Work Programme Summary - December 2009

Project ID	Project Name	Description	Achievements	Intended Outcomes	Timescales	Status
CSM1	Consultation & Customer Insight	To ensure the outcomes from the projects meet customer requirements and expectations. To gain a true insight into how customers want to access services and journey map these requirements	External expertise procured. Stakeholder kick-off meetings held. Project Plan and timescales set. Meetings with selected customer segment (over 65's) set for January	That the outcomes from the CP work programme meet customer needs and not what providers think are those needs. Outcomes from CI work will help identify where and how delivery is most affective.	Nov 2009-May 2010	On track
CSM2	Connection to NYnet & Shared Services VPN	Too test the concept of linking service providers via the NYnet WAN and using the Shared Services VPN developed within this WAN. Proof of concept will be between NYCC and SBC.	Proof of concept successfully completed. NYCC and SBC telephony now connected via NYnet, also SBC sharing NYCC Payroll/HR system using shared serviced VPN. Now being rolled out	The shared services VPN can be used for linking communications, application sharing and information sharing. Now need to get others joined to the VPN.	Apr 2009-Oct 2009	Completed
CSM3	Key information systems for customer access	Customer Services Managers to provide the IT and Web Managers with key information requests and main databases that information is required from.	Customer Services Managers produced a list of key information required and information sources.	Produced to help IT and Web Managers develop their own work Connect Partnership work programmes.	Apr 2009-Oct 2009	Completed
CSM4	Common approach for back to front office migration	To maximise front office benefits requires deeper links into traditional back office services, especially for those services that feature highly with respect to customer demand. If service delivery is to be seamless then similar services provided by different providers must be consistent.	Initial phase completed and was to carry out research between partners to find level of conformity in back to front office migration. Further work currently put on hold	Greater service delivery within the front office, leading to enhanced customer satisfaction, reduced avoidable contacts and efficiency savings.	Jun 2009-Oct 2009	Completed
CSM5	Rural Inclusion (Village Agents)	Develop a network of village agents to support individuals & communities beyond the reach of staffed/mediated access points.	Project currently on hold.	Provide a paid project worker to develop a volunteer network in identified areas - to include areas within both the Yorkshire Dales and North York Moors National Parks.	Not yet developed	On hold
	Rural Inclusion (Photography)	Provide technology allowing the immediate production of passport style photographs suitable for Blue Badge and bus pass forms.	Equipment identified and will be purchased by end of year	Provide appropriate equipment including digital stills cameras, rechargeable batteries, battery chargers, photographic paper and photo printers to Joint Access Centres within the North Yorkshire area; 10 potential locations have been identified.	Jun 2009-Jan 2010	On track
	Rural Inclusion (Telly Talk)	Installation of a Tellytalk terminal in the NYCC Customer Service Centre.	Project currently on hold.	Install a Tellytalk terminal in the NYCC Customer Service Centre to expand the services offered by the Richmondshire Dales project, i.e. residents of small settlements throughout Swaledale, Arkengarthdale & Wensleydale could carry out a face to face conversation & share documents with officers from both Richmondshire DC and NYCC.	Not yet developed	On hold
CSM6	Channel shift	The need to find innovative ways to deliver services electronically to allow promotion and marketing of key web-accessible services in line with the Connect Partnership vision.	Looking at efficiency matrix and that concept is embedded into Web and IT Manager work programmes.	To achieve efficiencies it is considered imperative that self-help channels are developed, improved and marketed. Once developed such e-access channels would also be used by customer service staff (for improved mediated access) Self-help is also the only efficient and effective access channel to deliver services to our customers on a 24/7 basis.	Not yet developed	On track

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CSM7	Joint Access Centres	To open 34 joint access centres in the key communities	On track to reach 2010 and 2011 targets	To realise the opportunities for partners to share premises/staffing and the centres are delivering the expected efficiency savings and standards of service quality.	By Mar 2011	On track
CSM8	Common Brand	To develop a common branding for customer use to identify the partnership and it's services to customers	Developed 'Just Ask' brand and initiated its use in libraries and selected joint access centres.	To establish a common identity recognised by customers.	By Jun 2009	Completed
