

SELECT COMMITTEE ON ECONOMIC REGENERATION - 12th JANUARY 2005

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 information on the completion of the fourth Implementing Electronic Government statement (IEG4).

2. BVPI 157

- 2.1 Monitoring of BVPI 157 continues to show that the Council will meet the 100% target by the end December 2005 deadline. At this stage there are no significant areas of concern in terms of the amount of progress that might be expected. This will be kept under review. Appendix A shows the progress that has been made in terms of actual e-enablement.

3. ODPM PRIORITY OUTCOMES

- 3.1 The ODPM Priority Outcomes programme is entering an important phase. We have now had several months to understand these requirements and to start planning and implementation, bearing in mind that more than half of these need to be delivered during 2005 calendar year.
- 3.2 A full assessment is being carried out so that appropriate actions can be considered, as and when necessary. But based on the earlier assessments up to this point we are expecting all Priority Outcomes to be delivered on target. This has been reported in IEG4 (see below)

4. IEG4

- 4.1 Our fourth Implementing Electronic Government statement (IEG4) was submitted to the ODPM on 20th December 2004 after approval by the Cabinet. The report to Cabinet is included in Appendix C. Compilation of IEG4 has highlighted that in future we need to increase the amount of information we have about the usage of channels (phone/Internet/face to face etc), and the information we have about efficiency gains resulting from e-Government. This statement is now available on the Internet at www.dudley.gov.uk/dudco/egov/content.htm .

5. PROPOSALS

- 5.1 That Members consider the assessment of progress with BVPI 157.
- 5.2 That Members recognise the important stage we are reaching with the Priority Outcomes programme and consider any future issues for scrutiny as they arise.
- 5.3 That Members recognise the work of the Council in meeting ODPM requirements for submission of IEG4.

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. If successful, IEG4 will attract further funding of £150,000.

