

In these challenging times we are working hard to bring to your attention relevant information and support that we feel will make a difference to you and your organisation. The month's newsletter could have been much longer but we've distilled it down to a number of key points. Any feedback is welcomed, as usual!

Phil Swan, NWeGG Programme Director on behalf of the NWeGG Executive and Programme Office

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5TH NWEGG ANNUAL CONFERENCE – TRANSFORMING PUBLIC SERVICES

5th November- Ramada Jarvis Hotel, Portland Street, Manchester, M1 4PH



To meet both the government efficiency saving targets of £5.5 billion by the end of 2010/11 and the raising expectations of local communities, it is essential that public services work together more efficiently and effectively. This 5th annual conference will

bring together representatives from the public, private and third sectors and will discuss the government's latest strategies on modernizing public services through transformational change. Hearing from national and local programmes, the conference will showcase practical examples of excellence and innovation, providing delegates with the opportunity to learn, network and share ideas about "doing more with less".

Some top line speakers are already confirmed including Steven Pleasant (Chief Executive of Tameside and Chair of NWeGG); Sir Howard Bernstein (Chief Executive of Manchester City Council); Councillor Mike Lee (Leader of Blackburn with Darwen and Chair of the NW IEP); Ben Lucas (Director, The Commission on 2020 Public Services); Lord Victor Adebawale (Chief Executive, Turning Point); Iain Bourne (Head of Data Protection Projects, Information Commissioners Office); Bobby Duffy (Managing Director, Ipsos- MORI); Siobhan Coughlan (Service

Transformation, IDeA); Ben McGough (DWP Tell us Once Programme); Amanda Derrick (DSCF Gateway to Educational Services) and more.

NWeGG member authorities are entitled to a number of free places and we encourage you to make the most of this opportunity to engage with a number of programmes and activities all in one place, in the North West. More information and how to register can be found at www.nweggconference.co.uk.

WHAT'S NEXT FOR GC? PLUS CODE OF CONNECTION V4.1



The end of September is DDay for the remaining Local Authorities to achieve their GC connections and it seems that they are all going to be through the CoCo by then. Whilst most authorities are just using the GCSX for benefits related processing, a few are venturing forth and looking at the wider potential for securely sharing documents with the police, health services, courts services, government departments and, of course, other Local

Authorities. It has been good to see as well that work by NWeGG with the NW Strategic Health Authority and GC confirmed that the local authority to NHSmail account route is secure for RESTRICTED level information. We are now pushing for the need for authorities to have an N3 connection to be dropped (where they have GCSX) and progress so far has been positive. Discussions between GC and the Department of Health look very positive and it seems likely that they will soon be joining forces to enable access to NHS applications via GCSX.

N3 - The National Network

N3 provides fast, broadband networking services to the NHS, offering reliability and value for money.

The high-speed network makes it possible to deliver the reforms and new services needed to improve patient care.



It is also positive that the DCSF has recognised the GCSX Code of Connection (CoCo) and has said that CoCo compliant authorities will not need to go through further checks for access to the Employee Authentication Service (EAS) that is being rollout out for ContactPoint and, ultimately, access to DWP benefits systems. Of course it would be nice if authorities could also use EAS to manage access to their own applications and reduce the number of 2 factor authentication mechanisms they need, but Rome wasn't built in a day!



Philip Littleavon, GC Director, wrote out to Local Authorities at the end of August giving them an update on CoCo 4.1. The letter states that plans for moving Local Government from the current CoCo 3.2 to CoCo 4.1 are yet to be agreed and a different route for rollout and compliance is being sought for Local Authorities given their differences to other organisations. There's more information on the GC website, but in short Local Authorities do not need to comply with CoCo 4.1 yet and will be assessed against CoCo 3.2 until further notice.

