

PROJECT DOCUMENTATION

WORK PACKAGE 7 DESCRIPTION AND PRODUCT DESCRIPTIONS

E-democracy

Norfolk Connect Partnership

Norfolk Councils working together to provide joined up services

Norfolk Connect Project 2003/04

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Work Package 7 Description and Product Descriptions

1. Title

E-democracy

2. Purpose of Document

The purpose of this document is to provide a clear description and scope of this Work Package, to ensure that its products will be successfully produced and will fit precisely within the overall project.

3. Purpose of Work Package 7

The purpose of Work Package 7 is to pull together a number of E-democracy activities across Norfolk Partnerships to create synergy and to obtain best value for money for Partners.

4. Description of Work Package

There are several projects, activities and proposals to be considered within this Work Package:

- (1) The desire to develop a common approach to supporting community planning by local Partnerships, see Requirements Scope in Work Package 1, reproduced at Annex A in this document
- (2) The Norfolk Knowledge Network (N3) is tasked with developing systems to share knowledge and experience between [Partner] organisations which is related to the above bullet point. The West Norfolk Information Group is developing a specification, due to be delivered in November (see ODPM update October 2003, included at Annex D)
- (3) Development of a geo-referenced search on the Internet on Member data (Who's my Councillor?), see Requirements Scope in Work Package 1, reproduced at Annex B in this document
- (4) A Public Involvement Database is being specified by Norfolk County Council for use by the Citizens' Panel
- (5) A bid should be developed to seek funding for further work on E-democracy from Interreg (A European Union Initiative, see Annex C).

The above list can be simplified as follows to meet the ODPM requirements:

- Liaise with (2) and (4) to ensure that they will deliver 'a detailed specification of Community Engagement element'
- Liaise with (2) and (4) to ensure that a pilot will be available to support community engagement work across Norfolk by local authorities and Strategic Partnerships

- Confirm that (2) and (4) will meet the ODPM requirement
- Develop (3) as part of the enhanced Portal (already specified) to meet 'Develop member joint views on portal'
- Write a proposal for Interreg.

Annex F proposes a way forward for this Work Package in the light of developments since the Proposal was submitted to OPDM for funding.

5. Deliverables

The following deliverables will be produced from Work Package 7:

- Confirmation or denial report on whether projects (2) and (4) above can deliver appropriate results
- Define contingency action and execute if the above report is negative
- Develop 'Who's my Councillor' on the Portal
- Proposal to Interreg.

See Annex E which includes Product Descriptions for the above.

6. Techniques, Processes and Procedures to be used

PRINCE2 is to be used to manage and control the project as a whole and links with external projects.

European Union procedures will be followed in creating the Interreg proposal.

Change management and quality reviews are specified in the Quality Plan.

7. Interfaces to be satisfied by the completed product

Work Package 7 is linked with other Work Packages and external activities as follows:

- The Requirements Scoping document is included in Work Package 1
 - The Enhanced Portal, Work Package 2, will be used to implement 'Who is my Councillor?'
 - The Norfolk Knowledge Network will deliver results
 - The Public Involvement Database will deliver results.
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8. Configuration management requirements

As defined in the Quality Plan for the project.

9. Stage plan extract

<copy in from Project Plan>

10. Joint agreement on effort / cost / time

The resources to be used in Work Package 7 are as follows:

- Teresa Coldicott to manage the Work Package as a whole
 - Teresa or Ruth Kerry to liaise with N3 and Public Involvement Database project
 - Teresa or Ruth to develop and take contingency action if necessary
 - Teresa to manage delivery of 'Who is my Councillor?'
 - Tim Anderson to write the proposal to Interreg.
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11. Any constraints to be observed

The Work Package will concentrate on functionality that will benefit a number of Councils in order to meet ODPM requirements.

The time limit for spending the ODPM funding is 31st March 2004 so invoices for all work carried out must be submitted in time for processing in this financial year [date to be advised by Norfolk County Council].

12. Independent quality checking arrangements

See Quality Plan for general quality checks, roles and responsibilities. See Annex E for quality criteria and checks for all products included in this Work Package.

13. Reporting arrangements & Sign-off requirements

All deliverables will be QA'ed by the Project Office and Team Managers as required.

14. Problem handling and escalation

As documented in the Quality Plan. As far as possible problems will be managed by the Project Office and only escalated to the Project Board if they cannot be resolved.

