Rossendalealive

ITEM NO. E3

Subject:	Relocation of One Stop Shop			Status:	For Publication		
Report to:	Council			Date:	12 th December 2012		
Report of:	Head of	Finance 8	& Property	Portfolio Holder:	Customers, Legal & Licensing		
	Service	1					
Key Decision:		Forward F	Plan	General Exception	Spec	cial Urgency	
Community Impact Assessment: Required:		Yes	Attached:	Yes			
Biodiversity Im	pact Ass	essment	Required:	No	Attached:	No	
Contact Officer	: Philip	Seddon		Telephone:	01706 25246	65	
Email:	philseddon@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.

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- 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,

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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:

0	Total number	of	customer contacts	562,241
	-			

 Contacts via telepho 	ne 308,703 (55%)
 Contacts via website 	218,343 (39%)
 Contacts via one sto 	p shop 35,195 (6%)

- Total contacts via one stop shop for the past few fiscal years:
 - April 08-March 09 35,006
 - o 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.

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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

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- 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

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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

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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:

6. SECTION 151 OFFICER

- 6.1 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

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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		

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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):	Liz Sandiford				
Job Title:	Head of People and Policy				
Department/Service Area:	People and Policy				
Telephone & E-mail Contact:	01706 252526			01706 252526	
Date Assessment:	Commenced: Completed:				
	June 2012 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 policy 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

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

Responsible Section/Team	People and Policy	e and Policy Version	
Responsible Author	Head of People and Policy	Due for review	Ongoing – as required
Date last amended	06.11.12	Page 1 of 7	

Information/data obtained and/or Consultation/engagement carried out	What does this tell us? / What does it say?
(please state who with)	
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 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 Feed	back.
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 G	

Add more/delete rows as required - See EIA Guidance

Responsible Section/Team	People and Policy	Version	Final
Responsible Author	Head of People and Policy	Due for review	Ongoing – as required
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3. EQUALITY IMPACT

Equality				Positive Impact (It could benefit)	Nega Impa could disadv		in pla impac benef	son and any mitigating actions already ce (to reduce any adverse /negative cts <u>or</u> reasons why it will be of positive fit or contribution)	No Impact
Age	Older pe						does	elocation of the OSS to Futures park not negatively impact on staff who are a "protected group"	
	Younger	people and children					does	elocation of the OSS to Futures park not negatively impact on staff who are a "protected group"	
Disability	Physical	/learning/mental health					does	elocation of the OSS to Futures park not negatively impact on staff who are a "protected group"	
Gender Reassignment	Transsex	ual people					does	elocation of the OSS to Futures park not negatively impact on staff who are a "protected group"	
Pregnancy and Maternity							does from	elocation of the OSS to Futures park not negatively impact on staff who are a "protected group"	
Race (Ethnicity or	Asian or	Asian British people						elocation of the OSS to Futures park	\boxtimes
Nationality)	Black or	or black British people					not negatively impact on staff who are	\boxtimes	
	Irish peo						from	a "protected group"	\boxtimes
	White Br	itish							\square
	Chinese	people							\square
		& Travellers							\square
		nority communities not listed lease state)							
Belief or Religion							does	elocation of the OSS to Futures park not negatively impact on staff who are a "protected group"	
Gender	Women						does	elocation of the OSS to Futures park not negatively impact on staff who are a "protected group"	
	Men						The r does	elocation of the OSS to Futures park not negatively impact on staff who are a "protected group"	
Sexual Orientation	Lesbian people	women , gay men and bisexu	ıal				The r does	relocation of the OSS to Futures park not negatively impact on staff who are a "protected group"	
Marriage and Civil Partners	nip (in emp	ployment only)					The r	elocation of the OSS to Futures park	\square
Responsible Section	n/Team	People and Policy	Vers	sion		Final			
Responsible Author		Head of People and		for review		Ongoing	- as		
		Policy				required			
Date last amended		06.11.12	Pag	e 4 of 7					
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Date Issued: August 2012

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				\square
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)				
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&docu mentID=251				

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Date Issued: August 2012

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	\boxtimes
impact and all opportunities to promote equality have been taken.	
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.	
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.	
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.	

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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 🗌
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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:	Completed:
	June 2012	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)	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 goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot). A review of current operational costs for the One Stop Shop show that 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	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. 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. 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.	

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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.	Building Control was not identified in this survey as a service that was accessed via face to face contact during this period. General Usage information in relation to protected groups: 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. The majority of BME customers accessed the OSS by car. The majority said their usage would stay the same if relocated. The majority of Women who accessed the OSS did so by car. 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. 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. 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.	
Building Control Customer Satisfaction Data 2011-12	 This identified that: 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. 	
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 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.	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, all	

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	residents within the borough will be able to use this service without incurring additional travel costs/ difficulties. This also reduces the cost per transaction.
Summary of Consultation with Equality Groups in relation to the possible relocation of the One Stop Shop to Futures Park	 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. 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 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

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Stan Shan aboutd be "disabled friendly" to ansure that disabled
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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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 18 th 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 17 th 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 19 th 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

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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, 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
about the refuse assisted collection service & Attenuance

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	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. Customer, male, aged 54, Asian. 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. Customer, female aged 31, Asian 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.
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.
Add more/delete rows as required - See EIA G	The 466 run approximately every 15 minutes during the daytime. A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20.

Add more/delete rows as required - See EIA Guidance

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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
Age	Older people			Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
	Younger people and children			Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
Disability	Physical/learning/mental health			Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
Gender Reassignment	Transsexual people			Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
Pregnancy and Maternity				Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
Race (Ethnicity or Nationality)	Asian or Asian British people Black or black British people Irish people White British Chinese people Gypsies & Travellers Other minority communities not listed above (please state)			Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
Belief or Religion				Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
Gender	Women			Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	

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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			Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
Sexual Orientation	Lesbian women , gay men and bisexual people			Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
Marriage and Civil Partnersh	nip (in employment only)			N/A	\square
Contribution to equality of o	pportunity			Customers have accessed the service whilst the service has been delivered from Bacup and from Rawtenstall no impact has been identified for protected groups.	
	od relations between different groups ther – valuing one another, respect and			N/A	
Human Rights http://intranet/site/scripts/do mentID=251	cuments_info.php?categoryID=86&docu			Any Council decisions will be undertaken in line with the Human Rights Act 1998.	

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Date Issued: August 2012

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.	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.	
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.	
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.	

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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 🗌
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EIA Action Plan

Issue	Acti	on required		Lead officer	Times	cale
Transport and signage	Cou impl oppo the sign	k with Lancashire County incil to explore rovements to Bus shelters osite the new location of OSS and possible OSS lage following feedback ng consultation.		P Seddon		
Lack of knowledge of location of new OSS	loca drive of th the 0 are /guid user the 1 And to be the 1 new	se awareness of the new tion with Rossendale Bus ers so that they are aware he new potential location of OSS to ensure that they fully able to provide advice dance to public transport rs of the OSS location on Bus routes. provide a link/signposting us time table information to bus routes that service the proposed location at ures Park.	5	P Seddon		
Access to services in neighbourhoods		lore the use of STAN offing ervice in neighbourhoods	g	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	F Meechan
	can be carried out via the councils website	
Communication	 Information on the website / social media 	Service areas
	 Press release Letter to stakeholders, partners and voluntary and community groups Letters to businesses 	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 policy' 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 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

Existing

' Policy refers to any policy, strategy, project, procedure, function, decision or delivery of s	service.
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The main intended people or groups that will be most affected by this policy are:

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):		
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 goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot). A review of current operational costs for the One Stop Shop show that 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	Services use/access breakdown of the total people survey: CAB customers accounted for 2.8% (3).	

