REPORT
RIEP UPDATE FOR LOCAL GOVERNMENT NORTH YORKSHIRE AND YORK
APRIL 2010

PURPOSE OF THE REPORT

To provide:

• an update on the benefits of RIEP funding for partners as a whole
• a schedule of projects specific to North Yorkshire
• an update on future developments

BACKGROUND

To support delivery of the Regional Improvement and Efficiency Strategy and its priority areas of health and wellbeing, climate change, economic growth, corporate improvement and value for money (partnerships, business transformation, procurement, workforce/OD, supporting under-performance) and innovation/emerging priorities, CLG has awarded the region £17.5m for the three year programme 2008-11.

To support efficiency and transformation, a further £6.18m has been awarded by CLG for 2008-2010.

Additional small grants have been received from DfT (£200k), DEFRA (£283k), CLG – deprived neighbourhoods (£334k),CLG – Climate Change Skills Fund (860k) and DWP (£100k).

WORKING WITH RIEP PARTNERS

The effectiveness of YoHr Space has been enhanced through high level engagement with members and officers from councils, Fire and Rescue Services, Police and Health on the RIEP Board, Partnership Delivery Group and Joint Improvement Partnership; senior officer engagement on hub and programme boards and involvement at all levels with partners in IDeA, Government Office and other relevant agencies.

All bids are considered by councils, partners and workstream leads to ensure co-ordination, avoid duplication and encourage collaboration with the aim of achieving maximum improvements and efficiencies and value for money while encouraging innovation. Existing and proposed regional activity, resources and capacity to deliver, for example, through LIAs, are considerations in all cases.

An example of the effectiveness of improved communications and partnership working is as follows. In January 2009, six separate bids had been received from local authorities to develop work around data observatories. With an allocation of £500k from the Efficiency and Transformation capital grant 2008/09 and the support of the RIEP's strategic adviser (business transformation), contacts from all councils were brought together to consider a regional approach. This work is being taken forward with the appointment of a programme manager based at North Yorkshire County Council.

PROGRAMME DELIVERY

This report does not include details of North Yorkshire's projects through the capacity building programme 2005-08, where £850k was invested in the sub region for member and officer development. The sub region led on two regional projects: £93,700 for a regional Fire and Rescue Leadership programme and £183,406 for regional transport efficiency. Nor does this report include information on the transitional capacity building fund, where the sub region received

£323k to support work around waste minimisation and transformational change; access to services; procurement; transport, shared Chief Executive/shared services, shared services trade waste and shared services HR.

Currently, YoHr Space is responsible for overseeing the delivery of 157 projects. Fifty-six projects are new and in the development phase. Ten have ended and completed end evaluation reports. Ninety-one projects are delivering across the programme. From quarterly performance reports, and claims, an exception report is produced for all boards, PDG and RIEP board identifying actions required by the project, YoHr Space team or partner to ensure individual projects and the programme overall is on track to deliver and spend at project and programme end. Project learning reports identify how and where dissemination of learning has taken place, opportunities for case studies and achievements which have made a measurable difference. Analysis of these reports by the YoHr Space Team enables information to be shared with partners, individually or collectively as relevant or more generally via the YoHr Space website, thereby continuing to ensure co-ordination, avoid duplication and encourage collaboration.

The majority of funding has been committed or allocated. Bids well in excess of the available funding continue to be submitted. Sub regional allocations are as follows:

Humber	1,112,867
North Yorkshire	1,076,693
South Yorkshire	1,254,135
West Yorkshire	1,338,890

NORTH YORKSHIRE PROJECTS

There are 9 sub regional projects and 6 projects specifically in support of local authority activity. One VCS project has been supported in Craven. The sub region leads on 4 regional projects with a current grant value of £274k.

Health and Wellbeing

North Yorkshire leads on the regional project 'Assistive Technology (£90k). Through increased opportunities for collaboration within the context of the personalisation agenda, outcomes include more effective and lower cost care packages, improved commissioning of Telecare services and greater take up by customers.

York leads on the regional project 'Care Management and Social Work' (59k). This project will support the cultural shift towards self-directed support and establish the core competencies required to make this shift to give practitioners resources and skills to improve confidence in working within this new approach. A specific project to York will be to look at the Client IT systems.

