

Property strategy consultation 2016



Have your say

Changes to where we provide your services

Lancashire County Council provides local communities with a wide range of different services, based in hundreds of buildings across the county. We are proposing some changes to how and where many of these services are provided.

We are inviting you to have a say about the changes, which mainly affect:

- Libraries
- Wellbeing, prevention and early help services (including children's centres and young people's centres)
- Registration offices (births, marriages and deaths)
- Children's services
- Youth offending teams
- Adult disability day services
- Older people's daytime support services
- Welfare rights services

We know how important these services are to the people who use them. The purpose of the proposals explained in this document is to allow the council to keep providing residents with a good service, at a cost it will be able to afford in the future.

The main changes we are consulting about are:

- To reduce the number of different buildings where services are available.
- To create a network of 'Neighbourhood Centres' through which the council will deliver services.

This document explains more about what these changes would mean to the way services are made available in all parts of Lancashire. There is a section for you to complete and return to us if you would like to share your views before any of the proposals are agreed. This questionnaire also includes our consultation on designated children's centres. You will have a chance to give us your views between Wednesday 18 May and Sunday 14 August, either by completing this document or visiting www.lancashire.gov.uk and completing the consultation questionnaire online.

All of the feedback we receive in response to this consultation process will be reviewed and made available to members of the council's Cabinet. They will be asked to consider a final version of the proposals in September 2016.

Why is there a need for change?

The county council has to change its services to make them more affordable. The council is receiving less funding from the Government, while also having to spend more on essential services for vulnerable children and adults because of an increase in demand.

These things mean there is much less money available to spend on other services. In total the council has to find savings of £200m over the next five years. The council provides services in different ways. Some services are provided to people in their own homes and a growing number of services are provided online. Many others are provided from a network of more than 200 buildings across Lancashire.

In November 2015 the council's Cabinet agreed a new Property Strategy for public facing buildings, which identified a list of all of the buildings the council currently delivers services from. We then began a review to see how the council could reduce the amount of money it spends on providing services from so many different places, with the aim of identifying which buildings should continue to be used in the future. The proposals we are consulting on are the result of that review.

What does it mean to you?

The proposals we are inviting you to have a say about would mean that all of the services above will still be available, but at fewer locations than they are now. Our review has considered 238 buildings and we propose in future that services would be delivered from 132 buildings. How this affects specific services and buildings is set out later in this document.

As a result of the proposals:

- **You may be able to access services in the same place you would choose to now.** The county council would still provide the same or similar services from many of the places it does today. We are proposing that all of the affected services will continue to be available within each district of Lancashire.
- **You may need to travel further, or to a different building, to access services.** The council's services would be available from fewer buildings than they are now and for some people this would mean a longer journey to get there, or using another building nearby.
- **You may find more services become available in one place.** The buildings the county council delivers most of its services from would become known as 'Neighbourhood Centres'. Many of these would include a wider range of services together in one place than they do now, to better meet the needs of the local community.

Although these proposals are mainly about how the council delivers services from buildings, you may also be able to access our services in other ways. For example, we have a mobile library service for communities in some of the more remote parts of the county. Online services will become more important to us, too. Our online library and registration services are examples of services that many people find easier to use than attending a building where these services are provided.

Neighbourhood Centres

All of the public access buildings the council continues to deliver public facing services from will become known as Neighbourhood Centres. This does not mean they will all be the same, but it does mean the council will think differently about how all of these buildings are used in the future.

Many of our buildings are currently used as a base for a single service, such as a library or a children's centre. Some will continue that way, but over time many Neighbourhood Centres will become places where different services are located together.

In the section later in this document where we have described the proposed changes to buildings, we have listed the main services that we plan to deliver from each building. However, there are other services that may also be delivered from that building in the future that do not appear on the list. Where possible we will be creating centres where a number of activities can happen, instead of having single bases for different services.

Putting more services in one place will be more cost effective for the council while helping us to deliver a better, more 'joined-up' service to residents. It will make better use of our buildings while making them more of a focal point for the communities they serve.