Usage of the One Stop Shop	Services use/access breakdown of the total people survey:
Survey (via face to face	CAB customers accounted for 2.8% (3).
questionnaire during visits to the OSS during 1 st September – 28 th October.	Green Vale Homes (GVH) customers accounted for 13.1% - (14)
In total 107 customers participated.	Disabled people accessed the OSS to use the following

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	services Council tax Housing or council tax benefit Homelessness Business pass (LCC) CAB Greenvale Homes The majority of disabled custo The majority said their usage significant number said it wou	omers accessed t would decrease it	f relocated but a	
	People from the <u>BME</u> commu following services: Council tax Housing and Council tax bene No BME customers accessed The majority of BME customer majority said their usage wou	efit d CAB service duri ers accessed the (ing this time. DSS by car. The	
	Women 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.			
	Men_accessed the OSS to us Council tax Housing and council tax bene Buss pass Licencing Planning Land charges CAB Greenvale Homes The majority of men accesse majority said that their usage relocated. However a signification	efits d the OSS by car, would remain the	and the same if	
	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.			
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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 relatio 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 Octobe This survey went to: Rossendale' Citizen Panel (768) and was publicised public wide via websit & social media. In total 485 people responded.	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, 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.		
Face To Face consultation with CAB Board	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.		
Email from Greenvale Homes Summary of Consultation with Equality	Greenvale estimate that 600 customers per month use the OSS, this is there 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 enquries which could be responded to a F park.		
Groups in relation to the possible relocation of the One Stop Shop to Futures Park	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.		
Families19.10.2012, St Nicholas Primary School, FamilyAssembly, Face to Face consultation.15 women of mixed ages.The majority of women specified that they do not accesscouncil services via the One Stop Shop and most prefer tocontact by telephone or use the internet.			
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		People that commented sa "The current building is us		w modern	
		"The current building is ug		wmodern	
		facilities 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"		iony	
		"You can never please ever	rybody and most p	onle 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 r	ot think the change	of location was	
		unreasonable.	·		
		9.10.2012, Balladen Child			
Nicolas School, Maden Centre, Bacup Family Cen			ily Centre,		
		Face to Face consultatio			
		Staff at the Balladen Child			
		service users lived in Raw			
		transport may struggle to u		•	
		acknowledged that custom	•		
		previously had to manage.			
		not be able to afford the bu services on line and an im			
		would benefit customers v	•		
		Park.			
		Staff at the Maden Centre	the Bacup Family	Centre	
		welcomed the prospect of r			
		Bacup. It was felt that too r			
		Rawtenstall being the 'cent	e of Rossendale'. I	n general this	
		will be a big improvement f			
		Bacup. Also people with ve			
		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			
				lith reading and	
		writing making front line su		t the new One	
		Staff at the Bacup Family Stop Shop should be "disa			
		disabled customers could			
		23.10.2012, Lumb Baptis	Toddler Group, F	ace to Face	
		Consultation			
		20 People			
		Varied age ranges			
	Men and Women				
		Participants confirmed the			
		All of the people spoke to council services via the Or			
Beenersi	bla Saction/Team	Place Directorate & Finance &			
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		1			
		contact by tele			
		People that commented said:			
1				neone on the pho	
		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			2
			•		
		-		 i've always cont 	
				s always been sat	
				don't have to queu	
				or most of the serv	
				g people. You car	
		People with D		its 24/7 available	not just 9 to 5.
		-		source/Day Cent	ro. Eaco to
		Face consulta		Source/Day Cert	ie, i ace lu
				be face to face. H	lowever the
				hat due to the nat	
				rs it was highly unl	
				cil or use the One	
				ransport and woul	
				cilities. The facilitie	-
		be DDA compl	• •		
		Carers			
		25.10.2012, Ca	rer Contact T	eam, Face to Fac	e
		consultation.			
		The contact Te	am advised th	at from the perspe	ctive of their
		service users, t	he main priorit	y would be flexible	e working
		hours. She thou	ight an appoin	tment system wou	uld be a good
				aiting times. The i	
				e of a car to ensu	
				ansported about.	
				disability living allo	
				mer service via oth	
				e difficult because	
			•	care. It is therefore	
			• •	rney with a disable	-
				ct was unavoidable	
	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			ements at the	
	OSS as they do not access it.				
	BME Community Consultation				
	Asian Ladies Group- on the 18 th October 2012 an email was				
	sent to all members of the Ladies Asian group.				
				consultation and a	sked if thev had
				iny proposals to le	-
[Responsible Section/Team	Place Directorate & I		Version	1.01
		Property Services			1.01
	Responsible Author	Director of Custom	ara and	Due for review	As required

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	A questionnaire was also attached to the email. Haslingden Mosque			
	A staff representative attended the mosque w/c 17 th 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 19 th October at 1:45pm. About 20-30 people were seen all of them men. The proposals were discussed. People listened and took away the questionnaire 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;				
Responsible Section/Team	Does not have a computer and does not have a car. He Place Directorate & Finance & Version 1.01			
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	prefers to visit STAN as he li have enough money to spen Bacup. He would only use th also stated that he does not people as they make him fee uses STAN as it is a more re Customer states he needs fa struggles to complete forms STAN are kind and patient. <u>Customer, female, aged 460</u> Does not have a computer b Motability scheme. Custome face to face service because does not like to use the phon would still use the OSS is noisy hearing disability. <u>Customer, female, aged 62</u> Customer does not have a c Lives in Rawtenstall. She has her daughter to drive her to p the bus and can't afford taxi. computer but she prefers to a face contact. She uses the C if it was moved. Thinks that p easier than it is at Rawtensta very helpful. She prefers the other stuff as well as council forms. <u>Customer does not have a c</u> she is a single parent with 3 in Bacup and finds using put young children which is why instead of visiting the OSS. If would be more convenient for it more. Customer prefers face benefits and cannot afford to ustomer has a computer ar and send emails. However h in documents and forms, so f is unemployed and cannot af Waterfoot so it would not ma OSS was in Rawtenstall or B <u>Customer, female, pension</u> Very rarely uses the OSS or council. Does not claim any I because she was curious wh	d on bus fares to e OSS if it was in like to visit "officia el uncomfortable, we haved and friendly ice to face service or understand letter , disabled; ut does have a case in has used the OS is he has hearing it. She lives in Ha ce if it was moved if it is busy and the , disabled; omputer and does is vision impairment places as she doe Her daughter doe sort out her own a OSS and would co parking at Futures all. Staff at the co STAN service as stuff- like help with , has young child omputer and does children under 5. olic transport very she uses the STA f the OSS moved or her, so she wou ce to face service telephone. Single: nd uses this to acce e prefers to use the they don't get lost ford to run a car. ike much difference acup. 1 age: has needed to co pone fits. Used the nat it was about. S	Rawtenstall or Haslingden. He "places/ which is why he atmosphere. as he ers, staff on "through S and prefers problems and slingden and to Bacup. is affects her "not have a car. In and relies on s not like using shave a ffairs by face to ntinue to use it Park will be uncil are always they help with h filling in dren; not have a car; Customer lives difficult with 3 N service to Bacup it ld probably use as she is on "e OSS to hand in the post. He He lives in e to him if the "ntact the STAN service he thinks the
	STAN service is excellent and found out some useful		
	information about the refuse	assisted collection	n service &
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	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.
	Customer, male, aged 54, Asian. 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. Customer, female aged 31, Asian 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.
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.
Add more/delete rows as required - See EIA Gu	The 466 run approximately every 15 minutes during the daytime. A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20.

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			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. 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	

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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
				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		\boxtimes	As above	
Disability	Physical/learning/mental health		\boxtimes	As above.	
Gender Reassignment	Transsexual people		\boxtimes	As above.	
Pregnancy and Maternity			\boxtimes	As above.	
Race (Ethnicity or Nationality)	Asian or Asian British peopleBlack or black British peopleIrish peopleWhite BritishChinese peopleGypsies & TravellersOther minority communities not listedabove (please state)			As above.	
Belief or Religion			\boxtimes	As above.	
Gender	Women		\boxtimes	As above.	

