

Committee: Scrutiny 2
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Title: BV157
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Summary

- 1 This report provides an update on the BV157 Performance Indicator, which requires that all council services must be available electronically by 31 December 2005.

Background

- 2 At the end of 2003/04 the Council had achieved 61.7% of the target and was progressing towards the requirement of 90% by 31 March 2005.
- 3 In June 2004 the IT Section was restructured and the staff split between two Executive Managers. The responsibility for BV157 transferred to the Programme Office managed by John Mercer. The staffing for this team consisted of an Executive Manger, three full time established posts and one long-term contractor.
- 4 The work towards BV157 continued and as at the end of September the completed figure stood at 66.9%. However, between September and November 2004 all of the established staff left the Council and the long-term contractor was absent on sick leave for three months from October. Two short-term contract staff were employed, for a six month period, from October to ensure the BV157 work did not stop.
- 5 Following a further restructuring and a recruitment drive, new staff came in to the team during January 2005. Whilst considerable work was done during the period October to March to try and recover the situation, the net effect was a final year BV157 of 77.3% compared to the target of 90%.
- 6 As part of the annual Performance Indicator review, a revised set of targets for BV157 were agreed as shown below:

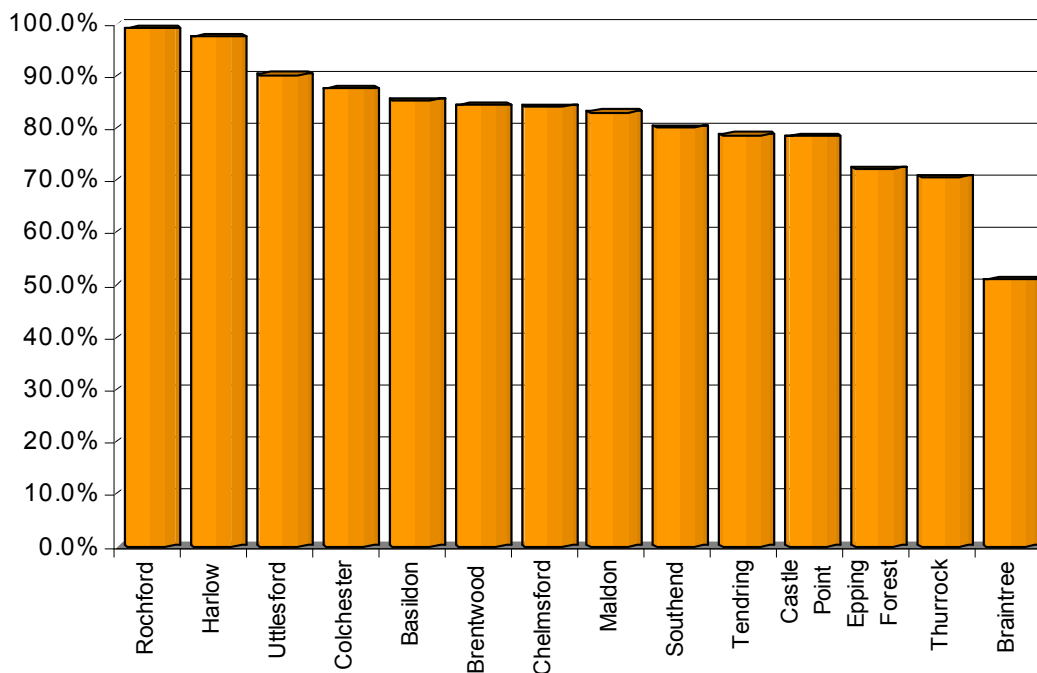
June 2005	83%
September 2005	93%
December 2005	100%
March 2006	100%

- 7 Significant work has been undertaken during the first quarter of 2005/06 and the completed figure as at the end of June is 90.1%.

- 8 There remain 64 interactions still to achieve. These can be broken down in to the following BV157 standard headings:

Applications for services	21
Booking venues, resources & courses	4
Collecting revenue	1
Consultation	2
Paying for goods & services	5
Procurement	1
Providing access to community, professional or business networks	3
Providing benefits & grants	2
Providing Information	19
Regulation (such as issuing licences)	6

- 9 The work undertaken during the first quarter of the current year has resulted in this council being one of the leading Essex authorities on BV157. The graph below uses the most recent comparable data and shows that Uttlesford lies 3rd in Essex.



Conclusion

- 10 It is expected that the BV157 target of all services available electronically by 31 December 2005 will be achieved.