

**Norfolk e-Champions Group**  
**Notes of a meeting held on**  
**Wednesday 17<sup>th</sup> December 2003 at Broadland District Council**

**Present:**

Matthew Cross	Broadland District Council (Chairman)
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
Mark Barrow	Great Yarmouth Borough Council
Karen Kennedy	Great Yarmouth Borough Council
Alan Tidmarsh	Norfolk County Council
Tim Anderson	Norfolk County Council
Tim Mobbs	South Norfolk Council
Nick Nicholson	Norwich City Council
Graham Bull	North Norfolk District Council

1. **Apologies**

Apologies were received from: Colin Bland, Anna Graves, Cliff Grosvenor, Becky Hellard, Janet Norman Philips, and Jackie Orford.

4. **Super Project** (brought forward on agenda)

Steve Holland (Head of Trading Standards, Norfolk County Council) attended the meeting to provide the group with an update on the SUPER project. For those that were not aware of the SUPER project Steve explained that it is two websites (SUPER and SUPER Consumer). The SUPER website allows businesses to access red tape information (e.g. building regulations). The SUPER Consumer website is aimed at individual citizens of all ages. The two sites together provide a complete e-government solution for Trading Standards and also hold information on district regulatory functions.

Steve said that once NCC's Corporate CMS was in place there would no longer be a link with CAPITA or the software provider and no further bills to the districts for maintaining the equipment.

Steve gave the group background on the upcoming national project CSN - Consumer Support Network. Steve said that he felt it would not be worthwhile for Norfolk to participate in this as Norfolk already runs a similar meeting that is chaired by Suzanne Anderson and includes CABs, Age Concern and other voluntary organisations.

Nick Nicholson said that when the county council changes their site the city would need to know as they have a link from their site to county. Tim Anderson confirmed that Louise Metz, NCC's Web Manager, would pick this up.

Tim Mobbs said that he had used SUPER very successfully, but felt that the site

**ACTION**

Tim

should have a lot slicker feel. Steve confirmed that SUPER will be undergoing a 'make over'.

Matthew raised the concern of linking SUPER with the portal to avoid duplication - this needs to be considered. He also highlighted that the content on district services had been provided by a small number of these councils. If the SUPER site was to be successful the content management needed to be more effective and have a wider ownership amongst the districts.

Tim Anderson said that a new working with business project had now started up, this project is at an early stage. Tim said there is concern over any national project replacing SUPER on what happens once the funding dries up.

Much discussion was held about knowledge management. Who should be responsible for the QA of the information provided on the two websites? Teresa said that we had not yet bottomed out whether each district should own their own information or whether all information should be given a central corporate feel. The group agreed that an item should be placed on the Chief Executives Group agenda to agree in principle to work together in maintaining and updating the information provided on the SUPER sites.

Mark Barrow to meet with Steve to pull together a paper to present to the Chief Executives group in January 2004.

Mark/Steve

## 2. **Minutes of Previous meetings and matters arising**

The minutes of the last meeting held on the 19 November were agreed.

Tim Anderson confirmed that there has been a meeting of the partnership boards and the County Strategic Partnership which he had attended. He would keep members informed of progress.

Tim A

Audit Commission Workshop 20 January 2004 - Alan confirmed that Jackie has not had many replies. Matthew said that this is a good opportunity for e-Champs; Member e-champs and IT people working on the NCP projects to attend to consider broader partnership issues.

Item 5 - Alan queried whether there were preparations taking place for an exit strategy. Ruth said that actions would be taken to produce an ongoing commitments report for anything produced - still to be done for the Portal. Alan requested that a paper be brought to the next meeting to discuss the broader issues.

Ruth

Item 7 - Matthew said that he had not yet spoken to districts re attendance at meetings.

Matthew

## 3. **Council Information Centre Update**

Caryl Wright, Project Manager for the Council Information Centres attended to present an update on the Council Information Centres.

Caryl said that in the new year she would be looking at how to bring all the other

information points into the loop (e.g. Training, information sharing).