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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			As above.	
Sexual Orientation	Lesbian women , gay men and bisexual people		\boxtimes	As above.	
Marriage and Civil Partners	hip (in employment only)			N/A	\square
Contribution to equality of o	opportunity		\boxtimes	This is a matter for consideration for CBA and GVH in relation to access to their services.	
•••	ood relations between different groups other – valuing one another, respect and			N/A	
Human Rights http://intranet/site/scripts/do mentID=251	cuments_info.php?categoryID=86&docu			Any Council decisions will be undertaken in line with the Human Rights Act 1998.	

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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.	
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.	There are various actions that the Council will purse in order to reduce the impact of this relocation as far is a reasonably possible. These are detailed in the Action Plan below.
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.	
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.	

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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 🗌
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EIA Action Plan

Issue	Actio	n required	Lead	dofficer	Times	scale	
Transport and signage	Coun impro oppos the O signa	with Lancashire County cil to explore ovements to Bus shelters site the new location of SS and possible OSS ge following feedback g consultation.	P Se	eddon			
Lack of knowledge of location of new OSS (if CAB and GVH choose to relocated also)	locati driver of the the O are fu /guida users the B And p to bus the bus new p	e awareness of the new on with Rossendale Bus is so that they are aware a new potential location of SS to ensure that they illy able to provide advice ance to public transport of the OSS location on us routes.	PSe	eddon			
Access to services in	Explo	re the use of STAN offing	FΜε	echan			
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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 purposed.

(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	 The current One Stop Shop in Rawtenstall was only ever meant to be a temporary location. 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). A review of current operational costs for the One Stop Shop show that 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	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. The service investigates responds and can enforce complainants in relation to breaching of Planning Regulations. The service investigates and works with the Department of Work and Pensions in relation to Benefit Fraud.		

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	e customers who access this service do so via face to face, nail and telephone.		
Consultation & Engagement Activity Feedback			
(via face to face questionnaire during visits to the OSS during 1 st September – 28 th October. In total 107 customers participated. OC Description Description Description Participated. Description Description	icencing was identified in this survey as a service which is ccessed for face to face contact during this period. If the total people surveyed 15.9% (17) accessed this ervice. Bisabled people accessed the OSS to use the following ervices council tax lousing or council tax benefits lomelessness tasiness pass (LCC) AB Greenvale Homes to disabled people access the licensing service during this me. The majority of disabled customers accessed the OSS by car. The majority would decrease their usage but a significant umber 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 lousing and Council tax benefit the majority accesses the OSS to for licensing. The majority said their usage would stay the same if elocated. Vomen accessed the OSS to use the following services: council tax lousing and council tax benefit terfuse and recycling uspass (LCC) icensing AB Greenvale Homes the majority accessed the OSS by car but a significant umber access by bus. However, the majority said their sage would decrease if relocated. <u>Venen</u> accessed the OSS to use the following services: council tax lousing and council tax benefit terfuse and recycling uspass (LCC) icensing AB Greenvale Homes the majority accessed the OSS by car but a significant umber access by bus. However, the majority said their sage would decrease if relocated. <u>Men</u> accessed the OSS to use the following services: council tax lousing and council tax benefits uspass icencing lanning and charges AB		

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about several areas of possible financial savings. This included one a	The survey was not linked specifically to the use/access of a particular service. However this service could be accessed
•	
I QUESLION IN TEIXION LO LITE USS. IT WE	on a general basis by residents. Therefore it is important to
question in relation to the OSS: "If we did move the One Stop Shop to Bacup,	consider the general usage of the OSS.
question in relation to the USS. If we	
	on a general basis by residents. Therefore it is important to
quantian in relation to the OCC, "It	
•	
•	
•	
online and hard copy) a general survey	particular service.
Making Ends Meet Survey - (via	This survey was not linked specifically to the use/access of a
	of his age.
	person did identify it would difficult to travel to Bacup in light
	visited the OSS or would not be impacted by the change. One
	11 responses were received. Of the 11, the majority had not
	license. Only
	premises and 8 other organisations who had applied for a
	relation to a vehicle or taxi driver licence, 30 licensed
	217 customers who had approached the service previously in
Licensing & Enforcement Survey.	The consultation was a written questionnaire and included
Licensing & Enforcement Survey	•
	and Planning Enforcement Team to Bacup.
	they had no concerns in relation to relocation of the Licensing
Committee	of the Taxi Liaison Group comprising who indicated that that
Meeting with the Taxi Licensing Liaison	On 31.10.2012 the Director of Business met with the Chairs
	Sean Serridge – No equality issues have been raised.
	and Eaton plus the Portfolio Holder for Customers, Councillor
Consultation with Members	Consultation was taken plane with Councillors Gill, Crawforth
	to usage if the OSS moved.
	live. This is broadly reflected in responses regarding changes
	o 1 1
	while a negative impact on others – dependent on where they
	borough will have a positive impact on some older people
	It is recognised that relocation from west to the east of the
	decrease.
	However a significant number said that their usage would
	said that their usage would remain the same if relocated.
	The majority of men accessed OSS by car, and the majority
	Greenvale Homes

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Groups in relation to the possible relocation of the One Stop Shop to Futures Park	
	 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 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

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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 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. 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 18 th 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 17 th 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 19 th 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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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. Responsible Section/Team LEU Version 1.01 Responsible Author LEU Manager Due for review As required Date last amended 15.11.12 Page 8 of 14	Bus rou	te information and costs		daughter to drive her t and can't afford taxi. H prefers to sort out her the OSS and would co parking at Futures Par at the council are alway service as they help w help with filling in form Customer, female, a Customer does not ha is a single parent with and finds using public which is why she uses OSS. If the OSS move her, so she would prot face service as she is Customer, male, age Customer has a comp send emails. However documents and forms, unemployed and cann it would not make muc Rawtenstall or Bacup. Customer, female, p Very rarely uses the C Does not claim any be was curious what it wa excellent and found ou assisted collection ser Customer thinks that t service, especially for computers. She has a of the way for some pe bus there is nothing el Customer, female, age Lives in Rawtenstall, F Customer not bothered service as he needs h Customer lives in Has on her husband or far times a year to report working tax credits. Pu	ged 26, has young children we a computer and does not 3 children under 5. Custome transport very difficult with 3 is the STAN service instead o ed to Bacup it would be more bably use it more. Customer on benefits and cannot afford ed 21, single: uter and uses this to access he prefers to use the OSS to so they don't get lost in the ot afford to run a car. He live ch difference to him if the OS ension age: DSS or has needed to contact enefits. Used the STAN service as about. She thinks the STA at some useful information all vice & Attendance Allowance he council does need to prov pensioners as they often do car, but thinks that Futures eople. If you had to make a se se there. as a car, does not have a co d where OSS is, but prefers elp with forms and letters.	e using the bus mputer but she ontact. She uses ed. Thinks that Rawtenstall. Staff the STAN ncil stuff- like Line have a car; she er lives in Bacup young children f visiting the convenient for prefers face to d to telephone. information and o hand in post. He is as in Waterfoot so as was in t the council. ce because she N service is bout the refuse e for her brother. ide face to face n't have Park might be out special journey by omputer. face to face mputer and relies he OSS 2 or 3 efit claim, on ff at the OSS tuff has got lost in
A single bus ticket from Rawtenstall from to Futures Park, Bacup is £2.20. Responsible Section/Team LEU Version 1.01 Responsible Author LEU Manager Due for review As required	Bus route mornation and costs			Futures park is on the Rochdale so is easy Rawtenstall, Waterfor The 466 run approxi	to access by the public tr oot, Bacup and Whitworth	ansport from
Responsible Author LEU Manager Due for review As required				A single bus ticket fr Bacup is £2.20.		
1		-				
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Add more/delete rows as required - See EIA Guidance

