



Executive
12th December 2005

**Report from the Director of
Finance and Corporate Resources**

For Action

Wards Affected:
ALL

Implementing Electronic Government Statement 5 (IEG5)

Forward Plan Ref: COR-05/06-92

1. Summary

- 1.1 The Council is required to submit the fifth Implementing Electronic Government (IEG) Statement to the Office of the Deputy Prime Minister (ODPM) by 19th December 2005. The IEG5 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.

2. Recommendations

- 2.1 That Executive approves the IEG5 Statement and notes the council's excellent progress towards meeting the required targets.

3. Detail

- 3.1. The Council's e-Government Programme is an example of successful good practice. Notable features of the programme include :
- Officer and Member e-Champions and Programme structure set up in 2002/3
 - Over 120 projects have been funded and supported. These include Customer Relationship Management (CRM), Social Services Care Management system, BRAIN redevelopment, Corporate Complaints, electronic forms, online payments, online bookings, online Planning documents, electronic document management & workflow in Housing and Education, Pupil database, public access to GIS mapping, remote IT facilities for Members, Housing call centre,

Contact Centre ACD system, unified finance systems initial development, corporate data network upgrade, MORI surveys of e-government take up in Brent

- Use of Prince2 and MSP for project and programme management and the creation of a corporate projects database and online project management toolkit.
- The e-Government team were finalists in the 2004 e-Government National awards
- The e-Government Register website and BRAIN are finalists in the 2005 e-Government National awards
- External ODPM funding for CRM Pathfinder and BRAIN Crimezone projects
- Participation in EU 5th Framework EUROCITI e-democracy project
- Executive membership of ODPM CRM National Project
- Lead authority for ODPM Local DirectGov national project
- Participation in the YourLondon web portal project
- Cooperation with West London Alliance and London Connects partners leading to development of the award winning Locata system, online consultation facilities and the use of Brent's e-forms as the basis of a London-wide system
- Council website consistently amongst the Socitm Top 20 websites each year

3.2. 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.”

3.3. The original guidelines for preparing IEG statements (Delivering Local Government Online - March 2001) outlined 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.

3.4. Brent’s IEG5 statement follows the standard ODPM IEG5 format: -

Local context – Brent’s e-Government progress section summarizes progress made by the various Service Areas highlighting some of the Council-wide benefits that Brent’s e-government Programme has created.

Section 1 - Priority Outcomes summarises the plans and progress of Brent according to the published guidance from the ODPM and IDeA on the Priority Service Outcomes. The self-assessment table provides a checklist of progress status for the years leading up to 2006.

Section 2 - Change Management is a self-assessment table providing information on good practice relating to internal organisation and management practices of the council. Information provided here is intended to inform National Policy.

Section 3 - BVPI 157 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.

Section 4 - Access Channel Take-Up details actual and forecast figures for website use together with numbers of e-enabled payment transactions and change of address notifications, in order to demonstrate public take-up of the main e-access channels that we are investing in up to 2007/08.

Section 5 - Local e-Government implementation costs provides a summary of current and forecast expenditure on implementing electronic government up to 2007/08. 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.

Section 6 - Local e-Government Programme efficiency gains is intended to provide estimates of efficiency gains arising from the implementation of e-Government.

This IEG5 statement is a snapshot of work in progress at this stage of the council's overall e-Government programme. A summary of the programme is held on the e-Government database and details of individual projects are held on the Projects database on the Council's Intranet.

4. Financial Implications

- 4.1 Executive approved e-Government funding arrangements for 2005/6 on 12 April 2005.

Overall 2005/6 spending plans total £1,362,206. The sources of funding available to meet these plans include £150,000 Government IEG4 grant, £920,000 revenue growth agreed for 2005/6 and £297,477 unspent from 2004/5 and the opportunity to use leasing for capital items.

5. Legal Implications

None.

6. Diversity Implications

Several areas within the e-Government Programme are related to the Council's Race Equality Scheme priorities for 2004-6.

The e-Government team is working with the Corporate Diversity team to review the equality issues arising from the overall e-Government programme. The equality impact of individual projects within the programme will be assessed by the officers responsible within the Service Areas concerned so as to ensure that any potential adverse implication is addressed during implementation.

7. Staffing Implications

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

Provision was made in the e-Government programme in 2004/5 to supplement IT Unit staff resources to deal specifically with e-Government related activities and it is proposed to continue this in 2005/6.

Background Information

[Details of Documents](http://www.brent.gov.uk/egov) (these are available from www.brent.gov.uk/egov)

e-Government Programme 2005/6 – April 2005
Brent IEG4.5 Statement – July 2005
Brent IEG4 Statement – November 2004
Brent IEG3 Statement – November 2003
Brent IEG2 Statement – October 2002
Brent IEG1 Statement – July 2001
Brent e-Government Strategy – January 2001
Brent IT Strategy – February 2002

Contact Officers

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