

Select Committee on Economic Regeneration 8th September 2005

Joint Report of the Director of Finance and the Corporate e-Champion

E-Government Progress Report

Purpose of Report

1. To provide Members with the latest information on the Council's performance against Best Value Performance Indicator (BVPI) 157, which requires 100% e-enablement of all services by 1st January 2006.
2. To provide Members with an update on the Council's position regarding the Office of the Deputy Prime Minister (ODPM) programme for 'Priority Services and Transformation Outcomes'.
3. To provide Members with the opportunity to scrutinise this information and seek further clarification, assurance or involvement, in accordance with the work programme approved by this committee at the meeting of 8th June 2005.

Background

BVPI 157

4. Progress towards 100% e-enablement is shown in Appendix A. Overall progress is satisfactory, and according to the information and plans contained within the ESD Toolkit, the Council remains on target to achieve 100% by end December 2005. But continuous effective management and collaboration is required for us to realise this expectation.
5. The remaining interactions (out of a total of some 1,100) are as follows:
 - Education & Lifelong Learning (DELL) 23
 - Law & Property 23
 - Urban Environment (DUE) 18
 - Housing 10
 - Chief Executives 9
6. Directorates are now focussing on these remaining interactions, and DELL and Law & Property in particular have strengthened management and monitoring arrangements to ensure the targets are met.
7. The ESD Toolkit continues to be the common basis for the performance management of BVPI 157 and is actively used and updated by all directorates with corporate support from Chief Executives and ICT Services.

Priority Outcomes

8. This programme consists of 54 projects, of which 29 are 'Required' outcomes for end December 2005 and 25 are 'Good' outcomes for end March 2006. Due to the approaching deadline for the 'Required' outcomes and the fact they have an implied higher level of expectation from the ODPM (i.e. they are 'required' rather than 'good'), the focus over the last few weeks has been on these 29.
9. Of these 29, 13 have already been completed and 6 are at a stage where their completion is almost certain and/or imminent. There are therefore 10 Required outcomes whose completion is less certain, with only four months left to the deadline.
10. These 'top 10' have been itemised in Appendix B, including a comment based on the latest assessment that has been carried out. This assessment is a combination of information directly from the officer responsible for the project, the Programme Manager and his team, and other key officers who are engaged on activities necessary to complete the project.
11. Members may wish to take this opportunity to make their own assessments of all or some of these Required priority outcomes.
12. A future report will bring the 'Good' priority outcomes back into focus. Of the 25 Good outcomes there are currently 17 still outstanding. Feedback from officers responsible for these projects indicates that there are none that are currently forecast to miss the March 2006 deadline, although it must be recognised that some of these projects are much more challenging than the Required outcomes.

Finance

13. The costs of meeting the BVPI 157 targets and ODPM priorities will have to be met from within existing resources or bid for from new funding streams. To date, much of the funding for projects has come from a combination of departmental funds, ICT corporate strategy fund and IEG monies. IEG4 has attracted further funding of £150,000 for 2005/6.

Law

14. Section III of the Local Government Act 1972 enables the Council to do anything which is incidental to, conducive to or which facilitates the discharge of its functions.

Equality Impact

15. The introduction of electronic services and the ability for people to access the Council from free facilities such as PCs in Libraries, and PCs in their own homes 24 hours per day 7 days per week is intended to make the council more accessible and transparent. Some of the Priority Outcomes are directly relevant to those with disabilities, for example the Council Website has to meet national and international accessibility standards for those with impaired eyesight.

Recommendation

16. It is recommended that:-

- Members consider the progress and approach that Directorates are taking to ensure that the remaining interactions are e-enabled to achieve 100% by end December 2005.
- Members consider the 'top 10' Required Priority Outcomes and determine whether they wish to make their own assessment of progress in any specific areas.
- Members receive a further report on progress of Priority Outcomes and BVPI 157 at their meeting in October, which will be the final scheduled opportunity to scrutinise the Required outcomes and BVPI 157 before the end December 2005 deadline.