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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
Age	Older people			Based on the information available, no impact has been identified for this protected equality group in relation to this service.	
	Younger people and children			The customers who access the Licensing and Planning Enforcement Service are not younger people or children. There is therefore no impact.	
Disability	Physical/learning/mental health			Based on the information available, no impact has been identified for this protected equality group.	X
Gender Reassignment	Transsexual people			Based on the information available, no impact has been identified for this protected equality group.	
Pregnancy and Maternity				Based on the information available, no impact has been identified for this protected equality group.	
Race (Ethnicity or	Asian or Asian British people			A large number of taxi drivers who access	
Nationality)	Black or black British people			this service are from the BME community.	\square
	Irish people			However, consultation with the taxi drivers	\square
	White British			has indicated they are mobile and could	
	Chinese people			easily access the service regardless of the	\boxtimes
	Gypsies & Travellers			location within Rossendale. A number of	\square
	Other minority communities not listed above (please state)			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.	
Belief or Religion				Based on the information available, no impact has been identified for this protected equality group.	
Gender	Women			Based on the information available, no impact has been identified for this protected equality group.	
	Men			Based on the information available, no	\square

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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			Based on the information available, no impact has been identified for this protected equality group.	
Marriage and Civil Partnersh Contribution to equality of o				N/A 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.	
	od relations between different groups ther – valuing one another, respect and			N/A	
Human Rights http://intranet/site/scripts/doo mentID=251	cuments_info.php?categoryID=86&docu			Any Council decisions will be undertaken in line with the Human Rights Act 1998	

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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.	
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.	There are various actions that the Council will purse in order to reduce the impact of this relocation as far is a reasonably possible. These are detailed in the Action Plan below.
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.	
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)</u> or Emma Hussain (2451) immediately.	

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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 🗌
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EIA Action Plan

Issue	Acti	on required		Lead officer	Times	scale	
Transport and signage	Cou imp opp the sigr	rk with Lancashire County incil to explore rovements to Bus shelters osite the new location of OSS and possible OSS hage following feedback ng consultation.		P Seddon			
Lack of knowledge of location of new OSS	loca drive of th the are /guie use the And to b the new	se awareness of the new ation with Rossendale Bus ers so that they are aware ne new potential location of OSS to ensure that they fully able to provide advice dance to public transport rs of the OSS location on Bus routes. provide a link/signposting us time table information to bus routes that service the proposed location at ures Park.		P Seddon			
Access to services in neighbourhoods		lore the use of STAN offing ervice in neighbourhoods	3	F Meechan			
Lack of knowledge and	Pro	mote 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	 Information on the website / social media 	Service areas	
	 Press release Letter to stakeholders, partners and voluntary and community groups Letters to businesses 	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:	Completed:	
	June 2012	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 policy' 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.						
considers the impact on pro	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 d	etails)					
Is the policy or decision und	er 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 C This tends to be people who	Dptions Team services. o are Homeless, threatened w	with Homelessness.				

(Refer to "EIA Guidance" for details)

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

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policy/decision (including any const	policy/decision (including any consultation or engagement):				
Information/data obtained and/or Consultation/engagement carried of (please state who with)	ut	us? / What does it say?			
Rossendale Borough Council's Medium Term Financial Strategy (MTFS)	The Council's MTFS financial savings.	The Council's MTFS sets out the imperative to make significan financial savings.			
Rossendale Borough Council's Accommodation Strategy	The current One Sto meant to be a tempo	o Shop in Rawtenstall wa rary location.	as only ever		
	key site for council se	tion goal has always bee ervices to increase the ca uding the Henrietta Stree	apacity and		
	 A review of current operational costs for the One Stop Shot show that 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 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 sustainabling regeneration development investment. 				
Service Overview	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.				
Consultation & Engagement Activity					
Usage of the One Stop Shop Survey (via face to face questionnaire during visits to the OS	(via face to face Homelessness services during this period accounted for 0.9%				
during 1 st September – 28 th October In total 107 customers participated.					
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FINDINGS/EVIDENCE: The following information/data has been considered in developing this policy/decision (including any consultation or engagement):

Making Ends Meet Survey - (via	This survey was not linked specifically to the use/access of a
	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.
	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.
	Land charges CAB homelessness
	Licencing Planning
	Housing and council tax benefits Buss pass
	<u>Men</u> accessed the OSS to use the following services: Council tax
	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.
	Greenvale Homes No women accessed the homelessness service during this
	Licensing CAB
	Refuse and recycling Bus pass (LCC)
	<u>Women</u> accessed the OSS to use the following services: Council tax Housing and council tax benefit
	majority said their usage would stay the same if relocated.
	this time. The majority of BME customers accessed the OSS by car. The
	Housing and Council tax benefit No BME customers accessed the homelessness service during
	following services: Council tax
	People from the <u>BME</u> community accessed the OSS to use the
	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.
	CAB Greenvale Homes The majority of disabled customers accessed the OSS by car.

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possibl include the OS Stop S would t service 28th Au survey Panel (wide via	about several areas of le financial savings. This d one a question in relation to S: "If we did move the One hop to Bacup, what impact his have on your usage of the ?" This was undertaken during ugust – 12th October. This went to: Rossendale's Citizen 768) and was publicised public a website & social media. In 35 people responded.	particular service. The survey was not liparticular service. He a general basis by re consider the general Only 7% thought that more. Of the people OSS at least quarterly needs to have a One use the OSS told us to same or more often if those whose OSS us fairly wide geographic Although overall cust to distance and cost, rarely use the OSS a the Council only need centre. By having a to residents within the b	they would need to conta that do use the OSS only y. However 62% thought to Stop Shop. 71% of the re- that they would visit the OF it moved to Bacup from F age would remain the san c spread. omers said that they would the vast majority said they s a drop in centre. Evidence is to operate a telephone/ telephone/ e mail contact of orough will be able to use tional travel costs/ difficult	ee/access of a be accessed on bortant to ct us monthly or 14% visit the hat The Council espondents that SS just the Rawtenstall. For he, there was a d use it less due y do not or ce suggests that e mail contact centre, all this service
	into the OSS Meet and Greet n the period 1.4.2011 – 7.4.12		ousing Options Service	
		47% Male & 53% Fei	nale	
		0.2% Black or black t 1.3% Asian or Asian		
		0.3% Mixed or multip 0.3% Chinese	le heritage	
		97.9% White British		
		3.5%16-7 year olds 34.8% 18-25 year old	le	
		25% 26-35 year olds	10	
		31% 36-59 year olds 4.5% 60 plus		
	ary of Consultation with Equality in relation to the possible		ation took place with a nun ng different equality group	
-	on of the One Stop Shop to	the Equality Act 2010	• • • • •	อ ออ นอกกอน มy
Futures	Park	Families		
		19.10.2012, St Nichola to Face consultation.	s Primary School, Family	Assembly, Face
		15 women of mixed age	es. specified that they do not ac	cess council
		services via the One St	op Shop and most prefer to	
		telephone or use the int People that commented	l said:	lorn fooilition
L	Responsible Section/Team	HR	ugly and outdated. New mod	1.01
				1.01