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

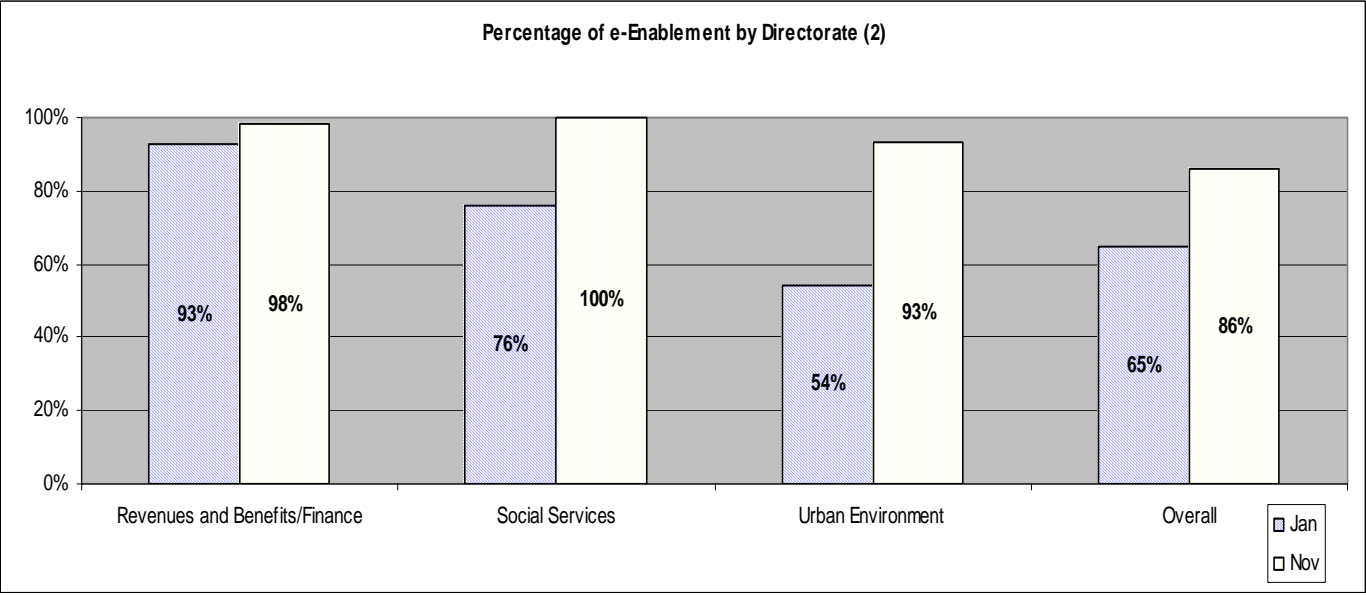
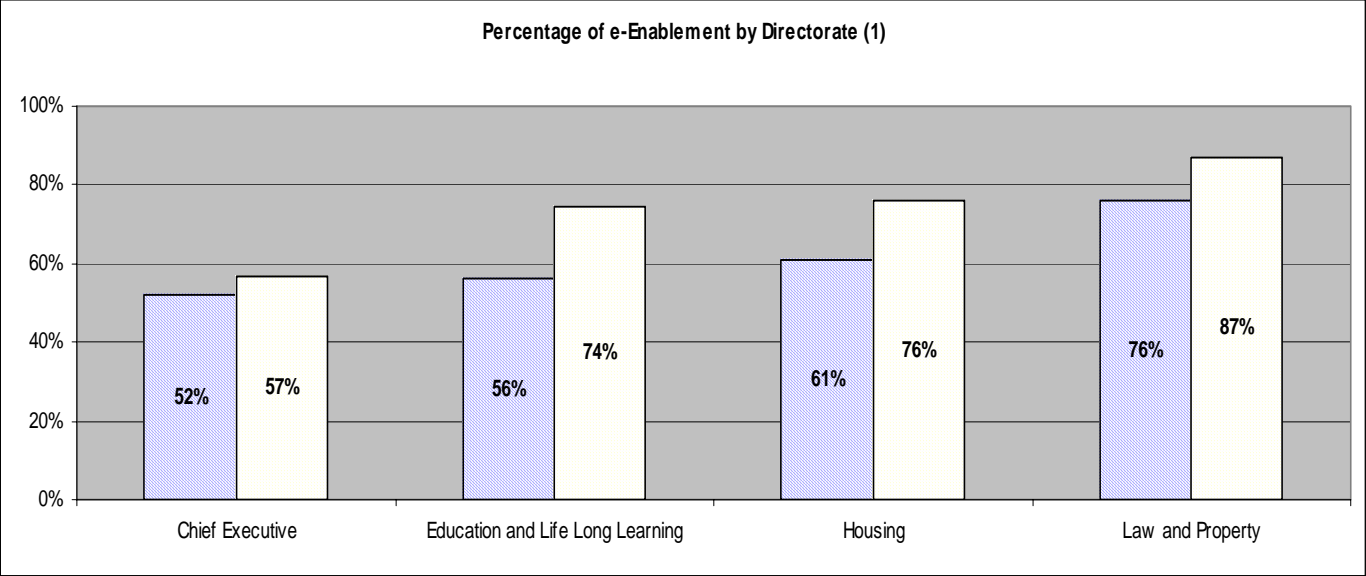
- 9.1 Monthly snapshots of performance against BVPI 157 are stored on the e-Dudley Intranet site at <http://insidedudley/edudley/edudley.htm> using the 'BVPI 157' menu. The ESD Toolkit is available online at www.esd-toolkit.org (although registration is required for full access to all the facilities). The ODPM Priority Outcomes can be viewed on the Internet at www.localgov.gov.uk.



John Freeman
Director of Education & Lifelong Learning
(e-Champion)



Mike S Williams
Director of Finance



ICT Glossary

BVPI 157	An Audit Commission indicator which tracks an authorities performance in making its services capable of electronic delivery and access.
e-enablement	The process of making services electronically accessible
e-procurement	The process of acquiring and transacting purchases and contracts electronically
e-democracy	The process of allowing citizens to contribute to the democratic process electronically. Include consultation, registration and voting.
ESD toolkit	A system set up by the IDEA for recording and measuring interactions with the public to assess progress towards developing electronic solutions
Interaction	The point at which the citizen and Council come together - could be a payment or request for information or services etc
Access Channels	The means by which citizens can access information or services from the council
Change Management	The process by which organisations develop and improve and the means by which that change is managed.
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
Broadband	A service which enables high speed connection between computers
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
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.
Infrastructure	The combination of equipment that an organisation uses to deliver services, in this case an electronic service.
Authentication	The process of ensuring that someone, often a computer user is the person the claim to be and therefore entitled to a specific services
Modems	Equipment that links Computers together over voice telephone lines

THE CABINET - 15th DECEMBER 2004

IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT (IEG4)

REPORT OF THE DIRECTOR OF FINANCE AND DIRECTOR OF EDUCATION & LIFELONG LEARNING (E-CHAMPION)

1. PURPOSE OF REPORT

- 1.1 To inform the Cabinet of the production of the fourth Implementing Electronic Government (IEG4) statement, which now requires approval and submission to the Office of the Deputy Prime Minister (ODPM) by 20th December 2004.

