

The Case for Government Connect

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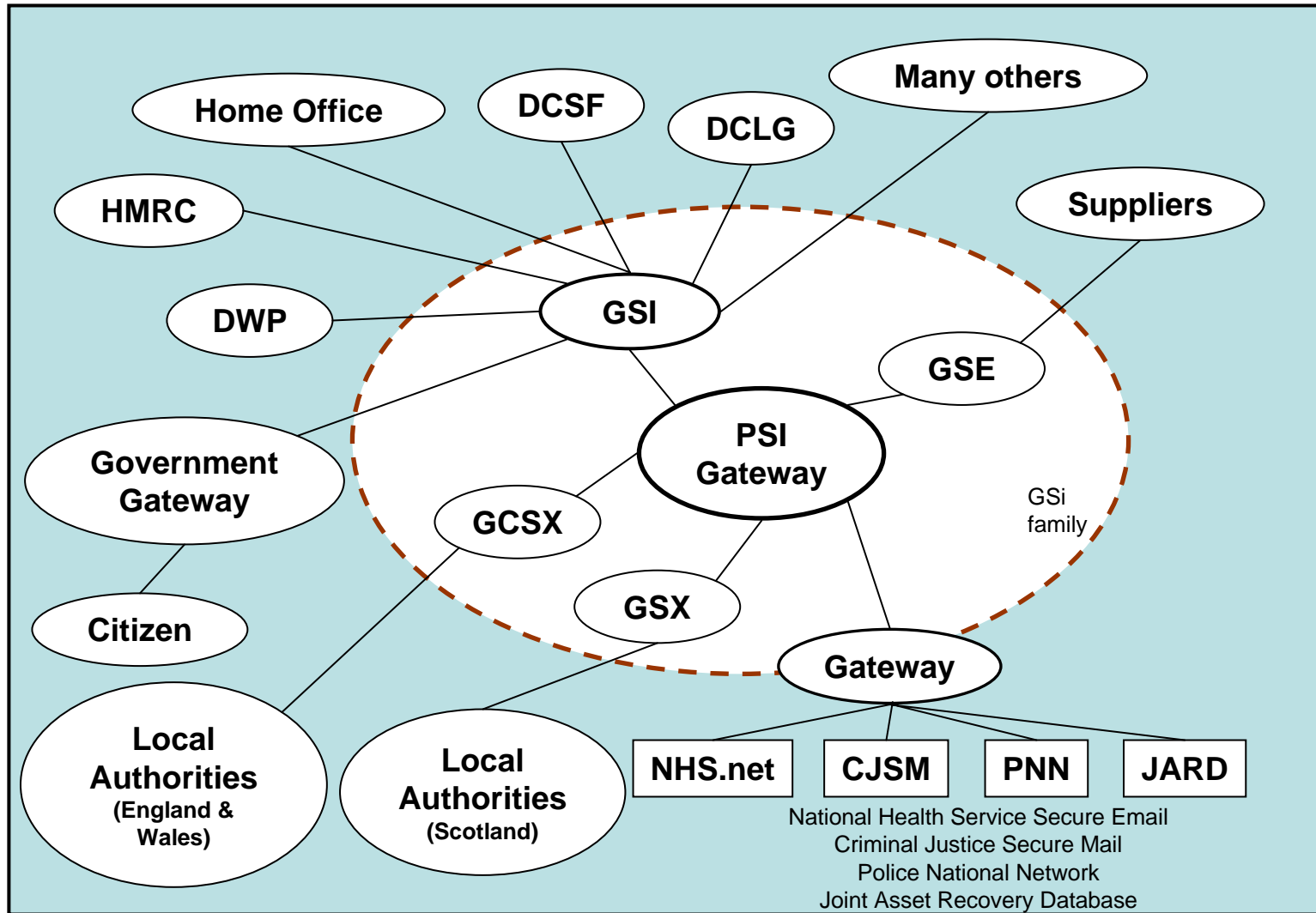
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What is Government Connect?

- **A pan-government programme led by DWP providing:**
 - A government accredited secure network for all local authorities in England and Wales. The network is called GCSX and it enables sharing of sensitive personal data and data protectively marked as RESTRICTED by central Government. GCSX is part of the wider Government Secure Intranet (GSI) and provides connectivity to virtually all central Departments, NHS, Police and a number of commercial suppliers
 - Secure access to central Government applications and databases
 - Secure email exchange with central Government, Police, NHS, other local authorities and commercial suppliers
 - Secure bulk file transfer between local and central Government



The Government Secure Intranet



Government Connect funding and management

• Funding

- Government Connect is centrally funded by the Departments for Communities and Local Government, Work and Pensions and Children, Schools and Families
- On 1st April 2008 £33m of funding was made available to complete delivery of Government Connect and to support the service through to March 2011.

• Management

- Delivery is led by the Department for Work and Pensions
- The programme is managed by a board chaired by Janet Callender (CEO Trafford Council). Board representation includes:
 - Local Government Delivery Council / Central Government Delivery Council
 - Local Government CIO Council / Central Government CIO Council
 - Central Government funding Departments (DWP, DCLG, DCSF)
 - Local Government Association
 - IDeA
 - Society of IT Managers (SOCITM)
- Broader governance arrangements include
 - Cabinet Office
 - Office of Government Commerce (OGC.buying solutions)
 - CESG (the Government security accreditation body and part of GCHQ)



If Government Connect is free to local authorities why do I need a business case?

• Meeting the Code of Connection

- For network connectivity to be activated local authorities must achieve and maintain compliance with the Code of Connection. This may require an investment of management effort and money. Whilst Government Connect can provide some help and advice, meeting the Code of Connection remains a responsibility of the local authority.
- The Code of Connection is defined by Government accreditors (CESG) and is not negotiable. It is closely aligned to the international standard for Information Security (ISO 27001) and in broad terms represents good practice. The Code of Connection mostly defines technical criteria, but also includes policies for controlling who has access to your network, and training.
- The GCSX Code of Connection is similar to the standards required by:
 - Department of Health Information Governance Security of Compliance (IGSoC)
 - Department for Schools & Families Partner Workstation and Infrastructure Security (PWIS).
 - Payment Card Industry (PCI)
- Frustratingly, these standards are not identical and compliance is separately assessed. However Government Connect are working with the likes of DoH and DCSF to align standards and avoid the need for multiple assessments.

