

**NORFOLK e-CHAMPIONS GROUP**  
**Minutes of a meeting held on**  
**Tuesday 25<sup>th</sup> March 2003 at Broadland District Council**

**Present:**

Becky Hellard	Breckland District Council
Matthew Cross	Broadland District Council (BDC)
Cliff Grosvenor	Great Yarmouth Borough Council (GYBC)
David Tate	King's Lynn and West Norfolk Borough Council (KLWN) (Chair)
Tim Anderson	Norfolk County Council (NCC)
Anna Graves	Norfolk County Council (NCC)
Teresa Stone	Norfolk County Council (NCC)
Alan Tidmarsh	Norfolk County Council (NCC)
Graham Bull	North Norfolk District Council
Janet Norman Philips	South Norfolk Council

1. **Apologies:** Ken Barnes, Colin Bland, Steve Knights, Nick Nicholson, Jackie Orford. Note that Karen Atkinson and Steve Knights will no longer be representing Breckland, JO to contact Becky Hellard to get name of new e-Government person.

2. **Minutes of Previous meeting and matters arising:**

Item 2. Janet was now back from sick leave and would start work on the terms of reference

Item 4. Alan reported that NCC's Cabinet had agreed an action plan based on a combination of in house work, work done under the current Capita Contract and "best of breed" procurement from key suppliers.

Item 8. A meeting would be arranged for potential partners in the INTERREG project in April and Tim would inform districts of details

Item 10. NCC had decided not to take the joint distribution service forward as an ISB bid, but would work with districts and others to take it forward anyway.

3. **Broadband Update:**

Tim presented Simon Hunt's report. It was agreed that the e-Champions group would act as the stakeholder forum for the demand study, with the potential addition of Bill Fisher to represent the Health sector and Keith Finney to represent the FE sector for this issue. TA would circulate a copy of the PID or SOR for the study. He would also circulate the spreadsheet with details on which exchanges had targets set and the latest information on registrations on the BT site.

David said that there did not seem to be any consultation with the community about their needs for broadband built into the process. It was agreed that this would be articulated via the District Councils on behalf of their communities.

#### **4. Norfolk Portal:**

Teresa reported that there had been 59 expressions of interest from which a shortlist of 10 had been invited to tender by mid April and nine of whom had received a presentation from the Portal Team. The project was still on track for a contract mid June.

#### **5. Prioritisation of Projects/Joint Working:**

Considerable discussion took place on the best way to proceed. It was felt that the decision about which phase two projects were developed would be a pragmatic one based on ODPM's response and where everyone had got to in their internal plans. All partners were to look again at the list and consult stakeholders in their authorities to see if their priorities had changed or if there were variations in the outlines of projects they would now wish.

Members agreed that the key success criteria for their individual and joint roles as e-Champions was using the money and drive from e-Government to effect real change in the way services were delivered to customers and in particular to improve the way we handled people over referrals between services and organisations. It was also suggested that the best way to do this was to work from practical projects like one stop shops, joint work on benefits and planning etc and derive principles or agreements from these that could be rolled out across the county. Service Level agreements, agreements on handing over clients, data standards, Frequently Asked Questions and A-Z information were suggested as examples of these.

Specific actions in addition to taking the long list back into organisations were:

- Identifying what joint projects were underway currently which could be built on
- Sharing information on the business cases for CRM which several of the districts had commissioned
- Sharing information on Contact Strategies. Anna will circulate the summary of NCC's strategy and the full (but out of date) document. Agreed to bring this back as an agenda item on next meeting.
- Tim to produce a list of key areas which we would need to address as a partnership and get agreement on from the PEG partnership tables.

#### **6. e-Procurement:**

Alan updated the paper from Michael Wood to be circulated to say that work within NCC to develop an e-procurement solution which districts may be able to buy into was looking better, as well as the three county work which was under discussion. Michael would keep e-Champions briefed on developments.

#### **7. Any Other Business:**

- **National Projects** – Tim said that we were due to hear soon about what national projects would start and who was running them with an invitation to join in. It was agreed that Tim would act as a clearing house to ensure everyone got the information about these and managed expressions of interest about participation from partners to avoid duplication. South Norfolk were already involved in the Planning Project, West Norfolk in citizen authentication and Norfolk in the Personalised web site standards and esd toolkit.
- **Face to Face** – Anna said that an overall project board was being set up. Janet volunteered to be the district representative. There had been a successful first meeting of the group to establish the Norwich face to face outlet. (although city council did not attend) Breckland have expressed an interest to be involved.
- **SUPER** – Matthew said the future management and development of SUPER had been discussed at Norfolk Chief Executives. It was agreed this should be on the next agenda as it had been suggested the e-Champions group should manage this.

**8. Date of future meetings:**

23 April 03	2pm	Godfrey Room, Broadland District Council
14 May 03	9.30am	Godfrey Room, Broadland District Council
18 June 03	9.30am	Council Chamber (with Cllr e-Champions)
16 July 03	9.30am	Godfrey Room, Broadland District Council
20 August 03	10am	<b>King's Lynn</b> plus lunch

thereafter the third Wednesday of each month as follows:

17 Sept 03	9.30am	Godfrey Room, Broadland District Council
15 Oct 03	9.30am	Godfrey Room, Broadland District Council
19 Nov 03	9.30am	Godfrey Room, Broadland District Council
17 Dec 03	9.30am	Godfrey Room, Broadland District Council