

SELECT COMMITTEE ON ECONOMIC REGENERATION - 1ST MARCH 2005

REPORT OF THE CHIEF EXECUTIVE

PROGRESS REPORT ON BVPI 157 AND PRIORITY OUTCOMES FOR THE CHIEF EXECUTIVE'S DIRECTORATE

1.0 Purpose

- 1.1 To consider the up-to-date position on BVPI 157 interactions and the priority outcomes allocated to the Chief Executive's Directorate.

2.0 Background

- 2.1 As Members are aware, BVPI 157 relates to electronically enabled delivery of Council services. These are currently quantified and tracked by what is known as the esd toolkit. The target for BVPI 157 is 100% enablement by December 2005, a target the Authority is confident of reaching across all Directorates.
- 2.2 At a previous meeting the Select Committee were provided with information showing e-enablement so far. At that time the figures detailing progress on the service interactions allocated to the Chief Executive's Directorate stood at 58.21%; however, what it also indicated was that this figure would remain static until December 2005 when it would suddenly become 100% e-enabled.
- 2.3 Whilst this may be a feasible proposition, where all remaining e-enablements are completed during November 2005, it is clearly not the true picture, for two reasons.
- 2.4 The first reason relates to the Service interactions that exist within the toolkit, a large number of the ones allocated to the Chief Executive's Directorate have been ones which did not readily fall within the umbrella of a specific Directorate. An officer within the Chief Executive's Policy Team is, therefore, spending some considerable time researching what, and how, these interactions fit within the services offered by either the Chief Executive's Directorate or others in Dudley. In a number of cases this has resulted in either the re-allocation of interactions to other Directorates or their removal from the toolkit entirely; much of that work is nearing completion and will considerably alter the number of e-enabled interactions as a percentage of the total for the Directorate.

- 2.5 The second reason for the progress curve being so flat simply relates to the service planning process within the Directorate. In allocating the remaining interactions to particular sections, specific completion dates - apart from December 2005 - had not been entered into the toolkit. Now that Service Plans for 2005/6 have been finalised individual completion dates for the remaining interactions can be entered.
- 2.6 At the time of writing this report this is continuing, and, at the Select Committee it is hoped a clearer picture will be available.
- 2.7 A second area for the Committee to consider is progress on the e-Government Priority Outcomes, allocated to the Chief Executive's Directorate - with particular reference to those designated as high risk.
- 2.8 There are, currently, 3 high risk Priority Outcomes allocated to the Chief Executive's Directorate. However, these are not simply Directorate matters but are truly corporate, Authority-wide issues, falling under the banner of the Customer Access To Services Project. These being :
- R28 (e-mail and webform acknowledgement)
R29 (e-mail responses)
G24 (integration of customer relationship management systems with back-office activity)
- 2.9 As Members will recall at a previous meeting it was reported that a Customer Relationship Management System (CRM) was being purchased. That system is now being used, and further development is taking place and is on target for the roll-out of the Customer Access To Services interactions with back-office systems as outlined in G24.
- 2.10 To maximise the benefits derived from the CRM system much further work across all services will be required in the coming months, and the Select Committee may well wish to receive further progress reports on these major developments.
- 2.11 With regard to both outcomes R28 and R29 work is in hand with ICT Services to ensure that web development and e-mail capability is dealt with as a priority. It is, therefore, envisaged that by August of this year, this will be operational.

3.0 Proposal

- 3.1 That Members consider and comment on the progress to date.

4.0 Finance

- 4.1 Any costs associated with implementing these matters will be met from within existing budgets.

5.0 Law

- 5.1 Under Section 111 of the Local Government Act, 1972, the Council is empowered to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of its functions.

6.0 Equal Opportunities

- 6.1 The matters related to in this report do not conflict with the Council's Policy on Equal Opportunities.

7.0 Recommendations

- 7.1 That Members agree the proposal at 3.1 above.

Arthur Spauld.

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CHIEF EXECUTIVE

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