



NWeGG “Grapevine” Sept 2006

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Editorial Comment

We’ve had a productive August with six month programme plans coming together for several of the thematic groups which include an ongoing series of workshops, training days, supported conferences and project proposals to be discussed at each of the respective group meetings.

We’re also to be moving forwards with another regional Information Sharing event, an expanded WARP service, a Working with Business regional event, a new business case for the Local eGovernment Standards Body, other projects in support of our core themes – Transformation, Value for Money, Neighbourhoods and Communities, and Childrens and Adults Services.

Slightly behind schedule is the new NWeGG website, but we hope to have that up and running by October! (The LeGSB site took preference). As ever, please get in touch if you think we can help.

Phil, Cath and Peter (The NWeGG Programme Office) on behalf of the NWeGG Executive

Annual Conference - ‘Transforming Local Services’

(7th November 2006 (City of Manchester Stadium, Sport City, M11 3FF)

The conference on 7th November is shaping up well with a sparkling mix of central and local government speakers, thought provoking workshops and support from relevant commercial partners such as Research in Motion (Blackberry) and BBC Live. If you would like to attend there is a small charge (sorry) but we hope you’ll feel that its value for money for a great event in the North West. http://www.nwegg.org.uk/interface/view_events.asp?id=296

NWeGG Special Interest Groups

1. *** New Group***: IT and information and Security Assurance Forum

Following the success of the Information Assurance Forum on the 27th July, NWeGG is establishing a new forum to discuss shared service projects for IT security and information management issues. The first meeting of the group will be on the 13th October

The Forum is being aligned to the North West Local Authority Warning and Advice Reporting Point (WARP) and the Information Security Forum members will be encouraged to join the WARP as a practical first step to building a community of sharing and trust on security issues.

http://www.nwegg.org.uk/interface/view_events.asp?id=330

2. Project and Programme Managers Group

Bruce Levitan, from Oldham MBC, as the new Chair of the PPM Group is working with Phil and the team at NWeGG in developing the North West PPM group. Final workshop dates for the next 6 months are being agreed, but in a step change in method we’ve invited a number of internationally known speakers to headline each event.

We are also scoping a project with GONW, RENEW, the NWCE and NWIN to perform a strategic review of the kind of PPM capacity we need in the region. Given the massive financial expenditure on capital programmes, ICT, regeneration and re-organizations we feel it would make sense to establish a regional PPM leadership and support centre, but let’s get the business case proven first.

More information on the next 6 months activities will be going out to the PPM group members shortly! To join this group and get further information on planned workshops go to:

http://www.nwegg.org.uk/interface/view_project.asp?id=20

3. Customer Service Managers Group

NWeGG support for service improvement and greater value for money in service delivery through the Customer Service Manager community is part of NWeGG’s commitment to help enable Local Authorities to deliver Business Transformation and realise efficiency savings as part of their CPA Value for Money assessment. The planned activities for the Customer Service Managers group over the next 6 months include a series on themed seminars and workshops and projects that will



help inform channel strategies in Local Authorities.

The next session is planned for 4th Oct with the Theme: Developing Customer Service and Channel Strategies
<http://www.nwegg.org.uk/events>

4. Local Efficiency and Transformation Group (LETsGO)

The 6 month programme for the LETsGO group has already gone out and includes four workshops (5th Sept, 16th Nov, 16th Jan, 13th Mar), a deal on the 'Toyota System for Service Organisations' workshop in October, a repeat of the rough cut ABC training day on the 28th November and several proposed projects that followed on from the initial work over the summer on costs to serve that will also be highly relevant to the Customer Service Manager group. The results of this study will be on the NWEgg website soon.

Valueadding.com, contributor to several LETsGO workshop, are also running a Discussion Forum on Process Improvement and Organisational Change within the HR Function. If you would like to get involved more details can be found at:
http://www.valueadding.com/Courses/HR_discussion_october_18.htm

5. Working With Business

Following the postponed Working with Business Workshop in August a new event has been arranged for 13th October. The focus of the workshop will be to gain an understanding of what we can do regionally to enhance engagement with businesses and the support and advice we provide to them. From this we would like to help drive forwards an outline plan for a regional project.

