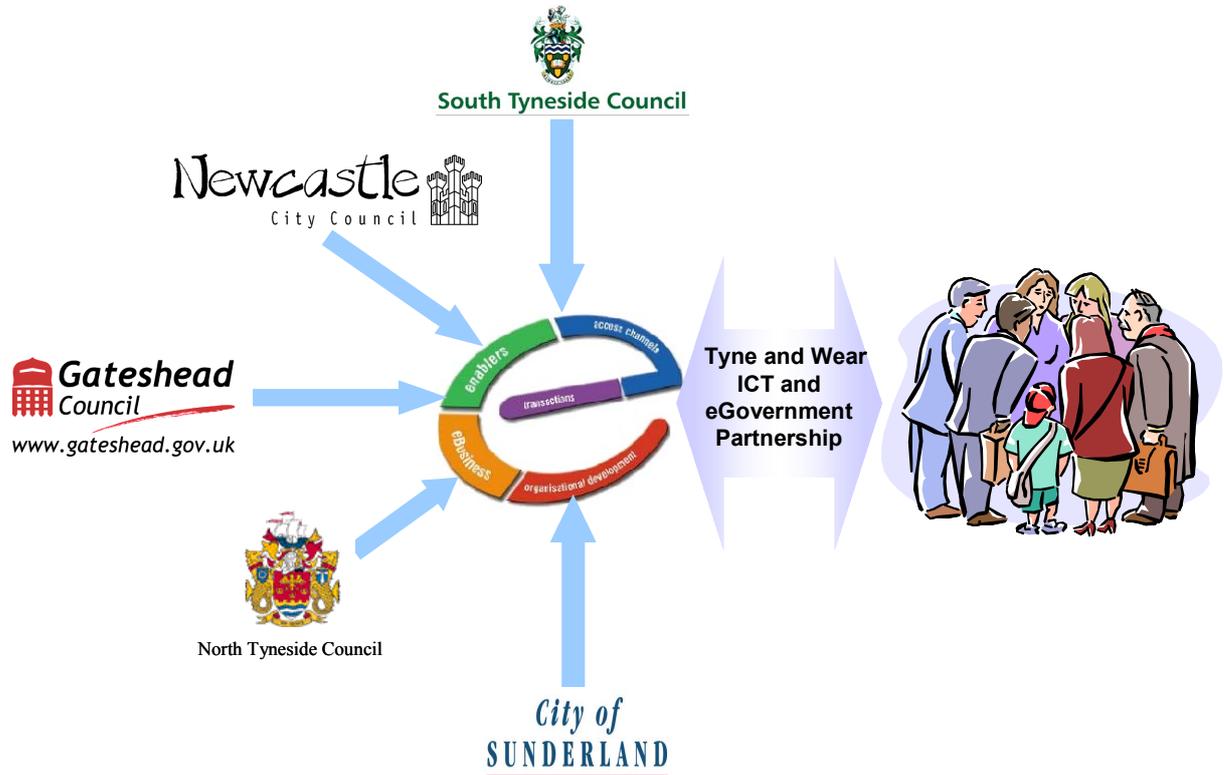


# PROJECT DOCUMENTATION

## VISION AND PROJECT DESCRIPTION



### ***Tyne and Wear ICT & eGovernment Partnership Community Service Portal Project***

**DRAFT**

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## **The Partnership**

The Tyne & Wear ICT and eGovernment Partnership brings together the five Tyne and Wear local authorities' Heads of ICT and eGovernment, with the aim of sharing experience and progressing eGovernment initiatives for the benefit of the region.

- Councils involved are:
- City of Sunderland
- Gateshead Council
- Newcastle City Council
- North Tyneside Council
- South Tyneside Council

The population of the areas served by these Councils totals around 1.25 million people.

Regular contact with colleagues in the wider region to further similar aims at a regional scale is supported by the participation of Tyne & Wear ICT and eGovernment Partnership members in the North East Committee of IT Managers.

Meetings of the Tyne & Wear ICT and eGovernment Partnership are Chaired by South Tyneside Council, which is the lead partner in this project.

## Community Service Portal Vision

The Tyne and Wear Community Service Portal will provide a consistent easy-to-use way into local information and services, irrespective of the access channel used. This could be web, interactive digital television (iDTV), on-street kiosk or public WiFi (high-frequency wireless local area network) enabling mobile access to the Portal from laptop and handheld computers.

Citizens and visitors will be able to access joined up information and services on street and at home without needing to have access to a computer.

