Appendix 'C'

Face to Face - pilot update

The Face 2 Face team are currently running pilot surgery sessions in a variety of venues throughout the county, in order to assess the demand for a Face 2 Face service by those groups identified as preferring not to use the telephone and internet contact methods. These groups have been identified as: over 65’s, the disadvantaged, disabled, BME communities and those residing in a rural area.

Two mobile Customer Service Officers (CSO’s) are visiting selected venues on a timetabled basis to undertake the following three functions:

1. CSO support, using mobile technology linked to the central network.
2. Researching customer demand, using citizen focused questionnaires.
3. Evaluating the venues used, using 360 degree questionnaires and exit interviews.

The following provides a brief summary of progress to date:

Pendle:

1. The Beacon Children’s Centre - there have been two visits so far but footfall has been very low and is largely made up of people attending specific events/training so take-up of the mobile service has been almost non-existent. The need for a face to face service is not evident and an exit interview has been arranged.

2. Pendle Pakistan Welfare Association – an initial meeting has taken place and a further meeting is scheduled with Raza Yasin to agree arrangements for this venue to be included in the pilot.

3. Pendle District Council – an initial meeting has taken place and it has been agreed that the new DC town centre building (opens November) will be included in the pilot.

4. Pendle District Council – a meeting has been scheduled with John Tyman and Darren Heywood at Barnoldswick Council One Stop Shop to agree arrangements for this rural venue to be included in the pilot.

5. Colne – other venues identified include the new Sure Start Children’s Centre and the Town Hall and meetings are being arranged to explore the potential for these venues to be used in the pilot.

Rossendale:

1. Haslingden Community Link - 4 visits have taken place but footfall has been low and customers report that they are more than capable of accessing services themselves via the available channels. Alternative venues are being considered.

2. Rossendale Borough Council – a meeting is planned to discuss potential venues.
3. Rawtenstall Library – established as a “gateway” in the original strategy and now being evaluated.

**Burnley:**

1. Burnley Borough Council One-Stop-Shop – several visits have been made. Footfall is high and numerous highways service requests have been dealt with by the CSO. A large amount of information has been obtained and this venue has real potential.

2. Burnley Wood Children’s Centre - a meeting has been scheduled to explore the potential for this venue to be used in the pilot.

3. Padiham Library – two visits have taken place and further visits are scheduled.

**Hyndburn:**

1. Scaitcliffe Community Centre - several visits have been made and although footfall has been initially low excellent links are being developed with the local BME community and very good potential exists to develop this venue further.

2. Hyndburn District Council – a meeting is planned to discuss potential venues.

3. Accrington Library – established as a “gateway” in the original strategy and now being evaluated.

4. PCT – the PCT are building a new Health Centre in a prime location. The team are currently in the process of contacting the relevant people to determine the potential for this venue to be included as part of the pilot.

5. Carers – link. The team are currently in the process of contacting the relevant people to determine the potential for this venue to be included as part of the pilot.

6. Neighbourhood Management - The team are in the process of contacting the relevant people to determine the potential for this venue to be included in the pilot.

**West Lancashire:**

1. St. Johns Full Service Extended School – a visit took place but it was agreed by both parties that the venue was not yet suitable for inclusion in the pilot.

2. Tanhouse and Digmoor Children’s Centre - a meeting has been scheduled to explore the potential for this venue to be used in the pilot.

3. Grove Community Centre, Burscough - The team are currently pursuing this.

**Fylde:**

1. The Face to Face project team are researching the potential of suggested pilot venues, including Kirkham and St. Anne’s One-Stop-Shops and Lytham Library.
Wyre:

1. St Thomas Church of England Primary School – the first visit has taken place and further visits are scheduled.

2. Fleetwood Library – established as a “gateway” in the original strategy and now being evaluated.

3. Fleetwood Children’s Centre – has recently been identified as a potential venue and a meeting is being arranged.

Lancaster and Morecambe:

1. Arndale Shopping Centre, Morecambe – several visits have taken place and footfall is reasonably high, particularly in the morning. As the centre is quieter in the afternoon it was agreed to attend a separate venue then, hence:

2. Poulton Children’s Centre - only one visit has taken place, following on from the morning visits at the Arndale. Further visits are scheduled.

3. Carnforth High School – has recently been identified as a potential venue and a meeting is being arranged.

4. Fleetwood Children’s Centre – has recently been identified as a potential venue and agreement is currently being sought from the Head of Libraries.

South Ribble:

1. Wade Hall Children’s Centre, Leyland – four visits have been made but footfall has been very low, partly due to the fact the venue has only recently opened. An exit interview is planned but we hope to return to this venue in the future.

2. The Face to Face project team are currently researching potential pilot venues.

Preston:

1. Harris Library – several visits have been made and footfall is high. However, few of these customers come from our target audience and analysis of the information collected is likely to show these people are accessing services via phone or web.

2. The Face to Face team are currently researching potential pilot venues, including a Social Services office, Housing offices and various venues linked to the PCT.

Chorley:

1. Chorley Borough Council One-Stop-Shop – recent meetings resulted in the agreement that this venue would be included in the pilot. The initial visit proved very
productive with the CSO assisting customers with Blue Badge applications and the reporting of redundant street lights etc.

2. Chorley Borough Council – home visits - it has been agreed to pilot a home visits service, whereby the CSO accompanies the Revenue and Benefits Officers on home visits to complete benefits assessments and applications. Joint visits will be done on a targeted basis, whereby the Revenues and Benefits Officer first identifies those individuals who may benefit from a joined up LCC/DC service. We will then start identifying those services that link naturally to a housing benefit application etc to produce a service “package” suitable for such citizens. It has been agreed that once trialled and evaluated this service could be rolled out with all District partners.

Ribble Valley:

1. Ribble Valley Borough Council - an initial meeting has taken place and it has been agreed that a CSO will provide mobile services at several venues in Clitheroe town centre, including the District Council Offices.

2. Clitheroe Library - has recently been confirmed as a potential venue and the first visit is being arranged.

3. Ribble Valley Borough Council (mobile facility) – Ribble Valley currently has a mobile bus facility that offers revenue and benefits advice and services to outlying villages etc. An initial discussion has resulted in an agreement to look into the possibility of a CSO being co-located on the bus as part of the pilot. A meeting is planned in order to firm up these arrangements.