



Introduction

It's getting cold and dark outside and the days are getting shorter but the ORIGIN team certainly are not in hibernation! With an increase in the local authority partnerships that are forming and the need for "quality technology" rising to support these, the ORIGIN team will be busy well into the New Year.

We are continuing to improve ORIGIN for our existing customers and big changes are underway to meet the demands of the market.

Shared services and transparency are continuing to be buzzwords in local government. SOCITM recently released their strategy document urging councils to make greater use of share services through the use of quality technology; we have been busy improving and adding to ORIGIN so that it is perfectly positioned to support transparency and open data and deliver greater shared services for councils. Read on to find out about the enhancements and changes to ORIGIN.

NEWS

Big Society Update

The Big Society agenda remains a key policy objective in the Coalition's programme for government. The aim is to evoke a culture change in the British public so that people don't always turn to officials or central government for help but rather empower communities with the information and power to make changes themselves.

Knowledge hubs and Information sharing have become catch phrases in Local Government but the benefits of adoption cannot be overstated. The challenges relating to information sharing within local government are growing and to help meet these challenges the adoption of new technology is evident.

ORIGIN technical solutions support the transformation of operational

processes and promote seamless public and partner data sharing.

ORIGIN Enterprise and Online are the ideal platforms for the redistribution of knowledge, data and expertise to enable people to identify problems and come up with evidence-based improvements.

Shared services remains a key aim and with a growing number of councils adopting a Local Information System to address this it is becoming obvious that Big Society is becoming a reality.



UPDATES

Origin on a Cloud

With cutbacks to resources and budgets evident in councils throughout the UK, technology is needed more than ever to increase efficiencies and save money. However with limited budgets, high capital spend on a local information system is hard to justify in many councils. We have carried out research across the UK and a clear need for a lower entry cost version of ORIGIN has been identified.

ORIGIN Online has been designed for quick implementation and at a fraction of the cost of a customised enterprise system. It includes many of the core ORIGIN modules and offers features expected of a customised system. It is available on a monthly subscription basis.

An upgrade path from ORIGIN online to the full Enterprise solution is available, if required.

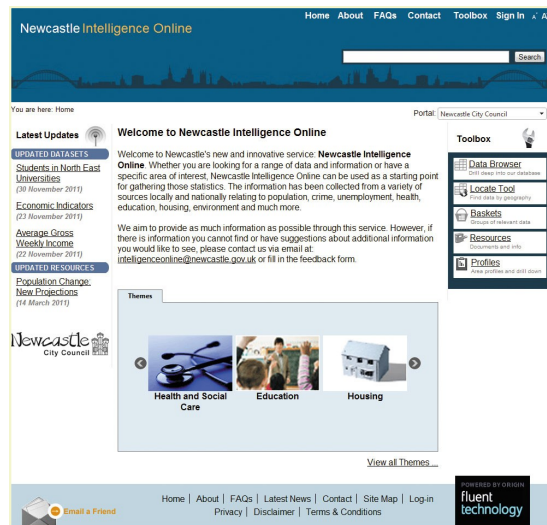
Twitter

We have updated our Fluent Website and you can now follow us on Twitter to keep informed of changes and adaptations to ORIGIN.



CUSTOMER NEWS

Newcastle Case Study



[Newcastle Intelligence Online](#)

Newcastle City Council seized the opportunity to team up with their neighbours South Tyneside Council who had already implemented ORIGIN as their Local Information System. By simply deploying the ORIGIN Partner Portals module to the existing South Tyneside solution we were able to create a shared platform saving time, money, resources and also draw on existing experience.

The Partner Portals module allows each Council to have their own uniquely designed LIS sharing a single ORIGIN Local Information System engine, this provides a true shared service.

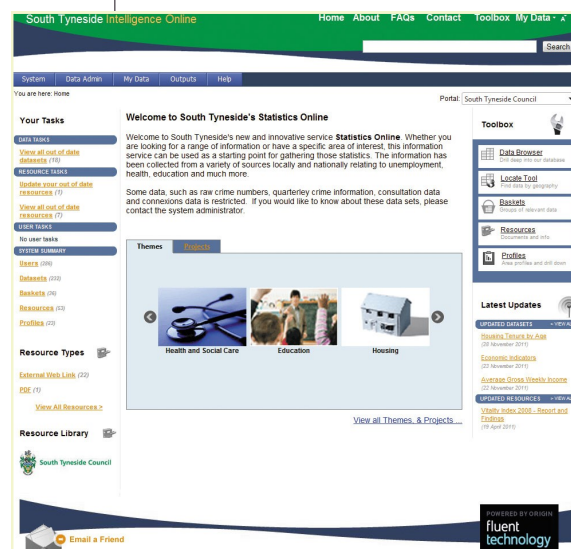
The solution brings together good quality, timely data from a range of sources, combined with interpretation of the information and linkage with their policy framework. It also enables a broad audience to easily access data and intelligence about the city, and promotes efficient and effective knowledge and information sharing practises, both between directorates within

the Council and with Local Strategy Partners.