• Funding beyond March 2011

- Government Connect is currently funding the provision of the GCSX service to all local authorities in England and Wales until 31 March 2011. After this time local Government will be required to cover these costs. The overall costs for providing the GCSX service will be split according to bandwidth share and costs for 2Mb, 10Mb and 100Mb provision will be detailed in a GSi Register of Service for GCSX as of November 2009. There will be significant cost savings for local authorities that are part of an aggregate GCSX connection.

In summary the case for Government Connect is.....

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• Regulatory compliance

- Local authorities handle “sensitive personal data” and data protectively marked as RESTRICTED by central Government. This data is typically provided by citizens to government because they are obliged to provide it.
- The Data Protection Act requires that such “sensitive personal data” is protected. Authorities handling and transferring sensitive personal data, but which do not comply with recognised standards of Information Security management and do not use the most secure methods of transfer available are at risk of non-compliance.
- The Information Commissioner now holds powers to carry out spot checks and to impose fines.

• Government Policy and LGA Guidelines

- Central Government must comply with the data handling guidelines defined by the Cabinet Office. These guidelines clarify and reinforce the Data Protection Act for government controlled data.
- Equivalent guidelines for local Government have now been published by the Local Government Association.
- DWP has already concluded it will only share RESTRICTED and sensitive personal data with authorities via a government approved connection and will enforce this policy from 31 October 2009. Other Departments are likely to follow suit.

• Shared Services

- A recent Gartner study shows that GCSX has a clear role to play in connecting the wider public sector and enabling more ambitious shared service initiatives across local Government.
- In some scenarios it may be more cost effective to use GCSX connectivity instead of procuring additional network capability, to share services and information between partner local authorities.

• Service Transformation and National Indicators

- There is an increasing realisation that the most significant opportunities for service improvement and cost effectiveness come from improving cross organisational working. Such initiatives need trusted communications channels in order to achieve their potential. There is a rapidly growing list of real opportunities that are wholly dependent on the use of GCSX.
- The majority of the National Indicators require multi-agency working in order to deliver better performance, better use of resources and improved customer outcomes. By using GCSX, local government is now able to share sensitive information securely, reliably and efficiently with key delivery partners and improve performance.

• Strategic alignment

- Government strategy is to procure a “Public Sector Network”, which will replace the GSi in February 2012. The Public Sector Network will enable more seamless connectivity throughout government and the wider public sector. Being connected to GCSX will not only provide the benefits listed above, but will ensure local Government is consolidated and supported through the next generation government network.



Regulatory Compliance

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Data Handling in Central and Local Government

- The Cabinet Office report 'Data Handling Procedures in Government' defines what government is doing to protect citizens personal data. The LGA have also produced equivalent guidelines for local Government, which are supported by the Information Commissioner as good practise and their implementation will be monitored by the Audit Commission.
- Sensitive personal data is now defined in simple terms, as are the core measures required to protect it. This means that information linking an identifiable individual with information that, if released, would put them at significant risk of harm or distress, or any source of information relating to 1000 or more individuals that is not in the public domain, even if the information is not likely to cause harm or distress, must be protected. Protection requirements mean such data can only be transferred securely.
- Transfer of protected data using means less secure than available is not adequate and could result in enforcement action by the Information Commissioner or even fines. A precedent of such enforcement has recently been established.
- In addition to core measures of data protection the new data handling guidelines require greater awareness to be established through improved training and HR processes. Greater accountability for information risk will be established and there will be increased scrutiny. Information assurance is to be part of the Statement of Internal Control and the Information Commissioner has powers to undertake spot checks.
- Achieving and maintaining GCSX Code of Connection compliance is entirely consistent with managing your authority's data protection risks.
- Government Connect has part funded an LGA initiative to support local authorities improve their data handling processes.

"Those in public service need to keep that information secure, in order to build public confidence".

Cabinet Secretary Sir Gus O'Donnell in his forward to 'Data Handling Procedures in Government' paper

Where sensitive personal data between government and local authorities has to be transferred the use of formally accredited secure communications channels, such as the GSi or GCSX are strongly recommended. Ensuring that your organisation complies with the associated security standards, such as the codes of connection, will minimise the risk of a security breach occurring and demonstrates that security is being taken seriously.

Advice from the Information Commissioner's Office

Government Policy and LGA Guidelines

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DWP Data Access Policy

- Access to the DWP Customer Information System (CIS) and other sensitive personal data over the internet is now prohibited and will only be available over an appropriate secure connection.
- DWP has established this policy to meet its obligations in accordance with the data protection act and government guidelines on data handling.
- The Local Government Association (LGA) have also publishing data handling guidelines for local authorities.
- Other central Government departments involved in the exchange of sensitive personal data with local authorities may soon adopt a similar position to DWP.
- Access to enhanced DWP business processes dependent on the transfer of sensitive personal data will only be possible via a secure connection such as GCSX.
 - E-Transfer – automating transfer of DWP data to local authorities such as Local Authority Input Document (LAID) from Jobcentre+ and Local Authority Claim Information (LACI) from Pensions Service.
 - HERS – improving bulk exchange of data between local authorities and DWP and enhancements to CIS including addition of Tax Credit and ESA related data.
 - In & Out of Work – streamlining, through use of electronic forms, processing of benefits as people start and leave jobs.
 - Tell Us Once – providing more citizen centric services by improving citizen data handling across government

“DWP will cease the provision of RESTRICTED data to local authorities and the receipt of “sensitive personal data” from local authorities through means other than a government approved secure IT communications channel. This essential measure means that we now urge all local authorities to make information security a top priority and to commit to completing the Government Connect implementation process without delay”.

