

## **NORTH LINCOLNSHIRE COUNCIL**

### **LEISURE, ARTS AND CULTURE CABINET MEMBER**

#### **REVIEW OF CUSTOMER SERVICE SCUNTHORPE NORTH**

##### **1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To approve the rehousing of Crosby Local Link within the Scunthorpe Local Link in Church Square House.
- 1.2 This report seeks cabinet member approval to re-locate Crosby local link to Church Square House, resulting in an increase of opening hours, an increase to the HomeLink service and the creation of a Community Hub.

##### **2. BACKGROUND INFORMATION**

- 2.1 The council has been reviewing its customer service outlets in Scunthorpe North. The feasibility study has taken in such sites as the Crosby local link, Church Square House and North Lincolnshire Central Library.
- 2.2 Officers explored a number of options. The preferred one being to combine Crosby local link with Scunthorpe local link in Church Square House.
- 2.3 The South Humber Racial Equality Council (SHREC) sited across the road from the Crosby local link office serves the same communities. The council provides a grant subsidy for SHREC to do so. The SHREC premises are not fit for purpose and require significant investment.
- 2.4 It is proposed that the vacated Frodingham road premises be turned into a Community Hub with SHREC as the main tenant working alongside the police, health services including social care and a reduced local link service on this site.
- 2.5 Prior to consultation taking place members heard a petition from the Bangladeshi Welfare Association - 717 people signed the petition.
- 2.6 Leaflets distributed by the Bangladeshi Welfare Association have been received. The leaflet contains no details of the proposal. Recipients have simply been asked, "Do you want the keep the local link service on Frodingham road", Yes or No.

### **3. OPTIONS FOR CONSIDERATION**

3.1 The first option is to move Crosby local link into Scunthorpe local link to co-habit in Church Square House. This option involves:

- Reinvesting the resultant savings to create a revamped local link presence in Church Square House with separate receptions for planning and local link customers
- Increase the opening hours of Church Square House local link to include Saturday morning
- Provide an increased HomeLink service to ensure those people who are not able to travel to Church Square House can still access council services; from their own homes
- Free the building on Frodingham road to enable the creation of a Community Hub for use by SHREC, the council and its partners
- Provide a local link service by appointment one day a week from the new Community Hub on Frodingham road

3.2 The second option is to continue with the present arrangements.

### **4. ANALYSIS OF OPTIONS**

4.1 The first option is proposed. The reasons are as follows:

- It releases efficiencies and creates greater access to services
- It provides an improved customer and visitor experience in Church Square House
- It provides increased access to services for the whole of North Lincolnshire
- It ensures that Crosby residents who are unable to get to Church Square House still have access to vital council services
- It creates a multi use community hub, giving access to council and partner services, and
- It retains a local link presence on the existing site

### **5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

#### **FINANCIAL**

5.1 The capital cost for this project is £35,000 funded by prudential borrowing. Savings captured in releasing the Frodingham road premises will offset this.

5.2 The increase to the HomeLink service will be met using existing resources.

## **STAFFING**

5.3 No job losses are involved.

5.4 Unions have been consulted and we are working in partnership with them in relation to the detail of introducing Saturday working.

5.5 There will be a 0.5 FTE a week increase to the HomeLink service specifically targeting Crosby residents.

## **PROPERTY**

5.6 Adaptations will be made to Church Square House creating an improved customer and visitor experience.

5.7 The Frodingham Road premises will become a Community Hub.

## **IT**

5.8 Staff in Asset Management & Culture have been fully involved in the brief.

## **6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 - CRIME AND DISORDER, RISK AND OTHER)**

6.1 There are no other implications.

## **7. OUTCOMES OF CONSULTATION**

7.1 Prior to consultation taking place members heard a petition from the Bangladeshi Welfare Association. 717 people signed the petition.

7.2 Support for the proposal has been received during the consultation from the following partners or groups: -

Humberside Fire & Rescue Service  
Adult Social Services  
Shah Jalal Mosque  
Humberside Police  
Bangladeshi United Muslim Society & The United Muslim Mosque  
Active Community Team  
Action4Employment  
United Arab Muslim Society  
Somali Community Association  
Pakistan Islamic, Social and Cultural Centre  
Crosby Management Pathfinder

7.3 Whilst objections have been received in the form of 275 ballot style leaflets via the Bangladeshi Welfare Association (see para 2.7) the papers ask for the Local Link Service to remain on Frodingham road.

7.4 As a result of this the proposal has been amended to include the one-day a week local link presence on Frodingham Road by appointment (see para 3.6).

## **8. RECOMMENDATIONS**

8.1 That the Cabinet Member approves the proposal to relocate Crosby local link to Church Square House, as detailed in paragraph 3.1 of this report.

### **SERVICE DIRECTOR COMMUNITY PLANNING & RESOURCES**

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Date: 27/01/2009

**Background Papers used in the preparation of this report Nil**