

ITEM 9

DUDLEY METROPOLITAN BOROUGH COUNCIL

SELECT COMMITTEE ON ECONOMIC REGENERATION

1 SEPTEMBER 2004

e-GOVERNMENT – PROGRESS REPORT

**REPORT OF THE CORPORATE E-CHAMPION (JOHN FREEMAN) 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 monitoring of the Office of the Deputy Prime Minister (ODPM) 'Priority Services and Transformation Outcomes'.
- 1.3 To provide Members with emerging information regarding the fourth Implementing Electronic Government statement (IEG4) requirements and our approach to ICT Strategy development for 2005-2009.

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 latest performance, in terms of overall e-enablement already achieved for each Directorate is shown in Appendix B.
- 3.3 Previous consideration of BVPI 157 had identified a number of aspects of our progress which required further scrutiny. This was carried out during the

previous municipal year and significant improvements were made to our prospects of achieving 100% e-enablement.

- 3.4 All figures have been taken from the ESD Toolkit, which is a national scheme to manage and monitor performance against BVPI 157. The order in which the Directorates appear on the chart reflects their importance in terms of contributing to the overall Council performance.
- 3.5 A further review of outstanding progress against BVPI 157 is now taking place to see if there are any remaining aspects which might benefit from further scrutiny or corporate support.
- 3.6 There has been an apparent set back in the overall figures relating to BVPI 157 (see Appendix A) compared to previous reports. This is due to the ODPM increasing the scope of the measurement of BVPI 157. Although the ODPM have confirmed this is the last time the scope of BVPI 157 will be changed, until we have assessed the new areas covered by BVPI 157, we will not be able to report a true set of e-enablement or planning figures.
- 3.7 We now need to do a number of things:
 - Complete the assessment of all outstanding interactions to show plans, for the first time, to achieve 100% e-enablement for the whole Council by end 2005
 - Complete a self assessment (by each Directorate) of any outstanding work to achieve 100% e-enablement
 - Identify any outstanding areas where a corporate or strategic approach might provide a more effective solution
- 3.8 In the meantime we will continue to monitor and manage progress on BVPI 157, and will escalate any areas of under performance through the e-Dudley Steering Group and through scrutiny at this committee.

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 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 have allocated lead officers to take responsibility for the individual elements that the ODPM have specified under each of these thematic headings, and we have carried out an initial assessment. We have also nominated an officer to take overall programme management responsibility, including reporting back to ODPM as required.

4.3 In all there are seventy three specific outcomes that have been set. We reported the following statuses to the ODPM as required in May 2004:

- 33 'red' traffic lights (under consideration not yet resolved)
- 16 'amber' traffic lights (approved and actively being pursued)
- 4 'green' traffic lights (achieved)
- 1 outcome that we don't think applies to us
- 19 outcomes that only apply to councils who are leading the agenda

4.4 Progress against the individual elements within the overall programme are being monitored and managed across the Directorates, using the services of a range of officers who have been assigned a lead responsibility based on their area of expertise.

4.5 The current climate and dynamic nature of the Council favours the achievement of the Priority Outcomes by the target dates. Work is steadily progressing on related projects, and plans to initiate new projects are being developed within Directorates. Continuous programme management will be essential for sustaining momentum and steering Directorates towards achievement of the Outcomes.

4.6 The ODPM have also identified four cross-cutting themes that every council is expected to embrace, whilst delivering the individual elements of the programme. These themes are being incorporated in the Council's planning schedule and overall programme management. The themes are examined in more detail below.

4.7 Supporting New Ways of Working

4.7.1 This is described as "Active policy and practice enabling council members and staff to work from home or away from the office base" and includes the establishment of an e-skills training programme for members and staff.

4.8 Accessibility of Services

4.8.1 This is described as “All council services are supported outside of standard working hours via the Internet or telephone contact centres” and includes conformance with national and international standards of accessibility for websites.

4.9 High Take-up of Web Based Transactional Services

4.9.1 This is described as “Development of web-based services as a major access channel for interactions between the citizen and the council” and includes the requirement to demonstrate rising and sustained use.

4.10 Making it Easy for Citizens to do Business with the Council

4.10.1 This is described as “Systems in place to ensure effective customer relationship management” and includes responding to email enquiries within 24 hours.

4.11 As can be seen from the above there is a significant overlap in the aims of the CATS initiative and the transformation outcomes. It is also clear that the whole programme puts a significant emphasis on carrying out interactions with citizens online using the Internet.

5. IEG4 AND ICT STRATEGY 2005-2009

5.1 We have received confirmation from ODPM that there will be an IEG4 process and that this will tie in closely with the Priority Services and Transformation Outcomes. The ODPM are currently running about one month behind on their plans for IEG4 so this is still at a consultation phase which closes on 6th September.

