Gateway is a Kent County Council and Borough/District Council joint scheme that makes it much easier for people to access a range of public and voluntary services under one roof, from libraries and adult education to council housing and benefits advice. Each Gateway offers a unique mix of partner services, specific to the location and customer need in each area.

Service Model

Gateway operates on the principle that services follow customer need, not the other way around. Compared to traditional one-stop shops, it offers convenient physical access to front line customer advisors and officers from multiple agencies/delivery partners covering central and local government and the voluntary sector. Gateway is multi-channel, including telephone and outreach services and unites services under a neutral brand, removing the confusion of a myriad of public service organisations.

The Gateway Model comprises four key service offerings: Meet and Greet; Self-Help, including assisted Self-Help; Routine Transactions; and Multi-agency Service Hubs.

1) About your organisation

- Name of organisation............................................................................................................................
- Type of organisation (eg. local authority, registered charity etc )
  ................................................................................................................................................................
- How is your organisation funded? (eg central government, KCC, grants from other organisations, please specify organisation)
  ................................................................................................................................................................
- What services can your organisation provide in the Gateway?
  ................................................................................................................................................................

2) Your organisation’s contact details

- Name and position ....................................................................................................................................
- Telephone Number ....................................................................................................................................
- E-mail address........................................................................................................................................
• Postal address ..............................................................................................................
.......................................................................................................................................  

• Website .......................................................................................................................  

3) Your space requirements and frequency

• How many desk spaces do you require? (one per member of staff).........................
  and how frequently would this be? daily/ weekly/ fortnightly / monthly / other (please
  specify)
.........................................................................................................................................  

• How long will your session(s) be for? full day / half day / other (please specify)
.........................................................................................................................................  

• Do you have a preferred day of the week or time for your session(s)? (Please provide a
  choice if possible)
.........................................................................................................................................  

4) Relationship with other organisations in the Gateway

The Gateway includes a wide range of organisations delivering a variety of services. 
The attached list shows our current partners. Are there any potential linkages or overlaps 
between your organisation and any of the listed organisations?

Please tick Yes or No.

☐ Yes  ☐ No

• If you’ve ticked Yes, please specify:
.........................................................................................................................................
.........................................................................................................................................  
.........................................................................................................................................  

• Do you refer to or receive referrals from any of the organisations listed? If so, please
  briefly outline the nature of these.
.........................................................................................................................................
.........................................................................................................................................  
.........................................................................................................................................
5) **Facilities you require (subject to availability)**

The Gateway provides a fully serviced office. It includes wireless internet connection, personal computers/or laptops, telephones, printers, staff breakout area and fully accessible toilets including a ‘Changing Place’.

Please state what facilities your organisation would require (tick relevant box):

- [ ] Desk(s) only
- [ ] Desk(s) plus occasional use of interview room.
  
  *Please specify nature of interview room use*
  
  ........................................................................................................................................................................

- [ ] Interview Room only
- [ ] Telephone
- [ ] PC Terminal
- [ ] Broadband Internet
- [ ] Wireless Internet
- [ ] Access to your own systems via own equipment

Do you have any special accommodation needs when meeting with customers?

If Yes, please specify...............................................................................................................................................

........................................................................................................................................................................

Generally there is no storage available at Gateway, but please discuss with local Gateway Manager.

6) **Training**

Gateway Customer Service Advisors will meet and greet customers, deal with a broad range of enquiries and refer customers to organisations within the Gateway as appropriate. As such please provide the following information:

Where do you deliver your services? (please list all locations).......................................................... 
........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................

When are your services available at each location? (please specify)................................................. 
........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................
Please provide a description of what your service offers...............................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
How would Gateway staff refer a customer to your service?.............................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................
Please provide details of any links to your website which may be useful information for staff and customers
........................................................................................................................................

If there are any leaflets you would like our staff to have access to, please provide an electronic copy to the Gateway Manager.

