

Norfolk Connect Partnership – Future Workload

1. Background

The existing commitment entered by partners is to realise the key benefits from the investment in joint projects so far. Another paper on this agenda details the workload for that and a draft project plan has been prepared.

This paper looks at what future work the Partnership may agree to take on in addition to those commitments, and suggests ways in which they may be evaluated by partners to identify priorities.

Once a short list of future work has been developed work can take place on estimating the amount of resource needed to do it so partners can finalise the shape of their action plan for 2004/5 and beyond.

The long list in this paper comes from four sources: targets in Norfolk Ambition's 04/05 action plan which we could contribute to, current funding bids whose projects could be done by this group, the draft list of priority services from ODPM, and projects which members have mentioned in the past.

2. Evaluating Benefit

Members have previously agreed principles on how benefit will be evaluated. This will be on two criteria:

- Benefits to customers/citizens
- Benefits to organisations

The first can be measured fairly simply – does what is being proposed provide a service which is better in quality (higher service level, quicker, easier to access), more joined up and/or cheaper. The last criteria may not be immediately visible to citizens if its savings are absorbed by spending elsewhere but is still of benefit because it enables councils to provide better service overall.

The benefits to organisations should also be thought of in terms of end benefits to citizens rather than generalities like “improved processes”. Projects should go through an initial filter of whether they are ones which partners have to do or would like to do, rather than simply chasing money. Criteria could be:

- Reducing project cost – joint procurement, joint project management costs, cheaper price, sharing infrastructure, attracting external funding – balanced against the extra effort in joint specification and possibly more complex configuration/installation
- Reducing service cost – joint delivery, streamlined processes, external funding and/or shared implementation costs for project management, consultancy, training

3. Norfolk Ambition

Norfolk Ambition Target	Comments
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<ul style="list-style-type: none"> • Multi agency services through single access points • Integrated services for children and young people • Reducing falls by elderly people • More benefits claimed • Transport and event packages • Transport aggregated demand packages • Core set of joint indicators • Common set of info for service planning • Meeting challenge of Civil Contingencies Bill • Increase participation in democracy • Increase capacity of voluntary sector • Web based events database • Broadband awareness campaign • Better access to business support in rural areas 	
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4. Funding Bids and Current Linked Workload

Project	Comments
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<p>Take up and Marketing</p> <ul style="list-style-type: none"> • Defining customer segments • Market research –agency • Market research – in house • Marketing services to be agreed <p>LPSA – Channel Shift</p> <ul style="list-style-type: none"> • Marketing services to be agreed <p>LPSA – Broadband</p> <ul style="list-style-type: none"> • Marketing Broadband <p>e-innovation – Community Champs</p> <ul style="list-style-type: none"> • Training • Provision of ICT <p>e-Voice</p> <ul style="list-style-type: none"> • Training for members and possibly community e-champs • Consultation Finder • N3 • Your Norfolk, Your Choice <p>LOG-In</p> <ul style="list-style-type: none"> • Use of GIS for business (Data Observatory) • Joint business database (or joint view) • Regional best practise academy • Poss. deep searching by Portal <p>N3</p> <ul style="list-style-type: none"> • Data observatory – new data sets • Consultation finder • Identifying key information • Identifying key indicators <p>Licensing</p> <ul style="list-style-type: none"> • Requirement for shared information 	
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5. Priority Services

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Service	Comments
<p>One Stop Shops</p> <ul style="list-style-type: none"> • Development of shared community information databases linked to the delivery of services via community portals and or contact centres to enable a single point of access to a wide and comprehensive range of community information • Establishment of information architecture to provide content to 'Home & Community' franchise of the Online Government Store • Corporate use of Geographic Information Systems (GIS) for map-based data presentation of property-related information. • E-enabled reporting/applications, procurement and progress chasing of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling) • Implementation of systems to integrate and support co-ordinated activity across the public sector (i.e. including police, fire, etc.) designed to manage the physical environment and promote clean, green and safe public space • effective information sharing between local authorities, local authority service providers and other public agencies (on leisure issues) • Ability to get information, book and pay for services online, or over the telephone, or face to face supported by e-enabled back offices and smart card interfaces for council library, sports and leisure services • Establishment of "drop in centres" to enable staff to work closer to home • 80% of public enquiries about council services resolved at the first point of contact; • All council services are available outside standard working hours via the Internet or telephone contact centres • Homepage link to Government Online Store (and compliance with associated branding requirements) • Access to service A-Z detailing service 	

