



My reference: SE/GG/NeSDS

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Dear Colleague,

**LAUNCH OF THE NESDS (NATIONAL E- SERVICE DELIVERY STANDARDS)
PROGRAMME BY HAVERING LBC – MAY 2005**

I am pleased to inform you that Havering LBC is leading the NeSDS (National e-Service Delivery Standards) project, funded by ODPM.

The national e-standards follow on from the successful PARSOL e-planning service delivery standards launched in 2004 and will support the work currently underway in the Government Connect Framework. They will also help you achieve the upcoming deadlines for the Priority Service Outcomes.

They 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 demonstrate what constitutes “best practice” in a local authority department, how it should work, what employee roles it needs and which work processes should be deployed.

We began the programme by inviting a number of Local Authorities to participate with us in the formulation process and are very pleased to have had such an enthusiastic and fast response from our partner authorities including Brent, Hertfordshire, Leeds, Rochdale, Wandsworth, Hartlepool and Northamptonshire. It is important that the standards are seen to be created by Local Authorities for use by Local Authorities. This therefore makes the NeSDS programme a transparent and inclusive programme.

Overall the NeSDS project will deliver an initial 15 e-service delivery standards across a number of Local Authority Service areas beginning with Customer Services, Highways, Trees, ICT, Adult Services, HR, Housing and Property.

The e-standards will be drawn up by invited panels of Local Authority Heads of Service and experts from Professional bodies. Each service stream will be led by a different Local Council. Every effort will be made to include any work that has already been carried out in each area by Local Authorities or regional partnerships.

We have also appointed the following consultancies to manage the workshop process and deliver the standards – iMPOWER, DeLoitte, Mouchel Parkman and KMPG.

This is not a government imposed target – this is an opportunity for us to share with each other what we do best and learn from our peer group in areas we need to improve. If every Local Authority adopts and implements the e-standards we will be much closer to making the provision of completely e-enabled Local Authority services a reality.

Authorities adopting the Standards will be able to identify what 'excellent' e-services look like and how far they have to go in order to achieve their delivery. The Standards therefore provide an opportunity to prioritise services allowing the Local Authority to focus their efforts and resources on achieving the improvements needed for the Priority Outcomes, Gershon Agenda, IEG and CPA.

The programme will be delivering a toolset through which Local Authorities will be able to record their progress toward implementing these standards. Although not compulsory, the value of making these returns for cross Local Authority benchmarking is invaluable and we hope all authorities will become involved.


I would urge you to get involved with the work we are doing by letting us know where you have already done work that needs to be fed into the work shopping process. If you have work to share with us please contact the NeSDS programme manager, Tim Howse, at tim.howse@havering.gov.uk

The first set of standards will be officially launched at the LGA conference in Harrogate in July 2005 and going forward you will receive updates from our two appointed press partners, Municipal Journal and Public Technology.

The project website, which will be launched shortly, can be found at www.nesds.gov.uk and will contain more detailed information on the e-standard service areas and the process of formulation of the standards.

Please feel free to contact the NeSDS programme office on 01708 432513 if you have any questions.

Yours sincerely



Stephen Evans