<u>LEICESTERSHIRE LOCAL STRATEGIC PARTNERSHIP</u>

<u>SHADOW BOARD – 31ST MAY 2002</u>

<u>CO-ORDINATION OF THE DEVELOPMENT AND PROMOTION OF
INFORMATION COMMUNICATION TECHNOLOGY</u>

<u>REPORT OF THE LEICESTER SHIRE ECONOMIC PARTNERSHIP</u>

Purpose of Report

1. To consider the involvement of the Leicestershire Local Strategic Partnership in establishing a group to co-ordinate measures to promote the development of Information and Communications Technology (ICT) in Leicestershire.

Background

2. The attached report was prepared for consideration by the Leicester Shire Economic Partnership Board on 18th April 2002. It was also considered by the Leicestershire Information Plan Telematics Steering Group on the 26th April.

3. The report establishes the importance of ICT in national, economic and local strategies; reports the results of a conference to promote the development of e government in Leicester and Leicestershire; and identifies three key issues for developing ICT:

    - The role of the Leicester Shire Economic Partnership
    - The need for new working arrangements
    - The Staff resources required to develop a Leicester Shire ICT Strategy and Action Plan.

4. Paragraph 26 states:

    'It is important that the arrangements for carrying forward the development of ICT in Leicester Shire take full account of the need for activities of the various partnerships and agencies with an interest in ICT to be co-ordinated. Partnerships include the Local Strategic Partnerships for the City, County and District Councils that will also have a key role in developing the use of ICT. It is also necessary to ensure that the need to develop e business is fully co-ordinated with e-government and e-learning as well as the need to use ICT to enhance community life. It is desirable therefore for the LSEP to work through a group that can relate to a number of other partnerships and ensure that ICT activities are fully co-ordinated.'

5. The LSEP agreed to
    - take a full and active role in developing the use of ICT in Leicester Shire and to use its resources to assist in co-ordinating joint working in this area;
    - work though a group that is established to co-ordinate ICT activity on a comprehensive basis; and that proposals for the remit, membership,

LIP TSG 26th April 2002

Leicester Shire Economic Partnership ICT Report

This is the main body of the report on ICT in Leicestershire that was discussed at the LSEP Board meeting on 18th April. The Library Information Plan Telematics Steering Group considered this at its meeting on 26th April.

Background

1. ICT provides the opportunity to improve quality of life by maintaining and improving economic competitiveness, improving access to knowledge, improving access to services and promoting community life. The national, regional and local framework for considering the involvement of the LSEP in ICT is as follows:

    National

2. The Government places a strong emphasis on the exploitation of ICT to achieve economic competitiveness, improve skills and learning, provide more effective and efficient public services and to promote social cohesion. It provides competitive funding to support connectivity and accessibility.

3. The office of the e-envoy has published an Action Plan to take forward the implementation of UK Online. The recommendations cover modern markets, confident people, successful business, getting Government on-line and world class supply. The recommendations are summarised in Appendix 1.

4. The first National Strategy for e government was published on 8th April 2002 by DTLR. It requires local authorities to consider developing projects under the headings of 'enablers', 'access channels', transactions', 'organisational development' and 'e-business'. Further information about e-government is provided in Appendix 2.

    Regional Activity

6. The Economic Development Strategy for the East Midlands has the ICT Revolution as one of five themes. The aim of this theme is to:

    'Use the global information and communication technology revolution to create the capability for everyone in the region – individuals and businesses – to use information and knowledge to the maximum benefit.'

13. The current Leicestershire Economic Strategy seeks to ensure that 90% of the population of Leicester and Leicestershire (Leicester Shire) should have ICT competency by 2010.

14. There is a range of funding available from the EU, which has traditionally been used to support educational research activity, and from the UK Government to support the implementation of e-government. Local authorities and educational establishments have been successful in attracting this funding.

15. In addition, the Leicestershire Rural Partnership has been successful in attracting SRB funding for a project to promote connectivity and accessibility in rural Leicestershire. The project is currently funded until the end of 2003/04. Further details are provided in Appendix 4.