Letter to all local authority CEOs and Leaders from Joe Harley Director General DWP Corporate IT and CIO and Janet Callender CEO Tameside MBC and Chair of Government Connect

“I welcome this policy as a positive step towards improved data protection across central and local Government”

David Smith, Deputy Information Commissioner

Shared Services

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- **Purpose**

- Having established the case for secure connectivity between Local and Central Government, Government Connect wanted to evaluate the case for secure communication between local authorities. To do this Government Connect commissioned Gartner to evaluate the GCSX services provided by Government Connect (plus additional services available to local government through the GSi contract) against shared service initiatives typically being pursued by Local Government.
- The key question posed by Government Connect was ***“should local authorities looking to make strategic infrastructure investments to support shared services be considering using and building on the GCSX services provided by Government Connect? Or is GCSX not suitable in its current form and if so then why not?”***

- **Contributors**

- The current GCSX service provider (Cable & Wireless) took part in the study via a series of meetings. In addition, Gartner carried out interviews and workshops with four sample local authorities (Kent County Council, Northumberland County Council, Cambridgeshire County Council, and Nottinghamshire County Council).

• Key Findings

- The Government Connect pricing is not expensive.
- Despite the level of security inherent in GCSX, the core services are only 10% above the minimum market price for these services, and well below the maximum market prices.
- GCSX should be considered a complimentary or replacement service for point to point links where:
 - the GCSX cost per circuit is lower
 - the requirement is for multiple or long distance links to other local authorities
 - secure transport of data is required.
- The economic case for GCSX as a platform for local authority shared services is stronger for larger initiatives involving a greater number of authorities.
- Local authorities that have established 10Mb or 100Mb GCSX connections may be best placed to be providers of large-scale shared services and become centres of excellence for these.
- GCSX provides an opportunity for local authorities to avoid the costs of procurement, vendor management and service management as these functions are undertaken by Cabinet Office and Buying Solutions.
- Shared service provision over GCSX is likely to be more economical as the number of partners (service using authorities) increases.
- GCSX has established a base level of connectivity between all local authorities (including other GSi users and commercial suppliers connected via GSE). This means that local authorities wishing to offer shared services to others are no longer constrained by geographical proximity. Consider:
 - Point-to-point connections are typically expensive over long distances and were previously a barrier to the extent of local authority shared service offerings.
 - The large number of separate local authority outsourcing arrangements for multiple applications.
 - GCSX could be a significant enabler for delivering the OEP and addressing continued pressure on budgets and funding.
- The marginal cost of adding a new local authority (or other GCSX, GSi, GSE user) to a shared service implemented on GCSX is always likely to be very low compared with the alternatives. This provides an opportunity for certain authorities to develop more ambitious plans for their shared services offerings.
- GCSX will offer much greater levels of data security compared with point to point connections. For some high risk services this provides significant value, but is difficult to quantify.
- GCSX connects to national MPLS cloud, which provides greater levels of resilience and availability compared with point to point connections. Typically large point to point networks require additional investment to achieve an acceptable level of resilience.

Service Transformation

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Opportunities for improved information sharing and service improvement

- Many opportunities to enhance service delivery depend on data sharing between central and local Government departments and locally between public sector organisations. Better use of the data collected by government will enable better, more efficient and more citizen centric services.
- Sharing data securely requires accredited secure communications channels. But such channels can only be opened when relationships of trust have been established. The minimum requirements for such trust are built into the GCSX Code of Connection.
- Now that secure channels of communication are established across government, a major barrier to joint working has been removed and there are now a great many opportunities to improve and transform service delivery.
- The following pages outline some of the opportunities related to the adoption of GCSX. In order to maximise the value of GCSX to your authority we would urge you to explore these opportunities and look to develop others.

“Effective use of information is absolutely central to the challenges facing government today... Those in public service need to keep that information secure in order to build public confidence. This is essential to underpin greater data sharing to deliver personalised services and make us more effective”.

Cabinet Secretary Sir Gus O’Donnell in his foreward to ‘Data Handling Procedures in Government’ paper

“By establishing a trusted secure infrastructure Government Connect provides the foundation layer for many service transformation initiatives”

Janet Callender, CEO Tameside MBC and chair of the Local Government Delivery Council

Summary Opportunities for GCSX adoption

• Connection to Central Government

- GCSX should be regarded by both central and local Government as the de-facto option for data transfer because it provides an unequalled level of security and is good value. Significant potential exists for increasing the data transmitted between local and central Government over GCSX

• Connection to PNN / CJX

- GCSX is already securely connected to the Police National Network and the Criminal Justice sector through the Public Sector Interconnect and should therefore be used for secure information sharing between local authorities, the Police and CJX users. In addition, local authorities should consider replacing existing CJSM email accounts with GCSX email and ensure they decommission any additional hardware, such as encryption devices, associated with CJSM,

• Connection to other local authorities

- Local authorities should consider the use of their GCSX connection for sharing information with other local authorities. Where the requirement for connection is minor, e.g. a small number of connections over a short haul, then GCSX may not always be suitable. It should be noted that GCSX establishes a connection with every local authority and if there is existing capacity, new point to point links may be avoided. GCSX is likely to be a more suitable choice for more strategic shared services likely to involve a larger number of organisations. Annex B provides some example scenarios.

- Key drivers for GCSX: Secure, under-utilised, connections with all other local authorities already established, no cost until 2011,
- Barriers for GCSX: Investment in additional bandwidth where required

• Connection to N3

- The co-existence of GCSX and N3 (primary and resilient circuits) in the same authority represents a duplication of service and an opportunity for reducing infrastructure costs. With GCSX already in place, and capable of transporting Patient Identifiable Data between GCSX users and NHSnet users, it would make sense for N3 connections to be replaced.

- Key drivers for GCSX: Secure, under-utilised, in place, no cost until 2011, a number of initiatives already in discussion, identifiable cost saving.
- Barriers for GCSX: Awaiting Department of Health formal approval for GCSX to be used as an alternative to N3. Developments in this respect are anticipated and local authorities should consider this before committing to N3.

