



Challenges and opportunities for technology vendors of eParticipation systems

John Glover

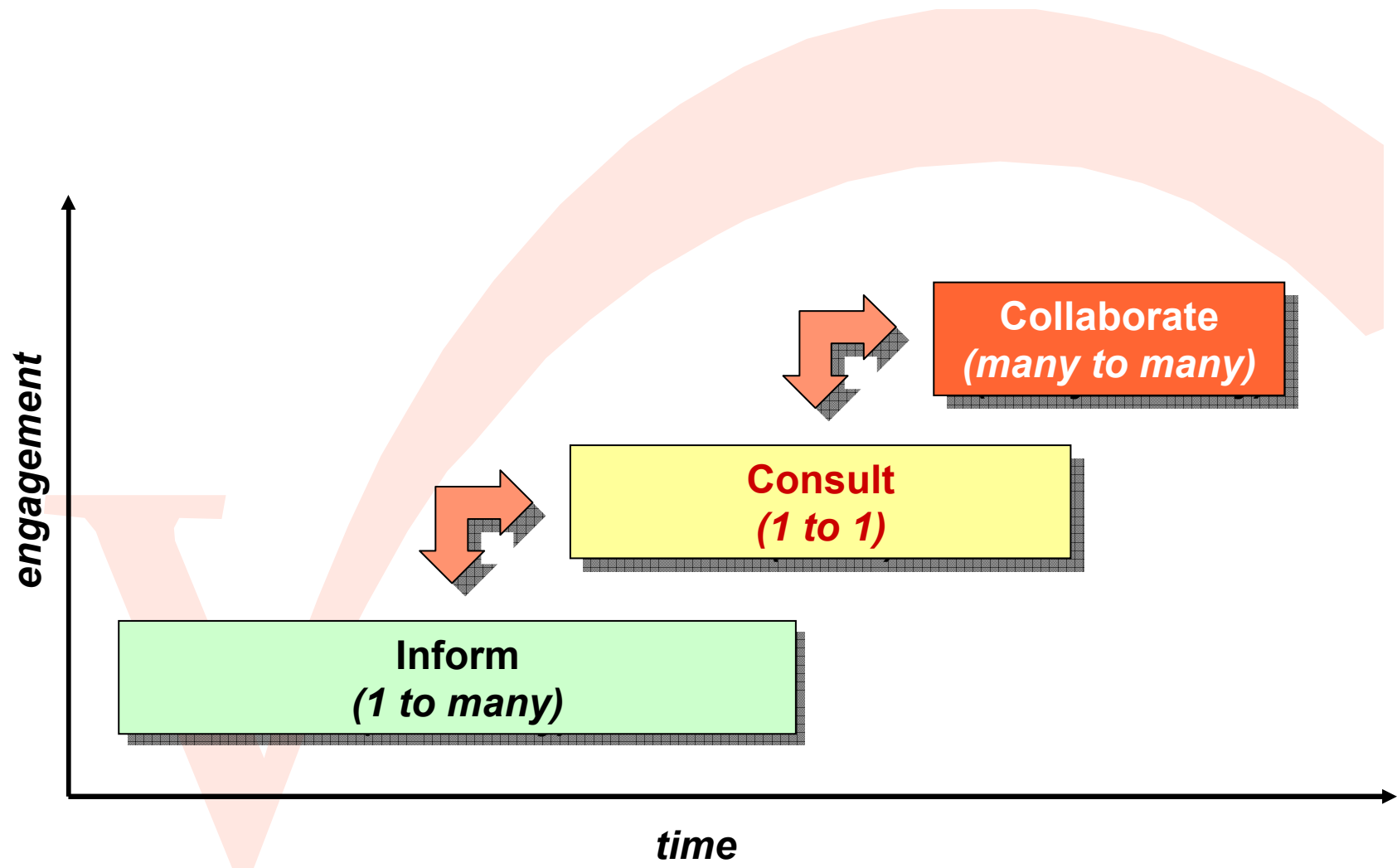
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Agenda

- Levels of Participation
- The market opportunity for iNovem
 - Client examples
- The Challenges we face
 - Commercial return
 - Competitors
 - How we compete
- The need to innovate
 - Private Sector restrictions
 - Research opportunities
 - Working in partnership?

