagement regarding the policy and its actual/potential affects.
- How you will address any gaps.
- What practical changes/action will help reduce any negative impacts that you have identified.
- What practical changes/action will help enhance any positive contributions to equality.

Further Actions Required: Yes No

EIA Action Plan

Issue	Action required	Lead officer	Timescale
Communication	Consultation Group to continue	L Sandiford	To continue
	Monitor issues raised through Staff Forum and JCC. Refer any issues to Mgt Team as appropriate	L Sandiford	To continue

Monitoring & Reviewing the Effect of the Policy

Please state how you will monitor the impact and effect of this policy and where this will be reported:

Monitor through issues raised at the JCC and via the Staff Forum

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FULL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Accommodation Rationalisation: The Relocation of the One Stop Shop (OSS) (Building Control Service) from Rawtenstall to Futures Park, Bacup.	
Lead Officer Name(s):	Keith Bell	
Job Title:	Building Control Manager	
Department/Service Area:	Building Control	
Telephone & E-mail Contact:	01706 252526	
Date Assessment:	Commenced: June 2012	Completed: 15.11.12

We carry out Equality Impact Assessments (EIA) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

1. OVERVIEW

The main aims/objectives of this policy¹ are:
As part of the Council's Medium Term Financial Strategy and Accommodation Strategy aims, this policy decision is concerned exploring the options for the Council to rationalise its accommodation assets – specifically in this case, the review of the Council's One Stop Shop services.
This impact assessment has been carried out with the information available and considers the impact on protected equality groups should the option to 'relocate the One Stop' services for the Building Control Service to Futures Park, Bacup be pursued.

(Refer to "[EIA Guidance](#)" for details)

Is the policy or decision under review (please tick)

New/proposed

Modified/adapted

Existing

The main intended people or groups that will be most affected by this policy are:
Customers of the Building Control Service. This includes general public, in particular architects, builders and contractors.

(Refer to "[EIA Guidance](#)" for details)

¹ Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

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2. FINDINGS / EVIDENCE

FINDINGS/EVIDENCE: The following information/data has been considered in developing this policy/decision (including any consultation or engagement):	
Information/data obtained and/or Consultation/engagement carried out (please state who with)	What does this tell us? / What does it say?
Rossendale Borough Council's Medium Term Financial Strategy (MTFS)	<p>The Council's MTFS sets out the imperative to make significant financial savings.</p>
Rossendale Borough Council's Accommodation Strategy	<p>The current One Stop Shop in Rawtenstall was only ever meant to be a temporary location.</p> <p>The long term aspiration goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot).</p> <p>A review of current operational costs for the One Stop Shop show that</p> <ul style="list-style-type: none"> - The cost of running the building is c. £50k per year - The relocation of back office staff based at the One Stop Shop would create a saving of £50k per year. - The cost of bringing the One Stop Shop up to both modern building standards and making it disability accessible is estimated to £400,000. To renovate Futures Park to accommodate the relocation of the One Stop Shop would cost c. £160,000. - The One Stop Shop is currently located in a key regeneration area for the borough, freeing up this site would bring more benefit to the potential of the area for attracting sustainable regeneration development investment.
Overview of the nature of the service	<p>Building regulations are legal requirements that apply to building work and are aimed at achieving minimum standards of construction to ensure the health and safety of people in or around buildings. Customers who access this service, do so via the telephone, post and face to face and email.</p> <p>The nature of the service requires building inspection officers to meet with customers on site at the property concerned as well as dealing with application forms and answering any queries.</p> <p>The Building Control Service has previously been located in the Stubbylee Council offices at Bacup and only relocated to the OSS on 4.1.2010. No issues for customers has been identified whilst located at Bacup or in Rawtenstall.</p>

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Consultation & Engagement Activity Feedback:

<p>Usage of the One Stop Shop Survey (via face to face questionnaire during visits to the OSS during 1st September – 28th October. In total 107 customers participated.</p>	<p>Building Control was not identified in this survey as a service that was accessed via face to face contact during this period.</p> <p><u>General Usage information in relation to protected groups:</u></p> <p>The majority of disabled customers accessed the OSS by car. The majority said their usage would decrease if relocated but a significant number said it would stay the same if relocated.</p> <p>The majority of BME customers accessed the OSS by car. The majority said their usage would stay the same if relocated.</p> <p>The majority of women who accessed the OSS did so by car but a significant number access by bus. However, the majority said their usage would decrease if relocated.</p> <p>The majority of men accessed the OSS by car, and the majority said that their usage would remain the same if relocated. However a significant number said that their usage would decrease.</p> <p>It is recognised that relocation from west to the east of the borough will have a positive impact on some older people while a negative impact on others – dependent on where they live. This is broadly reflected in responses regarding changes to usage if the OSS moved.</p>
<p>Building Control Customer Satisfaction Data 2011-12</p>	<p>This identified that:</p> <ul style="list-style-type: none"> - the majority of this services users were male (65%). - the majority of service users were aged 50-59 and 40-49 - only 10% of customer during 2011-12 identified as disabled, all of these were female.
<p>Making Ends Meet Survey - (via online and hard copy) a general survey about several areas of possible financial savings. This included one a question in relation to the OSS: “If we did move the One Stop Shop to Bacup, what impact would this have on your usage of the service?” This was undertaken during 28th August – 12th October. This survey went to: Rossendale’s Citizen Panel (768) and was publicised public wide via website & social media. In total 485 people responded.</p>	<p>This survey was not linked specifically to the use/access of a particular service.</p> <p>The survey was not linked specifically to the use/access of a particular service. However this service could be accessed on a general basis by residents. Therefore it is important to consider the general usage of the OSS.</p> <p>Only 7% thought that they would need to contact us monthly or more. Of the people that do use the OSS only 14% visit the OSS at least quarterly. However 62% thought that The Council needs to have a One Stop Shop. 71% of the respondents that use the OSS told us that they would visit the OSS just the same or more often if it moved to Bacup from Rawtenstall. For those whose OSS usage would remain the same, there was a fairly wide geographic spread.</p> <p>Although overall customers said that they would use it less due to distance and cost, the vast majority said they do not or rarely use the OSS as a drop in centre. Evidence suggests that the Council only needs to operate a telephone/ e mail contact centre. By having a telephone/ e mail contact centre, all</p>

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	<p>residents within the borough will be able to use this service without incurring additional travel costs/ difficulties. This also reduces the cost per transaction.</p>
Summary of Consultation with Equality Groups in relation to the possible relocation of the One Stop Shop to Futures Park	<p>Face to face consultation took place with a number of customers representing protected groups as defined by the Equality Act 2010. These groups in general did not access the OSS in relation to building control issues.</p> <p>Families</p> <p>19.10.2012, St Nicholas Primary School, Family Assembly, Face to Face consultation.</p> <p>15 women of mixed ages.</p> <p>The majority of women specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet.</p> <p>People that commented said:</p> <p>“The current building is ugly and outdated. New modern facilities would be an improvement”</p> <p>“The council is making a positive change to save money.”</p> <p>“An appointment system would be useful to save waiting times.”</p> <p>“Futures Park is on a main bus route and is easily assessable”</p> <p>“You can never please everybody and most people have cars”</p> <p>“The STAN service would be useful if customers had difficulties getting to Futures Park”</p> <p>The majority felt the Council should still provide face to face customer service and did not think the change of location was unreasonable.</p> <p>9.10.2012, Balladen Childrens Centre, Family Centre - St Nicolas School, Maden Centre, Bacup Family Centre, Face to Face consultation.</p> <p>Staff at the Balladen Childrens Centre said; that most of their service users lived in Rawtenstall and single parents without transport may struggle to use the bus service, although it was acknowledged that customers from Bacup and Whitworth had previously had to manage. Also families with low income may not be able to afford the bus fare. It was suggested that more services on line and an improved telephone contact service would benefit customers who chose not to travel to Futures Park.</p> <p>Staff at the Maden Centre & the Bacup Family Centre welcomed the prospect of new customer service facilities in Bacup. It was felt that too much focus was placed on Rawtenstall being the ‘centre of Rossendale’. In general this will be a big improvement for the people of Whitworth and Bacup. Also people with very low income from the area would be able to access the new One Stop Shop by walking.</p> <p>Staff at the Bacup Family Centre said many of their service users were vulnerable low income families and disabled. Most of these customers would prefer face to face support. Many of the people that seek support have problems with reading and writing making front line support essential.</p> <p>Staff at the Bacup Family Centre also said that the new One</p>

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Stop Shop should be “disabled friendly” to ensure that disabled customers could access and utilise the service.

23.10.2012, Lumb Baptist Toddler Group, Face to Face Consultation

20 People

Varied age ranges

Men and Women

Participants confirmed they lived in a variety of locations

All of the people spoke to specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet.

People that commented said:

“I’d much rather speak to someone on the phone than go to the One Stop Shop- it isn’t very private and you feel as though everybody is listening to what you are saying”

“It’s inconvenient to have to make a special journey to the One Stop Shop. As a busy working Mum, I do not have time to go to Rawtenstall or Bacup. I’ve always contacted the council by phone and this has always been satisfactory”

“telephoning is easiest- you don’t have to queue”

“I prefer to use the internet for most of the services I use- banking, shopping, contacting people. You can do most things online these days and its 24/7 available not just 9 to 5.

People with Disabilities

19.10.2012, Oakenhead Resource/Day Centre, Face to Face consultation

The consultation was due to be face to face. However the staff at Oakenhead advised that due to the nature of the disability of their service users it was highly unlikely that they would ever contact the council or use the One Stop Shop. The majority of carers have transport and would prefer a location with good parking facilities. The facilities should also be DDA compliant.

Carers

25.10.2012, Carer Contact Team, Face to Face consultation.

The contact Team advised that from the perspective of their service users, the main priority would be flexible working hours. She thought an appointment system would be a good idea, as this would prevent waiting times. The majority of carers they deal with have use of a car to ensure that the people they care for can be transported about. Most of the costs for travel are met from disability living allowance. Most carers prefer to access customer service via other channels, as face to face contact can be difficult because a lot of their time is committed to proving care. It is therefore inconvenient to have to make a special journey with a disabled person. However if face to face contact was unavoidable it is essential that the council provides facilities that are DDA compliant. Many of their service users will usually ask for support from the Carer Contact Team if they need any assistance to deal with problems/enquires that are associated with LCC, the council, DWP, Health Service etc.

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	<p>The Team were unaware of the current arrangements at the OSS as they do not access it.</p> <p>BME Community Consultation Asian Ladies Group- on the 18th October 2012 an email was sent to all members of the Ladies Asian group. The email advised about the consultation and asked if they had any comments in relation to any proposals to let us know. A questionnaire was also attached to the email.</p> <p>Haslingden Mosque A staff representative attended the mosque w/c 17th September 2012. The Imam agreed that a poster advising of the consultations currently taking place could be put up and a number of questionnaires could be left for people to take away and complete.</p> <p>Rawtenstall Mosque Representatives from the Council attended a Mosque in Rawtenstall on Friday 19th October at 1:45pm. About 20-30 people were seen all of them men. The proposals were discussed. People listened and took away the questionnaires stating that they would complete at home and return. Only one person made a specific comment he was a Rawtenstall resident and he stated that he wasn't happy about the proposal to move the One Stop Shop to Futures park in Bacup but he did not elaborate on this.</p> <p>General Consultation 9. 10.2012, Manager at Bacup Job Centre, Face to Face consultation The manager at Bacup Job Centre thought that the re-location would be a positive change for the customers that attend Bacup Job Centre. She said that customers often express their frustration at having to travel to Rawtenstall to see the Council. Although customers can hand documents in at the Greenvale office, the staff there are not sufficiently trained to deal with Housing/Council tax benefit queries or other council matters. She also felt that Bacup had some areas of deprivation and poverty. It was less likely that customers in these areas would have cars and therefore accessing the OSS at Rawtenstall was expensive by bus and too far to walk for most customers. Questionnaires and poster were left and these would be handed out to customers. A proportion of job seekers in Bacup have adult literacy problems and help with filling forms in was often an issue. The DWP offer an over the telephone service support service for customers unable to complete forms in hard copy or online. It was suggested that a similar service could be made available for customers needing help to claim Housing Benefits.</p> <p>Customers who currently access STAN the Van, Face to Face consultation Most of the customers using the STAN service in Rossendale have previously used the One Stop Shop and prefer face to</p>
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face customer service.

Customer, male, aged 57, disabled;

Does not have a computer and does not have a car. He prefers to visit STAN as he lives in Haslingden. He does not have enough money to spend on bus fares to Rawtenstall or Bacup. He would only use the OSS if it was in Haslingden. He also stated that he does not like to visit "official" places/ people as they make him feel uncomfortable, which is why he uses STAN as it is a more relaxed and friendly atmosphere. Customer states he needs face to face service as he struggles to complete forms or understand letters, staff on STAN are kind and patient.

Customer, female, aged 46, disabled;

Does not have a computer but does have a car through Motability scheme. Customer has used the OSS and prefers face to face service because she has hearing problems and does not like to use the phone. She lives in Haslingden and would still use the OSS service if it was moved to Bacup. Sometimes the OSS is noisy if it is busy and this affects her hearing disability.

Customer, female, aged 62, disabled;

Customer does not have a computer and does not have a car. Lives in Rawtenstall. She has vision impairment and relies on her daughter to drive her to places as she does not like using the bus and can't afford taxi. Her daughter does have a computer but she prefers to sort out her own affairs by face to face contact. She uses the OSS and would continue to use it if it was moved. Thinks that parking at Futures Park will be easier than it is at Rawtenstall. Staff at the council are always very helpful. She prefers the STAN service as they help with other stuff as well as council stuff- like help with filling in forms.

Customer, female, aged 26, has young children;

Customer does not have a computer and does not have a car; she is a single parent with 3 children under 5. Customer lives in Bacup and finds using public transport very difficult with 3 young children which is why she uses the STAN service instead of visiting the OSS. If the OSS moved to Bacup it would be more convenient for her, so she would probably use it more. Customer prefers face to face service as she is on benefits and cannot afford to telephone.

Customer, male, aged 21, single:

Customer has a computer and uses this to access information and send emails. However he prefers to use the OSS to hand in documents and forms, so they don't get lost in the post. He is unemployed and cannot afford to run a car. He lives in Waterfoot so it would not make much difference to him if the OSS was in Rawtenstall or Bacup.

Customer, female, pension age:

Very rarely uses the OSS or has needed to contact the council. Does not claim any benefits. Used the STAN service because she was curious what it was about. She thinks the STAN service is excellent and found out some useful information about the refuse assisted collection service & Attendance

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	<p>Allowance for her brother. Customer thinks that the council does need to provide face to face service, especially for pensioners as they often don't have computers. She has a car, but thinks that Futures Park might be out of the way for some people. If you had to make a special journey by bus there is nothing else there.</p> <p><u>Customer, male, aged 54, Asian.</u></p> <p>Lives in Rawtenstall, has a car, does not have a computer. Customer not bothered where OSS is, but prefers face to face service as he needs help with forms and letters.</p> <p><u>Customer, female aged 31, Asian</u></p> <p>Customer lives in Haslingden, does not have a computer and relies on her husband or family for transportation. Uses the OSS 2 or 3 times a year to report income changes for her benefit claim, on working tax credits. Prefers face to face as the staff at the OSS photocopy her documents and provide a receipt- stuff has got lost in the post in the past. Would still use the OSS if it moved as it is a good service.</p>
Bus route information and costs	<p>Bus – hours, cost:</p> <p>Futures park is on the main 464 bus route from Accrington to Rochdale so is easy to access by the public transport from Rawtenstall, Waterfoot, Bacup and Whitworth.</p> <p>The 466 run approximately every 15 minutes during the daytime.</p> <p>A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20.</p>

Add more/delete rows as required - See **EIA Guidance**

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3. EQUALITY IMPACT

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
	Younger people and children	<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
Disability	Physical/learning/mental health	<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
Gender Reassignment	Transsexual people	<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
Pregnancy and Maternity		<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
	Black or black British people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Irish people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	White British	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Chinese people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Gypsies & Travellers	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Other minority communities not listed above (please state)	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Belief or Religion		<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
Gender	Women	<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>

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Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
	Men	<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
Sexual Orientation	Lesbian women , gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
Marriage and Civil Partnership (in employment only)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Contribution to equality of opportunity		<input type="checkbox"/>	<input type="checkbox"/>	Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	<input checked="" type="checkbox"/>
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&documentID=251		<input type="checkbox"/>	<input type="checkbox"/>	Any Council decisions will be undertaken in line with the Human Rights Act 1998.	<input checked="" type="checkbox"/>

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4. OUTCOME OF EIA – COURSE OF ACTION TO BE TAKEN

What course of action does this EIA suggest you take? More than one of the following may apply	Please indicate
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.	<input checked="" type="checkbox"/> General mitigating action the council will pursue should services be relocated are detailed in the Action Plan in Section 5
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? If there is a negative impact identified, you must consider (and evidence/record) what mitigating actions you have or will put in place to reduce the negative impact where/if possible, and to enhance the positive impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 3: Continue the policy despite potential for negative impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination or significant negative impact that can not be justified or mitigated against. You must speak to Liz Sandiford (2452) or Emma Hussain (2451) immediately.	<input type="checkbox"/>

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5 . EIA ACTION PLAN & REVIEW

Based on the impact assessment, findings/evidence and outcomes identified above, please complete the Action Plan below – these should be actions arising as a result of undertaking the EIA.

