



e-SERVICES FOR  
SOUTH YORKSHIRE

## CASE STUDY 6

# e@syconnects case study: Neighbourhood Watch on tv, Internet and mobile phone

### Summary

The service allows people to report, review and contribute to neighbourhood watch incidents in their local neighbourhood using familiar technology such as tv, mobile phone or the Internet.

### Impact – citizens

People can alert others of an incident while outside on their mobile phone, or inform people through their living room tv set for example, as they witness an incident or have a concern. Citizens are also able to directly view the progress and eventual outcome of the incident that was raised, having a closer relationship with the service provider.

The service is available on a 24x7 basis which increases the timely opportunity to raise an incident and for appropriate action to be taken by neighbourhood watch group participants and the supporting authorities.

The service helps to strengthen community spirit, increases the feeling of a safer neighbourhood and allows people to engage more easily with service providers such as the police.

### Impact – service provider

Authorities such as the local police service receive a wider range of information and requests and are able to share the outcome of incidents pursued and resolved, enabling closer engagement with the community and closer ties being built.

The authorities are able to communicate more effectively on a one-to-many basis and in a more timely manner making the most efficient use of in-demand resources. Enhancements such as multi-lingual and semantic technology will also help communication with citizens that are traditionally harder to engage with.

In effect, the general outcome is a strengthening of the local community which can allow a myriad of further opportunities and benefits to be realised.



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Supported by



**e@syconnects is** an award winning partnership between the public, voluntary and private sectors - exploring innovative ways of providing information and interactive services to people and businesses.

**e@syconnects aims** to respond to the needs of local people and local businesses by providing information and services. Solutions are then replicated nationally and internationally. The programmes responds through developing interactive services to meet those needs, ranging from simple enquiries to significant life-events.

**e@syconnects achieves this by:**

- asking local people and businesses what they want and how they would like to access information and services
- working with partner organisations to develop e-services for South Yorkshire that could and have been replicated nationally and internationally
- developing and promoting information and ideas between all partners
- encouraging the general public and businesses of South Yorkshire, and beyond, to use e-services
- researching and evaluation of products and services to inform future development and e-services.

**e@syconnects activities**

e@syconnects has successfully instigated, developed and coordinated a number of ground-breaking initiatives since 2000. For example, by using channels such as the internet, public access touch-screen kiosks, mobile telephones, interactive digital television and internet gaming stations; e@syconnects has helped people and businesses to access a range of services from booking a doctor's appointment at any time of the day, any day of the week to finding employment.

*"e@syconnects is recognised nationally as a body that gets things done. This is a true benchmark."*

**e-Government National Awards**