

Norfolk e-Champions Group
Notes of a meeting held on
Wednesday 17th September at Norwich Connect Project Office, Norwich

Present:

Matthew Cross	Broadland District Council (Chairman)
Gordon Penny	King's Lynn and West Norfolk Borough Council
Ray Harding	King's Lynn and West Norfolk Borough Council
Tim Anderson	Norfolk County Council
Anna Graves	Norfolk County Council
Chris Pyburn	e-Gov Comms Officer, Norfolk County Council
Nick Nicholson	Norwich City Council
Tim Mobbs	South Norfolk Council
Andrew Mewes	Technical Project Manager, NCP

1. **Welcome to the Chairman**

The group welcomed Matthew Cross to the role of Chairman of the group.

2. **Apologies**

Apologies were received from Alan Tidmarsh, Becky Hellard, Teresa Coldicott, Mutairu Jibril, Steve Knights, Graham Bull, Colin Bland and Mark Barrow and introductions followed.

Gordon said that Ray Harding, David Tate's replacement would be the King's Lynn representative on the group.

3. **Minutes of the previous meeting and matters arising**

The group agreed the notes of the previous meeting.

Item 6 - Tim said he would check whether Michael Wood had received the e-procurement contacts as requested.

4. **Marketing**

Chris Pyburn, e-Government Communications Officer for Norfolk County Council introduced his appended report. Chris explained the plan being developed to market the Customer Service Centre, Council Information Centres and website. He particularly highlighted the proposed methods for marketing the Council Information Centres through exhibitions and promotion trailer, leaflets, posters, fact pack, bookmarks, and launch event.

Responding to a query from Tim Mobbs, Chris confirmed that the cost of marketing the Council Information Centres was estimated as £4,155 (excluding the cost of the exhibition trailer). Anna said that a couple of Districts were not yet involved with the Council Information Centres and that therefore their plans would need to be considered. She explained that some further consideration of the timing of the programme may be required. Anna also highlighted Diss and Harleston Town Council

ACTION

Tim

<p>initiatives and the potential to include this in the marketing. Responding to a query from Nick, Anna confirmed that one round of marketing, once all contact systems were in place, would not promote immediate use of the Council Information Centres which would be accessible before Norfolk County Council's Customer Service Centre.</p>	
<p>It was agreed that authorities should come back and suggest centres, eg Parish and Town Council ones, that could be included in the marketing.</p>	All
<p>Matthew suggested that there was a need for consistency with District websites and Chris agreed to consider how this might be taken forward. He also said that there was a need to consider how the trailer might best be utilised eg in out of town places - supermarkets, fetes, village shows etc. Matthew highlighted the hidden, staffing, cost and this would need to be taken into account before the partnership agreed to this. Tim highlighted the fact that the trailer would be a partnership resource and therefore that this would be available for partners to use if not already committed. Matthew suggested that some more work was needed regarding the viability of this.</p>	Chris
<p>It was agreed that Chris should give this some further thought and discuss with communications representatives and bring a report back to another meeting.</p>	Chris
<p>5. <u>General update</u></p>	
<p>Tim introduced his appended report.</p>	
<p>Process Mapping - Tim said that most Districts would now have had the opportunity to meet with Atos consultants. He highlighted their progress to date and the said that the appended document suggested ways of tackling the outputs from the process.</p>	
<p>It was agreed that Atos should circulate a weekly progress report to the group.</p>	Tim
<p>The group discussed the process mapping exercise and highlighted some particular concerns:</p>	
<ul style="list-style-type: none"> - the need for advanced warning and description about the workshops - timescale issues - difficulty in identifying which District representatives should be involved in workshops - format of validation workshop for Phase 2 ie covering all services - the need for Atos to attend the November meeting of the e-Champs and provide briefing for October meeting. 	Tim
<p>Portal - Tim said that the contract had been signed. The initial workshop had been held with technical staff and more detailed work with individual authorities was taking place. Phase 2 requirements would be considered at another meeting next week. Tim confirmed that the portal was essentially a search engine and explained the functionality.</p>	
<p>Budget - Tim tabled the budget sheet in revised format which he said would be produced on a monthly basis.</p>	Tim
<p>Responding to a query from Anna, Tim said that the budget produced did not cover all monies dealt with by the partnership and he agreed to add in elements like the</p>	Tim

pathfinder monies.

