

# **DUDLEY METROPOLITAN BOROUGH COUNCIL**

## **SELECT COMMITTEE ON ECONOMIC REGENERATION**

**3 NOVEMBER 2004**

### **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 1<sup>st</sup> 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 our plans for completing the fourth Implementing Electronic Government statement (IEG4).

##### **2. BACKGROUND**

- 2.1 Members have requested regular progress reports on BVPI 157 over the years 2004 and 2005 as the deadline approaches. The more recent requirements to monitor delivery of the ODPM priority outcomes are being brought into the same framework. Current ODPM Proposals for IEG4 cover both BVPI 157 and the Priority Outcomes.

##### **3. BVPI 157**

- 3.1 The latest performance, in terms of e-enablement achieved and planned by the Council is shown in Appendix A, in the same format as was required for our IEG 3 statement, which has now become a national standard.
- 3.2 The important figure in this table is the final percentage, which shows that we will be 100% e-enabled by 1<sup>st</sup> January 2006. This is an important milestone as we now have all the information in the ESD Toolkit to demonstrate that we will achieve the target. This means that we only have to deliver on our plans, and monitor that we are keeping on target.
- 3.3 Based on this position, a report for scrutiny on an exception basis would now be appropriate, rather than a progress report to each committee meeting.

#### 4. ODPM PRIORITY OUTCOMES

- 4.1 The ODPM has set out the requirements for all Councils to deliver a set of outcomes linked to priority services and transformation of Local Authorities, by end 2005 or April 2006.

These 54 priorities cover ten areas of service delivery:

- Schools
- Community Information
- Democratic Renewal
- Local Environment
- E-Procurement
- Payments
- Libraries, Sport, Leisure
- Transport
- Benefits
- Support for Vulnerable People

And four areas of 'national strategy transformation outcomes':

- Supporting New Ways of Working
- Accessible Services
- High Take-up of Web Based Transactions
- Making it easy for Citizens to do Business with the Council

- 4.2 We need to look at this programme from two different perspectives. Because of the timescales involved (i.e. December 2005 and April 2006), we have been taking tackling these two different perspectives in parallel. But they are both important to the achievement of the ODPM agenda.
- 4.3 The first perspective considers the programme as a set of 54 Outcomes which need to be assessed, progressed and monitored largely individually. We are making good progress here overall, although it is taking longer than anticipated to resolve the seven outcomes that are owned by CATS. Nearly all other Outcomes have completed their initial assessment and are coming up for their second assessment. There is one outstanding Outcome – the operation of a Single Business Account for each business in contact with the Council – for which there is not yet a clear owner or owning Directorate.
- 4.4 The second perspective looks at the programme as a single entity, when it has always been clear that the CATS programme overall and this programme overall are occupying very similar ground. There is still work to do to consider how these two programmes can work together for the benefit of the Council, its staff and customers.
- 4.5 We are also being asked to make commitments to the ODPM agenda in our IEG4 statement which must be completed by 20<sup>th</sup> December 2004, so Corporate Board are being consulted on the approach the council wants to take to the CATS and ODPM programmes.

## IEG4

- 4.6 By the time of this committee meeting, the final requirements of IEG4 will have been published. We have also been informed that the IEG4 submission must be returned by 20<sup>th</sup> December 2004.
- 4.7 We expect there to be very little change from the draft version, which contains six sections:
- Priority Outcomes Self Assessment
  - Change Management Self Assessment
  - BVPI 157
  - Access Channel Take-up
  - Local e-Government Implementation Costs
  - Local e-Government Programme Efficiency Savings
- 4.8 The completed IEG4 proforma will be taken through e-Dudley Steering Group, Corporate Board and the Executive before submission to the government. A successful IEG4 will result in £150,000 of capital funding for implementation of e-Government.

## 5. PROPOSALS

- 5.1 That BVPI 157 progress is only reported on an exception basis, allowing the focus to shift to the Priority Outcomes.
- 5.2 That the IEG4 statement is completed and submitted to the Government and provided to this committee in the new year for information.
- 5.3 That we continue with the current parallel approaches to the Priority Outcomes, looking at them as 54 individual projects and as a single programme in the context of the CATS initiative.

## 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.

## 7. LAW

- 7.1 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.

## 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 consider their response to the proposals in paragraph 6.0.

### 9.0 BACKGROUND PAPERS

9.1 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.

9.2 The ESD Toolkit is available online at [www.esd-toolkit.org](http://www.esd-toolkit.org) (although registration is required for full access to all the facilities).

9.3 The ODPM Priorities and the IEG4 proforma can be viewed on the Internet at [www.localgov.gov.uk](http://www.localgov.gov.uk) .



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## APPENDIX A

	Actual			Forecast	
<b>BVPI 157 Interaction Type</b>	2001/2002	2002/2003	2003/2004	2004/2005	2005/2006
<b>Providing Information</b>					
Total types of interaction e-enabled	154	75	103	131	13
No. not e-enabled	322	247	144	13	0
% e-enabled	32.35	48.11	69.75	97.27	100.00
<b>Collecting revenue</b>					
Total types of interaction e-enabled	3	4	1	0	1
No. not e-enabled	6	2	1	1	0
% e-enabled	33.33	77.78	88.89	88.89	100.00
<b>Providing benefits &amp; grants</b>					
Total types of interaction e-enabled	13	1	0	0	0
No. not e-enabled	1	0	0	0	0
% e-enabled	92.86	100.00	100.00	100.00	100.00
<b>Consultation</b>					
Total types of interaction e-enabled	15	23	12	6	2
No. not e-enabled	43	20	8	2	0
% e-enabled	26.32	65.79	86.84	97.37	100.00
<b>Regulation (such as issuing licences)</b>					
Total types of interaction e-enabled	24	21	6	19	4
No. not e-enabled	50	29	23	4	0
% e-enabled	32.43	60.81	68.92	94.59	100.00
<b>Applications for services</b>					
Total types of interaction e-enabled	94	66	70	67	11
No. not e-enabled	214	148	78	11	0
% e-enabled	30.52	51.95	74.68	96.43	100.00
<b>Booking venues, resources &amp; courses</b>					
Total types of interaction e-enabled	0	0	6	13	3
No. not e-enabled	22	22	16	3	0
% e-enabled	0.00	0.00	27.27	86.36	100.00
<b>Paying for goods &amp; services</b>					
Total types of interaction e-enabled	1	1	3	32	5
No. not e-enabled	41	40	37	5	0
% e-enabled	2.38	4.76	11.90	88.10	100.00
<b>Providing access to community, professional or business networks</b>					
Total types of interaction e-enabled	8	15	18	14	2
No. not e-enabled	49	34	16	2	0
% e-enabled	14.04	40.35	71.93	96.49	100.00
<b>Procurement</b>					
Total types of interaction e-enabled	0	1	21	2	0
No. not e-enabled	24	23	2	0	0
% e-enabled	0.00	4.17	91.67	100.00	100.00

TOTAL TYPES OF INTERACTION E-ENABLED	312	207	240	284	41
TOTAL TYPES OF INTERACTION NOT E-ENABLED	772	565	325	41	0
% E-ENABLED	28.81	47.88	70.04	96.26	100.00