This event will share the recent new development of the Working with Business National Project, now run by Lichfield District Council. Rita Wilson – Litchfield District Council (Working with Business National Project) eTendering and business engagement in the region by the North West Centre of Excellence, and other projects being run in the North West.

6. National Take-Up Campaign Briefing

The Take-up campaign at the DCLG is inviting Local Authorities to attend its upcoming event on 20th September 2006 at the Birmingham Hilton Metropole Hotel. This event has now been extended to an optional full-day event,

where Local Authorities have the option to stay for an afternoon session run by esd-toolkit around take-up, volumetrics and channel management.

The **morning session** will focus on the **Take-up campaign** and provide updates on the progress of the campaign, impact to date, and future plans. The **afternoon session** will focus on **take-up, volumetrics and channel management**, run by esd-toolkit, in conjunction with their Take Up and Channel Management Special Interest Group. To download the programme, or for further information, please visit
<http://www.communities.gov.uk/index.asp?id=1502297>

To register your free place, please email your name, job title and Local Authority to localegov@communities.gsi.gov.uk. **Please remember to specify which session(s) you would like to attend.**

Coming Events

[Customer Service Managers Group](#)
4th October 2006 (Venue TBC).

[Project & Programme Managers Group](#)
(Provisional date) 5th October 2006 (Venue TBC)

[IT & Information Security Assurance Forum](#)
12th October 2006 (Wigan Investment Centre, Waterside Drive, Wigan, WN3 5BA)

[Working With Business Workshop](#)
13th October 2006 (10am - 2pm, including lunch).

[NWEgg 2nd Annual Conference: Transforming Local Services](#)
7th November 2006 (City of Manchester Stadium, Sport City, M11 3FF)

[Local Efficiency and Transformation Group \(LETsGO\) Meeting](#)
16th November 2006 (Venue TBC)
Register for any event at www.nwegg.org.uk

If you like to host any of the above events please contact [Catherine](#)

Can you help?

Thanks to all our members who responded to our colleagues query on usability and accessibility testing. Please assist another council this month with the following challenging query:



Does anyone know of any councils in the Northwest that have centralised their admin support? This doesn't necessarily mean the team is physically in one location but the function is managed with resources sitting across the authority and a manager is managing the workload?

Please direct your responses to Catherine.oneill@nwegg.org.uk and we'll pass them on. Thank you!

Project Updates

1. North West Excellence in e-Government Case Studies

The current batch of case studies are now available to view on the website http://www.nwegg.org.uk/interface/view_project.asp?id=61. Huge thanks to the authorities that enabled us to produce these so quickly. We would like to expand on this project. If you would like to contribute to the series contact Catherine on: Catherine.oneill@nwegg.org.uk.

2. Validated Service Delivery Costs Project

This short cycle project undertaken by NWEgg is providing validated service delivery costs across three specified service delivery channels, face-to-face, telephone and web. The project is also providing a set of principles to consistently measure costs incurred in relation to the provision of transactional services across all local authorities, regardless of internal service organisation and practice.

The project will report its findings to DCLG in mid-September. Following "Sign-Off" the report will be made available to the membership. In recognition that channel costs are only element in channel management strategies proposals for follow on projects are being drafted for submission to DCLG.

3. NW Disaster Recovery Framework Agreement: AVAILABLE NOW

SunGard Availability Services (a leading supplier of Information Availability Services) has been successful in securing the Knowsley MBC tender for the supply of business continuity and disaster recovery services. As a result of this tender SunGard is now in a position to offer a *full 80% discount on its Business Continuity/Disaster Recovery Services* to all NWEgg members.

