

28 June 2007

optimising e-potential sharing the benefits

www.esd-toolkit.org

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*sharing nationally
to improve services locally*

- 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

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key objectives



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

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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

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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



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
 - Rents
 - Supported Housing
 - Tenancy Services
 - Housing - council - deeds
 - Housing - council - lighting
 - Housing - council - right to buy
 - Housing - council - services and communal repairs**
 - Social services - debt counselling
- HR & ADMIN
- LEGAL & DEMOCRACY
- LGSL 3.00 additions
- LGSL additions
- MISCELLANEOUS
- NOT APPLICABLE
- OPERATIONS & FACILITIES



Details for Housing - council - services and communal repairs

Local

Core

Shared

Details

Documents

Interactions

Channels

Barriers

Officers

Partners

Projects

FAQs

Efficiency

Details

Service number	156
Service name	Housing - council - services and communal repairs
Applicable	Yes
User group	AmendallGroup
Service description	When a council property has been purchased in a leasehold agreement by the tenant the local authority remains responsible for carrying out repairs and maintenance in communal areas and structural and exterior repairs. The leaseholder is expected to contribute a share of the cost.
Providing Information Web Channel Url	
Text	

Service links

one shared model
380+ individual tailored models

manage, monitor, measure, share



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

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esd-toolkit manage, monitor, measure + report

[Home](#) | [What is esd-toolkit?](#) | [Tools](#) | [Online submissions](#) | [News and events](#) | [Communities](#) | [Help](#)

Draft Version of SLGSL available



As part of the Scottish Government's "starter for ten" series, we are describing how a series of documents for your comment and feedback.

For you might find it easier to look at the list please let us know.

This is **your** list please let us know better! It is available for comment by 15 September.

Please comment on the forum at [http://www.esd.org.uk/forums/viewtopic.php?p=10000](#)

Draft Version of SLGSL available

Second Draft Version of LGSL 3.00 now out for you to look at and comment upon.

Following on from the work that esd-toolkit has been doing with two Scottish Councils, there is now a whole new second draft of LGSL 3.0 out for you to look at and comment upon. This new version of LGSL 3.0 is for English LAs, Scottish LAs, Children's Services and internal services. It incorporates suggestions from users and we would like your views. Several users have already commented on the forum at <http://www.esd.org.uk/forums/viewtopic.php?p=10000>

Second Draft Version of LGSL 3.00 now out for you to look at and comment upon.

Working To Improve take Up

Charles Barnard from the DCLG Take Up team presented the outcomes of the National Take Up Campaign to a meeting of esd-toolkit's Take Up and Channel Management Special Interest Group in Birmingham yesterday (22 June).

Tree views

Content search

People finder

Add document/link

Projects database

Standards

Reports

Uploads

Downloads

Data maintenance

Administration

Don!

se Project, East Dunbarton have been working on a common language to be used across Scotland when customer. This list is now available from esd-toolkit

[/Standards/sles/](#)

Channel detail report

Channel transaction statistics report

Interaction applicability report

Interaction detail report

Interaction plan audit

Interaction progress report

League table report

Multi-agency report

Non supported interactions report

Partnership services report

Portal channel address data download

Portal XML download

Risk assessment report

Risk level report

Shared volumetrics report

Takeup analysis report

User contacts report

Service delivery self assessment report

Service delivery self assessment summary report

esd-toolkit

The esd-toolkit has been developed for local authorities by local authorities. It involves the community of local government practitioners, who use this web service and related regional meetings and events, to promote peer support and working in the areas of local government business and service delivery improvement. The programme seeks to optimise existing work, provide a means of knowledge sharing and discussion, along with partnership working and collaboration with other national and local projects.

esd-toolkit allows you to keep your own local information ([tree views](#), [projects](#), [add document/link](#)), look at information shared by others ([projects](#), [content search](#)) discuss issues with other practitioners ([forums](#)) and keep up-to-date with the latest news and activities ([news](#), [events](#), [communities](#)).

