

TITLE: IEG 5 Submission Report

TO/ON: Cabinet on 25th January 2006

BY: Head of Customer Services & E-Government

**PORTFOLIO: Cabinet Member for Customer Services
HOLDER**

STATUS: For Publication

1. PURPOSE OF THE REPORT

To provide Members with information on the Implementing E-Government (IEG) 5 submission to the ODPM.

2. RECOMMENDATIONS

- 2.1 That the submission be approved and the significant progress achieved during the last year be noted.

3. REPORT AND REASONS FOR RECOMMENDATIONS AND TIMETABLE FOR IMPLEMENTATION

- 3.1 The IEG 5 statement was submitted to ODPM on 19th December 2005. It helps to monitor the progress on e-government within the council. Implementing Electronic Government (IEG) statements are corporate plans which set out how local councils are approaching the task of improving service delivery through e-Government. They help to monitor the progress of councils towards the achievement of 100% e-enablement and priority outcome targets for 2005/06. The Priority Outcomes for local e-Government were published in April 2004 as a means of providing an operational focus for e-Government implementation and use of IEG capital grant money.
- 3.2 BVPI 157 measures councils' progress in achieving 100% availability of e-services in line with the target date of 31st December 2005.
- 3.3 ODPM have developed a list of priority outcomes for e-government, which build on work done to achieve BVPI157. The published priorities comprise 73 outcomes that help councils to improve the delivery of services to citizens and business, enhance business process efficiency and embed e-government within the mainstream of organisational culture. Of these outcomes there are 29 required outcomes that should be met by December 2005 and this report focuses on the required outcomes.

- 3.4 We are working in partnership with the East Lancashire E-Partnership and with the district councils in East Lancashire, Chorley Borough Council and Lancashire County Council on the Shared Service Contact Centre to meet some of these outcomes.
- 3.5 We have reached 96% e-enablement of services at December 2005 and the remaining 4% will be achieved by March 2006. This is a significant achievement.
- 3.6 An Action Plan reviewing and prioritising the good priority outcomes has been developed. These priority outcomes have to be met by the end of March 2006 and this will be the subject of a further report detailing progress.

4. CORPORATE IMPROVEMENT PRIORITIES

4.1. FINANCE AND RISK MANAGEMENT

N/A

4.2. MEMBER DEVELOPMENT AND POLITICAL ARRANGEMENTS

N/A

4.3. HUMAN RESOURCES

N/A

5. ANY OTHER RELEVANT CORPORATE PRIORITIES

The work in relation to e-government detailed in the IEG 5 Statement directly relates to and works towards being fully responsive and proactive to meet the needs of all our customers, as detailed in the improvement plan.

6. RISK

N/A

7. LEGAL IMPLICATIONS ARISING FROM THE REPORT

N/A

8. EQUALITIES ISSUES ARISING FROM THE REPORT

N/A

9. WARDS AFFECTED

N/A

10. CONSULTATIONS

N/A

11. Background documents:

IEG 5 statement – copy can be located on the web site www.rossendale.gov.uk

For further information on the details of this report, please contact:

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