LPSA - Tim explained that this was piloted by Government three years ago. Government agreed stretch targets in return for monies. Only available to Counties or Unitaries, an included element this time was the suggestion that partnership targets be included. Tim said that NCC would like to pursue, using e-Government again. An initial suggestion was that this time we utilise targets around take-up ie channel shift ie increasing the total percentage of access to services through phone and internet. Tim welcomed suggestions from the group about potential targets. Ray suggested a target around user groups. Tim Mobbs said that people should be able to get what they want at the lowest cost to the provider.

All

Tim highlighted the tight timescale imposed by Government and it was agreed that a small group should meet to represent the partnership and agree targets. Nominations were received from Matthew Cross, Ray Harding and Nick Nicholson. Tim agreed to convene.

Tim

Nick highlighted an additional national initiative seeking expressions of interest in a project to measure take up and marketing of e-services by the public. He said that Norwich City had registered their interest and Tim Anderson said he had also submitted an expression of interest on behalf of the partnership.

E-Innovation Fund - Tim said that some of next year's local e-government monies would be an e-innovation fund. Further details were awaited and it was agreed that this should be considered further at the next meeting to see whether any of the partners had ideas about projects that might be worth developing.

Nick highlighted Norwich's involvement in the mobile technology national project. He said that Cambridgeshire were leading the whole thing and that Norwich were particularly working on developing a business case for mobile technology. He said that each authority involved would produce a piece of a toolkit. He said that knowledge and money may therefore be available which may tie in with process re-engineering being tackled by the partnership

IEG3 - Matthew asked whether there was an expectation that items as highlighted in Tim's report should be included in the next IEG statement. Tim said that partnership work would need to be highlighted. Considering the possibility of a joint submission Tim said it would be beneficial if 'traffic lighting' was the same but producing a joint submission was likely to be difficult. Tim agreed therefore to suggest the joint text which could be incorporated.

Tim

CICs/SLAs - Tim agreed to add this as a regular item on his progress report. Anna confirmed that there was an expectation that the SLAs would be signed off today. However Unison had expressed some concern and some further work was required. It was hoped that these would be issued at the end of next week and Anna said that Caryl Wright, CIC Project Manager, may contact relevant authorities about these.

Tim

6. **Programme/project management arrangements for Norfolk Connect**

Matthew introduced Tim's briefing about roles and responsibilities and confirmed the need for clarity.

Tim said that some of the day to day management processes had now been resolved eg offices, pay etc and the recruitment process. He confirmed that two officers were now in place to assist the partnership. Andrew Mewes covering the technical specification and Ruth Kerry providing a QA role.

Matthew informed the meeting that he had received a late note detailing the thoughts of some members of the Technical Group who were currently on a PRINCE 2 training course. They had assessed the proposed arrangements against PRINCE 2 criteria and suggested a few amendments. Matthew tabled the proposed revised structure and sought the group's views on the proposals.

The group agreed that the ideas from the Technical Group members were helpful to the debate, particularly in highlighting the representatives on the NCP Programme Board and in suggesting clarity in the relationship between the Project Managers and the Project QA. However, after discussion, it was agreed to endorse Tim's suggested structure. However, the group agreed the necessity of agreeing key contacts and other issues raised and that this should be a key task for the project team as soon as it was in place.

7. **Norwich Connect Life Episode Portal**

The item was not considered.

8. **Agenda for October joint meeting with Members and Audit Commission**

Matthew reminded the group that the October meeting had been set aside for the Member e-Champions to come along. Additionally, Broadland, who were doing some work with the Audit Commission, had offered the partnership the opportunity for a workshop to consider the Commission's partnership breakthrough model. Matthew tabled a paper outlining the generic programme for the workshop and providing a copy of the breakthrough model. He highlighted options:

- (a) To continue with the workshop as proposed, involving member e-Champions, on the 15th October (Jane Sullivan from the Audit Commission would lead this as Ken Davis was not available)
- (b) To hold the workshop on an alternative date (without elected members) to take forward with officers who had been involved in partnership working.

It was agreed to pursue the second option and involve the e-Champions group and representatives from authorities (limited to 2 per authority) for a half day session. Jackie agreed to circulate details of the proposed dates.

Jackie

The agenda for the October meeting with Elected Members was considered and it was agreed that this would be held in the Council Chamber in County Hall.

Jackie

9. **Any Other Business**

There was no further business

10. **Project Office**

The group received demonstrations on the contact management system and web developments progressed by Norwich Connect.