

National eService Delivery Standards

The National eService Delivery Standards programme has been funded by ODPM to develop a set of standards that will;

- help Local Authorities understand how the Priority Outcome and IEG requirements affect the way they need to deliver their services to customers and where this fits into the overall e-gov efficiency agenda.
- set comprehensive benchmarks that will enable Local Authorities to assess their current level of e-enablement in the relevant service area.
- encourage joint working and partnership opportunities through consistent levels of service provision, thereby demonstrating how this may provide evidence of improvement under CPA.
- assist Local Authorities in identifying process changes that can be undertaken in order to "stretch" their capabilities thereby achieving "excellence" in priority service areas.

The programme is being led by Havering LBC in partnership with Hartlepool BC, Northamptonshire BC, Leeds MBC, Rochdale BC, Hertfordshire, Brent LBC and Wandsworth LBC.

Why do we need eService standards?

The standards will;

- * provide an understanding of what Service "excellence" should look like.
- * help Local Authorities determine how well they are performing against the 2005 e-Government targets as set by best value performance indicators, the priority outcomes and Government Connect.
- * encourage "blue sky" thinking in moving forward toward best practice and excellence.
- * allow Local Authorities to assess their progress to date in comparison with other authorities.
- * establish a model for consistency across the Local Authorities marketplace.
- * enable service areas to communicate their e-Service agenda effectively to citizens and external organisations alike.

What Service areas will be covered?

The standards will cover the following service areas and will be released in two phases, one set in summer 2005 and a second set at the end of November 2005.

- Human Resources
- Highways
- Customer Services
- Housing
- Scrutiny
- Finance
- Property
- ICT
- Adult Services
- Trees
- Libraries
- Leisure
- Portfolio holders
- Revenues and Benefits
- Building Control
- Children
- Environmental Health
- Economic Development

National eService Delivery Standards

How do we create the standards?

The standards are developed by identifying current best practice service delivery in Local Government. Each standard work stream is lead by a different Local Authority and is drawn up based on exploring the expertise of a relevant selection of professional officers from local authorities, service specific professional bodies and regional partnerships. This is facilitated by holding a series of consultative workshops and enables the standards to be "by Local Authorities for Local Authorities".

How will the eService Delivery Standards help you?

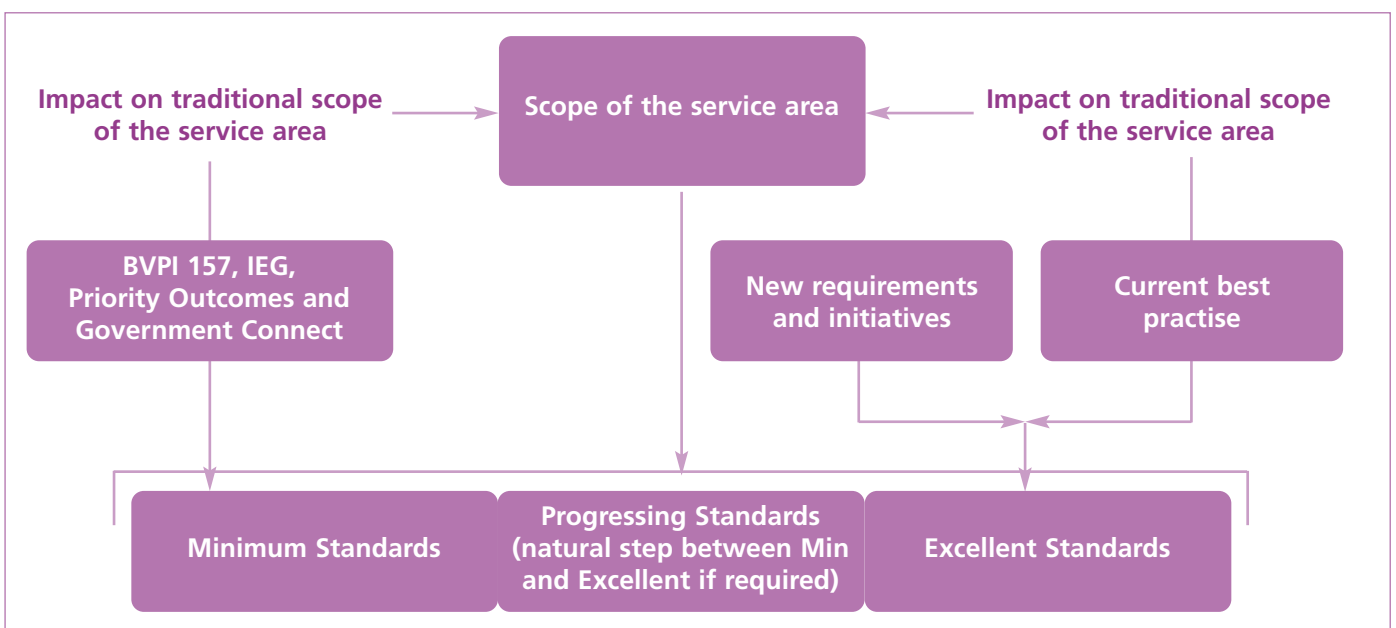
Local Authorities who adopt the Standards will be able to identify where to start in moving towards the delivery of more efficient services, thereby determining how much progress they have made to date. They can see what 'excellent' services look like and how far they have to go in order to achieve the delivery of an 'excellent' service. This therefore provides an opportunity to prioritise services, allowing them to focus their effort and resources on achieving the improvements needed for the priority outcomes Gershon Agenda, IEG and CPA.

What do the standards contain?

The standards will scope a service area and provide three models for service delivery.

- * The first model will define what "e" service delivery is in relation to current targets i.e. BVPI 157, IEG, Priority Outcomes and Government Connect. This will be the Minimum Standard.
- * The second model will define how excellent "e" service delivery can be achieved. This will be the Excellent Standard.
- * The third model will provide a stepping-stone between Minimum and Excellent. This will be the Progressing Standard.

In essence, they will assist in defining what a best practice Local Authority service area should look like from an eService perspective, how it should work, what employee roles it requires and the work processes it needs to achieve continued development.



To find out more visit our website www.nesds.gov.uk or contact NeSDS at nesds@havering.gov.uk.