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	Partnerships Manager		
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		 "An appointment system" Futures Park is on a mere release of "The STAN service would getting to Futures Park" The majority felt the Conservice and did not thin 9.10.2012, Balladen Carter consultation. Staff at the Balladen Centre consultation of the suggested that mere telephone contact service travel to Futures Park. Staff at the Maden Centre prospect of new custom too much focus was pla Rossendale'. In general of Whitworth and Bacup area would be able to a Staff at the Bacup Family were vulnerable low inconsultation 20 People Varied age ranges Men and Women Participants confirmed of All of the people spoke services via the One Statelephone or use the inter People that commented "I'd much rather speak for Stop Shop- it isn't very listening to what you are "It's inconvenient to have Shop. As a busy workin Rawtenstall or Bacup. I' and this has always bee "telephoning is easiest-" I prefer to use the inter speak for the set of the se	a positive change to save mo n would be useful to save wa ain bus route and is easily as everybody and most people id be useful if customers had uncil should still provide face k the change of location was hildrens Centre, Family Cente , Bacup Family Centre, Fac all and single parents without service, although it was ackr and Whitworth had previously nore services on line and an it ce would benefit customers we the & the Bacup Family Centre re & the Bacup Family Centre this will be a big improvement of this will be a big improvement of this will be a big improvement of this will be a big improvement of the service facilities in Bacup iccess the new One Stop Sho ily Centre said many of their come families and disabled. M face to face support. Many of lems with reading and writing the service. Also people with very low i ccess the new One Stop Sho ily Centre also said that the r ed friendly" to ensure that dis to specified that they do not op Shop and most prefer to of the service. Atist Toddler Group, Face to the service and you feel as thoug e saying" to make a special journey g Mum, I do not have time to ve always contacted the cou- ent for most of the services I cople. You can do most thing the play and the services I cople. You can do most thing the play and the services I cople. You can do most thing the play and the services I cople. You can do most thing the play and the services I cople. You can do most thing	iting times." ssessable" have cars" d difficulties to face customer unreasonable. Intre - St Nicolas ce to Face st of their service t transport may nowledged that y had to manage. ord the bus fare. improved who chose not to re welcomed the . It was felt that e 'centre of nt for the people ncome from the op by walking. service users Aost of these of the people that g making front new One Stop sabled customers o Face tions access council contact by an go to the One the everybody is to the One Stop ogo to incil by phone use- banking,
		People with Disabilitie	S	
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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.
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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	 on STAN are kind and patient. <u>Customer, female, aged 46, disabled:</u> 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. <u>Customer, female, aged 62, disabled:</u> Customer does not have a computer and does not have a car. Lives in Rawtenstall. She has vision impairment and relies on her daughter
	on STAN are kind and patient. <u>Customer, female, aged 46, disabled:</u> 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. <u>Customer, female, aged 62, disabled;</u> Customer does not have a computer and does not have a car. Lives
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	on STAN are kind and patient. <u>Customer, female, aged 46, disabled;</u> 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
	on STAN are kind and patient. <u>Customer, female, aged 46, disabled;</u> 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
	on STAN are kind and patient. <u>Customer, female, aged 46, disabled;</u> Does not have a computer but does have a car through Motability scheme. Customer has used the OSS and prefers face to face
	on STAN are kind and patient. <u>Customer, female, aged 46, disabled;</u> Does not have a computer but does have a car through Motability
	on STAN are kind and patient.
	service as he struggles to complete forms or understand letters, staff
	and friendly atmosphere. Customer states he needs face to face
	uncomfortable, which is why he uses STAN as it is a more relaxed
	like to visit "official" places/ people as they make him feel
	use the OSS if it was in Haslingden. He also stated that he does not
	money to spend on bus fares to Rawtenstall or Bacup. He would only
	visit STAN as he lives in Haslingden. He does not have enough
	<u>Customer, male, aged 57, disabled;</u> Does not have a computer and does not have a car. He prefers to
	service.
	previously used the One Stop Shop and prefer face to face customer
	Most of the customers using the STAN service in Rossendale have
	consultation
	Customers who currently access STAN the Van, Face to Face
	service could be made available for customers needing help to claim Housing Benefits.
	complete forms in hard copy or online. It was suggested that a similar
	the telephone service support service for customers unable to
	help with filling forms in was often an issue. The DWP offer an over
	to customers. A proportion of job seekers in Bacup have adult literacy problems and
	Questionnaires and poster were left and these would be handed out
	and too far to walk for most customers.
	therefore accessing the OSS at Rawtenstall was expensive by bus
	It was less likely that customers in these areas would have cars and
	other council matters. She also felt that Bacup had some areas of deprivation and poverty.
	sufficiently trained to deal with Housing/Council tax benefit queries or
	hand documents in at the Greenvale office, the staff there are not
	travel to Rawtenstall to see the Council. Although customers can
	be a positive change for the customers that attend Bacup Job Centre. She said that customers often express their frustration at having to
	The manager at Bacup Job Centre thought that the re-location would

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	would prohably use it more. Customer prefers face to face contine as
	 would probably use it more. Customer prefers face to face service as she is on benefits and cannot afford to telephone. <u>Customer, male, aged 21, single:</u> 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 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.
	 Customer, male, aged 54, Asian. 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. Customer, female aged 31, Asian 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.
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.
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	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. People that commented said: "An appointment system would be welcomed."
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homeless issues.	"Futures Dark is iso	lated from other ameniti	
Representatives from the following		end money on bus fare	
organisations were present:	make a special jour	2	
		e do not have their own	transport and
Children and Parent Support Services,		e for travel expenses"	
Social Services		sidered to be neutral ce	ntral location in
Youth Support Manager, Social Services	Rossendale"	would be useful if custo	
Lancashire County Council Education &	difficulties getting to		
Training Department	"Futures Park is on	a busy bus route and p	arking is easier
Rossendale M3	for people with cars	be less likely to visit the	OSS if it
Lancashire Constabulary	moves and will cons service"	sider other options to ac	ccess customer
Stonham- Support Officers, Home Group	"it might be prudent	for the Council to consi	
Stepping Stones	•	nal locations with other publicised when moved	•
Rossendale Borough Council's Housing Options Team (HOT	should also conside	er allowing other agencie	
	services from the ne		
		ncies said they have go	
		tems in place with the c op Shop to access servi	
		op Shop to access servi	LES.
Greenvale Homes	Green Vale Homes s	aid that they already have	an office in
		owledged that they receiv	
		ouncil Services. Green Va	
		ustomers use the OSS pe	
	other than the OSS, t	hey do not have a contac	t point for
		stall. They consider that i	
		Ild use a facility at Futures	•
		ons which Greenvale could	
	-	d to continue to deliver a s	
	Rawtenstall.		
Peter Lalley – this system is used to	16-17 56 3.5%		
record customers who access the	18-25 557 34.8%		
Housing Options Service	26-35 408 25.5% 36-59 507 31.7%		
	30-39 307 31.7%		
	White British 67%		
	Black 0.2%		
	Asian 1.3%		
	Mixed 0.3%		
	Chinese 0.3% Male 47%		
	Female 53%		
	48% referrals through	n walking in	
	30% Telephone		
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22% Other agencies
Highest Reasons for referral
 Mortgage Arrears Friends/Families unwilling to support Relationship breakup Domestic Violence Child protection Affordability

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			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.	
	Younger people and children			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.	
Disability	Physical/learning/mental health			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.	
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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
Gender Reassignment	Transsexual people			Based on the information available, no impact has been identified for this protected equality group.	
Pregnancy and Maternity				Based on the information available, no impact has been identified for this protected equality group.	
Race (Ethnicity or Nationality)	Asian or Asian British people Black or black British people Irish people White British Chinese people Gypsies & Travellers Other minority communities not listed above (please state)			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.	
Belief or Religion				Based on the information available, no impact has been identified for this protected equality group.	
Gender	Women			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.	
	Men			The gender split between men and women accessing this service is fairly even, however a substantial number of customers who	

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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			Based on the information available, no impact has been identified for this protected equality group.	
Marriage and Civil Partnersh				N/A	\square
Contribution to equality of o	pportunity			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.	
Contribution to fostering good relations between different groups (people getting on well together – valuing one another, respect and understanding)				N/A	
Understanding) Human Rights <u>http://intranet/site/scripts/documents_info.php?categoryID=86&documentID=251</u>				Any Council decisions will be undertaken in line with the Human Rights Act 1998.	

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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.	
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.	There are various actions that the Council will purse in order to reduce the impact of this relocation as far is a reasonably possible. These are detailed in the Action Plan below.
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.	
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)</u> or Emma Hussain (2451) immediately.	

