

3. RICCARTON SERVICE CENTRE RELOCATION

The Board was in receipt of a further report from the Libraries Manager on a proposal to establish accommodation for the Riccarton Service Centre, operated by Council staff, as an alternative to the Council agency proposal submitted to the May meeting of the Board.

Sue Sutherland and Nicki Moen, Libraries and Information Services Unit, were in attendance.

The Riccarton Service Centre was established in 1989 with the other Council Service Centres. The Council's lease on the current office has expired and the property is being rented on a month by month basis. Service Centre activities include:

- Receipting of Council accounts
- Providing information on Council activities
- Taking enquiries and complaints on Council activities
- Selling Council and other organisations products

As outlined in the earlier report to the Board there is a continuing decline in transactions at the Service Centre.

A consultation process with the residents of the Riccarton area was undertaken and thirty groups were invited to respond to open-ended questions.

There was a strong demand for continuation of existing services, with an emphasis on the need to provide council and community information

Respondents preferred the service to be delivered in the general vicinity of the present location, with good parking and easy access to the building

Based on the feedback from the consultation process it would appear to be important for the Council to retain a presence in the Riccarton area. Two possible venues (Smiths City, Riccarton and New Zealand Post Shop, Riccarton) for delivery of Council services have been investigated. Smiths City has recently withdrawn their proposal. Another possible venue was the Riccarton Community Centre. This was not, however, considered to be a viable option owing to space limitations and security issues.

New Zealand Post Properties has put forward a proposal, which would allow the Riccarton Service Centre to conduct operations from a counter within the New Zealand Post Shop, Riccarton. The Post Shop is situated on Riccarton Road and has access to car parking at the rear of the building.

Services that are currently offered from the Riccarton Service Centre could continue to be offered by Council staff from the leased space

The financial savings of this proposal are substantial.

Moving the service centre operation into existing commercial premises allows an ongoing Council presence in the Riccarton community and also provides a saving in terms of operational and staffing costs.

The Board was very supportive of the proposal and pleased with the consultation process that had been followed.

In noting that the report was now going to the Strategy and Resources Committee for its consideration, the Board **decided** to advise the Committee that:

- it is essential that the Council continue to provide Council service in Riccarton, long term, and that any lease entered into should provide this security;
- the Board supported the recommendation to lease space within the Riccarton New Zealand Post Shop for the delivery of Council services by Council staff.