28 June 2007

optimising e-potential sharing the benefits

www.esd-toolkit.org



sharing nationally to improve services locally

e-potential



potential - forward looking – what might be

also about making the most of what we have already

people, skills, knowledge and abilities





- ".....interaction design is the art of facilitating interactions between humans through products and services....."
 - Dan Saffer, Adaptive Path

real e-potential?.....with technology as the enabler

interaction can be person to person



optimising + sharing esd-toolkit

- case studyesd-toolkit
 - person to person knowledge sharing and collaborative working
- optimising what we have already:
 - engaging and involving people
 - enabling and improving processes
 - empowering and understanding architecture
 - evolving and innovating infrastructure



key objectives



- accelerate learning
- reduce duplication of effort
- encourage collaboration
- optimise the spend of public money
- motivate achievement

the challenges



- understand what we do
- be able to measure, compare and evidence
- change the way we work and improve performance
- help others, involve the citizen and work in partnership

understanding what we do

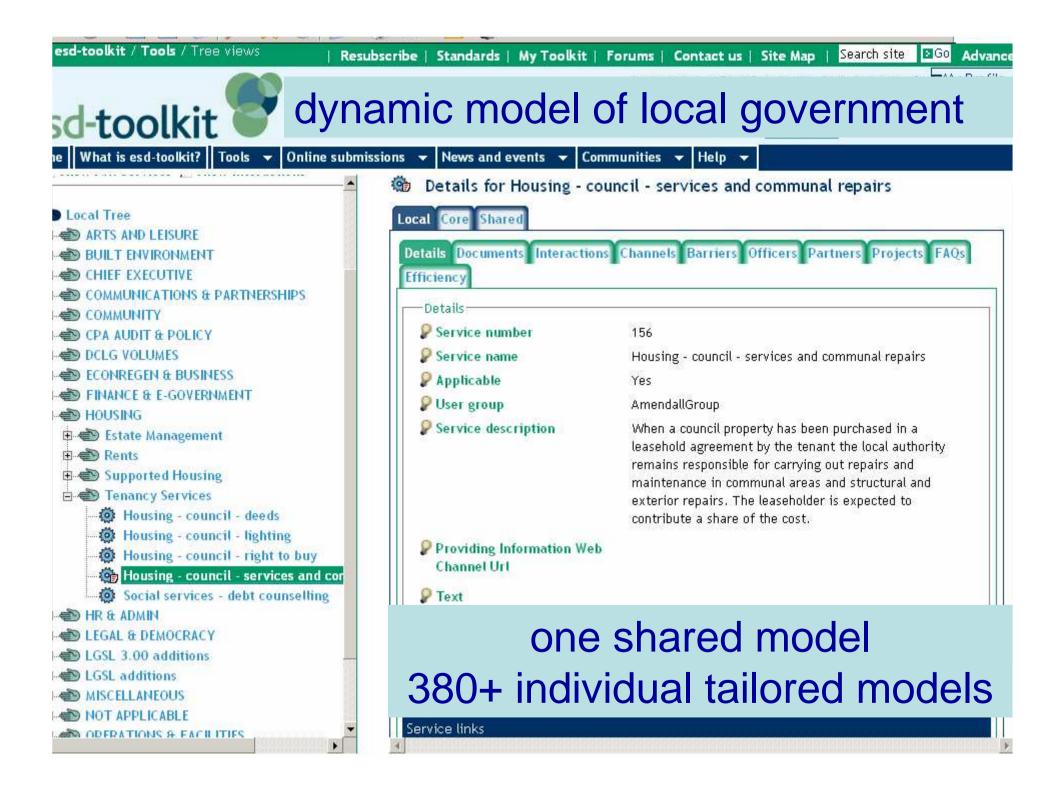


- better understanding of
 - the citizen
 - what we do
 - with whom
- develop ways to engage with the citizen and business partners to improve quality

the model



- shared model of local government linked to locally maintained models of local authority activity
- built around definitive core lists of services
- mapped to an integrated public sector vocabulary
- key information requirements for interoperability



manage, monitor, measure, share



- centrally managed locally administered infrastructure
- enables sharing of information and joint working
- devolved working across local government