York has received £82k to address five key priorities for improvement. An assessment in June 2008 looked at Safeguarding for all adults as well as Personalisation and Prevention for older people. The council was rated as adequate with uncertain prospects for improvement in these areas. A full improvement plan in relation to the inspection was agreed by members in January 2009. The aim of the project is to deliver excellence in Adult Social Care. It will do this by addressing management of performance, safeguarding, personalisation, partnerships with Health and workforce development.

Climate Change

Harrogate leads on three sub regional projects, total grant £108,993.

The Leadership Programme will deliver four training sessions for council and partner officers and members with a view to exploring opportunities for collaboration and potential efficiency savings

through economies of scale. Enhanced skills and improved processes will assist reporting on progress on the climate change indicators NI 185, NI 186 and NI 188.

The two year Schools Project will develop a consistent approach to engaging with schools and integrating climate change into the curriculum. Improved understanding among students with subsequent 'pupil power' influencing parents/carers will result in improved performance on NI 185, NI 186 and NI 188. Sustainable support networks will facilitate learning across the sub region.

Selby leads on Understanding Local Climate Adaptation Responses across NY district councils and Yorkshire Dales National Parks. Through an initial media trawl this work will build capacity and achieve greater collaboration and effective and efficient working across the sub-region to improve the response to the current and future implications of Climate Change.

 A further allocation of £12.5k has been made for work around working with the third sector.

The sub region will lead on the regional work 'Environmental Business Support Capacity for Local Authorities', for which a proposal is currently being developed.

Economic Growth

The York and North Yorkshire Partnership has been awarded £267k to carry out initial evidence work concentrating on economy and skills; climate change and environmental resources; housing; transport; quality of life and equalities, and spatial planning. The project has focussed on liaison and support to partnerships participating in the IRS; assistance on research to achieve a comprehensive economic assessment by March 2010; support to private and voluntary sectors to participate in the process, and it has been addressing joint working in the sub region.

Corporate Improvement and Value for Money

Workforce/OD:

Richmondshire has received £4,200 and Craven £4,170 to deliver leadership programmes.

Partnerships

Yorkshire Local Councils Association and North Yorkshire Police Authority are leading on the project 'Developing parish councils to take a leading role in 'neighbourhood' participatory budgeting' (£70k). Partners include Hambleton & Richmondshire District Councils, North Yorkshire County Council, Scarborough and Harrogate Borough Councils and Rural Action Yorkshire (formally the Yorkshire Rural Community Council). Benificiaries include Parish Councils, local authorities and public services, communities, community groups and third sector organisations. The key objective of the project is to explore and develop the potential of parish councils to take the lead in delivering (and funding) sustainable participatory budgeting in rural areas such as North Yorkshire (and in some cases to work together (with other local agencies) in clusters of parish councils). The project is wide ranging and has the potential to make a significant change to the way in which all local authorities work together and engage with and involve local communities. This project, if successful would be of both regional and national significance.

Business Transformation:

CIVfM's sub regional allocation of £500k was divided evenly between two projects: Access to Services (lead Scarborough) and Waste Management (lead Ryedale). Both projects build on work initiated through transitional funding.

Access to Services is led by the North Yorkshire Connect Partnership and has involved all districts and the county council in various aspects of delivery.   Other partners engaged with the project include City of York Council (unitary perspective), Police, NHS and third sector. The programme

plan includes a 'no wrong door' approach to customers; common customer standards, performance indicators, benchmarking and mystery shopping; establishing physical connections between partner call centres; establishing demand for walk-in and call centres as opposed to self-help; establishing common operability standards/community portal interface; web-enablement of front and back end systems, and establishing a single citizen's account. Outcomes include greater customer satisfaction of council and wider public sector services, improvements in NI 14, efficiency savings through avoiding duplication/sharing best practice and models with potential for roll out across the region.

The report from the early RIEP funded scoping exercise identified areas in which the York and North Yorkshire Partnership was performing well as well as setting out some areas where the partnership might benefit from greater collaborative working and areas where major transformation was likely to lead to improvements in efficiency and effectiveness of service delivery. The partnership is now taking forward some of these recommendations by developing intelligence and capacity in the key areas so that individual authorities understand the impacts on their operations whilst collectively making decisions in the best interest of the partnership as a whole. In the areas of commercial waste, kerbside re-cycling schemes, waste minimisation, long term treatment infrastructure and clinical waste overall there will be improved best practice and information sharing, joint approaches, raised awareness, improved communications, efficiency savings and contributions to outcomes around NIs and Landfill Allowance Trading Scheme (LATS) targets.