Finally, the current GC programme comes to an end at the end of September and transitions into business as usual operations within DWP. However in addition to the ongoing provision of the GCSX service and GC Helpdesk, a 'Residual Operation' is being established to continue to work with Local and Central Government to develop the opportunities for improving information sharing over GCSX and enable new services and secure data exchanges across the network. These arrangements have not yet been finalised but our information is that this will be heavily focussed on realising the wider benefits of having a secure network for local government.

NATIONAL TELL US ONCE PROGRAMME GETS THE GO AHEAD

The proposal for national rollout of the Tell us Once programme got the go ahead last Friday with the Minister signing off the programme. Good news all round and well done to Lancashire and Tameside for their initial work on it in the NW. There is sure to be more announcements on this over the next few days. NWeGG is also negotiating a relatively small capital fund with the NW IEP to help authorities make quick progress with Tell us Once. Again, more news on this in October.

ONLINE SCHOOL ADMISSIONS AND THE FREE SCHOOLS MEALS HUB

The financial benefits of moving all your schools admissions onto the internet seems pretty clear with authorities like Herefordshire up at over 80% now and saving themselves a bundle in terms of printing costs as a result. The NW as a whole received 24% of schools admissions online in March 2009. On 2008 figures Bolton were leading



the way but there are quite big differences between areas as the map shows – the darker the area the higher the take up with yellow being 0-10% and the dark green being over 70%.

The Gateway to Educational Services (GES) team have compiled guidance on how to increase online admissions and sent a toolkit to every authority in the country, but more information is available at ges@hertsc.gov.uk or at <http://www.dcsf.gov.uk/everychildmatters/ete/schoolsmanagement/onlineschooladmissions/eadmissions/eapromotions/>

In addition, GES is also running the Free School Meals hub which enables authorities to transform this service for the benefits of both citizens and the council's purse by doing away with forms and checking entitlement against existing benefits claims in the household. Again, this is something of a 'no brainer' and there are supporting customer journey maps, benefits case materials and the like available from the GES team at the email address above. GES will be at the Annual Conference on the 5th Nov so you can find out more then.

GOOD PRACTICE: FLEXIBLE WORKING AT LANCASHIRE COUNTY COUNCIL IS SAVING £1.6 MILLION A YEAR

An innovative Business Improvement Programme at Lancashire County Council is delivering efficiency savings across back office services and improving citizen access to frontline services. Among its achievements, the Council is expected to save £1.6 million a year through a flexible working scheme that improves staff productivity and cuts carbon emissions by reducing travel time. The video of how they've done this can be found at <http://www.localgov.tv/cgi-bin/details.pl?action=prog&id=655>.

BPI SURVEY RESPONSE

Thank you for the 40 plus responses that have been received from the BPI survey over the past fortnight. The depth of information will be really useful in identifying helping NWeGG provide more support in the areas that you want.

CUSTOMER LED TRANSFORMATION FUND UPDATE - £6.5 MILLION STILL AVAILABLE

Update from the IDeA:

As you are probably already aware, the IDeA will be inviting English local authorities to apply for funding for projects from CLG's Customer Led Transformation fund. Information about this fund and the application process is available on our Customer Insight and Social Media online Communities of Practice. If you are not already a member of these CoPs, you can join them at:

- Customer Insight: www.communities.idea.gov.uk/c/643937/home.do
- Social Media: www.communities.idea.gov.uk/c/13317/home.do
- Six projects received approval in Phase 1 and summaries of these can be viewed at www.communities.idea.gov.uk/c/643937/forum/thread.do?backlink=ref&id=2067815

We are now inviting applications for Phase 2 of this programme for Customer Insight and Social Media project applications. These should be sent by email to customer.insight.proposals@idea.gov.uk or social.media.proposals@idea.gov.uk by 12noon on Monday 9th October.

NWEGG OFFER: FREE 'LEAN' BPI TRAINING UPDATE

There is free Business Improvement NVQ level 2 Training (BIT) available to NW public sector organisations funded by the Learning and Skills Council.

