

EAST AYRSHIRE COUNCIL

COMMUNITY SERVICES COMMITTEE – 14th SEPTEMBER 2005

NEW FARM LOCH LOCAL OFFICE

Report by the Executive Director of Neighbourhood Services

1. PURPOSE OF REPORT

- 1.1 To report to Committee with regard to the performance of New Farm Loch Local Office and recommend its closure to ensure that budget targets for 2005/06 are met.

2. BACKGROUND

- 2.1 On 23rd February 2005, the Community Services Committee considered a report regarding Local Office/Registration Services review and approved recommendations to monitor the performance of New Farm Loch Local Office and instruct the Executive Director of Neighbourhood Services to report back after six months.
- 2.2 The New Farm Loch Local Office is a part time office, sharing premises with the NHS Primary Care Trust and the local Housing team. The previous report highlighted that this office is relatively quiet and that alternative facilities are available in Kilmarnock Town Centre.

3. CONSIDERATIONS

- 3.1 Three general areas of core business are recorded; payments; repairs and enquiries. Payments are for all Council accounts including rent and Council Tax; repairs are for Council house premises; and other enquiries relate to other transactions including benefits verification, assistance with form filling, information on Council and other services, and acting in an advocacy role for the elderly/socially excluded when dealing with other Council departments and outside organisations.
- 3.2 However, current usage remains relatively low and alternative arrangement exist elsewhere in the town and by the use of IT systems

4. FINANCIAL IMPLICATIONS

- 4.1 Closure of the New Farm Loch Local Office would allow the Local Office and Registration Service to operate within the budget available for 2005/06.

5. LEGAL/AUTHORITY IMPLICATIONS

5.1 There are no legal implications attached to this report.

6. POLICY/COMMUNITY PLAN IMPLICATIONS

6.1 Any personnel issues arising from the closure of the New Farm Loch Local Office will be dealt with through the Council's approved policies and procedures.

7. CONCLUSIONS

7.1 While the overall performance of the New Farm Loch Local Office has shown satisfactory trends, its proximity to alternative facilities and the growing availability of alternative methods of contacting the Council along with the requirement to operate services within the available budget offer support to the conclusion that this facility should close.

8. RECOMMENDATION

8.1 It is recommended that the Committee:-

- (i) Approve the closure of New Farm Loch Local Office; and
- (ii) Otherwise note the contents of this report.

William Stafford
Executive Director of Neighbourhood Services

WS/JAG/TMcC

23rd August 2005

LIST OF BACKGROUND PAPERS

Nil

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