14. Work return arrangements

Not applicable unless contingency arrangements put in place.

15. How completion is to be advised

Report to Project Board and ODPM.

ANNEX A

**Workpackage 1 (Technical Option Evaluation). Requirements Scoping document for:
Confirm approach & identify package for Community Planning**

Area:

Confirm approach and identify package to support community planning by local partnerships (linked to Work Package 7, e-Democracy)

Introduction & Background

The document 'Norfolk Ambition, A Community Strategy for Norfolk 2003 – 2023' paints a vision for improving the quality of life for people in Norfolk. The Community Strategy suggests that 'Community planning transcends recognised organisational boundaries and allows everyone with a stake in an area to think outside their box'. Therefore a community in this context can be viewed as a geographically defined group of people who will have one or more common interests relating to the geographic area. These communities have not been defined in terms of names on a list, and in fact communities may be dynamic in terms of being formed due to a common need, membership continually changing and being disbanded when no longer required.

The above mentioned Strategy sets out a challenge to develop a system to share knowledge and experience between organisations, and within this context organisations can be communities as described above. The Norfolk Knowledge Network (N3) is tasked with addressing this challenge. The Norfolk Connect partnership project can potentially support N3 and in turn the Community Strategy, through the development and implementation of technology and services which facilitate sharing of relevant information (which in broad terms could be stretched to knowledge and experience, if it can be documented).

Understanding this requirement

It is possibly useful to break down the above single line statement of requirement into a number of topics as follows, so that each can be examined, before attempting to pull together an holistic requirement:

- Confirm approach
- Identify package
- Community
- Planning by Local Partnerships.

Confirm approach

It is unclear how this requirement may be tackled, therefore once the subject matter of the requirement is agreed it will be useful to consider a number of options for implementation. For example different features of the Norfolk Portal may be used to support communities by:

- Providing useful information to the community
- Indexing relevant information beyond the boundaries of local government
- Enabling discussion groups
- Advertising community events, meetings
- Enabling the storage of information specific to the community, etc.

Confirmation of the approach will determine whether existing packages can meet the requirement or whether different/additional technology is needed.

Identify package

It is assumed at this early stage that some additional technology may be needed to implement the requirement. Until the requirement and approach is confirmed this will remain unclear. If new technology is needed, the general approach to evaluating technical options (specify selection criteria, long list potential products, assess products, make recommendation) will be adopted.

Community

In this context community refers to the people in a geographic area which could be as small as a neighbourhood or as large as the whole of Norfolk, with a range of in-between sizes such as towns, villages, districts, etc. It is assumed that any community will have some common interests and the need to share information (knowledge and experiences), for example a neighbourhood may be concerned with a neighbourhood watch scheme, local dumping of rubbish or local transport.

Because the County Wide and Local Strategic partnerships are in different stages of maturity it would be premature to do detailed work within communities within this timescale. The focus will therefore be on developing generic tools and information which will initially be designed for use by the SPs but which they can then use for detailed community engagement and planning work. This work will also specify how these tools will be used in future years.

Planning by Local Partnerships

Local Strategic Partnerships (LSPs) are non-statutory bodies intended to bring together the public, private, voluntary and community sectors at a local level. These partnerships should aim to improve the quality of life and delivery of services locally.

([http://www.go-east.gov.uk/Partnerships/Local Strategic Partnerships//index.cfm?textVersion=1](http://www.go-east.gov.uk/Partnerships/Local_Strategic_Partnerships//index.cfm?textVersion=1))

Local partners working through a LSP will be expected to take many of the major decisions about priorities and funding for their local area. However, a lack of joint working at local level has been one of the key reasons for lack of progress in delivering sustainable economic, social and physical regeneration; or improved public services, that meets the needs of local people. LSPs will give communities a greater say in the running and delivery of public services by drawing the key service providers into a single partnership with which the community is actively engaged. A combination of organisations, and the community, working co-operatively has a far greater chance of success.

(<http://www.neighbourhood.gov.uk/partnerships.asp>)

For the Norfolk Connect Partnership project it will be necessary to identify one or more Local Partnerships which have already identified requirements for supporting communities and are planning to rollout some form of information sharing. Again, it may be desirable to develop criteria for selecting which Local Partnerships should be supported first.