Levels of participation



Your Home

- Your Groups ▶
- Your Details

What is SmartGroups?

- Take Tour
- Help Centre
- About Us

Groups

- Featured / Hot ▶
- Topical ▶
- Search Groups

Welcome **Captain Black**

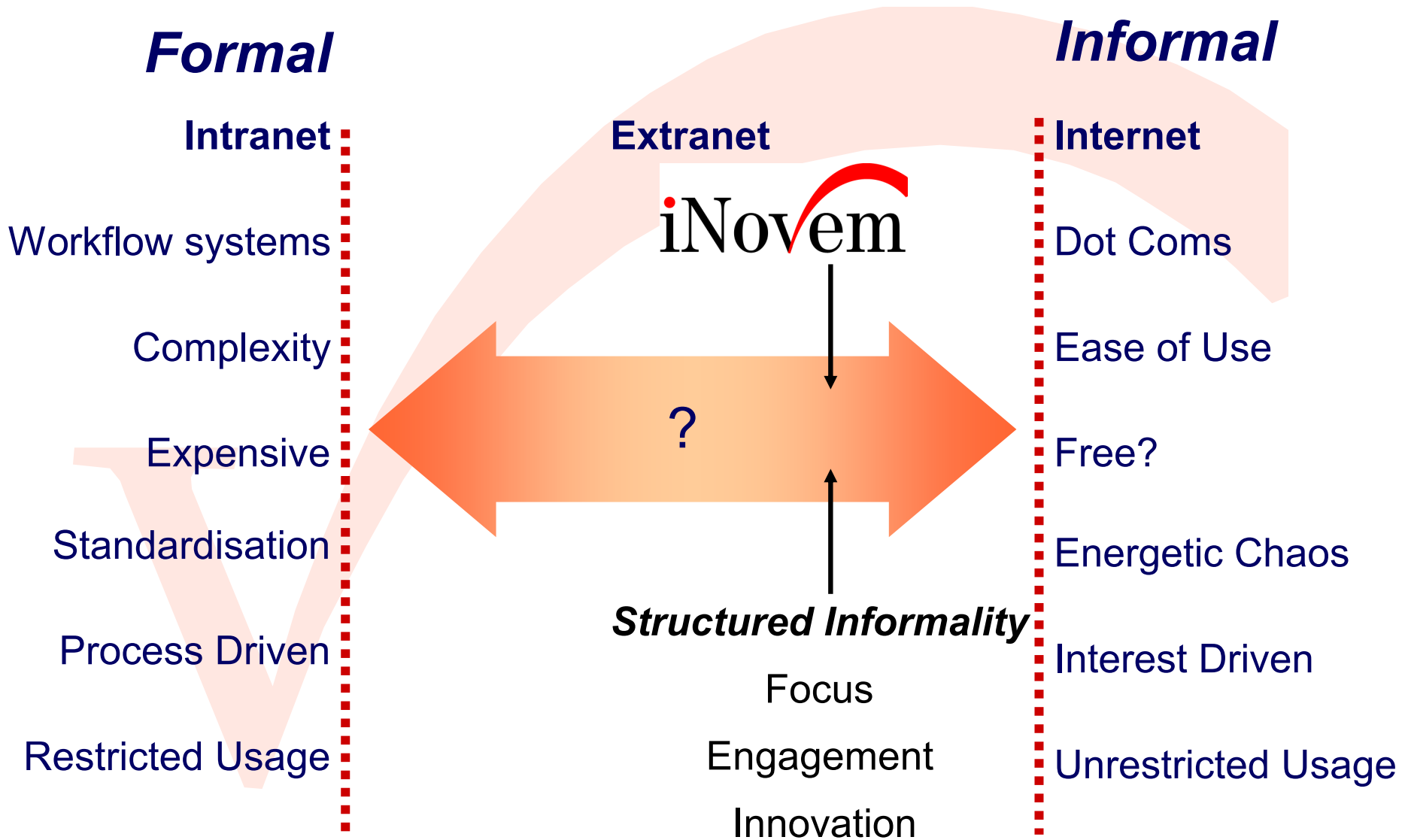
 **Features**

the free service for group communication

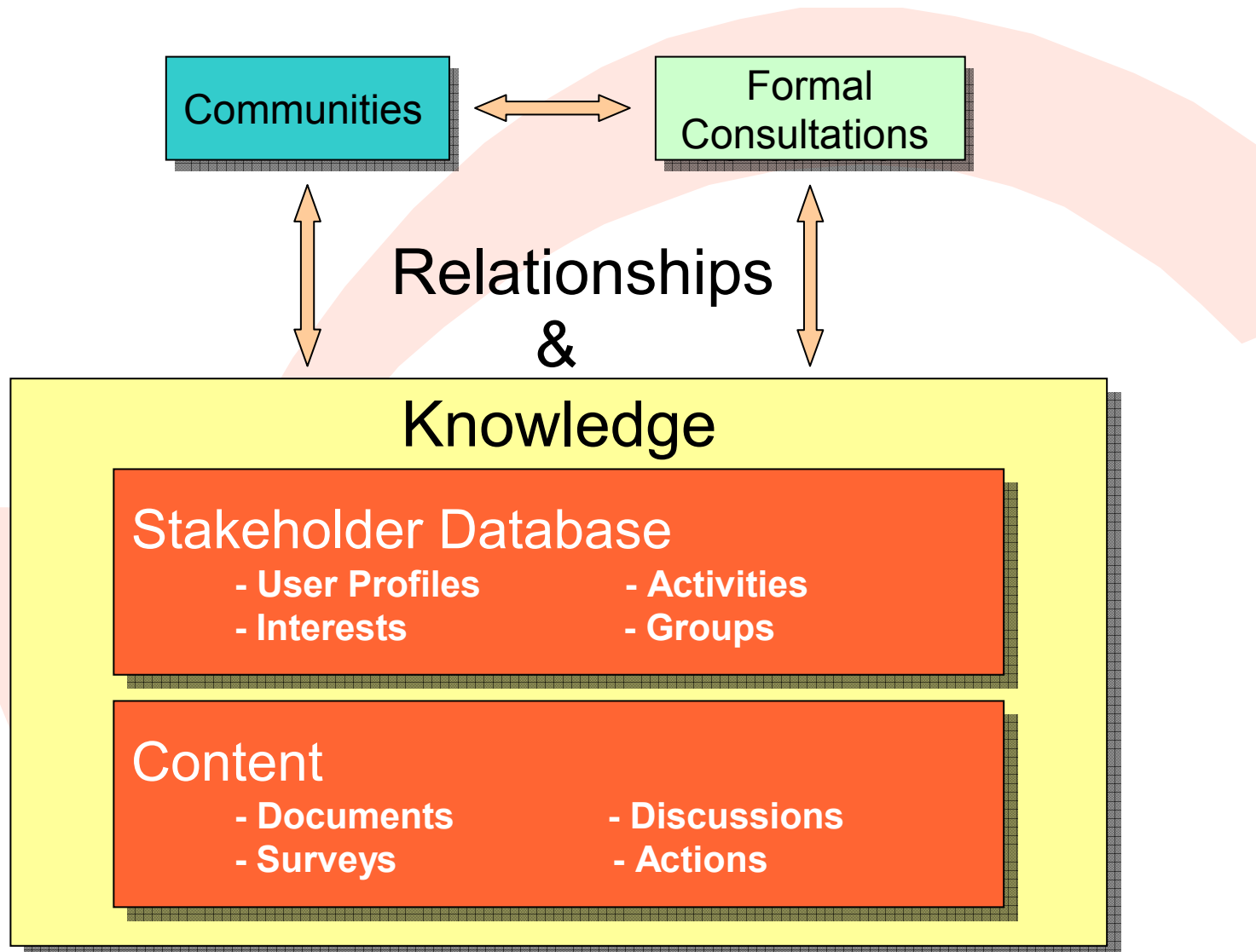


- What is SmartGroups?**
- Join a Group**
- Start your own Group**
- Go to Your Groups**
- Share Pictures**
- Share Files**
- Add Event**
- Place an Advert**
- Share Links**
- Share Information**
- Get a Group Opinion**
- Send or Read Messages**

Degrees of Web Collaboration



Stakeholder participation





Partnership Home

Group Home

- ▶ What's New
- ▶ Search this Group
- ▶ My Settings
- ▶ Leave Group

- The Best and Worst
- Baseball caps and hooded t...
- closed consultations
- e-panel feedback
- What topics?
- Transportation Network S...