CSM9-1	Standard award - to achieve a nationally recognised award.	To ensure that all access centres across North Yorkshire work to a common and nationally recognised standard.	Agreement from all partners to seek a nationally recognised and accredited customer service award.	The Connect Partnership vision is have consistent and good customer services regardless of the provider. Partners achieving a recognised quality standard award will help to provide this.	By 2012	On track
CSM9-2	PI's & Benchmarking	To ensure that all access centres across North Yorkshire work to a common set of PI's.	A common set of PI's has been agreed and a sub-set of these used for benchmarking purposes. Monitoring started in Sept 2009 and will be evaluated until March 2010.	To be able to benchmark and identify potential differences in service provision	Apr - Sept 2009	Completed
CSM9-3	Mystery Shopping	To conduct a mystery shopping exercise as part of joint work on improving customer services. This project is to set out the scope for the exercise, agree the services to be mystery shopped and the detailed scenarios and timescales with each Council.	A selected group of partners are developing the process to be followed.	To organise the conduct of the exercise, supervise and coordinate the feedback of the outcomes to each Council.	Jul 2009-Apr 2010	On track
CSM10	Common Training	To develop a common training regime for customer services across North Yorkshire, drawing on current best practice within and beyond the County area.	A common training programme is being developed for shared internal training delivered throughout the partnership.	The Partnership vision is for seamless service delivery regardless of provider, it is therefore imperative that our people at all locations are trained to a high standard via a common training plan.	Jul 2009-Apr 2010	On track
CSM11	Opportunities for call centres	To develop more effective and efficient call centres	Project currently on hold.	This will be a staff resource intensive programme. Time will be needed to study existing practice and provision. It is anticipated that some external assistance may be required.	Start Apr 2010	On hold
CSM12	Wider Community Engagement	Opportunities to ensure wider community sector is engaged.	Had discussions with Health Trust and Voluntary Sector. Plans for discussions with Fire & Rescue and NYMNP.	That all service providers are kept engaged with the Partnerships work programme and brought into it when they feel its beneficial to them	Aug 2009-Apr 2010	On track
CSM13	Confidence, Perception & Marketing	To ensure that increases in public confidence are a likely natural outcome of the broader Connect Partnership work. Particularly in relation to calls for service in respect of crime or anti social behaviour issues. To market effectively our successes thereby raising public confidence in service provision.	NYP were leading on this, but unfortunately a change in personnel will now delay progress.	Increase in public confidence in local authority and police service delivery; tangible efficiency savings through collaborative customer service design, delivery, survey and quality assurance; & engender and maximise joint marketing opportunities between all agencies.	Sept 2009-Apr 2010	Delayed

Web1-1	Common A-Z	Develop and adopt a common core A-Z listing on all sites. based on the Local Government Service List (LGSL) and Integrated Public Sector Vocabulary (IPSV) national standards, supplemented by relevant local entries.	This will be a ground-breaking piece of work nationally. Awaiting new Web Project Office (See Web 10)	An agreed common A-Z with local supplementary entries and the A-Z live on all Council websites. An agreed protocol for updating the common A-Z.		Not yet developed	On track
Web1-2	Common navigation structure	Adopt a common navigation structure using the Local Government Navigation List (LGNL) national standard.	This is already in use by Harrogate, North Yorkshire, Ryedale, and Scarborough. Work is currently under way to adopt this standard in Hambleton, Richmondshire, and Selby.	To have in place an agreed common navigation structure, live on all Council websites and an agreed protocol for updating the common navigation structure.		Not yet developed	On track
Web1-3	Common search engine	Identify and deploy a common website search engine, results manipulation tool and reporting toolset, that can be deployed across all our primary council websites	Engine agreed and purchased, hosting to be via NYCC	To establish a single search engine with the aim to help join the Connect Partnership members websites and improve the public experience for cross boundary and multi-tier		Jul 2009-Mar 2010	On track
Web1-4	Shortcut URL's	To research and establish short cut URL's for key services across county and district councils.	Awaiting new Web Project Office (See Web 10)	To agree with partners these key services and to maintain a central links database/system for everyone to access.		Jan 2010-Jan 2011	On track
