



Context

- Poor reception facilities. Considerable costs to reconfigure
- Multiple reception points (generic, Revs & Bens, Parking, Planning, Housing)
- Fragmentation and complexity of public sector (Tell Us Once)

Gateway

The future is retail



What is a Gateway?



Gateway

The future is retail

Gateway

- The Gateway concept operates on the principle that services should follow customer need, not the other way round.
 - eg following a bereavement a citizen would typically need to contact government 44 times - government delivers services through departments
- Open up to seven days a week, they allow members of the public to access services from any public organisations – central government, local government and voluntary and community organisations.

The future is retail

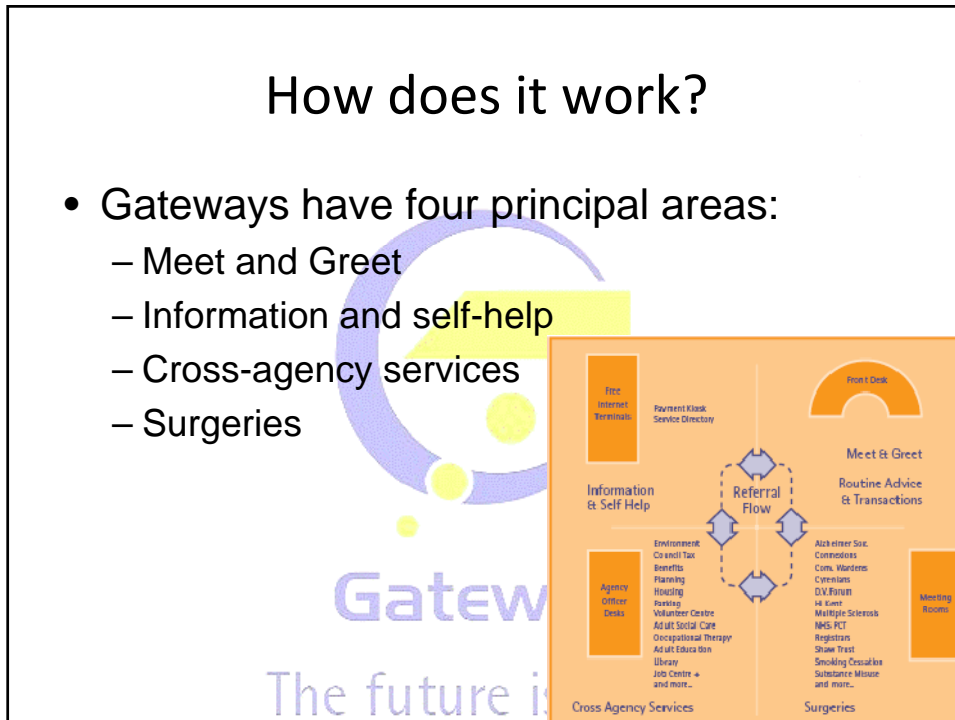
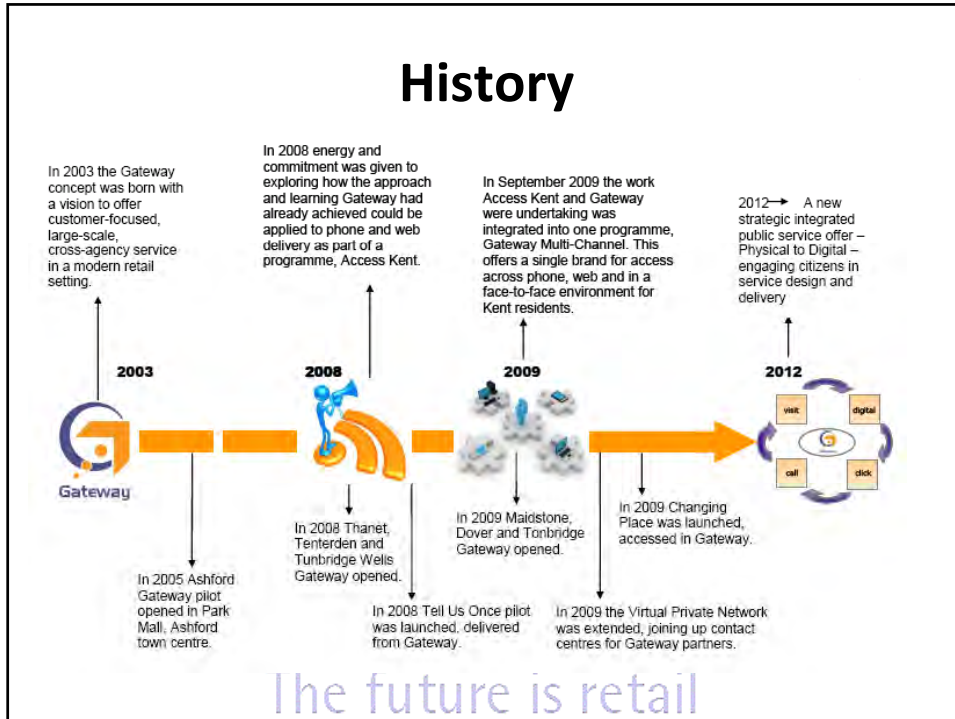
Improving access to services