Neighbourhood Centres will be equipped to meet the needs of the services provided in them and some will offer increased flexibility such as:

- Extended opening hours
- Meeting rooms
- Private rooms for interviews and consultations

What we considered

To develop these proposals, we have analysed a lot of different information. This includes:

- **A review of key facts about each building we use now.** For example, we have considered:
 - how close each building is to the local population
 - where each building is compared to where our services are most in demand
 - public transport links
 - car parking
 - building costs
- **Feedback from county councillors and partner organisations.** Before beginning this formal consultation process, we invited county councillors to contribute their views about which buildings should be retained based on their knowledge of the area they serve. We also listened to the views of other public sector organisations. Councillors and partners will also be able to contribute their views during the consultation period.
- **Consideration of how our services are planned to change in the future.** All of the council's services are transforming in some way over the next few years and the Property Strategy must reflect those changes. In particular the proposals in this document take account of changes to the Library Service and the Wellbeing, Prevention and Early Help Service, which will be available in fewer locations but still delivered from multiple sites across the county.

How are services affected?

This section summarises how these proposals reflect changes to our services.

Libraries

The council has recently consulted over plans to change its library service, including a reduction in the number of locations this service is provided from. The results of the consultation have been used to inform these proposals, in which we have identified proposed Neighbourhood Centres with a total of:

- 37 fixed library sites
- 7 satellite sites with self-service (not staffed)

In addition, there would be six mobile library units operating 68 routes and 792 stops across the county. We will also continue to extend our virtual library, which is becoming an increasingly popular way to borrow books. Take a look at the information that follows to see where the services are proposed to be delivered from.

The proposals would mean that:

- at least 95% of people living in densely populated areas (20 or more people per hectare) would live within 2 miles of a proposed Neighbourhood Centre, library or satellite service.
- at least 90% of people living in medium density populated areas (between 1.1 and 19.9 people per hectare) would live within 2.5 miles of a proposed Neighbourhood Centre, library or satellite service or 0.25 miles of a mobile library stop.
- at least 70% of people living in sparsely populated areas (1 or fewer people per hectare) would live within 3 miles of a proposed Neighbourhood Centre, library or satellite service, or within 0.25 miles of a mobile library stop.

Wellbeing, Prevention and Early Help Services

These services exist to help make sure all children and young people are able to have a good start in life. They include services for younger children and their families, which are currently provided from a network of children's centres. They also include young people's services to provide young people with learning and recreational activities, which are usually based in young people's centres and youth zones.

The strategy for these services has been the subject of a separate consultation, the results of which have been taken into account in considering where these services should be provided from in future.

The proposals include that we will move from delivering at the current 63 designated children's sites to 53 sites. These services will be:

- located at a total of 35 sites to support 0-11 year olds, 14 sites for 12-19 years (plus special educational needs up to 25 years) and 23 sites that will cover the entire age range.
- accommodated in a way that meets the diverse needs of children, young people and their families, including outreach services where appropriate.

Take a look at the information that follows to see where the services are proposed to be delivered from. This document also forms our consultation on designated children's centres.

We know that over 92% of 0-11 year olds living in the most deprived areas of Lancashire live within 1.5 miles of a proposed children's centre.

Registration Service

This provides services for people to register important life events including births, marriages and deaths.

There are currently 13 buildings which provide registration services, a number of which are purpose built. The proposal is to keep eight of the services in the same location and for the following to be located in different buildings alongside other services:

- Clitheroe register office on Pimlico Road is proposed to move to Clitheroe library
- Lancaster register office is proposed to move to Whitecross Education Centre (Mill 14) in Lancaster
- Morecambe register office in the Town Hall is proposed to move to Morecambe library
- Rawtenstall register office is proposed to move to Haslingden library
- Fylde registration office in Lytham library is proposed to move to St Anne's library

Children's Services

Social workers provide support to children, young people and their families and will often have meetings with them in a variety of buildings across the county. It is proposed that this service operates from the following Neighbourhood Centres to cover the different district locations:

- Burnley - Children's Social Care (Easden Clough) and The Zone
- Chorley - Children's Social Care (The Hawthorn's)
- Fylde - Children's Social Care (Sydney Street) and Oak Tree Children's Centre
- Hyndburn - Children's Social Care (Silver Birches)
- Lancaster - Children's Social Care (Sefton Drive)
- Colne - Children's Social Care (Burnley Road)
- Preston - Children's Social Care (Ripon Street), Children's Social Care (St Luke's Centre), Stoneygate Children's Centre, and Sunshine Children's Centre
- Rawtenstall - Children's Social Care (Newchurch Road)
- West Lancashire - Skelmersdale Library
- Wyre- Children's Social Care (The Anchorage Fleetwood) and West View Children's Centre

