

e-Governance Academy Study Tour to Sheffield City Council Wednesday 11th October 2006

ITINERARY

2.00pm **First Point, Howden House**

Brian Curry: Sheffield City Council, Customer Services, First Point Manager

First Point is a purpose built 'one-stop-shop' situated in the heart of Sheffield City Centre. It provides access and information about all council services and many non-council services. Since opening in March 2001, First Point has dealt with over 5 million enquiries. Customers receive a professional service in bright surroundings with many facilities designed for their comfort, which include:

- Automatic doors
- Choice of seating
- Freephones
- Internet access
- Play facilities
- Private interview rooms
- Public toilets
- Plasma screens
- Baby feeding and changing facilities
- Automated queuing system
- Signage in community languages

Friendly and approachable Floorwalkers greet customers as they enter First Point and direct them to where their enquiry can be dealt with effectively.

3.00pm **South Sheffield City Learning Centre**

<http://www.sslc.net/>

Andy Wynne: Manager Sheffield South CLC and a member of the national DfES CLC Steering Group

The South Sheffield CLC was the third of five to open in Sheffield. City Learning Centres are a strand within the 'Excellence in Cities' Programme. The South Sheffield CLC is based on the site of Newfield School, with a partnership that includes 4 other secondary schools. The Centre also works with the 34 feeder primaries to our secondary schools. The CLC partnership includes representation from the Sheffield College.

4.00pm **101 Single non-emergency number (SNEN) service**

<http://www.101.gov.uk/>

Jackie Bland: Sheffield City Council, Customer Services, SNEN Programme

101 is a new service that provides the public with direct access to community safety advice, information and action, while freeing up the 999 emergency service to handle emergency incidents. The 101 service is provided jointly by the Police and Local Authorities, working in partnerships to serve local areas. 101 will complement, rather than duplicate, existing services provided by local agencies. Sheffield is one of the first areas in the country to implement SNEN and the service runs from Atlas Court where the Council's Contact Centre is based.