

## SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

---

**REPORT TO:** Leader and Cabinet 8 December 2005  
**AUTHOR:** Finance and Resources Director

---

### IMPLEMENTING ELECTRONIC GOVERNMENT

#### Purpose

1. To note the progress of the Council's *Implementing Electronic Government (IEG) Statement 2005* and give delegated authority to the Information and Customer Services Portfolio Holder and the Finance and Resources Director for subsequent changes and approval.

#### Effect on Corporate Objectives

Quality, Accessible Service	The IEG Statement 2005 is the fundamental driver for electronic access to all our back office services and e-enabled interaction with the citizen.
Village Life	-
Sustainability	Reduced travelling
Partnership	Jointly with Serco, Cambridgeshire County Council and other 3 <sup>rd</sup> party suppliers/providers.

#### Background

2. Council has previously approved the *Implementing Electronic Government (IEG) Statements* in 2001, 2002, 2003 and 2004. These documents have resulted in the award to the Council of capital grants totalling £750,000 from central government (£200K in 2002, £200K in 2003, £350K in 2004, £150K in 2005). We have now been asked by central government (the Office of the Deputy Prime Minister, ODPM) to produce our 2005 version. This builds on the 2004 version, and is consistent with its content. The structure has changed, to comply with revised guidelines, and now utilises an on-line submission mechanism known as the ESD Toolkit. As in previous years, we have worked closely with representatives from the County Council and the other District Councils to ensure a common approach and demonstrate working in partnership.
3. The Council's ICT Strategy 2003-2006, which builds on the previous IEG Statements, is being updated and is now to be known as the ICT Strategy 2006 – 2009, the IEG Statement 2005 is now a formal part of this strategy. The revised ICT Strategy will be brought to Cabinet early 2006.

#### Considerations

4. The current draft of the IEG Statement 2005 is attached as Appendix 1. The IEG Statement 2005 is not due to be presented to ODPM until 19th December 2005, but it was agreed with the Information and Customer Services Portfolio Holder that it should come to Cabinet for approval prior to its submission and to Council for endorsement. Whilst the detail of the statement is correct at time of press, continuing developments in the provision of ICT services mean there may be minor revisions prior to the final submission deadline. It is recommended that approval of changes subsequent to the Cabinet meeting is delegated to the Information and Customer Services Portfolio Holder and the Finance and Resources Director.
5. The IEG Statement continues to focus on the achievement of the priority outcomes and challenges councils to ensure that they are able to provide electronic access to all compatible services. One of the most significant elements is the continuing commitment to

the Contact Centre and the integration of associated systems. This is consistent with Cabinet's resolution of 20<sup>th</sup> June 2002.

### **Financial Implications**

6. The financing of IEG and ICT is not directly affected by these papers, but the requirements will be reviewed during the forthcoming budget setting process.

### **Legal Implications**

7. None.

### **Staffing and Risk Management Implications**

8. There are no staffing implications directly arising from these papers. However, the following points should be noted:
  - (i) Continued implementation of the Contact Centre will move more of the front office operation from service departments into a corporate area (as envisaged in PWC's Organisation Review and the more recent Transformation Project report as delivered by Mouchel Parkman Consultants Ltd).
  - (ii) the IEG programme continues to be ambitious, and will require continued support from within the user departments as well as from the ICT Division. This may require secondments of staff into projects as they become more defined.
  - (iii) Systems integration and support of the Contact Centre relies heavily on the achievement of the IEG programme.
  - (iv) Failure to agree and achieve the outcomes of the IEG programme could result in censure by the ODPM and possible loss of previously awarded grant funding.

### **Sustainability Implications**

9. Many aspects of the developed programme will reduce travel, providing access to services electronically.

### **Consultations**

10. Consultations have included the various ICT cross-departmental groups, neighbouring local authorities and Serco.

### **Recommendations**

11. It is recommended that Cabinet
  - (a) notes the progress of the IEG Statement 2005, and
  - (b) approves the delegation and approval of subsequent changes to the Information and Customer Services Portfolio Holder and the Finance and Resources Director prior to submission to the ODPM on 19<sup>th</sup> December 2005 with the final copy being distributed to all members when available.

**Background Papers:** the following background papers were used in the preparation of this report: IEG Statement 2005, ICT Strategy 2003 –2006, Best Value Continuous Improvement Plan and Cambridgeshire County Council ICT Strategy 2004-2007

**Contact Officers:** Steve Rayment, Assistant Director Finance & Resources (ICT)  
Geoff Sissons, Applications and Information Manager (ICT)

Members are encouraged to refer questions or concerns to the contact officers before the meeting, due to the complexity of the subject.