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<p>availability for all public services (as defined in ESD Toolkit PID list 24/7</p> <ul style="list-style-type: none"> • access to services via a telephone contact centre where there is a defined emergency need, e.g. social care, environmental health (noise nuisance) • 3-fold increase in use of corporate website, or regional web portal, between 2003/04 and 2005/06 as measured by industry standards including page impressions and unique users • At least 30% of total interactions between the citizen and the council are conducted via the web by 2005/06 • systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for customer enquiries, i.e. using a common database, which holds customer's records, to deliver services across different channels, and enabling joined-up and automated service delivery • establishment of single accounts for citizens and business • Submission and tracking of regulation and licensing services • Integration of CRM systems with back office activity through use of enabling technology such as workflow to create complete automation of business process management <p>Social Welfare</p> <ul style="list-style-type: none"> • systems to facilitate more integrated and improved assessment of children with Special Educational Needs • • online facilities to be available to allow transactions in respect of: <ul style="list-style-type: none"> ○ school admissions & transfers; ○ home school transport; ○ community education; ○ student awards. • Local authority and youth justice agencies to work together to prevent crime and anti-social behaviour by children & young people • links with NHS Direct • Direct promotion of, and initiatives around, healthier lifestyles 	
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<ul style="list-style-type: none"> • Systems to support joined-up working on children at risk across multiple agencies • Provision of contact centre for social care enquiries from children, families and professionals, including out-of-hours availability • Improvement in numbers of users/carers who said that they got help quickly (BVPI 57) • evidence of e-business activity between health, social services and care providers • comprehensive and dedicated information about access to local care services available over the web and telephone • viewing of individual 'care packages', including payments, requests for service and review dates • joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field <p>Benefits</p> <ul style="list-style-type: none"> • development of systems to facilitate the pre-qualification of benefit claimants for free schools meals and school uniform grants. • One stop resolution of benefits queries through back office integration and data sharing • Single application across all council benefits • Evidence of improved turnaround in processing of benefits claims (BVPI 78) Citizens to check the status of their claim • Relevant claim forms to be downloaded and printed • Pre-qualification of benefit claimants for other eligible entitlements • Mobile office service using technology to offer processing of benefits claims directly from citizens' homes. <p>Standards</p> <ul style="list-style-type: none"> • Fulfilment of national standards on accessibility and interoperability • Compliance with Freedom of Information 	
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<p>Act 2000 requirements</p> <ul style="list-style-type: none"> • Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility • Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) • establishment of internal targets and measures for customer take-up of web services. • Inspection and analysis of website statistics summary and detailed monthly reports to be accessible from homepage of corporate website, or regional portal • Publication of Internet service standards, including past performance and commitments on service availability • Compliance with BS7666 (i.e. spatial datasets for geographical referencing) for unambiguous identification of land and property • Automated email acknowledgement of all public enquiries received via corporate website, or regional portal • Publication of service standards for customer enquiries received via email or web form • Sign-up facility to enable citizens to be contacted via email or SMS text message for services that they request to be notified about, e.g. consultation, council papers <p>e-Democracy</p> <ul style="list-style-type: none"> • Increased citizen participation in local authority decision-making • Supporting councillors to more effectively e-enablement of councillor surgeries and home visits • online provision of features on public website to encourage community involvement in schools • public inspection of council performance on CPA and BVPI • public response to forthcoming decisions on matters of public interest (e-consultation) • quick vote" facilities using the public 	
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<p>website for market research</p> <ul style="list-style-type: none">• maintained public web pages for every councillor• successful pilot of e-enabled local and national elections (e-voting for those who want it, e-counting of all votes)• webcasting of council meetings• successful pilot of e-voting and mock elections for 16-19 year olds to encourage engagement in the political process and decision <p>Housing</p> <ul style="list-style-type: none">• Development of systems to help councils to understand their local housing market• Applications to join housing register• Access to mutual exchange list for moves between council/housing association property• Provision of information on fire safety <p>Environment</p> <ul style="list-style-type: none">• Evidence of improvement in the % of people satisfied with the cleanliness standard in their area (BVPI 89)• Receipt and processing of planning and building control applications• development of online facilities for interactive computer simulation of issues affecting environmental quality• inspection of air quality information (updated daily) <p>Procurement</p> <ul style="list-style-type: none">• inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community• regional co-operation on e-procurement between local councils• online publication of Selling to the Council guide• appropriate e-procurement solutions in place, including paperless ordering, invoicing and payment	
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<ul style="list-style-type: none"> • access to virtual e-procurement 'marketplace' established • use of purchase cards (p-cards);services for suppliers to include emails and SMS text messaging (e.g. to notify business re the publication of invites to quote and tender for council work). • evidence of integration between payments work and development of e-procurement • demonstration of efficiency savings and improved collection rates from improved customer service and re-engineered back-office processes, including evidence of improvement in the % of council tax and business rates collected (BVPI 9, BVPI 10). • payments to the council in ways that engender public trust and confidence in local government electronic payment solutions • delivery of 'added value' around online payment facilities, such as ability to check council tax balances • provision of facilities for making credit or debit card payments via SMS text message (mobile phone) <p>Smart Cards</p> <ul style="list-style-type: none"> • adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).] • renewal of library books and catalogue search facilities (not District Councils • evidence of use of smart cards and other technologies to improve traffic and transport management • Integration of library cards with sports and leisure activities, including use as 'citizen card' for low level authentication of resident identity <p>Transport</p> <ul style="list-style-type: none"> • integration of public transport information and services across telephone and web in ways that encourage their accessibility and use • innovative use of new channels for service information and payment • Evidence of improvement in the % of 	
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<p>respondents satisfied with local provision of public transport information (BVPI 89).</p> <ul style="list-style-type: none"> • 24/7 public inspection of local public transport timetables and information, including 'live' systems for interactive journey planning;online renewal of travel cards or concessionary fare passes • information on local 'park & ride' schemes (where appropriate) and town centre parking • information / notice-boards on local initiatives for reducing the 'environmental footprint' of commuting (e.g. car pooling schemes) and other 'green' travel initiatives. • provision of transport information services via SMS and iDTV <p>Staff Development</p> <ul style="list-style-type: none"> • .Corporate ICT support and documented policy for home working (teleworking) for council members and staff • Email and Internet access provided for all Members and staff that request it; • Establishment of e-skills training programme for council members and staff (e.g. European Computer Driving Licence). • Secure remote access to corporate systems, including council intranet • Access to home working facilities to all council members and staff that meet the requirements set by the Council's published home working policy • Provision of mobile technology to support council members in their representative role, including e-enablement of councillor surgeries • • 	
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6. Other Suggestions

Suggestion	Comments
<ul style="list-style-type: none"> • Joint Business Database • Joint work on electoral register 	

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<ul style="list-style-type: none">• Joint recruitment system• Joint Staff Development programme for e-gov	
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