The Local e-Government programme

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**Communities and
Local Government**

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Agenda

- What we've been doing and why
- What difference has it made

  Key themes
  - **Barriers to Implementation**
  - **Approach**
  - **Products**
  - **Suppliers & Consultancies**

- How could it replicate in other Countries

England – not the Whole UK

- National Government Departments
  - *National Policy and service delivery*

- Regional Agencies
  - *Regional economic and infrastructure policy, and performance – no delivery*

- Local (Municipalities) Councils - *Local Policy and service delivery*

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CITIZEN

Citizen Interface

| Drop In | Internet | Home Visit | email | Call Centre | Workflow | Letter |

Customer Services

People, Community and Local Economy

CULTURE, LEISURE & SPORT	DEMOCRACY & COMMUNITY	ECONOMY & BUSINESS	REVENUES & BENEFITS	CHILDREN'S SERVICES	SUPPORT & ADVICE FOR ADULTS
Arts Development	Births, Deaths & Marriages	Economic Regeneration	Council Tax & Business Rates	Child Inclusion & Access	Advice Services
Entertainment, Halls & Catering	Community Safety	Tourism & Investment Marketing	Benefits Service	Early Years	Asylum Seekers Service
Festival & Events	Community Development	Town Centre & Markets Management	Financial Advice & Assessment	Education Administration	Help for Adults - Community Care
Lifestyles & Sports Development	Democratic Services			Help for Children	Housing Needs
Leisure Services	Public Protection			School Improvements	Life Long Learning
Libraries					Preventative Care Services & Care Network

Environment, Infrastructure Property

ENVIRONMENT	INFRA-STRUCTURE	PROPERTY
Bereavement	Highways & Civil Engineering	Building Control
Cleansing	Transport	Housing Renewal
Countryside Services		Housing Strategy
Parks		Planning Development Control
		Property Development

"To improve delivery and value for money of local services by:

assisting local Councils to achieve 100% capability in electronic delivery of services by 2006, in ways that customers will use"

Barriers and Practical Problems

- Council Autonomy
- Civil Servant skills
- Understanding
- Knowledge sharing
- Invent Once use Many times
- Maximum Return for Investment
- Supplier 'market making'

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Strategy of Devolution

National Policy Target for all Councils
- to e-enable all customer facing services

Grant to each Council (euro 650m)
- also investing from their own resources

'National/Regional' projects (euro 190m)
- for all to use, specified and delivered by Councils

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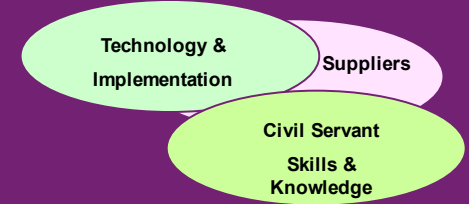# Capacity Building – 2 Key Areas

"National/Regional projects (euro 190m)
- for all to use, specified and delivered by
Councils

