



## Data Sharing Case Studies

### Case Study 2: Woking BC/CAB

#### Woking Trusted Partner Access

<b>Scale:</b>	Users 100 Budget £60,000
<b>Sector:</b>	Public/Voluntary Sector
<b>Timescales:</b>	One Year
<b>Parties involved:</b>	Woking Citizens Advice Bureau Woking Borough Council Supplier – Capita PLC
<b>Verdict:</b>	Delivered planned benefits to time and budget Met Transformational Govt core objectives

#### Overall Project Objectives

- To provide the CAB with facilities to access appropriate Council back office systems – such as benefits information about their clients.
- Improve service delivery to vulnerable citizens, since the CAB deal with the more vulnerable and socially excluded sectors of society
- To improve efficiency, both for the Council and the CAB

#### Project Description

The CAB has a very high degree of public recognition and trust, and is perceived by citizens as being independent from Government. By allowing the CAB more efficient access to the information required to assist customers, we are respecting the customers' choice of access channel, helping the CAB to deliver better services and creating efficiency gains in both organisations. The project, developed in partnership with CAPITA PLC as part of the Governments e-innovation programme, provides the CAB with direct access to Woking Borough Council's back office systems in order to access data about their clients. This has been achieved by the creation of easy to use screens, linked to the e-citizen processes, delivered using the council's Citrix technology. The project has also established an Information/data Sharing Protocol between the two parties.

#### Challenges, Issues and Problems

Addressing Data protection requirements  
Supplier responsiveness

#### Project Benefits

CAB has direct access to data and is therefore not reliant on phone calls to staff at Woking.  
Woking staff are not required to look up and relay information  
Quicker, more effective service delivery.  
Efficiency gains are being monitored.

#### Reasons for Success

Very good working relationships between the organisations, mutual trust and respect.  
Commitment and ownership of individuals involved.

#### Conclusion – did the project meet the core objectives of the Transformational Government Agenda?

The project directly addresses and achieved the transformational objectives of:  
Citizen centric services and improved efficiency.