The Action Plan should address (not exhaustively):-

- Any gaps in findings/evidence research including any consultation or engagement regarding the policy and its actual/potential affects.
- How you will address any gaps.
- What practical changes/action will help reduce any negative impacts that you have identified.
- What practical changes/action will help enhance any positive contributions to equality.

Further Actions Required: Yes No

EIA Action Plan

Issue	Action required	Lead officer	Timescale
Transport and signage	Work with Lancashire County Council to explore improvements to Bus shelters opposite the new location of the OSS and possible OSS signage following feedback during consultation.	P Seddon	
Lack of knowledge of location of new OSS	Raise awareness of the new location with Rossendale Bus drivers so that they are aware of the new potential location of the OSS to ensure that they are fully able to provide advice /guidance to public transport users of the OSS location on the Bus routes. And provide a link/signposting to bus time table information to the bus routes that service the new proposed location at Futures Park.	P Seddon	
Access to services in neighbourhoods	Explore the use of STAN offering a service in neighbourhoods	F Meechan	

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Lack of knowledge and understanding of how to access the council in other ways other than face to face.	Promote and raise awareness with current customers of how they can access services in a different way. Increase the amount / type of transactions / functions that can be carried out via the councils website	F Meechan	
Communication	<ul style="list-style-type: none"> - Information on the website / social media - Press release - Letter to stakeholders, partners and voluntary and community groups - Letters to businesses 	Service areas L Sandiford	

Monitoring & Reviewing the Effect of the Policy

Please state how you will monitor the impact and effect of this policy and where this will be reported:

Capita would undertake as part of their annual monitoring and report if customer satisfaction at the One Stop Shop, this would also include reporting on usage levels.

Building Control would also undertake their own service monitoring.

Date of Review²:As required – annual review via Capita and Service Area.

² This date will be set on an annual basis as default for review unless otherwise specified by you.

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FULL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Accommodation Rationalisation: The Relocation of the One Stop Shop (OSS) (Citizen's Advice Bureau CAB & Greenvale Homes) from Rawtenstall to Futures Park, Bacup.	
Lead Officer Name(s):	Fiona Meechan and Phil Seddon	
Job Title:	Director of Customers and Communities and Head of Finance and Property Services	
Department/Service Area:		
Telephone & E-mail Contact:	fionameechan@rossendalebc.gov.uk 01076 252430 philseddon@rossendalebc.gov.uk 01706 252465	
Date Assessment:	Commenced: June 2012	Completed: 15.11.12

We carry out Equality Impact Assessments (EIA) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

1. OVERVIEW

The main aims/objectives of this policy¹ are:
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This impact assessment has been carried out with the information available and considers the impact on protected equality groups should the option to 'relocate the One Stop services' (for Citizen Advice Bureau and Greenvale Homes partner services) delivered from the OSS to Futures Park, Bacup be pursued.

(Refer to "[EIA Guidance](#)" for details)

Is the policy or decision under review (please tick)

New/proposed

Modified/adapted

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Responsible Author	Director of Customers and Communities and Head of Finance and Property Services	Due for review	As required
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The main intended people or groups that will be most affected by this policy are:
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Customers of CAB services.

2. FINDINGS / EVIDENCE

FINDINGS/EVIDENCE: The following information/data has been considered in developing this policy/decision (including any consultation or engagement):	
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Rossendale Borough Council's Accommodation Strategy	<p>The current One Stop Shop in Rawtenstall was only ever meant to be a temporary location.</p> <p>The long term aspiration goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot).</p> <p>A review of current operational costs for the One Stop Shop show that</p> <ul style="list-style-type: none"> - The cost of running the building is c. £50k per year - The relocation of back office staff based at the One Stop Shop would create a saving of £50k per year. - The cost of bringing the One Stop Shop up to both modern building standards and making it disability accessible is estimated to £400,000. To renovate Futures Park to accommodate the relocation of the One Stop Shop would cost c. £160,000. - The One Stop Shop is currently located in a key regeneration area for the borough, freeing up this site would bring more benefit to the potential of the area for attracting sustainable regeneration development investment.
Consultation & Engagement Activity Feedback:	
Usage of the One Stop Shop Survey (via face to face questionnaire during visits to the OSS during 1 st September – 28 th October. In total 107 customers participated.	<p>Services use/access breakdown of the total people survey: CAB customers accounted for 2.8% (3). Green Vale Homes (GVH) customers accounted for 13.1% - (14)</p> <p>Disabled people accessed the OSS to use the following</p>

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	<p>services</p> <p>Council tax</p> <p>Housing or council tax benefits</p> <p>Homelessness</p> <p>Business pass (LCC)</p> <p>CAB</p> <p>Greenvale Homes</p> <p>The majority of disabled customers accessed the OSS by car. The majority said their usage would decrease if relocated but a significant number said it would stay the same if relocated.</p> <p>People from the <u>BME</u> community accessed the OSS to use the following services:</p> <p>Council tax</p> <p>Housing and Council tax benefit</p> <p>No BME customers accessed CAB service during this time.</p> <p>The majority of BME customers accessed the OSS by car. The majority said their usage would stay the same if relocated.</p> <p><u>Women</u> accessed the OSS to use the following services:</p> <p>Council tax</p> <p>Housing and council tax benefit</p> <p>Refuse and recycling</p> <p>Bus pass (LCC)</p> <p>Licensing</p> <p>CAB</p> <p>Greenvale Homes</p> <p>The majority accessed the OSS by car but a significant number access by bus. However, the majority said their usage would decrease if relocated.</p> <p><u>Men</u> accessed the OSS to use the following services:</p> <p>Council tax</p> <p>Housing and council tax benefits</p> <p>Buss pass</p> <p>Licencing</p> <p>Planning</p> <p>Land charges</p> <p>CAB</p> <p>Greenvale Homes</p> <p>The majority of men accessed the OSS by car, and the majority said that their usage would remain the same if relocated. However a significant number said that their usage would decrease.</p> <p>It is recognised that relocation from west to the east of the borough will have a positive impact on some older people while a negative impact on others – dependent on where they live. This is broadly reflected in responses regarding changes to usage if the OSS moved.</p>
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<p>Making Ends Meet Survey - (via online and hard copy) a general survey about several areas of possible financial savings. This included one a question in relation to the OSS: "If we did move the One Stop Shop to Bacup, what impact would this have on your usage of the service?" This was undertaken during 28th August – 12th October. This survey went to: Rossendale's Citizen Panel (768) and was publicised public wide via website & social media. In total 485 people responded.</p>	<p>This survey was not linked specifically to the use/access of a particular service. The survey was not linked specifically to the use/access of a particular service. However this service could be accessed on a general basis by residents. Therefore it is important to consider the general usage of the OSS. Only 7% thought that they would need to contact us monthly or more. Of the people that do use the OSS only 14% visit the OSS at least quarterly. However 62% thought that The Council needs to have a One Stop Shop. 71% of the respondents that use the OSS told us that they would visit the OSS just the same or more often if it moved to Bacup from Rawtenstall. For those whose OSS usage would remain the same, there was a fairly wide geographic spread. Although overall customers said that they would use it less due to distance and cost, the vast majority said they do not or rarely use the OSS as a drop in centre. Evidence suggests that the Council only needs to operate a telephone/ e mail contact centre. By having a telephone/ e mail contact centre, all residents within the borough will be able to use this service without incurring additional travel costs/ difficulties. This also reduces the cost per transaction.</p>
<p>Face To Face consultation with CAB Board</p>	<p>Mixed response to relocating to Futures Park. More convenient for those who live in Bacup and acceptable for those who already have a bus pass. If accessing OSS at Bacup, not as many things to do. Inconvenient at Futures if documents need verifying at the Post Office. One member suggested no static OSS but outreach once a week.</p>
<p>Email from Greenvale Homes</p>	<p>Greenvale estimate that 600 customers per month use the OSS, this is their only point of contact for customers in Rawtenstall. They consider it unlikely that their customers would use a facility at Futures Park. However, customers who use the Bacup Office do raise a number of Council enquiries which could be responded to a F park.</p>
<p>Summary of Consultation with Equality Groups in relation to the possible relocation of the One Stop Shop to Futures Park</p>	<p>Face to face consultation took place with a number of customers representing protected groups as defined by the Equality Act 2010. These groups did not access the OSS in relation OSS in relation to planning and land charges issues.</p> <p>Families 19.10.2012, St Nicholas Primary School, Family Assembly, Face to Face consultation. 15 women of mixed ages. The majority of women specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet.</p>

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	<p>People that commented said:</p> <p>“The current building is ugly and outdated. New modern facilities would be an improvement”</p> <p>“The council is making a positive change to save money.”</p> <p>“An appointment system would be useful to save waiting times.”</p> <p>“Futures Park is on a main bus route and is easily assessable”</p> <p>“You can never please everybody and most people have cars”</p> <p>“The STAN service would be useful if customers had difficulties getting to Futures Park”</p> <p>The majority felt the Council should still provide face to face customer service and did not think the change of location was unreasonable.</p> <p>9.10.2012, Balladen Childrens Centre, Family Centre - St Nicolas School, Maden Centre, Bacup Family Centre, Face to Face consultation.</p> <p>Staff at the Balladen Childrens Centre said; that most of their service users lived in Rawtenstall and single parents without transport may struggle to use the bus service, although it was acknowledged that customers from Bacup and Whitworth had previously had to manage. Also families with low income may not be able to afford the bus fare. It was suggested that more services on line and an improved telephone contact service would benefit customers who chose not to travel to Futures Park.</p> <p>Staff at the Maden Centre & the Bacup Family Centre welcomed the prospect of new customer service facilities in Bacup. It was felt that too much focus was placed on Rawtenstall being the ‘centre of Rossendale’. In general this will be a big improvement for the people of Whitworth and Bacup. Also people with very low income from the area would be able to access the new One Stop Shop by walking.</p> <p>Staff at the Bacup Family Centre said many of their service users were vulnerable low income families and disabled. Most of these customers would prefer face to face support. Many of the people that seek support have problems with reading and writing making front line support essential.</p> <p>Staff at the Bacup Family Centre also said that the new One Stop Shop should be “disabled friendly” to ensure that disabled customers could access and utilise the service.</p> <p>23.10.2012, Lumb Baptist Toddler Group, Face to Face Consultation</p> <p>20 People</p> <p>Varied age ranges</p> <p>Men and Women</p> <p>Participants confirmed they lived in a variety of locations. All of the people spoke to specified that they do not access council services via the One Stop Shop and most prefer to</p>
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contact by telephone or use the internet.

People that commented said:

"I'd much rather speak to someone on the phone than go to the One Stop Shop- it isn't very private and you feel as though everybody is listening to what you are saying"

"It's inconvenient to have to make a special journey to the One Stop Shop. As a busy working Mum, I do not have time to go to Rawtenstall or Bacup. I've always contacted the council by phone and this has always been satisfactory"

"telephoning is easiest- you don't have to queue"

"I prefer to use the internet for most of the services I use- banking, shopping, contacting people. You can do most things online these days and its 24/7 available not just 9 to 5.

People with Disabilities

19.10.2012, Oakenhead Resource/Day Centre, Face to Face consultation

The consultation was due to be face to face. However the staff at Oakenhead advised that due to the nature of the disability of their service users it was highly unlikely that they would ever contact the council or use the One Stop Shop.

The majority of carers have transport and would prefer a location with good parking facilities. The facilities should also be DDA compliant.

Carers

25.10.2012, Carer Contact Team, Face to Face consultation.

The contact Team advised that from the perspective of their service users, the main priority would be flexible working hours. She thought an appointment system would be a good idea, as this would prevent waiting times. The majority of carers they deal with have use of a car to ensure that the people they care for can be transported about. Most of the costs for travel are met from disability living allowance. Most carers prefer to access customer service via other channels, as face to face contact can be difficult because a lot of their time is committed to providing care. It is therefore inconvenient to have to make a special journey with a disabled person.

However if face to face contact was unavoidable it is essential that the council provides facilities that are DDA compliant.

Many of their service users will usually ask for support from the Carer Contact Team if they need any assistance to deal with problems/enquires that are associated with LCC, the council, DWP, Health Service etc.

The Team were unaware of the current arrangements at the OSS as they do not access it.

BME Community Consultation

Asian Ladies Group- on the 18th October 2012 an email was sent to all members of the Ladies Asian group.

The email advised about the consultation and asked if they had any comments in relation to any proposals to let us know.

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	<p>A questionnaire was also attached to the email.</p> <p>Haslingden Mosque</p> <p>A staff representative attended the mosque w/c 17th September 2012. The Imam agreed that a poster advising of the consultations currently taking place could be put up and a number of questionnaires could be left for people to take away and complete.</p> <p>Rawtenstall Mosque</p> <p>Representatives from the Council attended a Mosque in Rawtenstall on Friday 19th October at 1:45pm. About 20-30 people were seen all of them men. The proposals were discussed. People listened and took away the questionnaires stating that they would complete at home and return. Only one person made a specific comment he was a Rawtenstall resident and he stated that he wasn't happy about the proposal to move the One Stop Shop to Futures park in Bacup but he did not elaborate on this.</p> <p>General Consultation</p> <p>9. 10.2012, Manager at Bacup Job Centre, Face to Face consultation</p> <p>The manager at Bacup Job Centre thought that the re-location would be a positive change for the customers that attend Bacup Job Centre. She said that customers often express their frustration at having to travel to Rawtenstall to see the Council. Although customers can hand documents in at the Greenvale office, the staff there are not sufficiently trained to deal with Housing/Council tax benefit queries or other council matters.</p> <p>She also felt that Bacup had some areas of deprivation and poverty. It was less likely that customers in these areas would have cars and therefore accessing the OSS at Rawtenstall was expensive by bus and too far to walk for most customers. Questionnaires and poster were left and these would be handed out to customers.</p> <p>A proportion of job seekers in Bacup have adult literacy problems and help with filling forms in was often an issue. The DWP offer an over the telephone service support service for customers unable to complete forms in hard copy or online. It was suggested that a similar service could be made available for customers needing help to claim Housing Benefits.</p> <p>Customers who currently access STAN the Van, Face to Face consultation</p> <p>Most of the customers using the STAN service in Rossendale have previously used the One Stop Shop and prefer face to face customer service.</p> <p><u>Customer, male, aged 57, disabled;</u> Does not have a computer and does not have a car. He</p>
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prefers to visit STAN as he lives in Haslingden. He does not have enough money to spend on bus fares to Rawtenstall or Bacup. He would only use the OSS if it was in Haslingden. He also stated that he does not like to visit "official" places/people as they make him feel uncomfortable, which is why he uses STAN as it is a more relaxed and friendly atmosphere. Customer states he needs face to face service as he struggles to complete forms or understand letters, staff on STAN are kind and patient.

Customer, female, aged 46, disabled:

Does not have a computer but does have a car through Motability scheme. Customer has used the OSS and prefers face to face service because she has hearing problems and does not like to use the phone. She lives in Haslingden and would still use the OSS service if it was moved to Bacup. Sometimes the OSS is noisy if it is busy and this affects her hearing disability.

Customer, female, aged 62, disabled:

Customer does not have a computer and does not have a car. Lives in Rawtenstall. She has vision impairment and relies on her daughter to drive her to places as she does not like using the bus and can't afford taxi. Her daughter does have a computer but she prefers to sort out her own affairs by face to face contact. She uses the OSS and would continue to use it if it was moved. Thinks that parking at Futures Park will be easier than it is at Rawtenstall. Staff at the council are always very helpful. She prefers the STAN service as they help with other stuff as well as council stuff- like help with filling in forms.

Customer, female, aged 26, has young children:

Customer does not have a computer and does not have a car; she is a single parent with 3 children under 5. Customer lives in Bacup and finds using public transport very difficult with 3 young children which is why she uses the STAN service instead of visiting the OSS. If the OSS moved to Bacup it would be more convenient for her, so she would probably use it more. Customer prefers face to face service as she is on benefits and cannot afford to telephone.

Customer, male, aged 21, single:

Customer has a computer and uses this to access information and send emails. However he prefers to use the OSS to hand in documents and forms, so they don't get lost in the post. He is unemployed and cannot afford to run a car. He lives in Waterfoot so it would not make much difference to him if the OSS was in Rawtenstall or Bacup.

Customer, female, pension age:

Very rarely uses the OSS or has needed to contact the council. Does not claim any benefits. Used the STAN service because she was curious what it was about. She thinks the STAN service is excellent and found out some useful information about the refuse assisted collection service &

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	<p>Attendance Allowance for her brother. Customer thinks that the council does need to provide face to face service, especially for pensioners as they often don't have computers. She has a car, but thinks that Futures Park might be out of the way for some people. If you had to make a special journey by bus there is nothing else there.</p> <p><u>Customer, male, aged 54, Asian.</u></p> <p>Lives in Rawtenstall, has a car, does not have a computer. Customer not bothered where OSS is, but prefers face to face service as he needs help with forms and letters.</p> <p><u>Customer, female aged 31, Asian</u></p> <p>Customer lives in Haslingden, does not have a computer and relies on her husband or family for transportation. Uses the OSS 2 or 3 times a year to report income changes for her benefit claim, on working tax credits. Prefers face to face as the staff at the OSS photocopy her documents and provide a receipt- stuff has got lost in the post in the past. Would still use the OSS if it moved as it is a good service.</p>
Bus route information and costs	<p>Bus – hours, cost:</p> <p>Futures park is on the main 464 bus route from Accrington to Rochdale so is easy to access by the public transport from Rawtenstall, Waterfoot, Bacup and Whitworth.</p> <p>The 466 run approximately every 15 minutes during the daytime.</p> <p>A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20.</p>

Add more/delete rows as required - See **EIA Guidance**

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3. EQUALITY IMPACT

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>A number of partners use the One Stop Shop including Greenvale Homes, Citizens Advice Bureau, Greenvale Homes currently have an office in Bacup, in the event of the One Stop Shop relocating to Futures Park. This could have a negative impact on Greenvale customers and Greenvale Homes would need to explore how they would meet the needs of their customers in Rawtenstall.</p> <p>Citizens Advice Bureau Board Members gave a mixed response during the consultation. One member suggested that Bacup is only another 10 mins on the bus from Rawtenstall for those who already have bus passes, and is 'just down the road' for those who live in Bacup. Others commented that there are no other things to do at the same time, as there are in Rawtenstall, and thought it was more inconvenient at Futures Park for e.g. people who may need to have documents verified at the Post Office. It was noted that STAN could be used for this. One member suggested that rather than a static OSS, outreach could be provided one day per week in each of the district centres. A relocation of the One Stop Shop could</p>	<input type="checkbox"/>

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Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
				have a negative impact on Citizen Advice Customers and the Bureau would need to explore how they could meet the needs of their customers, currently customers access this service on appointment basis Tuesday and Thursday mornings, Calico have indicated that the current OSS is no longer fit for purpose and consider it well used and oversubscribed. However they have expressed concern in relation to the cost of bus fares travelling to Futures Park and if customers would access a One Stop Shop at Futures Park.	
	Younger people and children	<input type="checkbox"/>	<input checked="" type="checkbox"/>	As above	<input type="checkbox"/>
Disability	Physical/learning/mental health	<input type="checkbox"/>	<input checked="" type="checkbox"/>	As above.	<input type="checkbox"/>
Gender Reassignment	Transsexual people	<input type="checkbox"/>	<input checked="" type="checkbox"/>	As above.	<input type="checkbox"/>
Pregnancy and Maternity		<input type="checkbox"/>	<input checked="" type="checkbox"/>	As above.	<input type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input type="checkbox"/>	<input checked="" type="checkbox"/>	As above.	<input type="checkbox"/>
	Black or black British people	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	Irish people	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	White British	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	Chinese people	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	Gypsies & Travellers	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	Other minority communities not listed above (please state)	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
		<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Belief or Religion		<input type="checkbox"/>	<input checked="" type="checkbox"/>	As above.	<input type="checkbox"/>
Gender	Women	<input type="checkbox"/>	<input checked="" type="checkbox"/>	As above.	<input type="checkbox"/>

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Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
	Men	<input type="checkbox"/>	<input checked="" type="checkbox"/>	As above.	<input type="checkbox"/>
Sexual Orientation	Lesbian women , gay men and bisexual people	<input type="checkbox"/>	<input checked="" type="checkbox"/>	As above.	<input type="checkbox"/>
Marriage and Civil Partnership (in employment only)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Contribution to equality of opportunity		<input type="checkbox"/>	<input checked="" type="checkbox"/>	This is a matter for consideration for CBA and GVH in relation to access to their services.	<input type="checkbox"/>
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&documentID=251		<input type="checkbox"/>	<input type="checkbox"/>	Any Council decisions will be undertaken in line with the Human Rights Act 1998.	<input checked="" type="checkbox"/>

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4. OUTCOME OF EIA – COURSE OF ACTION TO BE TAKEN

What course of action does this EIA suggest you take? More than one of the following may apply	Please indicate
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.	<input type="checkbox"/>
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? If there is a negative impact identified, you must consider (and evidence/record) what mitigating actions you have or will put in place to reduce the negative impact where/if possible, and to enhance the positive impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input checked="" type="checkbox"/> There are various actions that the Council will pursue in order to reduce the impact of this relocation as far as is a reasonably possible. These are detailed in the Action Plan below.
Outcome 3: Continue the policy despite potential for negative impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination or significant negative impact that can not be justified or mitigated against. <u>You must speak to Liz Sandiford (2452) or Emma Hussain (2451) immediately.</u>	<input type="checkbox"/>

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5 . EIA ACTION PLAN & REVIEW

Based on the impact assessment, findings/evidence and outcomes identified above, please complete the Action Plan below – these should be actions arising as a result of undertaking the EIA.

The Action Plan should address (not exhaustively):-

- Any gaps in findings/evidence research including any consultation or engagement regarding the policy and its actual/potential affects.
- How you will address any gaps.
- What practical changes/action will help reduce any negative impacts that you have identified.
- What practical changes/action will help enhance any positive contributions to equality.

Further Actions Required: Yes No

EIA Action Plan

Issue	Action required	Lead officer	Timescale
Transport and signage	Work with Lancashire County Council to explore improvements to Bus shelters opposite the new location of the OSS and possible OSS signage following feedback during consultation.	P Seddon	
Lack of knowledge of location of new OSS (if CAB and GVH choose to relocate also)	Raise awareness of the new location with Rossendale Bus drivers so that they are aware of the new potential location of the OSS to ensure that they are fully able to provide advice /guidance to public transport users of the OSS location on the Bus routes. And provide a link/signposting to bus time table information to the bus routes that service the new proposed location at Futures Park.	P Seddon	
Access to services in	Explore the use of STAN offing	F Meechan	

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neighbourhoods	a service in neighbourhoods		
Communication	Sign posting customers who require CAB / GHV services to available outlets for these services.	Service area	

Please add more rows if required.

Actions arising from the Impact assessment should form part of the business planning process for service areas.

Monitoring & Reviewing the Effect of the Policy Please state how you will monitor the impact and effect of this policy and where this will be reported:
Capita would undertake as part of their annual monitoring and report if customer satisfaction at the One Stop Shop, this would also include reporting on usage levels.

Date of Review²:As required – annual review via Capita, CAB and GVH directly.

² This date will be set on an annual basis as default for review unless otherwise specified by you.

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FULL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Accommodation Rationalisation: The Relocation of the One Stop Shop (OSS) (Service: Licensing and Planning Enforcement)	
	Option 1: Relocate the OSS from Rawtenstall to Futures Park, Bacup.	
Lead Officer Name(s):	Tracy Brzozowski	
Job Title:	Licensing and Enforcement Manager	
Department/Service Area:	Business Directorate	
Telephone & E-mail Contact:	tracybrzozowski@rossendalebc.co.uk	
Date Assessment:	Commenced: June 2012	Completed: 15.11.12

We carry out Equality Impact Assessments (EIA) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

1. OVERVIEW

The main aims/objectives of this policy¹ are:
As part of the Council's Medium Term Financial Strategy and Accommodation Strategy aims, this policy decision is concerned exploring the options for the Council to rationalise its accommodation assets – specifically in this case, the review of the Council's One Stop Shop and the relocation of the Licensing Enforcement Team to Futures Park, Bacup
This impact assessment has been carried out with the information available and considers the impact on protected equality groups should the option to "relocate the One Stop" to Futures Park, Bacup be pursued.

(Refer to "[EIA Guidance](#)" for details)

Is the policy or decision under review (please tick)

New/proposed

Modified/adapted

Existing

The main intended people or groups that will be most affected by this policy are:
Customers who are applying for licenses under the Licensing Act 2003, Gambling Act 2005. Taxi Drivers.

¹ Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

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Customers who are complainants in relation to breaching of Planning Regulations.
 People under investigation related to Benefit Fraud.
 Department of Works and Pensions.

2. FINDINGS / EVIDENCE

FINDINGS/EVIDENCE: The following information/data has been considered in developing this policy/decision (including any consultation or engagement):	
Information/data obtained and/or Consultation/engagement carried out (please state who with)	What does this tell us? / What does it say?
Rossendale Borough Council's Medium Term Financial Strategy (MTFS)	The Council's MTFS sets out the imperative to make significant financial savings.
Rossendale Borough Council's Accommodation Strategy	<p>The current One Stop Shop in Rawtenstall was only ever meant to be a temporary location.</p> <p>The long term aspiration goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot).</p> <p>A review of current operational costs for the One Stop Shop show that</p> <ul style="list-style-type: none"> - The cost of running the building is c. £50k per year - The relocation of back office staff based at the One Stop Shop would create a saving of £50k per year. - The cost of bringing the One Stop Shop up to both modern building standards and making it disability accessible is estimated to £400,000. To renovate Futures Park to accommodate the relocation of the One Stop Shop would cost c. £160,000. - The One Stop Shop is currently located in a key regeneration area for the borough, freeing up this site would bring more benefit to the potential of the area for attracting sustainable regeneration development investment.
Overview of the nature of the service	<p>The service responds to customers who are applying for licenses under the Licensing Act 2003 and Gambling Act 2005. The service licenses Taxi's and Taxi Drivers.</p> <p>The service investigates responds and can enforce complainants in relation to breaching of Planning Regulations.</p> <p>The service investigates and works with the Department of Work and Pensions in relation to Benefit Fraud.</p>

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	The customers who access this service do so via face to face, email and telephone.
Consultation & Engagement Activity Feedback:	
<p>Usage of the One Stop Shop Survey (via face to face questionnaire during visits to the OSS during 1st September – 28th October. In total 107 customers participated.</p>	<p>Licencing was identified in this survey as a service which is accessed for face to face contact during this period. Of the total people surveyed 15.9% (17) accessed this service.</p> <p><u>Disabled</u> people accessed the OSS to use the following services</p> <ul style="list-style-type: none"> Council tax Housing or council tax benefits Homelessness Business pass (LCC) CAB Greenvale Homes <p>No disabled people access the licensing service during this time.</p> <p>The majority of disabled customers accessed the OSS by car. The majority would decrease their usage but a significant number said it would stay the same if relocated.</p> <p>People from the <u>BME</u> community accessed the OSS to use the following services:</p> <ul style="list-style-type: none"> Council tax Housing and Council tax benefit The majority accesses the OSS to for licensing. <p>The majority of BME customers accessed the OSS by car. The majority said their usage would stay the same if relocated.</p> <p><u>Women</u> accessed the OSS to use the following services:</p> <ul style="list-style-type: none"> Council tax Housing and council tax benefit Refuse and recycling Bus pass (LCC) Licensing CAB Greenvale Homes <p>The majority accessed the OSS by car but a significant number access by bus. However, the majority said their usage would decrease if relocated.</p> <p><u>Men</u> accessed the OSS to use the following services:</p> <ul style="list-style-type: none"> Council tax Housing and council tax benefits Buss pass Licencing Planning Land charges CAB

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	<p>Greenvale Homes The majority of men accessed OSS by car, and the majority said that their usage would remain the same if relocated. However a significant number said that their usage would decrease. It is recognised that relocation from west to the east of the borough will have a positive impact on some older people while a negative impact on others – dependent on where they live. This is broadly reflected in responses regarding changes to usage if the OSS moved.</p>
Consultation with Members	Consultation was taken place with Councillors Gill, Crawforth and Eaton plus the Portfolio Holder for Customers, Councillor Sean Serridge – No equality issues have been raised.
Meeting with the Taxi Licensing Liaison Committee	On 31.10.2012 the Director of Business met with the Chairs of the Taxi Liaison Group comprising who indicated that that they had no concerns in relation to relocation of the Licensing and Planning Enforcement Team to Bacup.
Licensing & Enforcement Survey.	<p>The consultation was a written questionnaire and included 217 customers who had approached the service previously in relation to a vehicle or taxi driver licence, 30 licensed premises and 8 other organisations who had applied for a license. Only 11 responses were received. Of the 11, the majority had not visited the OSS or would not be impacted by the change. One person did identify it would difficult to travel to Bacup in light of his age.</p>
Making Ends Meet Survey - (via online and hard copy) a general survey about several areas of possible financial savings. This included one a question in relation to the OSS: "If we did move the One Stop Shop to Bacup, what impact would this have on your usage of the service?" This was undertaken during 28th August – 12th October. This survey went to: Rossendale's Citizen Panel (768) and was publicised public wide via website & social media. In total 485 people responded.	<p>This survey was not linked specifically to the use/access of a particular service.</p> <p>The survey was not linked specifically to the use/access of a particular service. However this service could be accessed on a general basis by residents. Therefore it is important to consider the general usage of the OSS.</p> <p>Only 7% thought that they would need to contact us monthly or more. Of the people that do use the OSS only 14% visit the OSS at least quarterly. However 62% thought that The Council needs to have a One Stop Shop. 71% of the respondents that use the OSS told us that they would visit the OSS just the same or more often if it moved to Bacup from Rawtenstall. For those whose OSS usage would remain the same, there was a fairly wide geographic spread.</p> <p>Although overall customers said that they would use it less due to distance and cost, the vast majority said they do not or rarely use the OSS as a drop in centre. Evidence suggests that the Council only needs to operate a telephone/ e mail contact centre. By having a telephone/ e mail contact centre, all residents within the borough will be able to use this service without incurring additional travel costs/ difficulties. This also reduces the cost per transaction.</p>
Department of Works and Pensions	Consultation has taken place with the Department of Works and Pension who have indicated there is no impact in light of any change in location.
Summary of Consultation with Equality	Face to face consultation took place with a number of

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Groups in relation to the possible relocation of the One Stop Shop to Futures Park	<p>customers representing protected groups as defined by the Equality Act 2010. These groups did not access the OSS in relation OSS in relation to planning and licencing enforcement issues.</p> <p>Families</p> <p>19.10.2012, St Nicholas Primary School, Family Assembly, Face to Face consultation.</p> <p>15 women of mixed ages.</p> <p>The majority of women specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet.</p> <p>People that commented said:</p> <p>“The current building is ugly and outdated. New modern facilities would be an improvement”</p> <p>“The council is making a positive change to save money.”</p> <p>“An appointment system would be useful to save waiting times.”</p> <p>“Futures Park is on a main bus route and is easily assessable”</p> <p>“You can never please everybody and most people have cars”</p> <p>“The STAN service would be useful if customers had difficulties getting to Futures Park”</p> <p>The majority felt the Council should still provide face to face customer service and did not think the change of location was unreasonable.</p> <p>9.10.2012, Balladen Childrens Centre, Family Centre - St Nicolas School, Maden Centre, Bacup Family Centre, Face to Face consultation.</p> <p>Staff at the Balladen Childrens Centre said; that most of their service users lived in Rawtenstall and single parents without transport may struggle to use the bus service, although it was acknowledged that customers from Bacup and Whitworth had previously had to manage. Also families with low income may not be able to afford the bus fare. It was suggested that more services on line and an improved telephone contact service would benefit customers who chose not to travel to Futures Park.</p> <p>Staff at the Maden Centre & the Bacup Family Centre welcomed the prospect of new customer service facilities in Bacup. It was felt that too much focus was placed on Rawtenstall being the ‘centre of Rossendale’. In general this will be a big improvement for the people of Whitworth and Bacup. Also people with very low income from the area would be able to access the new One Stop Shop by walking.</p> <p>Staff at the Bacup Family Centre said many of their service users were vulnerable low income families and disabled. Most of these customers would prefer face to face support. Many of the people that seek support have problems with reading and writing making front line support essential.</p> <p>Staff at the Bacup Family Centre also said that the new One Stop Shop should be “disabled friendly” to ensure that disabled customers could access and utilise the service.</p> <p>23.10.2012, Lumb Baptist Toddler Group, Face to Face Consultation</p> <p>20 People</p> <p>Varied age ranges</p> <p>Men and Women</p> <p>Participants confirmed they lived in a variety of locations</p> <p>All of the people spoke to specified that they do not access council services via the One Stop Shop and most prefer to contact by</p>
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telephone or use the internet.

People that commented said:

"I'd much rather speak to someone on the phone than go to the One Stop Shop- it isn't very private and you feel as though everybody is listening to what you are saying"

"It's inconvenient to have to make a special journey to the One Stop Shop. As a busy working Mum, I do not have time to go to Rawtenstall or Bacup. I've always contacted the council by phone and this has always been satisfactory"

"telephoning is easiest- you don't have to queue"

"I prefer to use the internet for most of the services I use- banking, shopping, contacting people. You can do most things online these days and its 24/7 available not just 9 to 5."

People with Disabilities

19.10.2012, Oakenhead Resource/Day Centre, Face to Face consultation

The consultation was due to be face to face. However the staff at Oakenhead advised that due to the nature of the disability of their service users it was highly unlikely that they would ever contact the council or use the One Stop Shop. The majority of carers have transport and would prefer a location with good parking facilities. The facilities should also be DDA compliant.

Carers

25.10.2012, Carer Contact Team, Face to Face consultation.

