

LONDON BOROUGH OF BRENT

MEETING OF THE EXECUTIVE 13th December 2004

Report from Director of Corporate Services

For Action	All Wards
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Report Title: Implementing Electronic Government Statement 4 (IEG4)

Forward Plan Ref: Corp-04/05-77

1. Summary

- 1.1 The Council is required to submit the fourth Implementing Electronic Government (IEG) Statement to the Office of the Deputy Prime Minister (ODPM) by 20 December 2004. The IEG4 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 of £150,000 from the Office of the Deputy Prime Minister (ODPM) in 2005/06.

2. Recommendations

- 2.1 That Executive approves the IEG4 Statement.

3. Detail

- 3.1. 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.”

- 3.2. 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.
- 3.3. The Council’s IEG1 statement was agreed by Committee in July 2001. The Council’s IEG2 statement was again agreed by Committee in October 2002 followed by approval of the IEG3 statement in November 2003. The approval of these statements was instrumental in enabling the Council to receive £400,000 e-government funding in 2002/3 and 2003/4, plus a further £150,000 for meeting Priority Outcomes.
- 3.4. Brent’s IEG4 statement follows the ODPM IEG4 standard 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 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 section has not been completed in the IEG4 statement because the information will be included more comprehensively in the new Annual Efficiency Statement (AES) which is required to be submitted to the ODPM by April 2005.

- 3.5. This IEG4 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 recently approved e-Government funding arrangements for 2004/05.

Overall 2004/5 spending plans total £1,450,906. The sources of funding available to meet these plans include £350,000 Government IEG3 grant, £1,100,000 revenue growth agreed for 2004/5, £20,000 in the Systems Development Fund, £48,760 unspent from 2003/04 and the opportunity to use leasing for capital items. 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.

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 2003/4 to supplement IT Unit staff resources to deal specifically with e-Government related activities and it is proposed to continue this in 2004/5.

A new post of Customer Relationship Management (CRM) Manager to coordinate the introduction of the CRM system across the authority has been created.

Background Information

Details of Documents

e-Government Programme 2004/5 – April 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

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:

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