

Report Title: **IEG 5 return**

Forward Plan reference number (if applicable): **2005/128**

Report of: **Assistant Chief Executive (Access)**

Wards(s) affected: **All**

Report for: **Non-Key decision**

1. Purpose

1.1 To set out the IEG 5 return for approval

2. Introduction by Takki Sulaiman, Executive Member for Organisational Development and Performance

2.1 This administration is committed to providing electronic access to as many services as possible. Haringey residents now have more choice about how they interact with council services.

2.2 Our website has won awards and more people than ever are accessing information from the site including everything from library catalogues to leisure opportunities to general information about Haringey.

2.3 Technology can help realise people's ambitions and should make life easier for all residents. We are committed to a programme of sustained investment to ensure this council is as accessible as possible.

2.4 This is a good news story. There is much more on our award winning website and a massive increase in usage. As an administration, we have heavily invested in service improvement and our IEG works played a major rôle in making these improvements and delivering excellent services to the residents of the Borough.

3. Recommendations

3.1 To approve the IEG 5 return for submission to ODPM

Report Authorised by: **Justin Holliday**
Assistant Chief Executive (Access)

Contact Officer: **Justin Holliday**

Tel: **0208 489 3129**

4. Executive Summary

4.1 The IEG 5 records our progress in delivering government targets on priority service outcomes and e-enabling services. Excellent progress is being made, and Haringey is on course to exceed the targets set in its IEG 4 return in December 2005. There are, however, five outcomes (out of 54) which we are unlikely to deliver, as there is either no business case for full compliance, or further national guidance is required. The reported position last July was that there would be six such outcomes.

5. Reasons for any change in policy or for new policy development (if applicable)

5.1 None.

6. Local Government (Access to Information) Act 1985

6.1 The following background papers were used in the preparation of this report:

None.

For access to the background papers or any further information please contact Justin Holliday on 020 8 489 3129.

7. Background

- 7.1 The Council's investment in e-government is all about improving services to our residents by making access easier and of a higher quality, increasing and enhancing the information we make available to our residents and transforming our service delivery arrangements so that they are more cost effective and achieve improved customer performance levels. Achieving BV157 (having everything on the website that can be on the website) is a massive achievement, improving access and information availability. Delivering the majority of the PSOs provides tangible proof of how services are improving, enabled by technology.
- 7.2 The IEG5 is a return required by ODPM, and is essentially a progress update based on the same format prescribed for the July 2005 IEG 4.5 return. Its primary function is to record our progress in delivering government targets on Priority Service Outcomes (PSO) and e-enabling services. Excellent progress continues to be made, reflecting the investment made in major council systems to modernise services, and also the rapid expansion of the council's website which offers a self-service alternative to traditional ways of interacting with the council.
- 7.3 Although the return reflects these improvements, there are some government targets that are not entirely practicable. The return flags 5 areas (out of 54) of the PSO's where we have concerns. This compares with 6 flagged last July.
- 7.4 This return coincides with the first key milestone date for the e-government programme (December 2005). By that date, 100% of services that are appropriate to be e-enabled are expected to have reached that target (BVPI 157). Additionally, all 'Required' PSO's should have been completed (see Section 1 of the return).
- 7.5 Haringey has reached the 100% BVPI 157 target. All but two of the PSO projects with a December deadline are expected to be signed off as complete by business sponsors (R27 and R29 – see para 8.1.2) .

8. Description

- 8.1 The return has seven sections:
- 8.1.1 The **local context** is the only free form part of the return. It describes our overall arrangements, emphasising the three benefit classes (savings, performance improvement and perception improvement) we are seeking to realise under the programme and comments on longer term plans to build on e-government achievements. We are cautiously, welcoming the emerging replacement for e-government which is t (transformational) government.
- 8.1.2. Section 1 sets out our anticipated position against the **priority outcomes**. There are 5 outcomes which our current plans indicate we will not be able to meet. The reasoning is set out in the introduction to the IEG and we have made representations to ODPM officials. There are two broad reasons:

- the outcome specified is not deliverable or not economically deliverable: R27 (Consistent CRM), R29 (100% email response), G24 (CRM integration)..
- we are awaiting guidance and/or support from the government which we do not believe will be forthcoming in sufficient time to deliver the outcome: G8 (Single Business Account), G12 (integrated infrastructure and, in particular, smart cards),

8.1.3 Section 2 sets out our position on **change management** issues. It is not mandatory to meet these requirements. We are making good progress.

8.1.4 Section 3 sets out our position on **BVPI 157**. We have met this target.

8.1.5 Section 4 sets out our position on **channel take up**. These are, largely, a continuation of the data set in previous IEG returns. Of particular note is the increased use of the website. These figures are expected to rise further following the refreshed website launch in November 2005.

8.1.6 Section 5 sets out our **expenditure** on e-government.

8.1.7 Section 6 sets out the programme **efficiency gains**. This is consistent with the Annual Efficiency Statement submitted in April 2005.

9. Comments of the Director of Finance

9.1 The Director of Finance has been consulted. The costs and projected budgets set out in Section 5 are consistent with financial plans. The savings in Section 6 are consistent with savings in current financial plans and those submitted to ODPM in 04/05 and 05/06 Annual Efficiency Statements.

10. Comments of the Head of Legal Services

10.1 There are no legal implications arising directly from this report. The implementation of various of the priority outcomes are effected by a range of legislation covering, in particular, procurement, data protection and freedom of information issues. These will need to be dealt with appropriately as the implementations take place.

11. Equalities Implications

11.1 The measures set out in the IEG5 return are intended to improve the accessibility of our services. As the AAA rating of our website indicates, we are setting strong store on ensuring that electronic service delivery is an enfranchising rather than disenfranchising activity.

12. Appendices

12.1 1. The IEG 5 Return