All Discussions

- ▶ Site Home
- ▶ Find Group
- ▶ New Group
- ▶ Help

John Glover



Wolverhampton e-panel

Logout

Wolverhampton e-panel

Search

Wolverhampton's e-Panel

Want to have your say about life in Wolverhampton then if so join the growing number of e-panel members and take part in regular online activities. If you are aged 16 or above and live, work or socialise in Wolverhampton you are welcome to **join the e-Panel**.

You will be joined online by Council and other public agency officers who will answer your questions and take part in online discussions.

You and other e-panel members will provide the Council and the Primary Care Trust and other public agencies with a broad picture of popular views and opinions from across the City. This valuable information will help improve services in Wolverhampton.

To view the activities of the e-Panel you do not need to register on the site or join the e-Panel. However, if you want to take part in a questionnaire or get involved in





Search
[Advanced Search](#)

- Home
- Council, Government And Democracy
- Have Your Say
- Consultations**
- Current
- Future
- Past
- Calendar
- Search
- Consultation Help

Past Consultations

This page shows the list of closed consultations. If the responses have been analysed, you can see the results by clicking through to an individual consultation.

Page 1 of 3 [Next >](#)

Name	Status	Open Date	Close Date
Audit of Crime Disorder and Drugs within Herefordshire As part of our role as community safety and drugs partnership we are required to undertake a 3 yearly audit of crime, disorder and drugs.	Complete	01 Jan 2005	31 Mar 2005
Black Mountains Cross Border Demonstration Project Consultation to evaluate types and extent of use of the Black Mountains and awareness of the Countryside and Rights of Ways Act 2000 legislation.	Closed	01 May 2005	30 Aug 2005
Bus Service Subsidies To obtain reaction to proposed cuts in the bus network and the effect it would have on passengers.	Closed	01 Sep 2005	01 Oct 2005
Creative Industries A bi-annual survey of artists and creative businesses in Herefordshire.	Closed	01 Nov 2005	30 Dec 2005
DEFRA consultation on the Rural Development Programme for	Closed	27 Feb 2006	22 May 2006

[Register](#)
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BE:

Better for Everyone

A Partnership working for our community



Search

Go

You are not logged in

Email

Password

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Funded and supported by



- Home
- Help
- Contact Us
- Community Strategy
- Local Strategic Partnership
- Our Partners

The local strategic partnership for Bath and North East Somerset



The on-line community for Bath and North East Somerset. This site has been developed by the Local Strategic Partnership for Bath and North East Somerset and provides tools to enable people to work together to improve our area.

The LSP's vision for the area is to be distinctive, inclusive, creative, safe and sustainable. We aim to do this by working together to tackle crime, improve the environment, and take pride in our communities. The site is designed to be interactive.

Facts & Figures

Our Successes

Local Area Agreements

Community Strategy

Our Partners

Local Strategic Partnership

Latest news

▶ Funding for groundbreaking energy

▶ Local Area Agreements - What



- Group Home
- ▶ What's New
- ▶ Search this Group
- ▶ Members
- ▶ Invite
- ▶ Subscribe
- ▶ My Settings
- ▶ Leave Group
- ▶ Background documents
- ▶ **Congestion discussion**
 - ▶ Your thoughts on measures t...
 - ▶ Your views on car use?
 - ▶ Causes of congestion
 - ▶ Reducing congestion
 - ▶ The impact of congestion o...
- ▶ Freight discussion
- ▶ Group rules
- ▶ Regional Transport Strategy Q...
- All Discussions

Regional Transport Strategy On-line Discussion

Search

Group Home > Congestion discussion

Congestion discussion

One of the key challenges of the Regional Transport Strategy is tackling congestion. This area of the group contains a set of discussions related to this. To see what people have said so far click on one of topics below. Please feel free to add your comments or any message using the **reply buttons**.

