

September 2006

[eGovernment in] United Kingdom



eGovernment
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- Country Profile
 - History
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 - Who's Who
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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in United Kindom. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

Country Profile

Basic Data and Indicators

Basic data.....

Population (1.000): 60.034,5 inhabitants (2005)

GDP at market prices: 179.104.2,7 million Euro (2005)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-25=100): 116,8 (2005)

GDP growth rate: 1,9% (2005)

Inflation rate: 2,1% (2005)

Unemployment rate: 4,7% (2005)

Government debt/GDP: 42,8% (2005)

Public balance (government deficit or surplus/GDP): -3,6% (2005)

Source: [Numerical data provided by Eurostat](#)

Area: 242.500 km²

Capital city: London

EU Official Languages: English

Currency: Pound Sterling

Source: [Europa Website](#)

Political Structure.....

The United Kingdom is the oldest constitutional monarchy in Europe.

Legislative power is held by the [Parliament](#), made up of the [House of Commons](#) and the [House of Lords](#). The House of Commons has 659 members, who are elected by pure majority vote and remain in office for a maximum of 5 years. The House of Lords has 699 members (92 hereditary positions, 545 lifetime positions, 27 Judges of the High Court and 25 Bishops). Laws are approved by a double reading mechanism. The procedure foresees that the House of Lords cannot block approval of the laws indefinitely, but only delay it.

The Head of State is the hereditary [Monarch](#), who has a mostly ceremonial role. Executive power is exercised by the Government, headed by the [Prime Minister](#) and his Cabinet. The Government is answerable and accountable to the House of Commons. By constitutional convention, Ministers are chosen largely from among Members of Parliament (members of the Commons). The Prime Minister is usually the leader of the largest party in the House of Commons and is commissioned by the monarch to form a government based on his or her ability to command the support of the Commons.

The United Kingdom became a member of the European Union on 1 January 1973.

Current Head of State: Queen Elizabeth II (since 1952)

Current Head of Government: Prime Minister Tony Blair (since 2 May 1997)

Information Society indicators.....

Percentage of households with Internet access: 60% (2005)

Percentage of enterprises with Internet access: 87% (2004)

Percentage of individuals using the Internet at least once a week: 54% (2005)

Percentage of households with a broadband connection: 32% (2005)

Percentage of enterprises with a broadband connection: 65% (2005)

Percentage of individuals having purchased/ordered online in the last three months: 36% (2005)

Percentage of enterprises having received orders online within the previous year: 25% (2005)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information 22,1 %, downloading forms 22,1 %, returning filled forms 4,8 % (2005)

Percentage of enterprises using the Internet for interacting with public authorities:

obtaining information 37%, downloading forms 34%, returning filled forms 19% (2005)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News – United Kingdom](#)



July 2006.....

The UK government's Nomad project, which aims to promote the use of mobile technology by local government in England and Wales, has expanded its remit to cover Scotland. Nomad, had started off serving local authorities in England and Wales. Aberdeen, Fife and Glasgow have been the first Scottish local councils to come onboard the project. Others are expected to join soon. Nomad began life as a central government initiative, but Cambridgeshire County Council, the original lead authority in the project, has now taken over responsibility. The scope of the project's activities has been increased to include all mobile/flexible working.

June 2006.....

- ▶ UK Chancellor Gordon Brown announced plans to distribute a smart card – the 'Youth Opportunity Card' – to young people between 13 and 19 years old. Part of the [Youth Matters](#) action programme to tackle anti-social behaviour in this age group, the card will provide up to £25 a month to access a

range of participating services, including sports clubs, creative activities, places to visit and, even, high street stores. A first step in this direction will be the launch of 10 pilot projects in Councils around England (Durham, Nottingham, Camden, Tower Hamlet, Liverpool, Bolton, Lincolnshire, Sunderland, Cambridgeshire and East Suffolk). The ten pilot Councils is to roll out around 300.000 'Youth Opportunity Cards' in late 2006. The scheme is among a number of measures aiming to improve services for young people, including giving them a say on how youth budgets are spent in local authorities. In addition, laws are expected to be introduced, forcing all Councils to ensure that youngsters have access to leisure facilities, including at least two hours of sports and two hours of other constructive pastimes.

- ▶ Technology in the home will soon be transforming the lives of thousands of patients in the UK, partially thanks to a major new government technology grant scheme. '[Telecare and telecaring](#)', a report prepared by the [Future Healthcare Network](#) in collaboration with the [Care Services Improvement Partnership](#) (CSIP) and the UK Department of Health, examines the growing importance of the role of telecare in improving lives, future perspectives for development and the need for more trained telecarers. The Government announced a new 'Preventative Technology Grant' which will make some £80 million (over €116 million) available to local authorities and their partners, over the next two years, for the development of telecare solutions. Some 160.000 people are expected to benefit.
- ▶ Next year's parliament and local authority elections in Scotland will use an eCounting system to tally the votes, improving the efficiency, accuracy and speed of the counting process. The parliamentary

and local elections in Scotland will take place on 3 May 2007. Regardless of the political outcome, eGovernment has scored a winner for the citizen. Although Scottish voters will still be using a paper ballot, it will be counted electronically. This move to electronic counting was first prompted by the introduction of the complex Single Transferable Vote (STV) system for local authority elections. Trials of an eCounting system proved that it worked accurately and reliably. This move to eCounting will enable the Scottish government to simplify the complexities of the electoral process for its citizens.

- ▶ The UK's National Digital Library is undertaking the mammoth task of archiving all the British digital content on the internet – from highbrow to low. While bookworm and ageing pages are not an issue, the rapid obsolescence of computer technology is. This archiving process is expected to accelerate once the Legal Deposit Libraries Act – which obliges eContent producers in the UK to deposit a copy of their publications with the British library – comes into force in 2008. The National Digital Library is building a system that will withstand the test of time by ensuring that future users will be able to access the information while maintaining the original 'look and feel'.

April 2006.....

- ▶ The UK Government will be providing £1 million (nearly €1,5 million) for the setting up of a Centre of Excellence for Local eDemocracy. Based on the results of the national Local eDemocracy project, the new centre aims to take forward the eParticipation agenda both in the UK and abroad. The UK's Local eDemocracy project was set up in July 2004 with the goal of tackling increasing voter apathy and the observed general disconnection between citizens and the local political process. In its two years of operation, the project has made a significant contribution to improving the democratic process at local level by providing innovative tools and products for local authorities. Over 100 new products have been developed and are being widely used. These include, for example, ePetitioning and eConsultation tools, on-line citizens' panels, webcasting and community TV, blogging platforms and support for local council websites.
- ▶ Following on from the success of the national project, the new Centre of Excellence will seek to provide a reference point for the ongoing development of local eDemocracy, not only in the UK, but also in other countries. With the help of £1 million in funding from the Office of the Deputy Prime Minister (ODPM), over the next two years it will develop products, guidance, and research materials for public sector bodies seeking to engage communities on-line. The centre – which will initially be based in North Lincolnshire, home of the national project – will have a wider scope than its predecessor, serving community groups and parishes as well as the main tiers of local government.
- ▶ Important new measures, which enable data sharing, became law in the UK. Having received Royal Assent, the [Immigration, Asylum and Nationality Act](#) will strengthen borders by allowing data sharing between the Immigration Service, police and customs, as part of the [e-Borders programme](#). The Act will support the global roll-out of fingerprinting visa applicants by giving powers to Immigration Officers to verify identity against biometrics contained in travel documents.
- ▶ The UK government has launched a new web forum to enable the public to debate the future of local government. Set up by the Office of the Deputy Prime Minister (ODPM), the new [discussion forum](#) will also be open to local authorities, businesses and other local government stakeholders.
- ▶ School admissions go on-line in the UK: The UK eAdmissions project aims to help local authorities in England put their school admissions procedure on-line. Jointly sponsored by the Office of the Deputy Prime Minister (ODPM) and the Department for Education and Skills (DfES), the eAdmissions project aims to support local authorities (LAs) in putting their school admissions process on-line, in line with set performance targets.
- ▶ Following on from the launch of the national 'Take-up' campaign in November 2005, the UK is now

getting a major new media campaign under way to promote the take-up of local eGovernment services. The new nationwide media campaign, which will cost the government some £5 million (over €7 million), is aimed at encouraging more people to use local eGovernment services. It will kick off with a series of advertorials in local and regional newspapers across England. These will present successful council websites and electronic services in the various regions, increasing public awareness of what is available.

March 2006.....

- ▶ The UK government launched a new service to allow interested citizens and firms to access the vast majority of planning applications made in England and Wales. The [National Planning Application Register](#) was launched to provide transparent access to planning applications in the UK with the aim of making the planning process more transparent.
- ▶ The UK Department of Work and Pensions ([DWP](#)) Performance Standards Fund (PSF) has awarded £3 million to the second phase of its Pericles Mobile Working Project. The efficiency-driven initiative will transform the work of local authority Benefits departments by enabling visiting officers to access information remotely via mobile devices. Through major efficiency advances in the back-office, the project aims to help councils to become more customer-centric, productive and efficient, allowing staff to focus on the needs of individual citizens. The funding follows the approval of £1,1 million for phase one of the project in December 2004 and brings the DWP's total investment to £4,1 million.
- ▶ A scheme for verifying the personal details of passport applicants, which is intended to provide the basis for an ID cards checking system, has gone live. The UK Passport Service ([UKPS](#)) confirmed that the [Personal Identity Process](#) (PIP) has begun to check information provided by first time applicants against data held by credit reference agency Equifax. PIP is now live and is being rolled out to [UKPS](#) regional offices in stages.
- ▶ The Iris Recognition Immigration System ([IRIS](#)) will now enable registered passengers to enter the UK without queuing to see an immigration officer at passport control. Instead individuals signed up to the scheme will be able to walk up to an automated barrier, simply look into a camera and if the system recognises them enter the UK, leaving immigration officers to concentrate on other priorities. IRIS is part of the e-Borders programme - a partnership between the Home Office, border control, law enforcement and intelligence agencies.
- ▶ The UK has injected a massive £60 million (€88,5 million) into schemes for delivering better eGovernment services for citizens, but not all groups are able to take advantage of them, according to several studies. Why? Top of the list is poor communication and a failure to share 'best practices' among local authorities. A technology catch-22 is not far behind.
- ▶ In a bid to cut back on public procurement costs, the UK government has launched Zanzibar, new on-line procurement tools and website being heralded as the 'Purchase-to-Pay' market place for single-point government shopping.

