The Local e-Government programme for Communities

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Department for
**Communities and
Local Government**

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GOOD PRACTICE

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Agenda

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

  Key themes

  - **Barriers to Implementation**
  - **The Approach we've taken**

- 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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GOOD PRACTICE

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
Museums & Galleries					
Recreation & Play					

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

Key: Council Type

| County | District | County & District split processes | Unitary, County & District |

Strategic Services

| Change Management | Civil Contingencies, H&S, Insurance | Communications, Marketing & PR | Corporate Research | External Funding | Strategy & performance | Local Area Planning | Regeneration Strategy |

Corporate Services

| Audit | Central Services | Finance | Human Resources | Information Technology | Legal Services | Procurement | Training & Development |

Local Councils (320)

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

CITIZEN

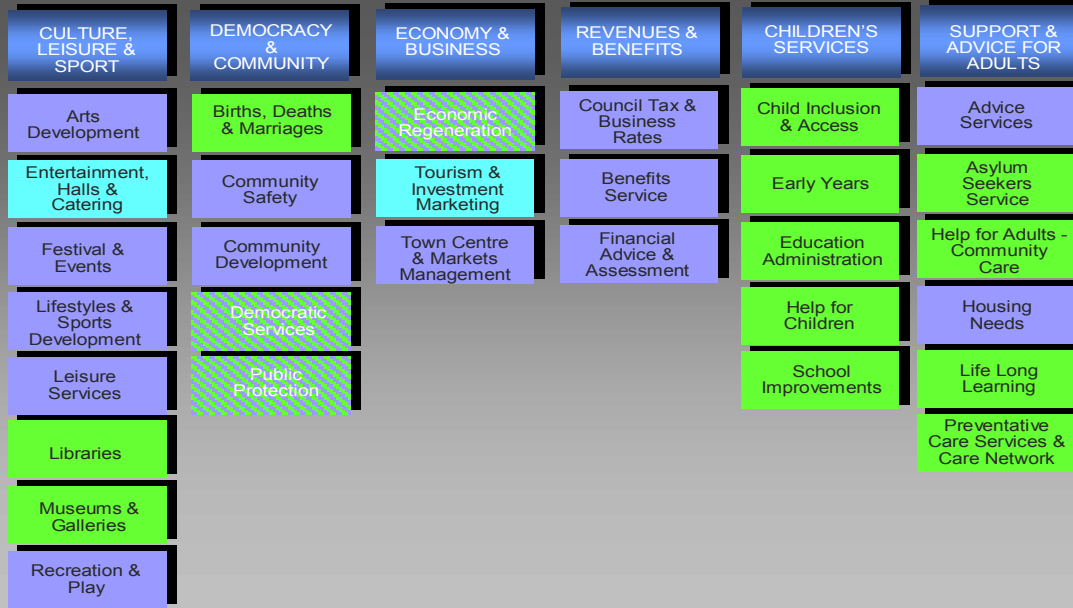## Citizen Interface
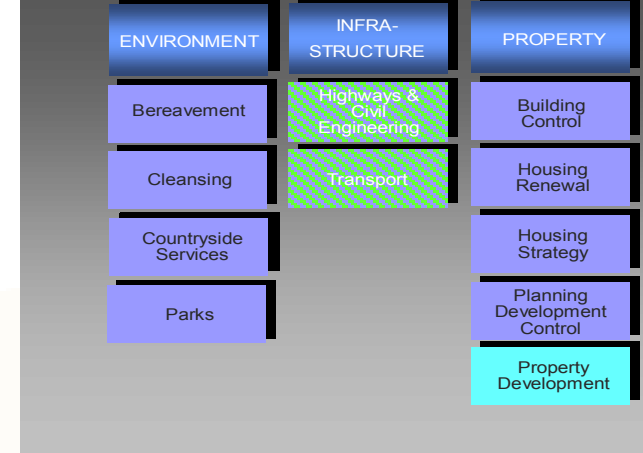
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"To improve delivery and value for money of local services by:

   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'

Strategy of Devolution

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

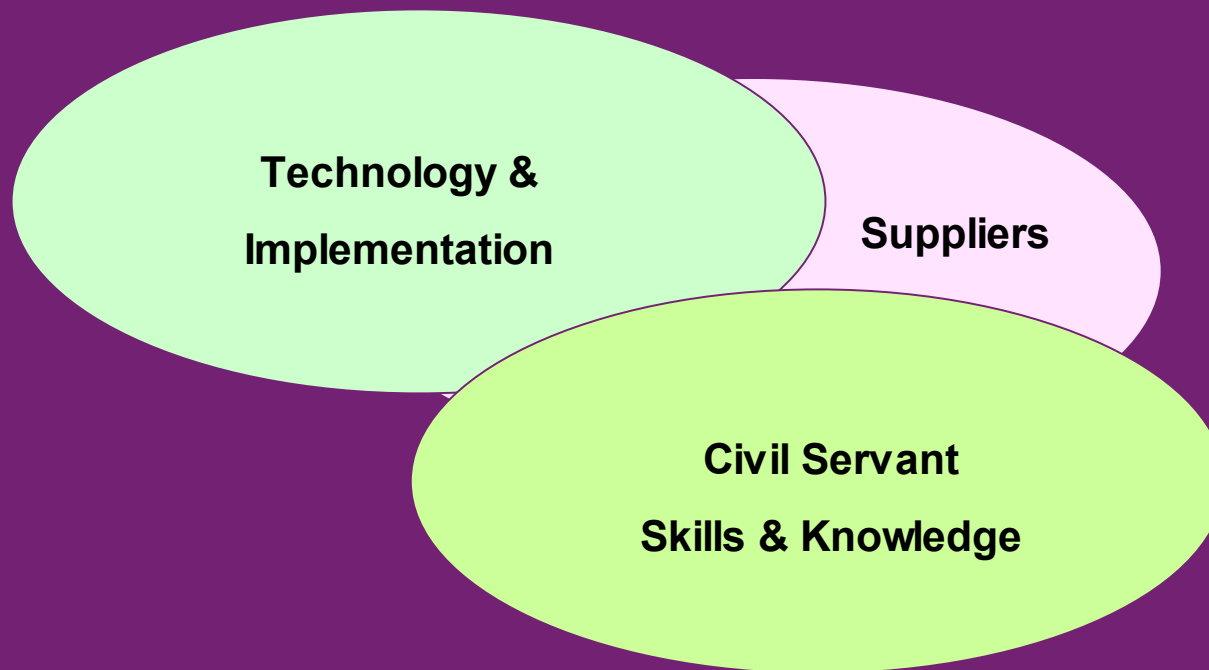## Grant to each Council (euro 650m)
- also investing from their own resources

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

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

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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

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

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- Community Safety
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- Democratic Services
- Public Protection

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- Tourism & Investment Marketing
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- Benefits Service
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- Help for Children
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| ENVIRONMENT | INFRA-STRUCTURE | PROPERTY |

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- Cleansing
- Countryside Services
- Parks

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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

Our Programme is Complete
….but Products are Still Available

ProductShare :

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

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

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

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