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| <b>Subject:</b>                       | STAN (Services To A Neighbourhood) update report               | <b>Status:</b>           | For Publication  |
| <b>Report to:</b>                     | Corporate Scrutiny   | <b>Date:</b>             | 23 <sup>rd</sup> June 2014   |
| <b>Report of:</b>                     | Anita Hall   | <b>Portfolio Holder:</b> | Customer Services & I.C.T.   |
| <b>Key Decision:</b>                  | <input type="checkbox"/> Forward Plan <input type="checkbox"/> | <b>General Exception</b> | <input type="checkbox"/> <b>Special Urgency</b> <input type="checkbox"/> |
| <b>Equality Impact Assessment:</b>    | Required:  | No                       | Attached: No   |
| <b>Biodiversity Impact Assessment</b> | Required:  | No                       | Attached: No   |
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| 1.  | <b>RECOMMENDATION(S)</b>                 |
| 1.1 | Members are invited to note this report. |
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**2. PURPOSE OF REPORT**

2.1 To provide and update in relation to the STAN service.

**3. CORPORATE PRIORITIES**

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

- **Responsive Value for Money Services:** This priority is about the Council working collaboratively, being a provider, procurer and a commissioner of services that are efficient and that meet the needs of local people.

**4. RISK ASSESSMENT IMPLICATIONS**

4.1 Funding is in place for this service for 2014/15. We are currently exploring funding options for 2015/16.

**5. BACKGROUND AND OPTIONS**

5.1 STAN (Services To A Neighbourhood) has been out and about in Lancashire since October 2010.

The project was set up with funding from NWIEP and set to run for three years. Partners in the project were Rossendale, Pendle and Ribble Valley Councils and LCC's Help Direct, Rossendale being the lead in relation to the project.

Having satisfied all of NWIEP's reporting conditions and met all their targets, in 2011, they handed over responsibility of the STAN vehicle to Rossendale Borough Council as we were the applicant.

5.2 STAN is a shared service. In reality this means that each Borough Council has the use of STAN one week out of every three.

5.3 The three years of the original project came to an end in September 2013 and since this time Pendle Borough Council have not been involved with the STAN service. Rossendale and Ribble Valley Borough Council decided to continue with the project for a further 12 months.

5.4 STAN has quickly become a familiar face and known for giving great help and advice. Footfall has increased with many residents seeking help in relation to the various welfare reforms and assistance with completing forms.

There has also been an increase in footfall to STAN since the One Stop Shop moved to Futures Park, this was anticipated and one of STAN's venues is on the square in Rawtenstall near the Council's old One Stop Shop.

Statistics in relation to footfall, issues and advice given and customer satisfaction for 2013/14 can be viewed in the attached appendices.

- 5.5 We are continually looking for ways to improve the help and support available, to our residents and during 2013, Rossendale Borough Council supported a bid by Rossendale Citizen's Advice Bureau (CAB) which would enable them to provide a CAB member of staff to be on the STAN the Van when in Rossendale.

This bid was successful and for 12 months from April 2014 there will also be a member of Rossendale CAB on STAN to help and support residents.

- 5.6 In Rossendale the STAN service is funded out of DWP provisions. The latest DWP funding makes particular reference to LA's providing help and support to their residents in relation to the various welfare reforms.
- 5.7 The STAN/CAB partnership is currently working well and helping to build strong links between the two organisations.

The current STAN advisor previously worked for a CAB in Manchester and has brought a wealth of experience and knowledge to the STAN service. This and introduction of the CAB on STAN aims to enhance the help and advice available to our residents.

- 5.8 Ribble Valley will cease to be involved in the STAN project from October 2014. Rossendale will continue with the project until at least 31 March 2015 to coincide with the CAB advisor being on STAN and will actively explore funding opportunities in order to continue with the project.

#### **COMMENTS FROM STATUTORY OFFICERS:**

#### **6. SECTION 151 OFFICER**

- 6.1 Financial matters are noted within the report

#### **7. MONITORING OFFICER**

- 7.1 Included in the report

#### **8. POLICY IMPLICATIONS AND CONSULTATION CARRIED OUT**

- 8.1 The service provision provided by STAN helps to support our hard to reach communities and those that are possibly most vulnerable, which directly accessible in their neighbourhoods. It enables the Council to engage with people in the community that may not otherwise seek help or support for their issues. It also enables targeted partnership campaigns to reach those in most need.

- 8.2 Management Team and the Portfolio Holder for Customer Services continue to be briefed on this.

#### **9. CONCLUSION**

- 9.1 The STAN service in Rossendale is currently in place until March 2015. It is currently funded out of DWP provisions. The Council is exploring options in order to fund the service for 2015/16. Members are asked to note this report.

No background papers