Summary opportunities for GCSX adoption

• Fire & Rescue

- There is currently no Fire & Rescue Service (FRS) network in place and although some connectivity between FRS and local authorities already exists (where the FRS is already connected to the GCSX compliant local authority network), there is a clear business case for more comprehensive FRS connectivity to GCSX. This could be achieved by a FRS either joining an existing GCSX aggregate connection or by procuring a dedicated GCSX circuit.
 - Key drivers for GCSX: Secure, under-utilised, in place, provides connectivity to local and central Government as well as Police and NHS, cost effective compared with other GSi networks.
 - Barriers for GCSX: Investment in aggregate connectivity or dedicated GCSX circuits

• Connection to outsourced delivery partners

- A variant of GSi called GSE should be the preferred choice of connecting commercial suppliers to local authorities for services that involve the exchange of sensitive data. Local authorities should expect major providers (e.g. Northgate, Capita) to have established GSE connections and benefit from the avoidance of new dedicated point-to-point links for each new customer or requirement.
 - Key drivers for GCSX: Secure, under-utilised, avoids new links, in place, no cost until 2011
 - Barriers for GCSX: Existing supplier contracts, investment in GSE connectivity and associated Code of Connection compliance (especially if the commercial provider has only a few customers)

• Internal local authority

- Local authorities may find some scenarios whereby an additional GCSX circuit may be the most economical route to extending their network presence to a new site within the authority. This is most likely to be where a 2Mb connection is needed and is lower cost than a single point to point link.
 - Key drivers for GCSX: May be a lower cost. Provides a higher level of availability and security.
 - Barriers for GCSX: In most scenarios is likely to be more expensive

• Connection to the Internet

- Potential exists for utilising the existing GCSX connection to provide local authorities with either their primary or resilient Internet connectivity.
 - Key drivers for GCSX: Already in place, largely under-utilised, no cost until 2011
 - Barriers for GCSX: Existing contractual restrictions and demand for bandwidth.



Supporting performance against National Indicators

- There is an increasing realisation that the most significant opportunities for service improvement and cost effectiveness come from improving cross organisational working. Recent policy documents such as the Cabinet Office Operational Efficiency Programme and the CLG Strengthening Local Democracy provide clear messages that more effective sharing and reuse of information is at the heart of more efficient and effective re-active and pro-active service delivery across partners in a local context.
- The potential ways in which using GCSX can enable this has been assessed through a review of the National Indicators on which it is able to have an impact.
- The National Indicators have been developed and agreed across Government through the 2007 Comprehensive Spending Review (CSR-07). The indicators measure success in local delivery of the Government's priority outcomes expressed through the Public Service Agreements (PSAs) set out in the CSR-07, or Departments' Strategic Objectives (DSOs). They are therefore key to ensuring Government achieves its aspirations for the Spending Review period and are the only indicators against which local authorities are measured at present.
- The majority of the National Indicators require multi-agency working in order to deliver better performance, better use of resources and improved customer outcomes.
- More effective sharing and reuse of information is at the heart of more efficient and effective service delivery across partners in a local context. Of course increasing the flow of information between organisations inherently increases the risk of data loss and the potential for increased costs. GCSX mitigates this risk by providing, for the first time, a Government accredited secure network connecting local authorities to the rest of Government.
- **In Summary the review of NIs found that:**
 - Performance against 71 of the 188 NIs can be supported by use of GCSX to improve information sharing and cross-organisational working
 - Strongest examples of this relate to NIs for:
 - Safer and Stronger Communities
 - Tackling Exclusion
 - Local Economy
 - Care at Home
 - These are areas identified as priorities within most Local Area Agreements (LAAs) and where multi-agency working is necessary to achieve good performance against the NIs.

- **Safer, more secure transfer of information**

- GCSX facilitates the secure transfer of information from one organisation to another
- Benefits include:
 - Better information security
 - Increased compliance with Data Handling Guidelines and the Data Protection Act
 - Reduction in the loss of personal information
 - Reduction in identity theft
 - Increased points of access for information

- **Speedier transfer of information**

- GCSX facilitates faster electronic transfer of information between two organisations
- Benefits include:
 - Faster delivery of data
 - More able to make urgent decisions informed by “real time” data
 - Quicker response times – need is met faster

- **Simpler, easier transfer of information**

- GCSX facilitates simpler transfer of information between two organisations, through the use of technology
- Benefits include:
 - Access to new systems
 - Reduction in likelihood of human error
 - Reduction in back-office processes associated with the delivery of hard copy information
 - Quicker delivery of information
 - Reduction in asking customers for the same information many times

- **Cheaper, money saving approach to transferring information**

- GCSX provides a cheaper method of transferring information from one organisation to another
- Benefits include:
 - Reduction in amount of money spent on delivering information – via postal services, secure mail services and courier services
 - Reduction in resources required to distribute data
 - Reduction in resources required to gather data
 - More money can be directed to meeting need, as opposed to delivering data

What can I do with a GCSX connection?

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Uses of GCSX

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Better Housing and Council Tax Benefit Administration

Improved benefits administration via direct secure access to DWP customer information system (CIS), email and bulk file transfer across GCSX and access to DWP fraud related.

Improving Trading Standards

Secure communication with key partners, improved ability to share regulatory intelligence within Public Protection Partnerships, improved 5x5x5 reporting via secure electronic transfer between organisations and ability to securely access Joint Asset Recovery Database and Elmer from a local authority desktop.

More Effective Youth Justice Working

Establishment of secure connectivity between Youth Justice Board (YJB) and local authority based Youth Offending Teams (YOTs) for secure access to key applications (Libra, CMS and e-Asset) and secure structured messaging relating to custodial and remand information

Tackling Crime & Improving Community Safety

More secure, reliable and timely exchange of data between Police and local authorities, improved ability to share information with key partners in delivery Multi-Agency Public Protection Arrangements and Risk Assessment Conferences (MAPPAs and MARACs) and secure information sharing with Fire & Rescue Services

Better Health and Adult Social Care Integration

Ability to securely share Patient Identifiable Data with NHSmail users (PCTs, Acute Trusts, GPs etc) and improve existing joint working arrangements and potential ability to access N3 applications via GCSX and remove requirement for separate GCSX and N3 connectivity.

Better Children's Services

Secure access to Contact Point, eCAF and FSM systems, improved ability to securely share information with key partners in order to safeguard children and potential to share information via secure email with Family Courts.

Improving and enabling Joint Working

Delivery of joined up, citizen-centric services and enabling shared resources and multi-agency co-location.