Web1-5	Common deep linking	To research and establish common deep linking for key services across county and district councils.	Awaiting new Web Project Office (See Web 10)	To agree with partners these key services and to maintain a central links database/system for everyone to access.		Jan 2010-Jan 2011	On track
Web1-6	Hantsweb & common clickable map	To follow the Hantsweb example and provide a clickable link and/or postcode search so customers can find use the county council site to find services regardless of which council provides that service across North Yorkshire and surrounding areas.	Awaiting new Web Project Office (See Web 10)	Some investigation needs to take place initially. The implementation consists of configuring county's CMS to incorporate these features visually and technically. Some work would need to be done with districts to identify the correct services, links and the use of their use of the LGSL (local government service list) etc.		Dec 2009-Oct 2110	On track
Web1-7	Common launch pages	To research and establish common launch pages from county services to districts and vice versa. To agree with partners these key services and to write these. Then to provide these to all partners in an accessible and updatable format.	Awaiting new Web Project Office (See Web 10)	Sites to have easy to understand background information on common launch pages regardless of provider.		Jan 2010-Jan 2011	On track
Web2	Customer 'My Account' concept	Develop concept of customer accounts, where customers can indicate preferences and obtain related relevant information from all partners	ERoY Council have prepared a RIEP bid on producing a generic form of their 'My East Riding' product. Hence project will await the outcome of this bid before any work is done.	Customer receives all information relevant to their needs, can subscribe to alerts and can customise what they view.		Not yet developed	On hold
Web3	Common method and environment for CAA and other stats (web services)	Identify and deploy a mutually agreeable, common website data collection and reporting toolset.	Agreed on use of Google Analytics, to be facilitated by SBC	To be deployed across all our primary council websites, accessed through a web interface and providing automated reports. The aim is to prove a standardised mechanism by which partners can share reporting data and experience, enabling a more standardised and strategic approach across the region.		Jul 2009-Feb 2010	On track

Web4	Common method for obtaining instant and constant feedback	To find ways to get instant customer feedback on web pages	Research underway to compare and assess relevant systems.	Collecting feedback from users about their experience that is quick and easy for the customer to use, collects statistics in a format that can be easily analysed and provides feedback that is useful for identifying where improvements can be made.	Aug 2009-Apr 2010	
Web5	Ensure customers are not digitally or rurally excluded. To include ensuring web site operability is compatible with new generation of mobile devices.	Develop methods of enabling current excluded communities from accessing council services delivered through web services. Also that web information is compatible with next generation of mobile devices,	Looking at use of "DigiTV" service for North Yorkshire. Initially this may comprise a trial of the service in Ryedale, the largest of the rural districts., and if successful at the end of year one, to roll it out to all other in the Connect Partnership.	If trial takes place and is successful, to roll it out to all other in the Connect Partners.	Not yet developed	On hold
Web6	Migrate customers to cheaper access channels and market self-help	See CSM6 project	See CSM6 project	See CSM6 project	See CSM6 project	See CSM6 project
Web7	Secure area for all partners to access contributed documents and share information	To provide a suitable web-based portal to enable collaboration and closer working by Connect Partnership teams and to enable other cross-region teams to participate.	Open Source software (Plone) obtained and set up on externally hosted site. Web, Customer Services Managers and Connect Partnership Board now using site.	To set up the software on an external hosted server and "prove the concept". To roll-out once proven.	Apr 2009-Jan 2010	On track
Web8.1	Shared service delivery model	To interface with and add shared functionality to the main council websites of Craven, Hambleton, North Yorkshire, Richmondshire, Ryedale, Selby, Scarborough, and York. The solution should be enable the inclusion of other public sector bodies at a later date as appropriate.			Nov 2009-Dec 2010	On track
Web8.2	Shared content delivery model		The Web Managers have agreed what is required and are now carrying out research to find how this might be delivered.	A white label website engine that provides shared functionality for the whole of the North Yorkshire region	Nov 2009-Dec 2010	On track
Web9	Usability and Acceptability testing	To establish a common approach to usability and acceptability testing of sites	Yet to begin	All partners sites are tested using the same process and criteria.	Jan 2010-Dec 2010	On track