To support Craven in addressing actions from its use of resources assessment, grants have been awarded for a Transformation Programme (£10k) and Review Delivery of Finance Support Services (£5,830) and Efficiency and Procurement Document Governance (£10k).

Innovation

Craven Domestic Violence Service is benefiting from a £2k grant to work towards IPP status, resulting in improved customer service, staff development and improved opportunities for future funding.

DfT

North Yorkshire County Council leads on two of the three regional projects funded through the DfT grant, namely Regional Highways Collaboration (£75k) and Yorkshire Transport Collaboration (£50k). Both projects are being overseen by the Procurement Workstream Lead.

The Regional Highways Collaboration already has buy in from a number of councils and there is also likely to be some level of involvement from the Highways Agency, sub-regional passenger transport organisations and, potentially from any other public sector body in the region that invests in highways.

The aim is to establish a body through which joint procurement and shared best practice will lead to efficiency savings on a regional basis. Specifically this will begin with the procurement of a regional framework for medium sized highway related projects as there is evidence that this will deliver substantial savings.

The Yorkshire Transport Collaboration will review the opportunity for efficiencies by collaboration on data management and supply in relation to the Yorkshire delivery of the National Traveline service, local information requirements and to identify system requirements to take advantage of Electronic Bus Service Registration.

FUTURE PLANS

All councils have been asked to identify support needs following recent CAA assessment. In addition to a £200k allocation to support under-performance, the Corporate Improvement and Value for Money Board has allocated £300k for improvement support.

Since confirmation in December of the 2009/10 CLG grant for efficiency and transformation and, in March year 3 core funding, high level discussions have been taking place on how funding should be allocated across the regional programme areas with a focus on business transformation and children's services.

CLG's guidance on the most recent allocation of the efficiency and transformation grant (capital) is as follows:

- **Project offers Value for Money** – includes taking into account whether the project would proceed without ETF funding
- **Capital activity** – the project creates an asset, either physical or intellectual property
- **Timely** – the project is reasonably well specified and can be implemented fairly soon (i.e. is there a worked up plan rather than a vague aspiration?)
- Impact on efficiency
- Impact on key LAA outcomes
- Impact on empowerment – includes consultation with users and user groups
- Degree of innovation and potential for roll out to other councils / partners.

CLG's guidance on allocation of core grant funding for year 3 (90/10 revenue capital split) is as follows:

- Co-ordinated, partnership approach to benchmarking
- A drive for more innovative procurement to achieve wider local outcomes
- Support for local authority transformation, including practical help in moving towards outcome based commissioning
- Support for third sector commissioning
- Support for outputs from the Putting the Frontline First Task Force

Currently, no bids for funding are being either invited or considered.

While the focus of YoHr Space's attention in its first 18 months has been on allocating funding and implementing a robust performance management framework, the focus is now on sustainability, for example, through the development of support frameworks and effective utilisation of Local Improvement Advisers.

Karen Fletcher
Co-ordinator, YoHr Space
13 April 2009

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

Project ID	Project Name	Description	Achievements	Intended Outcomes	Timescales	Status
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

Project ID	Project Name	Description	Achievements	Intended Outcomes	Timescales	Status
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