7) Your Commitment as a Partner

• To provide awareness and signposting information for Gateway staff
• To utilise the Gateway queuing system to manage your customer interactions, both drop in and by appointment visitors
• To contribute to the development of the cross-Gateway Taktix training tool
• To provide briefings and updates for Gateway staff
• To ensure all staff participate in Taktix and other Gateway-specific training
• To attend all Gateway partner meetings
• To promote your presence at Gateway through your normal internal/external communication channels eg intranet, website, newsletters and promotional materials
• To attend Gateway at agreed times or give advance notice

8) Service Management Fees – April 2014 to March 2015

The Gateway Service Management fees from April 2014 to March 2015 are:

- £52.94 per desk per day
- £26.47 per desk per half day

A reduction in the cost of the service management fee may be available to voluntary and community organisations, subject to qualifying criteria. However, if organisations are being funded by government to deliver a specific programme, no further discounts will apply. Discounts are available depending on the number of days’ occupancy your organisation requires – see table overleaf:

NB - separate charges apply for ceremonial rooms or specially equipped/bespoke accommodation – please discuss with local Gateway Manager.
### Sliding scale of 10% reduction per desk per day. There is no reduction for number of desks occupied per day. (Figures in brackets denote amount payable weekly)

A fair use policy applies to telephones and printers and where use is deemed to exceed a reasonable level, we reserve the right to charge for this use.

**These costs will be uplifted in April each year in line with the previous September’s RPI.**

**All Service Management fees will be invoiced quarterly in advance.**

**Any other comments.**

Please use the space below to add any further comments you may have, or provide any other information you consider relevant.

<table>
<thead>
<tr>
<th>No of Days</th>
<th>No of Desks</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>£52.94</td>
<td>£105.88</td>
<td>£158.82</td>
<td>£211.76</td>
<td>£264.70</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(£52.94 pw)</td>
<td>(£105.88 pw)</td>
<td>(£158.82 pw)</td>
<td>(£211.76 pw)</td>
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<tr>
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<td>£285.90</td>
<td>£381.20</td>
<td>£476.50</td>
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<tr>
<td></td>
<td></td>
<td>(£95.30 pw)</td>
<td>(£190.60 pw)</td>
<td>(£285.90 pw)</td>
<td>(£381.20 pw)</td>
<td>(£476.50 pw)</td>
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<tr>
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<tr>
<td></td>
<td></td>
<td>(£128.64 pw)</td>
<td>(£257.28 pw)</td>
<td>(£385.92 pw)</td>
<td>(£514.56 pw)</td>
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<td>£617.60</td>
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<td></td>
<td></td>
<td>(£154.40 pw)</td>
<td>(£308.80 pw)</td>
<td>(£463.20 pw)</td>
<td>(£617.60 pw)</td>
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<td>£347.40</td>
<td>£521.10</td>
<td>£694.80</td>
<td>£868.50</td>
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<tr>
<td></td>
<td></td>
<td>(£173.70 pw)</td>
<td>(£347.40 pw)</td>
<td>(£521.10 pw)</td>
<td>(£694.80 pw)</td>
<td>(£868.50 pw)</td>
</tr>
</tbody>
</table>
9) Signature and Authorisation
This form must be signed by an authorised signatory of your organisation. In addition, if you are commissioned by a funding body to deliver a service or programme, you may need to seek their endorsement to this proposal.

Signed: ........................................................................................................................................

Name: .......................................................................................................................................... 

Organisation ....................................................................................................................................

To be signed by principal funder/commissioning body, if applicable

Endorsed by (signature) ....................................................................................................................

Name: ..............................................................................................................................................

Organisation/Funding Body ............................................................................................................... 

In Summary
On behalf of the Gateway Partnership, we look forward to developing your proposals further.

Please return this form by email to:
[insert name of Gateway Manager and e-mail address]

Your Gateway Manager is:

Contact Address:

Office Number:

Mobile Number: