

Background: Tyne and Wear

- 5 metropolitan districts
 - Gateshead
 - Newcastle
 - North Tyneside
 - South Tyneside
 - Sunderland
- 1 million people
- Average earnings £21,000
- Half of wards fall in 10% most deprived in England
- Twice the English rate of child poverty
 - more children in low income households than any other region



Background

- Citizens often need to pass a credit check to access
 - Fixed line telephony
 - Digital TV (other than Freeview)
- 8% of households don't have a telephone
 - Need a phone for internet
 - So at least 86,000 people can't get internet at home
 - About a quarter of these will be children
- Second lowest level of internet access in country
- As a result to access our services many citizens will rely on
 - Face to face contact
 - Pay as you go mobile phones
 - Public access terminals in libraries
 - On street kiosks
 - Free, or pay as you go, mobile internet (WiFi)

Government modernisation agenda

- Use technology and practices already adopted by business to improve Council services
- Develop new internal, joined up and self-service services so that they are as flexible and re-usable as possible
 - Web browser interfaces so users don't need special software and to make the system platform independent (e.g. make it work on a Mac)
 - Use agreed standard templates for data and data transfer
 - Equivalent to EDI in e-commerce
 - Integrate with and re-use data already managed for other purposes

Government modernisation agenda

- Give customers more access to Council services
 - Including 24/7 access via the internet and email
- By March 2006

BUT

- 86,000 people will never be able to access the internet from home – others don't want to
- We still have to offer services 'the old way' – as well.
- What have our 'customers' said they want?

What have our 'customers' said they want?

- To contact us by telephone
 - Most don't use the internet (though this is growing)
- More places to access Council services
 - Not just 'Council Offices'
- More access to Council services out of hours
 - Contacting us after they get in from work or on a Saturday
- So
 - We have to strike a balance between our modernisation agenda and the ways our customers want to interact with us.
 - We have to look into new ways of working with other organisations to deliver some of these services.

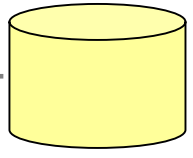
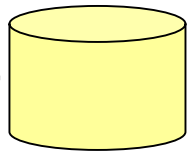
Tyne and Wear ICT & e-Government Partnership (TWICT)

- Shares experience and progresses technology initiatives for the benefit of the region
- Commissions research into areas of common interest
- Jointly purchases goods and services
- Chaired by South Tyneside Council
- One full time member of staff
- Councils involved are:
 - City of Sunderland
 - Gateshead Council
 - Newcastle City Council
 - North Tyneside Council
 - South Tyneside Council
- Associate members
 - ONE NorthEast (Regional Development Agency)
 - Durham County Council
 - Northumberland County Council
 - NEXUS (T&W Passenger Transport Executive)

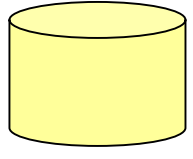
Before the Project

Council employees

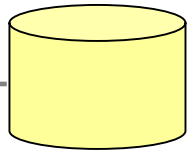
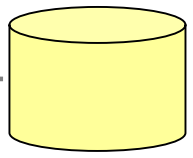
Various different Council systems



North Tyneside Council



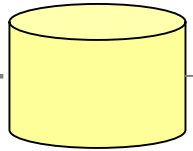
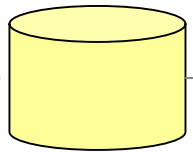
South Tyneside Council



