# E-Government Review

# Uttlesford District Council

ACTION PLAN

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| **Reference:** | a96aeb5e-8272-4b73-bffd-aee039458100.doc |
| **Date:** | July 2005 |

| Page | Recommendation | Priority<br>1 = Low<br>2 = Med<br>3 = High | Responsibility | Agreed | Comments | Date |
|------|----------------|--------------------------------------------|----------------|--------|----------|------|
| **Capacity** | | | | | | |
| 9 | R1 Undertake a skills audit of all staff likely to be affected by the changes e-government will bring.  Implement appropriate training programmes to address any deficiencies. | 2 | Access to Services Project Officer in conjunction with Human Resources | Yes | The Access to Services Best Value Review options appraisal has been considered by Members at a workshop. A report will be presented to the Council's Resources Committee early in 2005. The skills audit will be conducted when a decision has been made on the BV Review. The audit will initially cover leaders and managers, followed by all relevant staff. | December 2005 |
| 9 | R2 Produce a staffing capacity plan for the IEG programme. Evaluate whether there are sufficient resources to successfully implement the programme and take appropriate action if there are not. | 2 | Adrian Webb | Yes | The staffing structure has been changed following the departure of the Executive Programme Manager (Access to Services). This is attached. As part of the review, responsibilities for all projects have been assigned. | Completed. |
| 9 | R3 Evaluate options on replacing the outgoing e-government lead.  Apply sufficient resource to ensure strong management of the programme. | 3 | Mike Brean | Yes | The Executive Manager (Customer Services) is now the officer e-Government Champion. Sufficient resources have been allowed to ensure strong management of the e-Government programme. | Completed. |
| **Organisational culture** | | | | | | |
| 10 | R4 Ensure that the challenge workshops occur. | 2 | Mike Brean | Yes | Access to Services workshops have been held with the Executive Management Team and front line staff (office bound and visiting). A Member workshop was held on 8 December 2004. Further workshops will be held in January 2005 advising staff on the options emerging from the BV Review. | Completed |
| 10 | R5 Develop an approach to creating | 1 | Carole Hughes | Yes | A leadership and management development programme is due to start | Ongoing |

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| | innovative thinking within the council. Assign responsibility for this to an appropriate senior manager. | | | | for all 3rd tier officers. The first cohort will start the programme in January 2005. An external consultant is currently leading bite size workshops on working smarter, not harder. Bite size master class sessions are also due to run, which are internally led. These will focus on disseminating best practice throughout the authority.<br>Updated 07.07.05 - Leadership management development programme (cohort 1) has begun.<br>Bite Size workshops also begun and the first cohort are working on a live issue. | |
| **Information management** | | | | | | |
| 11 | R6 Produce and implement an information management strategy. | 1 | Adrian Webb | Yes | An information management strategy will be produced. | November 2005 |
| 11 | R7 Produce and implement a records management strategy and policy based on the British Standard BS 15489. | 2 | Adrian Webb | Yes | A records management strategy and policy will be produced.<br>Updated 07.07.05 – The Council's Performance Manager has obtained a copy of the British Standards BS 15489. He is also trying to obtain, from colleagues at other authoritiesw, copies of record management strategies and policies. | March 2005 |
| **Information governance** | | | | | | |
| 12 | R8 Establish a project to deal with the ramifications of the Freedom of Information Act as soon as possible. Assign sufficient resource to ensure the Act can be complied with when it comes into force on the 1st January 2005. | 3 | Adrian Webb | Yes | Project Team and resources have been established and the project has commenced. | Completed |

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| **User focus** | | | | | | |
| 12 | R9 Review the citizen and customer consultation processes in place at the council to assess whether they are adequate and are co-ordinated. Ensure that the relevant information from consultation is fed into the e-government strategy and programme. | 2 | Mike Brean | Yes | The citizen and customer consultation process will be reviewed. The citizen panel are being consulted about the Access to Services Review and will be sent a questionnaire in January 2005. The Council is currently implementing an on-line consultation system, which will be available in February 2005. Updated 07.07.05 – EM (S&P) currently assessing capacity and resources in relation to communication and consultation. Communication and consultation strategies are in development and a reports to Resources on staffing and consultation budget will be complete by November 2005. | Ongoing.  November 2005 |
| 13 | R10 Conduct a review of the diversity within Uttlesford. Devise a diversity strategy to ensure that the reasonable needs of diverse groups and individuals are appropriately dealt with. Ensure this is fed into the IEG programme. | 2 | Executive Manager (Strategy and Performance) | Yes | A diversity strategy will be introduced. | September 2005 |
| **Access to services** | | | | | | |
| 13 | R11 Ensure that a customer contact strategy is produced and implemented following the BV access to services review. | 2 | Mike Brean | Yes | A customer contact strategy will be developed on completion of the Access to services BV Review. Updated 07.07.05 - A customer service strategy was endorsed by Resources Committee on 31 March 2005. | April 2005  Completed |
| 13 | R12 Design and implement arrangements to measure and report the improvements planned for access to | 1 | Access to Services Project Officer | Yes | The new Customer Relationship Management system will measure and report service standards. Customers will also be consulted through surveys. | December 2005 |

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| | services. | | | | | |
| **Programme/Project management** | | | | | | |
| 14 | R13 Produce and implement a corporate business case methodology that is used for all projects | 2 | Sarah McLagan Executive Programme Manager (Q of L) | Yes | A corporate business case methodology will be produced.<br>Updated 07.07.05 – A project management development team has been formed to produce a methodology. The team will receive training during the Summer, produce a draft methodology during the Autumn and 2/3 projects will pilot the methodology during the Winter 2005/06. | September 2005 |

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