Item No.	Classification: Open	Date: 4th November 2003	MEETING NAME Executive
Report title:		Implementing Electronic Government (IEG)3 Submission	
Ward(s) or groups affected:		All	
From:		Assistant Chief Executive (Improvement & Development)	

RECOMMENDATION(S)

1. That the Southwark Implementing Electronic Government (IEG)3 statement be agreed for publication to the Office of Deputy Prime Minister (ODPM).

2. That the Council develops its Modernisation Strategy further in 2004/05 to include the additional elements of IEG3 and the National Strategy for Local e-government, that have not been fully incorporated to-date. Specifically, that the Council fully incorporate e-government into the Social Inclusion strategy for Southwark – supporting the coordination of local initiatives for e-business and e-community support to ensure that all residents of the borough are able to benefit from e-government initiatives.

3. That the Council puts in place a process that ensures that it is taking full advantage of the ODPM funded National Projects for implementing e-government and is taking a lead role on them.

BACKGROUND INFORMATION

4. IEG3 (Implementing E-government 3) is the 3rd in an annual series of reports mandated to be delivered to the ODPM. Successful submissions of IEG1 and IEG2 for Southwark provided £200,00 in each year. The amount to be provided in 2003/4 has yet to be decided, and will be dependant on a successful submission of IEG3.

5. The National Strategy for Local e-government was issued by the ODPM in 2002, as a response to the requirement to have all services on-line by 2005 in ways that make sense to the community and provide value for money.

6. The structure of the IEG3 is based on the guidance from the ODPM. Southwark has used the IDeA on-line submission form, and the report is provided in this format (Appendix B), thus demonstrating best practice in this area.

KEY ISSUES FOR CONSIDERATION

7. The Council has made considerable progress in delivering e-government in Southwark as measured by the achievement of the basic building blocks and across a significant range of service areas. The agreement of the modernisation fund for 2003/04 and 2004/05 has helped to accelerate this process – making progress both faster and deeper than in previous years.

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8. The key issue for 2003/2004 has been the bringing together of the work that is being done in relation to the Customer Service Centre (CSC) and the ICT infrastructure investment programme – producing a significant programme of service modernisation. This programme is now showing results and leading to improved customer service (i.e. e-payments, Council Tax on-line accounts, ihavemoved.com)

9. The IEG3 statement provides a programme that takes the council towards its target of 100% of services on-line by 2005, which is completely consistent with the aims of the service modernisation process.

10. However, there are elements of activity that have not to-date been fully integrated into the e-government agenda – specifically ensuring that all sections of the community have access to e-enabled services. A greater focus on this has been incorporated into IEG3.

11. Also, while the council is now making significant progress, it has not to-date volunteered to take the lead. It is proposed that this should be changed for 2004/2005 – with the council actively seeking to be a national player in this field.

Resource implications

12. For the years 2001/02 and 2002/03 the council has been successful in being awarded the IEG funding (£200K for each of those years). The amount of funding to be released this year has yet to be announced. However, a similar amount of £200K has been assumed for 2004/05.

Consultation

13. All departments have been consulted via ISMs, however, due to timescales it has not been possible to extent consultation beyond this.

Legal Implications

14. This is a statutory return that must be presented to the Executive of the Council.

REASONS FOR URGENCY

15. The reason for urgency is that the report needs to be approved and submitted to the ODPM by 10th November 2003.

REASONS FOR LATENESS

16. As indicated within the IEG3 return, the procurement of the Customer Service Centre is fundamental to the Council's e-government strategy. The preparation of the invitation to tender was required to be completed before the IEG3 statement could be undertaken to ensure that they are completely consistent documents. The timescales for this have over-lapped, resulting in the short time period to complete this report.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Title of document(s)	Title of department / unit Address	Name Phone number
ICT strategy	Strategic Services – Improvement & Development Division	Bill Murphy 02075257199
ITN for CSC	As above	As above
IEG2	As above	As above
National Strategy for local e-government	ODPM http://www.localegov.gov.uk/Nimoi/sites/ODMP/resources/20021127%20Final%20NS%20with%20cover.pdf	

APPENDIX A

Audit Trail

Lead Officer	Bill Murphy Assistant Chief Executive	
Report Author	Katherine Maddock-Lyon	
Version	Final Version	
Dated	1/11/03	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / EXECUTIVE MEMBER		
Officer Title	**Comments Sought**	**Comments included**
Borough Solicitor & Secretary	No	No
Chief Finance Officer	No	No
Executive Member	No	No
Date final report sent to Constitutional Support Services		

Appendix B – IEG3 statement