



Draft CCP Programme of Work

Based on the meeting of the **CCP Gap Analysis and Local Priority Outcomes Working Group** held on Wednesday 31 August 2005 in the Pennine Gallery, Rheged, Penrith

1. Work to be managed via the CCP Programme Office

R3	Non-local government services. Work has started to bring the Third Sector onboard, with the potential for ISB8 funding. There is also a need to engage the Health authorities. The group agreed that both areas should be addressed by CCP.
R6	Councillor web pages. CCP project to collate deep links to councillor pages from partners' websites and place centrally on the Hub
G2 & G3	G2 - Empowering local organisations and community groups G3 – citizen participation (e-consultation) It was agreed that these are areas for joint working and should be managed via a CCP project. This work will incorporate a Community Group Portal Local Priority Outcome.
G5	Public access to GIS. It was agreed that Cumbria-wide GIS work should be managed as a CCP project, liaising with the GIS Officers Group where appropriate.
G12	Libraries, sports & leisure – smart card. Agreed there is a need to carry out research and prepare a business case re. a potential project to extend the Nowcard from a concessionary card to a more functional card, as per the model used by Blackburn and Bolton. Involving NWeGG was supported given the northwest region's experience in this area. It was noted that the Outcome requires delivery by March 2006 and therefore a project needs to be in place by December 2005.
G24	Processing mapping/BPR. The group agreed to make any work done in this area available to other partners via a repository to be set up in a secure area on the Hub. PDF files to be sent to the CCP Programme Assistant.
S1	Life events managed at portal level. Following the definition of a Local Priority Outcome by the CCP Strategic Board, a project is to be

	developed.
S5	Pre-qualification for benefits. Research into the proposal for information collected by district councils for Council Tax and Housing Benefit purposes to be used (with the customers' consent) to provide access to CCC benefits such as free school meals. Research to include the cost implications.
S8	Establishment of an I.T. skills sharing programme where skills can be traded in "days worked" rather than on a financial basis. Julian Scarlett agreed to draft some proposals for I.T. skills sharing rules and guidance and report back to the CCP meeting on 5 October.
Longer term	Face to face contact centre logo. Research to be carried out re. proposal for face to face contact centres to display a logo which denotes that they are part of a network of public service providers in Cumbria (local government and others). Similar to the Legal Services Partnership, the logo would denote certain commitments i.e. certain clearly advertised services can be accessed from any centre that displays the logo.

2. Work currently being undertaken by county/district authorities

R1 & R2	R1 - Online school admissions R2 - educational support information. A project is underway at County to address the need for contact centre staff to receive information and training on how to access e-admissions. The target date for delivery is September 2006.
R22	Online access to home/remote working facilities for members & staff. County are working on a skills portal focusing on both internal training and development and adult education for the external population. A document will be circulated to partners on its completion.
G1	Development of school admissions portal or e-enabled telephone contact centre. A project has started at County to fulfil G1. The target date for delivery is September 2006 (work is following the same timetable as the project mentioned above re. R1 & R2)
G4	Establishment of multi-media resources. County's Head of Communications is currently preparing a multi-media proposal. This will be presented at the CCP meeting on 5 October.
G8	Establishment of a single business account. The group discussed using the Hub as a portal for businesses as well as for citizens. County are working on a project to provide opportunities for people to grow their businesses through knowledge sharing and fostering a local trading community. It was noted that there is now an e-procurement group. It was agreed that economic regeneration departments should be involved in delivering joint working in this area.

R4, R7, R8, G6, G7, G16 & G17	Information sharing protocols. A generic information sharing protocol document has been localised for Cumbria via an 18 month consultation period. It needs to be made specific to services and what information is to be shared and then recirculated, including to Legal. The Chief Executives will need to sign off the document.
S6	Cross tier strategy to provision of services in more rural areas, including kiosks, shared surgeries, mobile staff etc. It was agreed that this item needs to be kept on the agenda until the outcome of County's access strategy is known.

3. Work to be managed via the Hub

R26	Monitoring performance of regional web portal. Work is underway to monitor the performance of the Hub.
R4, R7, R8, G6, G7, G16 & G17	Secure messaging. A project to provide secured messaging is to be launched on the back of the Hub.
S7	Ability of customers (including businesses) to notify change of address to any partner for action by all three tiers of local government. It was agreed that a project should be delivered through the Hub.

4. Others

G19	Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM). It was agreed that there is scope for joint working in this area and that it should be referred to the information officers via the Freedom of Information Group.
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