



## Hyndburn Borough Council

### Customer First Analysis

**Date:** Monday, 24 October 2011

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#### Prospect Mill Garage Site, Great Harwood

##### 1. Purpose

- What are you trying to achieve with the policy / service / function?

Remove 9 existing garages and replace with car parking on land owned by Hyndburn Borough Council.

- Who defines and manages it?

The garages are managed by the Council's asset management team. The provision of car parks and the responsibility for ensuring public availability lies with the Council's engineering department.

- Who do you intend to benefit from it and how?

The site is adjacent to the Council's town centre Glebe Street car park. The Glebe Street car park will be increased in size by around 50%, with an extra 25-30 parking spaces. A town centre survey has shown that shop keepers feel that there is insufficient town centre parking. The public will benefit from greater availability to park, whilst the town centre will benefit economically.

9 individuals will be disadvantaged by the proposals due to loss of the garage site. Each tenant owns the garage, however leases the land from the Council. The Council intends to provide an alternative site in Great Harwood for relocation. Each tenant will be allowed a minimum of 12 months for relocation.

- What could prevent people from getting the most out of the policy / service / function?

The cost of providing the car parking will be made available through the limited area management budget. Cost estimates for hardcore surfaced car park are £12,000, and for bitmac surfaced is £44,000. A decision on the final surface type has yet to be agreed, however should hardcore be used then access will be limited to able bodied persons. Disabled car parking is alternatively provided on Holgate street car park.

- How will you get your customers involved in the analysis and how will you tell people about it?

Location of car parks can be found on the Great Harwood website.

## 2. Evidence

- How will you know if the policy delivers its intended outcome / benefits?

Great Harwood has 11 empty shops (2010). Outcome – Number of empty shops in Great Harwood will not be increased.

- How satisfied are your customers and how do you know?

Customer satisfaction will be assessed based on user numbers when the car park is implemented March 2013.

- What existing data do you have on the people that use the service and the wider population?

A survey of shop keepers September 2011 identified that 75% felt that the town had insufficient shopper car parking.

- What other information would it be useful to have? How could you get this?

Survey of shoppers via town centre questionnaire.

- Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?

No

- Are you using partners, stakeholders, and councillors to get information and feedback?

The local Councillors have requested that improvements are made to the car parking provision in Great Harwood. Meetings with Lancashire County Council have taken place.

## 3. Impact

- Are some people benefiting more – or less - than others? If so, why might this be?

The scheme has yet to be implemented therefore the impact cannot be ascertained.

## 4. Actions

- If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?

The scheme will provide additional car parking. As explained above, should the car park be surface in hardcore then access will be more difficult for disabled persons. Car parking for disabled persons is provided at Holgate Street car park and as such this scheme will not make provision any worse than at present.

- Is it discriminatory in any way?

UNCLASSIFIED

The ability to park will be made no worse than at present and is therefore is not discriminating against users.

- Is there a possible impact in relationships or perceptions between different parts of the community?

No

- What measures can you put in place to reduce disadvantages?

Disabled car parking is already provided within the town.

- Do you need to consult further?

Further consultation will take place when the great Harwood regeneration plan is renewed in 2013.

- Have you identified any potential improvements to customer service?

Economic regeneration of Great Harwood town centre.

- Who should you tell about the outcomes of this analysis?

Local Councillors.

- Have you built the actions into your Business Plan with a clear timescale?

Great Harwood regeneration action plan.

- When will this assessment need to be repeated?

2013 following implementation of the car parking and review of the Great Harwood regeneration action plan

**Don't forget to return your written record to HR.**