

DRAFT**Q & A's on the Rochford Relocation**

The decision of Rochford District Council to relocate away from its present location in South Street Rochford to the LaunchPad Office also in Rochford just 2.2 miles away was driven by financial implications and the need to create a better working environment for staff and ultimately result in better services for Rochford Residents.

Importantly this will raise a number of questions for residents such as, where will reception be, how do I engage with the Council now they are not located at South Street etc etc. The following document seeks to allay any fears and answer some of the important questions that have and will be raised

Office Accommodation**Q: Will I (Residents) be expected to go to Launchpad if I want to meet with a Council officer?**

A: No, LaunchPad is the back office for Rochford council services and residents will not be expected to meet officers at this location. If residents want to meet an officer this will be available either by phone or through an arranged appointment at the Rochford Library where the new Reception will be located. This is only approximately 200 meters from the present Rochford Reception location at South Street.

However those requiring a business meeting where there will be a number of officers and customers or stakeholders will meet either at LaunchPad or at an alternative Council location, for example the small meeting room at Mill Hall

Q: Where will Rochford District Council Reception be?

A: The Reception presently located at the rear of South Street in a prefabricated building, will be relocated approximately 200 meters away in Rochford Library. We will have our own dedicated space that will not see the Library lose any of its services or books available. In fact both organisations hope this new co-location will increase footfall.

Q. How will the relocation of the reception affect local business?

A: Although the location of the Reception in Rochford Town is changing the new position is potentially likely to encourage those parking at Back Lane Car Park in the Town to walk past the shops available around Rochford Town Centre and the Market space. To get to the Library where the Reception will be situated from Back Lane Car Park or Station Car Park residents will have to walk through and past the main Town Centre Rochford Shops and Market Square where as previously from Back Lane they could have avoided going through the Town Centre

Q, When will the reception be open

A: Rochford Reception will be open as it is now although it will be closed for lunch for 1 hour between 12pm and 1pm to ensure the safety of staff. Therefore the hours are:

- a. Monday to Thursday – 8.30am-5.00pm
- b. Friday – 8.30am-4.30pm
- c. Closed for lunch 12pm to 1pm

Q: Will any services be lost or not available due to the relocation of the main office and the relocation of Reception?

A: No services will be lost however we are taking this opportunity to improve the reception layout, create a newer meeting facility within the library and therefore we envisage creating a better experience for residents.

Residents to make appointments if they would like to meet an officer for something specific that cannot be answered through our Website, Contact Centre or Customer Service Advisors at Reception. Alternatively the

opportunity will be available for those who do just walk in to contact officers by a direct phone from the library to the main Office at South Street. This is an improvement on the offer at present as presently there is no guarantee that an officer will be available if you walk in to the Reception at South Street.

We will encourage residents to either use the Council's website, telephone the council or email your enquiry on our enquires@rochford.gov.uk (Needs Checking) in the first instance.

Q: Can I hand in application forms at the new reception location?

A: Yes you can hand in post and application forms at Reception. These will be collected daily between Monday to Friday and then processed in the normal manner at the main office.

Q: Can I still make payments for Council Services at the new Reception location

A: Yes nothing has changed, whilst we do not and have not taken cash for a long time we can still organise on-line payments for you. Our Customer Service Advisors will only be to happy to assist.

Q: Is the Library Service being compromised because the Council's reception is relocating to the library?

A: No, the Library will be maintaining all there services and will be adjusting the location of their stock to accommodate all the books they presently provide.

Q: Will Officers have to keep driving to and from the LaunchPad to the Library when residents want to see them?

A: No, as indicated the Council will operate an appointment only provision. This means where a Customer Service Advisor cannot help or they cannot speak to someone over the phone an appointment can be made. This will allow the customer to choose a suitable time that is convenient for both and allow the officer to prepare for the appointment. This should make any meeting more meaningful and enable the customer to get what they want out of the meeting.