

ADVICEHUB TOUCH SCREEN KIOSK

Produced 3rd October 2011

Introduction:

Advicehub will continue to develop and strengthen a partnership of advice and support services across the county by creating an infrastructure to coordinate activities, share resources and monitor quality of service.

One of the main objectives of Advicehub is to make advice available to everyone in Cambridgeshire who needs it. Advicehub has designed locally focused self-help websites, which has details and frequently asked questions so that clients can access advice and information quickly. Advicehub will continue to engage local advice organisations, commercial organisations, voluntary organisations and statutory bodies and include their details on the kiosk site. The kiosk will:

- 1) **Be an easily accessible information and advice point**
- 2) **Reduce travelling costs – not all clients will have to travel to city/town centres to see an adviser**
- 3) **Provide information on local organisations and advice specialists. Right door first time.**
- 4) **Provide printing facilities to print information requested (where available/requested)**
- 5) **Provide Advice in different languages – to provide help and support to migrant population**
- 6) **Provide statistics with regards to which issues the clients are requesting help on (e.g. housing, debt, employment, benefits etc.)**
- 7) **Develop partnership working between all Advice and support organisations in the County.**

These kiosks are just one strand of the Advicehub initiative and we are currently testing advice delivery using especially designed desk-top kiosks which allows advice services to be delivered remotely. This technology will use skype/video conferencing, IP Phones, document scanners and webcams. This will benefit advice delivery organisations as well as the client and will enable advice to be delivered quickly.

Monitoring Kiosk usage across Cambridgeshire:

Of the 16 kiosks we have currently installed and in use (including 2 desk-tops), 9 of these have been earmarked for Cambridge City, generously funded by Cambridge City Council. We will continue to liaise with Cambridge City Area Committees to identify suitable locations.

Advicehub uses Siteremote software to collect statistics on the usage of each kiosk. Below is a summary of the usage from all kiosks in Cambridge City (a further 4 waiting to be installed). The kiosk at Mandela House went live on Friday 23rd September. For further information please contact Kulbir Singh (Advicehub Partnership Development Manager) on kulbir@advicehub.org or Tel: 01223 222765.

The table below provides number of visitors along with the number of pages visited for each month at each kiosk.

Currently Active Kiosks	Mar 2011	Apr 2011	May 2011	Jun 2011	July 2011	Aug 2011	Sept 2011	Totals to date	Total Pages	Total Users
Addenbrooke H- No. Pages	1065	1428	1714	1656	1488	2448	2163	11962	64,002	5784
Addenbrooke H –No. Users	180	133	140	164	191	216	215	1239		
Arbury – No. Pages visited	N/A	N/A	5781	7616	6664	5339	7516	32916		
Arbury – No. of Users	N/A	N/A	527	407	470	517	596	2517		
Cambridge CAB –No. Pages	1254	787	643	948	853	1002	780	6267		
Cambridge Cab – Users	151	112	101	135	111	137	111	858		
East Barnwell – No. Pages	2173	1519	1504	1586	3224	1191	1922	11689		
East Barnwell – No. Users	170	160	124	116	125	98	121	914		
Mandela House – No. Pages							1168	1168		
Mandela House – No. Users							256	256		