

CABINET

14 December 2005

IEG5 – SUBMISSION OF STATEMENT

REPORT OF DIRECTOR OF FINANCE

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RECENT REFERENCES:

CAB979 – IEG4 – Submission of Statement, 15th December, 2004

CAB 1106 – IEG4.5 – Submission of Statement, 18th July 2005

EXECUTIVE SUMMARY:

The fifth and final Implementing Electronic Government statement is due to be submitted to the Office of the Deputy Prime Minister (ODPM) by 19th December, 2005.

The statement indicates that the Council will not achieve all of the targets by the required dates, but will have made significant progress in most areas.

Of 29 Required outcomes, all of which should be Green by December, currently 24 are Green and a further two will be Green by March 2006. Of the remaining three Required Outcomes one is a County Outcome.

Of 25 Good Outcomes, all of which should be Green by March 2006, it is expected that 17 will be Green by then.

Against the original requirements for BVPI 157 99.43% had been achieved. Latterly the ODPM has notified councils of some additional requirements and 94% of these are complete. It is a requirement to achieve 100% by the December 2005 and this will be achieved.

Over five years from 2005/06 there is an estimated capital requirement of £3.3m. Funding of about £2m has been identified and the only source of funding for the shortfall, other than borrowing, is capital receipts. The revenue costs total about £2.6m over the five year period, with £0.9m being identified for next year for which there is some budget provision.

The programme will be submitted to Cabinet for approval as part of the Budget process. Schemes will then be progressed either under the delegated authority of the Portfolio Holder or by specific reports to Cabinet.

RECOMMENDATIONS:

That Cabinet approves the IEG5 Statement for submission, subject to minor amendments being made by the Director of Finance in consultation with the Portfolio Holder for Finance and Resources.

CABINET14 December 2005IEG5 – SUBMISSION OF STATEMENTREPORT OF DIRECTOR OF FINANCEDETAIL:1 Introduction

1.1 The fifth Implementing Electronic Government statement is due to be submitted to the Office of the Deputy Prime Minister (ODPM) by 19th December, 2005.

2 Form of the Submission

2.1 As in previous submissions, the IEG5 Statement is set out in six sections:

- a) 1: Priority Outcomes
- b) 2: Change Management
- c) 3: BVPI 157
- d) 4: Access Channel Take-up
- e) 5: Local e-Government Implementation Costs
- f) 6: Local e-Government Programme Efficiency Savings

2.2 The format for the submission is prescribed and is made electronically through software known as the ESD (electronic service delivery) Toolkit. The forms use a series of traffic lights to indicate progress:

- a) Red – primary, research, pilot or planned stage
- b) Amber – funding approved and implementation is active
- c) Green – implemented or particular standards achieved with plans for extended roll out.

2.3 In addition, Outcomes are classified as three types:

- a) Required – these are expected to be Green by December 2005
- b) Good – these are expected to be Green by March 2006
- c) Excellent – these are only to be completed if all related cells are green currently. None of these cells is completed for Winchester.

3 Progress

- 3.1 The statement indicates that the Council will not achieve all of the targets by the required dates, but will have made significant progress in most areas. The ODPM has indicated that they may require authorities who have not achieved the Required Outcomes by December 2005, and the Good by March 2006, to refund some of the grant that has been provided.
- 3.2 The ODPM has also indicated that by not meeting the Priority Outcomes and Change Management requirements this may have an effect on future CPA (Comprehensive Performance Assessment) results.
- 3.3 The Council approached the Improvement and Development Agency (IDeA) for support and was successful in achieving additional Government grant of £135,000 towards the e-government programme. Consequent to this, the IDeA has been monitoring closely the Council's progress with the programme. The grant has been used to fund additional staff resources for programme management and web development. The Internet is a key factor in providing efficient services to the public either through self-service or mediated mechanisms.

4 1: Priority Outcomes

- 4.1 Good progress is being made in many areas but there is still much work to be done (and investment to be made) to achieve these outcomes. A number of priorities are County functions and these outcomes will be achieved through hyper links to the County's web site.
- 4.2 Of 29 Required outcomes, all of which should be Green by December, currently 24 are Green and a further two will be Green by March 2006. Of the remaining three Required Outcomes one is a County Outcome, which will not be green by December 2005, and the other two are commented on below.
- 4.3 Priority Outcome R11 - delivery of added value around online facilities including ability to check Council tax and Business Rates balances on line. The investment required to comply with this Outcome is in excess of £100,000. Although the Solution would mean that the Good Outcome for e-billing (see para 4.5) would also be met, the efficiencies identified from the project are extremely small. It is considered that such costs, weighed against such small benefits, cannot be justified at this time. Options for achieving these outcomes are being considered as part of the Service Centre and Middleware projects.
- 4.4 Priority Outcome R16 - One stop resolution of Housing and Council Tax benefit enquiries....using workflow tools and.....back office integration. This Outcome will be considered as part of Phase II of the Customer Service Centre and will be Amber by March 2006.
- 4.5 Of 25 Good Outcomes, all of which should be Green by March 2006, it is expected that 17 will be Green by then. Outcomes that will not be Green include e-video and audio files available on the Web site for presenting local policy priorities; e-billing for Council Tax and NNDR (see para 4.3); Smart cards; mobile facilities for processing Benefit claims from citizens' homes (options are being considered); and electronic document and records management system (currently on hold but will be progressed).

5 2: Change Management

- 5.1 This section provides information on good practice outcomes that are being applied but they do not form part of the Target. Most outcomes are Green: those at Red include the land charges project and projects awaiting completion of Government initiatives concerning security and authentication.

6 3: BVPI 157

- 6.1 Against the original requirements for BVPI 157 99.43% had been achieved.
- 6.2 Latterly the ODPM has notified councils of some additional requirements and 94% of these are complete.
- 6.3 It is a requirement to achieve 100% by the December 2005 and following a sustained effort by all Sections this will be achieved.

7 4: Access Channel Take-Up

- 7.1 This section shows the anticipated take up of services through the various channels that the Council offers. Generally it shows an increase in expected take up but it is a difficult area to forecast.

8 5: Local e-Government Implementation Expenditure

- 8.1 This section has been completed having regard to the estimated cost of projects and likely cash flow. It shows the considerable investment that the Council has or will have made in its e-Government programme - nearly £7m over the period of the submission with only modest Government grant (£1m).
- 8.2 A revised e-government programme is also appended. This is in the same format as previously but includes additional annotation to show the link between the projects and the Priority Outcomes.

9 6: Local e-Government Programme Efficiency Gains

- 9.1 Determining the efficiency gains that have been secured from the e-Government programme is not an easy task. At this stage of development of the programme much of the investment has been in infrastructure (both technical and business) and with providing additional services (such as e-payments).
- 9.2 One area where efficiencies have been projected is in relation to the Service Centre. Following the submission of the Gershon efficiency statement, further savings have been identified that should arise from the implementation of e-government initiatives and these have been included in this section.

OTHER CONSIDERATIONS:

10 CORPORATE STRATEGY (RELEVANCE TO):

- 10.1 The IEG Statement is a key part of the Council's ICT (Information and Communications Technology) Strategy, which, in turn, is part of the Council's Corporate Policy Framework supporting delivery of the Corporate Strategy.

11 RESOURCE IMPLICATIONS:

- 11.1 Over five years from 2005/06 there is an estimated capital requirement of £3.3m. This is some £1m in excess of that previously estimated and reflects the more detailed work that has been done on the programme. The programme is front loaded, with little being identified after next year.
- 11.2 Funding of about £2m has been identified and the only source of funding for the shortfall, other than borrowing, is capital receipts. The projection of capital receipts, taking account of the current capital programme, is that of a balance of almost £6m by the end of 2010/11. With pooling of receipts now in operation capital receipts increase by about only £0.5m pa. The forward financing of the capital programme requires at least that much and it is known that there will be further pressure for capital growth (such as refurbishment or re-provision of office accommodation) that is not currently in the programme.
- 11.3 The revenue costs total about £2.6m over the five year period, with £0.9m being identified for next year alone, for which there is some budget provision. Some of the costs are one off (but are not designated as capital expenditure) but some, particularly software maintenance, will be recurring expenditure (ie they will need to be included in the base budget). Where revenue costs are not budgeted for, further reports would be made to Cabinet giving the business case for implementation and suggestions for how those costs might be funded.
- 11.4 Using capital receipts, or borrowing, add to the Council's revenue costs. The cost of financing is not included in the figures.
- 11.5 One of the aims of the e-government programme is to transform the Council into a more efficient organisation and many of the projects will do this. The challenge will be to ensure that the transformation is effective and that the efficiencies are translated into real savings.
- 11.6 The programme will be submitted to Cabinet for approval as part of the Budget process. Schemes will then be progressed either under the delegated authority of the Portfolio Holder or by specific reports to Cabinet.

BACKGROUND DOCUMENTS:

Various working papers in all Directorates

APPENDICES:

Appendix A: Draft E-Government Programme

Appendix B: IEG5 Statement