16. A Leicester Shire wide group, the Leicestershire Information Plan Telematics Steering Group (LIP TSG), has been working over the last few years to promote the development of ICT in the area. This Group has set out to become an overall co-ordinating body but, due to lack of funds and a clear relationship with existing agencies and partnerships, progress has been limited. It has, however, recently been active in promoting a conference to discuss the development of an ICT strategy and action plan for Leicester Shire.

Conference

17. A conference - **The e-revolution in Leicestershire** – was held in Loughborough on 6 March 2002. Over 50 delegates from a wide spectrum of public, voluntary and private sector organisations discussed the need for and content of an ICT strategy for Leicestershire and Leicester.

18. Five subject areas – e-commerce, access to services, telecommunications, e-government, skills and learning - were identified to form the building blocks of the strategy and achieve its stated aims. Workshops conducted at the conference addressed each of these subjects and identified the key issues set out in Appendix 5 for each one.

19. The conference also discussed the processes and arrangements that should be put in place to ensure that an appropriate strategy and action plan is implemented. The comments made are also set out in full in Appendix 5. A list of delegates is at Appendix 6. The Shadow Board should note that representatives considered that the LSEP should take a leading role in developing ICT activity in Leicester Shire.

20. The conference has provided a sound basis for developing a county-wide ICT strategy. There is no doubt, however, that for it to move forward from this position dedicated resources and clear ownership is required. Initially a first step would be to take the work from the conference, which identified key

Appendix 1 : UK Online Recommendations

UK Online - Commitments in UK Online Annual Report 2001

Modern Markets

1   Take forward an action plan with industry to drive broadband roll-out and take-up
2   Modernise the regulatory and legal framework in the UK to meet the needs of e-commerce
3   Promote a secure environment for e-commerce
4   Take action with international partners to develop an effective, light-touch global framework for e-commerce

Confident People

5   Work to integrate all Government Internet access initiatives into one UK online-branded programme
6   Complete the network of 6,000 UK online centres by the end of 2002 and encourage improvements in the range and quality of UK online services offered by centres, and work with the voluntary and community sector to bridge the digital divide
7   Support a local and national advertising and marketing campaign both to raise awareness of the benefits of the Internet and to signpost non-users to UK online services
8   Recognise ICT as a basic skill and continue working to embed ICT in the education system and throughout lifelong learning
9   Continue working with industry to help people trust the Internet

Successful Business

10   Undertake a sustained, high-profile marketing and communications strategy on relevant sources of advice and information for businesses
11   Place greater emphasis on sector-specific activities, building on the series of sector impact studies
12   Develop generic content on cross-cutting themes relevant to all sectors
13   Launch a redesigned web environment at the heart of UK online for business
14   Work with industry to develop a UK strategy for m-commerce

Getting Government Online

15   Refine analysis of customer groupings and carry out customer needs analyses and the Office of the e-Envoy will work with departments to introduce e-business strategies for key customer segments
16   Ensure there is a strategy, with a measurable baseline, to maximise take-up of e-services
17   Re-engineer departmental business processes to fully exploit new technologies
18   Ensure that key transactional services are e-enabled via the Government Gateway
19   Drive forward citizen participation in democracy
20   Further develop a cross-Government knowledge management system
21   Continue to drive forward e-procurement and e-tendering

World Class Supply

22   Implement a strategy to make the UK the number one for the supply of high-level ITEC skills
23   Implement an action plan for growth for the digital content sector, including through liberalised access to Government information
24   Secure international agreement to a common framework for measuring e-commerce
25   Improve e-commerce measurement in the UK
26   Implement a programme to evaluate the net economic impact of e-commerce

Appendix 2 : Briefing Note - Electronic Government

Definition of e-Government

1. One definition of electronic government is as follows:

   "The continuous optimisation of Government service delivery, citizen participation and governance by transforming internal and external relationships through technology, the internet and new media".

National Position

2. In the Modernising Government White Paper, the Government set a target for central government that all services capable of delivery in electronic form should be available in that form by 2008. In March 2000 the deadline was brought forward to 2005.