sd-toolkit manage, monitor, measure + report

What is esd-toolkit? ▼ Tree views raft Version of SLGSL available oon! esd-toolkit. Content search The esd-toolkit has been developed for local As part of the Scott' People finder se Project, East Dunbarton have been working on a authorities by local authorities. It involves the mon language to be used across Scotland when 'starter for ten" ser describing how a set Add document/link community of local government practitioners, ustomer. This list is now available from esd-toolkit who use this web service and related regional for your commenca Projects database /Stanu.rds/slgsl/ r you might find it easier to look Standards meetings and events, to promote peer support Channel of tail report and working in the areas of local government his is your list please let us kno Reports Channel tran action statistics report business and service delivery improvement. Th etter! It is available or commer programme seeks to optimise existing work, Interaction opplicability report Uploads Reports y 15 September. provide a means of knowledge sharing and Interation detail report discussion, along with partnership working and Downloads lease comment on the forum at collaboration with other national and local Interaction plan audit Data maintenance > projects. Draft Version of SLGSL available Interaction progress report Administration esd-toolkit allows you to keep your own local econd Draft Version of LGSL 3.00 now out for you to League table report information (tree views, projects, add document/link), look at information shared by Multi-agency report ollowing on from the work that esd-toolkit has been doing others (projects, content search) discuss Non supported interactions report wo Scottish Councils, there is now a whole new second dr issues with other practitioners (forums) and GSL 3.0 out for you to look at and comment upon. This n Partnership services report keep up-to-date with the latest news and ervices for English LAs, Scottish LAs, Children's Services activities (news, events, communities). Portal channel address data download ervices and internal services. It incorporates suggestions e would like your views. Several users have already comm Portal XML download News from the esd-toolkit forums dd your own at http://www.esd.org.uk/forums/viewtop Risk assessment report AES Backward Look proforma now live Second Draft Version of LGSL 3.00 now out for you to cor Risk level report Shared volumetrics report Support queries from the forums orking To Improve take Up Takeup analysis report 2004-05 Backward Look harles Barnard from the DCLG Take Up team presented t Data update User contacts report utcomes of the National Take Up Campaign to a meeting Business Process Architecture downloads polkit's Take Up and Channel Management Special Interes Service delivery self assessment report irmingham yesterday (22 June). Service delivery self assessment summary report