The contact Team advised that from the perspective of their service users, the main priority would be flexible working hours. She thought an appointment system would be a good idea, as this would prevent waiting times. The majority of carers they deal with have use of a car to ensure that the people they care for can be transported about. Most of the costs for travel are met from disability living allowance. Most carers prefer to access customer service via other channels, as face to face contact can be difficult because a lot of their time is committed to providing care. It is therefore inconvenient to have to make a special journey with a disabled person. However if face to face contact was unavoidable it is essential that the council provides facilities that are DDA compliant. Many of their service users will usually ask for support from the Carer Contact Team if they need any assistance to deal with problems/enquires that are associated with LCC, the council, DWP, Health Service etc.

The Team were unaware of the current arrangements at the OSS as they do not access it.

BME Community Consultation

Asian Ladies Group- on the 18th October 2012 an email was sent to all members of the Ladies Asian group.

The email advised about the consultation and asked if they had any comments in relation to any proposals to let us know. A questionnaire was also attached to the email.

Haslingden Mosque

A staff representative attended the mosque w/c 17th September 2012. The Imam agreed that a poster advising of the consultations currently taking place could be put up and a number of questionnaires could be left for people to take away and complete.

Rawtenstall Mosque

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Representatives from the Council attended a Mosque in Rawtenstall on Friday 19th October at 1:45pm. About 20-30 people were seen all of them men. The proposals were discussed. People listened and took away the questionnaires stating that they would complete at home and return. Only one person made a specific comment he was a Rawtenstall resident and he stated that he wasn't happy about the proposal to move the One Stop Shop to Futures park in Bacup but he did not elaborate on this.

General Consultation

9. 10.2012, Manager at Bacup Job Centre, Face to Face consultation

The manager at Bacup Job Centre thought that the re-location would be a positive change for the customers that attend Bacup Job Centre. She said that customers often express their frustration at having to travel to Rawtenstall to see the Council. Although customers can hand documents in at the Greenvale office, the staff there are not sufficiently trained to deal with Housing/Council tax benefit queries or other council matters.

She also felt that Bacup had some areas of deprivation and poverty. It was less likely that customers in these areas would have cars and therefore accessing the OSS at Rawtenstall was expensive by bus and too far to walk for most customers.

Questionnaires and poster were left and these would be handed out to customers.

A proportion of job seekers in Bacup have adult literacy problems and help with filling forms in was often an issue. The DWP offer an over the telephone service support service for customers unable to complete forms in hard copy or online. It was suggested that a similar service could be made available for customers needing help to claim Housing Benefits.

Customers who currently access STAN the Van, Face to Face consultation

Most of the customers using the STAN service in Rossendale have previously used the One Stop Shop and prefer face to face customer service.

Customer, male, aged 57, disabled:

Does not have a computer and does not have a car. He prefers to visit STAN as he lives in Haslingden. He does not have enough money to spend on bus fares to Rawtenstall or Bacup. He would only use the OSS if it was in Haslingden. He also stated that he does not like to visit "official" places/ people as they make him feel uncomfortable, which is why he uses STAN as it is a more relaxed and friendly atmosphere. Customer states he needs face to face service as he struggles to complete forms or understand letters, staff on STAN are kind and patient.

Customer, female, aged 46, disabled:

Does not have a computer but does have a car through Motability scheme. Customer has used the OSS and prefers face to face service because she has hearing problems and does not like to use the phone. She lives in Haslingden and would still use the OSS service if it was moved to Bacup. Sometimes the OSS is noisy if it is busy and this affects her hearing disability.

Customer, female, aged 62, disabled:

Customer does not have a computer and does not have a car. Lives

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	<p>in Rawtenstall. She has vision impairment and relies on her daughter to drive her to places as she does not like using the bus and can't afford taxi. Her daughter does have a computer but she prefers to sort out her own affairs by face to face contact. She uses the OSS and would continue to use it if it was moved. Thinks that parking at Futures Park will be easier than it is at Rawtenstall. Staff at the council are always very helpful. She prefers the STAN service as they help with other stuff as well as council stuff- like help with filling in forms.</p> <p><u>Customer, female, aged 26, has young children:</u></p> <p>Customer does not have a computer and does not have a car; she is a single parent with 3 children under 5. Customer lives in Bacup and finds using public transport very difficult with 3 young children which is why she uses the STAN service instead of visiting the OSS. If the OSS moved to Bacup it would be more convenient for her, so she would probably use it more. Customer prefers face to face service as she is on benefits and cannot afford to telephone.</p> <p><u>Customer, male, aged 21, single:</u></p> <p>Customer has a computer and uses this to access information and send emails. However he prefers to use the OSS to hand in documents and forms, so they don't get lost in the post. He is unemployed and cannot afford to run a car. He lives in Waterfoot so it would not make much difference to him if the OSS was in Rawtenstall or Bacup.</p> <p><u>Customer, female, pension age:</u></p> <p>Very rarely uses the OSS or has needed to contact the council. Does not claim any benefits. Used the STAN service because she was curious what it was about. She thinks the STAN service is excellent and found out some useful information about the refuse assisted collection service & Attendance Allowance for her brother. Customer thinks that the council does need to provide face to face service, especially for pensioners as they often don't have computers. She has a car, but thinks that Futures Park might be out of the way for some people. If you had to make a special journey by bus there is nothing else there.</p> <p><u>Customer, male, aged 54, Asian.</u></p> <p>Lives in Rawtenstall, has a car, does not have a computer. Customer not bothered where OSS is, but prefers face to face service as he needs help with forms and letters.</p> <p><u>Customer, female aged 31, Asian</u></p> <p>Customer lives in Haslingden, does not have a computer and relies on her husband or family for transportation. Uses the OSS 2 or 3 times a year to report income changes for her benefit claim, on working tax credits. Prefers face to face as the staff at the OSS photocopy her documents and provide a receipt- stuff has got lost in the post in the past. Would still use the OSS if it moved as it is a good service.</p>
Bus route information and costs	<p>Bus – hours, cost:</p> <p>Futures park is on the main 464 bus route from Accrington to Rochdale so is easy to access by the public transport from Rawtenstall, Waterfoot, Bacup and Whitworth.</p> <p>The 466 run approximately every 15 minutes during the daytime.</p> <p>A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20.</p>

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Add more/delete rows as required - See **EIA Guidance**

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3. EQUALITY IMPACT

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group in relation to this service.	<input checked="" type="checkbox"/>
	Younger people and children	<input type="checkbox"/>	<input type="checkbox"/>	The customers who access the Licensing and Planning Enforcement Service are not younger people or children. There is therefore no impact.	<input checked="" type="checkbox"/>
Disability	Physical/learning/mental health	<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
Gender Reassignment	Transsexual people	<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
Pregnancy and Maternity		<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input type="checkbox"/>	<input type="checkbox"/>	A large number of taxi drivers who access this service are from the BME community. However, consultation with the taxi drivers has indicated they are mobile and could easily access the service regardless of the location within Rossendale. A number of these customers currently access services via Futures Park at Bacup. Of those BME users surveyed in the Usage of the One Stop Survey, 74% said they visit about licencing issues.	<input checked="" type="checkbox"/>
	Black or black British people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Irish people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	White British	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Chinese people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Gypsies & Travellers	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Other minority communities not listed above (please state)	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Belief or Religion		<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
Gender	Women	<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
	Men	<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no	<input checked="" type="checkbox"/>

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Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
				impact has been identified for this protected equality group.	
Sexual Orientation	Lesbian women , gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
Marriage and Civil Partnership (in employment only)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Contribution to equality of opportunity		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Relocation would also enable greater opportunity for access for those in the east of the Borough. However, it is recognised that on balance this would also mean a potential decrease in opportunity for access to those in the west of the borough – who currently have greater access to the One Stop Shop.	<input type="checkbox"/>
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&documentID=251		<input type="checkbox"/>	<input type="checkbox"/>	Any Council decisions will be undertaken in line with the Human Rights Act 1998	<input checked="" type="checkbox"/>

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4. OUTCOME OF EIA – COURSE OF ACTION TO BE TAKEN

What course of action does this EIA suggest you take? More than one of the following may apply	Please indicate
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.	<input type="checkbox"/>
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? If there is a negative impact identified, you must consider (and evidence/record) what mitigating actions you have or will put in place to reduce the negative impact where/if possible, and to enhance the positive impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input checked="" type="checkbox"/> There are various actions that the Council will pursue in order to reduce the impact of this relocation as far as is a reasonably possible. These are detailed in the Action Plan below.
Outcome 3: Continue the policy despite potential for negative impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination or significant negative impact that can not be justified or mitigated against. <u>You must speak to Liz Sandiford (2452) or Emma Hussain (2451) immediately.</u>	<input type="checkbox"/>

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5 . EIA ACTION PLAN & REVIEW

Based on the impact assessment, findings/evidence and outcomes identified above, please complete the Action Plan below – these should be actions arising as a result of undertaking the EIA.

The Action Plan should address (not exhaustively):-

- Any gaps in findings/evidence research including any consultation or engagement regarding the policy and its actual/potential affects.
- How you will address any gaps.
- What practical changes/action will help reduce any negative impacts that you have identified.
- What practical changes/action will help enhance any positive contributions to equality.

Further Actions Required: Yes No

EIA Action Plan

Issue	Action required	Lead officer	Timescale
Transport and signage	Work with Lancashire County Council to explore improvements to Bus shelters opposite the new location of the OSS and possible OSS signage following feedback during consultation.	P Seddon	
Lack of knowledge of location of new OSS	Raise awareness of the new location with Rossendale Bus drivers so that they are aware of the new potential location of the OSS to ensure that they are fully able to provide advice /guidance to public transport users of the OSS location on the Bus routes. And provide a link/signposting to bus time table information to the bus routes that service the new proposed location at Futures Park.	P Seddon	
Access to services in neighbourhoods	Explore the use of STAN offering a service in neighbourhoods	F Meechan	
Lack of knowledge and	Promote and raise awareness	F Meechan	

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understanding of how to access the council in other ways other than face to face.	with current customers of how they can access services in a different way. Increase the amount / type of transactions / functions that can be carried out via the councils website		
Communication	<ul style="list-style-type: none"> - Information on the website / social media - Press release - Letter to stakeholders, partners and voluntary and community groups - Letters to businesses 	Service areas L Sandiford	

Please add more rows if required.

Actions arising from the Impact assessment should form part of the business planning process for service areas.

Monitoring & Reviewing the Effect of the Policy Please state how you will monitor the impact and effect of this policy and where this will be reported:
Capita would undertake as part of their annual monitoring and report if customer satisfaction at the One Stop Shop, this would also include reporting on usage levels.

Date of Review²:As required – annual review via Capita and the Service Area.

² This date will be set on an annual basis as default for review unless otherwise specified by you.

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FULL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Accommodation Rationalisation: The Relocation of the One Stop Shop (OSS) (Housing Options Team – Offering homeless and homeless prevention services.)	
Lead Officer Name(s):	Cathy Lord	
Job Title:	Strategic Housing and Partnerships Manager	
Department/Service Area:	Health Housing and Regeneration	
Telephone & E-mail Contact:	01706 252406 cathylord@rossendalebc.gov.uk	
Date Assessment:	Commenced: June 2012	Completed: 15.11.12

We carry out Equality Impact Assessments (EIA) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

1. OVERVIEW

The main aims/objectives of this policy¹ are:
As part of the Council's Medium Term Financial Strategy and Accommodation Strategy aims, this policy decision is concerned exploring the options for the Council to rationalise its accommodation assets – specifically in this case, the review of the Council's One Stop Shop services.
This impact assessment has been carried out with the information available and considers the impact on protected equality groups should the option to 'relocate the One Stop services' for the Housing Options Service to Futures Park, Bacup be pursued.

(Refer to "[EIA Guidance](#)" for details)

Is the policy or decision under review (please tick)

New/proposed Modified/adapted Existing

The main intended people or groups that will be most affected by this policy are:
Customers of the Housing Options Team services. This tends to be people who are Homeless, threatened with Homelessness.

(Refer to "[EIA Guidance](#)" for details)

¹ Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

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2. FINDINGS / EVIDENCE

FINDINGS/EVIDENCE: The following information/data has been considered in developing this policy/decision (including any consultation or engagement):	
Information/data obtained and/or Consultation/engagement carried out (please state who with)	What does this tell us? / What does it say?
Rossendale Borough Council's Medium Term Financial Strategy (MTFS)	<p>The Council's MTFS sets out the imperative to make significant financial savings.</p>
Rossendale Borough Council's Accommodation Strategy	<p>The current One Stop Shop in Rawtenstall was only ever meant to be a temporary location.</p> <p>The long term aspiration goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot).</p> <p>A review of current operational costs for the One Stop Shop show that</p> <ul style="list-style-type: none"> - The cost of running the building is c. £50k per year - The relocation of back office staff based at the One Stop Shop would create a saving of £50k per year. - The cost of bringing the One Stop Shop up to both modern building standards and making it disability accessible is estimated to £400,000. To renovate Futures Park to accommodate the relocation of the One Stop Shop would cost c. £160,000. <p>The One Stop Shop is currently located in a key regeneration area for the borough, freeing up this site would bring more benefit to the potential of the area for attracting sustainable regeneration development investment.</p>
Service Overview	<p>The Homeless Team deliver a service to people who are Homeless, at risk of Homelessness and customers who wish to discuss options, this includes people who are trying to prevent themselves from becoming homeless or who have a housing issue. Up until 1.4.2011 this service was delivered by Greenvale Homes over the phone.</p>

Consultation & Engagement Activity Feedback:

Usage of the One Stop Shop Survey (via face to face questionnaire during visits to the OSS during 1 st September – 28 th October. In total 107 customers participated.	<p>Of a total of 107 people surveyed those accessing Homelessness services during this period accounted for 0.9% (1)</p> <p><u>Disabled</u> people accessed the OSS to use the following services</p> <p>Council tax Housing or council tax benefits Homelessness Business pass (LCC)</p>
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	<p>CAB Greenvale Homes The majority of disabled customers accessed the OSS by car. The majority said their usage would decrease if relocated but a significant number said it would stay the same if relocated.</p> <p>People from the <u>BME</u> community accessed the OSS to use the following services: Council tax Housing and Council tax benefit No BME customers accessed the homelessness service during this time. The majority of BME customers accessed the OSS by car. The majority said their usage would stay the same if relocated.</p> <p><u>Women</u> accessed the OSS to use the following services: Council tax Housing and council tax benefit Refuse and recycling Bus pass (LCC) Licensing CAB Greenvale Homes No women accessed the homelessness service during this time. The majority accessed the OSS by car but a significant number access by bus. However, the majority said their usage would decrease if relocated.</p> <p><u>Men</u> accessed the OSS to use the following services: Council tax Housing and council tax benefits Buss pass Licencing Planning Land charges CAB homelessness Greenvale Homes The majority of men accessed the OSS by car, and the majority said that their usage would remain the same if relocated. However a significant number said that their usage would decrease.</p> <p>It is recognised that relocation from west to the east of the borough will have a positive impact on some older people while a negative impact on others – dependent on where they live. This is broadly reflected in responses regarding changes to usage if the OSS moved.</p>
Making Ends Meet Survey - (via online and hard copy) a general	This survey was not linked specifically to the use/access of a particular service.

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<p>survey about several areas of possible financial savings. This included one question in relation to the OSS: "If we did move the One Stop Shop to Bacup, what impact would this have on your usage of the service?" This was undertaken during 28th August – 12th October. This survey went to: Rossendale's Citizen Panel (768) and was publicised public wide via website & social media. In total 485 people responded.</p>	<p>This survey was not linked specifically to the use/access of a particular service. The survey was not linked specifically to the use/access of a particular service. However this service could be accessed on a general basis by residents. Therefore it is important to consider the general usage of the OSS. Only 7% thought that they would need to contact us monthly or more. Of the people that do use the OSS only 14% visit the OSS at least quarterly. However 62% thought that The Council needs to have a One Stop Shop. 71% of the respondents that use the OSS told us that they would visit the OSS just the same or more often if it moved to Bacup from Rawtenstall. For those whose OSS usage would remain the same, there was a fairly wide geographic spread. Although overall customers said that they would use it less due to distance and cost, the vast majority said they do not or rarely use the OSS as a drop in centre. Evidence suggests that the Council only needs to operate a telephone/ e mail contact centre. By having a telephone/ e mail contact centre, all residents within the borough will be able to use this service without incurring additional travel costs/ difficulties. This also reduces the cost per transaction.</p>
<p>Footfall into the OSS Meet and Greet between the period 1.4.2011 – 7.4.12</p>	<p>1437 accessed the Housing Options Service 47% Male & 53% Female 0.2% Black or black british 1.3% Asian or Asian british 0.3% Mixed or multiple heritage 0.3% Chinese 97.9% White British 3.5% 16-7 year olds 34.8% 18-25 year olds 25% 26-35 year olds 31% 36-59 year olds 4.5% 60 plus</p>
<p>Summary of Consultation with Equality Groups in relation to the possible relocation of the One Stop Shop to Futures Park</p>	<p>Face to face consultation took place with a number of customers representing different equality groups as defined by the Equality Act 2010. Families 19.10.2012, St Nicholas Primary School, Family Assembly, Face to Face consultation. 15 women of mixed ages. The majority of women specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet. People that commented said: "The current building is ugly and outdated. New modern facilities</p>

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would be an improvement"
 "The council is making a positive change to save money."
 "An appointment system would be useful to save waiting times."
 "Futures Park is on a main bus route and is easily assessable"
 "You can never please everybody and most people have cars"
 "The STAN service would be useful if customers had difficulties getting to Futures Park"
 The majority felt the Council should still provide face to face customer service and did not think the change of location was unreasonable.

