

# Better Access to Better Services - Programme & Projects Overview

Current Projects	New Project	Objective/s	2002/2003 Target/s	Groups Involved
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<b>ACCESS POINTS</b>	<i>This programme area will investigate and consider the most popular and effective methods for accessing community services and facilities at local premises.</i>			
<p><b>Rural Access Points</b> – ‘Bridging Communities’ initiative to improve access to services and facilities within market towns and rural areas. <b>(SRB6 funding)</b></p> <p><b>Post Office Access Points</b> – national project to provide community service facilities within Post Offices</p> <p><b>Harborough Learning Network</b> – Potential project providing access points in 30 surrounding villages and Harborough Centre <b>(GOEM bid awaiting approval)</b></p> <p><b>Peoples Network</b> – Access Points within Libraries <b>(New Opportunities Fund)</b></p> <p><b>Fleckney Multi-Agency Centre</b> – Current investigation into this facility on-going</p> <p><b>Lutterworth One Stop Shop</b>  <b>Private Finance Initiative</b> – Consideration of wider proposals involving the integration of front line services.</p>	<p><b>Multi Agency Service Access Points</b></p>	<ul style="list-style-type: none"> <li>• To investigate the current provision and use of service access points and the opportunities for joint working and multi-agency use.</li> <li>• To compare with other authorities locally/nationally</li> </ul>	<ul style="list-style-type: none"> <li>- To undertake audit of existing provision and distribution.</li> <li>- To develop an implementation plan for multi-agency provision and use.</li> <li>- To develop 2 models of one-stop-shops within the County</li> </ul>	<p><b>*</b> Inter-authority project management group</p> <p><b>**</b> Internal project management group</p>
	<p><b>Network of Information Points</b></p>	<ul style="list-style-type: none"> <li>• To investigate the current provision of community information points</li> <li>• To consider customer preferences via consultation (see Customer Care programme)</li> </ul>	<ul style="list-style-type: none"> <li>- To develop the County Council’s Policy on Information Points</li> </ul>	<p><b>**</b> Internal officer group</p>

**Note:** \* Inter-authority group reports to County/District Leaders meetings with separate County arrangements in respect of City Council involvement.

\*\* Internal groups report to the Internal Project Management Group, Lead Members & Cabinet

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<b>CUSTOMER CARE</b>	<i>This programme area will focus on the needs of the Council's customers and their preferences for accessing services to meet those needs.</i>			
<p><b>Service Co-ordination Events –</b> Networking Service Providers and Customers organised by the Leicestershire Rural Partnership</p> <p><b>Local Consultation Events</b></p> <p><b>Service User Groups/Other Consultation Mechanisms</b></p> <p><b>Social Services – “Better Care, Higher Standards” –</b> Work to develop customer care standards.</p>	<b>Access Preferences “Channel Strategy”</b>	<ul style="list-style-type: none"> <li>To assess the customer’s preferred choice or combination of channels, e.g.; telephone, e-mail, letter, Internet, Interactive Digital TV, face to face (including hard to reach groups and areas).</li> <li>To assess and develop links with the Disability Discrimination Act Audit of access to services</li> </ul>	<ul style="list-style-type: none"> <li>- To undertake Countywide consultation and comparative research (building on existing information on customer preferences for access)</li> <li>- To develop a Channel Strategy</li> </ul>	<p>Internal project management group</p> <p>Internal Officer Group</p>
	<b>Call Centre Investigation</b>	<ul style="list-style-type: none"> <li>To assess the feasibility and options for call centre/s</li> <li>To investigate current service transactions via the telephone</li> <li>To consider customer preferences via consultation (see Customer Care programme)</li> </ul>	<ul style="list-style-type: none"> <li>- To develop agreed options on call centres.</li> </ul>	Internal Officer Group
	<b>Positive Promotion</b>	<ul style="list-style-type: none"> <li>To review how the Council communicates with the public, including telephone, face to face, media and the publication review (see also Information Management programme area)</li> </ul>	<ul style="list-style-type: none"> <li>- To review guidance on communications with the public</li> <li>- To develop corporate standards/charter for customer care.</li> </ul>	Internal officer group

