

Norfolk e-Champions Group
Notes of a meeting held on
Wednesday 20th August 2003 at King's Lynn & West Norfolk Borough Council

Present:

Kru Desai	Atos
Tracey Jenkins	Atos
Mutairu Jibril	Breckland District Council
Matthew Cross	Broadland District Council
Mark Barrow	Gt Yarmouth Borough Council
Cliff Grosvenor	Gt Yarmouth Borough Council
Gorden Penney	King's Lynn and WN Borough Council
David Tate	King's Lynn and WN Norfolk Borough Council
Eamonn McCusker	King's Lynn and WN Borough Council
Michael Wood	Norfolk County Council
Tim Anderson	Norfolk County Council
Alan Tidmarsh	Norfolk County Council
Anna Graves	Norfolk County Council
Graham Bull	North Norfolk District Council
Tim Mobbs	South Norfolk Council
Janet Norman-Philips	South Norfolk Council

1. **Apologies**

Apologies were received from: Colin Bland, Becky Hellard

2. **Minutes of the previous meeting**

Tim highlighted forthcoming training sessions:

Risk Mgt in Partnership - 9th September in London
National Projects Day - 10th September

Audit Commission - Matthew reminded the group of the work Broadland were doing with the Audit Commission. He said that Broadland had arranged four sessions which the Audit Commission would assist in facilitating. One session, on 15th October, could be ear-marked for the Norfolk Connect Partnership (a half day session) or alternatively a separate session the following week. Matthew said that the Audit Commission have a partnership breakthrough model, a set of criteria, highlighting barriers to partnership working. This could then be worked through to produce an action plan. This would be an opportunity for the partnership to benefit from this work. Matthew asked for confirmation about what the Norfolk Connect Partnership would want and it was agreed that half day session would be beneficial on 15th October. It was agreed that this should be added to the regular meeting already scheduled for that day bringing that forward to a 9 a.m. start.

Customer Service Centre - Alan confirmed that Tim Byles had written to Chief Executives and that discussions had already been held with Breckland District Council and a further scheduled with Gt Yarmouth Borough Council. Alan said that he would wish to pursue any interest that other authorities may have.

Janet confirmed that South Norfolk may be interested and Alan asked that contact be made and a diary date scheduled.

ACTION

Matthew
Jackie

Janet

Partnership Projects - Tim confirmed that a position had been agreed regarding project management and hosting of those officers.

Janet highlighted concerns regarding the necessity for technical knowledge within the project management structure. It was agreed that the issues be taken forward by the Project Board.

Colin

It was noted that arrangements for financial monitoring still needed to be considered.

Tim/Anna

3. **Process Mapping**

The group welcomed:

Kru Desai - Project Director Atos KPMG Consulting
Tracey Jenkins - who would be capturing data exchanges.

and also heard that:

Jason Walton - would be another Consultant working on this exercise but was currently on holiday

To put the process mapping into context, Tim explained that the necessity for the work had been identified when the partnership tried to establish what projects it would pursue during Phase II. The group considered a draft list of 15 processes and agreed which elements, and additional ones should be mapped:

Sheltered housing, residential care, welfare rights, equipment and adaption to homes, plus licensing function, food complaints, consumer protection, change of address notification (beginning at registration), land charges. Abandoned vehicles, lighting - collection of information mapped previously.

Interests of particular Districts were noted as follows:

Land charges - South Norfolk
Land charges and licensing - North Norfolk
Benefits - KL, Broadland
Change of address etc - Breckland
Env Health - Gt Yarmouth

The timetable for the mapping work was perused. The key things for the Districts (and County) volunteering for the processes were identified as:

- Access to subject matter experts
- Potential for series of workshops

All
All

Subsequently this group would review the initial work at some stage.

Tim

The group particularly registered concerns around the two-tier/rural authority processes and asked that these needs be taken into consideration.

AKC requested the equivalent of 2 fte to support the process for the period up to end of October: people who understand some of the business issues, information flows. This would benefit AKC and the relevant authority ie County.

4. **General update**

Tim presented his appended paper and the following issues were noted:

Sopra - contract about to be signed

CIC - consultation paper to follow

Project Office - some initial ideas now about how to recruit

Budget - high level interpretation tabled. Funding of ongoing licence costs would need to be considered (potential for 250k shortfall) and the group agreed the necessity to consider 'earmarking' some of the current funds for ongoing costs in future years. It was agreed that the group should receive, at the next meeting, a more detailed breakdown.

Tim

Data Protection - appendices provided for information. Number of issues that need to be considered for use in joint outlets.

5. **CIC update**

Anna introduced the appended report. Anna reminded the group that it had been agreed previously that SLAs should be signed off by the partnership.

Anna

Signage and branding - Christine's appended report was received and Anna tabled visuals. Anna confirmed that there was a need to agree the appropriate signage for CICs. The tabled document provided a number of suggestions. Standard would be:

Norfolk at your service
Council Information Centre
The two relevant logos ie County and the District
Purple colour as used by the County Strategic Partnership.

General agreement and consensus was sought so that the visuals could be provided to the Norfolk Chief Executives.

The group agreed the visuals and requested that colour copies be circulated to all.

Anna

6. **E-Procurement update**

Michael summarised the e-procurement progress:

- County's production of an e-procurement strategy
- contract awarded to Oracle for an e-procurement system
- Flexibility exists if Districts wish to be involved
- County now in technical planning stage
- implementation from November onwards
- ability to integrate with any financial package
- Also procured a Marketplace. Contract with Lloyds BVP - similar framework agreement with options for Districts to buy in at a cost of less than 5k.

A toolkit and benefits document were tabled.

Michael asked Districts to consider what action they now wished to take. Interest had already been expressed by Broadland, Gt Yarmouth. He confirmed that Oracle had offered to come and make a presentation to the partnership if this was required.

Michael highlighted the necessity of moving the process now onto a 'project' basis. Michael said that there was a need for a strategy document and business case within Districts so that consideration could be given to identifying the way forward.

Alan highlighted the opportunity for joint working and e-enablement and the role that the partnership could take in progressing the options.

The group agreed to progress the possibilities with Michael. Names of representatives should be submitted to Michael by end of August.

All

7. **Election of new Chairman, Venue for future meetings**

Tim confirmed that the Forum Trust Ltd had offered to host any future meetings in their Boardroom. However the group were happy to consider alternative options for hosting at Broadland or County.

It was agreed that the October meeting be held at County Hall.

Jackie

It was agreed that Matthew Cross be appointed as Chairman.

Alan proposed a vote of thanks to David as outgoing Chairman.

8. **Any other business**

Tim highlighted the National Projects Roadshow scheduled for 30th October at Dunston Hall which may be of interest to Member champions.

All

Full details should be available next week.

9. **Date of future meetings**

The next meeting was scheduled for 17th September at the Norwich Connect Project Office