This contract has been procured by Knowsley MBC as a framework agreement under the

Public Contracts Regulations 2006. SunGard was awarded the contract by Knowsley MBC on the basis that it is offering its disaster recovery services at the contract rates to all NWEgg authorities, provided that the contract terms are not substantially amended from those in the framework.

Each council must make its own judgement as to the extent to which it can use the framework under its procurement standing orders. Enquiries about the procurement process and the scope of the contract can be obtained by contacting Peter Wrigley at NWEgg peter.wrigley@nwegg.org.uk

Proposed Projects

Several projects have been proposed by each of the special interest groups and they are going to the NWEgg Executive on 21st Sept to discuss budgets and funding.

Contact Details

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.

NWEgg Programme Office

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Tel: 0161 342 3445



Article: "NowPeople"

NWeGG is delighted to be sharing some of the best work done on eGovernment in the region and presents:

NOWpeople

A desire to improve the efficiency and effectiveness of the local authority recruitment process and to improve the experience for citizens whilst reducing the costs of recruitment advertising.

Why should this interest me?

If local authorities and other public sector partners took control of their own recruitment advertising processes via a national roll out of this project, it ought to be possible to save a minimum of £100m per annum.

Summary

NOWpeople has pooled the resources of 9 North West councils into a single website for vacancy information, a one stop job shop that allows citizens to find suitable positions within the North West region quicker and more easily. This in turn has increased the likelihood of successful recruitment for the councils involved, whilst improving the customers experience and also driving down advertising and HR overheads. Authorities involved are, Blackpool Bolton Bury, Salford, Stockport, Trafford, Tameside, Wigan and Oldham

How this fits with national agendas

The savings, efficiencies and partnership approach established by NOWpeople will all contribute positively to CPA assessment areas.

The "NOWpeople" consortium approach is a Shared Service between AGMA authorities; lessons learnt from this project can assist other authorities in setting up similar initiatives. We can also provide the necessary software and applications to enable partners to roll out a solution in their area. A national approach to e-recruitment is necessary to realise the potential savings and efficiencies that councils and agencies can benefit from.

How this fits with national agendas

By providing a single location for sub-regional vacancy information which is actively marketed to customers, it is possible reduce to increase Social Inclusion and promote public sector employment opportunities and increase penetration into hard to reach communities (e.g. compare 50% household internet penetration to 6% local newspaper

penetration); automatic vacancy notification to customers based on their preferences.

Programme (Look Ahead)

NOWpeople is 'live' in Greater Manchester, with roll-out commenced in Cheshire and other partners outside of the North West keen to come on board. The next step will be to include full online electronic job applications, then roll out the whole NOWpeople suite to partners, additional subregions and regions. Then the development of further regional job portals to replicate the success of NOWpeople on a national scale

Outcomes

A single portal for local authority jobs in Greater Manchester.

A common interface and experience for job seekers.

Reductions in the cost of recruitment advertising – e.g. one of the Association of Greater Manchester Authorities (AGMA) partners will have reduced spend within 3 years from more than £1m to £150k.

Reduction in the costs of providing vacancy application packs.

Contact Details

Website: www.nowpeople.co.uk

Contacts: John Morrissy -Programme Manager (Greater Manchester E-govt Partnership)

Email: John.morrissy@bolton.gov.uk

Telephone: 07760 305025

Advert

NWeGG are pleased to promote North West Centre of Excellence £100m Bargain Hunt

There will be experts on a wide range of topics, including collaboration, energy, contract commissioning and postal services available for discussion and consultation throughout the day.

Bargain Hunt could be your opportunity to discover hidden treasures - real savings that can be made by your local authority over a wide range of commodities and services - from energy and transport to credit cards and building contracts.

There will also be an e-auction for £8million worth of IT equipment for you to watch.

Can you afford to miss out?

If you wish to sign up for the Bargain Hunt event at the Palace Hotel, Manchester, which will take place on October 3rd, 2006, email Rebecca or call on 0161 342 4080.