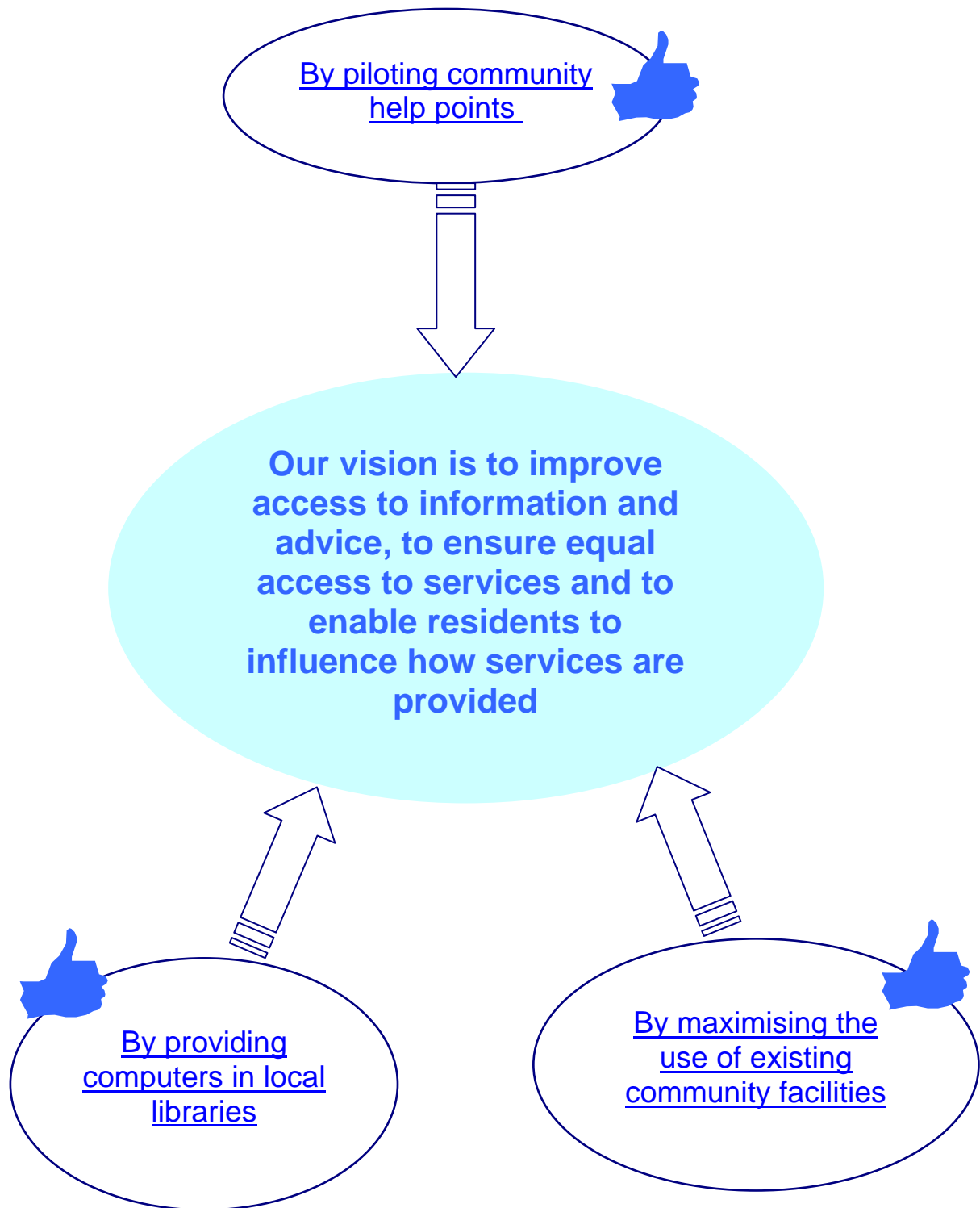





Creating faster and easier joint access to services for all citizens



-  On or exceeding target
-  Progress unclear
-  Not yet on target



Creating faster and easier joint access to services for all citizens

Target 1: Piloting community help points



What did we say we would achieve?

We said we would pilot a Community Help Point (a one-stop shop for citizens who want to enquire about or apply for any public service) in Rother District and that we would develop a blueprint for a shared customer access strategy to 2005 and beyond.

How does this target help achieve our vision?

Bringing advice, information and some services closer to where people live reduces the need to travel and enables more people to access public services.

What did we achieve?

A countywide Customer Access Strategy has been developed by the Access East Sussex Partnership and two Community Help Points (CHPs) are now operational in Battle and Bexhill. Each CHP will also have a kiosk installation, branded as an Accesspoint East Sussex, and further kiosks have also been installed at Heathfield, Winchelsea, Etchingham and Peasmarsh.

The Kiosks are already well used with a total of 55,766 user sessions being recorded between April and June 2005. The pilot Battle CHP is now used as an example of good practice in how the services and information on a number of public sector organisations including the County Council, the Police, Fire Brigade and the Bexhill and Rother Primary Care Trust can all be accessed from one point of contact. The Kiosks also provide access to the East Sussex Community Information Service (ESCIS). As with Battle, the new Bexhill Community Help Point accommodates a number of surgery type sessions such as Pensions Service, Hearing Aid advice and maintenance, and other voluntary organisations.

More kiosks are planned to be installed by the autumn of 2005, together with more CHPs at Crowborough, Hailsham, Heathfield, Uckfield, Eastbourne and Hastings.

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Target 2: Providing computers in local libraries



What did we say we would achieve?

We said we would provide computers in local libraries as part of the People's Network.

How does this target help achieve our vision?

Many services and a great deal of useful information can be accessed via the internet. However, not all residents are able to own their own computer. Providing computers for public access helps more people use this form of communication.



East Sussex Strategic Partnership

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What did we achieve?

The People's Network now provides public access across the county in all local libraries and the facilities are proving very popular. Usage in Eastbourne library, monitored over two weeks in July 2005, showed that the computers are used for approximately 80% of the available time.

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Target 3: Maximising the use of existing community facilities



What did we say we would achieve?

We said we would maximise the use of existing community facilities when delivering services to local communities.

How does this target help achieve our vision?

Bringing services to local people, rather than expecting them to travel to central points, can enable more people to benefit and particularly eases access for the most vulnerable. This does not have to mean expensive new buildings as existing community facilities such as village and church halls, local libraries and schools can provide suitable premises.

What did we achieve?

In 2004, Hailsham Community College was chosen to pilot a new project to improve existing adult education, study support, sports and arts provision.

We continue to promote the Community Learning Centres, which are three training and conference venues in Eastbourne, Hastings and Uckfield that can be booked by business and community groups.

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