

# e-government

## DELIVERING E-GOVERNMENT IN 2005

### Implementing Priority Outcomes, Engaging Citizens & Driving Out Efficiency Savings

**Chairman: Cllr Paul Bettison, Bracknell Forest Borough Council and LGA e-Champion**

This important conference marks the mid term point of the final year of the local e-government programme. The 2005 local e-government policy agenda is clearly about delivery against the December targets for e-enablement and priority outcomes. However, it also needs to recognise the key contribution of e-government investment in helping to meet the target for efficiency gains in local government of 2.5% per annum up to 2007/08.

How do we build sustainability into 'e' services to make them efficient, effective and engaging?

**Date:** Friday 1st July 2005

**Venue:** Local Government House Conference Centre,  
Smith Square, London SW1

**Who should attend:** Portfolio holders for local authority e-government  
Portfolio holders for Annual Efficiency Statements  
Chief Executives  
Customer Service Managers  
E-champions  
FOI Champions  
E-government Programme Managers  
Heads of ICT  
Officers with lead responsibility on Data Protection  
and Freedom of Information  
Officers with lead responsibility on Records and  
Information Management  
Legal Officers



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### MORNING PROGRAMME

- 09.45 **Registration**
- 10:20 **Chairman's Opening Remarks**  
Cllr Paul Bettison, Bracknell Forest Borough Council, LGA e-Champion
- 10.30 **Keynote Address**  
Government Spokesperson to be confirmed  
The keynote address will focus on the Government's strategy to deliver efficiency savings while improving the delivery of public services by joining up electronic government services around the needs of customers.
- 11.00 **IEG Mid Term Assessment 2005**  
Dr. Peter Blair, Senior Advisor, Local e-Government, Office of the Deputy Prime Minister  
This address will provide a mid term overview of local authority progress in the final year of the local e-government programme, revealing the success stories and the hurdles that still need to be overcome in order to build sustainable e-services. How do we make the 'e' for electronic become a byword for efficiency, effectiveness and engagement?
- 11.35 **Refreshment break**
- 11.50 **Annual Efficiency Statements and e-Government**  
Neil Reeder, Team Leader Local Government Efficiency, Office of the Deputy Prime Minister  
Neil Reeder will present an analysis of the Efficiency Review and the government's expectations of the role of e-government in achieving the efficiency targets set for local authorities.
- 12.20 **Efficiency Savings – a case study of the use of e-government in achieving efficiency outcomes**  
Dr David McElhinney, Executive Director Central Services, Liverpool City Council  
Liverpool City Council is using e-government to assist in meeting efficiency targets. In this address, Dr David McElhinney provides a case study on how to achieve a return on e-Government investment.
- 12:50 **Questions and panel discussion**  
A forum for discussing issues around IEG statements and priority outcomes with the morning panellists.
- 1.05 **Lunch**

## AFTERNOON PROGRAMME

- 2.00 **Engaging Citizens**  
Norman Mellor, Head of Communications & Research, Norwich City Council  
The take up of e-government and engaging of citizens is key to efficient and wide-ranging e-services. This address focuses on the work of the e-Citizen National project and the use of market research to drive take up of e-services.
- 2.30 **Achieving Priority Outcomes**  
London Borough of Islington - speaker to be confirmed.  
This is a case study on the implementation and realisation of priority outcomes for local e-government. The address will focus on the best practice path taken by an authority in achieving the priority outcomes and looks at the challenges to driving these through and building sustainable e-services.
- 3.00 **Government Connect – towards joined up e-Government**  
Sue Devlin, Bolton Metropolitan Borough Council and Government Connect Lead  
Local government has sent a strong message to central government that there is more to do in joining up and in support of new targets for Priority Service Outcomes and CPA. Government Connect is a new partnership between central and local government set up to achieve a more joined-up approach to e-government. This address provides the view of Government Connect on how local authorities can improve their efficiency and connect more effectively with their customers, with each other and with central government.
- 3.30 **Questions and panel discussion**  
A forum for discussing issues around e-government, ICT and efficiency savings with the afternoon panellists.
- 3.55 **Chairs Closing Remarks**
- 4.00 **Conference Close**

## PSS

Public Sector Strategies has been facilitating and producing conferences for the public sector since 1994, often in partnership with local government and central government agencies and departments. For a list of forthcoming events please visit [www.PSSstrategies.co.uk](http://www.PSSstrategies.co.uk)

## Conference Objectives

- To provide an overview of the local e-government programme prior to the IEG4.5 mid term deadline and outline critical issues in the run up to the Priority Outcomes and December 2005 e-enablement targets
- To provide an examination of the Efficiency Review and the expectations on the role of e-government in achieving efficiency targets
- To examine the take up of e-government services and evaluate the use of market research to engage citizens and drive take-up
- To look at effective connection between local government, central government and customers

## Speakers include:

- Neil Reeder, Team Leader Local Government Efficiency, Office of the Deputy Prime Minister
- Norman Mellor, Head of Communications and Research, Norwich City Council
- Dr Peter Blair, Local e-Government Unit, Office of the Deputy Prime Minister
- Dr David McElhinney, Executive Director for Central Services, Liverpool City Council
- Sue Devlin, Government Connect Lead, Bolton Metropolitan Borough Council

## Further Information

For further information on this, or other Public Sector Strategy (PSS) conferences, please telephone PSS on **0118 933 2636** or email [info@PSSstrategies.co.uk](mailto:info@PSSstrategies.co.uk)

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