RIEP Projects – York & North Yorkshire Waste Partnership – Update December 2009

Project Area	Fund	Achievements To Date	Intended Outcomes	Timescales	RAG
A detailed review of commercial waste services across the Partnership area to explore options for delivery of joint commercial waste services. The review will also assess impact upon overall waste strategy and long term commercial viability of partners existing operations and arrive at a preferred option for the partnership.	£50,000	• 5 bids have been received for the purchase of Hambleton & Richmondshire DCs C&I waste service • Decision to sell or not will be made by members on 22/12/09 • Following a visit to CYC where C&I waste mgt was discussed Project Lead (Hambleton DC) are expecting to issue an interim report to partners for comment in December 2009	• Potential for capital receipt and reduced service costs • A joint partnership approach to the delivery of a cost effective commercial waste service; • An improvement and efficiency hub for the dissemination of learning from the project to other local authorities or partnerships in the region. • The transformation of the commercial waste service into an exemplar for the region.	• Report on recommended approaches by December 2009 • Business case to be implemented January to March 2010	🟢
Harmonisation of household waste collection systems across the partnership area.	£50,000	• An extension has been agreed to extend the timetable for delivery of this particularly important project until 31/10/11 due to concerns to meet the original delivery deadline. • Procurement plan for consultants put together by new Waste Partnership Manager who will assist directly in the delivery of this project.	• Common kerbside recycling collection systems across the partnership area • Increased recycling and composting performance (NI 192) • Savings in LATS and disposal costs • Common literature and promotions across partnership area	• Procure consultants by end of Feb 2010 • Project start mid March 2010 • Complete phases of work from mid Mar to mid Oct 2010 • Draft report by mid Nov 2010 • Agree & sign-off report by end of Dec 2010	🟢

RIEP Projects – York & North Yorkshire Waste Partnership – Update December 2009

Project Area	Fund	Achievements To Date	Intended Outcomes	Timescales	RAG

Expansion of waste minimisation activities across the partnership including including community outreach programme and campaigns focussed on diverting more of the organic waste from the waste stream i.e. food and garden waste.	£65,000	• Detailed action plans have now been compiled and will be taken to the waste minimisation sub-group in January 2010
		
		• Expenditure already made on
		
		  - Love Food, Hate Waste campaign (celebrity events)
		
		• Expenditure will be made in quarter 4 on
		
		  - subsidised home composting bins
		  - recruitment of a volunteer co-ordinator to increase the number and effectiveness of the master composter 'rotter' volunteer network
			• More cost effective and economical method of delivering waste minimisation campaigns across the partnership area
			
			• Savings in disposal and LATS costs
			
			• Reduction in the amount of residual household waste per household (NI 191)
			
			• Raising the profile and awareness of waste minimisation amongst the public and businesses of the sub-region
			
			• Strengthening community ownership and engagement in waste agenda
				• Waste minimisation project developed and additional resource appointed by March 2010	🟢

Long term treatment infrastructure (Waste PFI) – increased resources required for project management and to ensure cost effective delivery of waste flow data for all partnership authorities on an on-going basis.	£55,000	• Waste flow data modelling works continues to be developed for all partnership authorities as scheduled	• Improved skills and capacity • Reduced amount of municipal waste disposed of to landfill through the delivery of long term waste treatment infrastructure (NI 193) • Improved performance management regime	• Long term infrastructure project management resource appointed and work stream developed to March 2010	🟢

RIEP Projects – York & North Yorkshire Waste Partnership – Update December 2009

Project Area	Fund	Achievements To Date	Intended Outcomes	Timescales	RAG
The Partnership currently utilises an extranet but indications are that it is underused and the sharing of best practice could be enhanced. The project is therefore to explore alternatives and establish protocols for sharing of best practice.	£10,000	• Questionnaire issued to Officers and Members of the waste partnership regarding the website • The results were that the website was regarded as a key resource to disseminate communication and information • A Training Module on how to use the website is being put together on the actual website home page which all users can access to enhance their ability to best use the website and thereby facilitate ease of locating and gathering information – Cllr Harrison from Harrogate BC is assisting with this • The new Waste Partnership Manager will be taking a lead on future web site content management	• Savings in officer time in terms of developing risk assessments, job descriptions, specifications, data management etc • Potential financial savings due to shared procurement of services (due to an increased knowledge of the procurement needs/timetable of others) • Shared knowledge and improved intelligence	• Report on recommended approaches by December 2009 • Business case to be implemented January to March 2010	🟢
A review of household clinical waste services across North Yorkshire with the objective of determining the most effective long term service solution.	£20,000	• Terms of Reference issued to waste partners and comments received • Now agreed to include hazardous household waste in	• A joint partnership approach to the delivery of a cost effective hazardous healthcare waste service • The dissemination of learning from the project to other local authorities or partnerships in the region	• Report on recommended approaches by December 2009 • Business case to be	🟢

Project Area	Fund	Achievements To Date	Intended Outcomes	Timescales	RAG
		the scope of the review • Revised Terms of Reference have now been issued to partners with requests for feedback by 18/12/09 after which consultants will be procured.	• The transformation of hazardous healthcare waste service into an exemplar for the region	implemented January to March 2010	