Youth Offending Teams

These services are designed to prevent offending by children and young people. The proposal is that the service will be co-located with services for young people where possible and the list below outlines the proposed changes from current buildings:

- Lancaster Youth Offending Team (Fraser House) is proposed to move to White Cross Education Centre (Mill 14)
- Thornton Youth Offending Team (Marsh Mill) is proposed to move to The Zone in Wyre
- Preston Youth Offending Team (Guildhall Street) is proposed to move to Preston Bus Station
- Chorley Youth Offending Team (Halliwell Street) is proposed to move to Chorley Library
- Accrington Youth Offending Team (Blake Street) is proposed to move to The Zone in Burnley
- The teams currently based in the Zone in Burnley and the Zone in West Lancashire will remain in those buildings

Adult Disability Day Services

This involves a range of services for adults with a disability. It is a shared service for people with learning disabilities and people with physical disabilities.

There are currently 12 Adult Disability Day Services premises and it is proposed that these continue, except for Pendleton Brook in Ribble Valley and Hollytrees in Chorley:

- Due to low usage and unsuitability, it is proposed that the services currently available at Pendleton Brook will be relocated and combined with those at Hyndburn Disability Day Centre (Enfield).
- Alternative and more suitable provision for the service currently being delivered from Hollytrees Disability Day Service building (Chorley) will be identified and provided.

Older People's Daytime Support Service

Our review has considered services at our 12 existing day centres for older people. Please note that some of these are provided in the same buildings as residential care services but the residential services are not affected by these proposals.

Most day centre services will continue to be provided where they are now, but there are changes proposed as follows:

- A Neighbourhood Centre would be established at Milbanke Older People's Day Centre, which will also incorporate the library service for the Kirkham area.
- Subject to a detailed feasibility study, the Derby Street Day Care Centre in Ormskirk would be combined with Mere Brook Day Centre in Ormskirk, where support for people with enhanced dementia need is provided.

Welfare Rights

This service offers free, impartial and independent advice and support on a range of welfare benefits from various bases around the county. It is proposed that the service will have a central administrative base in Preston and be able to use the flexible accommodation at Neighbourhood Centres to reach communities as effectively as possible. The precise way in which the service is made available at different buildings would vary over time, based on need.

Taking ownership of a council building

We are aware from recent consultation activity that some groups in the county have an interest in the possibility of taking responsibility for buildings that may no longer be needed as a result of these proposals. We welcome this interest where it would offer a benefit to the local community.

If you represent a group that may like to do this, we would ask you to submit an Expression of Interest at the earliest opportunity if you have not already done so. You can do this through the Have Your Say section of our website www.lancashire.gov.uk. We will then send you an information pack with more details about the building you are interested in.

Any group taking over a building from the council would not receive financial support and the building would become that group's sole responsibility. The council therefore needs to be assured that any Expressions of Interest are genuine and come from suitable, organised groups able to take on such a responsibility.

Further Information

Please visit www.lancashire.gov.uk to see the following documents that relate to this consultation:

- Property Strategy (Neighbourhood Centres)
- Proposals for Transforming Wellbeing, Prevention and Early Help Services in Lancashire
- Property Strategy Consultation Process
- Lancashire County Library Service Consultation

The district of Burnley



1

a) Which of the following properties have you used in the last 3 years?

PLEASE TICK AS MANY AS APPLY

b) Of the properties that we are proposing to continue delivering services from, which do you think you will be likely to use in future, if any?

PLEASE TICK AS MANY AS APPLY

The list of buildings below is where Lancashire County Council proposes to continue delivering services from and lists what services are currently provided and the main services proposed for the future.

