

ANNEX 1 - Capital Plan Post Implementation Review	
Service:	Property
Scheme Title:	Improvements to Reception Areas at Gibson Building East, Kings Hill and Tonbridge Castle
Scheme Description:	Works at both sites to provide reception areas that facilitate high standards of face to face customer services and improve access for the disabled. The revised reception design treatment at both sites was a prerequisite for delivery of two key outcomes from the Financial Services Revenue and Benefits Best Value Review (closure of the cash offices) and implementation of the Customer Contact Strategy. The scheme was subsequently extended and jointly funded with KCC to provide a 'Gateway' at Tonbridge Castle with associated Changing Place for disabled visitors to the town.
Evaluation:	Customer Contact Advisory Board 27 March and 3 July 2006 Cabinet 5 April and 6 September 2006
Capital Plan Year(s)	2006/07
Approved budget	£756K (with joint funding from KCC (£250K) and PDG (£38K))
National Priorities	National IEG Strategy and ODPM Priority Outcomes
Local Priorities	<ul style="list-style-type: none"> • 2b Improve how we manage customer contacts and customer care. • 2c Increase the availability of electronic information and transactions to make local services more accessible and convenient. • 2g Improve access to Council services and facilities in accordance with DDA requirements. • 16a Improve the Council's own use of technology to help provide better services to the public. • 17a Invest in providing and maintaining quality facilities with easy access for all. • 19a Improve the efficiency of Council's services.
Targets for judging success:	<ul style="list-style-type: none"> a) Customer Feedback b) Successful closure of Cash Offices at both sites with associated replacement provision of Cash Receipting Machines c) Improved 'Gateway' facilities at Tonbridge Castle including Changing Place for disabled visitors to the town.
Completion date (work completed):	July 2009
Completion date (final payment):	2010/11
Projected date for post implementation review:	12 months after completion date.
Final cost:	£755K
Performance against National and Local Priorities and Targets:	The project has satisfactorily addressed issues raised, with improvements to receptions at both sites enhancing face to face contact with customers, the introduction of new cash receipting machines, the

	joint provision with the County Council of a 'Gateway' at Tonbridge Castle including the incorporation of a Changing Place for disabled visitors to the town..
Budget performance / Value for money:	The project was completed within budget.
Other performance / procurement issues:	None.
Ongoing / Outstanding issues:	None.