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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 🗌
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EIA Action Plan

Issue	Acti	on required		Lead officer	Times	cale	
Transport and signage	Cou impl oppo the sign	k with Lancashire County incil to explore rovements to Bus shelters osite the new location of OSS and possible OSS lage following feedback ng consultation.		P Seddon			
Lack of knowledge of location of new OSS	loca drive of th the are /guid user the the the the new	se awareness of the new tion with Rossendale Bus ers so that they are aware he new potential location of OSS to ensure that they fully able to provide advice dance to public transport rs of the OSS location on Bus routes. provide a link/signposting us time table information to bus routes that service the proposed location at ures Park.	f e	P Seddon			
Access to services in neighbourhoods		Explore the use of STAN offing 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	FMeechan
Communication	 Information on the website / social media Press release Letter to stakeholders, partners and voluntary and community groups Letters to businesses 	Service areas L Sandiford
	 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 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 spec	cified 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:	Completed:	
	June 2012	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 policy' 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 " <u>EIA Guidance</u> " for details)

Is the policy or decision under review (please tick)

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)	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 goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot).		
	 A review of current operational costs for the One Stop Shop show that 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	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.		
Consultation & Engagement Activity Feedback:			
Usage of the One Stop Shop Survey	Service access breakdown of the total people surveyed :		
(via face to face questionnaire during	- Planning – 1.9%(2)		
visits to the OSS during 1 st September – 28 th October. In total 107 customers	- Land charges 0.9% (1)		
participated.	Disabled people accessed the OSS to use the following services		

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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.
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:
Housing and Council tax benefit
No BME customers accessed the planning or land charges
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.
Women 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 planning or land charges 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.
Men_accessed the OSS to use the following services:
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.
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.
a negative impact on others – dependent on where they live.

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	-		g changes to
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 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.	 particular service. The survey was not linked specifically to the use/access of particular service. However this service could be accessed 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 month more. Of the people that do use the OSS only 14% visit the OSS at least quarterly. However 62% thought that The Coneeds to have a One Stop Shop. 71% of the respondents use the OSS told us that they would visit the OSS just the same or more often if it moved to Bacup from Rawtenstall, those whose OSS usage would remain the same, there was a service of the people would remain the same. 		se/access of a be accessed on portant to act us monthly or 14% visit the that The Council espondents that SS just the Rawtenstall. For ne, there was a d use it less due y do not or ce suggests that e mail contact centre, all e this service
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%.	Of responses received, all said they would visit the OSS just the same regardless of where located. Respondents happy to use web and telephone. Results		adents happy to the quarterly and DSS just the s required. It al searches and eir enquiries in a oesn't need a by prior eir involvement and email. I be dealt with and email
Summary of Consultation with Equality Groups in relation to the possible	customers represen	ation took place with a nuiting protected groups as d	efined by the
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releastion of the One Stan Shan to	Equality Act 2010 These groups did not seese the OSS in
relocation of the One Stop Shop to Futures Park	Equality Act 2010. These groups did not access the OSS in relation OSS in relation to planning and land charges issues.
	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 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 Contro & the Bacun Family Contro
	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.

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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 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.
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 18 th 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 17 th 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 19 th 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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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 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

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	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.
	 <u>Customer, male, aged 54, Asian.</u> 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. <u>Customer, female aged 31, Asian</u> 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.
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. 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>. 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>.

Add more/delete rows as required - See EIA Guidance

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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
Age	Older people			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.	
	Younger people and children			The customers who access the Planning services are not younger people or children. There is therefore no impact.	X
Disability	Physical/learning/mental health			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.	X
Gender Reassignment	Transsexual people			As above.	\boxtimes
Pregnancy and Maternity				As above.	\boxtimes
Race (Ethnicity or	Asian or Asian British people			As above.	\boxtimes
Nationality)	Black or black British people				X
	Irish people				\boxtimes
	White British				\boxtimes
	Chinese people				\boxtimes
	Gypsies & Travellers				\boxtimes
	Other minority communities not listed above (please state)				X
Belief or Religion				As above.	\boxtimes
Gender	Women			As above.	
	Men			As above.	
Sexual Orientation	Lesbian women , gay men and bisexual people			As above.	MI
Marriage and Civil Partners	hip (employment only)			N/A	\boxtimes
Contribution to equality of	opportunity			Relocation would also enable greater opportunity for access for those in the east of	

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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)			N/A	
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&docu mentID=251			Any Council decisions will be undertaken in line with the Human Rights Act 1998.	

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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.	\boxtimes
	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.	
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.	
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.	

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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: Ye	es 🖂	No 🗌
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EIA Action Plan

Issue	Acti	on required		Lead officer	Times	scale	
Transport and signage	Cou imp opp the sigr	rk with Lancashire County incil to explore rovements to Bus shelters osite the new location of OSS and possible OSS nage following feedback ng consultation.		P Seddon			
Lack of knowledge of location of new OSS	loca drive of th the are /gui use the And to b the new	se awareness of the new ation with Rossendale Bus ers so that they are aware ne new potential location of OSS to ensure that they fully able to provide advice dance to public transport rs of the OSS location on Bus routes. provide a link/signposting us time table information to bus routes that service the proposed location at ures Park.	f e D	P Seddon			
Access to services in neighbourhoods		lore the use of STAN offing ervice in neighbourhoods	g	F Meechan			
Lack of knowledge and	Pro	mote 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	 Information on the website / social media 	Service areas	
	 Press release Letter to stakeholders, partners and voluntary and community groups Letters to businesses 	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		
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 policy' 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.

(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:

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)	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 goal has always been to have one key site for council services to increase the capacity and efficiency. (NB: excluding the Henrietta Street Depot). A review of current operational costs for the One Stop Shop show that 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	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. Due to the nature of the scheme, people are likely to access		

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	these services in orde assistance with filling	er ask a question, get adv in a form.	ice or to get
Consultation & Engagement Activity Fe	edback:		
Consultation & Engagement Activity Fe 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 respond Council Tax - 20.6% Housing or Council Ta Business Rates – 0.9 In general, the majori female aged between disability and were W uses felt that their usa moved to Bacup, the a question or get advi the majority said they <u>Disabled</u> people acce services: Council tax Housing or council tax Housing or council tax Homelessness Business pass (LCC) CAB Greenvale Homes The majority of disabl The majority said thei significant number sa People from the <u>BME</u> following services: Council tax Housing and Council The majority of BME of majority said their usa <u>Women</u> accessed the Council tax Housing and council f Refuse and recycling Bus pass (LCC) Licensing CAB Greenvale Homes The majority accessed access by bus. Howe decrease if relocated.	% ty of the users visiting the 20-29 and 30-39 years, of hite British. While the ma- age of the OSS would dec majority of these custome ice or get assistance filling travelled to the OSS by of essed the OSS to use the x benefits ded customers accessed the in usage would decrease in id it would stay the same community accessed the tax benefit customers accessed the of age would stay the same e OSS to use the following tax benefit e OSS to use the following tax benefit	e OSS were did not have a jority of these crease if it ers visited to ask g in a form and car. following the OSS by car. f relocated but a if relocated but a if relocated. e OSS to use the OSS by car. The if relocated. g services:
	Council tax Housing and council t	-	
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			Buss pass		
online a survey possible included the OS Shop to have on service? 28 th Au survey Panel (wide via	Finds Meet Survey - (via and hard copy) a general about several areas of e financial savings. This d one a question in relation to S: "If we did move the One Stop Bacup, what impact would this your usage of the " This was undertaken durin gust – 12 th October. This went to: Rossendale's Citize 768) and was publicised public a website & social media. In 5 people responded.	g en	majority said that their relocated. However a would decrease. It is recognised that m borough will have a p a negative impact on This is broadly reflect usage if the OSS more This survey was not I particular service. The survey was not I particular service. Ho a general basis by re- consider the general Only 7% thought that more. Of the people OSS at least quarterly needs to have a One use the OSS told us to same or more often if those whose OSS us fairly wide geographic Although overall cust	inked specifically to the us owever this service could sidents. Therefore it is im usage of the OSS. they would need to conta that do use the OSS only y. However 62% thought Stop Shop. 71% of the re that they would visit the O f it moved to Bacup from F age would remain the sar	e same if hat their usage e east of the der people while here they live. g changes to se/access of a be accessed on portant to act us monthly or 14% visit the that The Council espondents that SS just the Rawtenstall. For ne, there was a d use it less due
			the Council only need centre. By having a t residents within the b	s a drop in centre. Eviden Is to operate a telephone/ elephone/ e mail contact porough will be able to use itional travel costs/difficul transaction.	e mail contact centre, all this service
Consult	ation with Members		Portfolio Holder. Also Scrutiny on 10 th Sept Review Report of whi part. A further report went October 2012 entitled There were also two This is all leading to F	n undertaken with Cllr Se , a report went to Policy C ember 2012 entitled Cust ich the review of accomm to Policy Overview and S I Accommodation Options task and finish groups dur Policy Overview and Scru by Cabinet on 28 th Novemb mber 2012.	Overview and omer Services odation formed crutiny on 15 th report. ring November. tiny on 26 th
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Due et	te lefe and all -		Due hours and			
Bus rou	ite informatio	n and costs	Bus – hours, cost: Futures park is on the main 464 bus route from Accrington to			
			•		•	
				to access by the public tra	nsport 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,			
			•	on Rawlenstal nom to Fut	ules Park,	
			Bacup is £2.20.	vey identified of the people	survovod:	
			0	that the reason their usage	2	
				ocated due to the new loca		
			to cost/expense.			
				d that the reason their usag	ne of the OSS	
				ocated due to the new loca		
			because it was too fa			
Summa	rv of Consult	ation with Equality	Face to face consulta	ation took place with a num	nber of	
		the possible		ing protected groups as de		
		e Stop Shop to	Equality Act 2010.			
Futures						
			Families			
			19.10.2012, St Nicho	olas Primary School, Fan	nily Assembly,	
			Face to Face consu	Itation.		
			15 women of mixed a			
				en specified that they do no		
				he One Stop Shop and mo	ost prefer to	
			contact by telephone			
			People that commented said:			
			"The current building is ugly and outdated. New modern			
			facilities would be an improvement"			
			"The council is making a positive change to save money."			
			"An appointment system would be useful to save waiting times."			
				main bus route and is eas	silv assessable"	
				e everybody and most per		
				ould be useful if customer		
			getting to Futures Pa			
				Council should still provide	face to face	
				I did not think the change		
			unreasonable.	5		
				Childrens Centre, Famil		
			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			
				the bus fare. It was sugges an improved telephone co		
L	D	0				
	-	Section/Team	SAT & Finance	Version	1.02	
	Responsible	Author	Director of Customer &	Due for review	As required	

