



## SPECIAL CENTRAL RESOURCES COMMITTEE

1 JULY 2005

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### Report of the Director of Central Resources **E-GOVERNMENT RETURN 4.5**

#### **purpose of the report**

1. To seek member approval for the Authority's latest Implementing E-government (IEG) submission.

#### **background**

2. The Authority is required to submit its Implementing E-government return by 18 July 2005. This is attached at Annex 1.
3. Colleagues will be aware from previous reports that the Authority is required to achieve "green" status of 54 priority service outcomes. Of those outcomes 29 are "required" and need to be achieved by 31 December 2005, and 25 are "good" and need to be achieved by 31 March 2006.
4. In addition to the above, the return also includes sections on:

- (i) Change management

Section 2 of the submission relates to change management. Although this section does not form part of the December 2005 target, information supplied here will be used as part of development of national policy relating to e-government. This section relates to the internal organisation and management processes within the Council.

- (ii) BVPI 157

This best value indicator relates to the electronic enablement of local authority services in line with a national developed electronic service delivery toolkit. This performance indicator is currently at 93% with a target of 100% by 31 December 2005. This is expected to be achieved.

- (iii) Resources

Section 5 of the return shows the expenditure which has been, and is to be, spent on achieving electronic government. It includes both internal and external resources, which are both revenue and capital in nature.

(iv) Efficiencies

The Government expects local authorities to generate efficiencies as a result of investment in electronic government. Section 6 of the return shows expected efficiencies. Whilst the figures here are relatively small, it is important that the Authority develops a marketing strategy to migrate service users to more cost effective methods of service delivery. Furthermore, the most significant savings will be generated by improvements in procurement and streamlining back office systems through for example, joint working and improved use of I.T.

(v) Take up

Section 4 of the submission shows estimated take up of electronically enabled services over the following access channels:

- (a) Website
- (b) Telephone
- (c) Face to Face
- (d) Other electronic media
- (e) Non electronic media.

The figures show an increase in the delivery of services electronically especially through telephone and website delivery, with a reduction in non electronic methods i.e. face to face delivery.

**priority service outcome progress**

- 5. Red status means that the PSO is at a primary/research stage, being piloted before wider rollout across the Authority or planned but not yet approved for funding.
- 6. Amber status means that the PSO has funding in place and is being actively implemented.
- 7. Green status means that the PSO has been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise wide basis i.e. across the Authority/Partnership.
- 8. The following overall position as of now is:

	<u>No.</u>	<u>%</u>
Green	33	61
Amber	18	33
Red	<u>3</u>	<u>6</u>
	<u>54</u>	<u>100</u>

- 9. Work is ongoing to ensure that all targets are met.

## financial implications

10. The Authority has received £500,000 capital grant with which to achieve PSO's. This will be spent on the following areas:

<u>Area</u>	<u>£000</u>	<u>PSO Link</u>
Dip/Workflow	80	R16
E-procurement	50	R9
Electronic document management	100	G19
Licensing	10	G7
CRM	170	Various
Telephone Payments	20	R10
RYOGENS/Government Connects	20	R4
GIS	20	G5
Other/Contingency	<u>30</u>	Various
	<u>500</u>	

11. The ongoing revenue costs will need to be accommodated within existing budgets. This will require the identification of efficiency gains and a programme of actions to migrate to more cost effective methods of payments.

## change management issues

12. Achievement of Priority Service Outcomes only represents the first step of e-government. Beyond the Priority Service Outcomes, there is a need to:
- (i) Re-engineer processes to achieve efficiencies.
  - (ii) Raise awareness of the public as to the benefits of e-enabled service delivery.
  - (iii) Educate the public where possible to enable them to make use of new methods of service delivery.
  - (iv) Engage service heads in embracing the opportunities which e-government offers. In this regard IDeA has offered to help facilitate workshops with service heads and staff to raise awareness of e-government within the Authority.

- RECOMMENDED**
1. That Members note the contents of the report.
  2. That Members agree the IEG submission at Annex 1 subject to further minor amendments to be agreed by the Chair and Director of Central Resources.

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