

Housing Plus

Housing, Employment and Benefit Kiosks

What we did

We introduced three interactive self-help kiosks which offer housing, employment and benefit advice within the Ashford Borough Council Civic Centre and the Ashford Gateway and Tenterden Gateway.

The kiosks provide a platform to provide easily accessible information which is simple to update as legislation or content changes as the content is web based.

How we did it

We researched self-help tools and came across Destin's Enquire System. Destin had a background in Housing and was able to provide the content and the physical kiosk.

We scoped out the specification with Destin and commissioned a custom made version of the system. The content was formalised with staff from housing and from customer services.

The overall design of the kiosk and the livery was completed in consultation with the Gateway, using their design team to keep consistency with the brand. This then allows for the kiosk to be introduced across further Gateway Centres, should the Gateway choose to do this at a later stage.

Who was involved?

The Housing Plus Project Manager (Lead), ABC Housing Option's team, Customer Service Staff, Ashford Borough Council Communications Officer, Gateway Customer Service staff and internal design team, the IT department and Destin Solutions.

Time taken

From the initial meeting to installation took three months.

Once we had a model which could be replicated, as in the case of the Sure Start kiosks, Destin was able to supply and install three kiosks within a period of two weeks.



Lessons learned

We encountered unforeseen delays installing the kiosks within another organisations site.

Cost

Design and installation £20,000 (including VAT)

Additional Information

Sure Start Children Centres in Ashford have purchased three kiosks at a cost of £15,000 (including VAT) as a pilot scheme, and depending on the success of the pilot, will consider installing a kiosk in all centres in Ashford.

www.destin.co.uk

For more information email: Housingplus@ashford.gov.uk