If you want to start a **new topic for discussion** that is related to congestion then click the link at the bottom.

Type	Name	Description	Last Modified	Actions
	Your thoughts on measures to tackle congestion	Dear all Many thanks for your posts so far. We would also like you to share your views, with each other, about certain proposals for addressing...	9 weeks ago	
	Your views on car use?	Dear members We would also like to focus in on car use and what do you think of various proposals to manage this - see below and discuss. Car use,...	10 weeks ago	
	The impact of congestion on your quality of life	In terms of providing an easier "learning curve" for you, it's probably easiest to start on the Group Manager training side, and once you're happy...	10 weeks ago	
	Reducing congestion	What needs to be done to reduce congestion in the region?	10 weeks ago	
	Causes of congestion	What do you think causes congestion in the region?	11 weeks	



- ▶ Site Home
- ▶ Find Group
- ▶ Help

You are not currently logged in

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Welcome to firelinkmis.net

What is firelinkmis.net?

firelinkmis.net is a secure, Internet-based tool that provides a framework to support working partnerships and information sharing between members of the *Firelink* project team, Contractor and Policy Clients. Shared documents, group communications and up-to-date general and project information are all made accessible to each team member at their desktop.

firelinkmis.net holds current revisions of approved documents, plans, procedures and schedules across the full range of *Firelink* activities at a central source. This allows the Project Manager to make the latest information available at point of need to all the members of a dispersed team without using large attachments to email.

How do I navigate around firelinkmis.net?

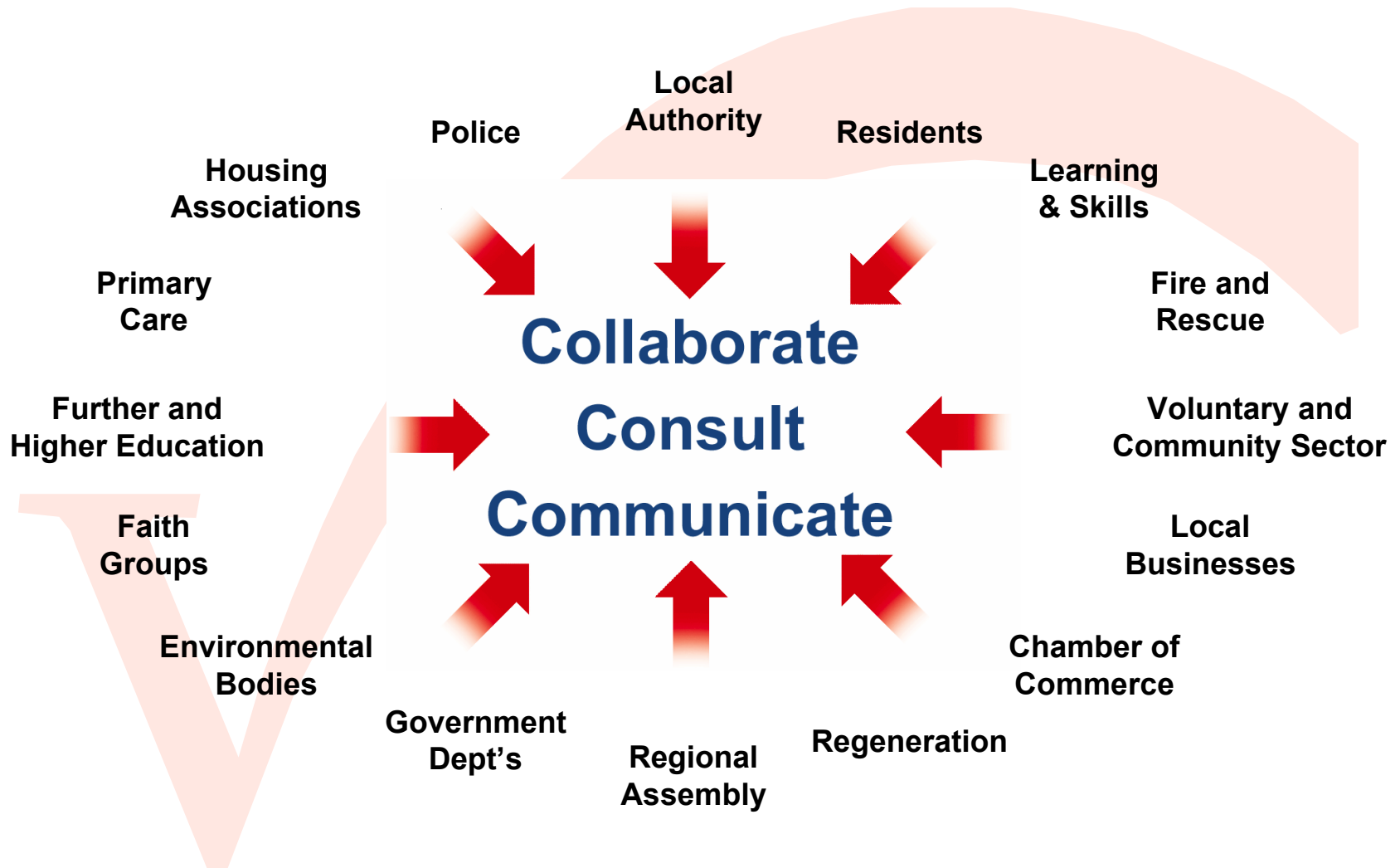
firelinkmis.net is arranged into five separate modules, each responsible for managing a discrete area of the *Firelink* project:

1. Project organisation
2. Documents reviews
3. Formal project meetings
4. Delivery teams
5. Contractor interface

Where do I go from here?

For further information, please contact the *Firelink* Project Office (firelink@odpm.gsi.gov.uk).

Local Community Partnerships



Challenges – Commercial return

- Licensing options for e-participation software
 - Hosted & purchase
 - Departmental & corporate
 - National, Regional, County, District
 - Use by strategic partners as a ‘shared service’
 - Public, Private & Voluntary Sectors
 - Functionality provided (CoP vs CoI)
 - Unrestricted vs pay-as-you -use

Challenges - Competition?

- e-Democracy vendors
 - Limited in number, small but innovative
- Low cost survey software
 - e.g. SNAP, surveymonkey
- Open source
 - Discussion boards, blogging
- Enterprise collaboration
 - e.g. MS Sharepoint
- Central Government projects

Fair competition?

- ICELE was founded in April 2006 following the successful completion of the Local eDemocracy National Project.
- The DCLG has provided £950,000 under the Local e-Gov Programme to fund the centre over the next two years.
- Former local e-government minister Jim Fitzpatrick said the aim is for the centre to become self-supporting by developing and selling products.

How we compete

- By supplying an e-participation service that is:
 - Scalable
 - Flexible
 - Robust
 - Sustainable
 - Easily extendable
- By providing our clients with:
 - Value for money
 - Good support
 - Applications that provide business benefit
 - Easy to use, fit for purpose products

