Select Committee on Economic Regeneration 19th October 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.

4. To inform Members of the proposed approach to the development of ICT Strategy in 2005/6.

Background

   BVPI 157

5. At the last meeting of this committee, a request was made that each Directorate should provide a report on any outstanding interactions that still require e-enabling. The latest position on this exercise will need to be reported verbally due to the limited time available between these two committee meetings.

6. In keeping with previous reports the performance of each Directorate compared with twelve months previous is shown in Appendix A.

7. The final results for BVPI 157 as at the December 2005 deadline will be reported to the Committee in January 2006.

   Priority Outcomes

8. At the last meeting of this committee, a request was made that each Directorate should provide a report on any outstanding Required Priority Outcomes. The latest position on this exercise will need to be reported verbally due to the limited time available between these two committee meetings.

9.   This report therefore concentrates on the 25 Good Outcomes that are required for the end of March 2006.

10. Of these 25 Outcomes, 8 have already been completed and 7 are at a stage where there is a high degree of confidence that they will be achieved by the target date. There are therefore 10 Good Outcomes whose completion is less certain, with just under 6 months left to the deadline.

11. 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.

12. Members may wish to take this opportunity to make their own assessments of all or some of these Good priority outcomes.

ICT Strategy

13. The Council has an annual process for review and development of the ICT Strategy. Recently this has been largely driven by the ODPM's e-Government initiatives, Customer Access to Services and the drivers to replace legacy ICT facilities and the mainframe computer in particular.

14. The Council also had a very successful Best Value Review of ICT in 2002 which has also helped to steer us over the last few years. The Director of Finance is now in the process of arranging a review of ICT which will help set out the new master plan for ICT for the next few years.

15. It is therefore considered appropriate not to commence any specific work to review our ICT Strategy for 2006-2010, but rather to await the results of the strategic review above. This should be available in the second quarter of 2006/7.

Finance

16. 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

17. 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.

Equality Impact

18. 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

19. It is recommended that:-

- Members consider the results of their request for information on BVPI 157 and Required Priority Outcomes from Directors.

- Members recommend the Chair and Deputy Chair should make any further investigation on progress with BVPI 157 and Required Priority Outcomes leading up to the December deadline, bearing in mind the next full committee meeting will be in January.

- Members consider the 'top 10' Good Priority Outcomes and determine whether they wish to make their own assessment of progress in any specific areas.

- Members support the approach to development of ICT Strategy which will be based on a strategic review of ICT led by the Director of Finance.

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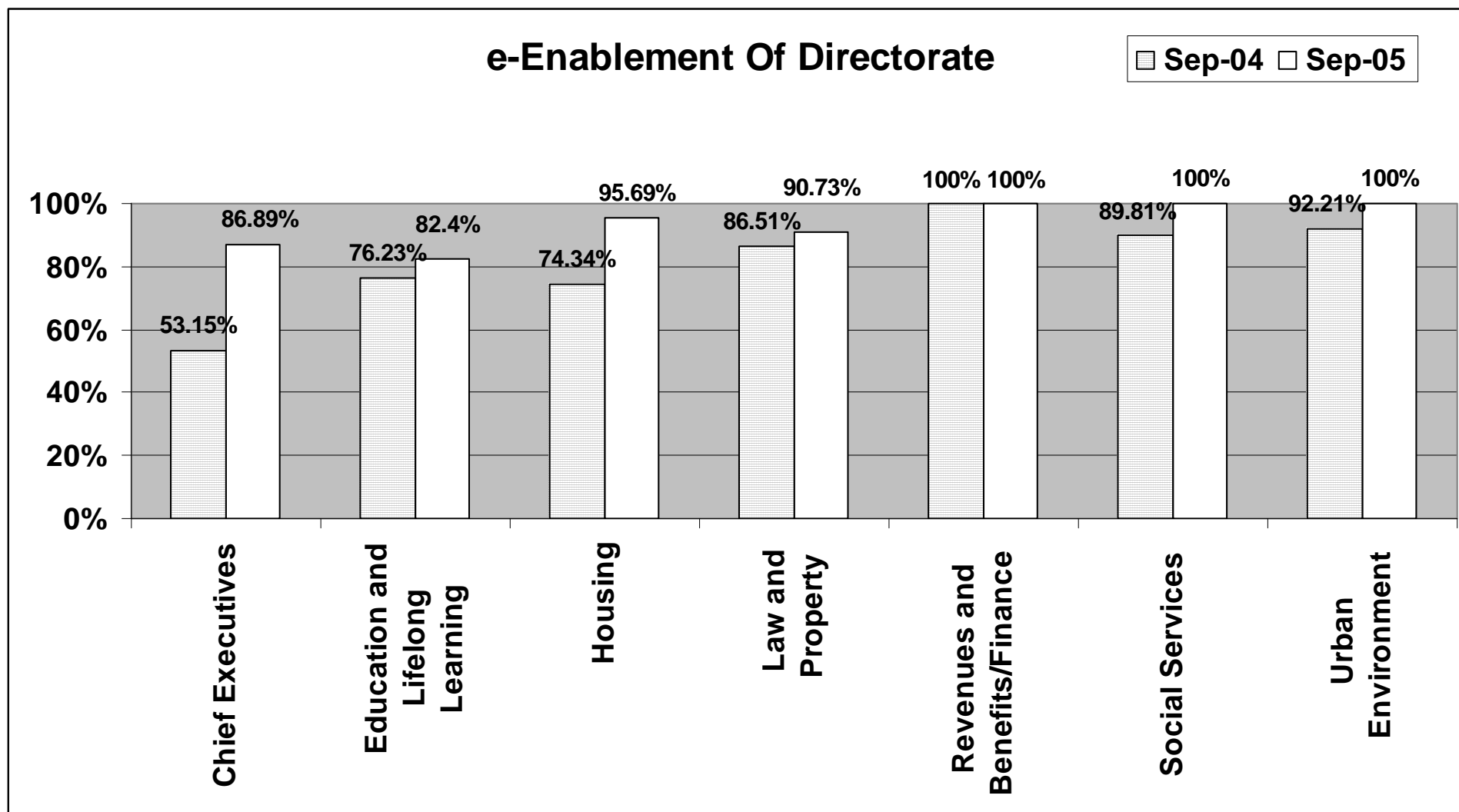(e-Champion)