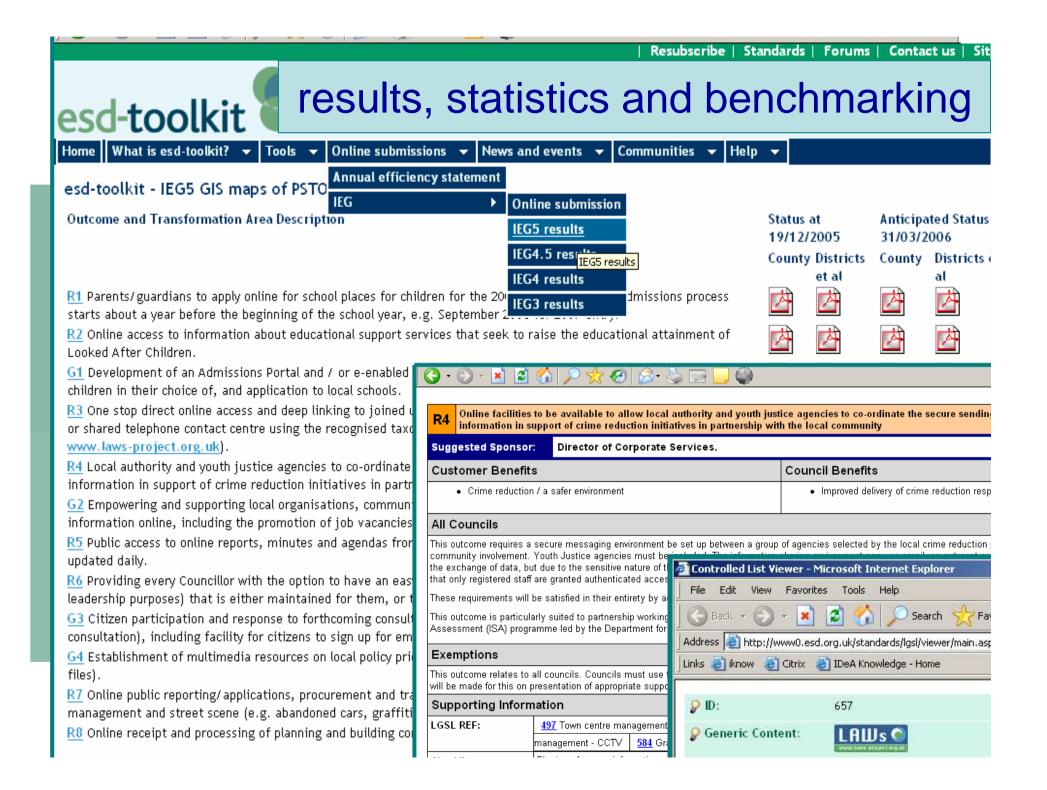
Self assess against standards

News and events ▼ Communities ▼ Help ▼

What is esd-toolkit? | Tools ▼ Online submissions -Local Tree ARTS AND LEISURE BUILT ENVIRONMENT CHIEF EXECUTIVE COMMUNICATIONS & PARTNERSHIPS COMMUNITY CPA AUDIT & POLICY DCLG VOLUMES ECONREGEN & BUSINESS FINANCE & E-GOVERNMENT HOUSING Estate Management E Rents Supported Housing Tenancy Services Housing - council - deeds Housing - council - lighting Housing - council - right to buy Housing - council - services and cor Social services - debt counselling HR & ADMIN LEGAL & DEMOCRACY LGSL 3.00 additions LGSL additions MISCELLANEOUS NOT APPLICABLE ODERATIONS & FACILITIES

Standards for Housing - council - services and communal repairs

Associated se	rvice delivery standards			
Service area	Section	Standard component		
Housing	e-Housing SDS within the wider corporate and local authority context		Link	
Customer Services	Customer experience	A high percentage of customer interactions are resolved at the first point of contact	Link	
Housing	Repairs and maintenance	Access to information, and advice about the repairs and maintenance service		
Customer Services	Customer experience	All customers have access to services; irrespective of language, disability, gender, religion, age or learning	Link	
Housing	e-Housing SDS within the wider corporate and local authority context	All Housing related information is stored and used electronically using an Electronic Document Management (EDRM) system	Link	
Customer Services	People	All local authority staff are provided with appropriate customer service training and development	Link	
Housing	e-Housing SDS within the wider corporate and local authority context	All map based Housing information is stored and maintained using GIS	Link	
Housing	e-Housing SDS within the wider corporate and local authority context	An integrated ICT system is used in Housing	Link	
Housing	aHaucina SDS within	Annronriate use of technolom, is made in order to	Link	



change ways of working



- maximise knowledge sharing
- development of practical solutions
- collaborative working
- sharing documents, projects, contacts, statistics and business information
- enhancing knowledge
- offering peer support

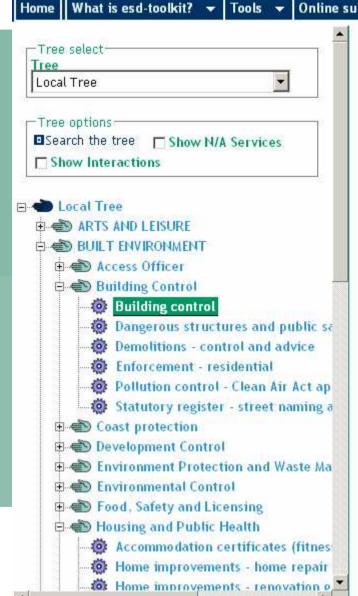
making the most of it

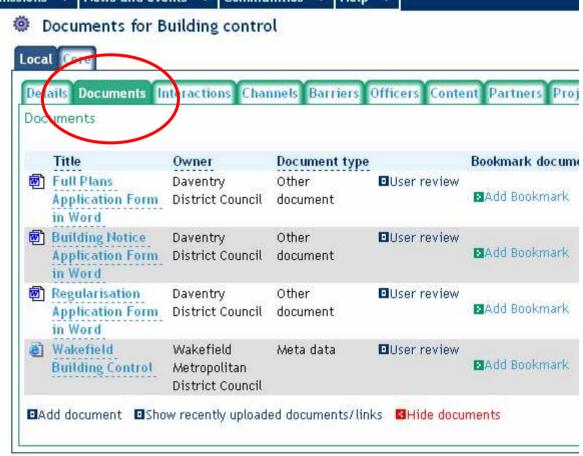


processes

- local best practice networks
- working groups peer support
- projects database
- forums
- people finder
- shared file exchange + structured search
- online communities news and information