January 2006.....

- ▶ The [National eService Delivery Standards](#) (NeSDS) Programme released the draft eService Delivery Standards to local government in mid November 2005 as part of a month-long public consultation exercise. The eStandards have definitely caught the imagination of Local Authorities – over 200 actively participated in the drafting process alongside 59 professional bodies and more than 6.500 downloads were made during the consultation period. The eStandards are still available for download at <http://www.nesdsconsultation.org/>.
- ▶ e-Planning services innovative projects for local authorities businesses and individuals will receive a £500.000 boost, [Office of the Deputy Prime Minister](#) (ODPM), eGovernment Minister Jim Fitzpatrick announced. The [Planning and Regulatory Services Online National Project](#) (PARSOL), led by Wandsworth Borough Council and funded by ODPM supports schemes to implement

e-planning services, and enabling authorities to process applications more quickly, conduct consultations electronically, and provide online access to local development plans.

- ▶ The eGovernment provision of local services has been transformed as local authorities will be over 97% e-enabled by the turn of the year, [Office of the Deputy Prime Minister Minister \(ODPM\)](#) for local e-government, Jim Fitzpatrick, has announced. The local e-Government programme - a partnership between councils and ODPM - has now been running for five years and seen major changes to the face, quality and accessibility of services through the application of effective technology.

December 2005.....

[Liverpool City Council](#) (LCC) is on target to provide a holistic view of its services to aid its enterprise reengineering project.

November 2005.....

Presentation of '[Transformational Government - Enabled by Technology](#)', the UK's new e-government strategy. Developed and agreed by the [Chief Information Officer Council](#) (CIO Council), the document sets the UK Government's strategy for transforming public services using information and communication technology. It outlines how effective use of technology designed around citizens' and businesses' needs can make a real difference to people's daily lives.

August 2005.....

The UK government signs a contract for the delivery of '[Zanzibar](#)', an online e-procurement hub that will streamline public eProcurement processes. The Zanzibar XML-based 'purchase to pay' solution will include a data warehouse and electronic hub that will allow potential suppliers to search available contracts, bid, submit invoices, and receive payments. The Zanzibar hub is aimed at making public procurement more efficient, opening the public procurement market

to smaller suppliers, and generating considerable savings for government by facilitating the uptake of lower-cost e-procurement practices among public bodies.

July 2005.....

The UK government launches the procurement process for the establishment of a Shared Service Centre for the provision of human resources (HR) services to several government departments. In addition, a Corporate Services Transformation Programme is set up to foster cross-department **shared services** initiatives. These developments signal a wider shift towards shared services across the public sector aimed at achieving efficiency gains.

May 2005.....

- ▶ The UK Passport Service (UKPS) publishes the results of its large-scale biometrics enrolment trial, which show that biometric technologies are still not foolproof and suggest that large-scale issuance of biometric identity and travel documents would inevitably run into some glitches.
- ▶ The UK Government re-introduces an **ID Cards Bill** in Parliament. The first Identity Cards Bill, introduced in November 2004, was passed by the House of Commons on 10 February 2005, but the House of Lords was unable to vote it before the general elections of 5 May 2005.
- ▶ An agreement is established between the e-Government Unit (eGU) and the Office of Government Commerce (OGC), which sets the details of their collaboration to drive the development and effective use of IT across Government. The eGU will lead on strategic, architectural, technical and operational delivery as well as performance issues, while the OGC will lead the definition of commercial, financial and contractual delivery processes. The two organisations will closely work together to deliver the most appropriate and effective support for public sector organisations.

April 2005.....

The UK Government launches a new national [Digital Strategy](#), aimed at tackling the persistent digital divide and low uptake of eGovernment services by citizens. The document sets a number of goals and a set of actions to reach them: making the UK a world leader in digital excellence, constructing a robust strategy to achieve the digital vision, and tackling social exclusion and bridging the digital divide. A new e-government strategy will be prepared, driven by a vision of how to modernise services to citizens and to business in such a way as to make a difference to their daily lives.

March 2005.....

The UK Government launches '[Government Connect](#)', a new service aimed at helping local authorities improve their efficiency and connect more effectively with their customers, with each other and with central government. Government Connect brings together a range of essential tools, from technical solutions to practical advice, which will enable local authorities to take advantage of their investment in electronic service delivery. Local councils across the country are invited to become members of Government Connect and to implement the system in a phased rollout. The ultimate aim is that all local authorities will use the system by the end of 2007, achieving efficiencies in service delivery and costs.

January 2005.....

- ▶ The UK e-Government Unit issues the [Service Design and Delivery Guide](#), providing strategic guidance to help government bodies achieve high take-up of e-services, cost savings, and better quality public services.
- ▶ A '[CIO Council](#)' is created. Composed of 30 Chief Information Officers (CIOs) drawn from central government, local authorities and other public agencies such as the police and the National Health Service, the CIO Council is aimed at promoting the role of CIOs in the public sector and at increasing the success rate of Government IT projects. It

meets three times a year and produced a new **IT strategy for Government** for the period beyond 2005.

- ▶ **The UK Freedom of Information (FOI) Act comes fully into force**, requiring public sector bodies to make information more readily available to the general public. Under the new legislation, anyone, of any nationality, and living anywhere in the world, can send a written request for information to any UK public body. Public bodies have 20 working days to respond to FOI requests and must disclose the requested information unless an exemption applies. Placing more information in the public domain, the Freedom of Information Act is meant to ensure greater transparency and trust and to widen participation in policy debates.

November 2004.....

The UK Government publishes its **Identity Cards Bill**, setting out proposals for a national ID cards scheme. Plans to combine biometric identity cards with passports and driving licences have been dropped, and ID cards will be issued to all UK nationals as a stand-alone document.

October 2004.....

The UK Government releases an [updated policy for the use of Open Source Software \(OSS\)](#) in the public sector. On the same day, the Office of Government Commerce (OGC) publishes a [report presenting the findings from a series of OSS trials](#), which shows that OSS provides government with a viable and credible alternative to proprietary software packages, including for desktops.

September 2004.....

The Office of the eEnvoy is replaced by an [eGovernment Unit](#) in the Cabinet Office. The Unit is led by a **Head of e-Government**.

July 2004.....

Publication of the [Independent Review of Public Sector Efficiency](#) (otherwise known as the 'Gershon Review'). Identifying potential for efficiency gains in government operations with a view to releasing resources for frontline service delivery, the review outlines the role of e-government as key to the UK Government's efficiency drive. Building on the results of this review, the Government announces the launch of an [Efficiency Programme](#) aimed at cutting administration costs in real terms by significantly reducing the number of civil servants investing massively in modern IT systems and management processes.

June 2004.....

The Home Office announces the rollout of a **biometric border control system** in a number of key airports across the country, with a view to improve immigration control. Dubbed IRIS (for Iris Recognition Immigration System), the system uses iris recognition technology to increase security while speeding up immigration control procedures. The first major output of the UK Government's eBorders programme, IRIS will store and verify the iris patterns of specially selected groups of travellers – foreign nationals who live permanently in the UK, are regular travellers or work permit holders and have a track record of complying with the country's immigration laws – with a view to provide confirmation of their identity upon arrival in the UK. It is expected that within five years more than a million people will be enrolled to use IRIS.

April 2004.....

- ▶ The Office of the Deputy Prime Minister (ODPM) publishes the [Priority Outcomes for Local e-Government](#). The guidance is aimed at focusing local e-government implementation – and use of central government capital grant money for local e-government implementation – on a series of key priority outcomes, with a view to help all local councils reach the 2005 target for full electronic service delivery capability.

- ▶ The UK Government publishes a **draft ID Cards Bill**, setting out the proposed legal framework for the incremental introduction of a national biometric ID card scheme. The draft will be subject to public consultation before being introduced to Parliament.
- ▶ Launch of a **large-scale trial of biometric technology**. Run by the UK Passport Service (UKPS), the trial will test facial, iris and fingerprint recording and recognition. The UKPS hopes to enrol 10.000 volunteers in the trial, which results will help inform the Government's plans to introduce biometric passports, driving licences, and identity cards.

March 2004.....

Launch of the first phase of [Directgov](#), the UK Government's new online portal bringing together a wide range of public services for citizens. Directgov will replace the UK online portal to become the primary access point for e-government in the UK.

February 2004.....

- ▶ The district council of Shepway in Kent becomes the first UK local authority to connect to the [Government Gateway](#), the central government's middleware infrastructure providing authentication and transaction facilities for e-government services.
- ▶ An upgraded version of the **Government Secure Intranet (GSI)** goes live, providing over 280.000 users in central and local government with restricted-level access to better services and functionalities. Meant to become a central infrastructure for e-government countrywide, the new GSI could be extended to organisations such as the National Health Service and the Ministry of Defence, and may ultimately link a million users.
- ▶ Further to successful trials, the UK Government adopts a new common, open-standard IT language - dubbed **UKGOV XML** - to deliver interoperable e-procurement solutions to public institutions and their suppliers.