Supporting Civil Contingencies

Ability to securely communicate electronically via email and secure access to shared emergency planning and instant response applications both locally and nationally via the National Resilience Extranet (NRE)

Improving the Management of Citizen Changes of Circumstance

Ability to securely share citizen information electronically across government via access to the Tell Use Once "hub" and secure email

More Effective Management of Parking and Abandoned Vehicles

Potential ability to securely access DVLA and Department for Transport applications

More Effective Government Estate Management

Ability to access full dataset held on Office of Government Commerce e-PIMS system which holds information on civil estate property

Secure Government Grant Claims

Secure access to CLG Local Grants and Subsidy system LOGASnet



Customer Information System (CIS)

- The Customer Information System (CIS) is used by 22,000 local authority staff to provide online benefits eligibility checking and has recently been enhanced to provide access to HMRC tax credit data. As the data scope, scale of usage and business criticality of CIS increases then security and service availability become even greater concerns. **CIS is no longer available over the internet and can only be accessed via GCSX.**

In & Out of Work

- GCSX has established a **secure communications channel between DWP, HMRC and local authorities**. This has enabled DWP to streamline processes for enabling people moving in and out of work to access benefits entitlements more effectively. These new "In & Out of Work" processes are being rolled out nationally. **Without GCSX it is not possible to implement the new In & Out of Work processes.**

Electronic LAIDs and LACIs

- DWP is changing its systems so that batches of Local Authority Input Documents (LAIDs) and Local Authority Claim Information (LACIs) can be provided to authorities as PDF and XML files thereby removing the need for paper communications and duplicated data entry. DWP has successfully piloted the secure transfer of eLAIDs and eLACIs over GCSX and will be rolling out this capability nationally in the Autumn 2009. **Without GCSX it is not possible to send or receive this data, which will result in better service and greater efficiency.**

Tackling Fraud

- DWP is currently piloting **automated provision of DWP data to local authorities via GCSX** in order to help them identify and tackle fraudulent benefits claims.

Joint Working Partnerships

- The Pensions Service, Job Centre Plus, HMRC and local authorities are increasingly working as a partnership to provide better services and combat fraud. Government Connect is creating trusted relationships across government departments meaning that sensitive data can be shared by e-mail and by direct access to centrally hosted applications **Government connect is creating a community of trust** spanning not just central Government, but for the first time the wider public sector.

Supporting Disabled People

- The aim of Workstep is to provide tailored support to find, secure and retain jobs for people with disabilities. It is funded by JobCentre Plus and provides the support and opportunity for people to progress into open employment. **Data shared with DWP in respect of Workstep should do so over GCSX in order to ensure personal data is transferred in the most secure way available and rationalise the use of tactical PGP transfer solutions.**

"The one key area that screams for efficiency in Benefits, whether it be Central or Local Government, is the duplication between front and back office. My report to IRRV on Enhanced Mechanisation of IT in Revenues and Benefits identifies the need to update back office systems automatically by using XML data loads. The In & Out of Work and Electronic LAIDs and LACIs initiatives have huge potential, but depend on Government Connect system to securely import data from DWP and HMRC directly into local authority systems. "

Kevin Stewart, Head of Revenues Benefits and Exchequer Services at Bedford Borough Council and Council Member of the Institute of Revenues Rating and Valuation (IRRV)

"Joined-up Government" is easy to say but incredibly hard to do. This is, quite simply, one of the very best examples of real joined-up Government that I have ever seen. It reflects enormous credit on everyone who has worked on the project in local Government, HMRC and DWP."

Leigh Lewis, Permanent Secretary, DWP



Improving Trading Standards

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- To deliver Trading Standards effectively there is a need to securely share information and applications across the public sector quickly, effectively and appropriately.
- With a GCSX connection local authority Trading Standards Teams benefit from a secure communication via email with:
 - Regional Intelligence Officers
 - Police
 - Office of Fair Trading
 - Environmental Health
 - NHS
 - Neighbouring local authorities

Other benefits for Trading Standards

- Public Protection Partnerships are beginning to use GCSX to share regulatory intelligence information in real-time to deliver targeted and effective enforcement with their partners.
 - **Greater Manchester Public Protection Partnership** – joint regulatory inspections to reduce burdens on businesses by having a single assessment which can be shared with partners
 - **South West of England Trading Standards Service (SWERCOTS)** – sharing intelligence between local partners such as the Police and Scambuster units and central Government via GCSX to combat illegal trading
 - **London Trading Standards Authority (LoTSA)** – Utilising GCSX to improve existing 5x5x5 reporting processes by creating an electronic intelligence sharing system linking to the Police Regional Intelligence System and complying with the National Intelligence model.

Direct Access to centrally hosted databases

- £420+ million of criminal assets are documented within Serious Organised Crime Agency (SOCA) databases such as **Joint Asset Recovery Database (JARD) and the Suspicious Activity Reports data base (Elmer)**, which have previously only been available to Police National Network (PNN) users or accessed by local authority staff going to police stations and using a PNN log-in. SOCA have indicated that this practice is prohibited. JARD is anticipated to be available over GCSX from November 2009. **Secure access to both JARD and Elmer will only be available for Trading Standards officers via GCSX**
- District Councils can use this information to successfully pursue benefit cheats. Aylesbury Vale have successfully claimed over £15,000 from one successful action.

"JARD is connected to the PSI (Public Sector Interconnect). This change will enable local authority staff such as Trading Standards to access the JARD database across GCSX. Currently, they have to go to a local Police Station to gain access. This will aid work to take the profit out of crime through the Proceeds of Crime Act (POCA). Users will be controlled by the existing access controls used for Users from other PNN and GSI sites."

**Jonathan Sandler,
Proceeds of Crime
Business Strategy,
Serious Organised
Crime Agency
(SOCA)**



More Effective Youth Justice Working

Secure data sharing with Youth Offending Teams (YOTs)

- The Youth Justice Board (YJB) see the GCSX network as a secure and cost effective method of achieving secure connectivity to local authority Youth Offending Teams (YOTs).
- YJB has implemented a GCSX connection which will improve service delivery by enabling more effective information sharing.
- YJB is currently piloting the secure transmission of custodial and remand information to local authorities in XML format to deliver secure accommodation placement for young offenders. After piloting, a technical guide for migrating will be made available to all local authorities

Access to Court Records

- The Libra application is a standard person-centric case management system that has replaced the four existing applications currently used by Magistrates' Courts (namely EQUIS, LCIS, MCS, and JPS).
- Libra is a database used by HM Courts Service that holds RESTRICTED information including:
 - Youth Court Lists
 - Youth Court Results
 - Youth Orders and Notices
 - Court Inquiry Reports
 - Youth Breaches
- YOTs need access to this information in order to understand quickly what is happening to their clients. This system is only available over the telephone or via the CSJM email or at dedicated terminals at HM Courts Service.
- GCSX will enable Local Authorities to access Libra securely from their own desktops. This is currently being piloted ahead of a national rollout in 2010.

