

# Meeting 16 sep 2007

## Meeting of International Delegates

16th and 17th of september 2007  
Meeting at Liverpool, UK.

*Minutes of the LOLA (EU Chapter) meeting will follow soon.*

### Attendance:

Peter Ryder (SOCITM)  
Rose Crozier (SOCITM)  
Torbjörn Larsson (KommITS)  
Christian Bonfré (KommITS)  
Eddy van der Stock (V-ICT-OR)  
Luc Stinissen (V-ICT-OR)  
Arend van Beek (VIAG)  
Antoinette van Leeuwen (VIAG)



Notes taken by Arend van Beek (VIAG)  
Minutes produced by Peter Ryder (Socitm)

## Sunday 16th September

1. Secretary - Arend van Beek volunteered to take notes

2. Minutes from meeting on 3/4 June - Agreed.

3. Matters Arising - Antoinette van Leeuwen informed the meeting that there were changes on the VIAG board and that Arend van Beek was replacing Johan van de Waal. She also confirmed that the delegates for the Socitm conference would be Arend van Beek and Paul van der Hart.

4. Chairs Annual Report - Peter Ryder explained this agenda followed the format of an annual September meeting. As we are in the position of re-establishing LOLA and setting targets and a year

plan then there was currently not a lot to report on. However he stated that significant progress had been made in taking LOLA forward and the website (which was looking very promising) would be the vehicle to deliver the agreed outputs.

## 5. Agree Concordat and Code of Conduct

### 5.1 Concordat of LOLA (Europe)

Peter Ryder stated that it is hoped that we can sign off this document at this meeting – however if there were any amendments these could be agreed by email – the sign off will then be by email. There were no general comments about the document.

It was agreed that when the document is finalised then it will be published on the website and put on the agenda for the International meeting in New Zealand. The intention would be to get LOLA (International) to agree the contents so that an International Concordat can be drafted.

The document was then discussed in detail page by page. Points arising:

- Paragraph 2.4 Members - There was a question about “must draw the majority of their own membership”. After an explanation everyone agreed.
- Paragraph 2.5.1 add a bullet point or amend an existing one to state that LOLA would decide where any income would be spent

There being no other comment the meeting agreed the Concordat of LOLA (Europe).

### 5.2 Code of Conduct of LOLA (Europe)

Peter Ryder stated that it is hoped that we can sign off this document at this meeting – however if there were any amendments these could be agreed by email – the sign off will then be by email. There were no general comments about the document.

It was agreed that when the document is finalised then it will be published on the website and put on the agenda for the International meeting in New Zealand. The intention would be to get LOLA (International) to agree the contents so that an International Concordat can be drafted.

The document was then discussed in detail page by page. Points arising:

paragraph 7 Finance - Question how do we keep an overview to all financials? – this paragraph will be amended and an appropriate bullet point will be added to the Concordat (see above).

Money coming to LOLA will be in the accounts of the country receiving the money and will be labelled as LOLA. If there are practical issues arising then we will discuss this matter again.

There being no other comment the meeting agreed the Code of Conduct of LOLA (Europe).

5.3. It was agreed that at end of each document the names of the organisations and representatives will be given. Peter Ryder will make the agreed changes and circulate the documents for email sign off.

## 6. Report back from GMIS on discussions re: LOLA

Torbjörn Larsson attended a meeting at GMIS where he explained what had been happening at LOLA (Europe). He reported:

- It was a very positive meeting and every body agreed with the steps LOLA (Europe) had taken. They were interested to see the development of the website but were waiting to see the content being added.
- LOLA is still international, and the website will be shared and developed for all the members
- Canada is now a member of LOLA
- Australia will be attending ALGIM in November where their membership could be discussed.