Web10	Establish post to support work of Web Managers	To recruit to a fixed-term post. Post holder to provide capacity and support across all project areas being undertaken by Web Managers. To be managed on a day-to-day basis by NYCC	JD, PS and advert produced. Post advertised with interviews mid-December. Looking to fill post by January 2010.	Post holder will provide support across all the Web projects to ensure partners have the capacity to tackle the work	Oct 2009-Jan 2010	On track

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ITM 1.1	To assist in set up of common search functionality with Web Stream.	NYCC to host common web search engine	Procurement complete with delivery in Dec 2009. NYCC IT have programmed time to install during Jan 2010	To establish a single search engine with the aim to help join the Connect Partnership members websites and improve the public experience for cross boundary and multi-tier users (almost everyone).	Jul 2009-Mar 2010	On track
ITM 1.2	Implement a 'Portal' solution to support common content and services	Work with Web Managers to implement their chosen solution.	Project start is reliant on Web8 project	A white label website engine that provides shared functionality for the whole of the North Yorkshire region	Nov 2009-Dec 2010	On hold
ITM 1.3	Web integration with back office systems	Work with Web and Customer Services Managers to provide cost effective integration between front and back office systems.	Project start is reliant on elements of the Web and Customer Services Managers programme of work	Efficiency savings from reduced duplication, double key data entry and by linking to workflow.	Oct 2010-Dec 2011	On hold

ITM2.1	Identify Potential Common Services	For example; New Blue Badge Process; Where is My Enquiries; Fix My Enquiries; Out of Hours info/support; Change of circumstance; etc.	Potential new system for blue badge that will be accessible to all partners.	Increase efficiency and reduce duplication by developing a series of key services to the 'Build Once Use maNy Times' (BOUNT) and 'Capture Once Use maNy Times' (COUNT) concept.	Dec 2009-Dec 2011	On track
ITM2.2	Address Verification	Use of NLPG as single property truth for shared services	Yet to begin	Single property database used by all partners across NY.	Jun 2010-Dec 2010	On hold
ITM2.3	Single customer identifier	Customer 'single truth' is a longer term aim as solutions are less well developed than for property	Yet to begin			
ITM2.4	SMS as an access channel	Inbound and outbound SMS may happen at different points on the roadmap. Only to be taken forward if the customer journey mapping exercise shows this to be in demand	Currently reviewing the work Kirklees have done with a view to trialling it with bulky waste appointments	Ability to provide alerts, reminders as well as for reporting service issues. System favoured by younger people	Jan2011-Jun 2011 Inbound (2013?)	Research underway
ITM2.5	Citizen Authentication, secure information sharing, etc	To be progressed via Government Connect and ERoY RIEP funded project solution, i.e. ERoY have sought RIEP funding to develop a regional authentication solution	ERoY Council have prepared a RIEP bid on producing a generic form of their authentication product. Hence project will await the outcome of this before any work is done.	To provide a secure environment that will allow customers to access information we hold on them and services on-line.	Late 2012	On hold
ITM3.1	Agree Hosting model for shared systems	Consider options & potential costs for hosting solutions and agree principles	NYCC hosting common search engine and external hosting of Shared Information Portal (Plone).	To develop the best approach for the partnership to take on hosting, i.e. in-house, external, cloud computing, etc.	Jun 2010-Dec 2010	On track
ITM3.2	Identify systems that could be consolidated	Identify all the key BOUNT (Build Once Use maNy Times) and COUNT (Capture Once Use maNy Times) processes, e.g. New Blue Badge Process; Where is My Enquiries; Fix My Enquiries; Out of Hours info/support; Tell Us Once	Already looking at replacement to current Blue Badge System that can be accessed by all Partners. Also looking to be early adopters of Tell Us Once.	Efficiencies from building or capturing once and making available to all.	Jan 2010-onwards	On track
ITM4	Integration of back office systems & delivery of single customer view	Agree integration requirements and design architecture solution	Consideration/options phase	Integrated on-line or self-help access to services, reduced duplication, eliminated double keying and workflow of service requests direct to mobile workers.	Early 2011	Research underway
ITM5	Service requests direct to staff on the move using mobile devices.	Service requests direct to staff on the move using mobile devices.	Consideration/options phase	Establish links from front office to mobile workers using hand-held devices. Efficient use of staff and resources.	Late 2012	Research underway