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		istomers who chose not to	travel to Futures		
	Park.				
		en Centre & the Bacup Fa			
		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			
		rovement for the people o			
		ple with very low income			
		ss the new One Stop Shop			
		up Family Centre said mai			
		erable low income families			
		ers would prefer face to fa			
		seek support have probler	-		
	• •	ont line support essential			
		up Family Centre also said			
		Id be "disabled friendly" to			
	customers coul	l access and utilise the se	rvice.		
	00 40 0040				
		nb Baptist Toddler Grou	ip, race to race		
	Consultation				
	20 People	~~			
	Varied age rang				
		Men and Women Participants confirmed they lived in a variety of locations.			
		spoke to specified that th			
		via the One Stop Shop ar			
		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			
		ening to what you are say	•		
		t to have to make a speci			
		busy working Mum, I do			
		Bacup. I've always contact			
		has always been satisfact			
		easiest- you don't have to			
		he internet for most of the			
	-	ng, contacting people. You			
		s and its 24/7 available no			
	People with Disabilities				
		kenhead 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				
		. The facilities should also	be DDA compliant.		
	Carers	or Contact Taam Ecco f	- Faca		
	consultation.	er Contact Team, Face t	UFACE		
	-				
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		service users, the ma She thought an apport this would prevent we deal with have use of for can be transporter met from disability live access customer set contact can be difficu- to proving care. It is a special journey with a contact was unavoid provides facilities that service users will use Contact Team if they problems/enquires the DWP, Health Service The Team were unav- OSS as they do not a BME Community Ce Asian Ladies Group sent to all members of The email advised at any comments in relat A questionnaire was Haslingden Mosque A staff representative 2012. The Imam agre consultations current number of questionna and complete. Rawtenstall Mosque Representatives from Rawtenstall on Fridar people were seen all discussed. People liss stating that they wou Only one person ma Rawtenstall resident the proposal to move One Stop Shop to Fu elaborate on this.	intment system would aiting times. The maj f a car to ensure that is d about. Most of the c ing allowance. Most of vice via other channe ill because a lot of the herefore inconvenient a disabled person. Ho able it is essential that t are DDA compliant. vally ask for support fr need any assistance at are associated with e etc. vare of the current and access it onsultation b - on the 18 th October of the Ladies Asian gr bout the consultation a ation to any proposals also attached to the e e attended the mosque ed that a poster advis ly taking place could be aires could be left for e in the Council attended y 19 th October at 1:45 of them men. The pr tened and took away ld complete at home a de a specific commer and he stated that he e the itures park in Bacup b	exible working hours. d be a good idea, as ority of carers they the people they care costs for travel are carers prefer to ls, as face to face eir time is committed t to have to make a wever if face to face t the council Many of their rom the Carer t o deal with h LCC, the council, rangements at the 2012 an email was oup. and asked if they had t o let us know. email. e w/c 17 th September sing of the be put up and a people to take away d a Mosque in pm. About 20-30 roposals were the questionnaires and return. the was a wasn't happy about
		General Consultation 9. 10.2012, Manage consultation	on r at Bacup Job Cent	re, Face to Face
		would be a positive of Bacup Job Centre. S frustration at having	up Job Centre though hange for the custom he said that custome to travel to Rawtensta	ers that attend rs often express their all to see the Council.
<u> </u>	Responsible Section/Team	Although customers	can hand documents	1.02
	Responsible Section/Team		* 5131011	1.02

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	for customers needin Customers who cur Face consultation				
	Most of the customer have previously used face customer servic	the One Stop Shop a e.			
	Customer, male, aged 57, disabled; Does not have a computer and does not have a car. He prefer 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 un and patient. Customer, female, a		on STAN are kind		
	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 affor computer but she pre face contact. She use it was moved. Thinks	ord taxi. Her daughter fers to sort out her ov es the OSS and would that parking at Future	does have a vn affairs by face to d continue to use it if es Park will be easier		
	than it is at Rawtenst helpful. She prefers the stuff as well as counc	ne STAN service as tl	ney help with other		
Responsible Section/Team		ne STAN service as the stuff- like help with	ney help with other filling in forms.		

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		she is a single paren in Bacup and finds ur young children which instead of visiting the would be more conve- it more. Customer pro- benefits and cannot a <u>Customer, male, ag</u> Customer has a com- and send emails. Hor in documents and for is unemployed and c Waterfoot so it would OSS was in Rawtens <u>Customer, female, J</u> Very rarely uses the Does not claim any b she was curious what service is excellent a about the refuse ass Allowance for her bro does need to provide pensioners as they of but thinks that Future people. If you had to nothing else there. <u>Customer, male, ag</u> Lives in Rawtenstall, Customer not bother service as he needs <u>Customer, female a</u> Customer lives in Ha relies on her husban OSS 2 or 3 times a y benefit claim, on wor the staff at the OSS p	ed 21, single: puter and uses this to ac wever he prefers to use f rms, so they don't get los annot afford to run a car anot make much different stall or Bacup. Dension age: OSS or has needed to car benefits. Used the STAN at it was about. She thinks and found out some usefu- isted collection service & other. Customer thinks the face to face service, es ften don't have compute se Park might be out of the make a special journey be ed 54, Asian. has a car, does not have ed where OSS is, but pre- help with forms and lette	Customer lives difficult with 3 AN service to Bacup it uld probably use e as she is on ccess information the OSS to hand of in the post. He . He lives in ce to him if the ontact the council. service because is the STAN al information Attendance at the council pecially for rs. She has a car, he way for some by bus there is e a computer. efers face to face rs. a computer and tion. Uses the inges for her face to face as is and provide a
Bus rou	te information and costs	Rochdale so is easy Rawtenstall, Waterfo	e main 464 bus route fro to access by the public t oot, Bacup and Whitworth mately every 15 minutes	ransport from n.
		daytime. A single bus ticket fro Bacup is £2.20.	om Rawtenstall from to F	•
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Add more/delete rows as required - See EIA Guidance