esd / Tools / Tree views

esd-toolkit

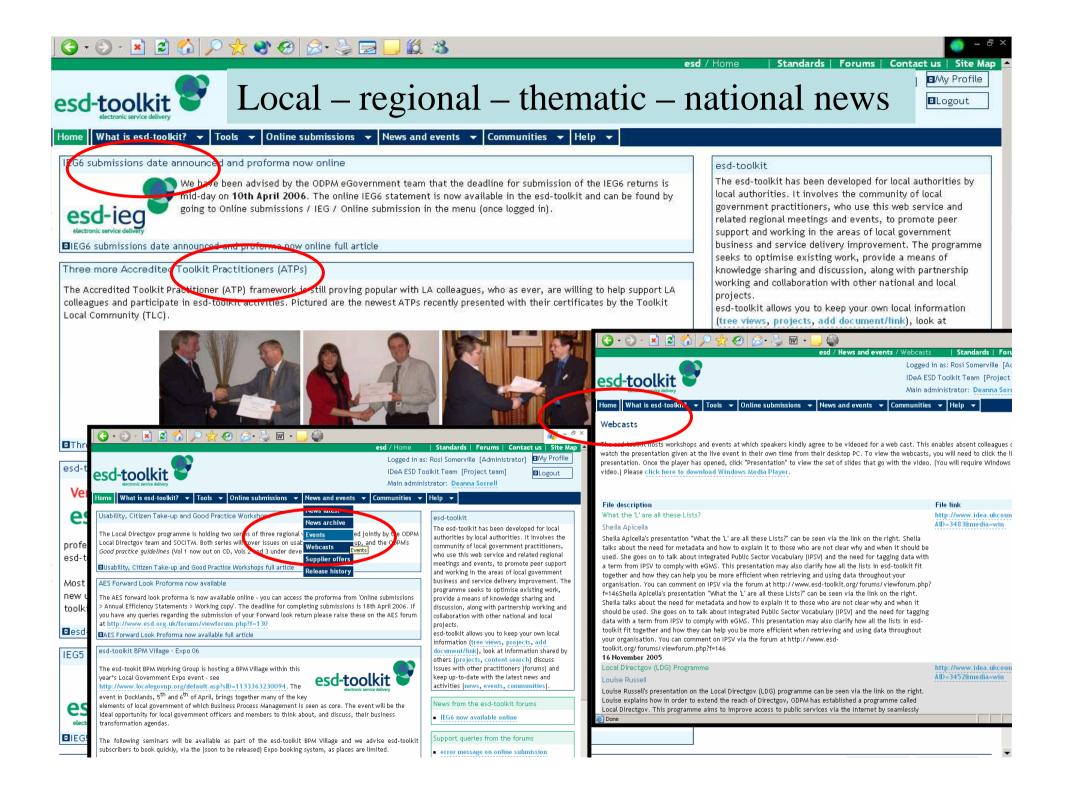
sharing projects and experience

News and events ▼ Communities ▼

Home What is esd-toolkit? Tools Online submissions 🔻 Tree select Tree Local Tree Tree options ■ Search the tree ■ Key to Icons ☐ Show N/A Services ☐ Show Interactions - Local Tree ARTS AND LEISURE BUILT ENVIRONMENT CHIEF EXECUTIVE E COMMUNITY E CPA AUDIT & POLICY ECONREGEN & BUSINESS FINANCE & E-GOVERNMENT HOUSING Estate Management Rents Supported Housing □ **●** Tenancy Services Debt counselling Home ownership service - deeds Home ownership service - services Home ownership service - right to I Lighting - council communal flats HR & ADMIN

Projects for Home ownership service - services and communal repairs Local Core Details Documents Interactions Channels Barriers Officers Content Partners Proj Projects Note: Clicking on a project name will navigate you away from the tree view and to the project v page. Reference Project name Ownership Lead authority Contact Lancashire Lancashire County Cou Local tha tba customer service direct Local Suffolk County Council Enterprise resource Planning London Borough of tba Local Waltham Forest tba Shepway District Coun e-payments Local iBusiness Programme Wirral Metropolitan tba Local Borough Council MYEast Riding CRM East Riding of Yorkshir tba Local Council Staffordshire County staffordshire connects partnership tba Local Council Streamlined services at north dorset North Dorset District tba Local Council tba Transforming customer access through Wiltshire County Coun Local business process reengineering