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<b>INFORMATION MANAGEMENT</b>		<i>This programme area will focus on the co-ordination of various projects connected with the development of protocols for managing, providing and sharing information both internally and with partners, including communication and public information management issues.</i>		
<p><b>Public Transport Information</b> – linking to the national ‘traveline’ initiative</p> <p><b>Corporate Data Model</b> – to gather information on type and storage of data to ensure consistency in storing common data, e.g. names, addresses and record management issues, including electronic social services records.</p> <p><b>National Land and Property Gazetteer</b> – to develop a local partnership approach to data sharing and structures</p> <p><b>Implementation of the Information Management Strategy and Policy</b></p> <p><b>Corporate Information Project</b></p>	<b>Publications Audit</b>	<ul style="list-style-type: none"> <li>To gather information on the range of publications produced including requirements of the Freedom of Information Act.</li> <li>To review the Corporate Publications Guidance</li> <li>To ensure that information contained within publications is available in relevant languages/formats to ensure compliance with race, disability and other Council policy/guidance.</li> </ul>	<ul style="list-style-type: none"> <li>- To produce a Community Services A – Z, with partners</li> <li>- Produce publication scheme (required by Freedom of Information Act)</li> </ul>	Internal officer group
	<b>GIS Strategy</b>	<ul style="list-style-type: none"> <li>To develop a corporate approach to the use and development of GIS in service delivery in line with the Corporate Information Management Policy.</li> <li>Contribute to the development of Magnet and links with external partners. (See also Partnership project below)</li> </ul>	<ul style="list-style-type: none"> <li>- To produce a Strategy and Implementation Plan</li> </ul>	Internal officer group

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<b>ICT INFRASTRUCTURE</b>		<i>This programme area will concentrate on the hardware and software required to enable joined- up interactive services.</i>		
<p><b>ICT Capital Programme and ICT Work Programme</b> – enabling the ICT Infrastructure to cope with e-govt. Current project areas include:</p> <ul style="list-style-type: none"> <li>• Security</li> <li>• Telecommunications</li> <li>• Resiliency</li> <li>• Authentication of Users</li> <li>• Customer Relationship Management Software</li> <li>• Hardware Server Policy</li> </ul> <p><b>East Midlands Broadband Consortium</b> – to provide broadband telecommunications to Schools/Community Colleges, to enable Internet Access, Electronic Mail and Multi-Media Educational Content</p> <p><b>EMDA Broadband Proposals</b></p> <p><b>LGOL Submission</b></p>	<b>Partnership Investigation</b>	<ul style="list-style-type: none"> <li>• To explore the potential for joint ICT Infrastructure Projects, with partners.</li> </ul>	<ul style="list-style-type: none"> <li>- To agree protocols for data sharing with partner agencies.</li> <li>- To establish a multi-agency Programme Management Board as outlined in the LGOL submission.</li> </ul>	Inter-authority project managers group

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<p><b>ON-LINE INFORMATION AND TRANSACTIONS</b></p> <p><i>This programme area will concentrate on the provision of services and information electronically.</i></p> <p><i>The majority of this programme is detailed within the Implementing Electronic Government (IEG) and the Local Government On-Line (LGOL) Partnership submissions for Central Government investment.</i></p>				
<p><b>Development of electronic information and services through the ICT Programmes</b></p> <p><b>Leicestershire Care On-line</b> – to investigate the use of Digital Interactive Television and Personal Computers to deliver interactive services direct into clients homes (<b>Invest to Save funding</b>)</p> <p><b>Magnet</b> – A partnership development For accessing community information through mapping facilities</p> <p><b>Infolinx</b> – database of community information to be linked to Magnet and all partners' Web-Sites</p> <p><b>Three Centuries of Transport</b> – an Internet based multi-media learning resource focusing on the impact of Waterways, Railways and Aviation</p> <p><b>Sense of Place</b> – HLF digitisation/Web project to widen access to local history sources and to objects in collections</p> <p><b>Highway Network Information and Reports</b> – Implementation of the Best Value Review Recommendations</p>	<p><b>Continual Improvement of Information available on the County Council's Web Site</b></p> <ul style="list-style-type: none"> <li>• To enhance links to internal and external community Service Information</li> </ul>	<ul style="list-style-type: none"> <li>• To implement the Information Management Policy</li> <li>• To implement the IEG statement</li> </ul>	<p>- To meet targets for 2002/03, regarding number of interactions with the public using the Internet.</p>	<p>Internal officer group</p>
	<p><b>Electronic Transactions</b></p>	<ul style="list-style-type: none"> <li>• Public needs and expectations (see Customer Care Programme) will inform the content, form and timing of the transaction development programme.</li> <li>• Consideration of National Standards for :                             <ul style="list-style-type: none"> <li>- Information Sharing protocols</li> <li>- Data standardisation</li> <li>- Information Security Issues</li> </ul> </li> </ul>	<p>- Implement agreed transaction programme for 2002/2003 in the IEG Statement</p> <p>- Review transaction programme following consultation exercise</p>	<p>Internal officer group</p> <p>Inter-authority project management group</p>

