

Norfolk e-Champions Group
Notes of a meeting held on
Wednesday 19th November at Broadland District Council

Present:

Colin Bland	Broadland District Council
Matthew Cross	Broadland District Council (Chairman)
Cliff Grovesnor	Great Yarmouth Borough Council
Ray Harding	King's Lynn and West Norfolk Borough Council
Teresa Coldicott	NCP, Business and Content Project Manager
Andrew Mewes	NCP, Planning & Technical Project Manager
Ruth Kerry	NCP, Project QA
Anna Graves	Norfolk County Council
Tim Anderson	Norfolk County Council
Janet Norman-Phillips	South Norfolk Council
Tim Mobbs	South Norfolk Council

1. **Apologies**

Apologies were received from Mark Barrow, Gordon Penny, Alan Tidmarsh, Nick Nicholson

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

The group agreed the notes of the meeting held on 15th October.

Item 3 - e-Procurement - Matthew said that Michael Wood led a workshop for the District Councils which had been useful and he thanked Michael for this.

Audit Commission Workshop 20th January 2004 - Matthew reminded the group that Jackie had circulated details about the rescheduled workshop. He asked that an invitation be extended to Member e-champions and technical officers/others who have been involved in the Norfolk Connect Project and who may wish to contribute. The group noted that the workshop would be beneficial for those working in any partnership. As numbers are restricted to approximately 24, Champions should let Jackie have their nominations as soon as possible.

Item 6 - County Strategic Partnership Issues - Tim agreed to contact Caroline Gordon to see whether the County LSP group were in a position to clarify how the NCP would take a role in the Community Plan.

Item 11 - Service Level Agreement for CICs - The group noted that not all SLAs had yet been formally adopted. Anna said that some had been put on hold and highlighted the potential delays, for example in starting building work.

3. **ATOS KPMG - final report**

The group welcomed Jason Walton from ATOS KPMG who had been leading the process mapping work.

ACTION

All

Tim

Jason confirmed that eleven processes had been mapped to identify key data flows between authorities, citizens and third parties with the aim of documenting which flows could be enhanced by the introduction of new technologies.

Anna said that the report and executive summary were useful and that consideration would need to be given as to how the results should be taken forward potentially through two streams of work.

Andrew said that in order to develop processes, project managers needed the work to be completed and to have available a prioritised list. Jason confirmed that relevant information could be extracted from the report.

Anna suggested that the group could:

- ask Jason to highlight areas where issues have come up and identify where further work could be carried out. The partnership could choose which areas to try to improve business processes in and possibly engage ATOS to do some further work; or
- agree to do nothing more; or
- get ATOS to lead some workshops or train people to do the workshops to consider how to take forward.

During a further wide ranging discussion the group considered the ways forward and in attempting to prioritise the processes for further work, discussed advantages/disadvantages and it was agreed that:

- *The priority for improving processes should be: 1 bereavement 2 Street Lights 3 abandoned vehicles 4 land charges 5 benefits 6 business licenses*
- *a workshop be set up to tackle bereavement with two registrars, district reps from the appropriate places, and the management and ICT support for those
This will look at (a) improving process (b) sorting out the ICT implications of that and (c) sorting out what needs to be done to implement both of those and who will take responsibility for it*
- *Subject to price (and having the money) Atos be asked to facilitate the workshop*
- *Atos should provide costed alternative solutions to do the rest - full facilitation, train the trainer etc*
- *Tim to sort out which registrars should be involved (in negotiation with Ian Lambert and Caroline Clark) and then arrange date and venue with them and relevant districts - probably after Christmas*
- *Tim to liaise with Caryl Wright and Claire Metcalf at NCC about the CIC and CSC in relation to the street lighting and abandoned vehicle developments*

Tim

Tim

4. **General update**

Portal - Tim confirmed that user testing had taken place. The problems identified would be considered. Tim M said that he understood that some technical officers were finding some limitations with the way the portal was working. Andrew confirmed that the 'go-live' date had therefore been postponed while problems were rectified.

Take up and marketing - The business case was tabled. Anna queried the project management. Tim confirmed that Norwich were leading but highlighted issues for clarification and confirmed that he would seek further details. Anna highlighted the impact on the CIC programme and Contact Strategy that NCC were developing and the need for Champions to read the business case and consider how work would be used. Responding to a query from Matthew, Tim confirmed that at the group's next meeting he would bring forward a further report for the group's consideration and that Norman Mellor would be invited to give a presentation so that the group could understand the link with the Norfolk Connect Partnership.

Tim

The link with LPSA targets was highlighted and Tim confirmed the process for agreeing the targets, baseline and stretch target and said that he would ensure that people were kept up-to-date with progress. Tim said that if NCC were successful in seeking the LPSA, the funding should be managed by the partnership.

Matthew sought the group's comment on specific service areas identified. Ruth suggested that there should be some link to the process mapping areas identified for further work by the partnership; street lighting, abandoned vehicles, bereavement.

Considering the actions identified on the LPSA meeting notes Tim requested answers before the end of next week ie by 28th November.

All

Marketing - Tim reminded the group that Chris had presented a marketing plan at the previous meeting which had now been revised with stronger partnership focus. The group agreed to consider the plan, share with other colleagues and report back to Chris Pyburn in the next two weeks. Tim M highlighted the paragraph under 'timetable' which referred to the Norwich CIC and said that the objective of the Norwich CIC was to focus not only on people who live in the area but beyond and therefore the plan should be amended to reflect this.

All

Chris

E-Innovation - The appended potential bid was received. The concern of the technical officers was that writing the bid up by mid-December and specifying and obtaining buy-in by that date would be difficult. Tim said that it would be sensible therefore to do something for the next round instead and the group's support was received. Janet said that, for information, South Norfolk was leading on a building bid but that this wouldn't impact on the proposals before the group.

Data Protection Script - the script was tabled. Tim confirmed that the group should take the document away and feedback any comments. Janet reminded the group that some information was covered by statute rather than the Data Protection Act and the web form would therefore be designed with this in mind.

Broadband - Tim said that further information would be coming out about this.

Anna said that a progress update on the CIC programme had been omitted but that this would be available for the next meeting when Caryl Wright, Project manager, would be invited to come along and present a report.

Caryl

5. **Project Team**

The NCP report was received and specific concerns highlighted. Ruth reminded the

group that there was a necessity to prepare for the possibility that the Project Team might not in existence post March 2004.

6. **Any other business**

Tim briefed the group on the licensing meeting which had taken place yesterday. Two or three authorities would be encouraged to pursue a joint purchasing process. Developments in the medium term would include exchange of information.

Colin drew attention to the budget constraints and the need for choice of solution. Janet said that work was likely to progress quickly if funding was available from the group. Ruth said that work packages were being drafted, of which this was one, and therefore the project team's involvement had been minimal. Colin said that 1.1m+ had already been allocated and that choices therefore would need to be made. The group agreed that the budget should be considered further at the next meeting.

Jackie

Team Managers' Meeting - Andrew said that these were being held weekly but, because of the lengthy discussions required, full day commitments would be required on an ad hoc basis. The group agreed the additional commitment in principle but asked that Andrew approach Project Managers and report back if difficulties were encountered.

Andrew

7. **Future meetings**

The group noted that the next meeting was scheduled for 17 December. Dates for next year were agreed, third Wednesday of the month. Jackie agreed to circulate the dates.

Jackie

The group raised concern that several districts were not present and Matthew agreed to speak to Districts about this.

Matthew