November 2003.....

Launch of the e-government portal for businesses BusinessLink.gov.uk, providing access to government information and services for businesses, business owners and managers.

The Home Office announces the introduction of an **ID card scheme** over several years to tackle issues like illegal working, immigration abuse, fraud, terrorism and organised crime. ID cards, however, will not be made compulsory before 2013, and only after a decision by the Cabinet and a vote in Parliament. The card will contain basic personal details, including a unique number, which will appear on the face of the card. The card will feature a secure encrypted chip containing the holder's personal details in electronic format and a personal biometric identifier, which may consist in facial recognition, iris scans or fingerprints. ID cards will be linked to a new and secure **national identity database**.

October 2003.....

The UK Government launches of a series of **open source software (OSS) trials** to test the efficiency of open source solutions across both central government departments and the wider public sector and to promote increased competition in the public sector software market.

September 2003.....

The Office of the e-Envoy (OeE) publishes a document providing [advice to government departments for developing strategies designed to improve the take-up of their e-services](#). The document seeks to identify key drivers and blockers and share best practices to drive up demand. The take-up of on-line government services indeed remains low in the UK and the Treasury's 2002 spending review set a requirement for the development of departmental take-up strategies.

August 2003.....

The Parliamentary Office of Science and Technology (POST) publishes a **report on 'Government IT Projects'** analysing the reasons for public sector IT problems. The report aims to improve the success rate of public sector IT projects, highlighting common issues and pitfalls and ways to overcome them.

July 2003.....

The UK Treasury announces that it is to **halt the use of the private finance initiative (PFI) for information technology projects**. It notes that while the PFI has a role in delivering cost-effective investment in public services such as social housing, urban regeneration, waste management and prisons, it is not the best way to deliver large-scale IT projects. The best approach for driving more efficient procurement in areas such as IT is thus to use conventional procurement methods.

May 2003.....

- ▶ The Office of the eEnvoy publishes a [draft policy framework to promote a mixed economy \(private/public sector\) supply of online public services in the UK](#). The framework suggests the establishment of 'e-intermediaries' who will supplement direct government channels to citizens with additional services built around the needs of citizens. It is expected that such a mixed economy will help provide customers with greater choice and a better customer experience, resulting in an increased uptake of e-government services in the long term.
- ▶ Large-scale and legally-binding **e-voting trials** are held during local elections in England, with 6.5 million voters in 17 areas eligible to vote by text message, through the Internet, at electronic kiosks, and for the first time through digital television. Around 21% of voters in eVoting pilot areas effectively cast their vote using these new methods. There are no reported security problems, but these new methods do not appear to have a significant impact on the overall participation.

November 2002.....

- ▶ Launch of the [National Strategy for Local eGovernment](#). This strategy provides a framework to transform local council services, joining them up with other public services and offering greater choice, convenience and accessibility for customers - and greater cost-effectiveness for councils. Among other things, the strategy will be implemented through a series of [National Projects](#) bringing several partners together to develop proven, cost effective, standard products, services and implementation roadmaps for the benefit of all local authorities.
- ▶ At the international **eSummit** organised by the Office of the e-Envoy in London, Prime Minister Tony Blair announces a £6 billion (EUR 9bn) investment in ICT over three years to transform government services - including over £1bn (EUR 1,5bn) for providing key public sector organisations with broadband connectivity. This comprises the £3bn (EUR 4,5bn) outlined in the Government Spending Review in July 2002 and the combined £3bn (EUR 4,5bn) earmarked for ICT spend by Health and Education services over the period.

July 2002.....

- ▶ The Office of the e-Envoy publishes a policy document on [Open Source Software use within UK Government](#). The policy states that the UK government will consider OSS solutions alongside proprietary ones in IT procurements. Contracts will be awarded on a value for money basis.
- ▶ Launch of a [consultation on a policy for e-Democracy](#). The consultation paper sets out the government's aim of using new technologies to promote, strengthen and enhance civic participation in the digital world. Government action is proposed in two main areas, e-participation and e-voting.
- ▶ The Home Office launches a six-month consultation on the introduction of [entitlement cards](#). The aim of the consultation is to gauge public opinion on whether an entitlement card would be useful to access services and combat illegal immigration. The

paper sets out practical proposals and options for entitlement cards which include using existing photocard driving licences and UK passports to avoid duplicating documents. One potential use would be as a proof of age card.

June 2002.....

Publication of '[Delivering 21st century IT support for the NHS](#)', setting a national strategic programme for IT in the National Health Service. The programme aims to connect delivery of the NHS Plan with the capabilities of modern information technologies to support the patient and the delivery of services designed around the patient, support staff through effective electronic communications, better learning and knowledge management, and improve management and delivery of services by providing good quality data. The programme will deliver: an Electronic Care Records Service to ensure clinicians and health care professionals can access patient information, whenever and wherever it is needed; an Electronic Booking Service to make it easier and faster for GPs and other primary care staff to book hospital appointments for patients; a system for the Electronic Transmission of Prescriptions; and an IT infrastructure with sufficient connectivity and broadband capacity to meet current and future NHS needs. With a budget of £6,2billion (EUR 9,32bn) over 10 years, this [National Programme for IT \(NpIT\)](#) is the world's largest civil IT programme.

April 2002.....

- ▶ The National Audit Office (NAO) publishes the report '[Government on the Web II](#)'. A follow-up to the 1999 Government on the Web report, this report surveys progress in implementing e-government in central and local government. It stresses that Government needs to place maximisation of take-up of electronic services at the heart of the e-government agenda.
- ▶ Publication of the report '[Privacy and data-sharing: The way forward for public services](#)' by the Performance and Innovation Unit (PIU). The report pushes data efficiency up the Government

agenda and creates the twin objectives of enhancing privacy and making better use of personal data to deliver smarter, more trusted, public services.

- ▶ The National Audit Office publishes the report '[Better public services through e-government](#)'. This report considers departments' progress in achieving e-government, focusing on the action taken to improve the delivery of IT projects and the risks that need to be managed by departments. The report highlights good practice which, if more widely applied, could help departments achieve the benefits of e-government.

December 2001.....

The Office of the eEnvoy publishes the [ePolicy Principles](#), a set of guidelines for policy makers across government designed to ensure that new government policies are effective in the eWorld.

April 2001.....

The CCTA ceases to exist as a separate agency within the Office of Government Commerce.

February 2001.....

- ▶ The OGC launches the **OGC Gateway Process**, a new and commercially tested management technique to deliver value for money improvements in major Government construction, IT and PFI projects. The 'Gateway Review' system will ensure that these major projects pass through a series of 'gates' during the planning and implementation stage, only when rigorous tests have been met. The Gateway initiative will set a course to ensure that commercial disciplines which are proven in commissioning any large private sector project are applied at specific stages to all large civil central government construction, IT and PFI spends as well.
- ▶ Launch of the [Government Gateway](#), a secure authentication and transaction engine acting as a

central hub designed to help join up e-government services across government departments.

2000 and before.....

- ▶ Launch of the [UKonline.gov.uk citizen portal](#) in December 2000, providing a "one-stop shop" to public services online. Information is presented on the basis of life-cycle events.
- ▶ The [Freedom of Information Act 2000](#) in November 2000 is adopted, giving people a general right of access to information held by or on behalf of public authorities and promotes a culture of openness and accountability of public sector bodies. The Act will be brought fully into force by January 2005.
- ▶ In October 2000 the first version of the [e-Government Interoperability Framework](#) (e-GIF) is published, setting out the government's technical policies and standards for achieving interoperability and information systems integration across the public sector. In particular, it adopts XML (Extensible Markup Language) as the primary standard for data integration and presentation on all public sector systems. Defining the essential prerequisite for joined-up and web enabled government, the e-GIF is a cornerstone in the overall e-government strategy.
- ▶ Prime Minister Tony Blair launches the **UK online initiative** in September 2000. Bringing together new actions and investments with a series of pre-existing ones, UK online aims to deliver universal Internet access, literacy and usage in Britain by 2005. Its three key objectives are: getting people online, getting business online, and getting government online. The UK online e-government component is based on the findings of the report '[e.gov: Electronic Government Services for the 21st Century](#)' by the Performance and Innovation Unit (PIU), which sets out a vision and a comprehensive strategy for realising the full potential of electronic service delivery. The conclusions of the report have been agreed by the Government and form part of the new UK online campaign, which foresees a £1 billion (EUR 1.5bn) investment in electronic service delivery over three

years. The Office of the e-Envoy (OeE), which absorbs the Central IT Unit (CITU) is given the responsibility to manage the UK online initiative.

- ▶ ['Successful IT: Modernising Government in Action'](#) report is published in May 2000 by the Cabinet Office. Based on a large-scale study into the handling of major Government IT projects, the report sets out measures to improve IT project delivery and includes 30 recommendations that aim to ensure that all Government IT projects are as good as the best.
- ▶ ['eGovernment: a strategic framework for public services in the Information Age'](#), the UK's official e-government strategy, is published in April 2000. This strategic framework aims to create a favourable environment for the transformation of government activities by the application of e-business methods throughout the public sector. The strategy challenges all public sector organisations to innovate, commits all central government departments to develop e-business strategies and challenges the centre of government to provide the necessary common infrastructure and leadership.
- ▶ An [Office of Government Commerce \(OGC\)](#) is set up to act as a catalyst in procurement issues and to work with central civil government departments to achieve best value for money in their commercial activities. The Office is responsible for civil central government Procurement Policy and Best Practice including Construction, Property Management, IT, Supplier Relations, e-Procurement, etc. It is overseen by the Treasury. Responsibility for the Central Computer & Telecommunications Agency (CCTA) is transferred from the Cabinet Office to the OGC.
- ▶ The Prime Minister sets the target in March 2000 that **all public services be available online by 2005** (bringing it forward from the previous target of 2008). This comes just a few weeks after he announced his commitment to ensuring that everyone who wants it will have access to the Internet by 2005.
- ▶ The Public Accounts Committee of the House of Commons publishes report dated January 2000, on [Improving the Delivery of Government IT](#)

[Projects](#), which highlights a series of problems with a number of Government IT projects, which have resulted in delay, confusion and inconvenience to the citizen and, in many cases, poor value for money to the taxpayer. In response to the report, the Cabinet Office announces a series of measures to address IT project failure and provide Government departments with the necessary tools to drive up performance.