) Back	Answered once – viewed many times						
ess 餐 http://www.esd.org.uk/forums/index.php							
<u>U</u>	Forum managed by: Porism esd-toolkit team Open to: local authority officers with a .gov.uk email address	98	98	Christian Mercer →D			
	Operational, Technical and Usability Help and Support Queries and comments on the esd-toolkit software, Web site and forums, their design and how they are used, including queries regarding reports (technical support) Forum managed by: Porism esd-toolkit team Open to: local authority officers with a .gov.uk email address	2004	7891	Fri Nov 24,2006 5:44 pm <u>Tom Dent</u> → D			
٩	Annual Efficiency Statements Comments and questions about using esd-toolkit to make online submissions of Annual Efficiency Statements. Use this forum also to discuss issues relating to the structure and purpose of AES and the interpretation of AES requirements - these will be answered by ODPM representatives. Forum managed by: DCLG Efficiency Team and Porism esd-toolkit team Open to: local authority officers with a .gov.uk email address		2402	Wed Nov 22,2006 5:17 pm michael.read-leah@communities.qsi.qov.uk →D			
	XML Data and Schema for Local Directgov and other Web Portals Discussion of the Local Directgov schema for sharing service delivery data with Web portals including Local Directgov. The schema and associated documentation is located at http://www.esd.org.uk/standards/LocalDirectgov . Also use this forum for discussing means by which data may be gathered and shared through esd-toolkit. Forum managed by: Porism esd-toolkit team Open to: open to all registered users, including those who are not local authority officers		87	Fri Nov 17,2006 5:49 pm Jason Keane → D			
٩	IEG & Priority Outcomes Discussion on the interpretation of Best Value Performance Indicator (BVPI) 157 interaction types and how service provision is interpreted to report on ESD performance. Forum managed by: Porism esd-toolkit team Open to: local authority officers with a .gov.uk email address	818	3585	Fri Nov 24,2006 1:21 pm tim.pack@southnorthants.gov.uk →D			
	National eService Delivery Standards Programme Discussion of standards issued by the National eService Delivery Standards Programme and made available through esd-toolkit. This forum can also be used to raise queries and comments about related esd-toolkit functions, including the self assessment against standards. Forum managed by: Porism esd-toolkit team Open to: open to local government officers and NeSDS consultants/officers only	30	109	Wed Nov 15,2006 4:35 pm chris,mckee@lincolnshire.gov.uk →D			
<u></u>	Local Directgov Programme Discussion on the Local Directgov Programme which will include the following: • sharing of best practice on LDG data collection • sharing of FAQs • getting and sharing answers to queries about LDG • commenting constructively on the LDG Programme • building the business case for LDG • consultation on elements of the LDG Programme Forum managed by: Local Directgov Programme Onen to: onen to all registered users, including those who are not local authority officers	172	820	Wed Nov 22,2006 9:27 am cetra.coverdale@derbyshire.gov.uk →D			



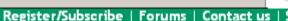
who's there to help?



people

- steering group
- stakeholders partners commissioners
- toolkit local communities chairs + deputies
- topic leads and working groups
- development multi-agency experts + professionals – engagement/involvement
- accredited toolkit practitioners trainers peer support liaison officers
- beta-testers experts consultees





ructive feedback and user input, that it will become an invaluable source



communities of practice

esd / Regions / West Midlands TLC

esd-toolkit | Community home | Regions ▼

Welcome to the West Midlands Toolkit Local Community homepage

About the TLC

The West Midlands Toolkit Local Community (TLC representatives from any local authority in the W to the development of the esd-toolkit, to network

To register your interest in attending the next TL

If you have any items or suggestions for items.

- Co-Chair of the West Midlands TLC Kevin
- Co-Chair of the West Midlands TLC Noge
- Co-Chair of the West Midlands TLC David

West Midlands Highlights

West Midlands TLC congratulates Mandy Smith of

Do you want to join Mandy as an ATP? Click here

Previous TLC meetings

The last meeting of the TLC was held on 22 Febru

Webcasts

Webcasts are created at various TLCs across the list of all available webcasts.