Related issues

Community engagement

As part of Work Package 7, e-Democracy, it is essential to bring about community engagement, that is to say, it will not be sufficient to provide passive information, but instead some mechanisms need to be put in place to encourage the community to be active. For example two-way dialogues may need to be supported so that the community can debate issues amongst themselves, provide views and feedback to the Partnership or create/update their own information.

For the Norfolk Connect Partnership project it will be necessary to identify some functionality required to demonstrate that the Local Partnership has engaged a community and a subject area in which to implement the functionality. For example, provide a mechanism for a community to comment on planning applications.

Re-use of existing resources

It is desirable that this requirement makes use of technical functionality developed for other parts of the

Norfolk Connect Partnership project or any procured package can be more widely used, such as by other communities or to meet other Councils' requirements.

Significant effort is being expended on information provision on Council websites, therefore it may be helpful to make sure that this information is provided to communities, wherever it is applicable. This could be used as the driver behind selection of a Local Partnership, a Community and the subject matter of the relationship.

Summary of requirement

- Select one or more Local Partnerships for which support will be developed
 - Identify Local Partnerships
 - Draw up selection criteria
 - Prioritise
 - Recommendation
- Scope the information to be provided and functionality to be supported (approach), which should be replicable for other communities
 - Analyse requirement with local Partnership and Community
 - Design a solution
- Determine the most suitable technology for meeting the above requirement
 - Investigate technical solutions for the design
 - Apply technical evaluation
 - Recommendation
- Procure packages as required
 - Procure
 - Install
- Implement the support required including testing, etc
 - Develop prototype to meet the requirement
 - Identify possible further development beyond 31st March 2004.
- Market/publicise what has been done to other Local Partnerships and Communities (the timescales are such that this is likely to be beyond 31st March 2004 as should be done after the initial "bedding in" period of the system)
 - Write articles for in-house bulletins, Intranets, etc
 - Write articles for web, external publications, etc
 - Undertake presentations to targetted groups
- Implementation by other Local Partnerships and Communities (beyond 31st March 2004)

ANNEX B

Workpackage 1 (Technical Option Evaluation). Requirements Scoping document for: Geo referenced search results & joint Member data fix

Area:

Geo referenced search results including member joint data via portal and, if needed, a possible short term fix for joint member data (E-Democracy)

Introduction & Background

The requirement is for a citizen to be able to enter a geographical reference and to be returned their local District Councillor, County Councillor, possibly Parish Councillors, Member of Parliament and Member of the European Parliament.

This requirement was partly met when the Norfolk & Waveney Information Area (NWIA) was implemented some years ago, but over time the information that the councils needed to provide on their websites degraded as some councils moved their websites away from NWIA. In particular the County Council who held all the County Councillor information.

There is still a requirement to pull all this information together from the various websites on which it is held into one place, and the intention is that this should if at all possible be provided by the Portal. This does not necessarily mean physically locating the content on the Portal.

Understanding this requirement

Geo-referencing in this case could be provided by entering a postcode (although it is possible that there may be some postcodes that are divided across electoral boundaries) and/or other means such as a clickable map of Districts, Wards & Parishes and/or even via spatial coordinates. Norwich City are planning to allow referencing to be by street name using their Local Land & Property Gazetteer (LLPG), so as the various partners' LLPGs become available this could be a possibility for investigation.

"Member joint data" is data on all the elected representatives for a particular place. As a minimum this would normally include District Councillors and County Councillor. Where appropriate it should include Parish Councillors. If possible (ie, if appropriate data is available) this should also include Members of Parliament and Members of the European Parliament.

The short term fix could be needed to provide the minimum of District & County Councillors if it is not possible to provide a full solution within the timescales / finance available.

Related issues

- Metadata – defining appropriate metadata in order to categorise Member data by some form of geographic reference.
- Portal Enhancements – enhancing the existing Portal to identify Partner data with geographic references.

ANNEX C

Extract from http://europa.eu.int/comm/regional_policy/interreg3/foire/faq1_en.htm

EUROPA > European Commission > Regional Policy > Interreg III

What is Interreg III ?

Interreg III is the new Community Initiative for the ERDF (European Regional Development Fund) for the period 2000-2006. The guidelines were approved by the Commission on 28th April 2000 [C 143 of 23 May 2000].

What are the general objectives of this initiative ?

