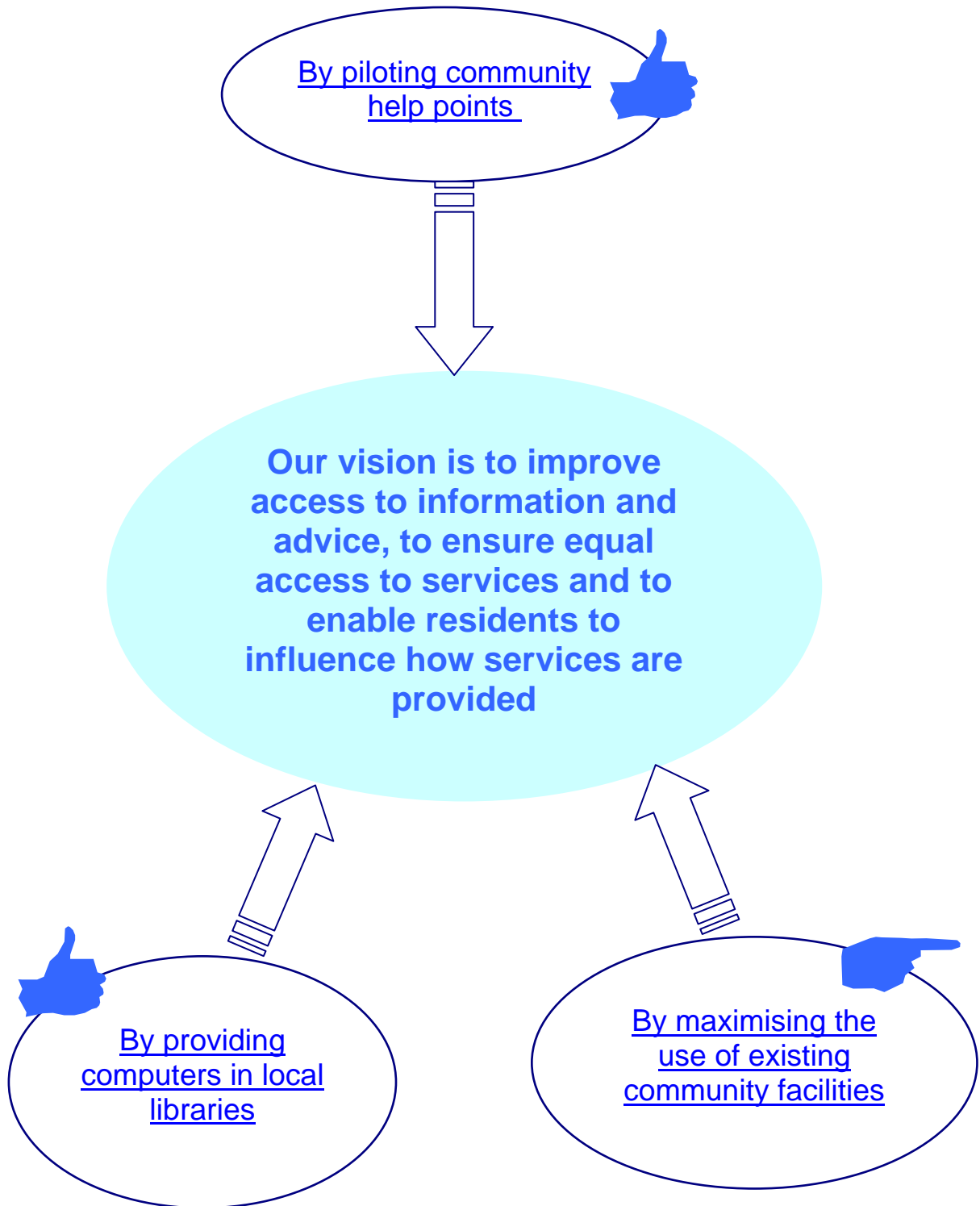





# Creating faster and easier joint access to services for all citizens



-  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 Community Help Points (CHPs) are now operational in Battle, Bexhill Crowborough, Hailsham, Heathfield and Uckfield, with Hastings and Rye to follow this year. Each CHP also has a kiosk installation, branded as an Accesspoint East Sussex, and further kiosks have also been installed across the County.

### ***Is this a future focus for the East Sussex Strategic Partnership?***

The East Sussex Strategic Partnership will be reviewing its Community Strategy in late 2006 and will consider appropriate targets for accessibility of services.

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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.

### ***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



East Sussex Strategic Partnership



# Creating faster and easier joint access to services for all citizens

weeks in July 2005, showed that the computers are used for approximately 80% of the available time.

## ***Is this a future focus for the East Sussex Strategic Partnership?***

This target is now complete and proving very successful. The East Sussex Strategic Partnership will, therefore, be looking at other ways of improving access to services for residents in the county.

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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?***

We continue to encourage the use of existing facilities when delivering services to local communities. (information being provided by AiRS)

## ***Is this a future focus for the East Sussex Strategic Partnership?***

It has been extremely difficult to define and measure this target over the last three years of the Community Strategy. The East Sussex Strategic Partnership will be reviewing its Community Strategy at the end of 2006 and will be considering whether a measurable target could be set in this area which would lend itself to joint strategic action.

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