- Location, location, location
- Quality of environment
 - security
 - availability of space
 - self-help
 - customer-friendly design
 - availability of interview rooms
 - DDA compliant
- Single point of delivery for public services

The future is retail

Roll out





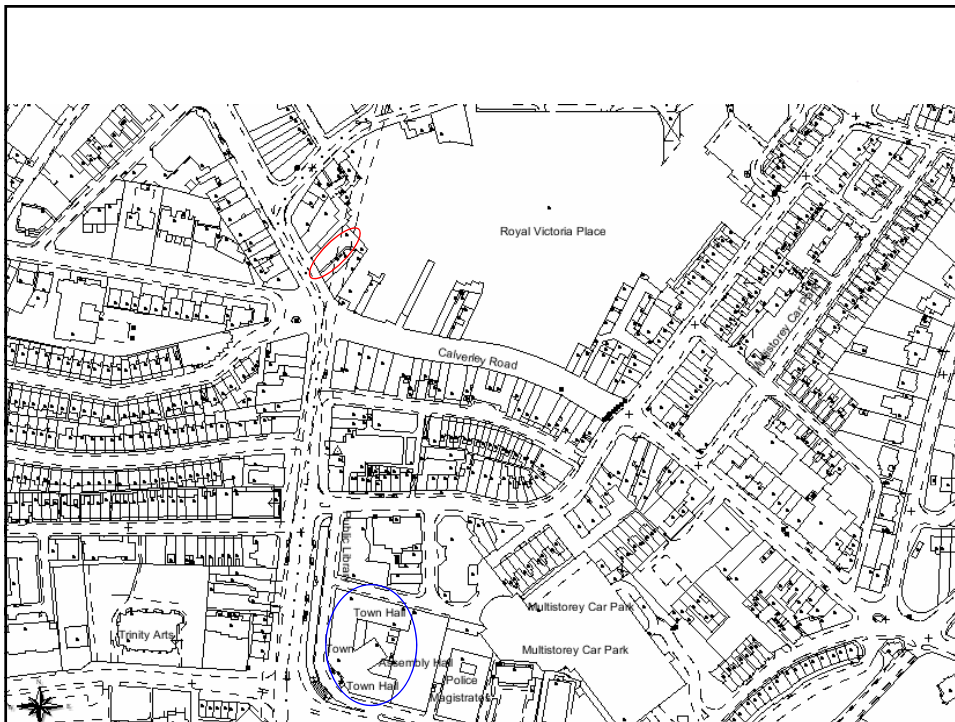
The building as was



8 Grosvenor Road - Front Elevation

The building now





Advantages

- In the heart of a retail environment
- Proximity to car parking
- Proximity to bus and rail stops
- Adequate size (c.500m²)



Gateway

The future is retail

Catalyst for Process Improvement

- CRM & workflow for Resident's Parking Permits
- Call Centre for Streetscene type enquiries
- Customer Feedback – RingGo for Dispensations
- Planning Information Officers available in Gateway