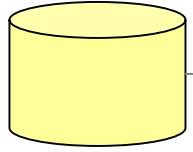
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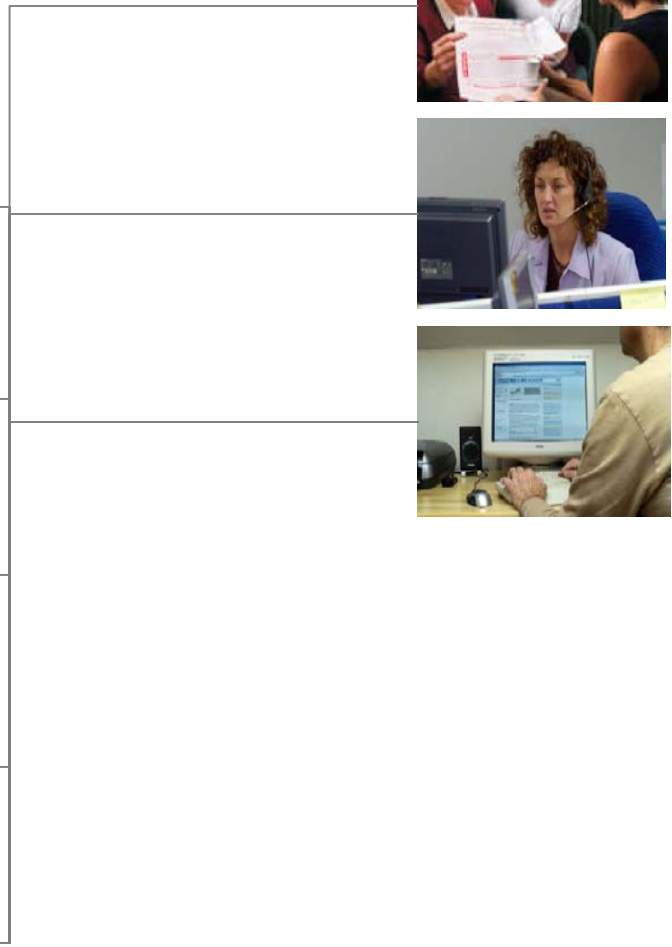
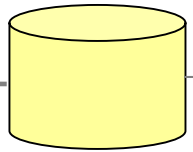
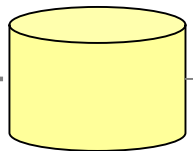
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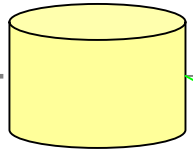
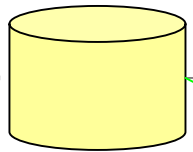
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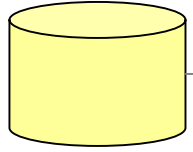
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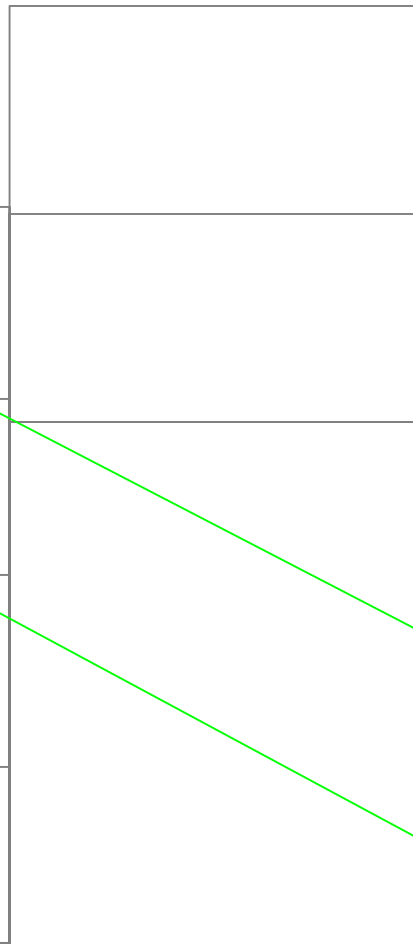
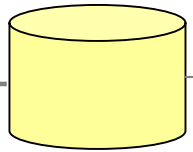
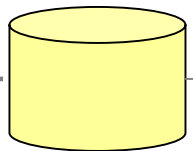
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North Tyneside Council



South Tyneside Council



Creating Accessible Services via Portals

- Background
- Vision
- Organisation & Implementation
- Current Position
- Kiosks
 - Overview
 - Using Kiosks
- DigiTV Overview
- Promotion & Usage
- Next Steps
- Summary & Contact Details