

**IEG CPA Actions Report: April 2006**  
**Jeremy Beach**

Appendix 1e

RESPONSIBLE OFFICER	WEAKNESSES IDENTIFIED	ACTION FOR IMPROVEMENT	MILESTONES	TIME- SCALE	PROGRESS AS AT QUARTER 4 2005-06
Jeremy Beach	<p><b>BVPI 157</b> score is in lower quartile (national rankings) at 87.6%, though the actual differences between authorities are extremely small.</p> <p>Specific weaknesses:</p> <ul style="list-style-type: none"> <li>• Lack of online transactional licensing presence</li> <li>• Limited e-procurement</li> <li>• Limited card payments via telephone / face to face</li> <li>• No online payments</li> </ul>	<ul style="list-style-type: none"> <li>• Continuation of pro-active work on:</li> <li>• Online licensing presence</li> <li>• Online forms for various processes, including payments where appropriate</li> <li>• Telephone acceptance of card payments for appropriate services</li> </ul>	No further milestones for this indicator as it has been deleted.	CLOSED	BVPI 157 = 87.6%
Jeremy Beach	<p><b>ODPM IEG Priority Outcomes.</b></p> <p>The following Outcomes that are entirely within the control of VWHDC and have not had an explicit decision not to proceed are currently AMBER (in other words under way but not complete)</p> <p>R9 E-Procurement  R10 Online payments  G13 Parking online forms  G20 Website conformance with AA accessibility rating  R28 Automated email responses and unique reference numbers  R29 Responses to emails within</p>	<p>R9 – implement as part of FSR  R10 – technical delays now overcome and due for launch spring 2006  G13 – part of online services project, will deliver late  G20 –on track and due summer 2006  R28 – very tricky for whole organization: needs a proper approach  R29 – ditto  G25 – can create online form but most work to be done behind scenes, will be late</p>	Completion of each of these	<p>‘R’ outcomes <u>should</u> have been completed by 31/12/05 and ‘G’ outcomes by 31/03/06.</p> <p>Most of these ‘amber’ projects are now expected to be implemented from March through to August 2006.</p>	See IEG6 Statement on our web site at <a href="http://valeweb/Images/IEG6Statement10April06_tcm4-9891.pdf">http://valeweb/Images/IEG6Statement10April06_tcm4-9891.pdf</a>

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	one working day G25 Single notification of change of address				
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**Addendum to CPA Actions IEG Update May 2006**

1. Directors will be aware that the national 'e-government' agenda came to an end on 31<sup>st</sup> March 2006. This was marked by the submission of a final IEG Statement in April 2006 which reported progress against a number of factors:
  - a. ODPM Priority Service Outcomes (mandatory);
  - b. Change Management (expected);
  - c. BVPI 157;
  - d. Take-up;
  - e. Expenditure;
  - f. Efficiency Gains.
2. In summary, the Vale has achieved a lot in the last 4 years. It has raised its BVPI 157 score from 25% to 88%, with the majority of the remaining points within striking distance. It has ensured that it has either achieved or has active work streams for all of the mandatory outcomes under its direct control. It has also addressed the vast majority of non-mandatory outcomes. It has driven take-up of online and telephone call-centre channels beyond initial expectations and the Council is now in an excellent position to use these as building blocks for further service delivery improvements. The Council has matched ODPM expenditure and should expect to see modest efficiency gains in 2006-7, with the opportunity for considerably increased efficiency gains in 2007-8 and onwards.
3. There is no longer a requirement to report against the ODPM outcomes or BVPI 157. However, it would be foolish if the Council was to run-down its work related to e-enabling services and re-engineering processes. There are two main reasons to continue or even increase the pace of e-government reform:
  - a. The national 'Transformational Government' agenda, which has been launched as a replacement for e-government. This picks up and refocuses on the same themes as before. However, there is no longer the carrot of funding, but the probability of the stick of assessment and censure.
  - b. Local necessity. This authority is under continuing pressure to deliver efficiency gains and provide services in the ways which customers want to use them. These two aims are complimentary, not conflicting, as online services are both customer-orientated and efficient.
4. 'Transformational government' outcomes should be incorporated into the strategic direction of the authority, and cascaded down to become concrete service development aims for individual departments. A separate paper will be presented to Directors outlining practical examples for incorporation into strategic plans for the Council.
5. 'E-government' has been accorded a special place in the council's planning and monitoring hierarchy through the IEG Steering Group. It has been suggested that this be disbanded. If this is going to be the case, then it is imperative that the on-going 'T-government' agenda is represented through a presence on another key strategic group, such as customer services or performance development. This sort of work cuts across departmental silos and can deliver real long-term improvements in terms of expenditure and customer service delivery – it is crucial that the Council does not lose its commitment to such an agenda at a time when it could benefit from it the most.