Gateway

The future is retail

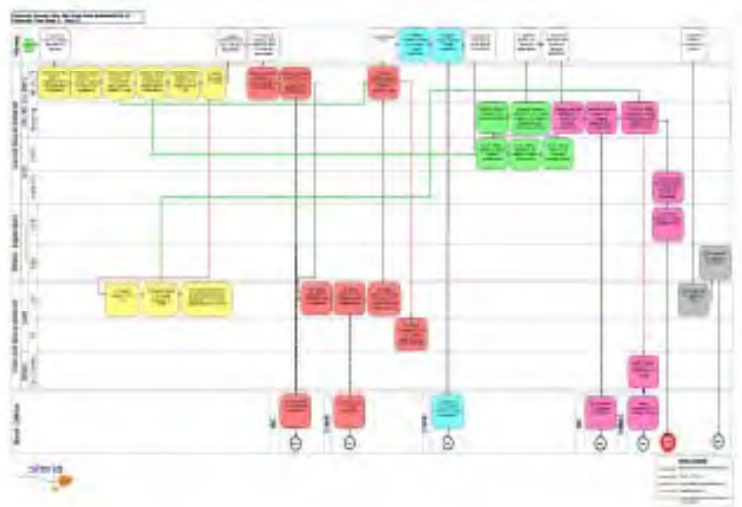
Specific examples of benefits

- Skills Plus
 - Proxy Indicators suggest that:
 - Increase in wage levels (£18k pa av)
 - Savings from no JSA (£3k)
 - Social return on investment of £15 for every £1 invested

Gateway

The future is retail

'Tony's journey'



The future is retail

The issues...

- Tony has just been made redundant following the closure of a local factory.
- He was on a low income and in receipt of Working Tax Credit (WTC).
- He's 46, married with three children (aged 4, 12 and 14) and lives with his family and elderly mother in private rented accommodation.
- Tony's partner is on long-term Employment and Support Allowance (ESA).

Gateway
The future is retail

Current agencies involved

- TWBC – Housing Benefit and CT Benefit
- DWP – Pensions Credit
- RBLI – Pathways to Work
- KASS eligibility
- HMRC – Working Tax Credit
- CAB – Debt advice
- Adult Education

Gateway
The future is retail

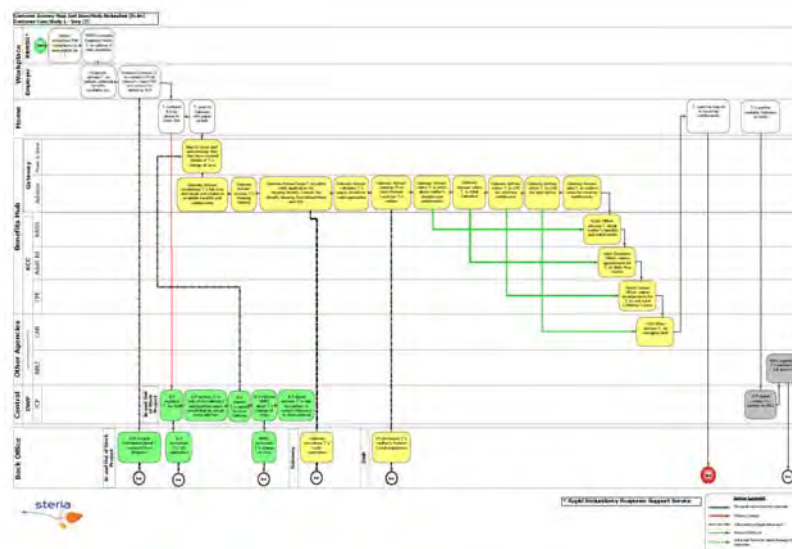
The result

- A quicker and more effective service
- Savings of over £2 million per annum in Kent alone (and just for this one process)
- Other indirect benefits

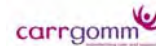


Gateway
The future is retail

As it could be....



Some of our current partners...



The future is retail

A snapshot of what our customers are saying...

I find that this new office and décor has lifted the atmosphere for the people who visit for benefits, etc. The terminals for the internet are a very good idea and the fact you have nine terminals should give ample opportunity for people to get a turn. All staff helpful and friendly.

I used the Gateway on Saturday to order my free bus pass and was very impressed by the building and the extremely helpful staff. The provision of the accessible Gateway was a brilliant idea – congratulations to whoever made the decision.

This is a great idea – to have advice, housing advice, general help under one roof, close to centre. Brilliant

Really liked how approachable TW Borough Council now is!

We (my wife and I) have been helped with the problem we visited about. We could not have had greater support. Thank you very much.

Facilities are excellent. Your staff are very smart, helpful and friendly. The building is bright and it's great to have toilet facilities.

The new Gateway concept is very light, airy and seems to have had an excellent effect on staff (as well as customer) morale. Keep up the good work!

Gateway DVD



Gateway

The future is retail

Questions?



Gateway

The future is retail