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John Freeman
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(e-Champion)

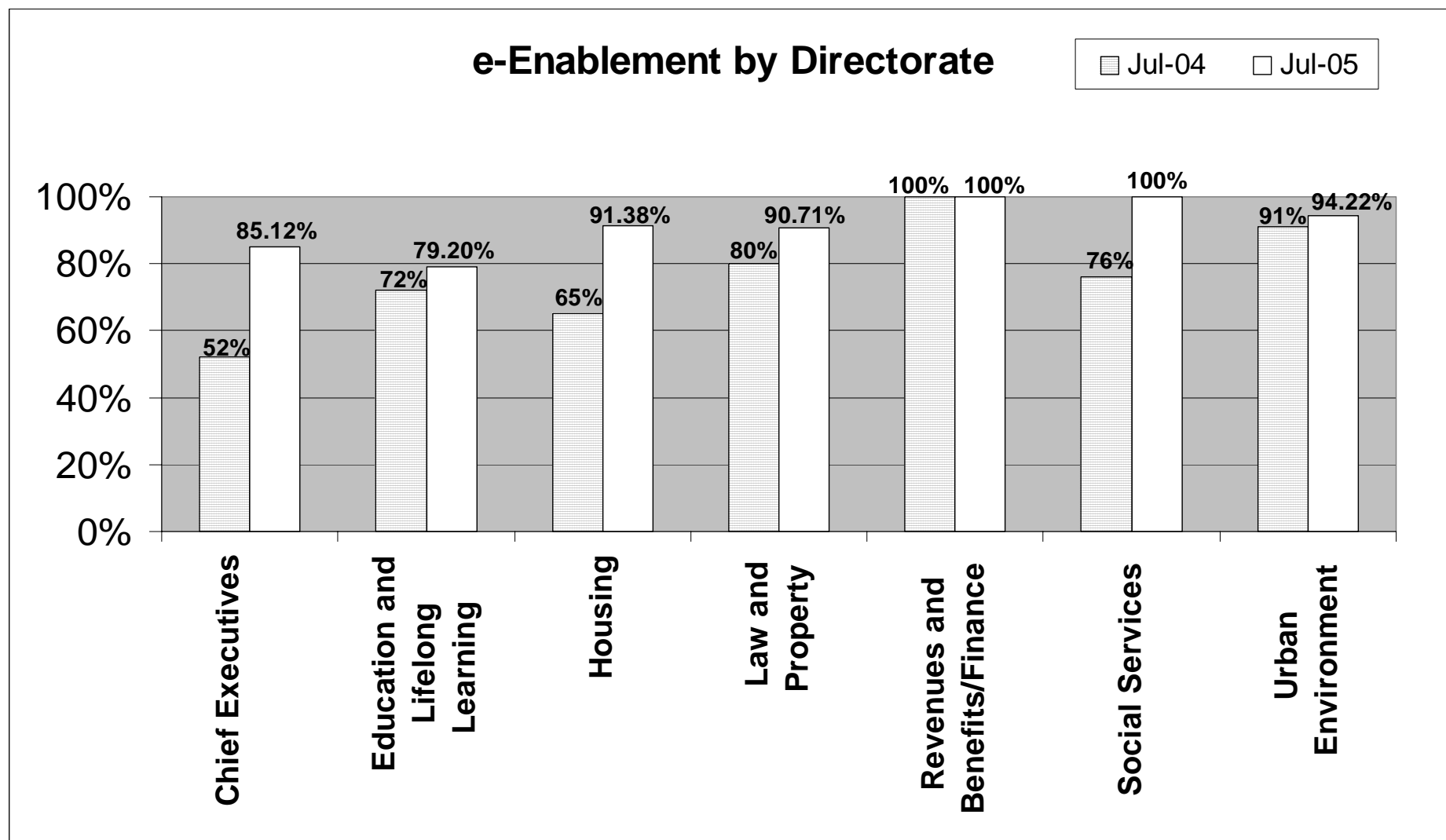


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List of Background Papers

- Monthly snapshots of performance against BVPI 157 are stored on the e-Dudley Intranet site at <http://insidedudley/edudley/edudley.asp> using the 'BVPI 157' menu.
- The ESD Toolkit is available online at www.esd-toolkit.org (although registration is required for full access to all the facilities).
- The ODPM Priority Outcomes can be viewed on the Internet at www.localegov.gov.uk and our own performance management system can be viewed on the Intranet at <http://vpqd/poc> .