- ▶ The National Audit Office (NAO) publishes the report ['Government on the Web'](#) on December 1999. The report looks at the overall patterns of Web use across central government and at the central co-ordination of government on the Web. It finds that the government's target that 25% of all transactions between citizens and government should be capable of being conducted electronically by 2002 (rising to 50% by 2005 and 100% by 2008) has had a useful effect in bringing the capabilities of the Web to the attention of a wide range of agencies and departments, but that more progress is needed to harness fully the potential benefits of Government on the Web.
- ▶ From December 1999 to April 2000, a series of policies and guidelines are published, tackling the subject of the development of Information Age Government: guidelines for Government websites, call centres policy, authentication and smart cards policies, guidelines for digital TV, security framework, etc.
- ▶ The Office of the eEnvoy (OeE) within the Cabinet Office is created, viewing to provide political leadership across government in driving forward the government's objectives on e-commerce, e-government and the Information Society.
- ▶ The [Modernising Government Action Plan](#) is published in July 1999, aimed at implementing the vision set in the White Paper of March 1999. The Plan lists 62 commitments for the first two years of the Modernising Government programme, including the development of a single electronic "gateway" aimed at opening up a range of one stop shop services, such as providing information about a change of address to different parts of government in one go.

- ▶ The [Central Local Information Age Government Concordat](#) is signed. This is an agreement between central and local government to encourage close working and innovation in Information and Communications Technology (ICT).
- ▶ A network of **Information Age Government Champions** is set up in May 1999 to work with the CITU to define the Government IT strategy. The group comprises over 30 senior Government officials at board level within departments who have been designated to champion the Information Age Government agenda within their departments and agencies.
- ▶ The Government publishes the [Modernising Government White Paper](#) in March 1999, setting out its vision for modernising public services and its commitment to exploit new technology to offer opportunities and choice in the delivery of public services. 'Information Age Government' is one of the key priorities identified. The paper sets the target that 50% of all government services should be capable of electronic delivery by 2005 and 100% by 2008, and it announces the development of a Government IT strategy establishing cross-government co-ordination machinery and frameworks. The IT strategy will focus on the needs of citizens and business and will encourage wider choice in access to public services.
- ▶ Launch of a **public-private forum on electronic government** in November 1998, aimed at pooling the expertise of the private sector, IT industry associations and the Cabinet Office's Central IT Unit (CITU) for taking forward the electronic government agenda.
- ▶ Publication of '[Electronic Government: the view from the queue](#)', the Government-commissioned large-scale research into people's attitudes to electronically-delivered government services. The results show that a large majority of the public would be interested in accessing government services online, but that online services should provide additional benefits compared with traditional ones.
- ▶ Launch of the **Government Secure Intranet (GSI)** in April 1998. The new network provides central government departments with central e-mail and Internet access facility, and enables secure data exchange across government.
- ▶ The Parliamentary Office of Science and Technology (POST) publishes the report earlier this year, '[Electronic Government: Information Technologies and the Citizen](#)'. This report assesses how ICT could be used by government to improve internal working and the delivery of public services, make government more transparent to citizens and businesses, and re-invigorate democracy at all levels.
- ▶ End of 1997, the Government publishes a [Freedom of Information White Paper](#). The Paper sets the Government proposals for a Freedom of Information legislation that would give the people of the United Kingdom a legal right to see information held by almost every public organisation in the country and that would banish the culture of secrecy from Government. An online consultation on the White Paper follows.
- ▶ In October 1997, the Prime Minister sets a target that **25% of all dealings with government should be capable of being carried out electronically by 2002**, using telephone, television or computer. In order to identify which services should be e-enabled in priority, the Government launches a major study to investigate the attitudes of individuals and small businesses towards interacting with Government electronically.
- ▶ The new Government launches a '**Better Regulation**' policy initiative and appoints a Task Force to take it forward in July 1997.
- ▶ In May 1997, a new Labour Government is appointed following the general elections. Among its main priorities are '**Open Government**', to be achieved through the adoption of a Freedom of Information Act, '**Better Government**', to be achieved through a drive for better regulation, and '**Electronic Government**', harnessing new technology to provide simpler, efficient and responsive services to citizens and businesses. The new government intends to use the Private Finance Initiative (PFI) – a mechanism developed by the previous Government to raise private money to pay for new investments in public infrastructures and

services – as the key to future investment in the Government's use of IT.

- ▶ In November 1996, the Government publishes the '**Government Direct**' **Green Paper** ('Government Direct: A prospectus for the Electronic Delivery of Government Services'), outlining the way in which Government might make use of ICT within Government departments and in its dealings with citizens and businesses.
- ▶ A **Central Information Technology Unit (CITU)** is established within the Cabinet Office in November 1995. CITU's remit is to advise ministers on the development of their strategy for the use of IT by government. CITU aims to develop a Government-wide strategy for using ICTs to deliver better and more efficient services to citizens and businesses, and to improve the internal workings and efficiency of Government administration.
- ▶ CCTA establishes a central government website in October 1994 at the address **open.gov.uk**, routing Internet users to departmental and agency sites. CCTA also hosts websites on its servers for departments and agencies new to the Internet. Responsibility for the CCTA is transferred from the Treasury to the Cabinet Office (Office of Public Service) in August 1992.
- ▶ In the 1980s the Central Computer Agency (CCA) is renamed **Central Computer & Telecommunications Agency (CCTA)** and its role is scaled back as the government reduces central IT coordination functions. The CCTA remains mostly in charge of procuring and managing the outsourced contracts for the government data and telecoms networks. It is overseen by the Treasury.
- ▶ The TSU and a number of departmental computer offices are integrated in a **Central Computer Agency (CCA)** in 1972, established within the Civil Service Department. The Agency is tasked with supporting and improving the use of computers and computer infrastructures in government departments.
- ▶ In 1957 the UK Government establishes the **Technical Support Unit (TSU)** to evaluate and advise on computers, employing engineers from the telecommunications service.

eGovernment Strategy

Main strategic objectives and principles



The UK's current eGovernment strategy is set in the document '[Transformational Government - Enabled by Technology](#)' published on 02 November 2005. Moreover the document '[Transformational Government Implementation Plan](#)' published on 29 March 2006 aims at implementing the aforementioned UK's strategy, which was setting out UK Government's vision for a long-term transformation of public services to provide the efficient and effective services that citizens want. For each of the work streams identified in that strategy, the present implementation plan focuses on the priority tasks to be completed by July 2007.

Vision.....

Twenty First Century Government is enabled by technology - policy is inspired by it, business change is delivered by it, customer and corporate services are dependent on it, and democratic engagement is exploring it. Moreover modern governments with serious transformational intent see technology as a strategic asset and not just a tactical tool. Technology alone does not transform government, but government cannot transform to meet modern citizens' expectations without it.

So this strategy's vision is about better using technology to deliver public services and policy outcomes that have an impact on citizens' daily lives: through greater choice and personalisation, delivering better public services, such as health, education and pensions; benefiting communities by reducing burdens on front line staff and giving them the tools to help break cycles of crime and deprivation; and improving the economy through better regulation and leaner government.

In addition, in announcing the Comprehensive Spending Review, HM Treasury set out a range of challenges to Britain that will require innovative policy responses and co-ordination of activity across departmental boundaries. Technology will be at the heart of meeting this agenda. Indeed, this strategy envisages:

- ▶ Unlocking around £1,4 billion (10% of the current spend on technology) from the current annual spend on legacy systems which can be released to new technology enabled reforms in public services.
- ▶ Providing practical steps to help secure the delivery of the substantial savings at the heart of the 2004 Efficiency Programme which were to be enabled by technology.
- ▶ Creating a basis for the next round of efficiencies across the wider public sector which could result from fundamentally different ways of delivering public services.

The specific opportunities lie in improving transactional services (e.g. tax and benefits), in helping front line *public servants* to be more effective (e.g. doctors, nurses, police and teachers), in supporting effective *policy outcomes* (e.g. in joined-up, multi-agency approaches to offender management and domestic violence), in reforming the *corporate services* and *infrastructure* which government uses behind the scenes, and in taking swifter advantage of the latest technologies developed for the wider market.

Overall this technology-enabled transformation will help ensure that:

- ▶ Citizens and businesses have choice and personalisation in their interactions with government. Choice will come through new channels and more fundamentally through new opportunities for service competition.
- ▶ Taxpayers benefit from efficiency gains.
- ▶ Citizens, businesses and the voluntary and community sector benefit from the better regulation, reduced paperwork and lower costs from a leaner, modern, more effective public sector.
- ▶ Public servants have better tools to undertake their jobs, and the opportunity to provide better service as a result.
- ▶ Policy makers will be better able to achieve intended outcomes in practice.
- ▶ Managers are able to free resources from back office to the front-line.
- ▶ Citizens feel more engaged with the processes of democratic government.

However the vision is not just about transforming government through technology. It is also about making government *transformational globalised society*. through the use of technology - creating and retaining the capacity and capability to innovate and use technology effectively as technology itself develops. This is the only way in which public services can keep up with a continually changing, globalised society.