West Midlands TLC Forum

Join the NeSDS discussions forum for free at http://www.esd.org.uk/

http://www.esd.org.uk/esdtoolkit/Tree/Root.aspx?list=sds

Forum

You can share observations and learning with other council colleague

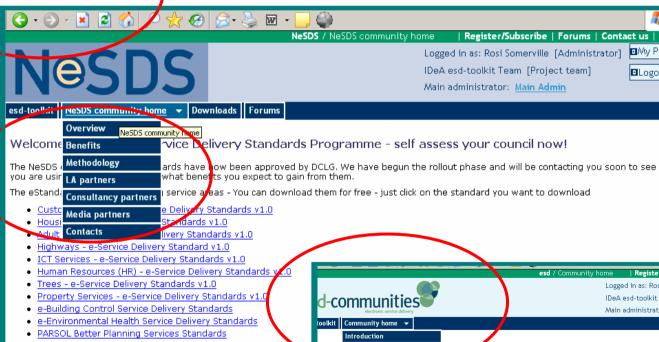
vou have an esd-toolkit login vou can use this to view the forum, ot beveridge - Group Lead

To self assess your Department and Council against each of the eStal

You will be asked for your esd-toolkit login to gain access to the self

Once you have logged in, click on the link below, you will see each sta

self assessment categories with other relevant information on the rig



Standards

BPM Forum

Useful Links

FAQs

Articles & Literature

Supplier Information

Business Process Architecture Why Do We Need It?

► The Benefits

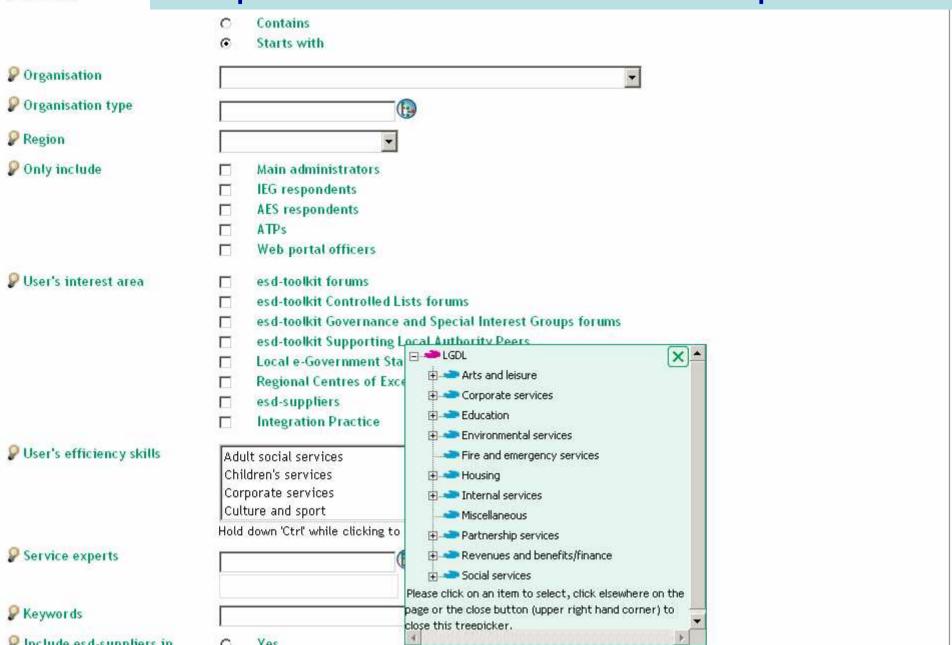
Supplier Contacts

► The Issues

—Search parameters

Surname

People finder – contacts and experts



what's in it for...



- CeOs
 - improving how organisations work
- heads of finance
 - business cases for process change
- business improvement/change managers
 - process maps performance information benchmarking

what's in it for...



- customer service managers
 - customer profiling and demographics
 - delivery standards, FAQs, examples, templates
- heads of efficiency/e-champions
 - linking to efficiency savings reporting
 - networking service experts
- web masters
 - metrics to demonstrate provision/marketing effect
 - accessibility and usability improvement

the story so far



- local government initiative
- 15,000 + users includes all local authorities
- 90+% have their own web space and model
- 10 toolkit local communities
- 6 special interest groups thematic
- accredited practitioners
 - training, peer support, beta testing
- steering group, programme boards
 - development engagement controlled lists, core content + standards





- aiming for the information society
- developing the knowledge economy
- e-potential is a fantastic resource



unlocking e-potential the key to capacity building?



www.esd-toolkit.org

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