IMPLEMENTING ELECTRONIC GOVERNMENT (IEG) –RETURN 6

EXECUTIVE MEMBER: Cllr Norman Williams

LEAD OFFICER: Hilary Mitchell

REPORT AUTHOR: Hilary Mitchell

Summary: To present the final position on the Implementing Electronic Government Programme

Recommendations:	That the attached IEG 6 return is approved.

Impact on delivering corporate objectives	The Council has among its corporate objectives requirements to improve customer service, efficiency and access through technology
Impact on other statutory objectives (eg Crime and Disorder and LA21)	
Financial and human resource implications	No additional budgetary requirement arises from this report
Project and Risk Management	This is the final report to be made to the Government as part of this programme.
Key Decision Status Financial Ward	No
Other ward implications?	No

1. INTRODUCTION

For the past four years the Council, in common with all other local authorities, has been required to implement a programme of changing the way that services are provided through use of technology. The target set by Government was that by 31 December 2005 all services that were capable of being delivered electronically would be. In order to ensure that work was managed properly and IEG Board was established and this has received regular reports on progress. Regular returns have been made to the Government throughout the four year IEG programme and this report seeks approval for the final return.

2.   Investment in the programme has been substantial throughout the period, with approximately half a million pouns being invested each year. Some of the money came from Copeland BC's own resources, some from the Government either as a ring-fenced grant or through bidding for partnership funds. In the last year of the programme the Council has spent £624,011 on website development, Copeland Direct's customer relationship management system, geographic information system, e-pay and MVM, the system for Planning, Building Control and Land Charges. This funding has built on activity and investment over the previous three years.

3.   The result of this is that the Council has achieved most of the targets set and now has a range of systems which will provide better service for customers, greater efficiency in our operations and improved access both for ourselves and those we deal with locally or world-wide. The return shows the extent of the achievement, and the performance indicator (BVPI 157) shows total e-enabled services at 97%.

4.   There is still an amount of work to undertake both to meet the few last targets and to consolidate to make sure that we get the most benefit from our investment of time, money and effort. An action plan for this has been developed and this will be monitored by the Corporate Team in consultation with the Portfolio holder for Resources and Local Democracy. It is unlikely that spending will continue at the levels enjoyed over the past four years. Further work is also needed to develop a future strategy for IT development, which supports the vision of technology being a tool for transformation of government services.

Appendix A - IEG 6 return

List of Background Documents: Implementing Electronic Government – End of Project Report

List of Consultees: IEG Board
IEG Project Team