
REPORT TO: FINANCE & MANAGEMENT

AGENDA ITEM: 11

DATE OF MEETING: 4TH May 2006

CATEGORY: OPEN

REPORT FROM: Director of Corporate Services

MEMBERS' CONTACT POINT: Nigel Glossop (5703)

DOC: IEG6Report.doc

SUBJECT: IEG 6 Statement

REF: NGIEG6

WARD(S) AFFECTED: ALL

TERMS OF REFERENCE:

1. Recommendations

Members are asked to:-

- Approve the Council's Implementing Electronic Government (IEG) 6 statement as set out in the Appendix.

2. Purpose of Report

- 2.1 To seek Members approval of the IEG 6 Statement for South Derbyshire District Council.

3. Executive Summary

- 3.1 In 2001 the Government asked all Councils to prepare an Implementing Electronic Government Statement setting out their plans for delivering 100% of their services electronically by December 2005, where it is possible to do this.
- 3.2 South Derbyshire has previously submitted five satisfactory IEG statements in July 2001, October 2002, November 2003, December 2004 and December 2005. An additional mid term update was submitted in July 2005. This will be the last IEG statement.
- 3.3 As part of the IEG process the ODPM has requested all councils to report on progress and review their strategies against the "Baseline of priority service & national strategy transformation outcomes for local e-government in December 2005". This review is designed to plan out how councils will achieve the target for delivering 100% of services electronically by December 2005 and 54 Priority Service Outcomes by March 2006.
- 3.4 As at March 31st 2006, for BVPI 157 South Derbyshire has a figure of 100% of services e-enabled.

- 3.5 As at March 31st 2006, out of the 54 Priority Service Outcomes set 49 have been achieved. The remaining five are either out of the Council's control or plans are in place to ensure they will be delivered.

What IEG has delivered

- 3.6 Some of the projects delivered through the IEG programme are:
- Our website, which uses a Content Management System
 - Countywide A – Z of services
 - Support for organisations to create on line information
 - Electronic public access to online reports, minutes and agendas
 - Enabled electronic public consultation
 - Multimedia available on the website
 - Customer Relationship Management
 - Integration to back office systems.
 - Funding for Customer First Project, including reception refurbishment
 - eProcurement
 - ePayments
 - eBilling
 - Generated efficiencies
 - Information on roadwork's
 - Mobile working
 - Member Laptops and remote access
 - Home/Remote working.
- 3.7 This report sets out the South Derbyshire IEG 6 Statement for consideration by Members.
- 3.8 The South Derbyshire IEG 6 statement was submitted to the Office of the Deputy Prime Minister on the 10th of April 2006, on the understanding Members had not yet approved it.

4 Detail

WHY IS THE IEG 6 STATEMENT IMPORTANT?

- 4.1 The IEG statement should not be viewed as just another time consuming document that the Council is asked to produce for the Government that has little real impact on the way we deliver services.
- 4.2 We must recognise that technology is changing and more importantly the way people use it is changing as well.
- 4.3 A few years ago few people would have believed that the internet would expand at the rate it has done and even fewer would have thought that public bodies would be starting to engineer the delivery of their services with the internet in mind.
- 4.4 The statement however is not just about the internet but using new technology to make the services we deliver as widely available as possible.
- 4.5 Similarly the needs of the customers that we serve are also changing. People expect to gain access to services outside of normal working hours or at the very least be able to get information on them.

- 4.6 We need to think how we can harness the use of technology to meet those needs as well as the needs of other people, who may find it difficult to access our services because they do not live near to the main Council Offices in Swadlincote.
- 4.7 The "Baseline of priority service & national strategy transformation outcomes for local e-government in December 2005" document gave the first clear indication of the ODPM's requirements/expectations from their eGovernment programme. The South Derbyshire IEG 6 statement outlines our progress/plans against these targets.
- 4.8 The ODPM has stated that if the targets are not met the IEG funding provided may have to be returned.
- 4.9 The ODPM has stated a close correlation will exist between CPA results and eGovernment.
- 4.10 The target date of March 2006 for the implementation of all these eGovernment services was challenging and difficult to meet. But with the support of the complete organisation South Derbyshire has achieved the majority of these targets.
- 4.11 The ODPM provided substantial resources to enable South Derbyshire to meet our targets. See section 5 Financial Implications for details.
- 4.12 The IEG statements provided an important means of planning how we could use technology to respond to these needs as well as making a genuine improvement in the services that we deliver. This will be the last IEG statement.
- 4.13 Members are asked to consider and approve this important document. They will also hopefully derive some reassurance from the document that the Council is taking genuine steps forward to achieve e-government objectives.
- 4.14 The IT Division didn't deliver these solutions on our own. We needed Members and Officers continued help to enable the challenging targets to be met.

5. Financial Implications

- 5.1 Because of our satisfactory IEG returns to date, South Derbyshire has received the following Government funding:

Year	Government Funding
2002/3	£200K
2003/4	£200K
2004/5	£350K
2005/6	£150K

- 5.2 An additional grant, to assist South Derbyshire in reaching our IEG objectives, of £267,750 was successfully applied for in January 2005.
- 5.3 The IEG funding and programme has enabled the Council to set up the required infrastructure to deliver eGovernment.
- 5.4 Now that the government funding has ceased, ongoing costs will be incurred in supporting the continuation of the IEG programme. Budgetary provision has already been made for these existing costs, in particular £37,000 per annum for our ongoing commitment to the Derbyshire Partnership. A number of other areas previously

funded by IEG are currently being reviewed. These costs will be met through efficiencies and within the existing budgets.