Newcastle needed to ensure the Council operates an open and inclusive approach to its community engagement through a publically available and easy to use intelligence resource. This provides a definitive and shared understanding of the city's population needs so that they could flag up areas to deliver services and monitor change at the local level.

A further requirement was to have a means to share analysis and data that could be used in reporting for the Sustainable Community Strategy, local level understanding of the Joint Strategic Needs Assessment (JSNA), ward plans, area based regeneration programmes and Equality Framework. All of the required information can then be collected and stored in one central hub.

Visit [our website](#) to view more details these and other solutions.



[South Tyneside Intelligence Online](#)

UPDATE

Essex Insight Goes Live

Since our last newsletter Essex Partnership has launched their data observatory, Essex Insight. The Partnership is made up of Essex Police Service, Essex Fire Service, Essex Probation Trust, PCTs (West Essex, North Essex, South-West Essex, Mid-Essex, South East Essex), North Essex Partnership Trust and South Essex Partnership Trust plus 12 local authorities and departments within Essex County.

Essex Insight provides access to and reporting on a wide variety of different data sets and statistics to the partners of the council and the general public. It enables effective sharing of data in order to inform analysis, action planning, strategic planning and the targeting of resources to provide a more effective and efficient service to Essex residents. Read more in our [case study](#) or visit [Essex Insight](#).

UPDATE

Surrey-i Treasure Trove!

[Surrey-i](#) has just been launched to the public and provides a wealth of information and data on the people and places in Surrey. The council is already seeing the benefits:

"Surrey-i is a treasure trove of information. Whether you're a parent looking for a new school, someone looking to start a business in the county or a charity helping children or elderly people, this website will prove invaluable."

Peter Martin, Surrey County Council's Deputy Leader

Visit [our website](#) for more information.

ORIGIN NEWS

Search Tool



As always, we are adding new features and improvements to ORIGIN so that it continues to evolve and offer greater value to the ORIGIN client base.

We have recently updated the ORIGIN search tool and again this has been driven by customer feedback and requirements.

Our philosophy is always to ensure that all customers should benefit from the suggestions and improvements put forward and adopted by one.

ORIGIN Enterprise has always had a search tool, however the previous tool limited search results to the meta-data

associated with the search term. The search tool has now been

transformed and the new search tool provides results from all published data and content.

The search tool now allows customers to type in a word or phrase and the sophisticated tool searches through all data sets, profiles, documents and resources to give the user easy and quick access to a wealth of information.

The search tool also indexes any uploaded reports, PDF files, Excel

documents and Word documents to ensure that all available information in the site is available within the search results.

This of course can mean a large list of search results but the new tool automatically ranks and displays the most relevant results first and also allows you to filter the results based on date ranges, themes and tags making it really simple to find exactly what you want. This allows users to have enhanced management and flexible presentation of the search results. The creator of the data can also tag it to ensure that it appears in the appropriate results.

NEWS

Consultation Portal

Working together with the DORIC partnership we have recently created a Consultation module for ORIGIN Enterprise. Drawing on the experience of Warrington Borough Council we designed a new module to allow them to publish details of consultation and engagement projects.

Community consultation and engagement is becoming an increasingly vital process for councils to gain public views on particular issues within their community. For

example residents may give their opinions by letter, focus groups and questionnaires on what is important or needs improving. DORIC is now using ORIGIN to collect, share and analyse these findings to aid the consultation and engagement process. Their portal also includes a survey tool to encourage the public to take part in online surveys. We hope that this will have many benefits for the Partnership such as better decision making based upon an understanding of the needs and wants of local people which help identify local priorities.

FORUMS

Origin Forums

The ORIGIN Forums are the place to go to post ideas and suggestions or ask advice about ORIGIN. You can also discuss the technology with other ORIGIN users and to view our latest

publications. They are regularly updated by the ORIGIN Support team so you can be sure any query you submit will be answered promptly.