Alan said that he was very concerned over the Thetford and Dereham CICs which would now not include Breckland District Council input.

Alan said that he felt the Area Manager Workshops were very important in connecting the services into the CICs, now that we have connected NCC services shouldn't we also be connecting district services? Caryl said that she agreed with Alan that district services should be connected into the CICs but Caryl feels this is a choice that the districts should make. This is to be taken into account when arranging the King's Lynn and Downham workshops.

Tim Anderson said that a meeting was being arranged with the police re getting them involved in the CICs, Alan said that the police seem very keen.

Caryl said that at the beginning the CICs would not have access to NCC back office systems. This will be addressed in January.

Caryl to liaise with Chris Pyburn re the 3x easier campaign. At a previous meeting it was raised that it needs to be recognized that there are other ways of contacting the district councils.

Caryl said that regular mystery shopping exercises would take place along with feedback sheets on whether the public received the service/information needed from the CICs.

5. **General Update:**

e-Innovation Bids: Tim said one is a proposal that came out of Trading Standards and the other from UK Villages and West Norfolk. This initial bid will be sifted so that the bids that are likely to go through to the next stage will be invited to a meeting in London for full bid business case to go forward in February.

Legal Agreement: Tim asked that group members to email him any comments after the meeting. Tim agreed that he would take all comments back to the legal team re making the document high level.

LPSA Submissions: Tim said that since issuing the documents to the group they have been amended again at the request of NCC Policy Unit.

Matthew raised p2 Long description - is using the term internet too broad? Matthew felt that electronic self-service should be included - Nick felt this should be inline with the 157 descriptions. To be amended to Channel shift to electronically enabled.

Group members to feedback to Tim services that they feel are more useful, also indication on whether districts want to be included in this process. Feedback to Tim by 2nd week in January.

Take Up and Marketing: Tim said that the group have current version but it is now in the process of being updated, this should be approved and PID written by mid January. Could have a presentation at the January meeting.

Caryl

Caryl/Chris

All  
Tim

Tim

All

Tim/  
Norman

<p>Data Protection: Tim has not produced an amended version but it will be a simplified script of what was produced to the group last time. Tim has had detailed discussions with NCC Legal Department.</p>	Mellar
<p>National Projects: meeting in January - Tim to report back at next e-Champs meeting.</p>	Tim
<p>Process Mapping: Tim to canvass dates for workshop around bereavement.</p>	Tim
<p>E-Procurement: Tim suggested looking at this once the budget report is produced in January.</p>	
<p>6. <b><u>National Project Take Up</u></b></p>	
<p>Ruth reported that 2 of the district councils have put the Portal link on their websites. Work on enhancement will go ahead after meeting with SOPRA this afternoon.</p>	
<p>Andrew has developed a SOR for e-forms. If all goes to plan a product will be ordered 28th January 2004.</p>	
<p>The Recruitment database will need to be considered again.</p>	
<p>Project Board met 2 December; they will meet again beginning of January.</p>	
<p>Looking for preferred secure email solution. Claim being raised with ODPM for funding.</p>	
<p>7. <b><u>Project Budget:</u></b></p>	
<p>Ruth feels there is potentially £50,000 that could be allocated elsewhere. More detailed report to be given in January.</p>	Ruth
<p>E-Procurement Funding: deferred to e-Champs meeting in January 2004. Matthew said that the group appreciated the work that Michael had done especially the workshop. Alan said that Michael would be leaving NCC employment soon.</p>	
<p>8. <b><u>Any Other Business:</u></b></p>	
<p>Karen said that she found it very hard receiving the documents only a couple of days before the meeting, this does not give her enough time to read through everything, would it be possible for them to be issued a week before. Tim Anderson to take this on board.</p>	Jackie
<p>Norfolk Knowledge Network: post of Data Manager, the papers to the Chief Executive's Group refer back to a decision that Norfolk Connect had made. Matthew does not recall this. Tim Anderson to look into.</p>	Tim