Implementing Electronic Government Return 2005

1.   Purpose of the Report

1.1   To present to the Executive the current draft of the Implementing Electronic Government Return 2005 (IEG5) which has to be submitted online to Office of the Deputy Prime Minister by 19th December 2005.

1.2   Due to the late availability of the return on the IdEA ESD Toolkit website and the considerable work being carried out to complete the return, the Executive will be provided with the latest draft nearer the meeting.

1.3   It is a requirement of the Office of the Deputy Prime Minister that the IEG5 is approved by the Executive before submission.

2.   Recommendations

It is recommended that the Executive:-

2.1   Approve the latest draft of the Implementing Electronic Government Return 2005 (IEG5).

2.2   Delegate final approval of the return to the Strategic Manager Customer Services (Officer e-Champion) in consultation with the Lead Member for Customer Focus (Member e-Champion)

3.   Links to the Corporate Business Plan

3.1   Customer Focus – The Implementing Electronic Government Return 2005 (IEG5) is a requirement of the ODPM to enable assessment of the Councils progress towards national e-Government targets.

4.   General background information

4.1   As part of the National Local Government Online programme supported by the Office of the Deputy Prime Minister, all authorities are required to submit a return by 19th December 2005 showing progress made against a target of achieving 100% capability in electronic delivery of priority services by 31st Dec 2005. In addition, there is a requirement to show progress against delivery of 54 Priority Service and Transformation Outcomes.

4.2   The programme of work to deliver these e-Government targets is being managed through the officer Improving the Customer Experience (ICE) Programme Board, chaired by the Strategic Manager for Customer Services.

4.3   In preparing the IEG return, full consultation has, or will be taking place with, the officer Improving the Customer Experience (ICE) Programme Board and the Wiltshire Customer First Partnership.

4.4   The IEG return is organised into a number of sections:-

- *Section 1 – Priority Outcomes*; this uses a "traffic light" system to assess the Councils progress towards delivery of a number of Priority Services and Transformation outcomes (29 by 31st Dec 2005 and a further 25 by 31st March 2006). Although it is expected that all "traffic lights" should show green by the required deadline, the Office of the Deputy Prime Minister have indicated that it would be acceptable for projects to be in the final stages of implementation (amber).

- *Section 2 – Change management*; this is a self-assessment of the internal organisation and management practices of the council that are required to help deliver the people, systems and service management changes necessary for e-government. This information will be used to inform national policy, it does not fall within the remit of the December 2005 target.

- *Section 3 – BVPI 157*; the National Best Value Performance Indicator for Electronic Service Delivery. All Councils are expected to show 100% by 31st Dec 2005. As at 30th September 2005 the council had reached 88%.

- *Section 4 – Access Channel Take-up*; Website page impressions and unique users. Actual and forecast numbers of e-enabled payment transactions and change of address notifications over a number of different access channels.

- *Section 5 – Local e-Government Implementation Expenditure;* A summary of current and forecast expenditure on the Implementing Electronic Government programme up to 2007/08.

- *Section 6 – Local e-Government Programme Efficiency gains*; This aligns with the national efficiency gains target set out in January 2005. The return is expected to provide both a backward and forward look at efficiency gains.

5. Financial Implications

5.1 Capital and Revenue funding is already included within the 2005/06 and draft 2006/07 budgets for the Improving the Customer Experience programme. Although the deadline for e-Government targets is 31st March 2006, the funding earmarked for 2006/07 is required to ensure that outcomes from the programme are maintained and enhanced.

5.2 The Implementing Electronic Government Return 2005 (IEG5) requires the authority to identify future efficiency gains, both cashable and non-cashable, that will be released by the programme of work.

6. Community and Environmental Implications

6.1 There are no direct environmental and community implications arising from this report, although the implementation of the Customer Focus corporate priority is an important part of the Council's overall approach to improving services and interactions with the community of North Wiltshire.

7. Equal Opportunities Implications

7.1 Providing access to services for all sections of the community is a key deliverable of the Improving the Customer Experience programme.

8.   Human Resource Implications

8.1   There are no Human Resource implications directly relating to this report. Resources required to deliver the programme of work for 2005/06 are included as part of each Business Case and managed within the overall programme.

9.   Legal Implications

9.1   There are no Legal Implications arising from this report.

Documentation used in the preparation of this report
*   Improving the Customer Experience Programme documentation.
*   Various ODPM documents

REPORT OF THE STRATEGIC MANAGER CORPORATE SERVICES TO THE EXECUTIVE – 1st DECEMBER 2005

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