

APPENDIX ONE

Project Benefits Summary : Partnership Projects

Vision

The outline vision for the e-Government programme is :-

“All Norfolk citizens and businesses may choose to access (major) public services at a single point of contact either in person, by phone, by letter or other electronic means. At their chosen point of contact they will be able to satisfy at 80% of their requirements. The other 20% will be formally handed over to-accepted by appropriate specialists. Citizen requirements include, information, action they require to be taken, voting and consultation, and access to a range of self service tools (eg learning materials)”

The Partnership projects address the issue of making sure the channels provide access to major public services as well as NCC.

The Norfolk Connect Partnership business case details a joint vision for joined up public services. It outlines building blocks for achieving that vision and details the way in which the partners will work together on those building blocks via developing partnership projects. Partners include Norfolk County Council, and the seven district councils and it is planned to expand it to cover other key public and voluntary service organisations delivering services in the county.

Project Summary/Scope

The purpose of the project s are to deliver the vision through the provision of:-

- Mapping of joint processes
- Development of a Norfolk Portal and other projects to improve both the information available on the internet by all partners and the ability to access it in a joined up way by the public and council staff
- Development of innovative ways of serving specific needs e.g. e-Sign and e-Democracy

Interdependencies

This project has significant links to the following

- Customer Service Centre
- The development of Web and an Infobase
- Staff training and development (corporate and departmental)

It also has less significant links to the following:

- Voice and switch
- Data and Broadband
- Data Sharing

PUBLIC

Objective	Features	Benefits	Indicators
<p>To ensure that appropriate access to major public services is available to all sections of the community</p>	<ul style="list-style-type: none"> • A deaf signing tool (e-Sign) assists the profoundly deaf access services • New Internet information is developed to appropriate standards • A safe and friendly environment for all sections of the community who prefer face to face. • Staff are able to deliver the service to meet the needs of all sections of the local community. 	<ul style="list-style-type: none"> • People with disabilities find it easier to access services • People can access the services they need without disadvantage • The public are not disadvantages in receiving council information and access to services, owing to their abilities and circumstances 	<ul style="list-style-type: none"> • All products undergo user satisfaction test and achieve 75% satisfaction levels • Technical compliance with Bobby 2 standards on all web sites • 80% of Web pages tested comply with Plain Language guidelines • Profiles of CIC usage (29% unemployed, 24% long term sick, 30% 65years old +) • Customer satisfaction of vulnerable groups. 75%
<p>To work in partnership with District and Parish Councils and other public and voluntary sector bodies to deliver a 'joined up' provision of information and access to services across the county, ensuring each partner retains their visibility</p>	<ul style="list-style-type: none"> • Portal developed • STAR Inward investment site • E-forms developed • Councillor's "database" developed • Community Planning tool developed • Access to joint FAQ/A-Z information developed • Portal engagement Pack developed • Key databases cleansed • Web pages improved with better tagging • One outlet providing the range of local government information and access. 	<ul style="list-style-type: none"> • A joint portal enables access to all partner's information from any existing partner web site in an easy way • New information is developed jointly to meet specific needs • New methods of accessing information in a joined up way from partner websites are developed • Communities are involved in e-democracy initiatives around community planning • Existing and new information is delivered to joint improved standards • Easy to know where to go • Get what you want when 	<ul style="list-style-type: none"> • Delivery of projects to specification • Increase in number of hits on web sites by 10% a year from baseline • No more than 3 clicks from a starting point to the information users need • 75% satisfaction for both the ease of use of the web site and the quality of information found from feedback forms • Service available 98% of time • 75% of customers satisfied with CIC service • By 2005 all CIC's will have 3 user organisations who

	<ul style="list-style-type: none"> • A geographical spread across the county. 	<p>they get there</p> <ul style="list-style-type: none"> • Be able to resolve a range of public service issues at a common location • Joined-up answer to their issue 	<p>are non local government.</p> <ul style="list-style-type: none"> • the range of service provision will continue to increase • % right first time
To provide a face to face choice for the public to contact NCC for information and access to services	<ul style="list-style-type: none"> • Visible physical local presence for NCC • NCC staff placed in a well publicised and customer friendly location eg libraries • Staff have the information, knowledge, and tools to efficiently handle issues. 	<ul style="list-style-type: none"> • Public can access at times and locations of their choice • Quality of service from allocated staff • Public have a choice whether to use face to face or other access channel. • Public can get their issue resolved 	<ul style="list-style-type: none"> • Actual usage figures for the CIC's. 5% annual increase from baseline. • Catchment draw. (Watching brief) • 80% of enquiries resolved
To enable a consistent approach to customer service standards across all access channels.	<ul style="list-style-type: none"> • The public receive the same level of customer service across all the CICs and other access channels 	<ul style="list-style-type: none"> • The public are not disadvantaged by the choice of access channel • Public will know what service they can get and when 	<ul style="list-style-type: none"> • Delivery to standards • Non compliance monitoring • Take up of the service