[Visit our forums.](#)

IDEAS



Road Map

We are continuing to work on our Roadmap for 2012. We have received excellent suggestions from customers already; however we are always interested in new ideas. If you have any ideas on what could improve ORIGIN for 2012 please submit them [through our Forums.](#)

UPDATE

ORIGIN Version 7

ORIGIN is continually being developed and version 7 has just been released. Detailed release notes describing all the new and updated features is available through [our online Forums.](#)

Also [visit our website](#) for news on current and future developments.

COMPANY NEWS

Christmas Time Charity

Each year in lieu of Christmas cards and gifts we like to support a charity. It is a practice that we adopted early on and it has widespread support from our customers.

This year we have decided to support World Vision as our Christmas charity. World Vision works to create a long lasting impact and change for people living in poverty, through initiatives such as micro lending.

The World Vision team spends time getting to know the local communities, the people that need support and the individuals that have small business ideas. Donors are encouraged to provide loans to help recipients with their business and once they are able they can repay the loan back to World Vision; who then invests in another small business. It really is the gift that keeps on giving! We are supporting a lady from the Philippines who runs a farming business and would like a loan to expand her small convenience store with new stock and buy her own water buffalo (really!) to help with her vegetable farming.

We are passionate about this cause and think it's a fantastic way to spend our Christmas present fund. If you would like more information visit their [website](#).

ISO 27001 Certified



We are delighted to announce we are now an ISO27001:2005 certified company. The ISO 27001 standard is an internationally recognised information security management standard, it is the best practice specification that helps businesses and organisations throughout the world to develop a best-in-class Information Security Management System.

To achieve the certification Fluent Technology underwent a robust programme of preparation and external audits.

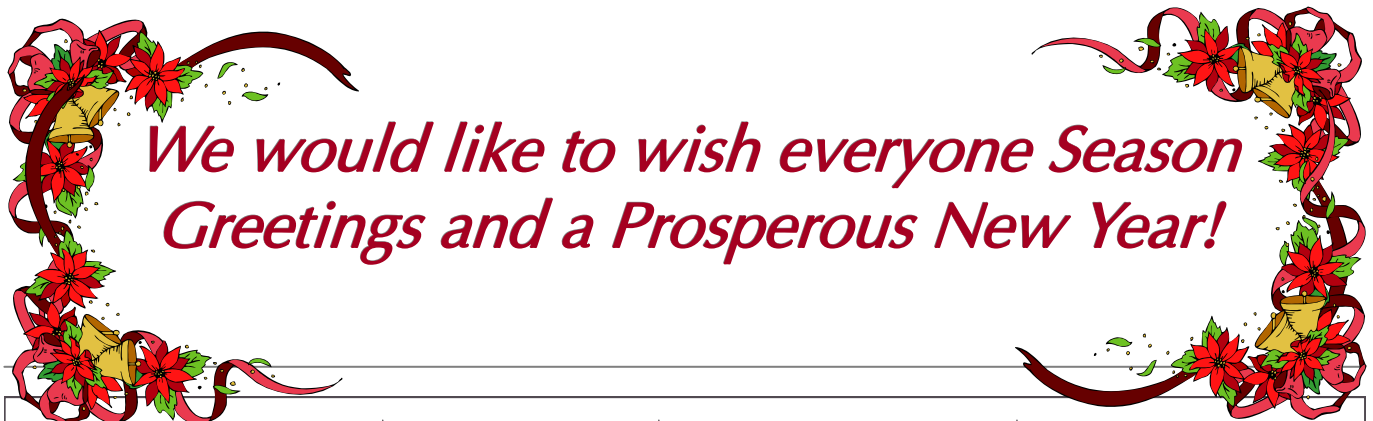
Keith Turkington Director of Fluent Technology stated;

"We have always been committed to achieving the highest industry standards and to be awarded the ISO 27001 certification reflects this commitment. Protecting sensitive customer data and information has always been a top priority and this award recognises that we have sophisticated, secure and tightly managed systems in place to do this. We are one of only a small number of companies in the Northern Ireland ICT Sector that holds ISO9001, ISO27001 and the Investor in People Standard, showing that we are a company committed to excellence"

CONTACT US

And Finally..

Thank-you for reading our newsletter and we hope you found it informative and interesting. If you have any queries on any aspect of the newsletter or require further information contact us on info@fluenttechnology.com or call us on 028 90 690020. And now all we have to say is...



We would like to wish everyone Season Greetings and a Prosperous New Year!

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