Current position.....

Modern government – both in policy making and in service delivery – relies on accurate and timely information about citizens, businesses, animals and assets. Information sharing, management of identity and of geographical information, and information assurance are therefore crucial.

Across the whole public sector, government spends about £14 billion a year on new and existing information technology and related services, directly

employs about 50,000 professionals in this field, and is one of the largest customers of the technology industry. The scale and complexity of government business means its deployment of technology is often pushing the boundaries of what has been achieved in public or private sectors globally.

Behind the scenes virtually every public service depends upon large scale processes and technology, particularly the large and complex transactional systems that support individual front-line public services. Most public services would simply not function at all without their reliable operation.

Yet many of these systems are also old and custom-built, use obsolete technologies, are relatively costly to maintain by modern standards, and hence stretch the capability of the whole technology industry when it comes to amending or replacing them.

Moreover they increasingly fail to meet the needs of modern government and the rising expectations of customers:

- ▶ Many systems and processes are still paper-based and staff-intensive. The underlying assumption is that customers will fill in forms and that staff will process them by routine rather than by risk-managed exception. Telephone access, customer access over the web and other improvements have sometimes been grafted onto this base. This locks in high costs and difficulty in meeting changing customer or policy requirements. Choice is costly and slow to implement.
- ▶ Many systems are structured around the “product” or the underlying legislation rather than the customer. Often the customer experience is not joined up, especially when it crosses organisational boundaries.
- ▶ Many systems were designed as islands, with their own data, infrastructure and security and identity procedures. This means that it is difficult to work with other parts of government or the voluntary and community sector to leverage each other’s capabilities and delivery channels. It also leads to customer frustration, duplication of effort (for instance on customer change of address) and failure to make timely interventions, as the Richard

Inquiry showed. Choice requires services to be able to talk to each other.

In addition, until recently, most technology investment has been on transactional or back office functions and not on systems to support front line staff – doctors and nurses, teachers, police, social workers and many others. The availability of effective information technology to support those at the front line has been poor, as the Wanless and Woolf reports observed, where too often the systems have failed to provide the right information at the right time to the right person.

The corporate services and infrastructure which government uses behind the scenes have been very much Cinderella areas – despite costing around £7 billion a year. The result is that the corporate services such as Human Resources and Finance are significantly behind the private sector in both effectiveness and efficiency. Moreover the Heads of Profession are demanding transformed corporate services to help them improve financial management, personnel management, policy making and operational delivery in core businesses.

The number, scale and sheer difficulty of public sector projects means that public and private sector capacity to deliver this portfolio is constantly stretched. The capacity and capability of (particularly central) government organisations and their suppliers to deliver technology-enabled business change has been subject to severe criticism by Parliament and the press over the last decade. Public confidence in government’s ability to deliver technology projects reached a low point by the late 1990s.

Since then the Government has taken a consistent approach to improving performance in such projects. In the last five years progress has been made towards addressing some of these issues:

- ▶ Funding: In the last two spending reviews, substantial investment in technology has been made. Those programmes are starting to deliver real change.
- ▶ Customer centred delivery: Directgov and Business Link have started to introduce a different way of looking at online services, with the focus on customers rather than the service provider. Innovative local authorities have implemented

customer relationship management systems, integrated contact centres and one stop shops to provide a similar focus on customers.

- ▶ Use of the internet: Responding to the Prime Minister’s challenge, over 96% of government services will be “e-enabled” by the end of 2005. Over half of households have the internet at home, and broadband is available to almost all homes and businesses. There are also 6.000 UK Online centres in place, providing internet access and free assistance to those who do not wish to go online at home.
- ▶ Leadership: Most major government departments have created Chief Information Officer (CIO) posts at or near their board level, and have recruited experienced IT professionals through open competition to fill them.
- ▶ Reliable project delivery: After the McCartney and Gershon reviews into procurement and project delivery in 2000, the Office of Government Commerce has led programmes to improve project delivery and supplier performance. These have included the Gateway Review process and the enhancement of professionalism in Procurement, and Programme & Project Management. The Office of Government Commerce and Intellect, the IT trade association, have introduced an IT Supplier Code of Best Practice, a Concept Viability process that allows industry to input to nascent projects, and clearer leadership of supplier teams on government projects.

So the challenge ahead is not just to “do IT better” in the context of the past models for delivery of public services. It is also about “doing IT differently” to support the next phase of public service reform – building services which are more joined-up, more personalised, more efficient and more effective in terms of policy outcome.

Strategy.....

Achieving the vision will require three key transformations:

1. Services enabled by IT must be *designed around the citizen or business*, not the

provider, and provided through modern, co-ordinated delivery channels. This will improve the customer experience, achieve better policy outcomes, reduce paperwork burdens and improve efficiency by reducing duplication and routine processing, leveraging delivery capacity and streamlining processes.

2. Government must *move to a shared services culture* - in the front-office, in the back-office, in information and in infrastructure - and release efficiencies by standardisation, simplification and sharing.
3. There must be broadening and deepening of government's *professionalism in terms of the planning, delivery, management, skills and governance* of IT enabled change. This will result in more successful outcomes; fewer costly delivery failures; and increased confidence by citizens and politicians in the delivery of change by the public services.

Actions.....

Citizen and Business Centred Services

Services need to be designed around citizens and businesses to ensure effectiveness of delivery to the customer, to achieve policy goals, and to release savings by reducing duplication and streamlining processes (customer satisfaction, though important, is not the only goal). The key actions required are (a) to increase understanding of customer needs and behaviours; (b) to define customer groups and appoint directors to lead the overall development of services to those groups; (c) to create a Service Transformation Board to define and enforce common service design principles; and (d) to develop modern channels and manage the migration to them.

Shared Services

A new Shared Services approach is needed to release efficiencies across the system and support delivery more focused on customer needs. Technology now makes this far easier than ever before. Shared services

provide public service organisations with the opportunity to reduce waste and inefficiency by re-using assets and sharing investments with others. Tackling this will be a major challenge as government prepares for the 2007 Comprehensive Spending Review. Particular attention should be paid to the following areas: Customer Service Centres; Human Resources, Finance and other corporate services; Common Infrastructure; Data Sharing; Information Management; Information Assurance; Identity Management; Technology standards and architecture.

Professionalism

Government's ambition for technology enabled change is challenging but achievable provided it is accompanied by a step-change in the professionalism with which it is delivered. This requires: coherent, joined up *leadership and governance; portfolio management* of the technology programmes; development of *IT professionalism and skills*; strengthening of the controls and support to ensure *reliable project delivery*; improvements in *supplier management*; and a systematic focus on *innovation*.

Leadership and Governance

Coherent, joined-up leadership and governance across government are essential to ensure the vision and programmes set out in this strategy are achieved and that the opportunities for technology to enable change continue to be identified, communicated, managed and delivered effectively. Complex reform requires consistent pressure to be applied across the whole system for a number of years. Leadership needs to be provided at several levels – by Ministers and Councillors; by Heads of Department and equivalents; by business leaders across the public sector; by CIOs; and by industry leaders – and aligned with the wider governance of the public services. An open and transparent approach to plans and performance is essential.

Timetable for Change.....

A detailed action plan to implement the strategy will be approved by the CIO Council and the Service Transformation Board, and then published before the end of the current financial year. However the broad timing will be as follows:

2005 & 2006

The current volume of change is stretching the capacity and capability of the government teams and their suppliers to deliver. Major new programmes are already in the pipeline, such as the Olympics, the Census and identity cards. So the *next eighteen months* must focus on:

- ▶ Delivering the massive programmes of change commissioned under the last spending review and already underway, including Connecting for Health, reform of the Criminal Justice System, the Harnessing Technology strategy in education and modernisation of the Defence Information Infrastructure.
- ▶ Driving the [Connecting Britain - the Digital Strategy programme](#) (of which this strategy is a part) to tackle overall issues of digital inclusion and service provision.
- ▶ Mobilising the professionalism agenda - not least so that early action can help assure delivery of the current programme.
- ▶ Putting in place the key roles and structures to lead the transformations needed beyond 2006.
- ▶ Using the Comprehensive Spending Review to challenge existing delivery models and set clear plans and targets for improving services and realising efficiency benefits through a citizen-centric, shared services approach.
- ▶ Working with government and public services at all levels - central government, devolved administrations, local government and other public services - to identify areas of common purpose and opportunities for specific shared actions.

2007 to 2011

Between *2007 and 2011* the priority for technology investment and business change must be transforming delivery into public services centred round citizens and businesses, and transforming support into a shared services framework. During this period it will also be important to realise the financial and service benefits of current and planned investments. The goal should be to have made the key changes, to have embedded the new cultures, and to have made the process irreversible, by 2011.

Beyond 2011

Beyond 2011 should be a period of further radical change in the delivery of public services, enabled by technology. The cycle of technological advancement is rapid and hard to predict. But if the broad themes of this strategy over the next five years are achieved in practice, strong foundations will be in place. In particular:

- ▶ The focus on delivery and professionalism will have generated confidence in government's ability to transform itself in radical ways.
- ▶ The switchover to new channels, supported by common infrastructure and the digital home will enable radical new service delivery options to be implemented.
- ▶ Some of the newer technologies today will be mainstream by 2011 and the time will be right to roll out their widespread exploitation.
- ▶ The culture of government will have changed to one which embraces -rather than shuns - sharing, which will continue to breakdown the silos perceived today.
- ▶ The market and other governments will have set new citizen expectations and created new opportunities for government in the UK to exploit.

