

# IMPLEMENTING ELECTRONIC GOVERNMENT STATEMENT

## PROGRAMME AREA RESPONSIBILITY: HUMAN RESOURCES AND CORPORATE SUPPORT SERVICES

CABINET

23RD OCTOBER, 2003

---

### Wards Affected

County-wide

### Purpose

To approve the Implementing Electronic Government Statement 2003.

### Key Decision

This is not a key decision.

### Recommendation

**THAT the Implementing Electronic Government Statement 2003 be approved.**

### Reasons

The IEG Statement will secure additional resources from the Office of the Deputy Prime Minister (ODPM) for e-government in 2004/5.

### Considerations

1. This is the third year that the Council has been required to submit an IEG Statement to central government to set out how it will achieve improvements in customer focused services underpinned by information technology. The ODPM has provided a prescriptive pro forma which cannot be changed, which is why the format is as presented. To date £200k per annum has been allocated as a result of submitting the IEG Statements and it is assumed that the same will be awarded next year.
2. Electronic service delivery (ESD) is seen as the basis for improving access to information for staff and citizens, thereby enhancing the efficiency and effectiveness of service delivery. The Council has committed as part of its Local Public Service Agreement (LPSA) to deliver 100% of services electronically one year early by March 2004. The Audit Commission required that we benchmark our services to provide a basis against which we can monitor progress towards this target. The outcome of this exercise is reported in this IEG Statement. This has revealed that the Council provides 656 services that can be delivered electronically. This excludes the Herefordshire Jarvis service which the auditors require us to include. An updated version will be tabled to include this service.
3. The earlier IEG Statements identified 277 services, which were based on the services delivered through the INFO shops. This target will be met by the implementation of a customer relationship management (CRM) application by

December 2003. The CRM application will improve information sharing between front and back office services helping front office staff to meet the customer service standards approved in September 2003. This CRM application will also be used by INFO centres.

4. The additional services will be delivered electronically through the new Herefordshire Council web site, being developed as part of the Herefordshire Hub. The Herefordshire Hub, due to be launched in November 2003, is unique in that it is the first for a local strategic partnership and will fully meet national accessibility standards from the outset.

## **Risk Management**

A performance management system has been put into place to monitor progress towards delivering the ESD target by March 2004. There is close collaboration with the auditors to ensure the development and reporting process is robust. Should the target not be met, this could reduce the additional funding dependent upon meeting the LPSA.

## **Consultees**

The IEG Statement has been produced as a consequence of a Council and partnership wide collaboration to collate and validate the information provided within the report.

## **Background Papers**

None identified