The objective of the new phase of INTERREG is to strengthen economic and social cohesion in the European Union by promoting cross-border, transnational and interregional co-operation and balanced development of the European Union territory. Actions in relation to the borders and border areas between Member States and between the European Union and non-member countries are, therefore, at the heart of the Initiative. Due attention will be given to:

- the external borders of the European Union, in particular in the perspective of enlargement;
- co-operation concerning the outermost regions of the Union;

What does it consist of ?

This initiative builds on the experience of the previous INTERREG Initiatives (cross border, Interreg II C). It will be implemented under three strands :

strand A : cross-border cooperation promoting integrated regional development between neighbouring border regions, including external borders and certain maritime borders; the objective is developing cross-border economic and social cooperation through joint strategies and development programmes.

strand B : transnational cooperation aiming to promote a higher degree of integration across large groupings of European regions, with view to achieving sustainable, harmonious and balanced development in the EU and higher territorial integration, including with candidate and other neighbouring countries;

strand C : interregional cooperation throughout the territory of the Union (and neighbouring countries) to improve regional development and cohesion.

Who is responsible for implementation ?

National and regional or local authorities, in the Member States (and third countries) are responsible for the initiative nationally/regionally. In the European Commission, the Directorate General for Regional Policy is responsible for this initiative, financed under the ERDF of the structural funds.

What are the principles governing the implementation of Interreg III ?

Implementation of joint cross-border/transnational strategies and development programmes;

A wide partnership between different administrative levels with socio-economic actors and relevant actors, following a "bottom up" approach;

Complementarity with the "mainstream programmes" of the Structural Funds (Obj.1,2 and 3);

Follow a more integrated approach to the implementation of the Community Initiatives (in accordance with the new structural funds regulation - Council Regulation (EC) N° 1260/1999 of 21 June 1999 - this initiative can finance measures for rural development eligible under the EAGGF, for the development of human resources eligible under the ESF and for the adjustment of fisheries structures eligible under the FIGG);

Effective co-ordination between interreg III and external European Union policy instruments, especially with a view to enlargement : PHARE(1), TACIS(2), MEDA(3), EDF(4), ISPA(5), SAPARD(6), and CARDS(7).

Which European areas are eligible under Interreg ?

For the purposes of cross-border co-operation (strand A), eligible areas include: all areas along the internal and external land borders of the Community delineated at administrative level III of the Nomenclature of Territorial Statistical Units (NUTS III), as listed in Annex 1 to the initiative's guidelines;

certain maritime areas delineated at administrative level III of the Nomenclature of Territorial Statistical Units (NUTS III), as listed in Annex 1 to the initiative's guidelines.

In special cases funding may be granted to measures in NUTS III areas adjoining those areas at NUTS III level referred to above or areas surrounded by such areas, provided that they do not account for more than 20 % of the total expenditure of the Community Initiative Programme (CIP) concerned. Areas where this flexibility is to be used must be indicated in the appropriate CIP. Ultra-peripheral regions are not eligible under this strand.

All EU regions are eligible under strand B. The geographical groupings are based on the areas already covered by existing INTERREG II C programmes and Article 10 pilot actions concerning transnational cooperation, adjusted to take account of experience to date. For instance, the Alpine Space will be enlarged to include France and Switzerland. Three new programmes should concern the cooperation of ultra-peripheral regions with the surrounding areas: Azores-Madeira-Canary Islands, Caribbean (French territories) and the Indian Ocean (Reunion).

Under strand C, the whole of the EU territory is eligible. It is possible to establish geographically non-contiguous cooperation between different partners throughout Europe. Cooperation is possible with third countries.

Which fields of cooperation are eligible (priority topics)?

Strand A

This strand is particularly concerned with the following topics:

promoting urban, rural and coastal development;

encouraging entrepreneurship and the development of small firms (including those in the tourism sector) and local employment initiatives;

promoting the integration of the labour market and social inclusion;
sharing human resources and facilities for research, technological development, education, culture, communications and health to increase productivity and help create sustainable jobs;
encouraging the protection of the environment (local, global), increase energy efficiency and promote renewable sources of energy;
improving transport (particularly measures implementing more environmentally-friendly forms of transport), information and communication networks and services and water and energy systems;
developing co-operation in the legal and administrative spheres to promote economic development and social cohesion;
increasing human and institutional potential for cross-border co-operation to promote economic development and social cohesion.

This list is not exhaustive For guidance, the topics are set out in Annex 2 of the guidelines. Financial resources, however, should be concentrated on a limited number of topics and measures, to ensure more efficiency.

