Implementing Electronic Government Return 2006 (IEG6)

1. **Purpose of the Report**

1.1 To present to the Executive the current draft of the Implementing Electronic Government Return 2006 (IEG6) which has to be submitted online to Office of the Deputy Prime Minister by 10th April 2006. At the time of writing this report the return was not available on the IdEA ESD Toolkit website. Should the return become available before the meeting then the latest draft will be circulated to the Executive.

1.2 It is a requirement of the Office of the Deputy Prime Minister that this return is approved by the Executive before submission.

1.3 Considerable work will be carried out to complete the return by 10th April 2006. A copy of the final return will be distributed to Members after that date.

2. **Recommendations**

   It is recommended that the Executive:-

2.1 **Delegate approval of the Implementing Electronic Government Return 2006 (IEG6) 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 2006 (IEG6) is a requirement of the ODPM to enable assessment of the Councils progress towards national e-Government targets.

4. **General Background Information**

4.1 This is the final submission for the national e-government programme which commenced in April 2002. Although the national target dates have been reached the councils' programme of work continues and is now focusing on "Improving the Customer Experience" and delivery of cashable and non-cashable efficiency gains.

4.2 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 10th April 2006 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.

4.3 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. The council is also working within the Wiltshire Customer First Partnership to enable opportunities for joint development and delivery of services.

4.4 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.

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

4.5.1   ***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 outcomes to be in the final stages of implementation (amber) and, that where valid reasons exist, an outcome could show red (not commenced).

Of the 54 priority outcomes, 53 are expected to be completed by 31st March 2006. In common with many other authorities whose leisure provision is outsourced, the priority outcome for online sports bookings has not been achieved. Completion of this outcome is linked to improvements in the technology used at the council's leisure centres.

4.5.2   ***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 March 2006 target.

4.5.3   ***Section 3 – BVPI 157***; the National Best Value Performance Indicator for Electronic Service Delivery with a target of 100% by 31st Dec 2005. The council reached 99.53% as at 31st Dec 2005 with 5 out of 631 interactions not enabled. Since that time another 4 interactions have been enabled (99.68%) with the remaining interaction on target for delivery by 31st March as part of the Customer Relationship Management workstream within the ICE Programme.

4.5.4   ***Section 4 – Access Channel Take-up***; this section demonstrates public take-up of the main e-enabled access channels. This includes website usage including submission of planning applications, and the ability to access electronic information and/or update information electronically for payment transactions and change of address notifications either via the website, telephone or face to face.

4.5.5   ***Section 5 – Local e-Government Implementation Expenditure***; a summary of current and forecast expenditure on the Implementing Electronic Government programme up to 2007/08. Since April 2002 the council has received capital grant £900k from the Office of the Deputy Prime Minister. In addition the council has allocated £674k of capital funding for the period April 2002 to March 2006 as well as revenue funding of £162k.

4.5.6   ***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 and is aligned to the council's annual efficiency statement.

5.   **Financial Implications**

5.1   Capital funding of £292k has been approved in the 2006/07 budget and a provisional sum of £120k has been included in 2007/08 for the Improving the Customer Experience programme. Although the deadline for e-Government targets is 31st March 2006, the funding earmarked for 2006/08 is required to ensure that outcomes from the programme are maintained and enhanced.

5.2   The Implementing Electronic Government Return 2006 (IEG6) 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 2006/07 are included within the overall Corporate Business Plan and 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 – 9th MARCH 2006

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