



Havering LBC launches the NeSDS (National e-Service Delivery Standards) programme and appoints four consultancy partners.

Havering LBC Chief Executive Stephen Evans is proud to announce the launch of the NeSDS (National eService Delivery Standards) Programme.

Havering LBC have been funded by ODPM to build on the success of the e-service delivery standards in planning, environmental health, and building control delivered by the PARSOL National Project.

The Project follows on from the successful 2004 PARSOL e-Planning Service Delivery Standards and will support the work currently being undertaken in the Government Connect Programme led by Bolton MBC. The e-Service Delivery Standards will help local authorities achieve the upcoming December 2005 and March 2006 deadlines for the Priority Service.

The e-Service Delivery Standards have been specifically designed to provide a comprehensive benchmark against which the current level of e-enablement in your authority can be assessed and will form a fundamental building block for improving the delivery of e-services. They will show what a best practice local authority department should look like, how it should work, what employee roles it needs and the work processes it needs.

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.

The-standards will be developed as a collaboration between senior Local Authority professionals, professional bodies and specialists in each area. This will draw on the excellence already available in the Local Authority departments and make it available to the Local Authority community as a whole.

Each stream will be led by a different Local Authority overseen by Havering LBC, reinforcing the fact that the standards are being developed by local authorities for the benefit of their peers.

Havering LBC would like to welcome their partners in the NeSDS Project –

Hartlepool BC, Northamptonshire BC, Leeds MBC, Rochdale BC, Hertfordshire CC, Brent LBC and Wandsworth LBC.

The first phase of the project will deliver standards in the following disciplines:

- Human resources (Havering)
- Property (Hartlepool)
- Highways (Northamptonshire)
- ICT (Leeds)
- Customer Services (Rochdale)
- Adult Services (Hertfordshire)
- Housing (Brent)
- Trees (Wandsworth)

Havering LBC is also pleased to announce that they have engaged the following consultancies to facilitate and manage the creation of the standards:

- Mouchel Parkman
- Deloitte Touche
- KPMG
- iMPOWER

Stephen Evans CEO of Havering LBC said –

“Havering LBC take great pleasure in launching the NeSDS project. We believe that in today’s Local Authority landscape, meeting the Priority Outcomes are a key driver to delivering better value and we at Havering are committed to providing the best possible service for our customers. We believe the e service delivery standards will help us achieve this.

We would also like to thank our partner authorities who have agreed to lead the various streams and the four consultancies who have been appointed to help make this a reality. We look forward to working closely with them for the benefit of local government as a whole.”

For general information visit our website at www.nesds.gov.uk or contact the programme coordinator on nesds@havering.gov.uk

For press information contact Pax Consultancy on paxconsultancy@btinternet.com
07958 788 555

Notes for editors –

Each set of standards will contain one or more levels, from Minimum, through Good to Excellent. The Minimum standard reflects the standard required to meet the 2005 target for delivering services electronically set by BVPI 157 and the Priority Service Outcomes).

The e-standards will provide assistance, guidance and consistency of approach for Local Authority heads of service in meeting their obligations under the Priority Service Outcome deadlines. They will set out a series of definitions in each service area based on the performance level targets set in the Priority Service Outcomes and will complement the work recently set out in the Government Connect Framework Prospectus for joining up government.