

# Update on the closure of One Stop Shops

Overview & Scrutiny Committee

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24<sup>th</sup> February 2020

# Channel Shift before OSS Closures



Week Commencing	04-Nov	11-Nov	18-Nov	25-Nov	02-Dec	09-Dec	16-Dec	23-Dec	30-Dec	06-Jan	13-Jan
Counter Enquiries	648	283	151	117	104	88	102	13	9	44	16
Casual Callers	1037	765	998	1096	1193	837	583	235	234	461	350
<b>Total</b>	<b>1685</b>	<b>1048</b>	<b>1149</b>	<b>1213</b>	<b>1297</b>	<b>925</b>	<b>685</b>	<b>248</b>	<b>243</b>	<b>505</b>	<b>366</b>

- The average total transactions across the three sites in Aug- October was 6871
- In November the total footfall was 5504 with 75% cases being casual callers, who were directed online or signposted.
- In December this fell again to 3261 with 91% of cases being casual callers, who were directed online or signposted.
- Numbers continued to fall in January up until the closure of the One Stop Shops on the 17<sup>th</sup>.

# Transitioning to the new service



## In the run up to closure:

- Leaflets & signage at OSS
- Messages via Web pages
- Plasma Screens
- Social Media/Press

## Since go live:

- Posters at OSS sites
- Visible presence at IS Sites
- Plasma Screens
- New Signage for Rushmead

An informational poster with a teal background and white text boxes. It features the Tower Hamlets logo in the top right corner. The main text is in a white box with a speech bubble shape. To the right of the text are several icons: a location pin, a chat bubble, a double-headed arrow, and a group of people. At the bottom, there is a hand icon pointing at a circular target, a document icon, and a tablet icon showing a hand holding a card with a green checkmark.

**Please be advised this One Stop Shop is now closed.**

You can access council services online, including parking, council tax, housing, benefits and more.

These changes are enabling residents to access services online from the comfort of their own home or on the go, without calling or queuing. However, please be assured face to face assistance is still available.

If you need support, you can visit one of our five Idea Stores. We have created digital hubs where you can access free computers, scanners and Wi-Fi. Staff are on hand to help you with using our online services.

**Your nearest Idea Store is Bow, which is just down the road at 1 Gladstone Place, Roman Road, Bow E3 5ES.**

If you need further assistance than is available in our digital hubs, staff in our Idea Stores will be able to book an appointment for you at 1 Rushmead, Bethnal Green, E2 6NE. Please note, the counter service provided by Tower Hamlets Homes at Rushmead is still available.

Thank you for your patience during these changes and we hope you enjoy using our new online services along with our Idea Store digital hubs.

If you have any questions, please visit [www.towerhamlets.gov.uk/SaveTimeGoOnline](http://www.towerhamlets.gov.uk/SaveTimeGoOnline) or call 020 7364 5000

# Current Headline Message



## Changes to One Stop Shops and Idea Stores

Our most popular services can now be accessed online 24/7. This means you can get things done at your convenience without having to call or queue.

If you'd like support going online, we have free computers, scanners and Wi-Fi available in our Idea Stores and staff on hand to help.

**As a result, our One Stop Shops are now closed. Please be assured face to face assistance is still available for those who need it, and additional support is available by appointment.**

Find out more at [www.towerhamlets.gov.uk/SaveTimeGoOnline](http://www.towerhamlets.gov.uk/SaveTimeGoOnline)



# New Service Model

## At Home or on the go

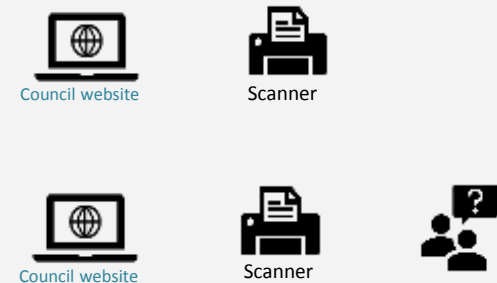
The majority of our customers are able and want to access council services online without our support



## At Digital Hubs (in Idea Stores)

Some customers know how to access council services but need to use the devices in the digital hubs to go online

Some customers need assistance to access online services and simple support is available in the digital hubs to help them (do with)



## Appointments at Rushmead

A few customers will need a lot of support and for them an appointment service is available (do for)



# Rushmead Update



Customers who need a lot of support are encouraged to book an appointment at Rushmead.

However, people do still just walk in

Where this happens we do **NOT** turn them away.

- We tell them about the on-line services and encourage them to self-serve.
- Those who can do, those who lack a device or confidence are supported as they would be at an Idea Store (and directed there for future reference).
- Where a 'walk in' needs a higher level of support we provide this (NB this may change if the appointment service becomes busier)

Support	Activities	Numbers	
High	Appointments	6	2%
High	Checked systems	12	5%
High/Med	Emails to back office	56	22%
Med/Low	Walk in use of public device (digital hub model)	109	42%
None	Advised to go online	67	26%
tbc	Mobility application suppt.	10	4%
<b>Total</b>		<b>260</b>	<b>1</b>

This is the maximum number who might have needed an appointment

This table shows visits to Rushmead in week commencing 10<sup>th</sup> Feb

# Digital Hubs Update



Local Presence PCs – Total usage in January	Unique users	Total Time (h)
Idea Store Bow PC # 01	33	10:15
Idea Store Bow PC # 02	61	21:48
Idea Store Chrisp Street PC # 01	64	28:31
Idea Store Chrisp Street PC # 02	78	34:43
Idea Store Canary Wharf PC # 01	10	4:50
Idea Store Canary Wharf PC # 02	0	0:00
Idea Store Whitechapel PC # 01	59	52:21
Idea Store Whitechapel PC # 02	64	26:16
Idea Store Watney Market PC # 01	112	44:49
Idea Store Watney Market PC # 02	65	27:48
Rushmead Digital Hub # 1	59	18:24
Rushmead Digital Hub # 2	99	36:42
<b>Total</b>	<b>704</b>	<b>306:27</b>

The average session length is 26 minutes per user.

‘Busy time’ for the PC’s vary from negligible up to about 25% of time the site is open

We currently have 2 locked down PCs and scanners deployed in the digital hub area of each of the Idea Stores.

The i-Pads will be deployed for use with specialist software that gives access to periodicals and magazines once the supplier has resolved an issue on their end.

We will be going out to tender shortly to find a more permanent solution focussing on the need for a device that is more accessible to those with low IT experience.

# Challenges



- We had some early challenges where staff in Idea Stores weren't giving the correct messages or support. Additional training has been rolled out and skills have been bolstered by the influx of staff from One Stop Shops
- Teething problem with the new system that Parking have implemented has impacted customers. Paper permits for those who really need them are now available and we continue to support colleagues in parking to ensure the customer journey and advice is improved.



# Directing Customer Queries



- The best and easiest ways for customers to transact with us is to use online services .
- Where a resident has a query, contact us forms are also available on line 24/7, and these are the most efficient way for customers to raise queries.
- If somebody needs to talk to a human being the following link will take you to the update-to-date list of telephone numbers:  
[https://www.towerhamlets.gov.uk/content\\_pages/contact\\_us/by\\_telephone.aspx](https://www.towerhamlets.gov.uk/content_pages/contact_us/by_telephone.aspx)
- If you wish to contact an officer about an issue raised by a resident then you can access a list on your members portal