

**Norfolk e-Champions Group**  
**Notes of a meeting held on**  
**Wednesday 15<sup>th</sup> October in the Council Chamber at Norfolk County Council, Norwich**

Present:

Matthew Cross	Broadland District Council (Chairman)
Jason Walton	Atos KPMG
Tracy Jenkins	Atos KPMG
Cllr Gordon Bambridge	Breckland District Council
Mutairu Jibril	Breckland District Council
Cllr Andrew Proctor	Broadland District Council
Steve Lindford	Broads Authority
Cliff Grovesnor	Great Yarmouth Borough Council
Cllr Tony Smith	Great Yarmouth Borough Council
Karen Kennedy	Great Yarmouth Borough Council
Mark Barrow	Great Yarmouth Borough Council
Gordon Penny	King's Lynn and West Norfolk Borough Council
Ray Harding	King's Lynn and West Norfolk Borough Council
Teresa Coldicott	NCP, Business and Content Project Manager
Ruth Kerry	NCP, Project QA
Andrew Mewes	NCP, Planning & Technical Project Manager
Alan Tidmarsh	Norfolk County Council
Cllr Derek Turnbull	Norfolk County Council
Tim Anderson	Norfolk County Council
Caroline Gordon	Norfolk County Council, County Strategic Partnership Officer
Chris Pyburn	Norfolk County Council, e-Gov Comms Officer
Cllr Su Pointer	North Norfolk District Council
Graham Bull	North Norfolk District Council
Cllr Trevor Lewis	South Norfolk Council
Tim Mobbs	South Norfolk Council
Helen Dennis	Local High School student (observing)

1. **Welcome to Elected Members and Introductions**

The Chairman welcomed the Elected Members and Steve Lindford from the Broads Authority. He also welcomed Helen Dennis, a local school student shadowing Alan Tidmarsh for the day as part of Local Democracy Week.

2. **Apologies**

Apologies were received from Anna Graves, Becky Hellard and Colin Bland.

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

The group agreed the notes of the previous meeting.

Item 3 - Tim said Michael Wood had received the e-procurement contacts as requested. The first pre-meeting with the Districts was taking place on the 23 October with Breckland and Gt Yarmouth.

**ACTION**

Tim  
Anderson

Item 8 – Cllr Andrew Proctor queried why the Audit Commission workshop had been cancelled and enquired as to what the workshops would have included and whether they would have been useful to Members. Responding, Matthew Cross gave a brief history of the work Broadland had been doing with the Audit Commission on the Commission’s partnership breakthrough model. He also explained that there had been problems confirming a mutually convenient date with the Audit Commission for the Workshop. It was decided to include the Elected Members in the rescheduled workshop and that it would be useful if the Members had the papers which had been circulated to officer e-champions at previous meetings.

Matthew  
Cross  
All

#### 4. General Update

Tim introduced his appended report.

Norfolk Portal – Tim gave a general overview of the Portal project and explained that accessibility testing is currently taking place and there may be possible adjustments.

CIC’s – Tim said that the programme is broadly on schedule and the SLA’s were tabled for signature later in the meeting.

Project Office – Tim explained that there would be a full status report later in the meeting.

Budget – Tim confirmed that the partnership would be receiving £500k in funding. He suggested that, in general the costs stated in the budget sheet would tend to actually be lower, so although the sheet showed an overall slight overspend this would probably not be the case.

Data Protection – Tim explained that the draft set of principles had now been circulated and had been broadly accepted. These would now be converted into protocols for use at CIC’s.

Tim  
Anderson

Future funding – Points raised included:

- LPSA’s - Matthew asked for clarification on the deadline date given by the ODPM for the LPSA’s. Tim explained that within the next few weeks the ODPM would need a reply on the potential targets. A decision would then need to be made within 2 months of which targets to take forward. By the new year there should be a signed agreement.
- E-Innovation Fund – Tim highlighted a potential subject of a bid (around business databases). Responding to a query from Mark Barrow, Tim explained that to keep to the tight deadlines for the bid process there would need to be fast contact between the e-Champions to keep within the schedule. Trevor Lewis queried the current set up regarding differences between business databases throughout the County and the problems this may cause. Tim replied that the partnership had not scoped this project yet but that a core business database would be required involving all the Councils but most of the information needed was already available from various sources. Tim suggested that the database could possibly replace some already existing. Andrew Proctor queried the link to regulatory functions such as licensing due to the fact that systems already exist for this area and with the proposed changes to the system coming soon; how would these be addressed? Tim explained that ‘off the shelf’ systems were likely to be used to

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cover this area. Alan Tidmarsh commented that detailed questions needed to be answered but strong co-operation was needed between the members.

- IEG3 – Tim gave an update on likely IEG(3) funding from the ODPM. It was not thought that any funding would be ring fenced to partnerships.
- National Projects – Tim referred to the event in Norwich on 30 October and updated the group on how the Project Office was making links with the National Projects.