9.10.2012, Balladen Childrens Centre, Family Centre - St Nicolas School, Maden Centre, Bacup Family Centre, Face to Face consultation.

Staff at the Balladen Childrens Centre said; that most of their service users lived in Rawtenstall and single parents without transport may struggle to use the bus service, although it was acknowledged that customers from Bacup and Whitworth had previously had to manage. Also families with low income may not be able to afford the bus fare. It was suggested that more services on line and an improved telephone contact service would benefit customers who chose not to travel to Futures Park.

Staff at the Maden Centre & the Bacup Family Centre welcomed the prospect of new customer service facilities in Bacup. It was felt that too much focus was placed on Rawtenstall being the 'centre of Rossendale'. In general this will be a big improvement for the people of Whitworth and Bacup. Also people with very low income from the area would be able to access the new One Stop Shop by walking.

Staff at the Bacup Family Centre said many of their service users were vulnerable low income families and disabled. Most of these customers would prefer face to face support. Many of the people that seek support have problems with reading and writing making front line support essential.

Staff at the Bacup Family Centre also said that the new One Stop Shop should be "disabled friendly" to ensure that disabled customers could access and utilise the service.

23.10.2012, Lumb Baptist Toddler Group, Face to Face Consultation

20 People
 Varied age ranges
 Men and Women

Participants confirmed they lived in a variety of locations
 All of the people spoke to specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet.

People that commented said:
 "I'd much rather speak to someone on the phone than go to the One Stop Shop- it isn't very private and you feel as though everybody is listening to what you are saying"
 "It's inconvenient to have to make a special journey to the One Stop Shop. As a busy working Mum, I do not have time to go to Rawtenstall or Bacup. I've always contacted the council by phone and this has always been satisfactory"
 "telephoning is easiest- you don't have to queue"
 "I prefer to use the internet for most of the services I use- banking, shopping, contacting people. You can do most things online these days and its 24/7 available not just 9 to 5."

People with Disabilities

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19.10.2012, Oakenhead Resource/Day Centre, Face to Face consultation

The consultation was due to be face to face. However the staff at Oakenhead advised that due to the nature of the disability of their service users it was highly unlikely that they would ever contact the council or use the One Stop Shop. The majority of carers have transport and would prefer a location with good parking facilities. The facilities should also be DDA compliant.

Carers**25.10.2012, Carer Contact Team, Face to Face consultation.**

The contact Team advised that from the perspective of their service users, the main priority would be flexible working hours. She thought an appointment system would be a good idea, as this would prevent waiting times. The majority of carers they deal with have use of a car to ensure that the people they care for can be transported about.

Most of the costs for travel are met from disability living allowance. Most carers prefer to access customer service via other channels, as face to face contact can be difficult because a lot of their time is committed to providing care. It is therefore inconvenient to have to make a special journey with a disabled person. However if face to face contact was unavoidable it is essential that the council provides facilities that are DDA compliant. Many of their service users will usually ask for support from the Carer Contact Team if they need any assistance to deal with problems/enquires that are associated with LCC, the council, DWP, Health Service etc.

The Team were unaware of the current arrangements at the OSS as they do not access it.

BME Community Consultation

Asian Ladies Group- on the 18th October 2012 an email was sent to all members of the Ladies Asian group.

The email advised about the consultation and asked if they had any comments in relation to any proposals to let us know.

A questionnaire was also attached to the email.

Haslingden Mosque

A staff representative attended the mosque w/c 17th September 2012. The Imam agreed that a poster advising of the consultations currently taking place could be put up and a number of questionnaires could be left for people to take away and complete.

Rawtenstall Mosque

Representatives from the Council attended a Mosque in Rawtenstall on Friday 19th October at 1:45pm. About 20-30 people were seen all of them men. The proposals were discussed. People listened and took away the questionnaires stating that they would complete at home and return.

Only one person made a specific comment he was a Rawtenstall resident and he stated that he wasn't happy about the proposal to move the

One Stop Shop to Futures park in Bacup but he did not elaborate on this.

General Consultation**9. 10.2012, Manager at Bacup Job Centre, Face to Face consultation**

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The manager at Bacup Job Centre thought that the re-location would be a positive change for the customers that attend Bacup Job Centre. She said that customers often express their frustration at having to travel to Rawtenstall to see the Council. Although customers can hand documents in at the Greenvale office, the staff there are not sufficiently trained to deal with Housing/Council tax benefit queries or other council matters.

She also felt that Bacup had some areas of deprivation and poverty. It was less likely that customers in these areas would have cars and therefore accessing the OSS at Rawtenstall was expensive by bus and too far to walk for most customers.

Questionnaires and poster were left and these would be handed out to customers.

A proportion of job seekers in Bacup have adult literacy problems and help with filling forms in was often an issue. The DWP offer an over the telephone service support service for customers unable to complete forms in hard copy or online. It was suggested that a similar service could be made available for customers needing help to claim Housing Benefits.

Customers who currently access STAN the Van, Face to Face consultation

Most of the customers using the STAN service in Rossendale have previously used the One Stop Shop and prefer face to face customer service.

Customer, male, aged 57, disabled:

Does not have a computer and does not have a car. He prefers to visit STAN as he lives in Haslingden. He does not have enough money to spend on bus fares to Rawtenstall or Bacup. He would only use the OSS if it was in Haslingden. He also stated that he does not like to visit "official" places/ people as they make him feel uncomfortable, which is why he uses STAN as it is a more relaxed and friendly atmosphere. Customer states he needs face to face service as he struggles to complete forms or understand letters, staff on STAN are kind and patient.

Customer, female, aged 46, disabled:

Does not have a computer but does have a car through Motability scheme. Customer has used the OSS and prefers face to face service because she has hearing problems and does not like to use the phone. She lives in Haslingden and would still use the OSS service if it was moved to Bacup. Sometimes the OSS is noisy if it is busy and this affects her hearing disability.

Customer, female, aged 62, disabled:

Customer does not have a computer and does not have a car. Lives in Rawtenstall. She has vision impairment and relies on her daughter to drive her to places as she does not like using the bus and can't afford taxi. Her daughter does have a computer but she prefers to sort out her own affairs by face to face contact. She uses the OSS and would continue to use it if it was moved. Thinks that parking at Futures Park will be easier than it is at Rawtenstall. Staff at the council are always very helpful. She prefers the STAN service as they help with other stuff as well as council stuff- like help with filling in forms.

Customer, female, aged 26, has young children:

Customer does not have a computer and does not have a car; she is a single parent with 3 children under 5. Customer lives in Bacup and finds using public transport very difficult with 3 young children which is why she uses the STAN service instead of visiting the OSS. If the OSS moved to Bacup it would be more convenient for her, so she

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	<p>would probably use it more. Customer prefers face to face service as she is on benefits and cannot afford to telephone.</p> <p><u>Customer, male, aged 21, single:</u></p> <p>Customer has a computer and uses this to access information and send emails. However he prefers to use the OSS to hand in documents and forms, so they don't get lost in the post. He is unemployed and cannot afford to run a car. He lives in Waterfoot so it would not make much difference to him if the OSS was in Rawtenstall or Bacup.</p> <p><u>Customer, female, pension age:</u></p> <p>Very rarely uses the OSS or has needed to contact the council. Does not claim any benefits. Used the STAN service because she was curious what it was about. She thinks the STAN service is excellent and found out some useful information about the refuse assisted collection service & Attendance Allowance for her brother. Customer thinks that the council does need to provide face to face service, especially for pensioners as they often don't have computers. She has a car, but thinks that Futures Park might be out of the way for some people. If you had to make a special journey by bus there is nothing else there.</p> <p><u>Customer, male, aged 54, Asian.</u></p> <p>Lives in Rawtenstall, has a car, does not have a computer. Customer not bothered where OSS is, but prefers face to face service as he needs help with forms and letters.</p> <p><u>Customer, female aged 31, Asian</u></p> <p>Customer lives in Haslingden, does not have a computer and relies on her husband or family for transportation. Uses the OSS 2 or 3 times a year to report income changes for her benefit claim, on working tax credits. Prefers face to face as the staff at the OSS photocopy her documents and provide a receipt- stuff has got lost in the post in the past. Would still use the OSS if it moved as it is a good service.</p>
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Bus route information and costs	<p>Bus – hours, cost:</p> <p>Futures park is on the main 464 bus route from Accrington to Rochdale so is easy to access by the public transport from Rawtenstall, Waterfoot, Bacup and Whitworth.</p> <p>The 466 run approximately every 15 minutes during the daytime.</p> <p>A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20.</p>
Email from Calico	Current OSS no longer fit for purpose and oversubscribed. Concern re Bacup not within walking distance of general public and bus fares expensive for those who live in Haslingden and Rawtenstall.
Agencies Delivering Young Peoples Services. A member of Rossendale Borough Council staff attended a meeting of representatives from Young People's Services and the Council's Housing Options Team who deal with	<p>The group meet to discuss the progress of housing support projects in Rossendale and specifically the needs of young individuals that have been potentially homeless, are vulnerable and need support services.</p> <p>People that commented said:</p> <p>“An appointment system would be welcomed.”</p>

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<p>homeless issues. Representatives from the following organisations were present:</p> <p>Children and Parent Support Services, Social Services</p> <p>Youth Support Manager, Social Services</p> <p>Lancashire County Council Education & Training Department</p> <p>Rossendale M3</p> <p>Lancashire Constabulary</p> <p>Stonham- Support Officers, Home Group</p> <p>Stepping Stones</p> <p>Rossendale Borough Council's Housing Options Team (HOT)</p>	<p>"Futures Park is isolated from other amenities, so young people having to spend money on bus fare would have to make a special journey"</p> <p>"most young people do not have their own transport and have limited income for travel expenses"</p> <p>"Rawtenstall is considered to be neutral central location in Rossendale"</p> <p>"The STAN service would be useful if customers had difficulties getting to Futures Park"</p> <p>"Futures Park is on a busy bus route and parking is easier for people with cars"</p> <p>"young people will be less likely to visit the OSS if it moves and will consider other options to access customer service"</p> <p>"it might be prudent for the Council to consider providing surgeries in additional locations with other agencies"</p> <p>"it needs to be well publicised when moved. The council should also consider allowing other agencies to provide services from the new location"</p> <p>The majority of agencies said they have good communication systems in place with the council and did not use the One Stop Shop to access services.</p>
Greenvale Homes	Green Vale Homes said that they already have an office in Bacup and they acknowledged that they receive a number of queries relating to Council Services. Green Vale estimate that around 600 of their customers use the OSS per month, and other than the OSS, they do not have a contact point for customers in Rawtenstall. They consider that it is unlikely that those customers would use a facility at Futures Park. There are a number of options which Greenvale could choose to explore if they wished to continue to deliver a service in Rawtenstall.
<p>Peter Lalley – this system is used to record customers who access the Housing Options Service</p>	<p>16-17 56 3.5% 18-25 557 34.8% 26-35 408 25.5% 36-59 507 31.7%</p> <p>White British 67% Black 0.2% Asian 1.3% Mixed 0.3% Chinese 0.3% Male 47% Female 53%</p> <p>48% referrals through walking in 30% Telephone</p>

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	<p>22% Other agencies</p> <p>Highest Reasons for referral</p> <ol style="list-style-type: none"> 1. Mortgage Arrears 2. Friends/Families unwilling to support 3. Relationship breakup 4. Domestic Violence 5. Child protection 6. Affordability
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*Add more/delete rows as required - See **EIA Guidance***

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3. EQUALITY IMPACT

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>It is recognised that relocation from the West to the East of the Borough will have a positive impact on some older people while a negative impact on others. 2011-12 footfall figures show that 4.5% of customers who accessed the Housing Options Team Service were 60+ and did so via the OSS. However it is difficult to ascertain if there would be a negative impact on this protected group in the event of a relocation. Historically the service was accessed by the telephone and appointments would be made for customers at the One Stop Shop.</p>	<input type="checkbox"/>
	Younger people and children	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>It is recognised that relocation from the West to the East of the Borough will have a positive impact on some younger people while a negative impact on others. Agencies who work with younger people did indicate there may be some negative impact as a consequence of the relocation . However those who live in the East end of the Valley will experience some easier access. Historically the service was accessed by the telephone and appointments would be made for customers at the One Stop Shop.</p>	<input type="checkbox"/>
Disability	Physical/learning/mental health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>It is recognised that relocation from the West to the East of the Borough will have a positive impact on some disabled people while a negative impact on others. Historically the service was accessed by the telephone and appointments would be made for customers at the One Stop Shop.</p>	<input type="checkbox"/>

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Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
Gender Reassignment	Transsexual people	<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
Pregnancy and Maternity		<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	The numbers accessing this service from a BME community compared to the white British community is low. During consultation at Rawtenstall Mosque only one person made a specific comment he was a Rawtenstall resident and he stated that he wasn't happy about the proposal to move the One Stop Shop to Futures park in Bacup but he did not elaborate on this.	<input type="checkbox"/>
	Black or black British people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	Irish people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	White British	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	Chinese people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	Gypsies & Travellers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
	Other minority communities not listed above (please state)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Belief or Religion		<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
Gender	Women	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	The gender split between men and women accessing this service is fairly even, however a substantial number of customers who access this service do so as a consequence of relationship breakdown and domestic violence. It is recognised that relocation from the West to the East of the Borough will have a positive impact on some younger people while a negative impact on others. Historically the service was accessed by the telephone and appointments would be made for customers at the One Stop Shop.	<input type="checkbox"/>
	Men	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	The gender split between men and women accessing this service is fairly even, however a substantial number of customers who	<input type="checkbox"/>

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Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
				access this service do so as a consequence of relationship breakdown and domestic violence. It is recognised that relocation from the West to the East of the Borough will have a positive impact on some younger people while a negative impact on others. Historically the service was accessed by the telephone and appointments would be made for customers at the One Stop Shop.	
Sexual Orientation	Lesbian women , gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group.	<input checked="" type="checkbox"/>
Marriage and Civil Partnership (in employment only)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Contribution to equality of opportunity		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Relocation would also enable greater opportunity for access for those in the east of the Borough. However, it is recognised that on balance this would also mean a potential decrease in opportunity for access to those in the west of the borough – who currently have greater access to the One Stop Shop.	<input type="checkbox"/>
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&documentID=251		<input type="checkbox"/>	<input type="checkbox"/>	Any Council decisions will be undertaken in line with the Human Rights Act 1998.	<input checked="" type="checkbox"/>

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4. OUTCOME OF EIA – COURSE OF ACTION TO BE TAKEN

What course of action does this EIA suggest you take? More than one of the following may apply	Please indicate
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.	<input type="checkbox"/>
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? If there is a negative impact identified, you must consider (and evidence/record) what mitigating actions you have or will put in place to reduce the negative impact where/if possible, and to enhance the positive impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input checked="" type="checkbox"/> There are various actions that the Council will pursue in order to reduce the impact of this relocation as far as is a reasonably possible. These are detailed in the Action Plan below.
Outcome 3: Continue the policy despite potential for negative impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination or significant negative impact that can not be justified or mitigated against. <u>You must speak to Liz Sandiford (2452) or Emma Hussain (2451) immediately.</u>	<input type="checkbox"/>

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5 . EIA ACTION PLAN & REVIEW

Based on the impact assessment, findings/evidence and outcomes identified above, please complete the Action Plan below – these should be actions arising as a result of undertaking the EIA.

The Action Plan should address (not exhaustively):-

- Any gaps in findings/evidence research including any consultation or engagement regarding the policy and its actual/potential affects.
- How you will address any gaps.
- What practical changes/action will help reduce any negative impacts that you have identified.
- What practical changes/action will help enhance any positive contributions to equality.

Further Actions Required: Yes No

EIA Action Plan

Issue	Action required	Lead officer	Timescale
Transport and signage	Work with Lancashire County Council to explore improvements to Bus shelters opposite the new location of the OSS and possible OSS signage following feedback during consultation.	P Seddon	
Lack of knowledge of location of new OSS	Raise awareness of the new location with Rossendale Bus drivers so that they are aware of the new potential location of the OSS to ensure that they are fully able to provide advice /guidance to public transport users of the OSS location on the Bus routes. And provide a link/signposting to bus time table information to the bus routes that service the new proposed location at Futures Park.	P Seddon	
Access to services in neighbourhoods	Explore the use of STAN offering a service in neighbourhoods	F Meechan	

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Lack of knowledge and understanding of how to access the council in other ways other than face to face.	Promote and raise awareness with current customers of how they can access services in a different way. Increase the amount / type of transactions / functions that can be carried out via the councils website	F Meechan	
Communication	<ul style="list-style-type: none"> - Information on the website / social media - Press release - Letter to stakeholders, partners and voluntary and community groups - Letters to businesses - Sign posting customers who require other support agency services (eg CAB, GVH) if they choose not to relocate to Futures Park to available outlets for these services. 	Service areas L Sandiford Service Area TBC	

Actions arising from the Impact assessment should form part of the business planning process for service areas.

