

Partnership Name: County Durham e-Government Partnership - CDeGP

Lead Member: Cllr John Salter

Lead Officer: Helen Finnimore

Corporate Plan Priority: Improvement / LGR

Dates covered by the report: 2008

Progress Report

As the work of the LGR programme continues, the development programme for the customer relationship management system (CRM) has focussed on working with the service teams across the districts and the County to identify where there will be changes to service delivery from 1 April 2009. Service requests are being aligned to the changes and this work will continue as services are aligned.

Budget proposals have been put forward to ensure the continuation for the support of the business analysts and the technical support staff who currently manage and maintain the systems and it is expected that this service will be merged into the new ICT function for the new authority.

“Quick wins” that have been identified include a common service requires for Freedom of Information requests which will in future be captured and monitored through the CRM as a common process, a complaints service request, capturing data to inform the new national indicator, NI14, to identify avoidable contact across the Durham region and a generic service request is currently being developed for the Highways Action Line.

Work will progress as further services define their requirements as we progress towards the new unitary.