3. In April 2000 the Government published its e-Government Strategy, entitled "e-Government: A Strategic Framework for Public Services in the Information Age", fulfilling one of the key commitments in the White Paper. Shortly afterwards, the then Department for the Environment, Transport and the Regions (DETR) issued a consultation paper on possible targets for "information age government".

4. A new Corporate Health national Best Value Performance Indicator for local authorities in 2001/02, BVPI 157, relates to the percentage of services delivered by electronic means. Other potential indicators put forward in the DETR consultation paper were left to local discretion.

5. In March 2001 the DETR formally announced the availability of new local authority funding for electronic government development. The total funding of £350m is spread over the financial years 2001/02 – 2003/04.

6. The central government funding in 2002/03 is being split into two main elements – a capital grant of £200,000 to *individual local authorities* producing an acceptable "Implementing Electronic Government (IEG) Statement" by July 2001, and further grant allocations to established *e-government partnerships*.

7. A consultation paper entitled "e-gov@local – Towards a National Strategy for Local e-Government" was published on 8 April 2002 by the Department of Transport, Local Government and the Regions (DTLR) and the Local Government Association. The consultation paper sets out a national framework for local e-government development. It also states that there will be an opportunity for local authorities to put forward potential national projects for consideration for a further allocation of central funding.

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Local Position

8. All authorities in Leicestershire submitted IEG statements acceptable to the DTLR, and the 2002/03 capital grant award of £200,000 to each has been confirmed. The County and District Council IEG Statements included statements of co-operation in e-Government developments.

9. Building upon existing partnership working for the MAGNET (mapping of public information) and Infolinx (community information) projects, more extensive joint working is proceeding involving all the local authorities and Health. It is hoped to extend that joint working to other public sector bodies within the City and County.

10. A submission was made to the DTLR in January 2002 by the City, County and District Councils and Health for further "partnership" funding to develop a range of initiatives over the next two years. It is expected that announcements will be made about that funding in May.

11. Consideration is being given to potential national projects that might be put forward by the partners, and to the local implications of the proposed national strategy for local e-government.

Appendix 3 – Objectives of *EMDA* ICT Strategy

- **ICT Infrastructure**: to provide comprehensive regional coverage of ICT infrastructure, so that every business and educational establishment will have access to a minimum of 2Mb/s broadband network by 2005
- **ICT Access**: to make access available to 90% of the Region's population at home, work or in the local community by 2004
- **ICT for Information Dissemination**: to provide a portal structure as a route to relevant sites across the Region covering local authorities, businesses, support agencies, learning and funding opportunities, opportunities and advice
- **e-Government**: by 2005 all interactions with local authorities should be capable of being carried out electronically
- **e-Learning**: By 2010, 90% of citizens in the East Midlands will have basic IT skills and high quality learning material will be electronically available to them.
- **e-Business**: By 2005, 95% of businesses will have broadband access, use e-mail, have a marketing web site and use ICT effectively within their business processes and strategy. Most of their interactions with both customers and suppliers will be conducted online.

Appendix 4 – Leicestershire Rural Partnership ICT Project

Bridging Communities: SRB6 Funded Information & Electronic Services Programme

Broad Aim : The overall purpose of this 3-year programme is to deploy information and communication technologies (ICT) in order to overcome some of the disadvantage experienced by those living and working in the rural areas of Leicestershire.

This is achieved by delivering the Leicestershire Rural Partnership's rural ICT strategy which details the following strategic objectives:

- Develop Information and Communications Technology (ICT) through co-ordinated action between service providers to make information services and information more accessible.
- Ensure that all the Partnership's work is linked to equity in service delivery, community-based regeneration and the promotion of social inclusion.

