

Gateway Programme Update

Report of the Gateway Programme Manager

Programme Name	Reference No.	Stage
Gateway Programme	P	Stage 3 – Programme Delivery

Programme Manager	Type of Report	Date Report Produced
Phoebe Adefeso	Programme Update	15/08/08

Traffic Light Report Status:
Programme Overall Green

Update
<p>Programme</p> <ul style="list-style-type: none"> Continued work/liaison with KCC Staff drop in session was held on 8th August Continued programme co-ordination. Continued programme information dissemination <p>CRM</p> <ul style="list-style-type: none"> Gateway Customer Services' Staff have received CRM training CRM v7 live and in use from 6th August Live with 60% of the Client Services processes (refuse and recycling) Academy integration for live systems enabled on 11th August UFIS integration into UNI-form for live systems enabled 13th August Revenues and Benefits services being made live, in preparation for opening of mini-Gateway <p>Partners</p> <ul style="list-style-type: none"> Partners Forum <p>A Partners Forum will be held on 22 September for partner organisations who have expressed interest in working in the Gateway. Invitations will go out by 15th August. KCC will be bringing along staff from their Social Innovation Lab to look at how customer enquiries will be dealt with through joint working in the Gateway. Participants will be given either a real or virtual (by film) tour of the Gateway.</p> <ul style="list-style-type: none"> Partner Pack <p>KCC have completed the first draft of the Partner Pack, and questionnaires have been issued to partner agencies asking them for specific information which will be used to plan the Gateway and draw up agreements. The deadline given was yesterday but as yet we have only received 4 responses (from CAB, Business Link, Home Group and VAWK).</p>

ITEM 6

- **Specific Partners**

TCHG - William and Estelle will be meeting with Paul Turton of TCHG on Friday 15 August.

Design

- Licence has been agreed with Westfield.
- Party wall has been agreed with Westfield and Quality Seconds.
- Relocating the public sewer has been agreed with Southern Water.

- **Construction Issue**

Sedac Ltd is progressing work in accordance with their amended construction programme.

Staffing

- Advert for remaining CSA posts will be in the Courier on 15th August. Closing date for the advert is 29th August and assessment will be on 3rd October.
- One of the Team Leaders has reverted back to Revenues on 12th August. Internal advertisement will be posted initially, followed by external ad if necessary.
- Sharon Highgate (Gateway CSA) will be leaving on 15 August after 27 years' service at TWBC
- Training programme is ongoing, primarily focusing on Revenues. Canterbury City Council have delivered 2 days' Council Tax training, 2 days' Benefits training, and 1 day's Customer Care training to all CSAs during July and August. Other training undertaken or ongoing includes:
 - Switchboard
 - Reception
 - CPA Briefing
 - Ivy E-Learning
 - Diversity Awareness
 - Complaints Procedure
 - CRM
 - Weald Information Centre
 - Job shadowing in Revenues (phone and counter)
 - Accompanying Revenues Visiting Officer and Council Tax Inspectors on their visits
 - Visiting Magistrates' Court
 - Revenues Verification
 - Local Housing Allowance