2. BACKGROUND

- 2.1 This is the fourth in an annual series of IEG statements that the council has been required to produce. The previous three statements were successful in attracting funding totalling £750,000 from Local Government Online central funding.
- 2.2 Following on from the third IEG statement, the format and content is now very highly prescribed by the ODPM. The Council has followed the guidance for producing the IEG4 statement to ensure we have a submission that meets ODPM requirements.
- 2.3 Regular reports on elements of e-Government are taken to the Select Committee on Economic Regeneration, the e-Dudley Steering Group and Corporate Board.
- 2.4 The final funding of £150,000 for Local Government Online will be confirmed after successful submission of the IEG4 statement.

3. PROGRESS TO DATE

- 3.1 The Council has made very significant progress with e-government over recent years and particularly in the last two years. For example:
- 3.2 The Council is now fully on course to meet the BVPI 157 requirement of 100% e-enablement by the deadline of December 2005. By March 2005 we will have only 41 interactions remaining to implement from a total of almost 1,200. This has required a major commitment across the Council.
- 3.3 A particular success in terms of uptake has been e-recruitment with over 4,000 applications being made on-line through the dudley.gov.uk website since February 2004. This is an area that promises real efficiency gains over time as the printing and mailing costs for recruitment literature are reduced.
- 3.4 e-payments to the Council is also an area which deserves mention with over £3.7m collected through the Callpay 24/7 automated telephone payments system. e-payments is an area in which the Council has already met its 'standard' ODPM targets for 2005/6 and is starting to work on the 'excellent' ODPM targets.

- 3.5 43 different e-forms for application for Council services are presently actually being used by the public, ranging from 127 requests to the Children's Information Service in the Directorate of Education and Lifelong Learning to 12 applications for licences for Butcher's Shops since February 2004. The uptake can be monitored through the InsideDudley Intranet site.
4. IEG4
- 4.1 IEG4 contains a number of discrete sections which cover a number of aspects of e-Government.
- 4.2 Section 1 is devoted to the "Priority Services and Transformation Outcomes" programme that the ODPM have set for every English local authority. This is a challenging programme consisting of fifty four specific outcomes, of which twenty nine need to be completed by end December 2005 and twenty five by end March 2006. These have been allocated to a range of officers in the Council and programme management arrangements have been put in place. The need to co-ordinate this programme with the CATS programme has been recognised and this will be further developed in 2005. Regular reporting takes place at Corporate Board and this programme is included in the Council Plan.
- 4.3 The IEG4 contains details of our performance against Best Value Performance Indicator BVPI 157 (which is to have 100% e-enablement by end 2005) in Section 3. We are using the Government sponsored toolkit to manage our performance against BVPI 157, and this now demonstrates that we will meet this target. Members and officers are involved in monitoring and scrutinising BVPI 157 to ensure it remains on target.
- 4.4 For the first time, in Section 6, we have been asked to identify efficiency savings and there is likely to be more emphasis on the role of e-Government in driving forward efficiency savings in accordance with emerging requirements from the Gershon review as we progress beyond the 2005 target.
- 4.5 Due to the limited timescales available to bring together all the information required for IEG4, there may be further improvements that we can make to our submission before the final cut-off date on 20th December 2004.
5. PROPOSAL
- 5.1 It is proposed that the Cabinet note the development of IEG4 as stated in section 3 and consider this report and the resulting IEG4 statement.
6. FINANCE
- 6.1 It is anticipated that a successful submission of IEG4 will bring additional grant funding to support our drive for e-government.
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.

9. RECOMMENDATIONS

9.1 That the Cabinet approve the IEG4 statement together with any further improvements that can be made before the cut off date, and that the IEG4 statement is submitted to the ODPM on 20th December 2004.

10.0 BACKGROUND PAPERS

10.1 The following documents can be found on the Council website (www.dudley.gov.uk) under Plans Policies and Strategies / Implementing Electronic Government:

IEG Statement 2001
IEG Statement 2002
IEG Statement 2003
ICT Strategy 2004 – 2008

10.2 The Government have produced a website for all matters pertaining to Local e-Government at www.localegov.gov.uk. This site contains guidance for IEG4 and the IEG4 pro-forma.

10.3 The Government have produced an Electronic Service Delivery toolkit (the ESD Toolkit) for measuring performance against BVPI 157, to which the Council has subscribed. This is publicly available on the Internet at www.esd-toolkit.org (although full access requires a registered username and password).

Mike Williams
Director of Finance

John Freeman
Director of Education & Lifelong Learning
(e-Champion)