DUDLEY METROPOLITAN BOROUGH COUNCIL   AGENDA ITEM 11

SELECT COMMITTEE ON ECONOMIC REGENERATION – 8th JUNE 2005

ICT STRATEGY REVIEW AND e-GOVERNMENT PROGRESS REPORT

REPORT OF THE CORPORATE E-CHAMPION AND DIRECTOR OF FINANCE

1.   PURPOSE OF REPORT

1.1   To provide Members with the latest information on the Council's performance against BVPI 157, which requires 100% e-enablement of all services by 1st January 2006.

1.2   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'.

1.3   To provide members with the latest requirements to report progress on e-Government to the ODPM through Implementing Electronic Government Statement IEG.4.5 .

2.   BVPI 157

2.1   Progress towards 100% e-enablement is shown in Appendix A. Overall progress is satisfactory, and according the information contained within the ESD Toolkit, the Council is on target to achieve the target of 100% by end December 2005.

2.2   Based on the information shown in Appendix A, the Directorate of Education and Lifelong Learning have been asked to review their progress and have provided the following key messages:
   • DELL have always been committed to 100%
   • Over the last year progress has slowed due to reorganisation and refocus
   • By the end of May DELL will have achieved 80% e-enablement
   • Work is in progress on the next phase which will achieve 94% within three or four months
   • DELL is monitoring progress on a monthly basis to ensure the final target is met

2.3   The Directorate of Law and Property show an apparent drop in performance, but this is due to changes in the ESD Toolkit base data that have taken place during the year. The Directorate will make significant jumps in performance as much of the work is clustered around electronic payments facilities which will become available in stages.

3.   ODPM PRIORITY OUTCOMES

3.1   A further full intermediate assessment has been carried out of all fifty four Priority Outcomes and a report has been produced showing the risk rating and the progress to date. (The full Priority Outcomes Programme contains 73 targets, but 19 of these are not mandatory for all councils, leaving 54 for us to deliver).

3.2   Corporate Board are been informed of the status of the fifteen Priority Outcomes that have been identified for close monitoring, and will receive monthly reports on progress of Priority Outcomes. The e-Dudley Steering Group is also involved in

monitoring and delivering the Priority Outcomes through the Directorate e-Champions.

3.3 The latest position with these fifteen Outcomes (of which 4 were identified as high risk, 11 as medium risk) is shown in Appendix B.

3.4 Two others areas of concern were identified with the programme as a whole:

3.4.1 The CATS programme is responsible for the delivery of a number of Priority Outcomes and has involvement in a number of others. There is now improved evidence that CATS resources are engaging with the delivery of these outcomes although some are still at early stages of planning.

3.4.2 There is a peak of work within ICT Services both in terms of the number of Outcomes that are their direct responsibility and the number of Outcomes that they have a role in delivering. This is being carefully managed, and means that in some areas of ICTS, priorities and commitment will need to reflect the situation.

4. IEG 4.5

4.1 The ODPM has confirmed that an interim IEG Statement (IEG 4.5) will need to be submitted by 18th July. This is very much a means of providing an update to the ODPM with progress since IEG4 which was submitted in December 2004.

4.2 We will follow the same process for producing IEG 4 and will submit a report to Cabinet for approval at their meeting on 15th June. IEG 4.5 consists of the following sections:
   1. Priority Outcomes
   2. Change Management
   3. BVPI 157
   4. Access Channel Take-up
   5. Implementation Costs
   6. Efficiency Gains

4.3 Due to the process for production of IEG 4.5 which involves online facilities which are not yet available, the actual IEG 4.5 statement may not be available in time for the Select Committee or for Cabinet, in which case agreement will be sought to the Director of Finance and the Corporate e-Champion making any final adjustments to IEG 4.5 ready for submission on 18th July.

5. PROPOSALS

5.1 That Members consider the assessment of progress with BVPI 157 and the chart showing progress over the previous twelve months.

5.2 That Members consider the assessment of progress on Priority Outcomes.

5.3 That Members support the approach to production of IEG 4.5.

6. FINANCE

6.1 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.

7. LAW

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

8. EQUAL OPPORTUNITIES

8.1 The development of electronic services is designed to improve customer choice and access to Council services and information. The ODPM Priority Outcomes stipulate specific requirements to meet accessibility standards.

