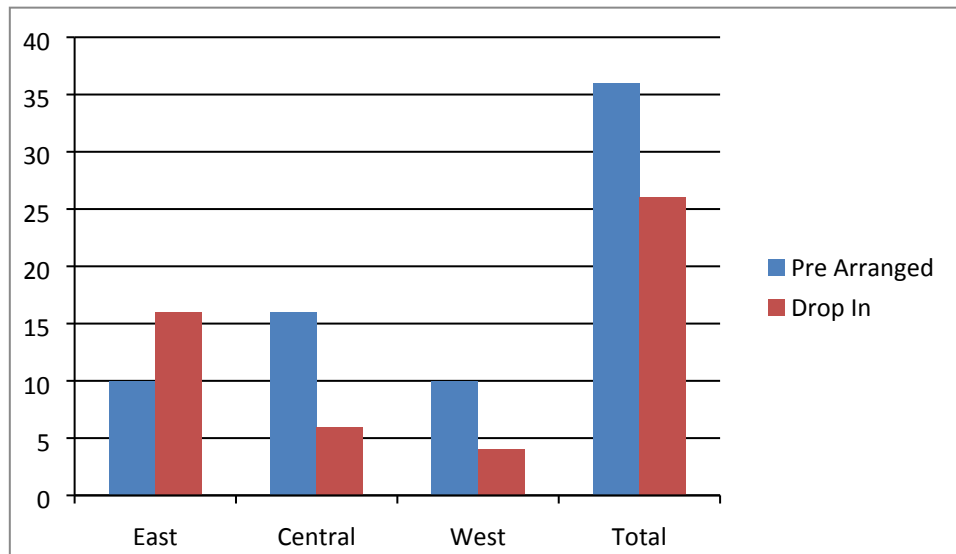


Appendix 3 - Housing Opinion

One Stop Shops – Locality use of Interview Space

Below data from visits during December 2018

	Arranged	Drop In	Total
East - Winyates	10	16	26
Central – Woodrow	16	6	22
West – Batchley	10	4	14
Total	36	26	62



It is considered essential that Housing teams have access to a private interview space to meet with tenants.

Currently Officers use the 3 One Stop Shops for this purpose, throughout the day and not just during opening times. Whilst there are some drop-ins, tenants are usually requested to make a pre planned appointment.

As it is proposed that the One Stop Shops are no longer open to the public, the impact will be minimal to the teams, however, the key things to consider are as follows:

- Winyates is a separate building from the OSS and is only being used when the office is open. Housing staff had an interview space created within the building however during the past months it has been used as access in and out of the building due to health and safety (staff safety and security).
 - An interview space in a different part of the building could be identified eg: first floor, however, this will require a risk assessment to ensure staff safety with the appropriate alarm systems put in place.
- Batchley's interview space is on the ground floor, however this is not ideal in terms of location as housing staff are on the top floor. The office is used currently when its closed which can be a vulnerability in terms staff safety, however, alarm systems are in place to mitigate any risks.

- Consideration could be given to turning an alternative part of the building eg: first floor into an interview space. Again this requires a risk assessment for staff safety with appropriate alarms and systems put in place.
- Woodrow's interview space is on the ground floor, it is currently used during office closures and to support staff safety, alarm systems are in place to reduce any risks.
 - Consideration could be given to either continue to use this space or an alternative space in the basement. This would need to be risk assessed for staff safety and the appropriate alarm systems put in place.

From a housing perspective the closure of the One Stop Shops will have some limited impacts on tenants and the teams delivering services. It is considered these impacts to tenants can be removed by creating alternative interview space (wherever possible).

Consideration could also be given to allocating interview space within the town hall as many of our tenants visit this building frequently and for some tenants it is the closest building for them to attend. Officers can use 'hot desks' within housing options to ensure ground floor access/ interviews.

Since 2013 the majority of tenants interviews have been by appointment, however, the current one stop shop arrangements allow an opportunity for the tenant to request this.

Closing public offices within the district centres will remove this option and tenants will need to use the alternative methods which will be well publicised and advised.