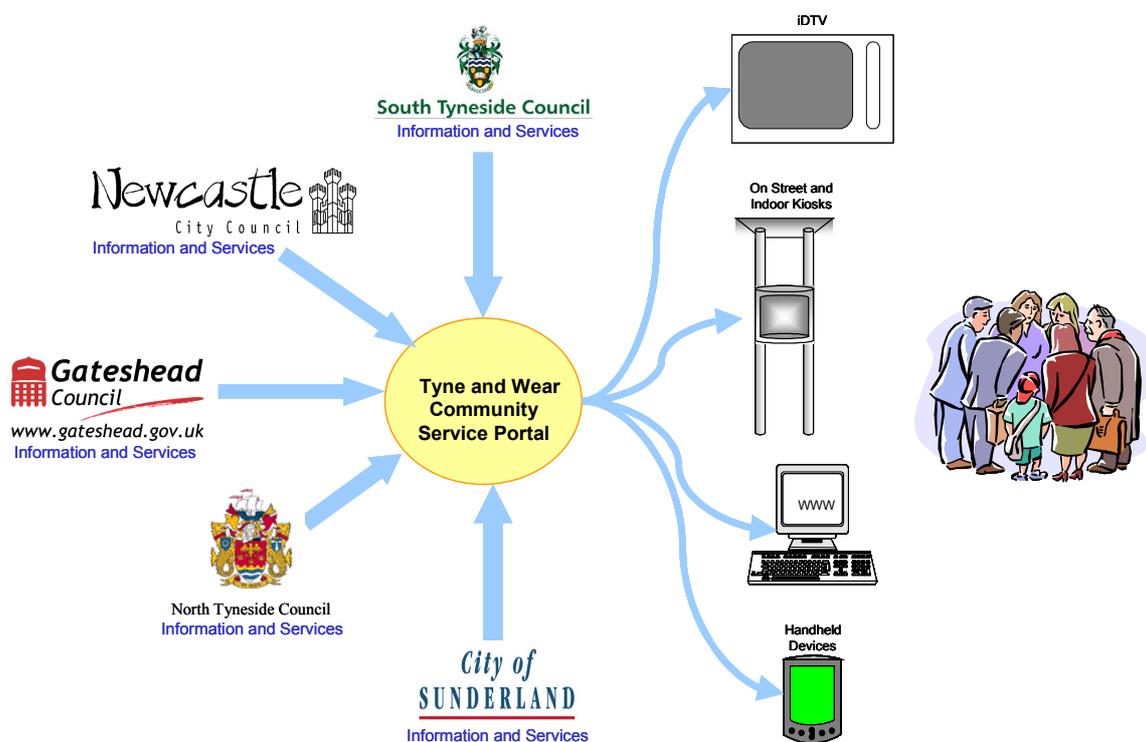
The Community Service Portal will support each Council in transforming the way in which it delivers services to its customers.

We will ensure that the Community Service Portal is:

- Joined up: The Portal will bring together services from a number of Councils, other public services and private companies. It will provide a 'snappy service' point for citizens and visitors.
- Accessible: The Portal will be designed to ensure that it will be as easy as possible to access, offer choice, and be convenient to use.
- Delivered jointly: The Partnership will work with other public service providers to ensure that customers' needs are addressed in an efficient and effective manner.
- Delivered seamlessly: The Portal will deliver services consistently and together – customers will not feel like they are dealing with many different organisations when they use different services.
- Open and accountable: Services will be provided in a more transparent way, with information more readily available. It will be easier for our customers to make suggestions or complaints and we will be more responsive to their needs. The citizens of Tyne and Wear will be able to take a more active role in local decision-making.
- Used by e-citizens: The Portal will enhance peoples choice in how they deal with us, offering additional access channels to joined-up cross-council services through kiosks, interactive digital television, WiFi and the world wide web.
- Delivered or supported electronically: Faster, more reliable and more efficient levels of service will be achieved through the appropriate use of new technology. This will also allow us to achieve better value for our customers. We will use these technologies as appropriate for the benefit of our community.

The Portal will give the public access to their own Council's information and services from another Council's area, and an easy route to the public for other service providers in the public and voluntary sectors.

This diagram illustrates the proposed Community Service Portal.



#### Community Service Portal Principles

- Supplying local information and public services in the home and on street regardless of users' access to technology or understanding how government works.
- Creating a sustainable Community Service Portal that will need minimal support.

#### Community Service Portal Content

- Information and interactive services, for
  - Residents
  - Visitors
  - Drawn from each Council's existing content.
  - Portal level content indexing.
  - Supplemented by 3rd party public and commercial content.
  - Commonly branded content available in any location.
  - Portal level brand to be determined and promoted across all kiosks, iDTV and websites.

## Services

The Portal will feature a range of eGovernment services of the local Council of where the Portal is accessed, and the facility to access the services of the other Councils in the partnership and those of other public service organisations.

The Community Service Portal will build on the on street information and service kiosk networks being developed in Newcastle, Sunderland and Gateshead.