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Equality					Positive Impact (It could benefit)	Negative Impact (It could disadvantage)	in pla impa	Son and any mitigating actions already ace (to reduce any adverse /negative cts <u>or</u> reasons why it will be of positive fit or contribution)	No Impact
Age		Older pe	ople				the e impa	ecognised that relocation from west to east of the borough will have a positive of on some while a negative impact on rs – dependent on where they live.	
	-	Younger	people and children				the e impa	recognised that relocation from west to east of the borough will have a positive of on some while a negative impact on rs – dependent where they live.	
Disability		Physical	/learning/mental health				users the C data reloc they perso It is r the e impa nega wher 55% they (20% The to m There this p woul	e OSS Usage Survey 45% of disabled s said it would decrease their usage of DSS if it moved to Bacup. However, the available does not determine if the ation has a negative impact, just that would use it less, which could be a onal choice. recognised that relocation from west to east of the borough will have a positive ct on some disabled people while a tive impact on others – dependent on e they live. of disabled users of the OSS stated that use their own vehicle to get to the OSS o bus, 15% get a lift). Action Plan in Section 5 sets out actions itigate/reduce impact where possible. e is also a potential positive impact for protected group as the relocated OSS d be compliant with Modern Building dards.	
Gender Reassign		Transsex	ual people			\boxtimes		ed on the information available, no ct has been identified for this protected	
R	esponsible Section/1	Feam	SAT & Finance	Ver	sion	1.02		7	
R	esponsible Author		Director of Customer & Communities and Head of Finance and Property Services	Due	for review	As requ	uired		
Da	ate last amended		15.11.12	Pag	e 11 of 17				

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) equality group. It is recognised that relocation from west to the east of the borough will have	No Impact
Pregnancy and Maternity				a positive impact on some while a negative impact on others – dependent on where they live 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	
Race (Ethnicity or Nationality)	Asian or Asian British people Black or black British people			a positive impact on some while a negative impact on others – dependent on where they live. Rawtenstall and Haslingden have higher BME populations than other areas of the	
	Irish people White British Chinese people Gypsies & Travellers Other minority communities not listed above (please state)			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. 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. 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). Of the customers who access the OSS for Council Tax, Housing or Council Tax Benefit	

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Equality	Γ	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				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.	X
Gender	Women			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.	
	Men			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	

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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) impact on others – dependent on where they	No Impact	
Sexual Orientation	Lesbian women , gay men and bisexual people			live. 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.		
Marriage and Civil Partne	ership (in employment only)			No impact has been identified for this protected equality group. This is only a protected equality group in relation to employment.		
Contribution to equality	of opportunity			Relocation would also enable greater opportunity for access for those in the east of the Borough. However, it is recongnised 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.		
	good relations between different groups ogether – valuing one another, respect and			N/A		
Human Rights	/documents_info.php?categoryID=86&docu			Any Council decisions will be undertaken in line with the Human Rights Act 1998.		

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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.	
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.	There are various actions that the Council will purse in order to reduce the impact of this relocation as far is a reasonably possible. These are detailed in the Action Plan below.
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.	
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)</u> or Emma Hussain (2451) immediately.	

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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 🗌
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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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			1
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.	F Meechan	
	Increase the amount / type of transactions / functions that can be carried out via the councils website		
Communication	 Information on the website / social media 	Service areas	
	 Press release Letter to stakeholders, partners and voluntary and community groups Letters to businesses 	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@rossenc 01076 252430	lalebc.gov.uk	
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	of this policy' 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 <u>EIA Guidance</u> for details)				
Is the policy or decision under review (please tick)				
New/proposed Modified/adapted Existing				
Date of Review ² :As required.				

¹ Policy refers	to any policy,	strategy,	project,	procedure,	function,	decision	or d	lelivery	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 <u>or</u> reasons why it will be of positive benefit or contribution)	No Impact
Age	Older people				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.	
		ple and children			As above.	\boxtimes
Disability	Physical/lear	ning/mental health			As above.	
Gender Reassignment	Transsexual	people			As above.	
Pregnancy and Maternity					As above.	
Race (Ethnicity or	icity or Asian or Asian British people				As above.	\square
Nationality)	Black or black British people					\square
	Irish people					\square
	White British	l				\square
	Chinese peo	ple				\square
	Gypsies & T	ravellers				\square
	Other minori above (pleas	ty communities not listed seate)				
Belief or Religion	N N	· · · · ·			As above.	\square
Gender	Women				As above.	\square
	Men				As above.	\square
Sexual Orientation	Lesbian won people	nen, gay men and bisexual			As above.	
Marriage and Civil Par		yment only)			N/A	\square
Contribution to equali					N/A	\square
Contribution to fostering good relations between different				N/A		
		her – valuing one anothe	r,			
respect and understai	nding)	-				
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86&		6&		Any Council decisions will be undertaken in line with the Human Rights Act 1998.		
documentID=251						
Responsible Se	ection/Team	Place Directorate /SAT	Version	1.01	<u>·</u>	
Responsible Au	uthor	Director of Communities & Customers	Due for review	As requ	ired	
Data last aman	4 ~ 4		Daga 2 of 2			

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Date Issued: August 2012



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		
Department/Service Area.			
	Resources Directorate – Finance and Property		
	Services		
Telephone & E-mail Contact:	fionameechan@rossendalebc.gov.uk		
	01076 252430		
	philseddon@rossendalebc.gov.uk		
	01706 252465		
Date Assessment:	Commenced:	Completed:	
	June 2012	November 2012	

INITIAL EQUALITY IMPACT ASSESSMENT

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 pursed.

(Refer to EIA Guidance for details)

Is the policy or decision under review (please tick)

New/p	roposed⊠
-------	----------

Modified/adapted

Existing 🗌

Date of Review²: As required.

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

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

2. Equality Impact

Equality			Positive Impact (It could benefit)	Impa could		place impac	son and any mitigating actions already in (to reduce any adverse /negative cts <u>or</u> reasons why it will be of positive fit or contribution)	No Impact
Age	Older people	e				grou be no	npact on any protected equality ps has been identified as there would o change to the current service or ion of access to this service for users.	\boxtimes
	Younger pe	ople and children				As a	bove.	\boxtimes
Disability		rning/mental health					bove.	X
Gender Reassignment	Transsexua	l people				As above.		\boxtimes
Pregnancy and Maternity	y and					As a	As above.	
Race (Ethnicity or	Asian or Asi	ian British people				As a	bove.	\boxtimes
Nationality)	Black or bla	ck British people				As a	bove.	\boxtimes
	Irish people	· · · · · · · · · · · · · · · · · · ·				As a	bove.	X
	White Britis	h				As a	bove.	X
	Chinese peo	ople				As a	bove.	\boxtimes
	Gypsies & T	ravellers				As a	bove.	X
Other minori above (pleas		ity communities not listed se state)				As above.		\boxtimes
Belief or Religion		,				As a	bove.	\boxtimes
Gender						As a	bove.	\boxtimes
	Men					As a	bove.	\boxtimes
Sexual Orientation Lesbian women, gay men and bisexual people					As above.		\boxtimes	
Marriage and Civil Partnership					As a	As above.		
Contribution to equality of opportunity					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.			
Responsible S	ection/Team	SAT & Finance	Version		1.01			
Responsible A	uthor	Director of Customers and Communities Head of Finance & Property Services	Due for rev	/iew	As requ	uired.		
Date last amer	nded	15.11.12	Page 2 of 3	3			7	

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)			N/A	
Human Rights http://intranet/site/scripts/documents_info.php?categoryID=86& documentID=251			Any Council decisions will be undertaken in line with the Human Right Act 1998.	

Responsible Section/Team	SAT & Finance	Version	1.01
Responsible Author	nsible Author Director of Customers and Communities Head of Finance & Property Services		As required.
Date last amended	15.11.12	Page 3 of 3	

Date Issued: August 2012