

## Bury Children's Centres – Providing Information for the Whole Family

### An RSL Case Study

#### Summary:

Over the last three years, Bury Council has developed 14 Children's Centres across its region. These Centres ensure that children and families can access information on a wide range of topics that affect and interest them.

RSL have been delighted to supply the Centres with:

- 14 "Team Bury" branded Slimline kiosks
- a comprehensive back-end system, so that the Council can put as much information on the kiosks as they need to
- a way of monitoring the kiosks for maintenance issues, e.g. the printers running out of paper.



The Revenues and Benefits team were also looking for information kiosks. As part of a joined up approach, Ian Davenport, Service Delivery Manager, Bury Council, worked with Children's Services to procure the kiosks.

The kiosks in the Children's Centres have extensive information about welfare benefits, and the kiosks that Ian bought for his Revenues and Benefits Centres have information for children and families. This has increased the places where local people can get information from.

#### About RSL's work with Bury Children's Centres:

Part of Team Bury's strategy is to provide families and children who visit the centres with an easy-access way to find out about Council services and information that affects them. This ranges from travel and benefits, to housing and child employment law.

Bury Council pulled together a cross functional team to look at how they could provide a really user-friendly method of supplying a wide range of information at each location. The information kiosks also had to; fit the environment of the centres; be easy to maintain; be able to store and display lots of information; be inclusive and accessible; and provide excellent value for money.

It wasn't just functionality of the kiosks that the team at Bury were looking for. Mirza Hamie ,of Bury Children's Services, explained, "We also wanted a company that could provide the quality of service we were looking for, including after sales care".

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winners”**

As part of their rigorous procurement process, Team Bury visited each of the company's they had shortlisted. Among other kiosks, RSL showed the Bury Team their Slimline kiosks – these are ideal for indoor locations where space is limited but kiosks with full functionality are needed.

After the Bury team had done their visits, they scored all the suppliers. As Hamie explained, the team found that, "RSL were the sound winners, both in terms of product and service".

From that moment, RSL worked in careful conjunction with the Council team to provide a complete service tailored to their specific needs. The Council team felt that RSL, "...were compliant, meeting our needs and coming up with solutions for things we suggest."

As a direct result of the success of the kiosks in the Children's Centres and Bury Council's Revenue and Benefits Department, Adult Learning Services and Tourist Information Services have chosen RSL kiosks to provide accessible information to their customers.

Ian Davenport, Service Delivery Manager, Bury Council, explained how Bury's Revenue and Benefits Centres use their Slimline kiosks:

"They give people the opportunity to look at various services, in their own time, without having to queue up and talk to people. We also put on our kiosks information that clients might not be able to get from staff in the building they are visiting.

"The kiosks have also allowed us to see what our clients are looking at. We put on them items we thought people would be interested in but that's not always been the case. The data on this is allowing us to put information on the kiosks that people want the most, and remove items that no-one is looking at."

### **Detail of RSL's Solution for Bury Council:**

- 14 Slimline kiosks in the Children's Centres
- 2 Slimline kiosks in Revenues and Benefits Centres

- 1 Slimline kiosk for Adult Services
- 1 Slimline kiosk for Tourist Information Services
- the Watchman System for monitoring the state of the kiosks.

All the kiosks are connected up to each other so that different team members can share content and members of the public can access information of a wide range of council services and local topics.

The stylish, sleek Slimline kiosk fits easily into small, indoor areas – perfect for the busy Centres in Bury. The council decided to have their own Team Bury branding on all the kiosks, so that members of the public know who is providing the information for them. It also helps build trust in the Council and shows very publicly how the Council is helping its people.

Bury Council particularly liked the intuitive touchscreen on the Slimline. They also chose a range of optional features, including an easy-to-use printer.

As Mirza Hamie, Senior Information Officer of Children and Young People's Information Services said, "When we saw RSL's Slimline kiosks, we knew they were the right solution. They were practical and fitted well into their environment."

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RSL's Watchman system allows the Bury team and RSL to monitor the kiosks, making sure they are in working order. The system picks up when the kiosks are being used, what for, whether the printer is out of paper, which kiosks are having issues and with which pages. It allows for a fantastic continuation of service and instant maintenance.

**Conclusion:**

Bury Council's Children Centres and Revenue and Benefit Centres, now boast top of the range hardware and systems, which provide key information to their community. People using the kiosks now have an effective, easy way of accessing vital information in privacy and in their own time.

The Council also have the benefits and peace of mind of relying on RSL, a friendly, personable company, which continue to exceed their service expectations.

RSL are thrilled by the praise from the council and look forward to continuing their relationship with them.

**Contact Us:**

For more information about this case study or to discuss how RSL can help your organisation, please call **Simon Fairbank** on **07791 392537** or visit our website [www.rslkiosks.co.uk](http://www.rslkiosks.co.uk)