Technology & Implementation

Suppliers

Civil Servant Skills & Knowledge
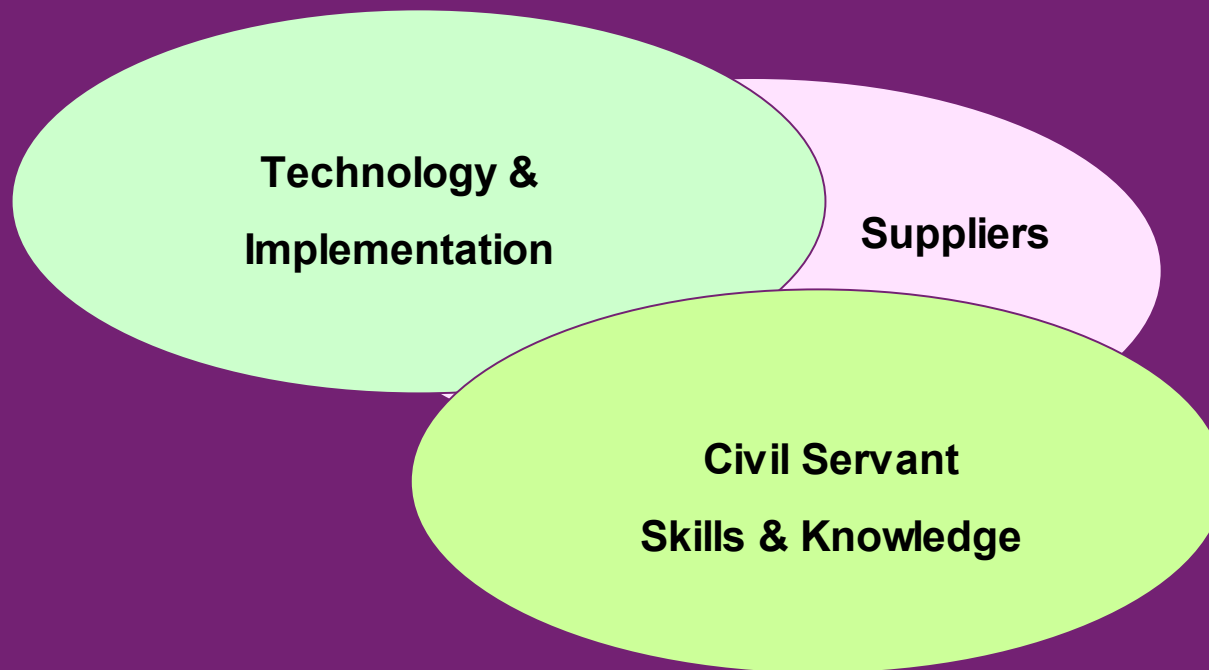
Capacity Building Projects

- Project Board – Councils, DCLG, Suppliers,
- Requirements Consultation phase
- Lead Council accountable for the Project (P.I.D)
- Partner Councils managed workstreams and deliverables
- Project reviews & accountability
  - Specification
  - Development
  - Trials
  - Release & dissemination
- Product IPR remained with 'the Crown' and available to all
- Suppliers protected by 'licences to use'

Technology & Implementation

Suppliers

Civil Servant Skills & Knowledge

- "National Projects" – *Invent once use many times*
- Adaptors Club
- Implementation Support Unit
- ProductShare Database
- Regional (9) e-Government Bodies

The National Projects

- Customer Relationship Management
- Digital TV
- eAdmissions
- e-Benefits
- e-Citizen
- e-fire
- e-Pay
- e-Procurement
- e-Trading Standards National
- ENCORE (Environmental Community Services)
- FAME (Multi-Agency working)
- Knowledge Management

- Local Authority Websites (LAWs)
- Local e-Democracy
- Local e-Government Standards Body
- Planning and Regulatory Services Online
- Project NOMAD (Mobile Technology)
- Reducing Youth Offending Generic National Solution
- Smartcards
- Valuebill
- Workflow
- Working with Business
- E-Innovation

An Example

Mobile Technology and Mobile Working for Civil Servants and Politicians Working out and about in the municipality and with citizens.

Implementation Support

Implementation Support Unit

- **12 individuals providing 1-to-1 support to Councils struggling with implementation**
- **60+ Councils**
- **Planning, specification, and progress review**

Strategic Support Unit

- **8 subject matter experts**
- **Central helpline**
- **Experts in their field and in Council and supplier capability**