MEMBERS AND STAFF

Objective	Features	Benefits	Indicators
<p>To work in partnership with District and Parish Councils to deliver a 'joined up' provision of information and access to services across the county, ensuring each partner retains their visibility</p>	<ul style="list-style-type: none"> • Staff represent all local authorities in the area. • Clarity of staff role • More job satisfaction and less stress • Staff receive joint training in what other agencies do 	<ul style="list-style-type: none"> • Staff satisfy customer requirements • Members able to be more effective in community leadership and representing constituents • Staff find it easier to find information on partners to meet customer need • Members have better access to the information they need about all services and developments in their area 	<ul style="list-style-type: none"> • Partners express satisfaction with representation of their authority via annual review of Norfolk Connect • Staff show 5% annual increase in knowledge and satisfaction over baseline in survey • Members have 75% satisfaction level with information they are provided in survey
<p>To re-launch the four existing CIC's and introduce five new CIC's over a three year programme, to a common set of Service Level Agreements</p>	<ul style="list-style-type: none"> • Staff have the tools(ICT) and information to do their job. • Staff learn from each other. • Staff know how to get into back office services of each partner. • Members have a local point of contact to support community issues. • Partner service departments are aware of the CICs and use them. 	<ul style="list-style-type: none"> • Staff feel confident • Staff can manage their workload • Staff get more job satisfaction • Member support • Local focus point for partner service departments 	<ul style="list-style-type: none"> • staff satisfaction surveys • member views on use of CIC and quality of service • Use of CIC's by partner service departments

MONEY

Objective	Features	Benefits	Indicators
To work in partnership with District and Parish Councils to deliver 'joined up' provision of information and access to services across the county, ensuring each partner retains their visibility	<ul style="list-style-type: none"> External funding through Norfolk Connect Partnership and other partnership funding streams. 	<ul style="list-style-type: none"> Joint delivery and ownership Outside finance supplementing existing partner budgets. Reduced costs to each partner with more partners involved Movement of customers from phone to internet use 	<ul style="list-style-type: none"> No more than 40% of running costs are met by NCC and the rest by partners (to be determined project by project) 50% success rate in number of successful bids Increase in number of hits on web sites by 10% a year from baseline – 50% of these to have been people who would otherwise have used the phone
To re-launch the four existing CIC's and introduce five new CIC's over a three year programme, to a common set of Service Level Agreements	<ul style="list-style-type: none"> Capital budgets and sustainable revenue budgets identified through the SLAs. Revenue generated at CICs through partner surgeries 	<ul style="list-style-type: none"> Sustainable revenue stream to enable continued development of CIC 	<ul style="list-style-type: none"> Income targets where appropriate for individual CICs SLA's with all districts and partners by end 2003.
To optimise unit costs for CIC's	<ul style="list-style-type: none"> Value for money 	<ul style="list-style-type: none"> Re-investment and development of the CIC 	<ul style="list-style-type: none"> Cost/Usage Targets to be set from baseline work Drive all costs to that of the lowest unit cost.

PERFORMANCE

Objective	Features	Benefits	Indicators
To work in partnership with District and Parish Councils to deliver a 'joined up' provision of information and access to services across the county, ensuring each partner retains their visibility	<ul style="list-style-type: none"> • Good working relationship with Districts and other partners 	<ul style="list-style-type: none"> • Better environment to deliver joint projects • Easier access to partnership funding streams • Contributes to an improved CPA results 	<ul style="list-style-type: none"> • 50% success rate in number of successful bids • Partners express satisfaction with representation of their authority via annual review of Norfolk Connect
To enable a consistent approach to customer service standards across all access channels and across departments of the council.	<ul style="list-style-type: none"> • A complementary customer service standard with districts 	<ul style="list-style-type: none"> • Processes are streamlined and customer focused • Contributes to an improved CPA 	<ul style="list-style-type: none"> • Complementary service standard agreed • Performance against agreed customer service standard 75% compliance in testing
To assist in the development of a common staff training programme to deliver a consistent level of customer service	<ul style="list-style-type: none"> • Joint training programme with Districts to develop a complimentary approach for County and District. • NCC staff trained to deliver consistent levels of customer service 	<ul style="list-style-type: none"> • Staff become more customer focussed. • Contributes to an improved CPA 	<ul style="list-style-type: none"> • Successful appraisal of staff against customer care element of Corporate Competencies
To re-launch the four existing CIC's and introduce five new CIC's over a three year programme, to a common set of Service Level Agreements	<ul style="list-style-type: none"> • Service Level Agreements for the CIC's set out performance targets • Staff can use electronic means to support their information needs to deliver the service 	<ul style="list-style-type: none"> • Improved compliance with BVPI 157 	<ul style="list-style-type: none"> • BVPI targets