Access to eAsset & CMS

- The YJB are planning to open up access to their sentence management system, eAsset and the YOTs Case Management System (CMS) via GCSX to all 157 Local Authorities in England and Wales.

Removal of Criminal Justice System Mail (CJSM)

- The use of GCSX removes the need for the transfer of encrypted criminal justice related data across the internet using dedicated hardware already installed in local authorities to provide CJSM capability. GCSX email enables local authorities to securely email data relating to all areas of government business (including criminal justice information) to anyone connected to the wider GSi. Local authorities should therefore consider replacing existing CJSM accounts with GCSX email accounts in order to reduce the complexity and vulnerability of their infrastructure.

“For Merthyr Tydfil the GCSX was the obvious choice in sharing data securely with partners such as the YJB. As Merthyr was already connected to the GCSX, the Crypto box method of connection would have been an unnecessary cost and a backwards step. We are working closely with the Gov Connect team in order to exploit the GCSX connection for other business areas and this project is a real positive for Merthyr Tydfil County Borough Council.”

Ellis Cooper, Head of Information and Communication Technology, Merthyr Tydfil County Borough Council

Tackling Crime & Improving Community Safety

- Local authorities need to be able to effectively share information with a number of key partners in order to prevent crime and safeguard the public. With a GCSX connection local authorities can securely share information with these organisations.

Improved Information Sharing with the Police

- There are a growing number of Police authorities and forces looking to more effectively and securely share information with local authorities. Furthermore, the National Police Improvement Agency (NPIA) is considering how GCSX can be used to improve information sharing with local authorities and enable more efficient and effective Policing. Initial priorities for improved data exchange include:
 - Improving Community Safety by tackling anti-social behaviour, crime against retail, domestic abuse and gun crime
 - Safeguarding children at risk
 - Improving the co-ordination of intelligence
 - Improving emergency planning and civil contingencies arrangements
 - Sharing crime statistics to help strategic planning
- Devon & Cornwall Police are insisting local authorities use GCSX connections to share information as they believe there is real potential for speeding up reporting processes, improving continuity of evidence and reducing the risk of data loss
- Liverpool CC are looking to use GCSX to share RESTRICTED information on things like gang activity and knife crime with Police, PCTs Drug & Alcohol teams and the Courts to successfully apply for ASBOs and reduce anti-social behaviour

Multi Agency Public Protection Arrangements (MAPPA)

- Nationally local authorities are actively working with the Police in order to strengthen Multi-Agency Public Protection Arrangements and are investigating ways to use GCSX to enable secure, automated **data transfers** between partners and the establishment of effective Multi-Agency Public Protection Bureaus to further improve the quality of data shared and increase productivity and efficiency.

Multi-Agency Risk Assessment Conferences (MARACs)

- GCSX provide local authorities with the ability to efficiently and securely share vital info electronically across a variety of organisations. This means that local authorities and their delivery partners are able to more quickly introduce interventions to reduce serious crime

Fire & Rescue Services

- A number of Fire and Rescue Services are looking to obtain secure connectivity to GCSX to ensure secure information with all their partners, including local authorities, to enable more effective fire prevention and community safety.

"Police Authorities are increasingly concerned about the potential for loss of sensitive data transferred between Partners. A system like GCSX would be a strong defence against this type of loss for our Local Government partners. As we develop joint working on preventing violent extremism, the ability to share data safely is an important priority in Lancashire"

Miranda Carruthers-Watt, Chairman and Chief Executive of Lancashire Police Authority

"At Liverpool City Council we recognise the need to share information and intelligence with our partner agencies in order that we all tackle anti social behaviour. We will be using GCSX in the very near future to better secure the transfer of RESTRICTED information which is vital to deal proactively with those individuals who can adversely affect the quality of life for our communities"

Bill Morris – Manager Safer Neighbourhood Services, Citysafe Operations Unit, Liverpool City Council

"Government Connect has provided a secure communication network for agencies involved in the Criminal Justice System. This revelation has enabled the efficient electronic exchange of information that better supports the investigation and prevention of crime, protection of the public and the effective delivery of justice."

CI Steve Torr, Head of Criminal Justice Support, Devon & Cornwall Constabulary.



Better Health & Adult Social Care Integration

- Local authorities need to be able to effectively share information with key partners in the Health sector including PCTs, Regional Health Boards, Acute Trusts and GPs.
- Government Connect provides both the secure network (GCSX) and recognised security standards that enable local authorities to begin sharing information with the rest of government and in doing so, providing opportunities to deliver improved, co-ordinated services that safeguard the most vulnerable members of our communities, whilst achieving significant savings for the public purse.
 - LAs can now use their GCSX email accounts to share sensitive/personal, RESTRICTED and Patient Identifiable Data with NHSmail users and is the NHS recommended communication channel with local authorities.*
 - Government Connect is currently in discussions with Department of Health about the potential for enabling local authority staff to use GCSX to access NHS applications within and connected to N3. (Applications would include PDS, PSIS, TMS, SDS, ACF and SSB).
- Both these capabilities will significantly reduce the need for less efficient paper-based communication e.g. Courier, fax, post etc as well as the risk of data loss, delivering significant savings from channel migration and process change such as reducing reinputting of data

Better Joint Working

- GCSX connectivity provides a single email solution for **joint working teams** and can enable closer working between NHS and Adult Services in local authorities.
- Devon County, Adult Social Services and Devon Primary Care Trust joint team are sharing information via GCSX in order to rationalise equipment and resources
- Out of hours referrals are currently being referred from LA call centres to out of hours contacts within the council and onwards to their partners in health and social care via GCSX
- South Lakeland District Council are exploring using GCSX to improve the delivery of home enablement services by improved info sharing between key partners such as Cumbria County Council and the PCT
- Wigan Adult Social Care are looking at sharing Patient Identifiable Data and RESTRICTED information with the Hospital Trust, Mental Health Trust, PCT and neighbouring councils to improve:
 - Bed management
 - Hospital discharge
 - Unscheduled care
 - Hospital at home initiatives

Clinical data should only be sent to other NHSmail or GSi users. It is approved for exchanging clinical information with other NHSmail and GSi users by the Department of Health and endorsed by the British Medical Association, Royal College of Nursing and Chartered Society of Physiotherapy.

