

LONDON BOROUGH OF HARROW

Meeting:	Overview and Scrutiny Committee
Date:	27 th April 2004
Subject:	Information Report on BVPI 157
Key decision:	No
Responsible Chief Officer:	Executive Director, Business Connections
Relevant Portfolio Holder:	Finance & Human Resources
Status:	Part 1
Ward:	N/A
Enclosures:	BVPI 157 Report

1. Summary

- 1.1 This is a brief information report on the current situation with respect to BVPI 157.

2. Recommendations

- 2.1 **None – reported for information.**

3. Consultation with Ward Councillors

- 3.1 Not applicable

4. Policy Context (including Relevant Previous Decisions)

- 4.1 See section 6.

5. Relevance to Corporate Priorities

- 5.1 Relevant to all corporate priorities.

6. Background Information and options considered

- 6.1 RSe Consulting Ltd. were recently commissioned to compile the London Borough of Harrow's BVPI 157 score using the ESD Toolkit from IDeA. Whilst the focus was on producing an accurate and auditable score, the report also captured some of the additional information that the process produced.

6.2 The score for e-enabling public facing services is currently 35%. This figure can be raised to the December 2005 100% target by:

- Ensuring that information about all services is on our website. This will be considerably easier now that we have implemented the APLAWS content management system.
- Ensuring that we use the e-consultation product that we have gained as part of the West London Alliance ODPM funded project
- Setting up and completing a program of e-forms implementation
- Ensuring the wider take-up of e-payments
- Implementing e-procurement which is being led by the Procurement Section

6.3 The summary report that was approved by the Corporate Management Team on 17th March is attached.

7. **Consultation**

7.1 Information report

8. **Finance Observations**

8.1 A range of projects to help the council move towards achieving BVPI157 are built into the approved capital programme for 2004-05. The revenue budget includes a savings target arising from the use of purchase cards across the Council.

9. **Legal Observations**

9.1 No observations.

10. **Conclusion**

10.1 Reported for information

11. **Background Papers**

11.1 IEG return 2003

12. **Author**

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BVPI 157 Report

Business Connections
March 2004

BVPI 157 Report

Background

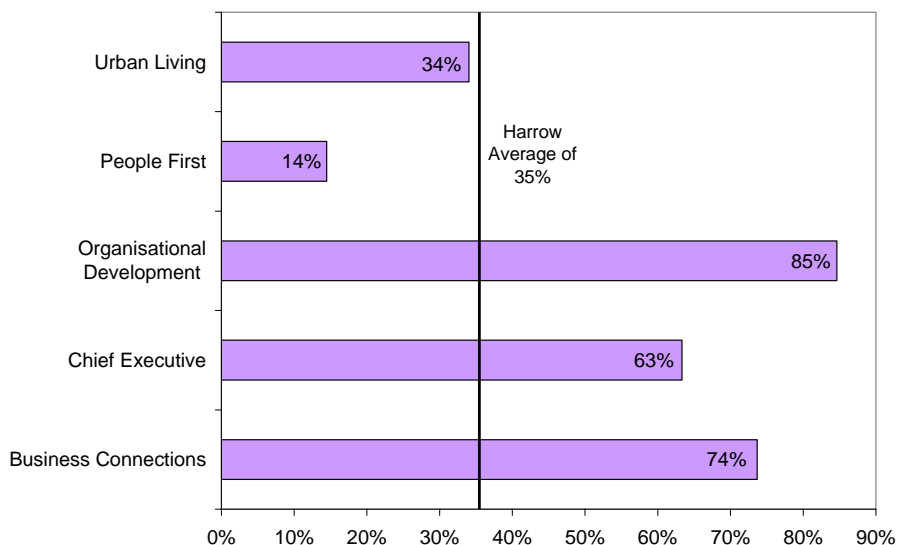
RSe Consulting Ltd. were recently commissioned to compile the London Borough of Harrow's BVPI 157 score using the ESD Toolkit from IDeA. Whilst the focus was on producing an accurate and auditable score, the report also captured some of the additional information that the process produced. This report gives an overview of the findings and makes some recommendations to help us meet the December 2005 100% target and our interim target of 73% for April 2005. The full report is attached.

BVPI 157 Score as at end of December 2003

The Score

The score for e-enabling public facing services is 35%. According to IEG3 statements, the national average as of March 2004 is expected to be 66%. By December 2005, authorities are expected to e-enable 100% of public facing services.

A breakdown by directorate is shown in the following tables.



