



ACCESS TO SERVICES

Priority

Our priority is to give easy, convenient access to quality services.

Concerns

- Council offices in Hadleigh are difficult to reach for many citizens in a large rural area, with a large proportion of the population living in the West of the district.
- Disabled access to Council buildings.
- Government target of 100% access to services through electronic means by 2005.

What is being done

- Sudbury Advice Centre run by Sudbury Town Council provides advice and assistance on behalf of Babergh, Suffolk County Council and the Town Council.
- Officers visit citizens to resolve service issues.
- Local housing surgeries run in Sudbury.
- Drop-in Centre at Poplar Road, Great Cornard.
- Pilot of extended telephone service between 8am and 7pm for Council Tax, Business Rates, Benefits and Rents.
- Programme of disabled access

improvements to Council buildings, Computer Kiosk, Sudbury

- Council website providing information.
- Computer kiosk in Sudbury outside Town Hall.

PLANS FOR THE FUTURE

Coming Year

- Housing and Council Tax Benefit claimants will be able to provide the required information at Sudbury Advice Centre and Housing Association offices without the need to visit Hadleigh.
- Completion of three-year programme of disabled access improvements to Council buildings.
- Information Points in all libraries, including mobile libraries, and Tourist Information Centres.
- Leaflet availability from some Parish Councils.

Over the following 3 years

- Local housing office in Great Cornard.
- By end of 2005 100% access to services through electronic means. Improvements to include:
 - New website enabling payments and other transactions to be made as well as providing information.
 - Secure access for public to personal information in systems.
 - Onesuffolk and Community Portal for wide range of information for the whole county.
 - Public Access Points and Kiosks.

Within the 10 year period

- Improve access to services in partnership with Suffolk County Council and others, and by 2005 agree five year Action Plan.
- Encourage public to use new technology for access to services.
- Use new technology to improve the service and support officers when visiting clients.

BDC



Computer Kiosk, Sudbury

Sudbury Advice Centre