Domains that are secure for the exchange of patient data are:

.gcsx.gov.uk
 .x.gsi.gov.uk
 .gsi.gov.uk
 .gse.gov.uk
 .gsx.gov.uk
 .police.uk
 .pnn.police.uk
 .cjsm.net
 .scn.gov.uk

Extract from Connecting for Health guidance on NHSmail



Contact Point

- The Contact Point database will be accessible over GCSX. Compliance with the Partner Workstation and Information Security (PWIS) protocols required to access Contact Point will require minimal input from local authorities who are already GCSX Code of Connection Compliant.
- Local authority staff wishing to access Contact Points should do so via GCSX in order to ensure they are using the most secure means available and using existing infrastructure rather than implementing additional solutions.

Common Assessment Framework

- By March 2010 DCSF will have established a centrally hosted Common Assessment Framework (CAF) service for children and young people.
- The service will be accessible over GCSX in much the same way as Contact Point.
- In the meantime GCSX email can support the CAF process now by enabling staff to securely send and receive completed Common Assessment Framework (CAF) forms to and from Health Sector colleagues who use NHSmail.

Safeguarding Children

- The Contact Point local team in Tameside Services and in Torbay Council Safeguarding Children Unit are both sharing sensitive and RESTRICTED information with their partners. Torbay has shared RESTRICTED information via GCSX with the police for over a year, with both sides citing a reduction in costs and a speedier means of sharing data. They have since extended it to the NHS and Probation Services. The ContactPoint team in Tameside have used GCSX capability to share emails with their local Acute Health Trust since Feb 2009

'GCSX provides us with a tool that is increasingly important to our work – offering an efficient and effective means to quickly communicate sensitive and restricted information with colleagues who are part of the Government Secure Environment'

David Hoyle,
Manager, Tameside
Services for Children
and Young People

Better Children's Services (cont.)

Care Proceeding Programme

- Following the publication of the Review of the Child Care Proceedings System in England and Wales (published 2006), Ministers decided that a new over-arching Care Proceedings Programme (CPP) should be set up to take forward the work to implement the recommendations of the Review.
- The CPP is administered through the Ministry of Justice and brings together all the key players/decision makers in the child care system, including:
 - Ministry of Justice
 - Department for Children Schools and Families
 - Welsh Assembly Government
 - Local authorities
 - Children's Commissioners for England and Wales
 - Children and Family Court Advisory Support Service (CAFCASS) and CAFCASS Cymru
 - Her Majesty's Court Service (HMCS) and the judiciary.
- Currently family courts receive sensitive information from local authorities, such as orders, by inefficient and often non-secure means. Due to the sensitivity of the information being exchanged the Ministry of Justice aim to specify in their guidance that courts only accept email service of documents from a secure source. For local authorities this means using GCSX email which should be made available to appropriate staff within each of the 172 local authorities with children's service responsibilities.

Free School Meals (FSM)

- In March 2008 the DCSF launched an electronic free school meal eligibility checking system to streamline Free School Meal applications. The Free School Meals (FSM) "Hub" allows local authorities to determine a child's eligibility for Free School Meals by record checking against DWP, Home Office and HMRC data, from one central point. DCSF are intending to enable local authorities to access the FSM "Hub" securely via GCSX by the end of November 2009.

Improving and enabling Joint Working

Citizen-centric Services

- All of government should be striving to make services more citizen-centric by improving both **accessibility** to the services citizens need and simplifying the way they are delivered to them. In order to achieve this Government must be prepared to work together across departmental and organisational boundaries that citizens do not recognise. In short, making what has been talked about for a long time (**joined up services**) a reality.

Shared resources and Co-locating

- The ability to access central Government data systems from a local authority building via a **GCSX connection** will not only enable local authority staff to access useful and reliable data efficiently and securely but will also enable central Government staff to operate within and deliver services from local authority buildings thus enabling:
 - Provision of multiple services to citizens from a single location.
 - Improved ability to deliver end to end serviced from initial point of contact.
 - Better and more efficient joint working between government departments and local authorities.
 - Ability to deliver services tailored to the citizen rather than constrained by departmental or organisational responsibility.

“Not only will Government Connect simplify the access to systems it will also allow us to exchange and share data in a more efficient and secure way. This in turn will support the partnerships we have in place and ensure customers can access services from a location which suit their needs”

Melanie Scott, Head of Service Development at Southwark and Local Government Liaison Manager for Tell Us Once Project



Supporting Civil Contingencies

- The Civil Contingencies Act 2004 established a **new statutory framework for civil protection at the local level** and for the first time established a clear set of responsibilities for local responders including all local authorities. The Act identified two roles for local responders and determined two categories:
 - Category 1 Responders are those organisations at the core of emergency response (e.g. local authorities, emergency services)
 - Category 2 Responders (e.g. Health and Safety Executive, transport and utility companies) are "co-operating bodies" who, while less likely to be involved in the heart of planning work, will be heavily involved in incidents that affect their sector.
- **The Act fundamentally changed the responsibilities for these bodies to prepare for and respond to emergencies in a coordinated way; between inter-sector organisations** (e.g. county to district councils), multi-agency organisations, and local authority to central government departments.
- The difficulty these inter-sector organisations have had to date has been the inability to securely communicate electronically in planning for and responding to an emergency.
- GCSX can enable these organisations to securely communicate electronically via email but also by making it possible to browser access shared emergency planning and instant response applications both locally and nationally.
- **The National Resilience Extranet (NRE) will be available to local authorities over GCSX later this year.**

Improving Management of Citizen Changes of Circumstance

The Tell Us Once Programme

- The first recommendation in **Sir David Varney's report** on transforming government services was to set up **“a service that will allow citizens to inform government once of their change of circumstances”**
- Government Connect is enabling the new **“change of circumstances” service** being developed by the DWP led Tell Us Once project.
- The service will initially be based around the processes involved with Births and Deaths and will later be looking at improving processes relating to change of address.
- **Local authorities are key access points for citizens** wishing to register birth or death and initial pilots in LB Southwark and Tameside MBC enabled by GC Mail have shown the benefits of having secure connectivity between central and local Government.
- Improving services by implementing the Tell Us Once processes and creating a shared information ‘hub’ for Government to appropriately and securely share citizen information is **only possible using the secure connectivity provided by GCSX.**

“Together local authorities are in the process of transforming the public sector landscape, and Government Connect provides an important step in our journey. By working in partnerships, we can achieve the goals we have set ourselves and make the shared efficiencies and transformed services we all talk about a reality. I would like to urge you to personally support this drive and champion your own authority's early connectivity to GC. Working together in this way, we can speed-up the pace of connection and rapidly achieve 100% coverage for the GCSX network. As a result for the first time local authorities will be able to secure the benefits of a secure infrastructure that will underpin the collective drive to transform online services and deliver value for money to communities which we serve.”