	a) Used in last 3 years	b) Will likely use in future
1. Burnley and Pendle Day Service (Temple Street), Temple Street, Burnley, BB11 3BD Current services: Adult Disability Day Service Proposed main services: Adult Disability Day Service	<input type="checkbox"/>	<input type="checkbox"/>
2. Burnley and Pendle Registration Office, 30 Todmorden Road, Burnley, BB10 4AB Current services: Registration Service Proposed main services: Registration Service	<input type="checkbox"/>	<input type="checkbox"/>
3. Burnley City Learning Centre, Towneley Holmes, Burnley, BB11 3EN Current services: Conferencing Proposed main services: Conferencing	<input type="checkbox"/>	<input type="checkbox"/>
4. Burnley Library, Grimshaw Street, Burnley, BB11 2BD Current services: Library Service Proposed main services: Library Service	<input type="checkbox"/>	<input type="checkbox"/>
5. Burnley The Fold Co-location Project, 2-8 Venice Avenue, Burnley, BB11 5JX Current services: Supporting Carers of Children and Young People (SCAYT+) Proposed main services: Supporting Carers of Children and Young People (SCAYT+)	<input type="checkbox"/>	<input type="checkbox"/>
6. Burnley Wood Children's Centre, 33 Brunswick Street, Burnley, BB11 3NY Current services: Wellbeing, Prevention and Early Help Service (Children's Centre) (designated) Proposed main services: Wellbeing, Prevention and Early Help Service (0-11 years) (designated)	<input type="checkbox"/>	<input type="checkbox"/>
7. Children's Social Care (Easden Clough), Morse Street, Burnley, BB10 4PB Current services: Children's Social Care Proposed main services: Wellbeing, Prevention and Early Help Service (0-19+ years) (designated), Children's Social Care	<input type="checkbox"/>	<input type="checkbox"/>

	a) Used in last 3 years	b) Will likely use in future
8. Coal Clough Library, Coal Clough Lane, Burnley, BB11 4NW Current services: Library Service Proposed main services: Library Service	<input type="checkbox"/>	<input type="checkbox"/>
9. Ightenhill Children's Centre, Ightenhill Primary School, Alder Street, Burnley, BB12 6ED Current services: Wellbeing, Prevention and Early Help Service (Children's Centre) (designated) Proposed main services: Wellbeing, Prevention and Early Help Service (0-11 years) (designated)	<input type="checkbox"/>	<input type="checkbox"/>
10. Padiham Library, Burnley Road, Padiham, Burnley, BB12 8BS Current services: Library Service Proposed main services: Library Service, Wellbeing, Prevention and Early Help Service (12-19+ years)	<input type="checkbox"/>	<input type="checkbox"/>
11. Reedley Hallows Children's Centre, Barden Lane, Burnley, BB10 1JD Current services: Wellbeing, Prevention and Early Help Service (Children's Centre) (designated) Proposed main services: Wellbeing, Prevention and Early Help Service (0-11 years) (designated)	<input type="checkbox"/>	<input type="checkbox"/>
12. South West Burnley Children's Centre, 21 Tay Street, Burnley, BB11 4BU Current services: Wellbeing, Prevention and Early Help Service (Children's Centre) (designated) Proposed main services: Wellbeing, Prevention and Early Help Service (0-11 years) (designated)	<input type="checkbox"/>	<input type="checkbox"/>
13. Stoneyholme and Daneshouse Young People's Centre, 57 Daneshouse Road, Burnley, BB10 1AF Current services: Wellbeing, Prevention and Early Help Service (Young People's Service) Proposed main services: Wellbeing, Prevention and Early Help Service (0-19+ years) (designated)	<input type="checkbox"/>	<input type="checkbox"/>
14. The Chai Centre Children's Centre, Hurtley Street, Burnley, BB10 1BY Current services: Wellbeing, Prevention and Early Help Service (Children's Centre) (designated) Proposed main services: Wellbeing, Prevention and Early Help Service (0-11 years) (designated)	<input type="checkbox"/>	<input type="checkbox"/>
15. The Zone in Burnley, Mount Pleasant Street, Burnley, BB11 1LW Current services: Wellbeing, Prevention and Early Help Service (Young People's Service), Youth Offending Team, Leaving Care Outreach Proposed main services: Wellbeing, Prevention and Early Help Service (12-19+ years), Youth Offending Team, Leaving Care Outreach, Children's Social Care	<input type="checkbox"/>	<input type="checkbox"/>
16. Whitegate Children's Centre, Whitegate Nursery School, Victoria Road, Padiham, Burnley, BB12 8TG Current services: Wellbeing, Prevention and Early Help Service (Children's Centre) (designated) Proposed main services: Wellbeing, Prevention and Early Help Service (0-11 years) (designated)	<input type="checkbox"/>	<input type="checkbox"/>
None of these	<input type="checkbox"/>	<input type="checkbox"/>

The list of buildings below is where Lancashire County Council is proposing to no longer deliver services from.

a) Used in
last 3 years

17. Belmont Community Centre, Belmont Grove, Burnley, BB10 4NR

Current services: Community Association - no LCC service

18. Briercliffe Library, Jubilee Street, Briercliffe, Burnley, BB10 2JD

Current services: Library Service

19. Brunshaw Young People's Centre, 129 Morse Street, Burnley, BB10 4PB

Current services: Wellbeing, Prevention and Early Help Service (Young People's Service)