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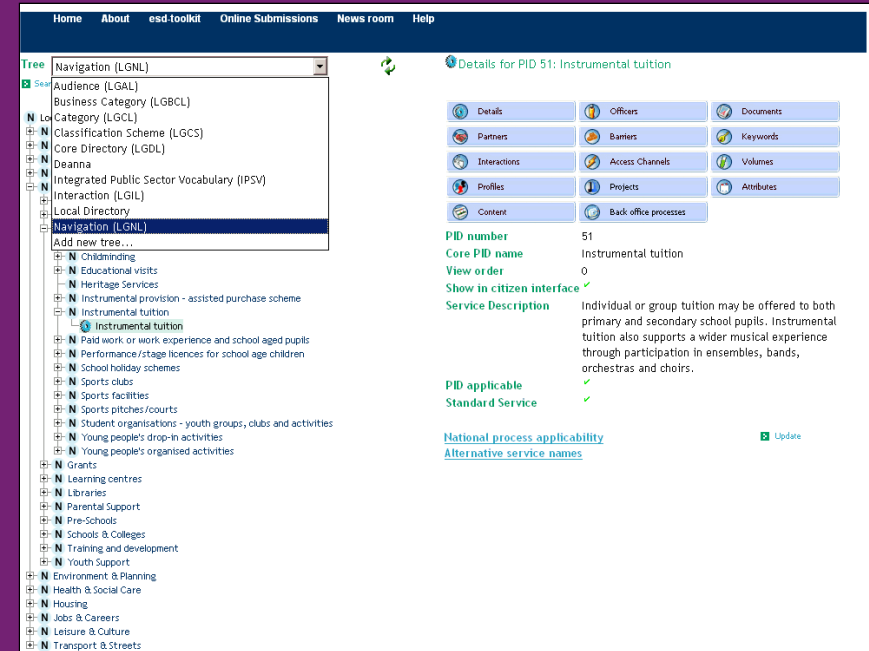
- Forums and Communities

- Core Competencies
- Programme and Project Management

- Regional (9) e-Government Bodies

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Regional Communities

The Government Office

Regions

North West
1. Carlisle
2. Blackpool
3. Liverpool
4. Manchester
5. Bolton
6. Chester
7. Preston

North East
1. Newcastle upon Tyne
2. Middlesbrough
3. Gateshead
4. Hartlepool
5. Sunderland
6. Durham
7. Morpeth

Yorkshire & The Humber
1. York
2. Bradford
3. Wakefield
4. Barnsley
5. Sheffield
6. Leeds
7. Hull
8. Rotherham

East Midlands
1. Nottingham
2. Derby

West Midlands
1. Wolverhampton
2. Birmingham

2. Peterborough
3. Cambridge
4. Bedford
5. Ipswich
6. Luton
7. Southend-on-Sea
8. St Albans
9. Watford
10. Chelmsford

South West
1. Swindon
2. Bristol
3. Bournemouth
4. Exeter
5. Plymouth
6. Poole
7. Gloucester
8. Truro
9. Taunton

South East
1. Oxford
2. Reading
3. Guildford
4. Brighton
5. Portsmouth
6. Southampton
7. Medway Towns
8. Milton Keynes

nwegg

NorthEast connects

yh·co·nn·ec·ts
Action for the Yorkshire & Humber eRegion

Local Government East Midlands
Improvement through Collaboration

eastofengland
space for ideas

West Midlands Connects

LONDON CONNECTS

SOUTH WEST
Local Government Association
Provincial Employers
Regional Assembly

sefeg
south east forum for e-government

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Skills Projects

Embedding the Key Functions & Governance
- e-Champions
- e-Government programme management
- Customer Services management
- ICT Management
- Service Management (Middle Managers)

Working together to plan and achieve change

National Core Competency Framework, for key roles
- Identifies behaviour, skills, and capabilities
- Points the way for personal development
- Diagnostic to help individuals with management within their organisations

Professional Support Networks
- Filing the current gap for programme managers and customer services managers
- Support via Regional e-Gov partnerships
- Mechanism for engaging with competency development
- A channel for quick adoption of tools

Programme Project Management & Change Management Skill Sets
- e-Gov products from NPs, LAs, OGC and others
- Tools and repositories
- Consolidation not new invention

Roadmap of Skills Providers
- Sources of training and personal development
- Multi-media training methods

Business Case Guide
- e-Government practical case studies
- Targeted at Decision Makers and Business Managers
- 'Guide' to public value business case development & assessment

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Capacity Building Products

ProductShare :

- **http://www.productshare.org.uk/**

- **http://www.idea.gov.uk/capacitybuilding**

- **http://www.esd.org.uk/**

How Could this Approach be Replicated ?
....these are the Conditions that You Need

- A common need or objective
- The desire to collaborate
- The tools for sharing and collaborating
- A compelling proposition for suppliers
- Professional management practices
- A core team of people with vision, ability and the hunger to deliver capacity building on a national (or inter-national) scale

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