

**Subject:** IEG 6 Submission Report

**Status:** For Publication

**Report to:** Cabinet

**Date:** 7<sup>th</sup> June 2006

**Report of:** Head of Customer Services and E-Government

**Portfolio**

**Holder:** Cabinet Member for Customer Services

**Key Decision:** NO

NO/YES (Please highlight)

Forward Plan

General Exception

Special Urgency

"X" In Relevant Box

**1. PURPOSE OF REPORT**

1.1 To provide Members with information on the Implementing E-Government (IEG) 6 submission to the ODPM.

**2. CORPORATE PRIORITIES**

2.1 The matters discussed in this report are linked to and support the following corporate priorities:

- Customer Services - The work in relation to e-government detailed in the IEG 6 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.

**3. RISK ASSESSMENT IMPLICATIONS**

3.1 There are no specific risk issues for members to consider arising from this report.

**4. BACKGROUND AND OPTIONS**

4.1 The IEG 6 statement was submitted to ODPM on 10<sup>th</sup> April 2006. 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.

- 4.2 BVPI 157 measures councils' progress in achieving 100% availability of e-services.
- 4.3 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.
- 4.4 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.
- 4.5 We have reached 100% e-enablement of services at April 2006. Although this formally concludes the IEG programme, it is recognised that the work done to date is simply the start of an improvement journey enabling Rossendale Borough Council to improve its services.

## **5. COMMENTS OF THE HEAD OF FINANCIAL SERVICES**

- 5.1 N/A

## **6. COMMENTS OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES**

- 6.1 N/A

## **7. COMMENTS OF THE HEAD OF HUMAN RESOURCES**

- 7.1 N/A

## **8. CONCLUSION**

- 8.1 That the report and recommendations below be noted.

## **9. RECOMMENDATION(S)**

- 9.1 That the submission be endorsed.
- 9.2 The achievement of meeting BVPI157 and 100% e-enablement of services is acknowledged.

## **10. CONSULTATION CARRIED OUT**

- 10.1 N/A

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Background Papers	
Document	Place of Inspection
IEG 6 statement	<a href="http://www.rossendale.gov.uk/site/scripts/download_info.php?fileID=898">http://www.rossendale.gov.uk/site/scripts/download_info.php?fileID=898</a>