

# Member Briefing

Number: 1116

**Title:** Wyvern House Public Services Hub

**Summary:** Construction work to the ground floor of Wyvern House is about to begin to prepare the space in readiness for the new shared services hub due to open in early 2018.

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Work is underway to bring public services together in Wyvern House making it easier for residents to access the services they need - this is one of the key deliverables of the Winsford Whole Place programme.

From early March 2018, the Department for Work and Pensions, the Council's Work Zone, and Citizens Advice will be working together on the ground floor of Wyvern House. The new service will offer support to those seeking employment, guidance on accessing benefits, debt advice and much more.

To ensure that the new space is fit for purpose, a timetable of construction work is due to commence on Monday 4 December 2017 and run until Friday 2 February 2018. During this time current services within the building will operate as normal although it is likely that there will be some disruption caused by this work.

The Work Zone and Job Centre aim to move out of their current locations and into the new space in Wyvern House in mid-February and the new service centre is due to be fully operational by 12 March 2018.

The new integrated service will provide a welcoming environment where customers are empowered to self-serve or are supported to access the services they need. This will lead to improved customer service that makes better use of the Council's assets and over time reduces costs.

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