Strand B

Transnational co-operation should build on the experience of INTERREG II C and take account of Community policy priorities such as TENs (Trans-European Networks), and of the recommendations for territorial development of the European Spatial Development Perspective (ESDP). At the same time, given the limited financial resources and the vastness of the territories involved, it is important to avoid dispersal of efforts and seek a strong focus. The following topics are particularly mentioned in the guidelines (Annex 2), but this list is not exhaustive:

elaborate operational spatial development strategies on a transnational scale, including co-operation among cities and between urban and rural areas, with a view to promoting polycentric and sustainable development;
promote efficient and sustainable transport systems and improved access to the information society ;
promote the environment and the good management of cultural heritage and of natural resources, in particular water resources;
promote integration between maritime regions, and of insular regions, each through a specific priority with an appropriate financial allocation;
promote the integrated co-operation of the outermost regions.

In the case of the most remote regions (the French overseas departments, the Canary Islands, the Azores and Madeira) co-operation programmes shall:

promote better economic integration and co-operation among these regions and between them and other Member States,
improve linkages and co-operation with neighbouring third countries (in the Caribbean, Latin America, Atlantic Ocean, North-West Africa, and the Indian Ocean).
The measures selected should respond to common problems and opportunities and lead to genuine benefits for the transnational area, and thus should underpin an integrated territorial approach. Co-operation between insular and maritime regions is particularly encouraged, as well as co-operation between regions with common handicaps such as mountain zones. Key areas for infrastructure investments should be identified, although only small-scale infrastructure can be funded, due to limited financial resources. Motorways, main road construction and other similar infrastructure are excluded. The operations selected must demonstrate concrete, visible and innovative

results. In relation to water resources management caused by flooding or drought, interreg III B funding can be used on an exceptional basis for infrastructure investments, taking account of the limited financial resources.

Strand C

The Commission will propose more detailed guidelines for the projects to be financed under this strand, including the priority topics for cooperation and application modalities. They could include issues such as (indicative): cooperation relative to SMEs, cooperation relative to governance and institutional capacity building of local and regional development structures, protection and restoration of the environment with a view to sustainable development, among others.

8. What is the budget involved ?

The total budget is 4 875 million Euro for the period 2000-2006. Strand A shall be allocated between 50 and 80 % of this total, strand B between 14% and 44% and strand C will be allocated 6% of the total (fixed). The breakdown between strands will depend on decisions by the Member States.

9. Which share of this budget will concern the different programmes ?

Programme budgets, however, will not be broken down by Member State, but will be global indicative budgets. The budget for each programme will depend on decisions to be made by Member States. Further information will be made available on the site.

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- (1) Union initiative providing grant finance to support its partner countries in central Europe to the stage where they are ready to assume the obligations of European Union membership (Poland, Hungary, Czech Republic, Slovakia, Slovenia, Bulgaria, Romania, Estonia, Latvia; Lithuania).
 - (2) Programme for Technical Assistance to the Commonwealth of Independent States.
 - (3) Mediterranean-European Development Agreement (to accompany the reform to the economic and social structures in non-member countries of the Mediterranean basin).
 - (4) European Development Fund for the ACP countries (Africa, Caribbean, Pacific).
 - (5) Instrument for Structural Policies for Pre-Accession.
 - (6) Support for Pre-accession measures for agriculture and rural development.
 - (7) Community Aid for Reconstruction, Development and Stability of the former Yugoslav countries (except Slovenia plus Albania).

Last modified on 23rd-Apr-2003

ANNEX D

Extract from report to ODPM October 2003

DELIVERABLE: e-Democracy		
Milestones for this Deliverable	Date to be Completed	Grant expenditure Incurred (where applicable)
Detailed specification of Community engagement element <i>Milestone – Specification produced and agreed</i>	<i>End July 2003 Initial scoping agreed with County Strategic partnership. Pilot detailed specification underway by West Norfolk LSP. Full specification now mid November.</i>	
Develop INTERREG bid to extend work of e-Democracy element <i>Milestone –</i>	<i>End September 2003 Now end March 2004 following decisions by transnational partnership.</i>	
Develop member joint views on portal (i.e. replacement for current “who’s my councillor” service) <i>Milestone – Costed options re technical solutions</i>	<i>End March 2004 Initial discussion underway with Portal suppliers. More detailed specification to be undertaken November 2003</i>	
Specify and procure Community Planning support tool <i>Milestone – Tool procured</i>	<i>End October 2003</i>	
Pilot community planning in up to one local partnership per district <i>Milestone – Up to seven pilots implemented and evaluated</i>	<i>End March 2004</i>	
= <i>First Deliverable</i> : Joint Member View = <i>Second Deliverable</i> : Community planning pilots	<i>Available March 2004</i>	
Total Anticipated Grant Expenditure for this Deliverable		