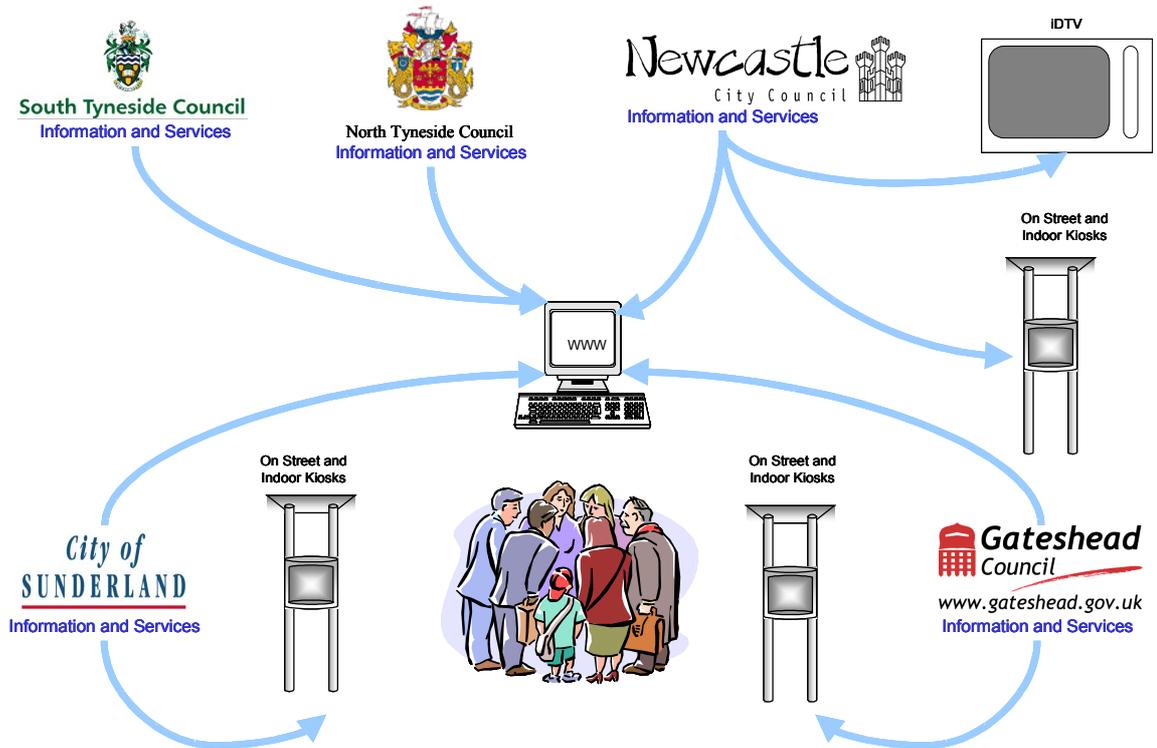
The services currently being developed and delivered are as follows:

- A-Z of council services with contact information
- Form request facility
- Report a problem in the local environment
- Council feedback
- Councillor contact facility
- BBC news headlines
- Free “send only” e-mail
- Consultation/e-voting facilities that will assist in democratic renewal
- “Help point” facilities linked to police systems and CCTV networks
- Public service partners already being engaged include:
  - **Department for Work and Pensions:** Job search: DWP Worktrain: This channel not only provides employment information and job searching facilities but also links the user to (search specific) relevant training opportunities and childcare support.
  - **Tyne and Wear Passenger Transport Authority and Nexus:** Travel information and ticketing.
  - **Tyne and Wear Fire Brigade:**
  - **Local NHS Trusts:** to provide a first point of engagement with health services and incorporating a link with NHS Direct.
  - **DfES:** Connexions Cards: to provide 16-19 year olds with access points at which they can check rewards levels on their cards and local reward opportunities.
  - **North East Regional Smartcard Consortium:** to ensure future uses of Smartcards with the Portal are joined up with the regional strategy.
  - **Childline, National Missing People’s Helpline, Domestic Violence Advice and Crimestoppers:** Advice for vulnerable groups.
  - **Foreign Office:** Travel advice: country advice for those going on holiday abroad.
  - **North East Legal Services’ Commission:** Legal advice: providing JustAsk services to those who need legal advice and services.
  - **Northumbria Police:** public safety advice, information appeals and reporting non-urgent crimes.

## Current Situation

At present there is no single point of access to information and services provided by all of the Tyne and Wear Councils.

Each Council publishes information and has services available via the World Wide Web, and Newcastle, Gateshead and Sunderland Councils have embarked on separate kiosks implementation programmes. Additionally, Newcastle has been undertaking pilot iDTV services.



This is illustrated below.

