

APPENDIX D
Agenda Item No. 7

E-GOVERNMENT–IMPLEMENTING ELECTRONIC GOVERNMENT– ODPM REQUIREMENT FOR A FOURTH REPORT Director of Corporate Resources

(1.) Purpose

To provide this Committee with an opportunity to comment on the proposed annual e-government implementation report before its submission to the Office of the Deputy Prime Minister (ODPM). The report (Appendix 1) will be considered by Cabinet on 14th December 2004. The final report has to be submitted by 20th December 2004 and Cabinet's comments will be reported orally at the meeting.

(2.) Recommendation/For decision

That this Committee considers the proposed annual e-government implementation report in the light of any views expressed by Cabinet.

(3.) Supporting Information

This is detailed in the appended report.

(4.) Options Considered

These too are included in the attached report.

(5.) Reasons for Recommendation

To give this Committee an opportunity to comment on the report.

(6.) Resource Implications

These are set out in the appended report.

(7.) Response to Key Aims and Outcomes

The impact of the various projects delivered under the e-Government programme is detailed in the appendix.

Contact Officer: Amanda Coleman 01296 585043
Background Documents: The appended report

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Appendix 1

E-GOVERNMENT – ‘IMPLEMENTING ELECTRONIC GOVERNMENT’ - ODPM REQUIREMENT FOR A FOURTH REPORT

Director of Corporate Resources

**Councillor Mrs Morgan-Owen
Cabinet Member for Resources**

1. Purpose

- 1.1 To seek approval to submit this year’s e-government implementation report to the Office of the Deputy Prime Minister (ODPM).

2. For decision

- 2.1 Cabinet is asked to:
- Approve the submission of the report at Appendix 1.
 - Authorise the Portfolio Holder for Resources to approve minor amendments in the light of discussions with central government and other AVDC partners, and any comments submitted by Council Members.
 - Instruct the Director of Corporate Resources to call for comments from all Members on the report in order to meet the ODPM requirement for consideration by all elected Members.

3. Executive Summary

- 3.1 We are required by Central Government to report on the development of e-Government in AVDC to justify grants to date. The report also provides the basis for a further year’s grant of £150,000 for 2005/6. It explicitly satisfies the needs of ODPM, rather than the wider priorities of AVDC. It has to be submitted on-line by 20th December 2004, using the prescribed format, following agreement by the Council.

4 Supporting Information

- 4.1 This Council has received considerable sums from central government to support the implementation of electronic government (IEG) within Aylesbury Vale (£900,000 by the end of 2005). In previous years Council has agreed a series of reports to ODPM on our progress against their targets. The ODPM vary the targets from year to year, with this year reflecting a revised set of Priority Outcomes, published earlier in the year, with targets of December 2005 or March 2006. The final £150,000 of the IEG programme will be made available to AVDC in 2005/6 dependant upon the acceptance of this year’s report
- 4.2 We have set targets separately, taking into account ODPM’s requirements but focussing on our own strategic aims and objectives. Members agreed the broad agenda for such work through earlier papers (Shaping the Business – A Business Strategy for AVDC, 16 Dec 2003 and Strategic Capital Budgeting, 11 Nov 2003). We have supplemented ODPM’s grants with £100,000 from our strategy fund and £1.1 million from our capital programme. A further £85,000 has been available to the programme allocated from our Planning Delivery grant.

- 4.3 Our narrative in the first section of the ODPM report directly relates our progress to our internal aims. Projects carried out include:
- Improvements to our web-site, with extension of content and accessibility. It is regularly ranked 1st in local government sites for technical quality.
 - Improved on-line facilities for planning, payments, recruiting, civic centre bookings and facilities for the disabled.
 - Improvements to our telephone system, enabling the set up of mini-call centres in departments, provision of management statistics to monitor effectiveness of service and the reducing of costs by over £30,000 pa.
 - Extension of the use of electronic documentation to remove the use of paper from our system and so improve customer service and enable remote working.
 - Improvements to the Customer Service Centre to deliver better service.
 - Development of systems to allow more mobile working to improve the quality and efficiency of customer service and provide staff with a better working environment.
 - Working with partners across Buckinghamshire to deliver public access to map-based information, a BucksConnect web portal so that customers have no need to understand our organisational structure to access services and improved communications links enabling better sharing of information and the mutual support of systems.
 - Working with partners across the region to deliver a Smart Card pilot for the Swan Pool and Leisure Centre and Buckinghamshire County Council's library service that has been popular and successful in encouraging use of facilities.
- 4.4 Such work will continue over the next year taking into account the external demands on our council, the results of consultation exercises, our aims and objectives and the declared needs of individual departments to develop their service. A separate paper will consider this on-going strategy.
- 4.5 Meanwhile, this report to ODPM demonstrates that almost half of ODPM's objectives have already been satisfied and that only one will not be met by the 2005/6 target dates. The latter relates to the take-up of standards for the website where some elements do not conform to local priorities. The paper therefore demonstrates that AVDC is making effective progress. In addition it also shows that we accord with best practice in the appointment of recommended champions and other staff and capability to drive and support progress.
- 4.6 Overall, we believe that the report will be well received by ODPM and shows AVDC in a good light. This view will be further enhanced by our leadership of the ENCORE National Project which aims to develop web services to support environmental services and the community and voluntary sector. We are also involved in other National Projects, such as 'Working with Business', an area which will support our own objectives of improving the economic development of the area as part of the growth agenda.

5. Options Considered

- 5.1 Not applicable. All councils are required by central government to submit the report.

6. Reasons for Recommendation

- 6.1 Failure to submit a report could result in a requirement to repay existing grant and would also deny us the final £150,000 of grant funding associated with this programme.

7. Resource Implications

- 7.1 The resource implications arising from the IEG Statement are set out elsewhere in this report. The resource implications arising from the programme implied by the IEG Statement will be dealt with in subsequent reports.

8. Response to Key Aims and Outcomes

- 8.1 The impact of the various projects delivered under the e-Government programme is described in the narrative in the first section of the report at Appendix 1. This focuses upon central government requirements, however a number of these requirements will support key aims such as the accessibility of Council services and the development of communities in which individuals can play a part.

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