Focussing product development

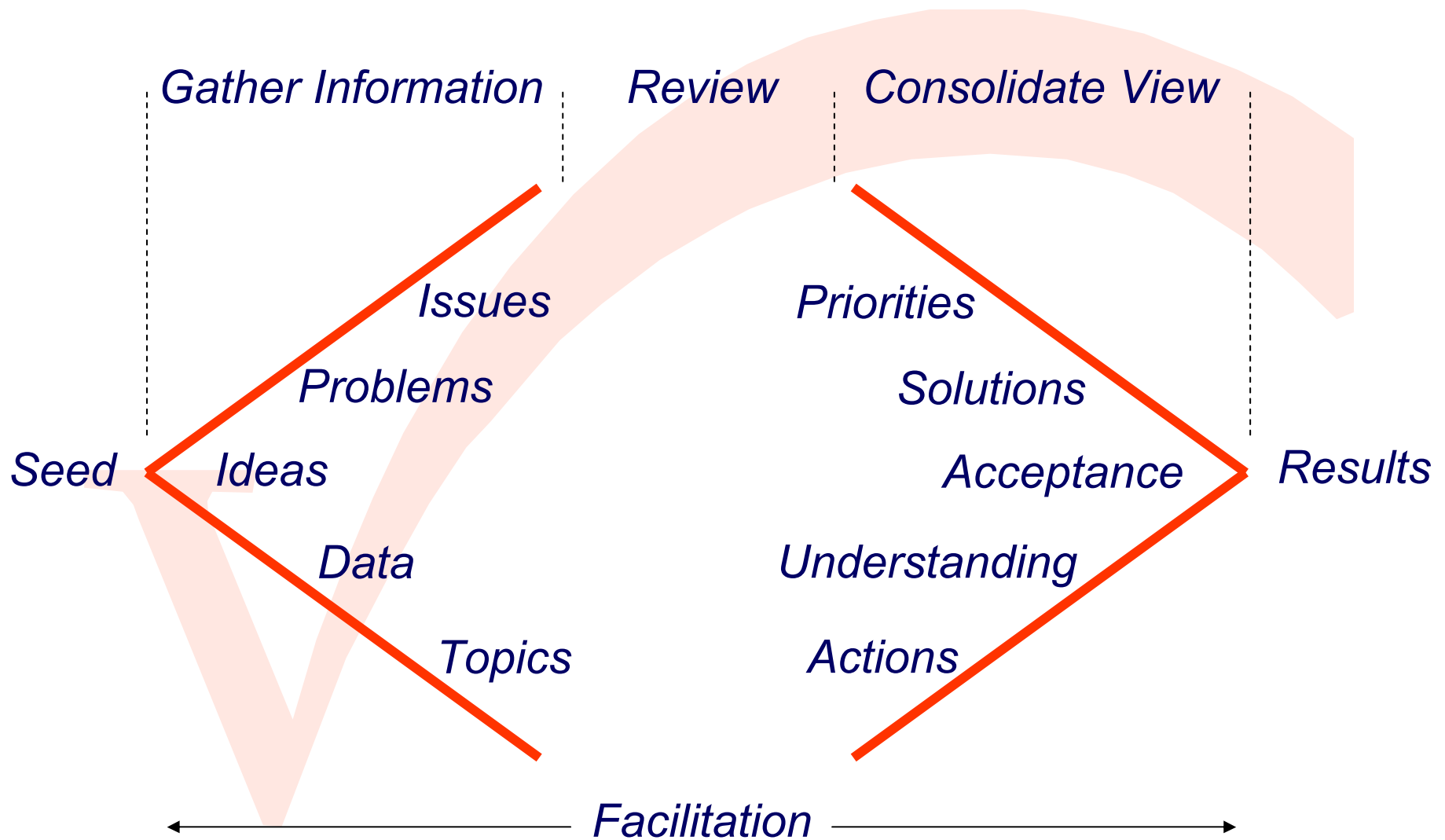
- ***“A key objective of the new planning system is to strengthen community involvement. Statements of community involvement, to be produced by planning authorities, will set out how communities will be engaged in the preparation and revision of local development documents and consideration of planning applications. The statement must ensure the active, meaningful and continued involvement of local communities and stakeholders throughout both processes.”***

Source: *Creating Local Development Frameworks*
ODPM's companion Guide to PPS12

The need to innovate?

- Very few private sector firms can afford to speculate, dream and experiment
- It is expensive to educate the market
- Sometimes it is easier to copy someone else
- Most markets are conservative – especially the public sector
- Buying Criteria
 1. Must have
 2. Need to have
 3. Nice to have
 4. Gadget

Generate ideas and then focus



Research opportunities

- Dealing with discussions
 - Improved methods for managing, facilitation, summarising, navigation and understanding
- Better feedback and ‘reward’ mechanisms
 - Was my contribution of value?
 - How did it change the policy/service?
 - Is anyone listening?
- Managing stakeholders
 - Understanding relationships and positions on particular policies



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