Citizens and visitors must visit each Council website in turn to gain access to regional information, and cannot access a Council's information and services from a kiosk outside that Council area.

At present there are no on-street kiosks in North Tyneside and South Tyneside and no iDTV services provided by Gateshead, Sunderland, North Tyneside or South Tyneside Councils.

The Tyne and Wear Community Service Portal will bring together content not only from the five councils but also other public sector bodies such as the Police and Nexus (the local PTE) and make it available across all the Portal access points as illustrated in the earlier diagram.

## **Project Definition**

### **Background and summary**

In January 2003, the Tyne and Wear ICT & eGovernment Partnership submitted a bid to the Office of the Deputy Prime Minister for support to commence the development of the Community Service Portal.

In May 2003, the Tyne and Wear ICT & eGovernment Partnership was notified it had been successful with the bid, and would receive £500,000 grant support.

### **Priorities**

The principal priority for this project is to establish the framework for the development, delivery and management of the Portal, and to deploy the backbone of a sub-regional access infrastructure.

This project will provide the foundation for all future developments and includes strategy and governance arrangements as well as the first stage of physical implementation.

### **Key Deliverables**

This project will:

- Determine the requirements for the Community Service Portal.
- Establish the Community Service Portal over the web and on street kiosks (having regard to the requirements for future operation via iDTV).
- Establish the mechanisms to develop and manage the Community Service Portal, associated systems and access channels.

### **Project Objectives**

#### **Primary**

- Define the technical and operating requirements for the Portal.
- Implement a network of on street kiosks.
- Deliver local authority services and local information.
- Establish the management structures and procedures to sustain the network.

## Secondary

- Delivery of local authority services and local information services in a cross-service cross authority way.
- Attempt to reduce the digital divide by enabling access to e-services for people without access to a PC or the World Wide Web.
- Make more content and services more easily accessible.
- Provide ways of transacting business.
- Develop a system that can ultimately be additionally provided using emerging technologies such as interactive Digital Television (iDTV) and WiFi.

## **Project Scope**

### In scope

- Procurement of additional on street kiosks.
- Implementation of the extended kiosk network.
- Agreeing content workflow.
- Agreeing to, and providing, content for the Community Service Portal.
- Developing bids for further development.
- Sustainability and Portal management arrangements.
- Procurement, Testing and Establishment of the Community Service Portal systems.

### System functionality Scope

- Taking content from councils and other content providers
- Indexing content
- Storing content and pointers to content
- Providing an easy-to use consistent interface across a variety of output formats
- Providing content to a variety of output formats
- Providing management information about use of the system

The project will address the delivery of the above system up to and including the final products as defined. It will also cover the implementation and testing of the systems together with the specified interfaces.

Training in the operation, development and maintenance of the installed system will also be included.

### **Exclusions:**

In the bid submitted to the Office of the Deputy Prime Minister (ODPM) in January 2003 we had identified a number of demonstrations, business case developments and studies that would be undertaken as part of the project.

### **These will not be possible within the resources available.**

This project will not implement the Community Service Portal over iDTV services or implement WiFi services.

### **These will be undertaken in a future development of the Portal services.**

## ODPM Supported LGOLII Project: Deliverables

	Milestones for this Deliverable	Date to be Completed
<b>1. Specification of operational and technical requirements</b>	1.1 Draft Report	<b>End June 2003</b>
	1.2 Final Report	<b>Mid July 2003</b>
<b>2. Procurement of Community Service Portal systems and services</b>	2.1 Procurement methodology	<b>End June 2003</b>
	2.2 Contracts Established	<b>End September 2003</b>
	2.3 Community Service Portal systems operational	<b>End March 2004</b>
<b>3. Integration of Community Service Portal and Kiosks with Council content</b>	3.1 Portal Populated with Council Content and established within Council Website	<b>End March 2004</b>
	3.2 Portal Populated with Council Content and established within Council Website	<b>End March 2004</b>
	3.3 Portal Populated with Council Content and established within Council Website	<b>End March 2004</b>
	3.4 Portal Populated with Council Content and established within Council Website	<b>End March 2004</b>
	3.5 Portal Populated with Council Content and established within Council Website	<b>End March 2004</b>
<b>4. Development Plan</b>	4.1 Draft Report	<b>End January 2004</b>
	4.2 Final Report	<b>End March 2004</b>
<b>5. Marketing, Publicity &amp; Website</b>	5.1 Launch of Marketing & Publicity Website	<b>End June 2003</b>
	5.2 Community Service Portal Launch	<b>End March 2004</b>
<b>6. Community Service Portal Branding</b>	6.1 Draft Report	<b>End July 2003</b>
	6.2 Final Report	<b>End September 2003</b>

### Contact

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