7. Formally establish LOLA (Europe) - It was confirmed that LOLA Europe is now up and running.

## 8. Each societies progress and future plans

VIAG (Netherlands):

- DKD – development of a Digital Client Dossier  
Central Government is introducing measures to ensure that data is only held once and are bringing in regulation prohibiting data being requested more than once. The legislation will come into force on the 1st of January 2008. Every Local Authority has to prepare their IT systems however far more difficult will be the business process re-engineering.
- BSN - (Burger Service Number/Citizen Service Number) - Every person in the Netherlands has Tax number so why is this not used as the citizen service number? The most important reason is that you can do much more with the BSN than with the National Insurance Number

and when all government agencies use the BSN, you will only need to supply your personal data once. However all government agencies will not use the citizen service number from the beginning.

Main points of the legal framework are:

For any communication between citizen and government requiring a personal number then only the BSN can be used.

Everyone who has multiple relations with the government is identified and is incorporated in municipal population registers (GBA) or in (still to realised) Recording Residents (RNI) and do not a BSN.

At fact exchange between governments can only happen if BSN are used (except a number at the exchange of GBA data)

THE BSN is part of a broader policy framework for the use of person numbers at the government. This policy framework serves three aims, namely improving customer-specific service, fighting identity fraud and increasing the transparency of the government to improve the privacy.

- Environment Permit

For example: a house, a factory or barn have to apply for many different permits to build, cultivate, set up, use and there are many different licences and regulations concerning living, space and the environment each their own criteria, procedures, administrative counters, settlement periods, fees and supervision holders. For citizens and companies this is very complex and time-consuming and costs companies and government a lot of money. VROM wants pull together as many different licenses as possible into a surroundings licence. This can be requested at one counter. There will be one procedure for payment. There will also be one procedure for appealing against a decision.

VROM wants the surroundings license to be in force in 2008 when municipalities and provinces will adopt the new license. The surroundings license is part of the modernisation of VROM to reduce laws and rules and improve procedures – details can be seen on [file modernisation VROM-regelgeving](#). This file gives also [overview of the present licenses](#) for live, space and environment with references to further information.

The task of VROM - The most important task of the Ministry of Housing, Spatial Planning and the Environment (VROM) is to create a pleasant living environment, to continue a spatial planning policy and contribute to a sustainable development.

VROM basic principles - Citizens come first. The ministry aims at approaching issues according to how citizens experience them. VROM addresses inhabitants, social organisations and companies concerning their own responsibilities. VROM removes superfluous rules.

Rules according to our philosophy should only be there where they are really necessary. At the same time the VROM is aimed at the strengthening the enforcement of legislation in the areas of spatial planning, housing and the environment and approaches issues from the angle of the risks they pose on health and safety of citizens.

VROM focuses on the implementation of policy. It promotes a strong role for municipalities, with the philosophy that social problems have to be tackled at an optimal level. That level is often that of provinces and municipalities. VROM creates room for provinces and municipalities in order to make them play a stronger role.

- Environment

The Netherlands has a high population density. Its economic activities and leisure activities are extensive and expanding so, not surprisingly, the quality of its environment is facing serious threats. The Netherlands government, along with the general public and the business community, are therefore looking for ways to attain sustainable development. A recent principle of the Dutch government is to spend more money on environmental protection in order to compensate the negative effect of economic growth. The environmental policy of the Netherlands currently addresses the following themes:

- climate change
- acidification
- eutrophication
- toxic and hazardous substances
- contaminated land
- waste disposal
- disturbance
- groundwater depletion

Information and communication play an important role alongside legislation and financial incentives in changing people's attitude and behavior. The purpose of communication is often to aid consultation, to create public support and/or to promote participation. The international dimension of environmental protection is gaining a prominent role. The Netherlands is trying to reduce the rate of correlation between pollution and economic growth. It sees the integration of the environment policy in sectors such as agriculture, transport and energy supply as an important instrument for this purpose.