Monitoring & Reviewing the Effect of the Policy
Please state how you will monitor the impact and effect of this policy and where this will be reported:
Capita would undertake as part of their annual monitoring and report if customer satisfaction at the One Stop Shop, this would also include reporting on usage levels. HOTs team monitoring.

Date of Review²:As required – annual review via Capita and HOTs team.

² This date will be set on an annual basis as default for review unless otherwise specified by you.

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FULL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Accommodation Rationalisation: The Relocation of the One Stop Shop (OSS) (Planning and Land Charges Services) from Rawtenstall to Futures Park, Bacup.	
Lead Officer Name(s):	Stephen Stray	
Job Title:	Planning Manager	
Department/Service Area:	Planning (Forward Planning & Development Control)	
Telephone & E-mail Contact:		
Date Assessment:	Commenced: June 2012	Completed: 15.11.12

We carry out Equality Impact Assessments (EIA) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

1. OVERVIEW

The main aims/objectives of this policy¹ are:
As part of the Council's Medium Term Financial Strategy and Accommodation Strategy aims, this policy decision is concerned exploring the options for the Council to rationalise its accommodation assets – specifically in this case, the review of the Council's One Stop Shop services.
This impact assessment has been carried out with the information available and considers the impact on protected equality groups should the option to 'relocate the One Stop services' (for Planning and Land Charges) to Futures Park, Bacup be pursued.

(Refer to "[EIA Guidance](#)" for details)

Is the policy or decision under review (please tick)

New/proposed Modified/adapted Existing

The main intended people or groups that will be most affected by this policy are:
Customer of planning and land charges. For planning these include residents as applicants, residents that have been consulted on applications, planning agencies, developers, land owners and some community organisation/groups.
For land charges the main customers, this includes individual residents, personal search organisations (private organisations), solicitors and developers for site history searches.

(Refer to "[EIA Guidance](#)" for details)

¹ Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

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2. FINDINGS / EVIDENCE

FINDINGS/EVIDENCE: The following information/data has been considered in developing this policy/decision (including any consultation or engagement):	
Information/data obtained and/or Consultation/engagement carried out (please state who with)	What does this tell us? / What does it say?
Rossendale Borough Council's Medium Term Financial Strategy (MTFS)	<p>The Council's MTFS sets out the imperative to make significant financial savings.</p>
Rossendale Borough Council's Accommodation Strategy	<p>The current One Stop Shop in Rawtenstall was only ever meant to be a temporary location.</p> <p>The long term aspiration goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot).</p> <p>A review of current operational costs for the One Stop Shop show that</p> <ul style="list-style-type: none"> - The cost of running the building is c. £50k per year - The relocation of back office staff based at the One Stop Shop would create a saving of £50k per year. - The cost of bringing the One Stop Shop up to both modern building standards and making it disability accessible is estimated to £400,000. To renovate Futures Park to accommodate the relocation of the One Stop Shop would cost c. £160,000. <p>The One Stop Shop is currently located in a key regeneration area for the borough, freeing up this site would bring more benefit to the potential of the area for attracting sustainable regeneration development investment.</p>
Overview of the nature of the service	<p>Planning and Development Control regulations are legal requirements that apply to development work. The customers who access this service do so face to face, via the telephone, email and post. The nature of this service also requires planning and development control officers to undertake site visits as part of the application process.</p>
Consultation & Engagement Activity Feedback:	
Usage of the One Stop Shop Survey (via face to face questionnaire during visits to the OSS during 1 st September – 28 th October. In total 107 customers participated.	<p>Service access breakdown of the total people surveyed :</p> <ul style="list-style-type: none"> - Planning – 1.9%(2) - Land charges 0.9% (1) <p><u>Disabled</u> people accessed the OSS to use the following services</p>

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	<p>Council tax Housing or council tax benefits Homelessness Business pass (LCC) CAB Greenvale Homes No disabled people access the planning or land charges service during this time.</p> <p>The majority of disabled customers accessed the OSS by car. The majority said their usage would decrease if relocated but a significant number said it would stay the same if relocated.</p>
	<p>People from the <u>BME</u> community accessed the OSS to use the following services:</p> <p>Council tax Housing and Council tax benefit No BME customers accessed the planning or land charges service during this time.</p> <p>The majority of BME customers accessed the OSS by car. The majority said their usage would stay the same if relocated.</p>
	<p><u>Women</u> accessed the OSS to use the following services:</p> <p>Council tax Housing and council tax benefit Refuse and recycling Bus pass (LCC) Licensing CAB Greenvale Homes No women accessed the planning or land charges service during this time.</p> <p>The majority accessed the OSS by car but a significant number access by bus. However, the majority said their usage would decrease if relocated.</p>
	<p><u>Men</u> accessed the OSS to use the following services:</p> <p>Council tax Housing and council tax benefits Buss pass Licencing Planning Land charges CAB Greenvale Homes The majority of men accessed the OSS by car, and the majority said that their usage would remain the same if relocated. However a significant number said that their usage would decrease.</p>
	<p>It is recognised that relocation from west to the east of the borough will have a positive impact on some older people while a negative impact on others – dependent on where they live.</p>

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	This is broadly reflected in responses regarding changes to usage if the OSS moved.
Making Ends Meet Survey - (via online and hard copy) a general survey about several areas of possible financial savings. This included one question in relation to the OSS: "If we did move the One Stop Shop to Bacup, what impact would this have on your usage of the service?" This was undertaken during 28 th August – 12 th October. This survey went to: Rossendale's Citizen Panel (768) and was publicised public wide via website & social media. In total 485 people responded.	<p>This survey was not linked specifically to the use/access of a particular service.</p> <p>The survey was not linked specifically to the use/access of a particular service. However this service could be accessed on a general basis by residents. Therefore it is important to consider the general usage of the OSS.</p> <p>Only 7% thought that they would need to contact us monthly or more. Of the people that do use the OSS only 14% visit the OSS at least quarterly. However 62% thought that The Council needs to have a One Stop Shop. 71% of the respondents that use the OSS told us that they would visit the OSS just the same or more often if it moved to Bacup from Rawtenstall. For those whose OSS usage would remain the same, there was a fairly wide geographic spread.</p> <p>Although overall customers said that they would use it less due to distance and cost, the vast majority said they do not or rarely use the OSS as a drop in centre. Evidence suggests that the Council only needs to operate a telephone/ e mail contact centre. By having a telephone/ e mail contact centre, all residents within the borough will be able to use this service without incurring additional travel costs/ difficulties. This also reduces the cost per transaction.</p>
Service Area Questionnaire 18 questionnaires were posted to regular customers of Planning and Land Charges. 5 issued to Land Charges customers and 13 to planning customers, 4 returned - a response rate of 22%.	<p>Of responses received, all said they would visit the OSS just the same regardless of where located. Respondents happy to use web and telephone.</p> <p>Results</p> <p>One respondent visits weekly, one monthly, one quarterly and one annually.</p> <p>All respondents say that they would visit the OSS just the same if it moved to Bacup. One said: "I visit as required. It does not matter to me where the office is."</p> <p>Customers said they visit the OSS for personal searches and to discuss planning advice.</p> <p>3 respondents said they could not deal with their enquiries in a different way, but 2 of those said the council doesn't need a OSS. One suggested meetings with officers by prior arrangement. One said that the majority of their involvement with planning could be dealt with via telephone and email. The respondent who said their enquiries could be dealt with differently said that information on the website and email contact would be suitable.</p> <p>Respondents came from the following postcode areas: HX1 – Halifax, West Yorkshire BB5 – Accrington, Lancashire BL8 – Bury, Greater Manchester OL16 – Rochdale, Greater Manchester</p>
Summary of Consultation with Equality Groups in relation to the possible	Face to face consultation took place with a number of customers representing protected groups as defined by the

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relocation of the One Stop Shop to Futures Park	<p>Equality Act 2010. These groups did not access the OSS in relation OSS in relation to planning and land charges issues.</p> <p>Families</p> <p>19.10.2012, St Nicholas Primary School, Family Assembly, Face to Face consultation.</p> <p>15 women of mixed ages.</p> <p>The majority of women specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet.</p> <p>People that commented said:</p> <p>“The current building is ugly and outdated. New modern facilities would be an improvement”</p> <p>“The council is making a positive change to save money.”</p> <p>“An appointment system would be useful to save waiting times.”</p> <p>“Futures Park is on a main bus route and is easily assessable”</p> <p>“You can never please everybody and most people have cars”</p> <p>“The STAN service would be useful if customers had difficulties getting to Futures Park”</p> <p>The majority felt the Council should still provide face to face customer service and did not think the change of location was unreasonable.</p> <p>9.10.2012, Balladen Childrens Centre, Family Centre - St Nicolas School, Maden Centre, Bacup Family Centre, Face to Face consultation.</p> <p>Staff at the Balladen Childrens Centre said; that most of their service users lived in Rawtenstall and single parents without transport may struggle to use the bus service, although it was acknowledged that customers from Bacup and Whitworth had previously had to manage. Also families with low income may not be able to afford the bus fare. It was suggested that more services on line and an improved telephone contact service would benefit customers who chose not to travel to Futures Park.</p> <p>Staff at the Maden Centre & the Bacup Family Centre welcomed the prospect of new customer service facilities in Bacup. It was felt that too much focus was placed on Rawtenstall being the ‘centre of Rossendale’. In general this will be a big improvement for the people of Whitworth and Bacup. Also people with very low income from the area would be able to access the new One Stop Shop by walking.</p> <p>Staff at the Bacup Family Centre said many of their service users were vulnerable low income families and disabled. Most of these customers would prefer face to face support. Many of the people that seek support have problems with reading and writing making front line support essential.</p> <p>Staff at the Bacup Family Centre also said that the new One Stop Shop should be “disabled friendly” to ensure that disabled customers could access and utilise the service.</p>
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23.10.2012, Lumb Baptist Toddler Group, Face to Face Consultation

20 People

Varied age ranges

Men and Women

Participants confirmed they lived in a variety of locations.

All of the people spoke to specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet.

People that commented said:

"I'd much rather speak to someone on the phone than go to the One Stop Shop- it isn't very private and you feel as though everybody is listening to what you are saying"

"It's inconvenient to have to make a special journey to the One Stop Shop. As a busy working Mum, I do not have time to go to Rawtenstall or Bacup. I've always contacted the council by phone and this has always been satisfactory"
"telephoning is easiest- you don't have to queue"

"I prefer to use the internet for most of the services I use- banking, shopping, contacting people. You can do most things online these days and its 24/7 available not just 9 to 5.

People with Disabilities

19.10.2012, Oakenhead Resource/Day Centre, Face to Face consultation

The consultation was due to be face to face. However the staff at Oakenhead advised that due to the nature of the disability of their service users it was highly unlikely that they would ever contact the council or use the One Stop Shop.

The majority of carers have transport and would prefer a location with good parking facilities. The facilities should also be DDA compliant.

Carers

25.10.2012, Carer Contact Team, Face to Face consultation.

The contact Team advised that from the perspective of their service users, the main priority would be flexible working hours. She thought an appointment system would be a good idea, as this would prevent waiting times. The majority of carers they deal with have use of a car to ensure that the people they care for can be transported about. Most of the costs for travel are met from disability living allowance. Most carers prefer to access customer service via other channels, as face to face contact can be difficult because a lot of their time is committed to providing care. It is therefore inconvenient to have to make a special journey with a disabled person.

However if face to face contact was unavoidable it is essential that the council provides facilities that are DDA compliant.

Many of their service users will usually ask for support from the Carer Contact Team if they need any assistance to deal with problems/enquires that are associated with LCC, the council, DWP, Health Service etc.

The Team were unaware of the current arrangements at the

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OSS as they do not access it.

BME Community Consultation

Asian Ladies Group- on the 18th October 2012 an email was sent to all members of the Ladies Asian group. The email advised about the consultation and asked if they had any comments in relation to any proposals to let us know. A questionnaire was also attached to the email.

Haslingden Mosque

A staff representative attended the mosque w/c 17th September 2012. The Imam agreed that a poster advising of the consultations currently taking place could be put up and a number of questionnaires could be left for people to take away and complete.

Rawtenstall Mosque

Representatives from the Council attended a Mosque in Rawtenstall on Friday 19th October at 1:45pm. About 20-30 people were seen all of them men. The proposals were discussed. People listened and took away the questionnaires stating that they would complete at home and return.

Only one person made a specific comment he was a Rawtenstall resident and he stated that he wasn't happy about the proposal to move the

One Stop Shop to Futures park in Bacup but he did not elaborate on this.

General Consultation

9. 10.2012, Manager at Bacup Job Centre, Face to Face consultation

The manager at Bacup Job Centre thought that the re-location would be a positive change for the customers that attend Bacup Job Centre. She said that customers often express their frustration at having to travel to Rawtenstall to see the Council. Although customers can hand documents in at the Greenvale office, the staff there are not sufficiently trained to deal with Housing/Council tax benefit queries or other council matters.

She also felt that Bacup had some areas of deprivation and poverty. It was less likely that customers in these areas would have cars and therefore accessing the OSS at Rawtenstall was expensive by bus and too far to walk for most customers. Questionnaires and poster were left and these would be handed out to customers.

A proportion of job seekers in Bacup have adult literacy problems and help with filling forms in was often an issue.

The DWP offer an over the telephone service support service for customers unable to complete forms in hard copy or online. It was suggested that a similar service could be made available for customers needing help to claim Housing Benefits.

Customers who currently access STAN the Van, Face to Face consultation

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	<p>Most of the customers using the STAN service in Rossendale have previously used the One Stop Shop and prefer face to face customer service.</p> <p><u>Customer, male, aged 57, disabled:</u></p> <p>Does not have a computer and does not have a car. He prefers to visit STAN as he lives in Haslingden. He does not have enough money to spend on bus fares to Rawtenstall or Bacup. He would only use the OSS if it was in Haslingden. He also stated that he does not like to visit "official" places/people as they make him feel uncomfortable, which is why he uses STAN as it is a more relaxed and friendly atmosphere. Customer states he needs face to face service as he struggles to complete forms or understand letters, staff on STAN are kind and patient.</p> <p><u>Customer, female, aged 46, disabled:</u></p> <p>Does not have a computer but does have a car through Motability scheme. Customer has used the OSS and prefers face to face service because she has hearing problems and does not like to use the phone. She lives in Haslingden and would still use the OSS service if it was moved to Bacup. Sometimes the OSS is noisy if it is busy and this affects her hearing disability.</p> <p><u>Customer, female, aged 62, disabled:</u></p> <p>Customer does not have a computer and does not have a car. Lives in Rawtenstall. She has vision impairment and relies on her daughter to drive her to places as she does not like using the bus and can't afford taxi. Her daughter does have a computer but she prefers to sort out her own affairs by face to face contact. She uses the OSS and would continue to use it if it was moved. Thinks that parking at Futures Park will be easier than it is at Rawtenstall. Staff at the council are always very helpful. She prefers the STAN service as they help with other stuff as well as council stuff- like help with filling in forms.</p> <p><u>Customer, female, aged 26, has young children:</u></p> <p>Customer does not have a computer and does not have a car; she is a single parent with 3 children under 5. Customer lives in Bacup and finds using public transport very difficult with 3 young children which is why she uses the STAN service instead of visiting the OSS. If the OSS moved to Bacup it would be more convenient for her, so she would probably use it more. Customer prefers face to face service as she is on benefits and cannot afford to telephone.</p> <p><u>Customer, male, aged 21, single:</u></p> <p>Customer has a computer and uses this to access information and send emails. However he prefers to use the OSS to hand in documents and forms, so they don't get lost in the post. He is unemployed and cannot afford to run a car. He lives in Waterfoot so it would not make much difference to him if the OSS was in Rawtenstall or Bacup.</p> <p><u>Customer, female, pension age:</u></p> <p>Very rarely uses the OSS or has needed to contact the council. Does not claim any benefits. Used the STAN service</p>
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	<p>because she was curious what it was about. She thinks the STAN service is excellent and found out some useful information about the refuse assisted collection service & Attendance Allowance for her brother. Customer thinks that the council does need to provide face to face service, especially for pensioners as they often don't have computers. She has a car, but thinks that Futures Park might be out of the way for some people. If you had to make a special journey by bus there is nothing else there.</p> <p><u>Customer, male, aged 54, Asian.</u></p> <p>Lives in Rawtenstall, has a car, does not have a computer. Customer not bothered where OSS is, but prefers face to face service as he needs help with forms and letters.</p> <p><u>Customer, female aged 31, Asian</u></p> <p>Customer lives in Haslingden, does not have a computer and relies on her husband or family for transportation. Uses the OSS 2 or 3 times a year to report income changes for her benefit claim, on working tax credits. Prefers face to face as the staff at the OSS photocopy her documents and provide a receipt- stuff has got lost in the post in the past. Would still use the OSS if it moved as it is a good service.</p>
Bus route information and costs	<p>Bus – hours, cost:</p> <p>Futures park is on the main 464 bus route from Accrington to Rochdale so is easy to access by the public transport from Rawtenstall, Waterfoot, Bacup and Whitworth.</p> <p>The 466 run approximately every 15 minutes during the daytime.</p> <p>A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20.</p> <p>The OSS Usage Survey identified of the people surveyed: 7 people who stated that the reason their usage of the OSS would decrease if relocated due to the new location was <i>due to cost/expense</i>.</p> <p>16 people who stated that the reason their usage of the OSS would decrease if relocated due to the new location was because it was <i>too far</i>.</p>

