

THE MINUTES OF THE MEETING
OF THE RESOURCES SCRUTINY COMMITTEE
HELD ON TUESDAY 13 MARCH 2007

Present: Councillor A Burnip (Chair)
Councillors B Burn, A Collinson,
Mrs E M Connor, S Huntington,
Mrs S Mason and R Taylor

THE CHAIR REQUESTED MEMBERS TO OBSERVE A MINUTES SILENCE AS A MARK OF RESPECT FOR COUNCILLOR D ARMSTRONG

- 1 **THE MINUTES OF THE LAST MEETING** held on 20 February 2007, a copy of which had been circulated to each Member, were confirmed.

2 **MATTERS ARISING FROM THE MINUTES**

(i) **Post Office Network Consultation (Minute no 4 refers)**

The Scrutiny Support Manager advised that a response to the consultation document from Postwatch regarding the Government's consultation on the future funding and structure arrangements of the Post Office Network had been submitted by the deadline date of 8 March 2007.

RESOLVED that the information given, be noted.

- 3 **THE MINUTES OF THE MEETING OF THE EXECUTIVE** held on 27 February 2007, a copy of which had been circulated to each Member, were submitted.

RESOLVED that the information contained within the Minutes, be noted.

4 **PUBLIC QUESTION AND ANSWER SESSION**

There were no members of the public present.

5 **PROGRESS REPORT – e-GOVERNMENT**

The Head of e-Government and Information Services provided an update on the following issues: -

(i) **Web Site**

Members were advised that SiteMorse was an analytical service used by Central Government and the Society of Information Technology Management (SOCITM) to rate websites and had scored the District of Easington's website as follows; -

- 10 out of 10 for Accessibility
- 10 out of 10 for compatibility
- in the top 50 of 465 local authority websites across the country.
- 4th top across the North East local authority websites
- top across County of Durham.

B Nicholson advised that the authority aimed to be in the top 10 across the UK by June 2007.

The authority's website team had assisted Chester le Street District Council with the development and re-design of their website. They had also designed and built websites for East Durham Homes, the Local Strategic Partnership and Peterlee Town Council as well as assisting the Youth Forum, Murton Parish Council and Seaham Town Council.

(ii) **PC Kiosks**

B Nicholson advised that the authority had six kiosks live and operating, in Blackhall, Murton, South Hetton, Thornley, Peterlee and Haswell.

The authority had intended to have a further three kiosks however, the kiosk installed at Seaham was not in operation, the kiosk in Wingate had been delayed due to re-siting and in Horden the connection box had been damaged in a road accident.

B. Nicholson outlined the process for installation of the kiosks and provided details of some of the problems that had been encountered with the installation of the kiosks, particularly in Peterlee, Haswell and Seaham.

The Chair queried if this type of problem was being experienced elsewhere. B Nicholson confirmed that the problem was countrywide and the issues had been discussed with Cityspace.

Members were advised that the Kiosks had been well received by the local community and a number of organisations had approached the authority to add content to the kiosk. Durham County Council intended to install two kiosks in hospital reception areas and the PCT had requested the authority to procure an additional kiosk for their new premises in Easington Colliery.

Details of usage figures for January 2007 and usage per kiosk were outlined. It was pointed out that in January 2007 there had been only four Kiosks live and operating.

B Nicholson provided a short demonstration on what information the kiosk provided and how to use it. The Chair queried the e-mail facility and if the content of this was monitored. B Nicholson advised that Cityspace monitored the e-mail and there was a specific software package designed to pick up bad and offensive language.

Envirocall also had a section on the kiosk where reports related to graffiti, litter, dog-fouling etc could be reported.

The Chair asked if bus and train timetables were provided on the kiosk. B Nicholson advised that bus timetables were provided but there was no information related to train timetables.

Councillor B. Burn asked if there was a schedule of maintenance. B Nicholson reported that Cityspace carried out monthly inspections to check for vandalism, graffiti and problems etc.

(iii) County Durham e-Government Partnership

B Nicholson reported that a series of workshops for the Customer Relationship Management system (CRM), led by the Business Analysts from CdeGP and supported by CdeGP ORACLE developers had taken place over the last year. The aim of the workshops was to produce a service delivery screen in the CRM for each service delivered. Each set of workshops addressed an individual service area and there were four workshops for each service area in which a generic solution was designed with each authority contributing. These were followed by a fifth workshop where the service delivery screen was tailored to each individual authority. The final stage was the implementation of the service delivery screen at each authority.

With regard to CRM training, the CDeGp Training Group was led by J Barlow, District of Easington and T Driscoll, Durham County Council and included representatives from other District Councils. A generic training course was designed and delivered by this group and the authority had also jointly purchased an online training package to deliver CRM and other training packages.

Information was provided in relation to Durham Connects and how it could be accessed via Sky Digital, Cable TV and 3G Mobile Phones. It was proposed that there would be a single point of entry for all partner websites and each query would search each of the partner's websites.

The next stage involved the rollout of the CRM to match the rollout of CSC and taking the service delivery screens and testing and modifying them as required, which would also involve training. Implementation of LGOL net would provide a common integration for CRM and back office systems and the implementation of GovConnects would provide a Central Government approved authorisation system for users and a secure data and information sharing system.

Councillor D. Myers paid tribute to the work undertaken by the Head of e-Government and Information Services and his staff.

Councillor B Burn queried if the Council's website provided information on tourism in the District. B Nicholson confirmed that it provided tourist information as well as information on accommodation.

RESOLVED that the information given, be noted.

6 COMMUNICATION AND PUBLICITY

There were no items to report.