



NWeGG “Grapevine” Summer 2006

It's been a busy summer so far with a huge number of events, new projects and expanding membership. Autumn and Spring 2007 are being planned so look forward to more and better activities!

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Editorial Comment

On a recent visit to the region, Phil Woolas (Minister for Local Government and Community Cohesion) expressed his views on the potential for e-Government. In large part, he said, the next two years are going to be about realising the huge potential of the investment that has been made. However of critical importance is that we maintain our enthusiasm for change and think hard about how to deliver services equitably, to all our constituents.

The evidence certainly supports this – everyone working on organisational change and IT enabled service delivery is busier than ever and the enthusiasm seems to be building. NWeGG is also right behind this and is looking forward to helping you address the challenges ahead!

The NWeGG Team

Events Review

1. LGA Conference

NWeGG joined the NWCE and NWIN (North West Improvement Network) at the **LGA conference** in Bournemouth and were pleased to be promoting a number of **North West Excellence in e-Government** case studies. Huge thanks to the authorities that enabled us to produce these so quickly. They will be available on the new website in September. If you would like to contribute to the series contact Catherine on:

Catherine.oneill@nwegg.org.uk.

2. Project and Programme Managers Group

Bruce Levitan, Oldham MBC, kindly hosted this session as the new Chair. The workshop included presentations by Manchester CC on **Risk Management**, MindJet on **Mindmapping** and a discussion of **regional PPM capacity development** led by NWeGG, GONW and RENEW¹. NWeGG has been investigating setting up a regional PRINCE2 eLearning system for Local Authorities and a survey will be going out to Local Authorities to gauge opinions on this. There is also potential in the **Raising Our Game** initiative being taken forwards by the NWDA and RENEW. Discussions on this will continue over the summer. Join this group and get this session's presentations from:

http://www.nwegg.org.uk/interface/view_events.asp?id=327

3. Customer Service Managers Group Workshop

St Helens was the excellent venue for this session and Sharon Dickinson, shared their considerable experiences and insights into Customer Services. Similarly, Roy Wainwright (Chair) of Halton and Dawn Blenkin of the Cheshire and Warrington Information Consortium (CWIC) led an active discussion on **making use of contact centre facilities 24/7**. The group also reviewed the recently launched NWeGG **Cost to Serve** project and discussed introductions to the annual efficiency statement service relating to service delivery volumes. A number of project ideas were generated that will be circulated to the wider CSM group. All the presentations will be available shortly on the NWeGG website at http://www.nwegg.org.uk/interface/view_events.asp?id=329.

4. Rough Cut and SPRINT ABC Training Courses

NWeGG was delighted to hold its first two formal training courses, both of which were well received with positive feedback. Look out for more!

5. Government Connect North West Briefing

Over 80 people turned up to hear about and have opportunities to ask questions about the GC programme, its products, costs, benefits and the support available at an intense all day session at the Wigan Investment Centre. The

¹ RENEW – the organisation leading regeneration excellence in the North West.
GONW – Government Office North West



GC programme has written to all the delegates to thank them for their views and the questions raised are being used to inform the programme and create a FAQs section on the soon be re-launched website. Whilst some questions couldn't be answered immediately, it was clear that delegates appreciated the opportunity to engage with the programme team en mass. Download the presentations from http://www.nwegg.org.uk/interface/view_events.asp?id=325.

Your regional contacts for GC are Balraj.Sandhu@communities.gsi.gov.uk and Nigel.Rainford@govconnect.gov.uk.

6. National Take-Up Campaign Briefing

Charles Barnard gave his final update to the region on the DCLG's advertising campaign and emphasised that every authority will have received two of the toolkits containing all the materials. An **additional campaign** that will include **Schools Admissions** will be taking place in September 06 so the Take Up team is checking council websites to assess the level of provision right now. There is also likely to be an **additional campaign** next year as well. Over lunch **Oldham MBC** demonstrated how they have combined the posters and radio adverts to great effect for use in their public areas. If your authority is using the toolkit materials please contact Charles on charles.barnard@communities.gsi.gov.uk.

7. North West Information Security and Assurance Conference

A large turnout greeted the 8 speakers on an information rich day at the Red Rose Hub in Lancashire. Keynote speaker **Ed Gibson, ex-FBI and Chief Security Officer** at Microsoft UK, shared some frank and startling views which set the tone for the day which included the **GC Code of Connection, What's on your PCs?, the NW WARP, BS17799, Acceptable Use Policies, and Disaster Recovery / Civil Contingency**. The presentations can be downloaded from http://www.nwegg.org.uk/interface/view_events.asp?id=330

Coming Events

Register for events at www.nwegg.org.uk

Working With Business workshop 16th August 2006 (10am - 2pm, including lunch).