Add more/delete rows as required - See **EIA Guidance**

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3. EQUALITY IMPACT

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input type="checkbox"/>	<input type="checkbox"/>	When consulted, customers who accessed planning and land charges did not identify any issues or impact on them as a result of relocation. Based on the information available, no impact has been identified for this protected equality group in relation to this service.	<input checked="" type="checkbox"/>
	Younger people and children	<input type="checkbox"/>	<input type="checkbox"/>	The customers who access the Planning services are not younger people or children. There is therefore no impact.	<input checked="" type="checkbox"/>
Disability	Physical/learning/mental health	<input type="checkbox"/>	<input type="checkbox"/>	When consulted, customers who accessed planning and land charges did not identify any issues or impact on them as a result of relocation. Based on the information available, no impact has been identified for this protected equality group in relation to this service.	<input checked="" type="checkbox"/>
Gender Reassignment	Transsexual people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Pregnancy and Maternity		<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Black or black British people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Irish people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	White British	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Chinese people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Gypsies & Travellers	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Other minority communities not listed above (please state)	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Belief or Religion		<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Gender	Women	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Men	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Sexual Orientation	Lesbian women , gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Marriage and Civil Partnership (employment only)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Contribution to equality of opportunity		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Relocation would also enable greater opportunity for access for those in the east of	<input type="checkbox"/>

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Equality	Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
			the Borough. However, it is recognised that on balance this would also mean a potential decrease in opportunity for access to those in the west of the borough – who currently have greater access to the One Stop Shop.	
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&documentID=251	<input type="checkbox"/>	<input type="checkbox"/>	Any Council decisions will be undertaken in line with the Human Rights Act 1998.	<input checked="" type="checkbox"/>

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4. OUTCOME OF EIA – COURSE OF ACTION TO BE TAKEN

What course of action does this EIA suggest you take? More than one of the following may apply	Please indicate
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.	<input checked="" type="checkbox"/> General mitigating actions are detailed in the Action Plan below.
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? If there is a negative impact identified, you must consider (and evidence/record) what mitigating actions you have or will put in place to reduce the negative impact where/if possible, and to enhance the positive impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 3: Continue the policy despite potential for negative impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination or significant negative impact that can not be justified or mitigated against. <u>You must speak to Liz Sandiford (2452) or Emma Hussain (2451) immediately.</u>	<input type="checkbox"/>

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5 . EIA ACTION PLAN & REVIEW

Based on the impact assessment, findings/evidence and outcomes identified above, please complete the Action Plan below – these should be actions arising as a result of undertaking the EIA.

The Action Plan should address (not exhaustively):-

- Any gaps in findings/evidence research including any consultation or engagement regarding the policy and its actual/potential affects.
- How you will address any gaps.
- What practical changes/action will help reduce any negative impacts that you have identified.
- What practical changes/action will help enhance any positive contributions to equality.

Further Actions Required: Yes No

EIA Action Plan

Issue	Action required	Lead officer	Timescale
Transport and signage	Work with Lancashire County Council to explore improvements to Bus shelters opposite the new location of the OSS and possible OSS signage following feedback during consultation.	P Seddon	
Lack of knowledge of location of new OSS	Raise awareness of the new location with Rossendale Bus drivers so that they are aware of the new potential location of the OSS to ensure that they are fully able to provide advice /guidance to public transport users of the OSS location on the Bus routes. And provide a link/signposting to bus time table information to the bus routes that service the new proposed location at Futures Park.	P Seddon	
Access to services in neighbourhoods	Explore the use of STAN offering a service in neighbourhoods	F Meechan	
Lack of knowledge and	Promote and raise awareness	F Meechan	

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understanding of how to access the council in other ways other than face to face.	with current customers of how they can access services in a different way. Increase the amount / type of transactions / functions that can be carried out via the councils website		
Communication	<ul style="list-style-type: none"> - Information on the website / social media - Press release - Letter to stakeholders, partners and voluntary and community groups - Letters to businesses 	Service areas L Sandiford	

Actions arising from the Impact assessment should form part of the business planning process for service areas.

Monitoring & Reviewing the Effect of the Policy

Please state how you will monitor the impact and effect of this policy and where this will be reported:

Capita would undertake as part of their annual monitoring and report if customer satisfaction at the One Stop Shop, this would also include reporting on usage levels.

Date of Review²: As required – annual review via Capita and Service Area.

² This date will be set on an annual basis as default for review unless otherwise specified by you.

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FULL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Accommodation Rationalisation: The Relocation of the One Stop Shop (OSS) (Services: Housing & Council Tax Benefits, Council Tax, Business Rates services) from Rawtenstall to Futures Park, Bacup	
Lead Officer Name(s):	Fiona Meechan and Phil Seddon	
Job Title:	Director of Customers and Communities and Head of Finance and Property Services	
Department/Service Area:	Place Directorate – Service Assurance Resources Directorate – Finance and Property Services	
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Date Assessment:	Commenced: June 2012	Completed: 15.11.12

We carry out Equality Impact Assessments (EIA) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

1. OVERVIEW

The main aims/objectives of this policy¹ are: As part of the Council's Medium Term Financial Strategy and Accommodation Strategy aims, this policy decision is concerned with exploring the options for the Council to rationalise its accommodation assets – specifically in this case, the relocation of the Council's One Stop Shop services to Futures Park, Bacup. This impact assessment has been carried out with the information available and considers the impact on protected equality groups should the option to 'relocate the One Stop services' (housing and council tax benefit, council tax, and business rates) to Futures Park, Bacup be pursued.
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(Refer to "[EIA Guidance](#)" for details)

Is the policy or decision under review (please tick)

New/proposed

Modified/adapted

Existing

¹ Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

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The main intended people or groups that will be most affected by this policy are:
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Customers of the following services who choose to access the OSS on a face to face basis for the following:

- Council Tax
- Housing or Council Tax Benefits
- Business rates

2. FINDINGS / EVIDENCE

FINDINGS/EVIDENCE: The following information/data has been considered in developing this policy/decision (including any consultation or engagement):	
Information/data obtained and/or Consultation/engagement carried out (please state who with)	What does this tell us? / What does it say?
Rossendale Borough Council's Medium Term Financial Strategy (MTFS)	<p>The Council's MTFS sets out the imperative to make significant financial savings.</p>
Rossendale Borough Council's Accommodation Strategy	<p>The current One Stop Shop in Rawtenstall was only ever meant to be a temporary location.</p> <p>The long term aspiration goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot).</p> <p>A review of current operational costs for the One Stop Shop show that</p> <ul style="list-style-type: none"> - The cost of running the building is c. £50k per year - The relocation of back office staff based at the One Stop Shop would create a saving of £50k per year. - The cost of bringing the One Stop Shop up to both modern building standards and making it disability accessible is estimated to £400,000. To renovate Futures Park to accommodate the relocation of the One Stop Shop would cost c. £160,000. - The One Stop Shop is currently located in a key regeneration area for the borough, freeing up this site would bring more benefit to the potential of the area for attracting sustainable regeneration development investment.
Overview of the nature of the service	<p>CAPITA deliver the Council's face to face customer contact. In relation to this service this includes the Housing and Council Benefits service, changes to circumstances and Council Tax and business rates. People access these services online, face to face and via the telephone.</p> <p>Due to the nature of the scheme, people are likely to access</p>

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	these services in order ask a question, get advice or to get assistance with filling in a form.
Consultation & Engagement Activity Feedback:	
Usage of the One Stop Shop Survey (via face to face questionnaire during visits to the OSS during 1 st September – 28 th October. In total 107 customers participated.	Of those that responded, users of the services is as follows: Council Tax - 20.6% Housing or Council Tax Benefit - 45.8% Business Rates – 0.9% In general, the majority of the users visiting the OSS were female aged between 20-29 and 30-39 years, did not have a disability and were White British. While the majority of these uses felt that their usage of the OSS would decrease if it moved to Bacup, the majority of these customers visited to ask a question or get advice or get assistance filling in a form and the majority said they travelled to the OSS by car. <u>Disabled</u> people accessed the OSS to use the following services: Council tax Housing or council tax benefits Homelessness Business pass (LCC) CAB Greenvale Homes The majority of disabled customers accessed the OSS by car. The majority said their usage would decrease if relocated but a significant number said it would stay the same if relocated. People from the <u>BME</u> community accessed the OSS to use the following services: Council tax Housing and Council tax benefit The majority of BME customers accessed the OSS by car. The majority said their usage would stay the same if relocated. <u>Women</u> accessed the OSS to use the following services: Council tax Housing and council tax benefit Refuse and recycling Bus pass (LCC) Licensing CAB Greenvale Homes The majority accessed the OSS by car but a significant number access by bus. However, the majority said their usage would decrease if relocated. <u>Men</u> accessed the OSS to use the following services: Council tax Housing and council tax benefits

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	<p>Buss pass Licencing Planning Land charges CAB Greenvale Homes</p> <p>The majority of men accessed the OSS by car, and the majority said that their usage would remain the same if relocated. However a significant number said that their usage would decrease.</p> <p>It is recognised that relocation from west to the east of the borough will have a positive impact on some older people while a negative impact on others – dependent on where they live. This is broadly reflected in responses regarding changes to usage if the OSS moved.</p>
Making Ends Meet Survey - (via online and hard copy) a general survey about several areas of possible financial savings. This included one a question in relation to the OSS: "If we did move the One Stop Shop to Bacup, what impact would this have on your usage of the service?" This was undertaken during 28th August – 12th October. This survey went to: Rossendale's Citizen Panel (768) and was publicised public wide via website & social media. In total 485 people responded.	<p>This survey was not linked specifically to the use/access of a particular service.</p> <p>The survey was not linked specifically to the use/access of a particular service. However this service could be accessed on a general basis by residents. Therefore it is important to consider the general usage of the OSS.</p> <p>Only 7% thought that they would need to contact us monthly or more. Of the people that do use the OSS only 14% visit the OSS at least quarterly. However 62% thought that The Council needs to have a One Stop Shop. 71% of the respondents that use the OSS told us that they would visit the OSS just the same or more often if it moved to Bacup from Rawtenstall. For those whose OSS usage would remain the same, there was a fairly wide geographic spread.</p> <p>Although overall customers said that they would use it less due to distance and cost, the vast majority said they do not or rarely use the OSS as a drop in centre. Evidence suggests that the Council only needs to operate a telephone/ e mail contact centre. By having a telephone/ e mail contact centre, all residents within the borough will be able to use this service without incurring additional travel costs/ difficulties. This also reduces the cost per transaction.</p>
Consultation with Members	<p>Consultation has been undertaken with Cllr Serridge as Portfolio Holder. Also, a report went to Policy Overview and Scrutiny on 10th September 2012 entitled Customer Services Review Report of which the review of accommodation formed part.</p> <p>A further report went to Policy Overview and Scrutiny on 15th October 2012 entitled Accommodation Options report.</p> <p>There were also two task and finish groups during November. This is all leading to Policy Overview and Scrutiny on 26th November followed by Cabinet on 28th November and Full Council on 12th December 2012.</p>

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Bus route information and costs	<p>Bus – hours, cost:</p> <p>Futures park is on the main 464 bus route from Accrington to Rochdale so is easy to access by the public transport from Rawtenstall, Waterfoot, Bacup and Whitworth.</p> <p>The 466 run approximately every 15 minutes during the daytime.</p> <p>A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20.</p> <p>The OSS Usage Survey identified of the people surveyed: 7 people who stated that the reason their usage of the OSS would decrease if relocated due to the new location was <i>due to cost/expense</i>.</p> <p>16 people who stated that the reason their usage of the OSS would decrease if relocated due to the new location was because it was <i>too far</i>.</p>
Summary of Consultation with Equality Groups in relation to the possible relocation of the One Stop Shop to Futures Park	<p>Face to face consultation took place with a number of customers representing protected groups as defined by the Equality Act 2010.</p> <p>Families</p> <p>19.10.2012, St Nicholas Primary School, Family Assembly, Face to Face consultation.</p> <p>15 women of mixed ages.</p> <p>The majority of women specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet.</p> <p>People that commented said:</p> <p>“The current building is ugly and outdated. New modern facilities would be an improvement”</p> <p>“The council is making a positive change to save money.”</p> <p>“An appointment system would be useful to save waiting times.”</p> <p>“Futures Park is on a main bus route and is easily assessable”</p> <p>“You can never please everybody and most people have cars”</p> <p>“The STAN service would be useful if customers had difficulties getting to Futures Park”</p> <p>The majority felt the Council should still provide face to face customer service and did not think the change of location was unreasonable.</p> <p>9.10.2012, Balladen Childrens Centre, Family Centre - St Nicolas School, Maden Centre, Bacup Family Centre, Face to Face consultation.</p> <p>Staff at the Balladen Childrens Centre said; that most of their service users lived in Rawtenstall and single parents without transport may struggle to use the bus service, although it was acknowledged that customers from Bacup and Whitworth had previously had to manage. Also families with low income may not be able to afford the bus fare. It was suggested that more services on line and an improved telephone contact service</p>

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would benefit customers who chose not to travel to Futures Park.

Staff at the Maden Centre & the Bacup Family Centre welcomed the prospect of new customer service facilities in Bacup. It was felt that too much focus was placed on Rawtenstall being the 'centre of Rossendale'. In general this will be a big improvement for the people of Whitworth and Bacup. Also people with very low income from the area would be able to access the new One Stop Shop by walking.

Staff at the Bacup Family Centre said many of their service users were vulnerable low income families and disabled. Most of these customers would prefer face to face support. Many of the people that seek support have problems with reading and writing making front line support essential.

Staff at the Bacup Family Centre also said that the new One Stop Shop should be "disabled friendly" to ensure that disabled customers could access and utilise the service.

23.10.2012, Lumb Baptist Toddler Group, Face to Face Consultation

20 People

Varied age ranges

Men and Women

Participants confirmed they lived in a variety of locations.

All of the people spoke to specified that they do not access council services via the One Stop Shop and most prefer to contact by telephone or use the internet.

People that commented said:

"I'd much rather speak to someone on the phone than go to the One Stop Shop- it isn't very private and you feel as though everybody is listening to what you are saying"

"It's inconvenient to have to make a special journey to the One Stop Shop. As a busy working Mum, I do not have time to go to Rawtenstall or Bacup. I've always contacted the council by phone and this has always been satisfactory"

"telephoning is easiest- you don't have to queue"

"I prefer to use the internet for most of the services I use- banking, shopping, contacting people. You can do most things online these days and its 24/7 available not just 9 to 5."

People with Disabilities

19.10.2012, Oakenhead Resource/Day Centre, Face to Face consultation

The consultation was due to be face to face. However the staff at Oakenhead advised that due to the nature of the disability of their service users it was highly unlikely that they would ever contact the council or use the One Stop Shop. The majority of carers have transport and would prefer a location with good parking facilities. The facilities should also be DDA compliant.

Carers

25.10.2012, Carer Contact Team, Face to Face consultation.

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The contact Team advised that from the perspective of their service users, the main priority would be flexible working hours. She thought an appointment system would be a good idea, as this would prevent waiting times. The majority of carers they deal with have use of a car to ensure that the people they care for can be transported about. Most of the costs for travel are met from disability living allowance. Most carers prefer to access customer service via other channels, as face to face contact can be difficult because a lot of their time is committed to providing care. It is therefore inconvenient to have to make a special journey with a disabled person. However if face to face contact was unavoidable it is essential that the council provides facilities that are DDA compliant. Many of their service users will usually ask for support from the Carer Contact Team if they need any assistance to deal with problems/enquires that are associated with LCC, the council, DWP, Health Service etc.

The Team were unaware of the current arrangements at the OSS as they do not access it

BME Community Consultation

Asian Ladies Group- on the 18th October 2012 an email was sent to all members of the Ladies Asian group. The email advised about the consultation and asked if they had any comments in relation to any proposals to let us know. A questionnaire was also attached to the email.

Haslingden Mosque

A staff representative attended the mosque w/c 17th September 2012. The Imam agreed that a poster advising of the consultations currently taking place could be put up and a number of questionnaires could be left for people to take away and complete.

Rawtenstall Mosque

Representatives from the Council attended a Mosque in Rawtenstall on Friday 19th October at 1:45pm. About 20-30 people were seen all of them men. The proposals were discussed. People listened and took away the questionnaires stating that they would complete at home and return.

Only one person made a specific comment he was a Rawtenstall resident and he stated that he wasn't happy about the proposal to move the

One Stop Shop to Futures park in Bacup but he did not elaborate on this.