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<p><b>ON-LINE INFORMATION AND TRANSACTIONS (CONT'D)</b></p> <p><i>This programme area will concentrate on the provision of services and information electronically.</i></p> <p><i>The majority of this programme is detailed within the Implementing Electronic Government (IEG) and the Local Government On-Line (LGOL) Partnership submissions for Central Government investment.</i></p>				
<p><b>Community Portals:</b></p> <ul style="list-style-type: none"> <li>• <b>North West Leicestershire</b> project for the Leicestershire Rural Partnership (<b>SRB funding</b>)</li> <li>• <b>Charnwood On-line</b></li> <li>• <b>@Lutterworth</b> – creating a heritage Web-Site for Lutterworth, including an images archive. (<b>SRB6 funding</b>)</li> </ul> <p><b>Themed Portals:</b></p> <ul style="list-style-type: none"> <li>• <b>Consumer Health Information</b> – Creating a system to provide information and referrals across the network of service providers and Web-Sites</li> <li>• <b>Community Legal Services</b></li> </ul> <p><b>Post Offices</b> – national project to provide public service facilities within Post Offices</p> <p><b>Welland Partnership</b> Community Portals in Melton, Harborough &amp; Lutterworth and Interactive Planning Applications (<b>Pathfinder funding</b>)</p>	<p><b>Portal Development</b></p> <p>(Portal – the user friendly front end to a number of community service Web Sites)</p>	<ul style="list-style-type: none"> <li>• To investigate the provision of 'joined-up' on-line services through: <ul style="list-style-type: none"> <li>- Comprehensive Community Portal coverage, and/or</li> <li>- Themed Portals based around similar community services or information, e.g. What's On/Events</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- To agree a programme of Portal development within Leicestershire for completion by 2005</li> <li>- To implement agreed projects for 2002/2003</li> </ul>	<p>Inter-authority project management group</p>

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<b>ORGANISATIONAL DEVELOPMENT</b>	<b>This programme area will investigate and consider the cultural and organisational changes required to ensure that resources are used effectively to deliver Council services in new and transformed ways.</b>			
<b>Job Evaluation</b> <b>Re-Organisation</b> <b>Draft Human Resources Strategy</b> <b>Alternative Working Methods (?)</b> <b>Partnership Working –</b> Audit of partnerships <b>Health Act Flexibilities-</b> Eg integrated mental health service	<b>Training Needs Analysis</b>	<ul style="list-style-type: none"> <li>To investigate and develop an action plan to equip staff with the necessary skills to deliver services in new ways</li> </ul>	- Develop Training Programme	Internal officer group
	<b>Co-ordinated Service Delivery</b>	<ul style="list-style-type: none"> <li>To develop a programme to fully investigate and consider the inter-departmental and inter-agency options for service delivery.</li> <li>To assess the organisational implications of increased joint service delivery. Eg Health partnership activity and alternative working. Eg call centres.</li> </ul>	- To implement the agreed programme for 2002/03 for co-ordinated service delivery - To identify and appraise service delivery options and organisational implications as part of each new activity. Eg. Call centres, partnership working.	Internal project management group  Inter-authority project management group
	<b>Management of Better Access to Better Services Scheme</b>	<ul style="list-style-type: none"> <li>To fully investigate existing structures, projects and groups.</li> <li>To identify gaps in resources and suggest alternative methods for achieving objectives in the relevant programme areas</li> </ul>	- Revise and Implement new structures  - Develop targets for 2003/04 onwards	Internal project management group.  Cabinet