NWEGG 2nd Annual Conference: 'Transforming Local Services' 7th November 2006 (City of Manchester Stadium, Sport City, M11 3FF)

More workshops and events are being planned for the Autumn and will be available to register on the NWeGG website shortly.

Can you help?

Does anyone know of any reliable companies or organisations that do usability and accessibility testing with service users and/or disabled people?

Posted by: Pam Dewhirst, Manchester City Council

(please respond on the Discussion Board at http://www.nwegg.org.uk/interface/discussion_thread.asp?id=20)

Project News

NWeGG is managing the following projects at present:

- **Cost to Serve** - To better understand service delivery costs via different channels and establish a methodology for measurement. Partners: IPF and esd toolkit. Due date: 1st September 2006. For more information contact peter.wrigley@nwegg.org.uk.
- **WARP** – To develop an electronic IT security alert system and an IT security community for the region. Partners: NISCC and Liverpool John Moores University. Due date: available now. For more information contact peter.wrigley@nwegg.org.uk.
- **GC Programme Assurance** – Working with the GC Programme to help ensure the programme delivers. For more information contact phil.swan@nwegg.org.uk.
- **Local eGovernment Standards Body** – Defining a new role for the standards body, engaging with the relevant stakeholders and developing the new ways of working. Due date: Ongoing. For more information contact: lan.singleton@legsb.gov.uk.
- **Website redevelopment** – Re-developing the NWeGG website to improve offer better communications tools and make it easier to update. For more information contact Catherine.oneill@nwegg.org.uk.
- **Projects under investigation:**



- o Regional PRINCE2 eLearning system
- o Customer services contingency planning
- o Customer Services training
- o Contingency planning

NWeGG is open to consider and fund new projects that will either develop businesses cases for larger projects or useful products that can be applied across multiple authorities. Please contact phil.swan@nwegg.org.uk if you would like more information.

Featured Article: Chorley lead the way in Project Management

A TOOLKIT designed by the Council to help manage its projects more effectively could soon be implemented by Local Authorities across the region after the North West Centre of Excellence adopted it as its preferred template.

Developed by Chorley Council to help manage its e-government projects, the toolkit helps ensure that business case driven projects are delivered in a standard and consistent way that also enables performance to be measured. It can be applied to any type of project and is proving to be so successful that the Council is rolling it out to help manage many more of its projects.

And now, the North West Centre of Excellence (NWCE) - one of nine Regional Centres of Excellence set up by the Office of the Deputy Prime Minister to support local authorities in delivering efficiencies and service improvements – has chosen to adopt the toolkit.

This means that local authorities across the region will be able to use the project management toolkit via the NWCE website to help them deliver their own projects more effectively.

The move followed a recommendation from the North West e-Government Group (NWeGG) after Chorley Council gave a presentation at a meeting attended by public sector organisations.

Project Support Officer, Rebecca Ostapski, who is responsible for developing and implementing the toolkit at Chorley Council,

explained: “NWeGG recently invited me to give a presentation at a meeting of programme and project managers on how we have successfully implemented the toolkit at Chorley. It was a great opportunity to share what we’re doing at Chorley with other local authorities as well as learning from each other’s experiences of project management.

“The feedback I received on the toolkit was very positive and since the meeting I’ve been working with many local authorities in the region to look at how we can develop project management further. And to find out that the NWCE had decided to adopt the toolkit is a great indication of the high standards we have for effective project management at Chorley.”

Councillor Pat Case, Chorley’s executive member for Corporate Policy and Performance, added: “I’m delighted that the North West Centre of Excellence has chosen to adopt the Council’s project management toolkit as its template for other local authorities to use. A lot of effort has been put into the development of the toolkit to ensure it enables business projects to be consistently managed in a structured and effective way, and it’s great that this has been recognised by the NWCE through their decision to adopt it as an example of best practice when it comes to effective project management.”

For more information about the Council and its services visit www.chorley.gov.uk

For more information contact Paula Brindle on 01257 515062 or paula.brindle@chorley.gov.uk

Advert

Has your council registered for the NW ‘Warning Advice and Reporting Point’ (WARP) to received up to date tailored IT security alerts for free and to be part of the NW IT Security community?

Contact peter.wrigley@nwegg.org.uk for more details