

# Tunbridge Wells Cultural & Learning Hub

## Stakeholder Update – 5<sup>th</sup> January 2017



### Latest news:

The Design Team have been consulting with staff and users and surveys are being carried out on the buildings ready for Purcell (architects) to begin creating initial designs.

### Service Spotlight:

In our first Service Spotlight we will be finding out about the important work the Gateway team do, as written by Customer Service Advisor, Emer Moran.

*“Gateway is a Kent County Council & Borough Council joint venture that makes it easier for people to access a range of public and voluntary services under one roof, from council housing and benefits advice, to Citizens Advice Bureau and Healthy Living advisors. Gateway operates on the principle that services follow customer need, and offers convenient access to multiple agencies and delivery partners, covering central and local government and the voluntary sector. Gateway is multi-channel and unites services under a neutral brand, removing the confusion of a myriad of public service organisations.*

*Since November 2008, the staff at Tunbridge Wells Gateway have provided an invaluable service to the people in the borough. As the first point of contact for members of the public, Gateway staff deal with a multitude of queries on a daily basis. These can range from simple bin collection queries to more complex matters regarding Housing Benefit, Council Tax, Parking and Housing Needs or information about HMRC benefits. We also sell tickets for Assembly Hall Theatre shows and the ice rink.*

*Our main focus is to promote customer self-help and encourage our customers to use our online facilities, whether at home or by using our public access PCs in the Gateway itself.*

*Over the years since we opened, we have seen many changes to how we deliver our services. In April 2015 we launched our Digi Buddy sessions to help local residents who lack basic computer skills to get online and, more recently on 1<sup>st</sup> September 2016, our new service delivery model was introduced, the aim of which is to cut down waiting times for customers by setting up appointments for more complex enquiries or those that require extra support, whilst those that can self help are signposted to that route. Our services are constantly evolving and improving and every day brings a new challenge for us!”*



### Consultation:

Take part in the final Renaming the Hub survey!  
Deadline 16<sup>th</sup> January 2017

[www.surveymonkey.co.uk/r/RK9W27R](http://www.surveymonkey.co.uk/r/RK9W27R)

The results of our summer Heritage Survey is available to view online:

[http://www.tunbridgewellsmuseum.org/\\_data/asets/pdf\\_file/0008/134792/Hub-Survey-Infographic-TW1191-final-v2-01.pdf](http://www.tunbridgewellsmuseum.org/_data/asets/pdf_file/0008/134792/Hub-Survey-Infographic-TW1191-final-v2-01.pdf)

Future consultation is being planned and will be advertised on the website:

[www.tunbridgewellsmuseum.org/cultural-hub](http://www.tunbridgewellsmuseum.org/cultural-hub)

Thank you for your continued support. If you have any questions about this update please email: [museum@tunbridgewells.gov.uk](mailto:museum@tunbridgewells.gov.uk)



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