The programme is delivered under 7 project themes, as follows

Theme	Objective
1. ICT coordination, liaison and support for agencies, organisations and communities.	To develop joined-up ICT working with key organisations and conduct consultation with communities.
2. Public ICT access points to be made available.	Target installation of access points in sustainable locations in areas of need. (These will be identified in association with community development workers).
3. People to be made aware of the capabilities of ICT and to identify their needs	a) Promote locations of access points to community users and service providers. b) Promote information and services available through a mixed marketing (leaflets, seminars, development workers etc...) c) Provide ICT advice
4. Electronic information and services to be made available.	To seek to make available the information and services identified by communities.
5. Community and business websites to be built and linked.	To seek to maximise the number of websites in communities and businesses and encourage appropriate linkages.
6. Community support to ensure sustainability.	To seek to maintain long term sustainability of access points and websites by helping with funding advice, technical support through a help desk service.
7. Alternative technologies to be piloted.	To investigate the feasibility of using new ICT developments to deliver information and services to rural communities.

A project Office has been established in Loughborough. A project manager and project administrator have been appointed to manage and run the project. Key private partners contributing to the project are Dell UK Ltd and Northcliffe Electronic Publishing.

In the first year of the project:-

    11 ICT Access Points have been supported
    4 community ICT seminars have been organised
    5 services have been made available electronically
    ICT advice has been given to 84 businesses and 91 Not for Profit groups
    49 businesses and 50 Not for Profit groups have a website provided free of charge

In all of these cases the project has achieved or exceeded the targets set.

Appendix 5 – Report of the E-revolution in Leicestershire Conference – 6th March 2002.

Issues raised under each of the five subject areas:

e-commerce

- businesses must have the skills, imagination and culture to exploit technology, and the ability to learn new skills
- businesses need an incentive to use ICT, and need to be made aware of the opportunities and benefits
- connectivity must be universal and affordable
- support and advice is needed for new and for small businesses
- clustering of like technologies would be beneficial
- identify and share good practice, knowledge, skills and support

access to services

- content must be compelling so that people see the need to access electronic facilities
- different people will require different levels of assistance in accessing technology
- choice must be available so that access is suitable for different audiences
- use will be encouraged through different methods of facilitation
- availability of broadband is key
- resources are required to set up and sustain access points

telecommunications

- availability of broadband communications is not comprehensive
- telecomms suppliers will not invest in areas where there is low demand
- broadband communication is too expensive for many organisations and homes
- raising awareness of the benefits of electronic communications is crucial
- existing infrastructure (e.g. EMBC) should be fully exploited

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e-government

- there is a need to provide all public services, not just from local authorities. in a variety of forms to offer choice
- public organisations must seek opportunities to work together to provide joint services
- the lack of broadband in rural areas prevents easy access to services
- the potential of joint development of contact/call centres should be established, given the public's reference for telephone contact
- huge savings could potentially be made through public services doing business on-line (e.g. e-procurement)

skills/learning

- the development of ICT-based learning strategy must be integrated with a skills development strategy
- real benefits must be perceived by individuals in order for them to become engaged in learning
- there needs to be an audit of what is happening in institutions and a sharing of good practice
- currently the focus is on supply - it should be on demand
- experience in using ICT may influence take up of learning
- skills will be required to support and develop infrastructure developments, e.g. connectivity

Individual delegate comments on process were:

- The formation of such a strategy is important, but must be owned by a group; the newly formed Leicester Shire Economic Partnership is a logical option;
- There is a need for an individual to co-ordinate ICT in the county, resources need to be found to maintain the momentum started;
- The plans of Local Strategic Partnerships should fit into this overall strategy;
- The involvement of local communities is vital, parish councils should be involved;
- Further events like this conference would be well worthwhile, consideration could be put to shorter, half day events covering specific subject areas;
- Setting up an On-line Discussion Forum could be a good way of delegates keeping in touch;
- Identifying Good Practice and spreading the word is a crucial way of improving;
- Culture Change is paramount.

Appendix 7 – LIP TSG Membership

Membership of the LIP Telematics Steering Group

Loughborough University (chair)
Leics Chamber of Commerce
LATI & Charnwood Borough Council
Learning & Skills Council
Centre for Enterprise (Ufl)
BT
NEP (Midlands) Ltd
EMDA
Welland Partnership
Leics County Council
Leicestershire Rural Partnership

The SRB6 Project Manager, has also attended to report progress and the SRB6 Project Administrator, has attended to do the minutes