

Appendix C: Better Access to Better Services - Year 1 Programme Deliverables 2002/03

Programme Area	Deliverables	Means of Delivery	Contact	Key Delivery Dates
ACCESS POINTS	<ul style="list-style-type: none"> □ Establish at least two new multi-agency centres. 	<ul style="list-style-type: none"> □ New Project : <ul style="list-style-type: none"> - Suggest Lutterworth or Fleckney, as part of the development of a Countywide approach to the overall provision of multi-agency centres. 	<p>Various involvement from LCC officers in Libraries & Information and P&T Policy Team on a range of projects. Lead Officer to be agreed.</p>	<p>Agree way forward by March 2003</p>
	<ul style="list-style-type: none"> □ 20 additional access points. Eg. Shepshed, Blaby, Asfordby, Fleckney and South Wigston. 	<ul style="list-style-type: none"> □ Current Project : <ul style="list-style-type: none"> – Leicestershire Rural Partnership (LRP) commitment – Subject to funding and community needs. 	<p>Ray Smith (LRP) John Winter/Nicole Rickard, LCC contacts</p>	<p>By March 2003</p>
	<ul style="list-style-type: none"> □ Establish at least two projects using post offices as access points for specific services following completion of the Your Guide, Post Office evaluation. 	<ul style="list-style-type: none"> □ New Project : <ul style="list-style-type: none"> - To be developed in conjunction with the Post Office as models of best practice. 	<p>To be Agreed.</p>	<p>Agree way forward by March 2003.</p>
	<ul style="list-style-type: none"> □ 4 ICT centres established in libraries. Eg Fleckney and Lutterworth. 	<ul style="list-style-type: none"> □ Current Project : <ul style="list-style-type: none"> - County Council, Libraries & Information Service commitment. 	<p>Libraries, contact Margaret Bellamy/Peter Oldroyd.</p>	<p>By March 2003</p>

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CUSTOMER CARE	<ul style="list-style-type: none"> □ Public asked for their access preferences in Leicestershire. 	<ul style="list-style-type: none"> □ New Project : <ul style="list-style-type: none"> - To be developed possibly using Leicestershire Matters publication to promote the widest possible distribution within the County and greatest opportunity to respond. 	To be agreed. Initial contact Paula Dodd, Public Consultation Co-ordinator.	Public asked by March 2003.
	<ul style="list-style-type: none"> □ Develop a charter of the standards of customer care that the public can expect from the County Council for publication and display in council building open to the public. 	<ul style="list-style-type: none"> □ New Project : <ul style="list-style-type: none"> - To be developed to promote the County Councils commitment of working together to deliver quality services. 	To be Agreed.	Agree a way forward by March 2003.
INFORMATION MANAGEMENT	<ul style="list-style-type: none"> □ Combined A-Z of Community Services Published 	<ul style="list-style-type: none"> □ New Project : <ul style="list-style-type: none"> - To include wider scope of Community Services 	To be Agreed.	Agree a way forward by March 2003.
	<ul style="list-style-type: none"> □ Improved translation & interpretation service 	<ul style="list-style-type: none"> □ Current Project : <ul style="list-style-type: none"> - To widen the availability of County Council information in alternative languages. 	Initial contact Gayle Wells	Agree a way forward by March 2003.

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ON-LINE INFORMATION & TRANSACTIONS	<ul style="list-style-type: none"> □ Develop at least 25 new electronic transactions that could include: <ul style="list-style-type: none"> - interactive library borrowing services - reporting faulty street lights - reporting road defects payments & bookings on-line □ Additional information provision that could include: <ul style="list-style-type: none"> - school catchment areas - tourism & heritage - Health information 	<ul style="list-style-type: none"> □ New Project : <ul style="list-style-type: none"> - To be developed as part of the County Councils commitment towards implementing e-govt targets by 2005 in the Implementing Electronic Government (IEG) Statement. □ New Project : <ul style="list-style-type: none"> - To be developed as part of the County Councils commitment towards implementing e-govt targets by 2005 in the IEG Statement and Information Management Strategy. 	John Winter/Andy Roberts, ISU	Identify 25 Council transactions capable of electronic delivery by March 2003
			To be agreed	Agree schedule of information to be added on-line by March 2003.
	<ul style="list-style-type: none"> □ New arrangements for highway network management that could include: <ul style="list-style-type: none"> - Providing additional information on-line - reporting information on-line - Providing a single telephone number for reporting. 	<ul style="list-style-type: none"> □ New Project: <ul style="list-style-type: none"> - To be developed as part of the best value review of highways network management & linked with developing new electronic transactions. 	To be agreed.	Agree a way forward by March 2003.

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<p>ON-LINE INFORMATION & TRANSACTIONS CONTINUED...</p>	<ul style="list-style-type: none"> □ Leicestershire Care On-line web-site to be launched. 	<ul style="list-style-type: none"> □ Current Project: Joint pilot project (Social Services Dept., Health and Harborough District Council) to use internet to: <ul style="list-style-type: none"> - Linked to the Corporate Web-Site Development project, this joint project will develop protocols for electronic communication and more effective information sharing. - The project will be funded from the Invest to Save Budget Award. - Provide information and services directly into peoples homes - Reduce need for people to make office visits - Improve communication between agencies <p>Addresses some of the social problems created by isolation, disability and rural location.</p>	<p>Peter Chester, Social Services</p>	<p>Web site to 'go live' 10 April 2002, main pilot Sept 2002 – Mar 2003.</p>

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ICT INFRASTRUCTURE	<ul style="list-style-type: none"> □ All Public Libraries to have access to computers and the internet. 	<ul style="list-style-type: none"> □ Current Project : Part of achieving complete Peoples Network status within the County. 	Peter Oldroyd/Margaret Bellamy, Libraries and Information Service	Full Peoples Network status by March 2003.
	<ul style="list-style-type: none"> □ Increase number of schools with broadband communications to a minimum of 100 subject to NGfL funding. 	<ul style="list-style-type: none"> □ Current Project : Ongoing project subject to NGfL funding. 	John Winter/Andy Roberts, ISU	Timetable for roll out agreed within two months of funding approval.
ORGANISATIONAL DEVELOPMENT	<ul style="list-style-type: none"> □ Include and promote the policy of 'Better Access to Better Services' in the 'Improving Customer Service' training course. 	<ul style="list-style-type: none"> □ New Project : <ul style="list-style-type: none"> - To be developed as part of the County Councils commitment to the development and training of staff in delivering quality services. 	To be agreed	Agree a way forward by 2003.

