REPORT TO:	**FINANCE & MANAGEMENT**	**AGENDA ITEM:** 14
DATE OF MEETING:	**21st February 2005**	**CATEGORY: OPEN**
REPORT FROM:	**Director of Corporate Services**	
MEMBERS' CONTACT POINT:	**Nigel Glossop (5703)**	**DOC: IEG5Report.doc**
SUBJECT:	**IEG 5 Statement**	**REF: NGIEG5**
WARD(S) AFFECTED:	**ALL**	**TERMS OF REFERENCE:**

1. Recommendations

Members are asked to:-

❑ Approve the Council's Implementing Electronic Government (IEG) 5 statement as set out in the Appendix.

2. Purpose of Report

2.1 To seek Members approval of the IEG 5 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 four satisfactory IEG statements in July 2001, October 2002, November 2003 and December 2004. An additional mid term update was submitted in July 2005.

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.

3.4 As at December 19th 2005, South Derbyshire has a figure of 96% of services e-enabled. Services yet to be e-enabled are clearly identified and plans in place to look at these areas.

3.5 This report sets out the South Derbyshire IEG 5 Statement for consideration by Members.

3.6 The South Derbyshire IEG 5 statement was submitted to the Office of the Deputy Prime Minister on the 19th of December 2005, on the understanding Members had not yet approved it.

4 Detail

WHY IS THE IEG5 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 5 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 will be challenging and difficult to meet. But with the support of the complete organisation South Derbyshire can achieve these targets.

4.11 The ODPM are providing substantial resources to enable South Derbyshire to meet our targets. See section 5 Financial Implications for details.

4.12 The IEG statements provide an important means of planning how we can use technology to respond to these needs as well as making a genuine improvement in the services that we deliver.

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.

SUMMARY OF THE SOUTH DERBYSHIRE IEG 5 STATEMENT

4.14 A brief summary of the "Baseline of priority service & national strategy transformation outcomes for local e-government in December 2005" that will effect South Derbyshire are:

- Community Information. Making information more available to Customers, highlighting the increasing importance of our website. Supporting other local organisations in putting information online.
- Democratic Renewal. Enabling access to information (reports, minutes and agendas). Providing Councillors with their own web pages. Citizen participation through e-consultation.
- Local Environment. On line receipt of planning and building control applications and helping the public to track other environmental service requests as well as accessing Geographic Information that we hold.
- e-Procurement. To enable us to purchase goods and service over the internet
- e-Payments. Enabling the public to pay over the internet for services. Checking of individual account balances online and setting up direct debits over the telephone.
- Benefits. Making it easier to complete and process a benefits claim electronically. Providing access to an eligibility check. Potential to offer a mobile Service.
- Support new ways of working. By providing E-mail and Internet access for Members and staff either in the office or at home, where there is a need for it.
- Accessibility of services. Making it easier to access information and request services outside of office hours by improving our web-site. Improving access to council documents in general as part of the Freedom of Information requirements.
- Making it easy for citizens to do business with the council. Tracking of service requests. Responding to emails from the public within 1 working day. Single notification of change of address.

4.15 To date the following outcomes have been met:

- One stop direct online access and deep linking to joined up A-Z information
- Public access to online reports, minutes and agendas
- Provide the option for every Councillor to have a web page
- Access to home/remote working facilities
- Implementation of a Content Management System for our website
- On-line receipt and processing of planning and building applications
- Public access to corporate Geographic Information systems
- Online facilities to allow payments to the council
- Geographic Information Systems information on road works in the local area.
- Home/remote working policies in place

4.16 So far in 2004/5 milestones in the following projects have been achieved that will help us meet the required outcomes:

- Customer Relationship Management System and Contact Centre
- A to Z
- Content Management System for our website
- Updated IT infrastructure
- Financial Management System
- Revenues and Benefits consortium
- National Land and Property Gazetteer
- Planning and Land charges

4.17 The IT Division can't deliver these solutions on our own. We need Members and Officers continued help to enable the council to meet these challenging targets.

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.