Janet Callander, Chief Executive of Tameside MBC and Chair of Local Government Delivery Council

More Effective Management of Parking and Abandoned Vehicles

Access to DVLA data

- Government Connect is looking to enable instant access to DVLA information via GCSX. This includes access to reporting facilities with Department for Transport (DfT) and closer working communications with the Police.
- GCSX could potentially enable local authority access to:
 - Abandoned Vehicles (DVLA)
 - Persistent Offenders Register (DVLA)
 - Driver Data (Parking Permits/Parking Fines/ Bus Lane violations). (DVLA)
 - Stolen Vehicle Register (Police PNC/DVLA)
 - National Mobility Scheme (DfT)

Improved Blue Badge provision

- As GCSX enables local authority data exchange with the Department for Transport, DWP and the NHS, it could provide the basis for establishing a National Blue Badge strategy to increase levels of customer service and help fight fraud.
- The establishment of GCSX means that the Department for Transport can develop plans for a national blue badge system that could be shared across central and local government.

“ Access to this information combined with a secure mobile working will greatly increase the efficiency of all local authority workers in the field of Parking. Secure access to previously restricted databases will allow staff to react proactively to situations and reduce fraud whilst strengthening and enhancing the service offered to our citizens”

Jason Benjamin. Chair of the SW Parking Managers' Group

More Effective Government Estate Management

e-PIMS

- e-PIMS is a central database of civil estate properties, land holdings and occupations owned by the Office of Government Commerce (OGC). As well as textual information on the civil estate it provides computerised maps that give the location and outline of Government properties.
- The OGC would like to share the e-PIMS database with Local Government to create greater co-operation between central and local Government and exploitation of the opportunities for improving the efficiency and effectiveness of the wider government estate.
- A subset of the e-PIMS data is available already via encrypted internet solutions. However, now that local authorities have secure connectivity into the Government Secure Intranet via GCSX, the OGC are able to share the full dataset with them and are in the process of piloting this now.

Secure Government Grant Claims

Local Grants and Subsidy net (LOGASnet)

- LOGASnet is the Department for Communities and Local Government's (CLG) data collection and grants payments system. LOGASnet is currently used by local authorities and other organisations to claim grants from CLG to which they have an entitlement.
- As the classification of the data within LOGASnet is considered to be 'PROTECT', CLG intend to ensure users access is via the most secure means available in order to align with Cabinet Office and Local Government Association data handling guidelines.
- As a result LOGASnet will soon be hosted within the Government Secure Intranet (GSI) and local authorities will need to access it via their GCSX connections
- **For more information visit:** www.communities.gov.uk/localgovernment/localgovernmentfinance/logasnet/

GCSX Applications	Services Live or expected to be live in in 2009	Developing Opportunities
<p>Direct Access to Central Government databases</p>	<p>Department for Work and Pensions (DWP), Customer Information System (CIS) and Local Authority Council Tax Absconders system (LoCTA) HM Court Services (HMCS), Libra Department for Children, Schools & Families (DCSF), Contact Point and Free School Meals Hub (FSM) Office of Government Commerce (OGC), electronic Property Information Mapping Service (ePIMS) Cabinet Office, National Resilience Extranet (NRE)</p>	<p>Department of Health (DoH), N3 Applications Ministry of Justice (MoJ), eAsset and Youth Offending Teams Case Management Service (CMS) Serious Organised Crime Agency (SOCA), Joint Asset Recovery Database (JARD) and Elmer/Moneyweb Department for Children, Schools & Families (DCSF), Electronic Common Assessment Framework (eCAF) Police – Access to PNN applications Home Office – UK Borders Agency database</p>
<p>Some of the many examples of emailing across the GSi network</p>	<p>DWP, In & Out of Work process and Fraud Referral & Intervention Management System (FRAIMS) NHS, Patient Identifiable Data Police, Anti Social Behaviour, Trading Standards data Child Protection, sensitive case data Trading Standards, sensitive case data DCSF/NHS, Common Assessment Framework (CAF) forms Boundary Commission, Electoral Register Joint Central Summoning Bureau, Electoral Register Multi-Agency initiatives, Civil Contingencies, Multi-Agency Public Protection, Tell Us Once</p>	<p>Her Majesty's Revenue and Customs (HMRC), replacement of post, courier and fax transactions</p> <p><i>NB - GCSX email can be used to transfer up to and including RESTRICTED data to any other organisation connected to the Government Secure Intranet</i></p>
<p>Bulk file transfers</p>	<p>DWP, eTransfer - Local Authority Input Documents (LAIDs) and Local Authority Claim Information documents (LACIs)</p>	<p>DWP, Housing Benefit Matching Service Local Authority Electronic Referral & Scan Download (HERS)project</p>
<p>Transferring XML documents</p>	<p>DWP, eTransfer – Local Authority Input Documents (LAIDs) and Local Authority Claim Information (LACIs)</p>	<p>Youth Justice Board, remand and custody information Lancashire Police Authority, Anti-Social Behaviour information exchange via GCSX Greater Manchester Public Protection Partnership (GMPPP), Information Exchange via GCSX Lichfield District Council, Single Business Account</p>
<p>Co-location – Central Government staff accessing GSi apps from L3 site</p>		<p>JobCentre Plus (JCP) staff in local authority offices DWP Pension, Disability and Carers Service (PDCS) staff in local authority offices</p>