LONDON BOROUGH OF BRENT

EXECUTIVE - 13 OCTOBER 2003

FROM THE DIRECTOR OF CORPORATE SERVICES

REPORT TITLE: Implementing Electronic Government Statement 3 (IEG3)

FOR ACTION   **NAME OF WARDS**
                                                                        ALL

1.   Summary

1.1   The Council is required to submit the third Implementing Electronic Government (IEG) Statement to the Office of the Deputy Prime Minister (ODPM) by 10 November 2003.   The IEG3 statement describes the Council's preparedness for e-government and its plans for achieving the targets of having all relevant services available electronically by the end of 2005. The approval of this statement by the ODPM is necessary to enable the Council to receive e-government funding from the Office of the Deputy Prime Minister (ODPM) in 2004/5. The exact amount is unknown at this time, but in the two previous years was £200,000 in each year.

2.   Recommendations

2.1   That the committee approve the IEG3 Statement.

3.   Financial Implications

3.1   Executive recently approved e-government funding arrangements for 2003/4.

Overall 2003/4 spending plans total £1,449,000. The sources of funding available to meet these plans include £200,000 Government IEG2 grant, £800,000 revenue growth agreed for 2003/4, £180,000 Social Services Government grant, £217,000 ODPM Partnership grant to BRAIN, £400,000 in the Systems Development Fund and the opportunity to use leasing for capital items. It is anticipated that in practice that not all the planned expenditure will actually take place this financial year.

It is assumed that most of the Systems Development Fund will be used on e-government projects and existing IT budgets in Service Areas will be largely devoted to e-government activities over the next 2-3 years.

It is proposed to make use of leasing arrangements to spread the cost of capital items over 3-5 years.

4. **Staffing Implications**

Two new E-government posts (the E-Government Manager and the E-Government Coordinator) have been created from within existing IT Unit resources. Staff have in post since January 2003. In addition, growth has been agreed for the establishment of a new IT Security post in 2003/4, and recruitment is in progress.

It is recognised that the large number or E-Government projects will place severe demands on both Service Areas and the IT Unit particularly in terms of project management, system implementation and ongoing IT Support.

Consideration is being given to the need for additional posts for project management in key areas.

5. **Detail**

5.1 The Council approved its E-Government Strategy in January 2001. This described the overall policies and vision for the development of electronic services to meet the needs of Brent residents, business and partner organisations. It stated:

"The Council's vision for e-government is to ensure that IT systems can be integrated to assist telephone & Internet customer service and to provide electronic self-service facilities for the public.

This will require all Council information to be available over the Internet, improved access to the Internet for the public, re-organising the Councils business and IT systems towards customer service and sharing information with other organisations to provide joined-up services.

The Council will seek to comply with all standards and guidelines such as the e-GIF interoperability framework and to meet agreed electronic service delivery targets for Local Government."

5.2 The original guidelines for preparing IEG statements (Delivering Local Government Online – March 2001) outline a framework for change management, continuous improvement and business transformation where technology is employed to support these objectives. There is a specific emphasis on customer focus and integrated services.

5.3 The Council's IEG1 statement was agreed by Committee in July 2001, and the Council's IEG2 statement was again agreed by Committee in October 2002. The approval of these statements was instrumental in enabling the Council to receive £400,000 e-government funding in 2002/3 and 2003/4.

5.4 Brent's IEG3 statement follows the ODPM IEG3 standard format: -

The **Priority Services** section summarizes (in the 1000 words allowed) how e-government will improve services and outcomes for citizens in Brent in terms of the seven shared priorities for local government and any additional local priorities, i.e.
- Raising standards across our schools

- Improving the quality of life of children, young people, families at risk and older people
- Promoting healthier communities by targeting key local services, such as health and housing
- Creating safer and stronger communities
- Transforming our local environment
- Meeting transport needs more effectively
- Promoting the economic vitality of localities

The **Self Assessment of Local e-Organisation** section summarises the plans and progress of Brent according to the six part model of the local e-organisation, as presented in the ODPM's National Strategy for Local e-Government published in November 2002 (see www.localegov.gov.uk/nationalstrategy). The model provides a checklist of work areas against the e-organisation themes, or building blocks of local e-government.

The **BVPI 157** section uses the Best Value Performance Indicator (BVPI) 157 to provide a measure of the number of types of interactions (or contact) between the citizen and the council that are enabled for electronic delivery as a percentage of those that are available.

The **Access Channel Take-Up** section details actual and forecast figures for numbers of e-enabled payment transactions, plus street light failure reports, in order to demonstrate public take-up of the main e-access channels that we are investing in up to 2005/6.

The **Delivery of Key Technical Building Blocks & Priority Services** section indicates how key technical building blocks and priority services are to be developed and managed by indicating the relative usefulness of outputs from ODPM Pathfinder Projects, National Projects and/or partnership working with other local authorities.

The **Resources** section provides a summary of current and forecast expenditure on implementing electronic government up to 2005/6.These are based on the e-Government Priorities schedule which lists the key e-government tasks as agreed with Service Areas and includes estimates of the costs associated with each task.

5.5 This IEG3 statement is a snapshot of work in progress at this stage of the overall programme. Detailed work plans for many of the individual components of the programme are still in the process of being developed. It is anticipated that the IEG statement will continue to be updated on an annual basis to provide an ongoing picture of the Council's development of e-government.

A summary of the e-Government programme is held on the e-Government database, and details of individual projects are held on the projects database.

6.   Background Information

Details of Documents

Executive approval of 2003/4 e-government funding arrangements – July 2003
Brent IEG2 Statement – October 2002
Brent e-Government Strategy – January 2001
Brent IEG1 Statement – July 2001
Brent IT Strategy – February 2002
Brent Pathfinder Final Report – August 2002

Any person wishing to inspect the above papers can find them on the Council's website at www.brent.gov.uk/egov or they can contact:

Rav Roberts
E-Government Manager
IT Unit
Brent Town Hall
Wembley
Middx HA9 9HD
Tel: 020 8937 1426
Email: rav.roberts@brent.gov.uk
Web: www.brent.gov.uk