It is likely therefore that the planning for this era will be based upon a vision that sees citizens and businesses increasingly serving themselves - at home, in work and public places and on the move; public servants truly dependent on technology to discharge their professional roles; policy makers regarding technology as crucial to designing policy and achieving

policy outcomes; and backed by a government delivery network in which the boundaries between departments, between central and local government, and between public, private and voluntary sectors continue to be less important and less visible to the

citizens and businesses. This may seem very radical by today's standards. But with strong foundations laid in the next few years it should be entirely achievable.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment legislation.....

There is currently no overall e-government legislation in the UK.

[eGovernment Interoperability Framework v2 \(2001\)](#)

Sets out the government's technical policies and standards for achieving interoperability and information systems coherence across the public sector.

Freedom of Information legislation.....

[Freedom of Information Act 2000](#)

The Freedom of Information Act 2000 received Royal Assent on 30 November 2000 and came fully into force on 01 January 2005. It provides clear statutory rights for any member of the public to apply for access to information held by bodies across the public sector, together with a strong enforcement regime. The main features of the Act are: a general right of access to information held by public authorities in the course of carrying out their public functions, subject to certain conditions and exemptions; in most cases where information is exempted from disclosure there is a duty on public authorities to disclose where, in the view of the public authority, the public interest in disclosure outweighs the public interest in maintaining the exemption in question; a new [office of Information Commissioner](#), and a new Information Tribunal, with wide powers to enforce the rights created; a duty imposed on public authorities to adopt a scheme for the publication of information. The legislation will apply to a wide range of public authorities, including Parliament, Government Departments and local authorities, health trusts, doctors' surgeries, publicly funded museums and thousands of other organisations in England, Northern Ireland and Wales. Scotland has a specific [Freedom of Information \(Scotland\) Act 2002](#).

Data Protection/Privacy legislation.....

[Data Protection Act 1998](#)

The Data Protection Act 1998 received Royal Assent in July 1998 and came into force on 1 March 2000, giving effect to the EU Data Protection Directive (95/46/EC). The Act gives rules for the way organisations must treat personal data and information, which apply to paper as well as electronic records. These rules are mandatory for all organisations that hold or process personal data, in the public as well as private and voluntary sector. The Act contains eight Data Protection Principles, stating that all data must be: Processed fairly and lawfully; Obtained & used only for specified and lawful purposes; Adequate, relevant and not excessive; Accurate, and where necessary, kept up to date; Kept for no longer than necessary; Processed in accordance with the individuals rights; Kept secure; Transferred only to countries that offer adequate protection.

eCommerce legislation.....

[Electronic Communications Act \(2000\)](#)

[Electronic Commerce \(EC Directive\) Regulations 2002](#)

The Electronic Communications Act 2000 aims to help build confidence in electronic communications by creating a legal framework for electronic commerce and the use of electronic signatures, both in the private and public sectors. The Act is completed by the Electronic Commerce (EC Directive) Regulations 2002, which transposes into UK law the majority of the provisions of the EU Electronic Commerce Directive (2000/31/EC), on certain legal aspects of information society services, in particular electronic commerce, in the internal market ("the Electronic Commerce Directive").

eCommunications legislation.....

[Communications Act 2003](#)

[Privacy and Electronic Communications \(EC Directive\) Regulations 2003](#)

Transposition of the new EU regulatory framework for eCommunications was substantially completed with the entry into force of the Privacy and Electronic Communications (EC Directive) Regulations 2003 (transposing the e-Privacy Directive) on 11 December 2003. Other key elements of the Framework, such as the Framework Directive (2002/21/EC), the Access Directive (2002/19/EC), the Authorisation Directive (2002/20/EC) and the Universal Service Directive (2002/22/EC), were implemented in the UK via the Communications Act 2003.

eSignatures legislation.....

[Electronic Communications Act \(2000\)](#)

[Electronic Signatures Regulations 2002](#)

The Electronic Communications Act 2000 aims to help build confidence in electronic communications by creating a legal framework for electronic commerce and the use of electronic signatures, both in the private and public sectors. The Act is completed by the Electronic Signatures Regulations 2002, which implements in UK Law the European Directive 1999/93/EC on a Community framework for electronic signatures.

Authentication legislation

Authentication framework v1.0 (2000)

Establishment of a framework for authentication of online dealings with providers of public sector services.

eProcurement legislation.....

The use of electronic means in the public procurement process is not currently regulated in the UK. The new EU public procurement directives (2004/17/EC and 2004/18/EC) are expected to be implemented by the

end of January 2006. The following areas of use of electronic means in the public procurement process will be regulated by national legislation: rules applicable to communication, storage of data and use of specific procedures, e.g. e-auctions and dynamic purchasing systems.

Re-use of Public Sector Information legislation (PSI).....

[Re-use of Public Sector Information Regulations 2005](#)

The Re-use of Public Sector Information Regulations 2005, which came into force on 1 July 2005, implements in UK law the EU Directive 2003/98/EC of 17 November 2003 on re-use of public sector information (PSI Directive). In May 2005 the UK Government established an [Office of Public Sector Information \(OPSI\)](#), with responsibility for the coordination of policy standards on the re-use of public sector information. Attached to the Cabinet Office, the new body has an extended remit to advise on and regulate the operation of the re-use of public sector information, and will set standards and provide a practical framework to increase transparency and remove obstacles to re-use. According to the government, the OPSI will lead the UK public sector to provide consistent and transparent processes for potential re-users to gain access to public sector information.

Status of transposition of PSI-directive:

Has notified full transposition.

New legislative instruments:

Regulations (Statutory Instrument 2005 n° 1515) made under the European Communities Act.

eGovernment Actors

Main roles and responsibilities



National eGovernment.....

Policy/Strategy

1. [Cabinet Office](#)

The Cabinet Office holds political responsibility for government reform and modernisation and for the UK's e-government policy. The Cabinet Office is a government department which role is to support the Government's delivery and reform programme. It sits at the heart of Government, alongside the Prime Minister's Office and the Treasury, and aims to ensure that the Government delivers its priorities. To this end, the Cabinet Office works with Departments and others to secure excellence in policy-making and responsive, high quality public services. Within the Cabinet Office, the [eGovernment Unit \(eGU\)](#) is in charge of driving the e-government agenda forward and of formulating IT strategy and policy.

2. [CIO Council](#)

Set up in early 2005, the CIO Council is composed of 30 Chief Information Officers (CIOs) drawn from central government, local authorities and other public agencies such as the police and the National Health Service. The CIO Council meets three times a year and is in charge of working with

the e-Government Unit to produce a new IT strategy for Government for the period beyond 2005. It is also aimed at promoting the role of CIOs in the public sector and at increasing the success rate of Government IT projects.

Coordination

[eGovernment Unit \(eGU\)](#)

The Cabinet Office e-Government Unit is in charge of coordinating e-government developments in government departments. It is also in charge of promoting best practice across government.

Implementation

1. [eGovernment Unit \(eGU\)](#)

The eGU is in charge of developing, implementing and operating the main components of the national e-government infrastructure (such as the [Direct.gov.uk](#) citizen portal and the [Government Gateway](#) secure transaction hub).

2. **Central Government Departments, Agencies and Bodies**

Central government departments and agencies are in charge of implementing departmental or sector-specific information systems and e-government projects.

Support

1. [eGovernment Unit \(eGU\)](#)

The eGU provides support and guidance to Government departments and agencies for the implementation of their e-business strategies.

2. [Office of Government Commerce \(OGC\)](#)

The OGC is an office of the Treasury, which role is to help central civil government and the wider

public sector to achieve value for money from their procurement and commercial activities. Its remit also includes providing government departments, their executive agencies and NDPBs with programme and project management support. In particular, the OGC provides information and guidance to help government bodies achieve successful IT-enabled business change. The OGC also performs the [Gateway reviews](#), designed to examine projects at critical stages in their lifecycle to provide assurance that they can progress successfully to the next stage. The OGC is in charge of driving forward the Government's [Efficiency Programme](#), aiming to deliver the Government's target of achieving £21,5 billion (EUR 32,3bn) efficiency gains a year by 2007/08.

Audit/Assurance

[National Audit Office \(NAO\)](#)

The NAO is an independent body in charge of scrutinising public spending on behalf of Parliament. It audits the accounts of all government departments and agencies as well as a wide range of other public bodies, and reports to Parliament on the economy, efficiency and effectiveness with which government bodies use public money to perform their duties and provide services. Over the past years, the NAO has published several reports related to e-government or to departmental ICT projects. Government spending, including on e-government, is also scrutinised by the [Public Accounts Committee \(PAC\)](#) of the House of Commons. As the NAO, the PAC has published several reports related to eGovernment or specific IT projects in recent years.

Data Protection

[The Information Commissioner](#)

The Information Commissioner is an independent supervisory authority in charge of enforcing and overseeing legislation in the field of Data Protection/privacy and Freedom of Information. The Commissioner has a range of duties including the promotion of good information handling and the encouragement of codes of practice for data

controllers regarding the collection and processing of personal data. The Information Commissioner reports directly to Parliament.

Local eGovernment.....

Strategy

[Department for Communities and Local Government \(DCLG\)](#) (ex-[Office of the Deputy Prime Minister \(ODPM\)](#))

Number 10 Downing Street announced the creation of a new Department for Communities and Local Government (DCLG) on 5 May 2006, under Ruth Kelly's leadership. DCLG has a powerful new remit to promote community cohesion and equality, as well as responsibility for housing, urban regeneration, planning and local government. It unites the communities and [Civil Renewal](#) functions previously undertaken by the Home Office, with responsibility for regeneration, neighbourhood renewal and local government (previously held by the Office of the Deputy Prime Minister). The new department brings together responsibility for equality policy, including policy on race, faith, gender and sexual orientation. These functions were previously split between several government departments. The [Women and Equality Unit](#) moves to DCLG from DTI. The [Race, Cohesion and Faiths Directorate](#) moves to DCLG from the Home Office. DCLG will also be the sponsor department for the new [Commission for Equality and Human Rights](#) (CEHR).