News from the esd-toolkit forums

- [AES Backward Look proforma now live](#)

Support queries from the forums

- [2004-05 Backward Look](#)
- [Data update](#)
- [Business Process Architecture downloads](#)

Communities from the forums



Self assess against standards

[What is esd-toolkit?](#)
[Tools](#)
[Online submissions](#)
[News and events](#)
[Communities](#)
[Help](#)

Local Tree

- ARTS AND LEISURE
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Standards for Housing - council - services and communal repairs

[Local](#)
[Core](#)
[Shared](#)
[Details](#)
[Documents](#)
[Interactions](#)
[Content](#)
[Projects](#)
[FAQs](#)
[Standards](#)

Associated service 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	Link
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	e-Housing SDS within the wider corporate and local authority context	Appropriate use of technology is made in order to	Link



results, statistics and benchmarking

[Home](#) | [What is esd-toolkit?](#) | [Tools](#) | [Online submissions](#) | [News and events](#) | [Communities](#) | [Help](#)

esd-toolkit - IEG5 GIS maps of PSTO

Outcome and Transformation Area Description

Annual efficiency statement

IEG

Online submission

IEG5 results

IEG4.5 results

IEG4 results

IEG3 results

Status at
19/12/2005

Anticipated Status
31/03/2006

County Districts
et al

County Districts
al



R1 Parents/guardians to apply online for school places for children for the 20... starts about a year before the beginning of the school year, e.g. September 2...

R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.

G1 Development of an Admissions Portal and / or e-enabled children in their choice of, and application to local schools.

R3 One stop direct online access and deep linking to joined or shared telephone contact centre using the recognised tax... www.laws-project.org.uk).

R4 Local authority and youth justice agencies to co-ordinate information in support of crime reduction initiatives in part...

G2 Empowering and supporting local organisations, commun... information online, including the promotion of job vacancies

R5 Public access to online reports, minutes and agendas from... updated daily.

R6 Providing every Councillor with the option to have an eas... leadership purposes) that is either maintained for them, or t...

G3 Citizen participation and response to forthcoming consult... consultation), including facility for citizens to sign up for em...

G4 Establishment of multimedia resources on local policy pri... files).

R7 Online public reporting/applications, procurement and tra... management and street scene (e.g. abandoned cars, graffiti)

R8 Online receipt and processing of planning and building co...

R4 Online facilities to be available to allow local authority and youth justice agencies to co-ordinate the secure sending of information in support of crime reduction initiatives in partnership with the local community

Suggested Sponsor: Director of Corporate Services.

Customer Benefits	Council Benefits
<ul style="list-style-type: none"> Crime reduction / a safer environment 	<ul style="list-style-type: none"> Improved delivery of crime reduction resp

All Councils

This outcome requires a secure messaging environment be set up between a group of agencies selected by the local crime reduction community involvement. Youth Justice agencies must be included. This information is sensitive and must be protected. The exchange of data, but due to the sensitive nature of the information that only registered staff are granted authenticated access.

These requirements will be satisfied in their entirety by a...

This outcome is particularly suited to partnership working... Assessment (ISA) programme led by the Department for...

Exemptions

This outcome relates to all councils. Councils must use... will be made for this on presentation of appropriate supp...

Supporting Information

LGSL REF:	497 Town centre management
	management - CCTV 584 Gra

Controlled List Viewer - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search

Address <http://www0.esd.org.uk/standards/lgsi/viewer/main.asp>

Links iknow Citrix IDEA Knowledge - Home

ID: 657

Generic Content:

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

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Tree select: **Tree**
Local Tree

Tree options:
☒ Search the tree
☐ Show N/A Services
☐ Show Interactions

Local Tree

- ARTS AND LEISURE
- BUILT ENVIRONMENT
 - Access Officer
 - Building Control
 - Building control**
 - Dangerous structures and public safety
 - Demolitions - control and advice
 - Enforcement - residential
 - Pollution control - Clean Air Act applications
 - Statutory register - street naming and signs
 - Coast protection
 - Development Control
 - Environment Protection and Waste Management
 - Environmental Control
 - Food, Safety and Licensing
 - Housing and Public Health
 - Accommodation certificates (fitness for occupation)
 - Home improvements - home repair
 - Home improvements - renovation

Documents for Building control

Local **Core**

Documents

Title	Owner	Document type	Bookmark document
Full Plans Application Form in Word	Daventry District Council	Other document	<input checked="" type="checkbox"/> User review Add Bookmark
Building Notice Application Form in Word	Daventry District Council	Other document	<input checked="" type="checkbox"/> User review Add Bookmark
Regularisation Application Form in Word	Daventry District Council	Other document	<input checked="" type="checkbox"/> User review Add Bookmark
Wakefield Building Control	Wakefield Metropolitan District Council	Meta data	<input checked="" type="checkbox"/> User review Add Bookmark

☒ Add document
 ☒ Show recently uploaded documents/links
 ☒ Hide documents



sharing projects and experience

[Home](#)[What is esd-toolkit?](#)[Tools](#)[Online submissions](#)[News and events](#)[Communities](#)[Help](#)