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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 .

e-Enablement Of Directorate

Legend: ▨ Sep-04 ▢ Sep-05

Directorate	Sep-04	Sep-05
Chief Executives	53.15%	86.89%
Education and Lifelong Learning	76.23%	82.4%
Housing	74.34%	95.69%
Law and Property	86.51%	90.73%
Revenues and Benefits/Finance	100%	100%
Social Services	89.81%	100%
Urban Environment	92.21%	100%

Good Priority Outcomes – Top 10 September 2005

POC Ref.	Description	Owner	Comment
G2	Community Websites	DELL	The directorate is more engaged with this Priority Outcome, but as it is still at relatively early stages of development, it is difficult to assess the risks that may lie ahead. The next few weeks will be pivotal in establishing a clear plan and process for delivery, including the selection of an appropriate software solution. The National Project product, e-Community Publish, must be considered and any reasons for rejection documented. Providing the impetus and commitment is maintained this is capable of delivery within the timescale.
G12	Smartcards	DELL	There is recognition nationally that G12 is difficult to achieve and therefore DMBC's position with this project is not unique, in fact we are probably ahead of many other councils. A strategy that would allow the Council to claim green by the target date should be adopted and maintained, bearing in mind that good progress with the smartcards pilot must be shown and a strategy for the longer term is necessary.
G3	e-Consultation	C Execs	This has been partially met by an online consultation facility that is already in place. However, it is unclear how the remaining components for this outcome will be achieved, especially now that the responsible officer is taking maternity leave. A capable responsible officer needs to be identified and a clear plan produced immediately, that maps directly onto this priority outcome.

G8	Single Business Account	DUE	This was profiled nationally as the second most difficult of the 'Good' Priority Outcomes, and the directorate should be complimented for the significant progress made, given its inherent complexity and initial ownership issues. IEG funding has been provided for consultancy work by Modena, but there is still a lot to achieve to deliver this outcome. A work programme has been agreed with Modena. A business case and implementation plan will be presented to the SBA Steering Group at the end of October which will ensure that first phase implementation is achieved by end March 2006 as well as outlining the long term implementation plan. IEG funding will be sought to assist with the implementation of this outcome. Also engaged in the West Midlands SBA Group (Business Matters) to develop key areas of work to support SBA implementation.
G24	Customer Relationship Management Integration	CATS	Nationally this has been assessed as one of the more difficult targets to meet. The CRM system includes a workflow facility and this should be operational by the target date. CATS have an interface/integration strategy, and work is in progress with the supplier towards implementation. Full implementation of the software is expected by end Feb, with some modules released earlier. Workflow is well established in Revenues and Benefits and Processwork flow is now available within the CATS team and resources and priorities set and agreed. However, a well co-ordinated set of activities is still required to deliver this outcome.
G16	Joined-up Working on Children at Risk	SSD	Feedback from the directorate indicates that work is progressing in several areas, however there is insufficient information on the work being done to establish standards, agree processes and procedures for sharing data across multiple agencies.
G17	Joint Assessments Using Mobile Technology	SSD	Work is continuing and there is a project plan to help monitor progress, however the end dates for many of the key tasks are beyond the completion date for the Priority Outcome. For this reason, it is necessary for the directorate to indicate the anticipated position by 31st March 2006, which would allow the Council to claim completion.
G22	Internet Targets and Measures	CATS	Specific measures have been proposed by the Customer Services Manager and activities identified. Provided this is followed through the target should be achieved. Further assessment is required to ensure this is the case.

G25	Single Notification of Change of Address	CATS	The CATS Development Team circulated a change of address proposal for domestic properties in August 2005. This is currently in development and provided this is followed through we should be able to deliver this outcome on target.
G18	E-Skills Training	C Execs	An e-skills training pilot (European Computer Driving License) project is in progress within the Directorate of Finance and there is a dependency on the review of the pilot to help formulate the Council e-Skills training policy. A review of the pilot has been promised and should be carried out soon to support the formulation of the policy.

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.