The training will give your staff key skills in lean tools and techniques that are applied immediately as part of the course. Authorities like Preston, Chorley, Wirral, Rochdale, Sefton, Liverpool and South Ribble are already making good use of it and we are aiming to have a total of 400 people through the training by April 2010. This is open to colleagues in Health, Police and Fire & Rescue services, not just councils. Please contact Laura at the NWeGG programme office to find out more (laura.williamson@nwegg.org.uk).

TOOLS AND SUPPORT

Would the Senior Responsible Owners (SROs) of your major projects and programmes like specialist training on the SRO role?

..... Then, in response to demand for coaching for SRO's we are piloting a set of online tutorials for senior officers on the Programme & Project Sponsorship (PPS) course developed by the Home Office. The training has been accredited by the Association of Project Management (APM) and successful completion of the exam at the end will result in the APMG PPM Sponsorship Qualification being awarded. This is part of the Right Track North West initiative.



For more information and to put yourself forward for one of the first 20 places, please contact david.unsworth@nwegg.org.uk

Is your organisation struggling to develop a set of information security policies and practices that are Code of Connection compliant?

.... Then you should look at the impressive information security manual that Sefton kindly offered to share and which has now been requested by over 50 authorities in the NW and further afield. In addition, Sefton's work was used as the basis for a set of common information security guidelines developed by the West Midlands. Find out more about this here: http://www.nwegg.org.uk/project_page.php?id=368

Is your organisation spending a lot of time developing project and programme management templates and other documents?

...Then check out the Online PPM Document Store - <http://www.nwegg.org.uk/right-track/document-store/default.php>. This resource contains over 400 documents / templates related to the major phases of projects and programmes. These include Project Management Succession Planning, Project / Programme Management Templates and Gateway / Review / Scrutiny materials. Also included are a generic set of job descriptions and person specifications for a variety of PPM roles.

Keep watching out for more tools and knowledge updates on the NWeGG site.

WORKSHOPS AND EVENTS

29th Sept	Thinking differently about service delivery: Improving re-settlement and reducing youth offending
2nd Oct	*External Event* Online Free School Meals Workshop
15th Oct	Reducing avoidable contact: What's working and what isn't?
20th Oct	Customer Service Management Programme Board Meeting

5th Nov	NWeGG Annual Conference
12th Nov	Right Track NW Networking and Knowledge Sharing Meeting.
12th Nov	*External event* SPRINT Annual Conference
4th Dec	EISS Workshop Event: Social Media ... the potential, the pitfalls

SPOTLIGHT: Thinking differently about service delivery across local partners: Improving re-settlement and reducing youth offending

29th September-Cheshire Conference Centre, Edgeley Park, Hardcastle Road, Edgeley, Stockport, SK3 9DD

Working with a number of authorities, GO NW and HMP Hindley, NWeGG recently completed a report on how the potential for improving information flows between organisations could improve resettlement of young offenders and thereby reduce re-offending. The study also highlighted the opportunities for service redesign across LSP members and highlights opportunities for improvement that link in with the Wiring Up Youth Justice programme and Government Connect. This session will explore existing good practice and the steps that authorities can take to tackle this issue. To register please follow:

http://www.nwegg.org.uk/view_event.php?id=381

SPOTLIGHT: Reducing avoidable contact: What's working and what isn't

15th October- Houldsworth Mill, Houldsworth Street, Reddish, Stockport, SK5 6DA

Authorities are realising the benefit of analysing avoidable contact to see where unnecessary effort is being made, but what are people doing to reduce it and what impact has it had? It has been six months since we had an NI14 workshops and this follow up event will address what authorities are doing to lower their NI14 performance. (Please note the previously planned subject of Workforce Planning will be rescheduled).

To register please follow: http://www.nwegg.org.uk/view_event.php?id=458

To get more details on other events please go to the NWeGG website events page at http://www.nwegg.org.uk/event_list.php

CONTACT DETAILS

If you have any ideas or suggestions then please get in touch with us directly. The team and their contact numbers are shown below:

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