Coordination

[Department for Communities and Local Government \(DCLG\)](#) (ex-[Office of the Deputy Prime Minister \(ODPM\)](#))

The ex-ODPM chairs the Local Government Online Programme Board, coordinating local e-government efforts. Other member organisations include the e-Government Unit (eGU), the Office of Government Commerce (OGC), the Improvement and Development Agency (IDeA), the Local Government Association (LGA), the Society of Information Technology Management (SOCITM), and the Society of Local

Authority Chief Executives and Senior Managers (SOLACE).

Implementation

Local Councils

All local councils in England have been requested since 2001 to prepare and submit yearly 'Implementing Electronic Government' (IEG) statements to the ODPM, setting out their vision and plans for electronic service delivery by 2005. The ex-ODPM, now DCLG provides additional funding to those councils having submitted IEGs meeting Government's requirements. In April 2004 the ex-ODPM, now DCLG published the [Priority Outcomes for local e-Government](#) as a means of focusing e-government implementation and use of IEG capital grant money on a series of key shared priorities.

Support

1. [Department for Communities and Local Government \(DCLG\)](#) (ex-[Office of the Deputy Prime Minister \(ODPM\)](#))
2. [eGovernment Unit \(eGU\)](#)
3. [Local eGovernment National Projects](#)
4. [Improvement and Development Agency \(IDeA\)](#)

IDeA is an agency established by and for local government to promote and support self-sustaining improvement. The agency focuses on a limited number of key areas of improvement and development, among which e-government. Acting on a nation-wide scale, IDeA aims to provide support for the implementation of local e-government and to enable local authorities to co-ordinate and share progress. In particular, it enables local authorities to share information and join up services, and leads a series of national projects to build the infrastructure required to support local e-government (among which the [IDeA Marketplace](#), a national procurement system for local government). IDeA also champions the interests of local government with central government, suppliers and other sectors.

5. [Society of IT Management \(SOCITM\)](#)

SOCITM is the professional association for ICT managers working in and for the public sector. It has over 1.450 members from 550 different organisations, drawn primarily from local authorities but also from the police and fire services, housing authorities and other public services delivered locally. SOCITM provides a forum for the promotion, use and development of ICT best practice. It is a significant provider of research, advice and guidance on ICT and e-government to local authorities.

6. [Local Government Association \(LGA\)](#)

The LGA represents all local authorities in England and Wales - a total of just under 500 authorities. Its aim is to put local councils at the heart of the drive to improve public services and to work with government to ensure that the policy, legislative and financial context in which they operate supports that objective. The LGA supports local authorities efforts to meet the challenges set to deliver responsive services to their communities, and places a significant emphasis on the role that e-government can play in delivering this vision.

7. [Society of Local Authority Chief Executives and Senior Managers \(SOLACE\)](#)

SOLACE is the representative body for senior strategic managers working in local government all over the UK. The Society promotes effective local government and provides professional development for its members. SOLACE is represented on the ODPM e-government Programme Board.

Audit/Assurance

The Audit Commission

The Audit Commission is an independent non-departmental public body sponsored by the Office of the Deputy Prime Minister with the Department of Health and the National Assembly for Wales. It is responsible for ensuring that public money is used economically, efficiently and effectively by local authorities and for other public services delivered

locally. The Audit Commission is running a project to audit local authorities' e-government efforts.

Local eGovernment.....

The devolved administrations of Scotland, Wales and Northern Ireland each have their own particular approaches to e-government policy.

Northern Ireland

Northern Ireland eGovernment Unit

The Northern Ireland e-Government Unit is responsible for promoting, monitoring and reporting on e-government in Northern Ireland. Part of the Office of the First Minister and Deputy First Minister, it encourages and supports the use of ICT in the Northern Irish public services to improve the quality of service delivered and to reduce the cost of service delivery.

Scotland

The Scottish Executive

The Scottish Executive shares the UK Prime Minister's objective for all public services that can feasibly be delivered electronically to be available online by 2005.

This work is being taken forward as part of an area of work which aims to:

- ▶ provide the people of Scotland with better access to public services, including through a choice of channels where appropriate;
- ▶ continuously improve the delivery of those services;
- ▶ ensure that people have the skills, access and awareness to use computers and the internet in their daily lives.

The work of the Scottish Executive's teams in this area is focused on supporting better delivery of public

services through a variety of channels and on tackling underlying technical issues such as interoperability and authentication.

The Customer First programme is a strategic framework for the Scottish Executive and Scottish local authorities. It provides a common national framework to support the delivery of consistent and measurable improvements in local customer services. It also sets out how the local authorities can work towards more integrated service delivery while increasing efficiency and reducing costs.

The Scottish Executive is also committed to joining up service delivery across the whole of the Scottish public sector according to citizens' needs. This is being achieved by working with local government service providers, as part of the Customer First programme, to create a citizen's account system. This will be a managed service to allow people's basic details to be held centrally and shared when appropriate with service providers. It will make it easier for people to interact with a range of service providers, speeding up transactions and leading to efficiencies for both service providers and users. It will be linked to a voluntary entitlement card which can support a range of applications.

Wales

The [National Assembly for Wales](#) published in July 2001 its strategy for leading Wales into the information age ([Cymru Ar-lein/Online for a better Wales](#)). An Information Age Advisory Group (IAAG), made of representatives of the public, private and voluntary sectors, has been formed to advise the Minister for Assembly Business and e-Minister of the National Assembly for Wales in developing the Information Society Strategy. A key commitment is to use ICT to deliver first class public services structured to meet the needs of citizens, and to ensure more active involvement of citizens and businesses in the development and formulation of public policy.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: Pat McFadden

Job title: Parliamentary Secretary, Cabinet Office

Picture:



Contact details:

Cabinet Office

70 Whitehall

London SW1A 2AS

United Kingdom

Tel: + 44 20 7270 1234

E-mail: http://www.cabinetoffice.gov.uk/contact_us/feedback.asp

Head of eGovernment (i.e. head of eGovernment agency/directorate.....)

Name: John Suffolk

Job title: CIO / Head of e-Government Unit

Picture: No picture available

Contact details:

e-Government Unit

Cabinet Office

Stockley House

130 Wilton Road

London SW1V 1LQ

United Kingdom

Tel.: +44 (0)20 7270 3000

E-mail: e-government.info@cabinet-office.gsi.gov.uk

Head of the Prime Minister's Delivery Unit.....

Name: Ian Watmore

Job title: Head of the Prime Minister's Delivery Unit

Picture:



Contact details:

Cabinet Office

Press Office

70 Whitehall

London SW1A 2AS

United Kingdom

Tel.: +44 (0) 20 7276 0311

E-mail: http://www.cabinetoffice.gov.uk/contact_us/feedback.asp

eGovernment Infrastructure

Main eGovernment infrastructure components



Portal.....

Direct.gov.uk

Launched in March 2004, Direct.gov.uk is the UK Government's citizen portal. It provides citizens with a single entry-point to online public services. Unlike its predecessor, UK online, Direct.gov.uk is not organised on a "life-cycle episodes" model but on the basis of major public services areas (e.g. health, education, employment, etc.) and of target customer groups (parents, disabled people, young people, etc.). The depth of information presented on Direct.gov.uk is also much greater, reducing the need for users to navigate further sites. To this end, the content of the portal is maintained not by a central team but by "franchise teams" within government departments. Since April 2004, the Directgov service is also available via digital TV, enabling the more than ten million UK households equipped with digital television to access public services information through their TV sets. A separate eGovernment portal for businesses, BusinessLink.gov.uk, was launched in November 2003, providing access to government information and services for businesses, business owners and managers.

Network.....

[Government Secure Intranet \(GSI\)](#)

Initially launched in April 1998, the Government Secure Intranet (GSI) is the primary network infrastructure for connecting and joining up central government departments and agencies. It provides a secure and reliable connection to the Internet, including secure access to the web, file transfer and search facilities, directory services, web publishing, and a mechanism for exchanging electronic mail both within the GSI community and over the Internet. An upgraded and improved version of the GSI went live in February 2004, providing users with restricted-level access to better services and functionalities while at the same time driving down costs. The new service is based on an IP Virtual Private Network, is capable of carrying voice and video data, involves broadband technology, and allows for separate virtual private networks for closed user groups. It also expands beyond the boundaries of the previous network to cover local authorities. Already connecting over 350,000 users in central and local government, the new GSI is designed to become a central infrastructure for e-government countrywide. It could be extended to organisations such as the National Health Service and the Ministry of Defence, and may ultimately link a million users.

eIdentification and eAuthentication infrastructure.....

[Government Gateway](#)

The most generic central UK identification platform is the [Government Gateway](#), which, launched in February 2001, is a central registration and authentication engine enabling secure authenticated e-government transactions to take place over the Internet. Users need to register with the Gateway in order to enrol for

using online government services and subsequently transact securely with government departments. Built on open standards, the Gateway also enables the joined-up delivery of government services by allowing different systems in different departments to communicate with the Gateway and with each other. Depending on the type of government transactions, user identification is based either on a digital certificate issued by an accredited certification authority, or on a User ID (supplied by the Government Gateway) and a password (chosen by the user) for government services that do not require the level of security provided by digital certificates. Over the longer term, [electronic ID cards](#) are likely to become the preferred identification method for e-government services. The Government has laid down plans for the phased introduction of e-ID cards in the UK, which are currently before Parliament but currently does not have a mandatory eID programme for the general public.. Under these plans, UK eID cards would contain a microchip storing personal data, biometric identifiers, and an electronic signature for secure access to eService. Distribution of the cards would start in 2008.

eProcurement infrastructure.....

