IMPLEMENTING ELECTRONIC GOVERNMENT (IEG4) STATEMENT

PROGRAMME AREA RESPONSIBILITY:
HUMAN RESOURCES AND CORPORATE SUPPORT SERVICES

CABINET   **16TH DECEMBER , 2004**

Wards Affected

Countywide

Purpose

To approve the Implementing Electronic Government Return 2004 (IEG4). Please note that the text for local case studies and efficiency savings detailed may yet change as the process of validation progresses.

Key Decision

This is not a key decision.

Recommendation

THAT the IEG4 return be approved.

Reasons

The IEG4 return forms the basis of a distribution of a further £150,000 of local e-government capital funding from the ODPM in 2005 /06. Failure to complete any elements of the IEG4 proforma may result in the withholding of this funding.

Considerations

1.   This is the fourth year the Council has been required to submit an IEG return to central government to set out how it has or plans to achieve improvements in customer focused services underpinned by information technology. The ODPM has provided a prescriptive format which cannot be changed. This year the ODPM has mandated that the IEG4 return be submitted through the use of an electronic toolkit (ESD-toolkit); this toolkit will be used to regularly monitor local progress in the delivery of e-government through to March 2006.

2.   Self-assessment against priority outcomes appears in this year's IEG return for the first time. These priority outcomes provide a focus for reaching 100% e-enablement of services by December 2005 and shift the delivery onus onto senior management and service heads rather than the ICT department. Priority Outcomes are defined in a more specific way to overcome some of the interpretations possible under BVPI 157. During October 2004 an exercise was carried out to allocate responsibility for each priority outcome to the appropriate Director/ Head of Department.

3.   Building on the work undertaken by Sir Peter Gershon, the ODPM has set a target on local government to improve its effectiveness and efficiency in delivering services by 2.5% per annum up to 2007/08. E-government is expected to make a substantial

contribution towards the achievement of this target and, for the first time, efficiency gains (both forecast and actual) from services in e-procurement, e-recruitment and e-payments are part of the IEG4 return.

Risk Management

1.   Failure to complete any elements of the IEG4 proforma may result in the withholding of further £150,000 of capital funding in 2006/07, therefore clear ownership of the forecast and actual deliverables has been identified to ensure progress is monitored and issues flagged at an early stage.

2.   Two key areas for IEG4 are those of customer service and e-procurement. To date our progress in both these key service areas has been slow. The customer service targets are being addressed with the clear commitment to the Service Improvement Programme with member sponsorship from Cabinet Member HR & Support Services and executive sponsorship from the Director of Policy & Community. Likewise the e-procurement challenges will be addressed with a greater emphasis placed on service efficiencies across the Authority.

Consultees

The IEG4 return has been produced as a consequence of a Council wide collaboration to collate and validate the information provided within the report.

Background Papers

None identified