Required Priority Outcomes – Top 10 August 2005

POC Ref.	Description	Owner	Comment
R1	School Admissions	DELL	DELL are making progress in selecting suitable software and have the capacity to deliver. A plan exists that will lead to the introduction of online schools admissions for Secondary schools in 2006 for the 2007 school year. DELL are following the National e-Admissions project standards and guidance. By December DELL expect to have sufficient building blocks in place to meet the Priority Outcome.
R21	Homeworking Policy	C Execs	Progress is being made towards the development of a Home/Remote Working Policy. A draft is currently out for consultation with Personnel colleagues and Unions. The Head of Personnel and Support Services has confirmed this is on target to be completed in advance of the 31st December 2005 deadline.
R7	Tracking of Environmental Services	DUE	There are four elements to this outcome, two of which have been completed. The two outstanding elements cover Environmental Services administration, and e-Procurement of goods and services involved in the operation. These require clear timescales and careful monitoring.
R8	Planning/Building Control Online	DUE	A project plan has been developed specifically for R8, which sits within a wider project plan for the delivery of Planning online and the change management/personnel process. Progress to date has included the installation of additional hardware and software. Further software developments will follow on during the next few months for web enablement. The required hardware in terms of plotters/printers have been sourced and will be purchased shortly, and the scanning operation is being agreed with ICT Services. It is intended that the system will be trialled internally to identify any teething problems next month, and training put into place concurrently, in the run up to implementation. There are therefore many interdependencies and limited time for slippage, requiring close monitoring in the run up to December 2005.
R15	Consultation on Traffic Mgmt	DUE	Work required to complete this Priority Outcome was dependent on the deployment of the web content management system. Given that the content management system is now in place, it is expected that work will be completed shortly.

R19	Remote/Mediated Access to Care Packages	SSD	Plans are in place to provide remote access to a limited number of authorised staff in a limited manner in the first instance. This will meet the Priority Outcome and Social Services will seek out opportunities to extend this subject to appropriate resources being available.
R28	Tracking of email/web forms using Ref No	CATS	Recent developments on the CATS/Dudley Council Plus Customer Relationship Management (CRM) system are being put forward for delivery of this outcome. A fuller assessment will need to be made based on this development but early indications are that this will provide suitable facilities to meet this outcome within the timescale.
R29	100% email enquiries acknowledged in 24hrs	CATS	Recent developments on the CATS/Dudley Council Plus Customer Relationship Management (CRM) system are being put forward for delivery of this outcome. A fuller assessment will need to be made based on this development but early indications are that this will provide suitable facilities to meet this outcome within the timescale.
R13	e-Booking of Sports & Leisure facilities	DUE	Phase 1 of the project, which included implementation of the software required for membership registration, bookings and payments via the till only, was completed in April 2005. Phase 2 has been delayed until the autumn and there is now some uncertainty over the completion date for phase 3, which includes the deployment of the required Web bookings and Online payments solutions.
R27	Consistent CRM across Access Channels	CATS	The CATS programme by its nature is already delivering, or on the road to delivering this outcome. The focus has been on Telephone & Face-to-Face, but with more integration of Internet and email, this priority Outcome could well be declared 'green' soon (even if the overall CATS programme still has several years to run) as the basic building blocks and foundations will have been achieved.

ICT Glossary

Access Channels	The means by which citizens can access information or services from the council, such as phone, walk-in centre, Internet etc
Authentication	The process of ensuring that someone, often a computer user is the person they claim to be and therefore entitled to a specific services
Broadband	A service which enables high speed connection between computers
BVPI 157	An Audit Commission indicator which tracks an authority's performance in making its services capable of electronic delivery and access.
Change Management	The process by which organisations develop and improve and the means by which that change is managed.
e-democracy	The process of allowing citizens to contribute to the democratic process electronically. Include consultation, registration and voting.
e-enablement	The process of making services electronically accessible, for instance through the Internet
e-procurement	Acquiring and transacting purchases and contracts electronically
EDRM	Electronic Document & Records Management
ESD toolkit	A system set up by the IDEA for recording and measuring interactions with the public to assess progress towards developing electronic solutions
IEG Statement	Implementing Electronic Government, a report that Local Authorities have had to produce for the last 4 years to obtaining limited funding to support e-government initiatives
Infrastructure	The combination of equipment that an organisation uses to deliver services, in this case an electronic service.
Interaction	The point at which the citizen and Council come together - could be a payment or request for information or services etc
Modems	Equipment that links Computers together over voice telephone lines
Network	A physical structure which enables information and messages to flow between computers (usually in the form of a fibre-optic cable) and supported by appropriate programmes and hardware
Priority Outcomes	A set of 73 Specific targets that the ODPM requires local authorities to achieve. They are broken down in Required (29 targets) required by the 31/12/2005, Good (25 targets) required by 30/3/2006 and Excellent (19 targets) for high striving authorities.
Web Content Management	A system which allows dynamic web content to be generated and modified more efficiently by non technical staff.