

EAST AYRSHIRE COUNCIL

POLICY AND RESOURCES COMMITTEE

21st February 2002

MODERNISING GOVERNMENT FUND (MGF2)

Report by Depute Chief Executive / Director of Corporate Resources.

1. PURPOSE OF REPORT

1.1 To advise Committee of the Modernising Government Fund (MGF2), and to seek approval to submit an Outline Bid to the Fund for an information and communications technology (ICT) project.

2. BACKGROUND

2.1 The Minister for Finance and Public Services has confirmed a second round of the Modernising Government Fund (MGF2).

This initiative follows on from the first round of the Modernising Government Fund (MGF1) in which the Council was successful in securing £ 592.000 of matched funding to upgrade the Council's ICT Infrastructure and improve access to information and services through the implementation of public access terminals.

2.2 The Modernising Government Fund was established to help advance ICT based projects that were innovative and improved the delivery of public services. The Fund is intended to support pilot projects that can be replicated throughout Scotland, to take forward the 21st Century Government objectives of seamless public service delivery.

2.3 This second round of the Modernising Government Fund (MGF2) will contribute towards capital expenditure only, with a contribution of up to 75 % of the capital costs of approved projects with a maximum of £2 million towards any one project. Bidders are therefore expected to meet at least 25 % of the capital cost for each project, in addition to the associated Revenue costs from within their own resources.

2.4 Depending upon the nature and duration of proposed projects, the Modernising Government Fund (MGF2) contributions can spread across each of the next two financial years, ie., 2002 / 03 and 2003 / 04.

3. BIDDING GUIDANCE

3.1 The Executive has stated that priority will be given to projects that exploit the lessons learned in the first round of Modernising Government Fund (MGF1), and from

other modernisation projects, with a view to rolling out these projects at a Scotland wide level.

The Executive's intention is to focus mainly on projects concentrating on the undernoted four key project areas :

- The development of a Citizen Account / Citizens smart-card to provide a focal point to ensure that the delivery of services and information systems is built around the individual citizen's transactions with the service provider. This concept of Customer Relationship Management (CRM) is a fundamental priority identified in many of the public sector 21st Century Government Action Plans.
- Data Sharing, including the integration of front office / back office systems that can facilitate joined up working across organisations, across communities and across the public sector.
- Data Standards that can ensure interoperability and provide a platform for managed services.
- E-Procurement, delivering economies through the aggregation of public sector demand and improving the efficiency and effectiveness of the purchasing cycle.

3.2 Bidders to the Fund will need to demonstrate how funding will provide an opportunity for the public and private sector to work together. The ability to bring together all of the key players in front line service delivery and leveraging in private finance will be key criteria in assessing bids, as will the degree of partnership achieved and the level of internal funding achieved.

The Executive also intends to look for opportunities to amalgamate similar projects.

3.3 Through MGF2 the Executive aim is to work in partnership with service providers to build an infrastructure that can support multi-channel access and delivery of quality public services. This strategic approach will provide a mechanism for developing further partnerships, and ensuring that projects have benefits for the whole of the Scottish public sector.

4. BIDDING PROCESS AND TIMESCALE

4.1 Outline bids are to be submitted to the 21st Century Government Unit of the Scottish Executive by 28 February 2002, and bidders should ensure that bids are co-ordinated and relevant to the success of the Councils 21st Century Government Action Plan.

5. SUMMARY OF PROPOSED OUTLINE BID

5.1 It is proposed that the Council submits an Outline Bid for MGF2 funding that will seek to develop data standards and facilitate data sharing between the Council's departmental systems, and develop / provide secure and authenticated access to

information and services through Call Centre technology and the Council's Internet Web site.

5.2 The provider of the Council's new Financial Management System, SAP plc, has expressed a keen interest to partner the Council in the proposed Bid with the injection of funding in the form of project management and systems development expertise, and in this respect it is proposed that SAP plc is appointed as the Council's Strategic Partner in the proposed Outline Bid.

5.3 It is proposed that the core of the Council's Outline Bid, includes a commitment to develop a secure and authenticated single user-friendly interface that will provide a means for members of the public to directly access Council information and services.

5.4 It is also proposed that the proposed project will be scalable in accordance with the degree of available funding, and based upon national ICT standards thus ensuring its potential future application across the public sector, irrespective of the different business systems used within other organisations, and regardless from when and where the information is accessed.

5.5 In summary, it is proposed that the overall objective of the Council's proposal be to develop access to joined-up services in a seamless manner, which will provide a robust basis for the ultimate development of "Citizen Accounts" based upon user authentication and secure access, and using facilities such as the Internet, GIS, Web TV and other channels.

5.6 In addition, officers are currently liaising with Argyle and Arran NHS Board, the Argyle and Arran Acute Hospitals NHS Trust, the Argyle and Arran Primary Care NHS Trust and North and South Ayrshire Councils as potential partners in the development of an additional joint-Bid for MGF2 funding, that will seek to develop and support a process and system for Single Shared Assessments of Community Care Needs. At this stage no firm proposals have been established.

6. FINANCIAL IMPLICATIONS

6.1 The total value of the proposed bid by the Council to the Modernising Government Fund (MGF2) is £ 2,000,000 spread over the two financial years 2002 / 03 and 2003 / 04.

6.2 As indicated in paragraph 2.3 of this Report, bidders, including their partners, are required to contribute at least 25 % of the associated capital cost. It is anticipated that match funding for 2002 / 03 and 2003 / 04 at the level required can be identified from relevant projects for within the Capital Programme (IT Requirements).

7. LEGAL / POLICY IMPLICATIONS

7.1 The project is consistent with the Council's core value of access and, if approved, will play a major part in delivering social inclusion across East Ayrshire.

8. RECOMMENDATIONS

It is recommended that Committee :

- a) Notes the potential opportunities presented by a successful bid to the Modernising Government Fund (MGF2).
- b) Agrees to the submission of an Outline Bid as summarised in Section 5 of this Report.
- c) Notes that a report will be presented to a future Committee advising Members of the outcome of the Council's Bid, and
- d) Otherwise note the contents of the report.

Fiona Lees
Depute Chief Executive / Director of Corporate Resources

AMR / 28th January 2002

LIST OF BACKGROUND PAPERS

Nil

For further information on this Report, please contact Malcolm Roulston,
Head of Information Technology (Tel : 01563 576809).

AGENDA