20. Burnley Campus Library, Barden Lane, Burnley, BB10 1JD

Current services: Library Service

21. Hapton Young People's Centre, Carter Avenue, Hapton, Burnley, BB11 5RG

Current services: Wellbeing, Prevention and Early Help Service (Young People's Service)

22. Padiham Young People's Centre, Burnley Road, Padiham, Burnley, BB12 8BU

Current services: Wellbeing, Prevention and Early Help Service (Young People's Service)

23. Pike Hill Library, Langwyth Road, Pike Hill, Burnley, BB10 3JX

Current services: Library Service

24. Rosegrove Library, Lowerhouse Lane, Burnley, BB12 6HU

Current services: Library Service

25. Stoops and Hargher Clough Young People's Centre, Venice Street, Burnley, BB11 4BA

Current services: Wellbeing, Prevention and Early Help Service (Young People's Service)

1c

How will this impact on you?

PLEASE WRITE IN BELOW

Empty response box for question 1c.

1d

Where we are proposing to no longer deliver services from a property, but you think we should continue to deliver services from it, what are your reasons?

PLEASE WRITE IN BELOW

Empty response box for question 1d.

If you would like to complete the questions for any other district/s please do so, or alternatively please go to question 13 on page 69

13

Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently.

PLEASE WRITE IN BELOW

A large, empty rectangular box with a thin black border, intended for the respondent to write their feedback. The box occupies most of the page's width and height, leaving only the header and footer areas.

About you

To help us to consider how we provide our services to different groups of people, it is important that we ask you a few questions about yourself. As with all the questions your answers will be completely confidential. However, if you do not wish to answer a question, please leave it blank and go on to the next one.

14 Are you...?

PLEASE TICK ONE OPTION ONLY

- A Lancashire resident
- An employee of Lancashire County Council
- An elected member of Lancashire County Council
- An elected member of a Lancashire district council
- An elected member of a parish or town council in Lancashire
- A local business owner
- A member of a voluntary or community organisation

Other (please write in)

15 What was your age on your last birthday?

PLEASE TICK ONE OPTION ONLY

- Under 16 16-19 20-34 35-49 50-64 65-74 75+

16 Are you...?

PLEASE TICK ONE OPTION ONLY

- Male
- Female

17 Have you ever identified as transgender?

Transgender is someone who lives, or wants to live, fulltime in the gender opposite to that they were assigned at birth.

PLEASE TICK ONE OPTION ONLY

- Yes
- No
- Prefer not to say

18 Are you a deaf person or do you have a disability?
The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities.

PLEASE TICK AS MANY AS APPLY

- Yes, learning disability
- Yes, physical disability
- Yes, sensory disability
- Yes, mental health condition
- Yes, other disability
- No

19 Are there any children or young people in your household aged under 20?

PLEASE TICK AS MANY AS APPLY

- No, but expecting
- Yes, aged under 5
- Yes, aged 5-8
- Yes, aged 9-11
- Yes, aged 12-16
- Yes, aged 17-19
- No children aged under 20

20 Are there any disabled young people in your household aged 20-25?

PLEASE TICK ONE OPTION ONLY

- Yes
- No

21 Are you in a marriage or civil partnership?

PLEASE TICK ONE OPTION ONLY

- Marriage
- Civil partnership
- Prefer not to say
- None of these

22 How would you describe your sexual orientation?

PLEASE TICK ONE OPTION ONLY

- Straight (heterosexual)
- Bisexual
- Gay man
- Lesbian/gay woman
- Other
- Prefer not to say

23 Does your household have access to the internet (dial-up, broadband or mobile internet) from home?

PLEASE TICK ONE OPTION ONLY

- Yes
- No
- Don't know

24 What is your religion?

PLEASE TICK ONE OPTION ONLY

- No religion
- Christian (including CofE, Catholic, Protestant and all other denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion

25 What is your postcode?

PLEASE WRITE IN

26 Which best describes your ethnic background?

PLEASE TICK ONE OPTION ONLY

White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy or Irish Traveller
- Any other white background

Black or Black British

- Caribbean
- African

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian

Other

- Arab

Any other ethnic group (write in below)

SAMPLE - ONLY INCLUDES BURNLEY DISTRICT INFORMATION