#### Socitm (UK):

- Adaptive technology – to look at accessibility (of services) and how technology can help.
- Carbon footprint/Green Computing – looking at ways of reducing the carbon emissions. This simply can be viewed as raising awareness of environmental issues in IT departments and in doing so, to reduce business costs and improve efficiency. With power costs rocketing and electricity supplies becoming increasingly unpredictable, IT departments need to look at new ways of working. Review a seven point plan designed to provide chief information officers (CIOs) and IT managers with environmental goals that can be applied to their business. The plan is a set of guidelines for IT organisations to improve their green credentials and reduce costs:
  - Find out how much energy your IT systems use and monitor ongoing consumption levels.
  - Ensure unused equipment is turned off when it is not being used.
  - Educate staff to the benefits of saving energy and recycling.
  - Establish a code of practice designed to minimise unnecessary printing.
  - Identify IT management practices that reduce power consumption.
  - When purchasing new IT equipment, choose energy-saving devices that have been manufactured in an environmentally-conscious fashion.
  - Dispose of old hardware responsibly; send old PCs to be reconditioned and recycled.
- What kind of society we will be in the future – looking at how Socitm might change and preparing for that change.
- Looking at the society and where its future is – trying to see where society is heading and what services will be required and how they will need to be delivered.
- Regions/Corporate – looking at how we can be more inclusive and engage with regions and members
- Ensuring Socitm represents its the members with government and continues to grow its influence.

#### V-ICT-OR (Belgium):

- Are reviewing their general goals and their plans for next year. They will have a brainstorming session to address these issues.
- Their internal organisation is changed into a domain-based organisation where each member of the board is responsible for a different domain. The general approach will be project orientated with working groups as resources to work on them.
- A major project is innovation; the main goal is to set e-Government on the map. This project is funded by the regional government.
- Planning to do more about training; V-ICT-OR wanted to upgrade the knowledge of their members by offering training in different partnerships.
- Make better contact with regional and local government
- A survey will be held about local government. Gent high school is preparing a Quick survey of local Government. V-ICT-OR will probably create one about ICT in general
- Software vendors are trying to make their databases open to help authenticate data sources in federal or regional government.
- Trying to bring in electronic ID (follow up on software and developments).

#### KommITS (Sweden):

- Four members of the board will leave this autumn.
- Discussions will take place on how many board members there will be and what contacts we will have with other national organisations.
- KommITS had a brainstorm about the future. One of the agreements was that KommITS will be international orientated.

- There is an organisation called “The Swedish Association of Local Authorities and Regions” that KommITS is working closely with. In the future they will come along and join us on an international conference.
- E-Government; there are portals for citizens in some local authorities but there is not yet a common electronic ID. The Government is afraid that an electronic ID will break down the market.
- Health care is connected to many different systems. The planning is to get cooperation between the local system and the regions.

#### 9. Set the goals for 2008

- Best practice will be an import part of the website content – a main goal for 2008 is for each society to post case studies/best practice onto the website.
- The knowledge database must be populated
- Benchmarking i.e. pc’s, should be carried out – some initial details have already been entered by Belgium. Information from other societies should be added.
- Invite appropriate vendor(s) to LOLA meetings to give their view about the future of ICT in Europe. This could then lead to an open and friendly discussion between the board and the vendor. However we have to focus what we want to out of it. This meeting could take up one of the half days allocated to LOLA meetings with the other half being LOLA business. The vendor could sponsor the meeting or hold it on their premises
- We should ask the vendor:
  - what can you do for our members
  - is there sponsorship money available
- LOLA Brand launch:  
The launch will initially take place within the LOLA (Europe) societies.  
The launch to the outside community will be done when we have something to show - probably at the next LOLA international meeting in Belgium. For this launch we must have:
  - good quality content on a stable website.
  - Each society must be able to administer its own data and be able to add content.
- European funding – will be looked at when the above has been achieved.

#### 10. Create the year plan – to be produced by Peter Ryder using agreed goals .



**Monday 17th September**

#### 1. Finalise the new website

Eddy van der Stock gave a demonstration of the new web site and showed how each society can log in as administrator (Pete Ryder will circulate Login details) which will give them appropriate rights to amend their own details and to add content.

Comments:

- On the first page new practices/case studies should be highlighted.
- Knowledge bank – a discussion took place on the 3 elements and the rewording of projects – it was decided that a heading for Best Practice and case studies would be useful and that this would follow the set up for projects.