

The Civil Service Local North West GAP Project is an initiative of Civil Service Local.



Civil Service  
Local

### What is Civil Service Local?

Civil Service Local is a cross-departmental initiative to promote and deliver greater collaborative working and reform at a local level. Our role is to improve the culture, identity and brand of the Civil Service; we do this by identifying, developing and delivering initiatives that result in:

- **Better opportunities** for staff
- **Better services** for the public
- **Better value** for money

### Civil Service Local North West Blog

<http://civilservicelocal.blog.gov.uk>

### Civil Service Local GAP Project

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Local **North West**

## The Government Access Point ('GAP') Project



The GAP Project uses knowledgeable civil servants from different government departments to offer a friendly face-to face service that gives practical information and advice to hospice patients and their families and friends.

### How does the GAP Project work?

A team of volunteers visits a hospice for a day, offering individual half-hour appointments to patients, family and friends. During the sessions, they give information and advice but also then hold group discussions to give an overview of what Civil Servants do, explain about any relevant services provided by Government and talk about how best to access those services.

### Supporting our local community

Supporting Our Local Community is a series of new projects supporting specific customer groups. Using volunteers, we aim to improve the delivery of public services and provide more direct access and support to customers at those times when they need us the most.

### What are the benefits for the hospice patients, their friends and families?

The main benefit is immediate, friendly access to information and advice from experienced and knowledgeable Civil Servants. Rather than struggling to deal with our services whilst facing so much else, we bring the help and information needed to them.

### What did they make of it?

"It was very informative, lots of advice and ideas. Thank you." Carer, St Catherine's Hospice

"They were friendly, and although they couldn't answer my queries immediately, they made enquiries and got back to me within the hour." Carer, St Catherine's Hospice

### What are the benefits of getting involved in the GAP Project for you as a Civil Servant?

- A chance to enhance your personal skills and develop your Civil Service Competencies
- The experience of working with Civil Servants from other Government Departments
- The opportunity to volunteer for something different
- New experiences and different ways of working
- The satisfaction of knowing that you've helped a customer group in need of support
- The opportunity to represent the Civil Service, rather than just your own Department
- The knowledge that by taking part in the project, you're helping to make a real difference to people within our community.

### What did our Civil Servants who took part think of it?

*"I enjoyed the day and it was great to support staff and carers at St Catherine's who will now know about the civil service and how we can support them."*

– Team Member

*"We certainly felt it was a positive experience and I came away energized and ready for more. Most importantly, we felt we had made a real difference to someone in difficult circumstances."*

– Team Member