ANNEX E

1. Product Description for confirmation or denial report and contingency plan

Purpose of product

To check whether other projects will deliver the necessary results and if not, to develop a contingency plan to be executed by the Project Office.

Dependencies

Norfolk Knowledge Network (N3) and/or Public Involvement Database to deliver results to meet ODPM requirements.

Format and presentation

If a contingency plan needs to be produced it should include:

- Activities to be completed, by whom and when
- Quality criteria and quality checks on products.

Quality criteria for confirmation or denial report

- Is sufficient evidence provided to justify the confidence (or lack of) in external projects delivering the results?
- Has it been provided sufficiently early to allow contingency action to be taken?

Quality criteria for contingency plan

- Will it meet ODPM requirements?
- Is it achievable?
- Will quality results be delivered?
- Does it involve Partners sufficiently?
- Does it stay within budget?
- Does it raise any new risks for the project?
- Will it be completed by end of March 2004 and can any outstanding or dependent activity beyond this date be conducted without the Project Office?

Quality Checks for confirmation or denial report

- Desk Review by Project Office and Project Board.

Quality Checks for contingency plan

- Desk Review by Project Office and Team Managers
- Desk Review and approval by Project Board.

2. Product Description for 'Who's my Councillor?'

Purpose of products

To enable a citizen to find their Councillors (Parish, District, County, etc) by entering a geographic reference.

Dependencies

Delivered through the Portal.

Format and presentation

In accordance with style sheet of each Council and as agreed with Team Managers.

Quality criteria for search mechanism

- More than one type of geographic reference can be used (postcode, OS reference, district, etc)
- Minimum of District and County Councillors returned
- Correct Councillors returned for 10 test queries for each type of geographic reference.

Quality Checks for search mechanism

- Workshop with Team Managers to assess options for implementation
- Testing by Project Office and Team Managers
- Approval by Project Board.

3. Product Description for proposal to Interreg

Purpose of products

To seek further funding to continue NCP developments on E-Democracy.

Dependencies

None.

Format and presentation

In accordance with European Commission requirements.

Quality criteria for proposal

- Does it meet all the requirements provided by the European Commission
- Is it in the correct format, form (electronic, paper, etc)?
- Will it be delivered by the due date?
- Have all sections been completed?
- Is it understandable and easy to read?
- Does it meet criteria which will get 'extra points' by the selection panel?
- Beyond end of March 2004 will someone outwith the Project Office take ownership?

Quality Checks for proposal

- Desk Review by Project Office and Team Managers
- Desk Review by any other partners who may be involved.

Annex F

e-Democracy – Community Involvement Specification

The definition of the Community Involvement element of the e-Democracy workpackage within the Norfolk Connect Partnership is to deliver the specification and procurement of a community planning tool, and to pilot this within all seven Norfolk Districts.

Since the original bid and PID were submitted, the County Wide and Local Strategic Partnerships have been developing within Norfolk and the county Community Strategy Norfolk Ambition has been published. This work provides both challenges and opportunities to this strand of work.

The original element was to develop participative democracy in the county via support of information that would allow local communities to make informed decisions about their future. That local work must now be seen in the context of the nine aims for Norfolk Ambition and the future development of the county to 2023.

Norfolk Ambition identified the need for a core internet based service to provide key information to support the county wide and local strategic partnerships and more local market town and other development partnerships in taking forward the nine aims.

The work on the Community Involvement element for this year will therefore be:

- Developing a Norfolk Ambition “thin” website
- Identifying the core data needed to develop community involvement
- Ensuring key statistical data is added to the Norfolk Data Observatory including 2001 Census
- Ensuring key “text” information is available on relevant websites
- Ensuring those websites which hold that data are included in the Norfolk Connect Portal
- Adding additional information and bespoke searches for information on democratic representatives, FAQ’s on the democratic process, and access to information on and participation in consultations which are live at any time.

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