BVPI Scores per Directorate

Directorate	Capable	Actual	BVPI %
Business Connections	57	42	74%
Chief Executive	60	38	63%
Organisational Development	26	22	85%
People First	228	33	14%
Urban Living	693	236	34%
TOTAL	1,064	371	35%

Meeting the Target

What HITS should do

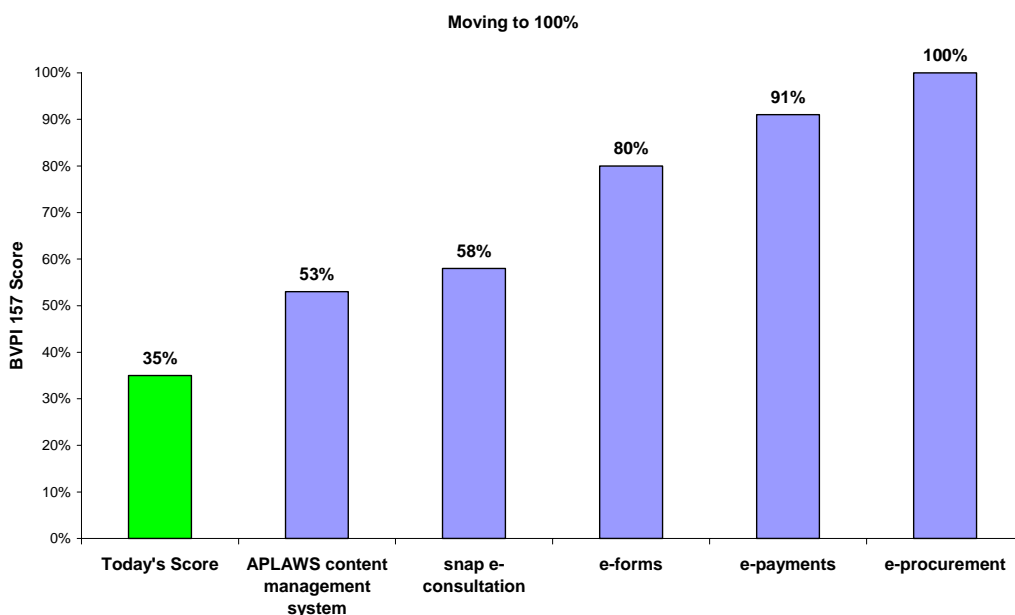
- Set user requirements and timelines by talking to internal customers, particularly Urban Living and People First, because they make up over 85% of the overall score

- Develop corporate projects around e-payments, e-forms, and e-procurement, as included in the ICT Strategy.
- Use the newly funded web and GIS team to implement an agreed e-government programme of work as determined by the directorates.
- Clarify responsibilities- who has to do what to implement each of the projects and establish the prioritisation mechanism.

What Directorates Should Do

- Help HITS set user requirements and timelines by telling us their needs. This should be accomplished by establishing within each directorate a Web Group who will, in addition to internet / intranet content, be responsible for their own e-gov requirements. This has previously been recommended to CMT as part of the ICT Strategy and the Internet / Intranet reports.
- Implement corporate projects by combining departmental and directorate requirements and integrating them into processes e.g. e-payments.

The following table shows how dramatically the score can increase with the suggested corporate projects. For example, the full implementation of content under APLAWS, the new content management system, will make the score jump to 53%. To fully implement, responsibility is split across Harrow: HITS will provide the infrastructure but the directorates will be responsible for the supply and management of useful, up to date content.



Beyond BVPI 157...

RSe found that

- The majority of senior officers, particularly in Urban Living, are keen on e-government and see the business value in implementing it; but no concrete plans are in place
- There is a perception that HITS drives the approval and rollout of ICT projects, when in reality it is the Corporate Strategy Programme Board
- The smaller directorates are broadly happy with the support from HITS and there was particular praise for the newly established role of the Relationship Managers

Recommendations

- HITS need to provide concrete and useable support and advice to directorates to integrate e-government into individual directorate service plans. This can happen through the relationship managers but needs to be supported by an e-government group as described above in each Directorate. We recommend that such an e-government group be set up in each Directorate to put forward a programme of e-government work. These groups would report through the Web Steering Group which in turn reports through the Corporate Strategy Programme Board.
- We recommend that the individual e-government programmes be pulled together by HITS for approval by the Web Steering Group.

- We further recommend that the priorities for consideration in 2004/05 are:
 - the information transactions related to the APLAWS content management system
 - A programme of e-forms implementation
 - The wider take-up of e-payments
- E-procurement is a strategic project and is being led by the Procurement Section and will involve other areas of financial services, e.g. accounts payables.
- We are seeking approval to continue using RSe as E-government consultants to be funded out of IEG funds.

Business Connections

March 2004