5.2 The requirements of the fourth Implementing Electronic Government Statement (IEG4) are now available for consultation. IEG4 is split into six sections:

- Priority Outcomes (self assessment)
- Change Management (self assessment)
- BVPI 157
- Access Channel Take-up
- Programme Resources
- Programme Efficiency Savings

5.3 The breakdown is similar to IEG3, but in line with the recent Government efficiency review – “Releasing Resources to the Front Line” - there is an additional section covering efficiency savings, both cash-releasing and non cash-releasing, covering the following specific areas:

- E-procurement

- Corporate support (back office)
- Transactional Services
- Productive time

5.4 It is at this time of year that we also start the review of ICT Strategy. However, the strategy is already clear as there are major initiatives that we are engaged on. These include the replacement of the Council's core financial systems and the central mainframe computer, the delivery of the CATS programme, and the delivery of the e-Government programme.

5.5 All of these major commitments are contained within the existing strategy. Given the workload that we already engaged with, and the reporting requirements that we must already meet, the e-Dudley Steering Group have agreed that we carry out a 'light touch' review of ICT Strategy this year, culminating in approval of any revised strategy by the Cabinet in March 2005.

6. PROPOSAL

6.1 That Members note progress and proposals for future work requirements and consider whether at this stage there are any specific requirements for future monitoring and scrutiny, and receive a further progress report at the next meeting of the committee.

7. FINANCE

7.1 The costs of meeting the BVP, 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.

8. LAW

8.1 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.

9. EQUAL OPPORTUNITIES

9.1 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.

10. RECOMMENDATIONS

10.1 That members consider their response to the proposals in paragraph 7.0.

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 (although registration is required for full access to all the facilities).
- 9.3 The ODPM Priorities and the IEG4 consultation can be viewed on the Internet at www.localgov.gov.uk .
- 9.4 The current ICT Strategy can be viewed on the Internet at www.dudley.gov.uk/policies.htm

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APPENDIX A

BVPI 157 Interaction Type	Actual			Forecast	
	2001/2002	2002/2003	2003/2004	2004/2005	2005/2006
Providing Information					
Total types of interaction e-enabled	154	75	103	104	90
No. not e-enabled	324	249	146	42	33
% e-enabled	32.25	47.85	69.42	91.20	93.09
Collecting revenue					
Total types of interaction e-enabled	3	4	1	21	1
No. not e-enabled	27	23	22		0
% e-enabled	10.00	23.33	26.67	96.67	100.00
Providing benefits & grants					
Total types of interaction e-enabled	13	1		0	1
No. not e-enabled	2	1	1	1	0
% e-enabled	86.67	93.33	93.33	93.33	100.00
Consultation					
Total types of interaction e-enabled	15	23	12	5	2
No. not e-enabled	48	25	13	8	6
% e-enabled	24.32	60.54	80.00	88.11	90.27
Regulation (such as issuing licences)					
Total types of interaction e-enabled	24	21	6	18	1
No. not e-enabled	53	32	26	8	7
% e-enabled	31.17	58.44	66.23	89.61	90.91
Applications for services					
Total types of interaction e-enabled	95	66	71	59	11
No. not e-enabled	225	159	88	29	18
% e-enabled	29.69	50.31	72.50	90.94	94.38
Booking venues, resources & courses					
Total types of interaction e-enabled	0	0	6	14	1
No. not e-enabled	25	25	19	5	4
% e-enabled	0.00	0.00	24.00	80.00	84.00
Paying for goods & services					
Total types of interaction e-enabled	1	1	3	29	3
No. not e-enabled	43	42	39	10	7
% e-enabled	2.27	4.55	11.36	77.27	84.09
Access to community professional or business networks					
Total types of interaction e-enabled	8	15	18	12	2
No. not e-enabled	51	36	18	6	4
% e-enabled	13.68	39.32	69.23	89.74	93.16
Procurement					
Total types of interaction e-enabled	0	1	21	3	0
No. not e-enabled	25	24	3	0	0
% e-enabled	0.00	4.00	88.00	100.00	100.00
TOTAL INTERACTIONS E-ENABLED					

TOTAL INTERACTIONS NOT E-ENABLED	313	207	241	265	31
% E-ENABLED	823	616	375	110	79
	27.61	45.77	66.98	90.36	93.03

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This chart shows the overall performance in terms of Interactions that have now been e-enabled, and the target total number of Interactions that apply, for each Directorate. However, what this chart does not show is that there are a number of Interactions that have recently been added to the Toolkit by the ODFM, which have not yet been allocated to any of the Directorates.

This means that there is a difference between the total number of Interactions being reported in Appendix A (which includes the unallocated Interactions), and the totals below. This in turn may produce some significant variations in the figures next time they are reported:

