

STAN

Cabinet Report 13th September 2013

APPENDIX 1

It should be noted that one customer to STAN may present with a number of issues.

Rossendale

June 2011 – includes 2 weekend events - 223 people seen

September 2011 – includes 1 weekend event – 156 people seen

Ribble Valley

July 2011 – includes 1 weekend event – 136 people seen

August 2011 – includes 1 weekend event – 100 people seen

September 2011 – includes 1 weekend event – 153 people seen

Pendle

July 2011 – includes 1 weekend event – 38 people seen

August 2011 – includes 1 weekend event – 77 people seen

September 2011 – includes 1 weekend event – 23 people seen

Pendle have seen an increase in footfall since changing venues. They now also park in the centre of Nelson outside their existing One Stop Shop.

STAN not out for two weeks over Christmas

Original STAN advisor/driver left the Authority in April 2012

Replacement STAN advisor/driver employed from April 2012 to January 2013.

No Advisor/Driver in post from beginning of January 2013 to 17th March 2013.

Help Direct provided basic Stan service (STAN the van not out) at locations as near to the original STAN venues as possible.