9. RECOMMENDATIONS

9.1 That Members respond to the proposals in paragraph 5.
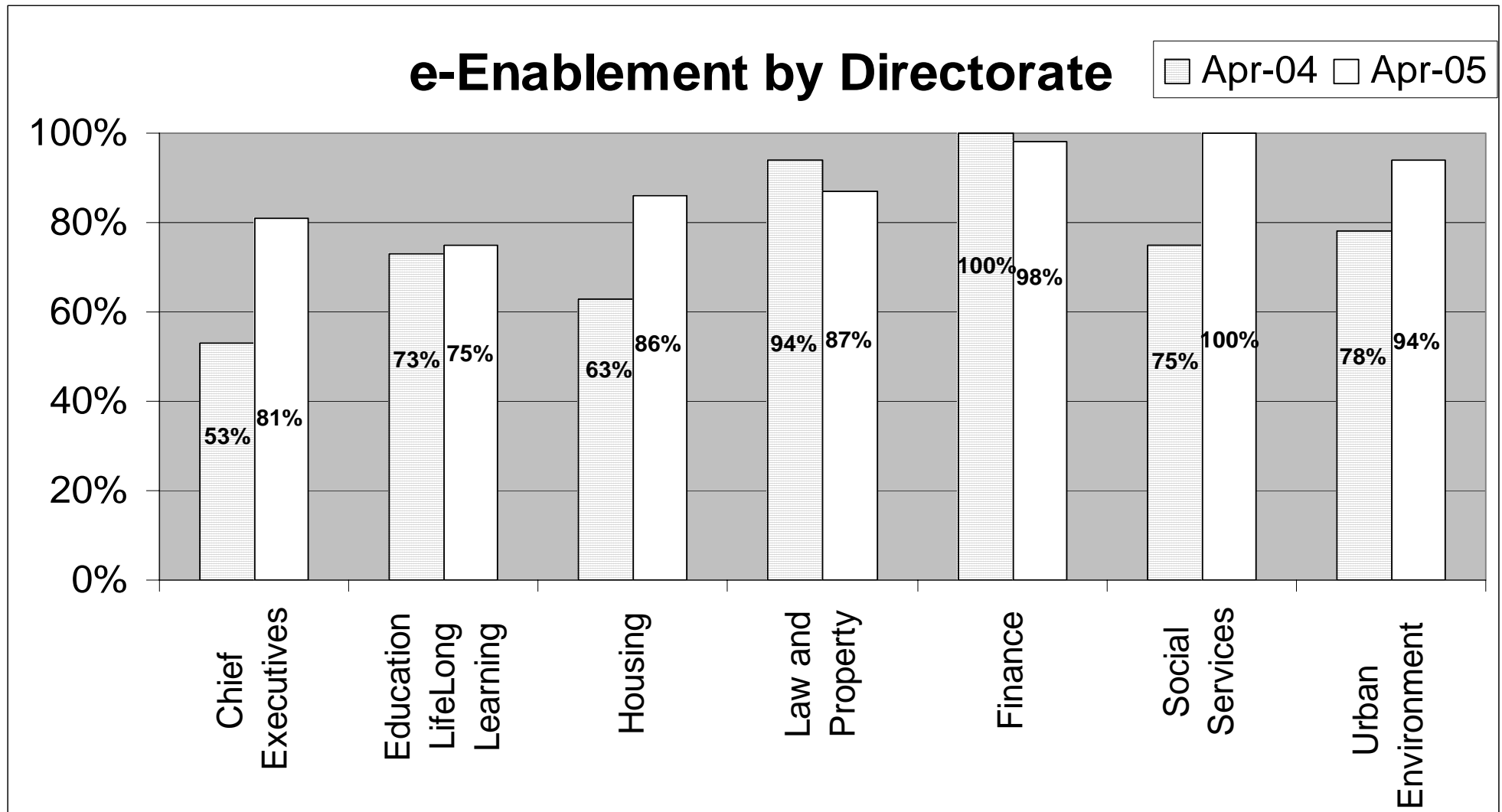
10. BACKGROUND PAPERS

10.1 Monthly snapshots of performance against BVPI 157 are stored on the e-Dudley Intranet site at http://insidedudley/edudley/edudley.htm 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 http://insidedudley/redirect.asp?id=4

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John Freeman   for Mike S Williams
Director of Education & Lifelong Learning   Director of Finance
(e-Champion)

e-Enablement by Directorate

☐ Apr-04 ☐ Apr-05

	Chief Executives	Education LifeLong Learning	Housing	Law and Property	Finance	Social Services	Urban Environment
Apr-04	53%	73%	63%	94%	100%	75%	78%
Apr-05	81%	75%	86%	87%	98%	100%	94%

Priority Outcomes Assessed as HIGH risk (April 2005)

POC Ref.	Description	Current risk level	Comment
G19	Adoption of ISO 15489 for EDRM	High	The business case for additional resources which are required is being developed and will need approval to mitigate this risk.
R1	School Admissions	Medium	Risk reduced - Director of DELL has given a commitment to this POC and to providing monthly progress reports.
G3	Citizens consultation	Medium	Risk reduced - Citizens Panel is now online and work to make the service fully compliant with ODPM guidelines is continuing.
G8	Single Business Account	Medium	Risk reduced – additional funding allocated.

Priority Outcomes Assessed as MEDIUM risk (April 2005)

POC Ref.	Description	Current risk level	Comment
R7	Tracking of environmental services	Medium	Consultants from Modena are developing the plans for delivery
G12	Consistent service delivery across access channels	Medium	Consultants from Modena are developing the plans for delivery
G24	Enterprise workflow	Medium	Consultants from Modena are developing the plans for delivery
R27	CRM across access channels	Medium	Consultants from Modena are developing the plans for delivery
R28	Email/form referencing	Medium	Consultants from Modena are developing the plans for delivery. This will tie in with the development of an Access Channels Strategy.
R29	Email responses within one working day	Medium	Consultants from Modena are developing the plans for delivery. This will tie in with the development of an Access Channels Strategy.
R8	Planning applications/building control	Medium	Awaiting confirmation that new planning manager will take the lead.
G2	Websites for community use	Medium	Awaiting clearer plans for delivery of this outcome
G14	GIS presentation on roadwork	Medium	Awaiting clearer plans for delivery of this outcome
G5	Public access to GIS	Low	Risk reduced - Software code has been reengineered and a deployment plan is being completed.
G21	E-Gif compliance	Low	Risk reduced – Web Content Management will deliver parts. A report will be taken to ICT Services DMT for further considerations.

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	The process of 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.