## 5. **Marketing**

Chris Pyburn, e-Government Communications Officer for Norfolk County Council presented his appended report on the marketing plan for the CIC's. This was a new version prepared following consideration by the previous e-Champions Group meeting and the Communication Group. Mark Barrow confirmed that he thought the idea of joint branding with regard to the CIC's created a very positive appearance. Matthew Cross voiced some concern that there may be some public confusion over the focus of the marketing plan which covered not only the CIC's but the County Council's Customer Service Centre (CSC) and the website. Clearly, there would be other means of contact for the public with district councils. Alan Tidmarsh commented that the partnership would need to find a sensitive way through that doesn't cause confusion. Tim suggested that the timing and phasing of the information release to the public would need to be carefully timed – the initial emphasis would be on services that are available at the existing CIC's; when the other proposed services became available these would then be carefully phased through to the public. Mark Barrow asked if the County would co-ordinate the press releases, Tim confirmed that he would. Chris to prepare a second draft of the plan and circulate to members.

Chris  
Pyburn

## 6. **Presentation from Caroline Gordon – Country Strategic Partnership Officer**

Caroline presented a leaflet, 'Norfolk Ambition' The Community strategy for Norfolk 2003-2023 and explained the general overview and the key themes that were relevant to Norfolk Connect. The Group were being requested to consider whether the partnership could take ownership of these relevant themes and to progress action to meet the objectives. Following discussion, the Group decided to refer the paper back to the County LSP group for clarification on how the Norfolk Connect Partnership will take a role in the County Community Plan and what the link would be with district LSP's/plans.

Caroline  
Gordon

## 7. **AtosKPMG Consulting - Presentation on Process Mapping progress**

Jason Walton from AtosKPMG gave a presentation on the progress made to date on the process mapping project. The initial process mapping workshops were now complete; the validation of the process maps was continuing. A final report should be ready for the end of October. The key findings to date:

- Common themes emerging
  - better signposting and FAQ's needed
  - Opportunities for use of e-forms
  - Secure e-mail is likely to be needed
- The solutions would have wider applications
- Processes have been, in general, very similar between districts

- There are likely to be some opportunities for process improvement including knowledge sharing and joined up working

The group discussed how to take the process mapping forward and how to make full use of the benefits. One of the areas discussed was liquor licensing and the possible opportunity to provide e-Government support to the development of the Norfolk Authorities' response to their new role in liquor licensing, including e-licensing.

Alan Tidmarsh offered to progress discussions with AtosKPMG (with any willing e-champions) on how best to take forward the benefits of the process mapping exercise.

Alan  
Tidmarsh

#### 8. **Presentation on Portal progress**

Gavin Cameron (Open Objects who are working with SOPRA) gave a presentation on the Norfolk portal. Gavin demonstrated the functionality of the portal and its search engine. The search facility would appear on all the Norfolk Councils' websites. Some further index tuning was required. Training for partners would commence in the following week. He informed the group that the portal would go 'live' on the 10 November. Following the presentation Trevor Lewis asked if the contract covered any maintenance aspects. Gavin replied that the portal is a managed service which will provide a detailed log of all website users search history. Alan Tidmarsh commented that it was a very positive conclusion to one of the partnerships projects. The Chairman formally thanked Gavin and the technical team especially Teresa for their work on the project.

#### 9. **Project Team – status report on projects and budgets**

Andrew Mewes and Ruth Kerry gave an overview of project progression and budgets to date. Tim Mobbs queried whether the e-forms that will be used are generic or if development was needed in this area? Tim replied that it was likely that a generic product would be chosen which was able to be adjusted to suit the users needs. Also that joint e-forms may well come out of the process mapping project. Alan Tidmarsh expressed concern over the licensing and restricted use of any generic product. Tim suggested that a free product was likely to be available so the licensing should not be an issue but if not, whichever product was bought both the partnership and the Local Authority's would have use of the chosen item. Andrew Mewes added that the project office was currently developing the evaluation criteria for an e-forms package.

#### 10. **Core Principles of the Partnership agreement**

Tim presented the core principles document and said that if consensus could be reached on these issues they would form the basis of the legal agreement. The Group discussed the core principles document in depth. Trevor Lewis asked for clarification on how any costs would be shared throughout the partnership. Tim replied that the costs would be considered on a case by case basis, with the agreement of all the group. If a Local Authority had opted out of a particular scheme the costs would not be incurred by them. Graham Bull suggested that the document may need a more specific section on the financial aspects of the partnership. Tim Mobbs suggested that the document would need a section on how it would work if an authority decided to leave the partnership. Tim confirmed that the document was 'on-going' and that more work was needed in the following areas:

- finance
- leaving procedure
- ownership

He would report progress to a future meeting.

11. **Service Level Agreements for CIC's**

SLA's for the CIC's were distributed for the photoshoot. These would need to be considered by the relevant councils with a view to formally adopting them in the near future

12. **Date of Next Meeting**

The next meeting will take place on 19 November 2003 at 9.30 am in the Godfrey Room at Broadland District Council.

*Future Meetings: 17 Dec 2003 at 9.30 am in the Godfrey Room at Broadland District Council.*

Tim  
Anderson

All