General Consultation

9. 10.2012, Manager at Bacup Job Centre, Face to Face consultation

The manager at Bacup Job Centre thought that the re-location would be a positive change for the customers that attend Bacup Job Centre. She said that customers often express their frustration at having to travel to Rawtenstall to see the Council. Although customers can hand documents in at the Greenvale

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office, the staff there are not sufficiently trained to deal with Housing/Council tax benefit queries or other council matters. She also felt that Bacup had some areas of deprivation and poverty. It was less likely that customers in these areas would have cars and therefore accessing the OSS at Rawtenstall was expensive by bus and too far to walk for most customers. Questionnaires and poster were left and these would be handed out to customers.

A proportion of job seekers in Bacup have adult literacy problems and help with filling forms in was often an issue. The DWP offer an over the telephone service support service for customers unable to complete forms in hard copy or online. It was suggested that a similar service could be made available for customers needing help to claim Housing Benefits.

Customers who currently access STAN the Van, Face to Face consultation

Most of the customers using the STAN service in Rossendale have previously used the One Stop Shop and prefer face to face customer service.

Customer, male, aged 57, disabled:

Does not have a computer and does not have a car. He prefers to visit STAN as he lives in Haslingden. He does not have enough money to spend on bus fares to Rawtenstall or Bacup. He would only use the OSS if it was in Haslingden. He also stated that he does not like to visit "official" places/ people as they make him feel uncomfortable, which is why he uses STAN as it is a more relaxed and friendly atmosphere. Customer states he needs face to face service as he struggles to complete forms or understand letters, staff on STAN are kind and patient.

Customer, female, aged 46, disabled:

Does not have a computer but does have a car through Motability scheme. Customer has used the OSS and prefers face to face service because she has hearing problems and does not like to use the phone. She lives in Haslingden and would still use the OSS service if it was moved to Bacup. Sometimes the OSS is noisy if it is busy and this affects her hearing disability.

Customer, female, aged 62, disabled:

Customer does not have a computer and does not have a car. Lives in Rawtenstall. She has vision impairment and relies on her daughter to drive her to places as she does not like using the bus and can't afford taxi. Her daughter does have a computer but she prefers to sort out her own affairs by face to face contact. She uses the OSS and would continue to use it if it was moved. Thinks that parking at Futures Park will be easier than it is at Rawtenstall. Staff at the council are always very helpful. She prefers the STAN service as they help with other stuff as well as council stuff- like help with filling in forms.

Customer, female, aged 26, has young children:

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	<p>Customer does not have a computer and does not have a car; she is a single parent with 3 children under 5. Customer lives in Bacup and finds using public transport very difficult with 3 young children which is why she uses the STAN service instead of visiting the OSS. If the OSS moved to Bacup it would be more convenient for her, so she would probably use it more. Customer prefers face to face service as she is on benefits and cannot afford to telephone.</p> <p><u>Customer, male, aged 21, single:</u></p> <p>Customer has a computer and uses this to access information and send emails. However he prefers to use the OSS to hand in documents and forms, so they don't get lost in the post. He is unemployed and cannot afford to run a car. He lives in Waterfoot so it would not make much difference to him if the OSS was in Rawtenstall or Bacup.</p> <p><u>Customer, female, pension age:</u></p> <p>Very rarely uses the OSS or has needed to contact the council. Does not claim any benefits. Used the STAN service because she was curious what it was about. She thinks the STAN service is excellent and found out some useful information about the refuse assisted collection service & Attendance Allowance for her brother. Customer thinks that the council does need to provide face to face service, especially for pensioners as they often don't have computers. She has a car, but thinks that Futures Park might be out of the way for some people. If you had to make a special journey by bus there is nothing else there.</p> <p><u>Customer, male, aged 54, Asian.</u></p> <p>Lives in Rawtenstall, has a car, does not have a computer. Customer not bothered where OSS is, but prefers face to face service as he needs help with forms and letters.</p> <p><u>Customer, female aged 31, Asian</u></p> <p>Customer lives in Haslingden, does not have a computer and relies on her husband or family for transportation. Uses the OSS 2 or 3 times a year to report income changes for her benefit claim, on working tax credits. Prefers face to face as the staff at the OSS photocopy her documents and provide a receipt- stuff has got lost in the post in the past. Would still use the OSS if it moved as it is a good service.</p>
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Bus route information and costs	<p>Bus – hours, cost:</p> <p>Futures park is on the main 464 bus route from Accrington to Rochdale so is easy to access by the public transport from Rawtenstall, Waterfoot, Bacup and Whitworth.</p> <p>The 466 run approximately every 15 minutes during the daytime.</p> <p>A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20.</p>
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Add more/delete rows as required - See EIA Guidance

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3. EQUALITY IMPACT

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	It is recognised that relocation from west to the east of the borough will have a positive impact on some while a negative impact on others – dependent on where they live.	<input type="checkbox"/>
	Younger people and children	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	It is recognised that relocation from west to the east of the borough will have a positive impact on some while a negative impact on others – dependent where they live.	<input type="checkbox"/>
Disability	Physical/learning/mental health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	In the OSS Usage Survey 45% of disabled users said it would decrease their usage of the OSS if it moved to Bacup. However, the data available does not determine if the relocation has a negative impact, just that they would use it less, which could be a personal choice. It is recognised that relocation from west to the east of the borough will have a positive impact on some disabled people while a negative impact on others – dependent on where they live. 55% of disabled users of the OSS stated that they use their own vehicle to get to the OSS (20% bus, 15% get a lift). The Action Plan in Section 5 sets out actions to mitigate/reduce impact where possible. There is also a potential positive impact for this protected group as the relocated OSS would be compliant with Modern Building Standards.	<input type="checkbox"/>
Gender Reassignment	Transsexual people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Based on the information available, no impact has been identified for this protected	<input type="checkbox"/>

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Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
				equality group. It is recognised that relocation from west to the east of the borough will have a positive impact on some while a negative impact on others – dependent on where they live	<input type="checkbox"/>
Pregnancy and Maternity		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group. It is recognised that relocation from west to the east of the borough will have a positive impact on some while a negative impact on others – dependent on where they live.	<input type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Rawtenstall and Haslingden have higher BME populations than other areas of the Borough, therefore impact might be a more disproportionate impact to BME users in these areas. It is recognised that relocation from west to the east of the borough will have a positive impact on some while a negative impact on others – dependent on where they live.	<input type="checkbox"/>
	Black or black British people	<input type="checkbox"/>	<input type="checkbox"/>	OSS User Survey showed that of those surveyed, the second higher users of OSS [all services] identify as BME. 74% of BME customers said that they came in regarding Licensing issues which are now already dealt with at Futures Park.	<input type="checkbox"/>
	Irish people	<input type="checkbox"/>	<input type="checkbox"/>	42% would decrease their usage of the OSS if it moved to Bacup, despite 79% of BME users of the OSS stating that they use their own vehicle to get to the OSS (5% bus, 11% on foot).	<input type="checkbox"/>
	White British	<input type="checkbox"/>	<input type="checkbox"/>	Of the customers who access the OSS for Council Tax, Housing or Council Tax Benefit	<input type="checkbox"/>
	Chinese people	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
	Gypsies & Travellers	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
	Other minority communities not listed above (please state)	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

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Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
				services - of people surveyed only 8.3% (5) of people of BME background. Taking the available evidence into account no significant disproportionate negative impact is identified for this group. The Action Plan in Section 5 sets out actions to mitigate/reduce impact where possible.	
Belief or Religion		<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group. No data available to determine impact but no negative impacts have been highlighted through consultation.	<input checked="" type="checkbox"/>
Gender	Women	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	OSS Usage Survey [for all services] identified a fairly even split of male and female users of the OSS. However, the majority of people who access council tax, housing and council tax benefits & business rate services are women. The OSS Usage survey identified that of those who visited the OSS would use it less if it moved to Futures Park Bacup. The majority of women who access the OSS do so by car. It is recognised that relocation from west to the east of the borough will have a positive impact on some women while a negative impact on others – dependent on where they live.	<input type="checkbox"/>
	Men	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	The OSS Usage Survey suggests that for the majority their usage of the OSS should it move would stay the same, but a significant proportion would use it less. It is recognised that relocation from west to the east of the borough will have a positive impact on some women while a negative	<input type="checkbox"/>

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Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
				impact on others – dependent on where they live.	
Sexual Orientation	Lesbian women , gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	Based on the information available, no impact has been identified for this protected equality group. No data available to determine impact but no negative impacts have been highlighted through consultation.	<input checked="" type="checkbox"/>
Marriage and Civil Partnership (in employment only)		<input type="checkbox"/>	<input type="checkbox"/>	No impact has been identified for this protected equality group. This is only a protected equality group in relation to employment.	<input checked="" type="checkbox"/>
Contribution to equality of opportunity		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Relocation would also enable greater opportunity for access for those in the east of the Borough. However, it is recognised that on balance this would also mean a potential decrease in opportunity for access to those in the west of the borough – who currently have greater access to the One Stop Shop. The Action Plan in Section 5 sets out actions to mitigate/reduce impact where possible.	<input type="checkbox"/>
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&documentID=251		<input type="checkbox"/>	<input type="checkbox"/>	Any Council decisions will be undertaken in line with the Human Rights Act 1998.	<input checked="" type="checkbox"/>

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4. OUTCOME OF EIA – COURSE OF ACTION TO BE TAKEN

What course of action does this EIA suggest you take? More than one of the following may apply	Please indicate
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken.	<input type="checkbox"/>
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? If there is a negative impact identified, you must consider (and evidence/record) what mitigating actions you have or will put in place to reduce the negative impact where/if possible, and to enhance the positive impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input checked="" type="checkbox"/> There are various actions that the Council will pursue in order to reduce the impact of this relocation as far as is a reasonably possible. These are detailed in the Action Plan below.
Outcome 3: Continue the policy despite potential for negative impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact. This might include any partnership discussions/working that needs to be undertaken. Complete EIA Action Plan as appropriate.	<input type="checkbox"/>
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination or significant negative impact that can not be justified or mitigated against. <u>You must speak to Liz Sandiford (2452) or Emma Hussain (2451) immediately.</u>	<input type="checkbox"/>

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5 . EIA ACTION PLAN & REVIEW

Based on the impact assessment, findings/evidence and outcomes identified above, please complete the Action Plan below – these should be actions arising as a result of undertaking the EIA.

The Action Plan should address (not exhaustively):-

- Any gaps in findings/evidence research including any consultation or engagement regarding the policy and its actual/potential affects.
- How you will address any gaps.
- What practical changes/action will help reduce any negative impacts that you have identified.
- What practical changes/action will help enhance any positive contributions to equality.

Further Actions Required: Yes No

EIA Action Plan

Issue	Action required	Lead officer	Timescale
Transport and signage	Work with Lancashire County Council to explore improvements to Bus shelters opposite the new location of the OSS and possible OSS signage following feedback during consultation.	P Seddon	
Lack of knowledge of location of new OSS	Raise awareness of the new location with Rossendale Bus drivers so that they are aware of the new potential location of the OSS to ensure that they are fully able to provide advice /guidance to public transport users of the OSS location on the Bus routes. And provide a link/signposting to bus time table information to the bus routes that service the new proposed location at Futures Park.	P Seddon	
Access to services in	Explore the use of STAN offing	F Meechan	

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neighbourhoods	a service in neighbourhoods		
Lack of knowledge and understanding of how to access the council in other ways other than face to face.	Promote and raise awareness with current customers of how they can access services in a different way. Increase the amount / type of transactions / functions that can be carried out via the councils website	F Meechan	
Communication	<ul style="list-style-type: none"> - Information on the website / social media - Press release - Letter to stakeholders, partners and voluntary and community groups - Letters to businesses 	Service areas L Sandiford	

Please add more rows if required.

Actions arising from the Impact assessment should form part of the business planning process for service areas.

Monitoring & Reviewing the Effect of the Policy

Please state how you will monitor the impact and effect of this policy and where this will be reported:

Capita would undertake as part of their annual monitoring and report if customer satisfaction at the One Stop Shop, this would also include reporting on usage levels.

Date of Review²:As required – annual review via Capita.

² This date will be set on an annual basis as default for review unless otherwise specified by you.

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INITIAL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Accommodation Rationalisation: The Relocation of the One Stop Shop (OSS) (Service Assurance Team) from Rawtenstall to Futures Park, Bacup.	
Lead Officer Name(s):	Fiona Meechan	
Job Title & Location:	Director of Customers and Communities	
Department/Service Area:		
Telephone & E-mail Contact:	fionameechan@rossendalebc.gov.uk 01076 252430	
Date Assessment:	Commenced: June 2012	Completed: 15.11.12

We carry out Equality Impact Assessments (EIAs) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

1. Overview

The main aims/objectives of this policy¹ are:
As part of the Council's Medium Term Financial Strategy and Accommodation Strategy aims, this policy decision is concerned exploring the options for the Council to rationalise its accommodation assets – specifically in this case, the review of the Council's One Stop Shop services.
This impact assessment has been carried out with the information available and considers the impact on protected equality groups should the option to 'relocate the One Stop services' (for the Service Assurance Team) to Futures Park, Bacup be pursued.

(Refer to [EIA Guidance](#) for details)

Is the policy or decision under review (please tick)

New/proposed Modified/adapted Existing

Date of Review²: As required.

¹ Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

² This date will be set on an annual basis as default for review unless otherwise specified by you.

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2. Equality Impact

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input type="checkbox"/>	<input type="checkbox"/>	This service provides a back office function and does not deliver services directly external customers. Therefore no impact has been identified for any protected groups if relocated.	<input checked="" type="checkbox"/>
	Younger people and children	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Disability	Physical/learning/mental health	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Gender Reassignment	Transsexual people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Pregnancy and Maternity		<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Black or black British people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Irish people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	White British	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Chinese people	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Gypsies & Travellers	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
	Other minority communities not listed above (please state)	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Belief or Religion		<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Gender	Women	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Men	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Sexual Orientation	Lesbian women, gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Marriage and Civil Partnership (employment only)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Contribution to equality of opportunity		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)		<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&documentID=251		<input type="checkbox"/>	<input type="checkbox"/>	Any Council decisions will be undertaken in line with the Human Rights Act 1998.	<input checked="" type="checkbox"/>

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INITIAL EQUALITY IMPACT ASSESSMENT

Name of Policy, Decision, Strategy, Service or Function, Other: (please indicate)	Accommodation Rationalisation: The Relocation of the One Stop Shop (services: Council Tax and Housing Benefit & business rates services CAB, GVH, Housing Options) Do nothing.	
Lead Officer Name(s):	Fiona Meechan and Phil Seddon	
Job Title:	Director of Customers and Communities and Head of Finance and Property Services	
Department/Service Area:	Place Directorate – Service Assurance Resources Directorate – Finance and Property Services	
Telephone & E-mail Contact:	fionameechan@rossendalebc.gov.uk 01076 252430 phil.seddon@rossendalebc.gov.uk 01706 252465	
Date Assessment:	Commenced: June 2012	Completed: November 2012

We carry out Equality Impact Assessments (EIAs) to analyse the effects of our decisions, policies or practices. The EIA should be undertaken/started at the beginning of the policy development process – before any decisions are made.

1. Overview

The main aims/objectives of this policy¹ are:
As part of the Council's Medium Term Financial Strategy and Accommodation Strategy aims, this policy decision is concerned exploring the options for the Council to rationalise its accommodation assets – specifically in this case, the review of the Council's One Stop Shop services.
This impact assessment has been carried out with the information available and considers the impact on protected equality groups should the option to 'do nothing' in relation to the possible relocation of the One Stop Shop services (Council Tax and Housing Benefit & business rates services) be pursued.

(Refer to [EIA Guidance](#) for details)

Is the policy or decision under review (please tick)

New/proposed Modified/adapted Existing

Date of Review²: As required.

¹ Policy refers to any policy, strategy, project, procedure, function, decision or delivery of service.

² This date will be set on an annual basis as default for review unless otherwise specified by you.

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2. Equality Impact

Equality		Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts or reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people	<input type="checkbox"/>	<input type="checkbox"/>	No impact on any protected equality groups has been identified as there would be no change to the current service or location of access to this service for users.	<input checked="" type="checkbox"/>
	Younger people and children	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Disability	Physical/learning/mental health	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Gender Reassignment	Transsexual people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Pregnancy and Maternity		<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Race (Ethnicity or Nationality)	Asian or Asian British people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Black or black British people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Irish people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	White British	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Chinese people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Gypsies & Travellers	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Other minority communities not listed above (please state)	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Belief or Religion		<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Gender	Women	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
	Men	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Sexual Orientation	Lesbian women, gay men and bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Marriage and Civil Partnership		<input type="checkbox"/>	<input type="checkbox"/>	As above.	<input checked="" type="checkbox"/>
Contribution to equality of opportunity		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Relocation would also enable greater opportunity for access for those in the east of the Borough. However, it is recognised that on balance this would also mean a potential decrease in opportunity for access to those in the west of the borough – who currently have greater access to the One Stop Shop.	<input type="checkbox"/>

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Equality	Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	Reason and any mitigating actions already in place (to reduce any adverse /negative impacts <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)	<input type="checkbox"/>	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Human Rights http://intranet/site/scripts/documents_info.php?categoryId=86&documentID=251	<input type="checkbox"/>	<input type="checkbox"/>	Any Council decisions will be undertaken in line with the Human Right Act 1998.	<input checked="" type="checkbox"/>

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