



### E-participation

E-mail, blogs and web site used for engagement with residents and other stakeholders

2



### Content management system

Move to content management system, with scope for blogs and forums as well as static pages.

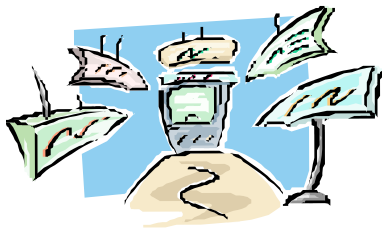
3



### Exploration

Staff encouraged to spend time exploring blogs and other social media to help plan new development

2



### Community content

Residents encouraged and supported in developing content online - text, audio, video, photos - through blogs and wikis.

2



### Free Web services strategy

Cut software costs and support collaboration online by using new free web services.

1



### Chief executive's blog

The chief executive has a public blog to provide a personal view on developments.

1

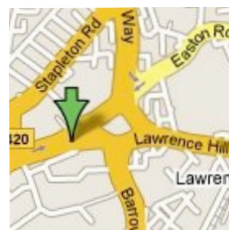


### Instant messaging

All staff are encouraging to be available online for chat - speeding communication and reducing e-mail

*Save time or waste time?*

1



### Online maps

Web services can be combined to create online maps and other ways of combining data

2



### Use feeds to cut e-mail

Staff are encouraged to reduce e-mail by using RSS feeds from new system.

1



### Social networking

Set up a site on MySpace - or similar - and network there.

2



### Focus on mobiles

Mobile phones are a major channel for information and communication.

1



### Internet TV

Interactive digital TV provides web services and broadcast opportunities without the need for computers

3



### Podcasts

News updates and stories from the organisation - and residents - can be downloaded for playback on iPod or similar

1

Repairs to your home



### Services online

More services are available online

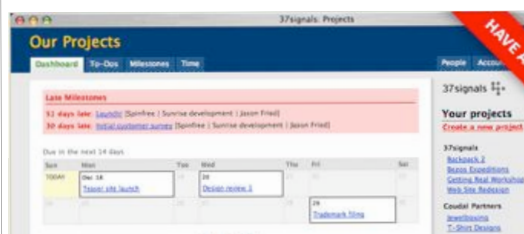
2



### Photosharing

Staff and residents are encouraged to upload and tag photos for public sharing.

1



### Project collaboration system

Project management and collaboration system like Basecamp used internally to improve team working

2



### Wireless broadband

Residents and staff can dispense with landline phones and use wireless network for free calls and Internet access

3



### Free Internet phone calls

Staff switch to free Skype calls where possible - with instant messaging too

1

### The video vault



## Video storytelling

Staff and volunteers use video clips to tell stories

2



## Wikis for instant web sites

Wikis provide groups with collaborative publishing and workspace - and instant web sites

1



## News on tap

Use - and add to - news from 24dash on blog

2



## Information kiosks

Information kiosks provide information and some communication facilities

2



## Virtual worlds - Second Life

Engage people in the Second Life virtual world

2



Your idea?



Your idea?



Your idea?



Your idea?