There is currently no central e-procurement infrastructure in the UK. However, the OGC operates (through its trading arm OGCBuying.solutions) Catalyst, a catalogue-based electronic procurement scheme. [Catalist](#) provides public sector organisations with a simplified means of procuring and contracting for a

wide range of products and services (information technology, telecoms services, professional services, facilities support), based on a series of Framework Agreements signed by OGCBuying.solutions with a number of suppliers. OGC and OGCBuying.solutions have set up an **e-Procurement platform** called [Zanzibar](#), which went live in March 2006. Zanzibar consists of an e-procurement hub including 3 features: an electronic marketplace containing details of Public Sector supplier contracts, a Purchase to Pay solution, and a pan-Public Sector data warehouse. It is available through a single point of access for buyers and suppliers.. For local government procurement, the Improvement & Development Agency has developed [I&DeA marketplace](#), a web-based, central ordering system that allows the whole purchase to pay process to be conducted electronically. A [National e-Procurement Project](#) has also been launched as part of the local e-government strategy to deliver standard e-procurement tools for local councils.

Knowledge Management infrastructure

[Knowledge network](#)

The Knowledge Network (KN) is a government-wide electronic communication tool helping government departments to share knowledge with each other, and providing an online collaborative working environment across government. The KN was launched in October 2000 and is currently available to around 55.000 users through the Government Secure Intranet.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility:	Central Government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk/individuals/tmaself-assessment.shtml
Sophistication stage:	4/4
Description:	Online self-assessment system enabling individuals and agents to send tax returns over the Internet and offering automatic calculation of tax and faster repayments. Requires registration with the Government Gateway .

2. Job search services by labour offices

Responsibility:	Central Government, JobCentrePlus
Website:	http://www.jobcentreplus.gov.uk/
Sophistication stage:	3/3
Description:	Fully functional job search facility enabling job seekers to look for jobs nationwide. Applications are handled in Job Centres or over the phone through a call centre (Jobseeker Direct).

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government, JobCentrePlus
Website:	http://www.jobcentreplus.gov.uk/
Sophistication stage:	2-3/4
Description:	Jobcentre Plus is a government agency supporting people of working age from welfare into work, and helping employers to fill their vacancies. It is a part of the Department for Work and Pensions (DWP) and play a major role in supporting the Department's aim to 'promote opportunity and independence for all through modern, customer-focused services'.

b. Child allowances

Responsibility:	Central Government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk/childbenefit/
Sophistication stage:	4/4
Description:	The Child Benefit eService allows parents to send an electronic claim or report a change of circumstances over the internet. It uses the Government Gateway to do this securely. Since 2003, part of family support is payable under the form of tax credits (Child Tax Credit and Working Tax Credit) paid by HM Revenue & Customs. The tax credits website enables online calculation of entitlement, filling and submission of applications, prior to electronic payment.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for the UK. Most treatment in the National Health Service (NHS) is free at the point of delivery. There can be charges for some things (NHS prescription and dental charges, optical and hospital travel costs), for which help with some health costs is limited to people living on a low annual income (maximum amount is decided for each tax year). Health costs outside the public health service are not reimbursed.

d. Student grants

Responsibility:	Central Government, Student Loans Company (SLC)
Website:	http://www.studentsupportdirect.co.uk/
Sophistication stage:	4/4
Description:	Launched in November 2004, the Student Finance Direct portal enables students in England and Wales to apply for a range of financial support products (loans, grants, allowances, etc.) online. Registered users can apply for loans via a simple online form, check their loan accounts online, see details of scheduled payments, view correspondence, and update their profile. A specific online application service has already been in operation for some years in Scotland (set up by the Student Awards Agency for Scotland – SAAS), where the student support regime differs from that in England and Wales.

4. Personal documents (passport and driving licence)

a. Passport

Responsibility:	Central Central Government, UK Passport Service (UKPS)
Website:	http://www.passport-application.gov.uk/
Sophistication stage:	3/3
Description:	Secure site designed to help UK Nationals complete a passport application form on screen (users can request online or telephone help if necessary) and to pay the application fee online. Once the fee has been paid the application form can be submitted online. The pre-printed application form will then be returned by post to the applicant to sign, date, and return to the UKPS for processing.

b. Driving license

Responsibility:	Central Government, Driver and Vehicle Licensing Agency (DVLA)
Website:	http://www.dvla.gov.uk/drivers/applydl.htm
Sophistication stage:	3/3
Description:	Information online form ordering service.

5. Car registration (new, used and imported cars)

Responsibility:	Central Government, Driver and Vehicle Licensing Agency (DVLA)
Website:	http://www.dvla.gov.uk/vehicles/vehicle.htm
Sophistication stage:	2/4
Description:	Information and forms to download.

6. Application for building/planning permission

Responsibility: Local Government

Website: <http://www.planningportal.gov.uk/>

Sophistication stage: 4/4

Description: The Planning Portal, developed by the Planning Inspectorate and a number of other stakeholders, provides access to information on the planning process. It enables users to download planning applications forms. For some local authorities the form can be submitted electronically with attachments, and the associated fee can be calculated, with an option to pay electronically in some cases. The government intends to create a single standard planning application form, which will be available on the Planning Portal.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Police Information Technology Organisation (PITO)

Website: <http://www.online.police.uk/>

Sophistication stage: 3/3

Description: Online notification of certain minor crimes (theft, criminal damage / vandalism, theft from a motor vehicle, damage to a motor vehicle). For more serious complaints, information on ways to contact local police forces.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Local Government

Website: N/A

Sophistication stage: 3/3

Description: Most public libraries have online catalogues.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, General Register Office (part of the Office for National Statistics)
Website:	http://www.gro.gov.uk/gro/content/certificate/
Sophistication stage:	3/3
Description:	The General Register Office (GRO) now offers the facility to order certificates online, which can be used to place orders using the GRO index reference and for certificates dating from 1900 up to 18 months before the request date where the exact details are known. The service applies for England and Wales only. The General Register Office (Northern Ireland) also has an online request facility, while the General Register Office for Scotland provides information only.

10. Enrolment in higher education/university

Responsibility:	Universities and other higher education institutions, Universities and College Admissions Service (UCAS)
Website:	http://www.ucas.com/apply/
Sophistication stage:	4/4
Description:	UCAS is the central organisation that processes applications for full-time undergraduate courses at UK universities and colleges. UCAS Apply is a secure web-based system allowing applicants to apply online to UK higher education.

11. Announcement of moving (change of address)

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for the UK, where there is no obligation to inform the authorities of a change of address. However, the commercial website IamMoving.com enables citizens to notify a change of address to multiple public and private organisations. The service is free for users and paid for by partner organisations.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)**Responsibility:** N/A**Website:** N/A**Sophistication stage:** N/A

Description: This service is not relevant for the UK. However, the [NHS Direct Online](#) website provides health information and advice for the people of England. It is supported by a 24-hour nurse advice and information helpline and is also accessible through digital TV. The NHS is currently implementing an [electronic booking system](#) that will enable GPs to book hospitals appointments electronically for their patients.

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility:	Central Central Government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk/ebu/payee_online.htm
Sophistication stage:	4/4
Description:	Internet service enabling employers to submit and receive PAYE (Pay as You Earn) and NIC (National Insurance Contributions) forms and returns over the Internet, and to make payments electronically. Requires registration and enrolment with the Government Gateway . An EDI-based service is also available.

2. Corporation tax: declaration, notification

Responsibility:	Central Government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk/ctsa/index.htm
Sophistication stage:	4/4
Description:	Service enabling companies and agents to send Corporation Tax returns, computations and accounts over the Internet, and to make corresponding payments. Companies can also view details of their Corporation Tax position with the Revenue online, including liabilities and payments for each accounting period as well as any interest or penalties that may have been charged. The system requires registration and enrolment with the Government Gateway

3. VAT: declaration, notification

Responsibility:	Central Government, HM Revenue & Customs
Website:	http://customs.hmrc.gov.uk/
Sophistication stage:	4/4
Description:	Service enabling declaration and payment of VAT online. Requires registration and enrolment with the Government Gateway .

4. Registration of a new company

Responsibility:	Central Government, Registrar of Companies (Companies House)
Website:	http://www.companieshouse.gov.uk/
Sophistication stage:	3/4
Description:	Information and forms for company registration and company information submission. Forms for company registration can be submitted electronically using an online ' Electronic Filing ' service.

5. Submission of data to statistical offices

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for the UK, where businesses are not obliged to submit data to the national statistical office.

6. Customs declarations

Responsibility:	Central Government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk/online/
Sophistication stage:	4/4
Description:	Electronic services (web-based and EDI-based) available to importers and for declaration and payment of customs operations.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Environment Agency (England and Wales only)
Websites:	http://www.environment-agency.gov.uk/business/
Sophistication stage:	2/4
Description:	Information and downloadable forms.

8. Public procurement

Responsibility:	Central Government, Office of Government Commerce (OGC) and OGCBuying.solutions
Website:	http://online.ogcbuyingsolutions.gov.uk/
Sophistication stage:	2/4
Description:	Catalist is a catalogue-based electronic procurement scheme, providing public sector organisations with a simplified means of procuring and contracting for a wide range of products and services (information technology, telecoms services, professional services, facilities support), based on a series of Framework Agreements signed by OGCBuying.solutions with a number of suppliers. OGC and OGCBuying.solutions also have set up an e-Procurement platform called Zanzibar . Zanzibar is an e-procurement hub including 3 features: an electronic marketplace containing details of Public Sector supplier contracts, a Purchase to Pay solution, and a pan-Public Sector data warehouse. It is available through a single point of access for buyers and suppliers.

Source: [The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission](#)

<http://ec.europa.eu/idabc/egovo>

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