



Public & Partner Services

Improving accessibility, responsiveness and efficiency

Electronic service delivery has long promised to transform the accessibility, convenience and cost effectiveness of services, for the benefit of local authorities and their customers and partners. The key to success is effective integration with existing systems and data.

Civica's Public & Partner Services toolkit helps improve availability, responsiveness and efficiency of services through online access and interaction. It makes the latest information available to the public, while allowing citizens and contractors access in order to report incidents, request services or exchange job information.

Why Civica Public & Partner Services?

Public & Partner Services from Civica provides the means to streamline many service functions, making it easier, faster and cheaper to process information, to present it to customers, staff and partners, and to share it between services. It is a complete solution designed to help local authorities provide better access to services including those provided in partnership with other agencies or contractors.

The toolkit is designed to provide web content and functionality to:

- Provide citizen access to the latest controlled information via registers and fact sheets.
- Enable citizens to report incidents and make a variety of service requests online.
- Provide contractors and third parties with secure direct access to relevant information as and when required, while authorities stay in control of online submissions.
- Improve staff safety by allowing relevant personnel access to corporate register data, such as dangerous persons or address risk registers.

- Allow partner organisations, including neighbouring authorities, police and social services teams, to exchange relevant information and intelligence.

At the heart of the toolkit is Civica's ShareSecure system, which allows a controlled amount of information to be exchanged between Civica's Public Protection application and any third party system via XML.

Civica ShareSecure allows information to be automatically, quickly and securely exchanged – from the online publication of statistics and public registers to communications with mobile workers and integration with corporate applications.

It also provides security assurance, for example preventing 'phishing' or inappropriate use of information.

Innovatively designed to promote easy adaptation of published information and to support local policies on data sharing, Civica's Public & Partner Services enables data to be directly extracted from the Public Protection database or any other data sources. This 'open' design also allows information from other applications to be used.



Colchester Borough Council

The Council is required to inspect all businesses in its area that serve, prepare or sell food. The inspections are done by Environmental Health Officers, and Enforcement Officers who are qualified and authorised to carry out inspections of food businesses. Inspections are conducted in accordance with a Code of Practice issued by The Food Standards Agency which sets out the manner in which the inspection is carried out.

Colchester uses Civica's Public and Partner Services embedded in its own web environment to publish these results and is in the process of bringing on-line licensed premises registers and a facility to allow environmental complaints to be submitted including map co-ordinates for accurate and efficient service follow-up. By extending system data to a wider audience without compromising security Colchester will provide active, real-time information to their residents, visitors, councillors and extended partnership organisations.

Benefits

With a selection of ShareSecure system components incorporated in Civica's market leading Public Protection software, local authorities and housing associations alike can realise immediate benefits including improved flexibility, greater adaptability and accessibility.

• Flexibility

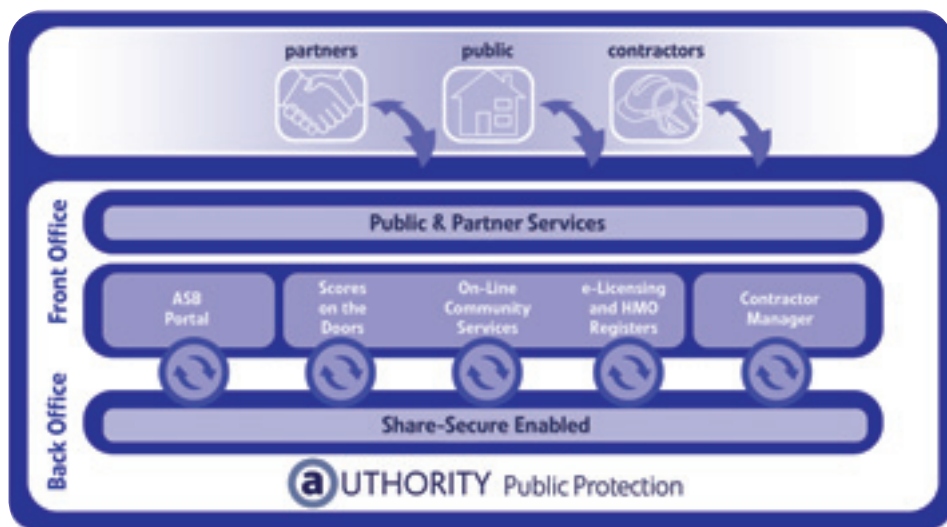
A selection of services come as standard with Civica's Public & Partner Services solution. Based upon a common technology platform, these services can be deployed as a total package or individually, based on specific individual requirements.

• Adaptability

Civica standardises the 'look and feel' of an authority's website and its online forms by offering users the ability to create bespoke forms, dependent on their specific requirements. Colour schemes, logos and images can all be quickly and easily altered, ensuring a common interface supported by data integration.

• Accessibility

Civica's Public & Partner Services ensure all web pages and forms comply with W3C and AA standards. Multiple language support will be included shortly, ensuring adherence to the highest online content standards.



Public & Partner Services in Action

Some of the practical ways in which UK Local Authorities are using Civica's Public and Partner Services to improve communications with citizens, contractors and partners include:

Scores on The Doors

- Full publication of food hygiene inspection information.
- Definable text including advice and disclaimers.
- Optional star rating scheme.

Violence at Work Register

- Risk management.
- Improved field officer safety.

On-Line Community Services

- Increased service availability.
- Reduced processing time.
- Improved compliance with NI14 "avoidable contact".

e-Licensing Register

- Searchable license register.
- Quick and detailed views.
- Optional display of de-personalised licenses.

Contractor Manager

- Secure, two-way exchange of job information.
- Instant job notification.
- Live updates on job status.



About Civica

Civica is one of the UK's most experienced providers of consulting, software and managed services, with particular focus on the public sector and regulated services.

The group works with more than 1,700 organisations in local government, social housing, criminal justice, education, defence and healthcare, including 89% of the UK's local authorities and all of the UK's 53 police forces. It has a 20-year history in the UK, Australia, Singapore and the USA.

For the latest solutions information, visit: www.civica.co.uk

For further information, a reference site near you or to book a meeting/demonstration, telephone 01225 485009 or e-mail marketing@civica.co.uk

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