Tree select

Tree

Local Tree

Tree options

☒ Search the tree☒ Key to Icons☐ Show N/A Services☐ Show Interactions

Local Tree

- ARTS AND LEISURE
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- 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 l
 - 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](#) [Proje](#)

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
tba	Contact Lancashire	Local	Lancashire County Cou
tba	customer service direct	Local	Suffolk County Council
tba	Enterprise resource Planning	Local	London Borough of Waltham Forest
tba	e-payments	Local	Shepway District Coun
tba	iBusiness Programme	Local	Wirral Metropolitan Borough Council
tba	MYEast Riding CRM	Local	East Riding of Yorkshi Council
tba	staffordshire connects partnership	Local	Staffordshire County Council
tba	Streamlined services at north dorset	Local	North Dorset District Council
tba	Transforming customer access through business process reengineering	Local	Wiltshire County Coun

Answered once – viewed many times

	<p>Forum managed by: Porism esd-toolkit team Open to: local authority officers with a .gov.uk email address</p>	98	98	Christian Mercer →
	<p>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</p>	2004	7891	Fri Nov 24, 2006 5:44 pm Tom Dent →
	<p>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</p>	657	2402	Wed Nov 22, 2006 5:17 pm michael.read-leah@communities.qsi.gov.uk →
	<p>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</p>	16	87	Fri Nov 17, 2006 5:49 pm Jason Keane →
	<p>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</p>	818	3585	Fri Nov 24, 2006 1:21 pm tim.pack@southnorthants.gov.uk →
	<p>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</p>	30	109	Wed Nov 15, 2006 4:35 pm chris.mckee@lincolnshire.gov.uk →
	<p>Local Directgov Programme Discussion on the Local Directgov Programme which will include the following:</p> <ul style="list-style-type: none"> • 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 <p>Forum managed by: Local Directgov Programme Open to: open to all registered users, including those who are not local authority officers</p>	172	820	Wed Nov 22, 2006 9:27 am cetra.coverdale@derbyshire.gov.uk →

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

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The screenshot shows the NeSDS website. The main navigation bar includes links for 'esd-toolkit', 'NeSDS community home', 'Downloads', and 'Forums'. The 'esd-toolkit' menu is expanded, showing options like 'Overview', 'Benefits', 'Methodology', 'LA partners', 'Consultancy partners', 'Media partners', and 'Contacts'. The 'Benefits' section is highlighted, and a list of service delivery standards is displayed, including 'e-Service Delivery Standards v1.0', 'Highways - e-Service Delivery Standard v1.0', 'ICT Services - e-Service Delivery Standards v1.0', 'Human Resources (HR) - e-Service Delivery Standards v1.0', 'Trees - e-Service Delivery Standards v1.0', 'Property Services - e-Service Delivery Standards v1.0', 'e-Building Control Service Delivery Standards', 'e-Environmental Health Service Delivery Standards', and 'PARSOL Better Planning Services Standards'. A red circle highlights the 'esd-toolkit' menu and the 'Benefits' section.

Search parameters

People finder – contacts and experts

 Surname

- ☐ Contains
- ☒ Starts with

 Organisation

 Organisation type

 Region

 Only include

- ☐ Main administrators
- ☐ IEG respondents
- ☐ AES respondents
- ☐ ATPs
- ☐ Web portal officers

 User's interest area

- ☐ esd-toolkit forums
- ☐ esd-toolkit Controlled Lists forums
- ☐ esd-toolkit Governance and Special Interest Groups forums
- ☐ esd-toolkit Supporting Local Authority Peers
- ☐ Local e-Government Sta
- ☐ Regional Centres of Exce
- ☐ esd-suppliers
- ☐ Integration Practice

 User's efficiency skills

Adult social services
Children's services
Corporate services
Culture and sport



Hold down 'Ctrl' while clicking to


 Service experts


 Keywords


 Include esd-suppliers in


☐ Yes





 LGDL


 Arts and leisure


 Corporate services


 Education


 Environmental services


 Fire and emergency services


 Housing

 Internal services


 Miscellaneous

 Partnership services

 Revenues and benefits/finance

 Social services

Please click on an item to select, click elsewhere on the page or the close button (upper right hand corner) to close this treepicker.



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

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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

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

unlocking e-potential the key to capacity building?

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www.esd-toolkit.org

rosi.somerville@idea.gov.uk

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