

Posted on Wednesday 20th August 2008

Birmingham City Council offers Improved Democracy Service

Birmingham City Council is able to offer an improved Democracy Service due to the benefits of KnowledgeWorker 3.1 following a recent upgrade. In particular, Birmingham are now able to directly engage citizens by offering the ability to register and receive information by using one of the key features of 3.1.

'Democracy in Birmingham' is an information service where citizens can find out when Birmingham's Cabinet and Committees meet, what they are going to discuss, and what decisions are being made on their behalf. There is an electronic Council diary of past, present and future meetings with links to information that is published on a daily basis.

The project to upgrade to Knowledge Worker 3.1 has been the work of Service Birmingham, a joint venture business between Birmingham City Council and Capita to deliver Birmingham City Council's ICT; the project to upgrade the Council's back office and web facing function forms part of Service Birmingham's commitment to work towards delivering the Council's vision of 'creating a world-class ICT service.

A spokesperson from Service Birmingham said "The KnowledgeWorker software provides an ICT solution for the back office function which generates their Agendas, Minutes, Reports, Decisions and outcomes relating to all Democracy activities, as well as the public facing function which interfaces with the Birmingham City Council website to publish 'in real time' all information generated on the system."