

# Has e-Government Delivered Improved Collection?

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# What is E Government

## →Modernising Local Government

→ Commitment to Publishing an IT Strategy

→ 4 Principles

Building services around citizens

Making Govt. more and its services more accessible

Social inclusion

Using information better

Interoperability

# Define E Gov.

→ E Government = Electronic Service Delivery

→ Electronic Service Delivery = ???

→ Direct

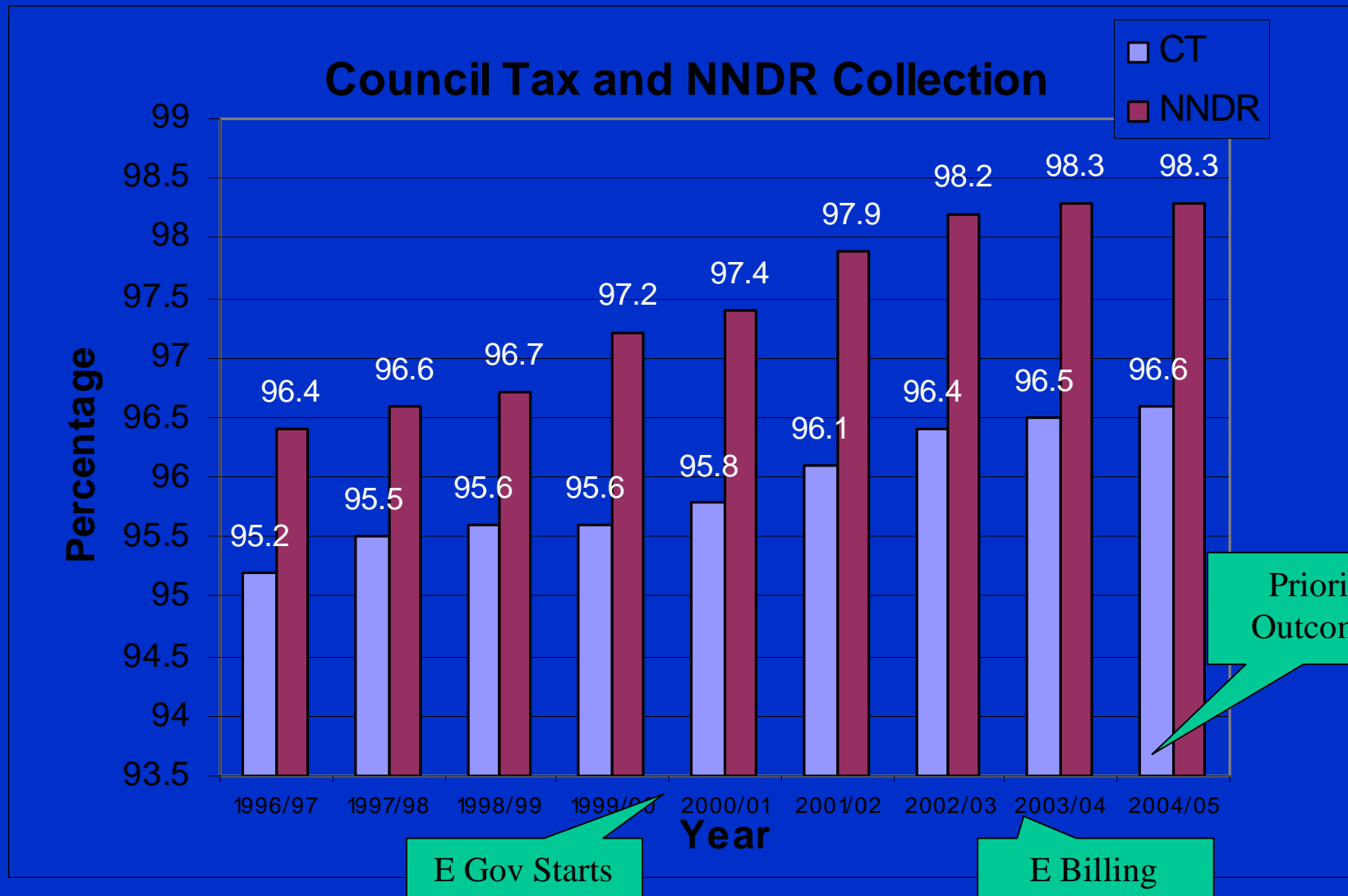
→ Mediated thru call centres/front offices or other means

→ 100% of those services THAT CAN BE delivered using new technology

→ Key Driver – improving services

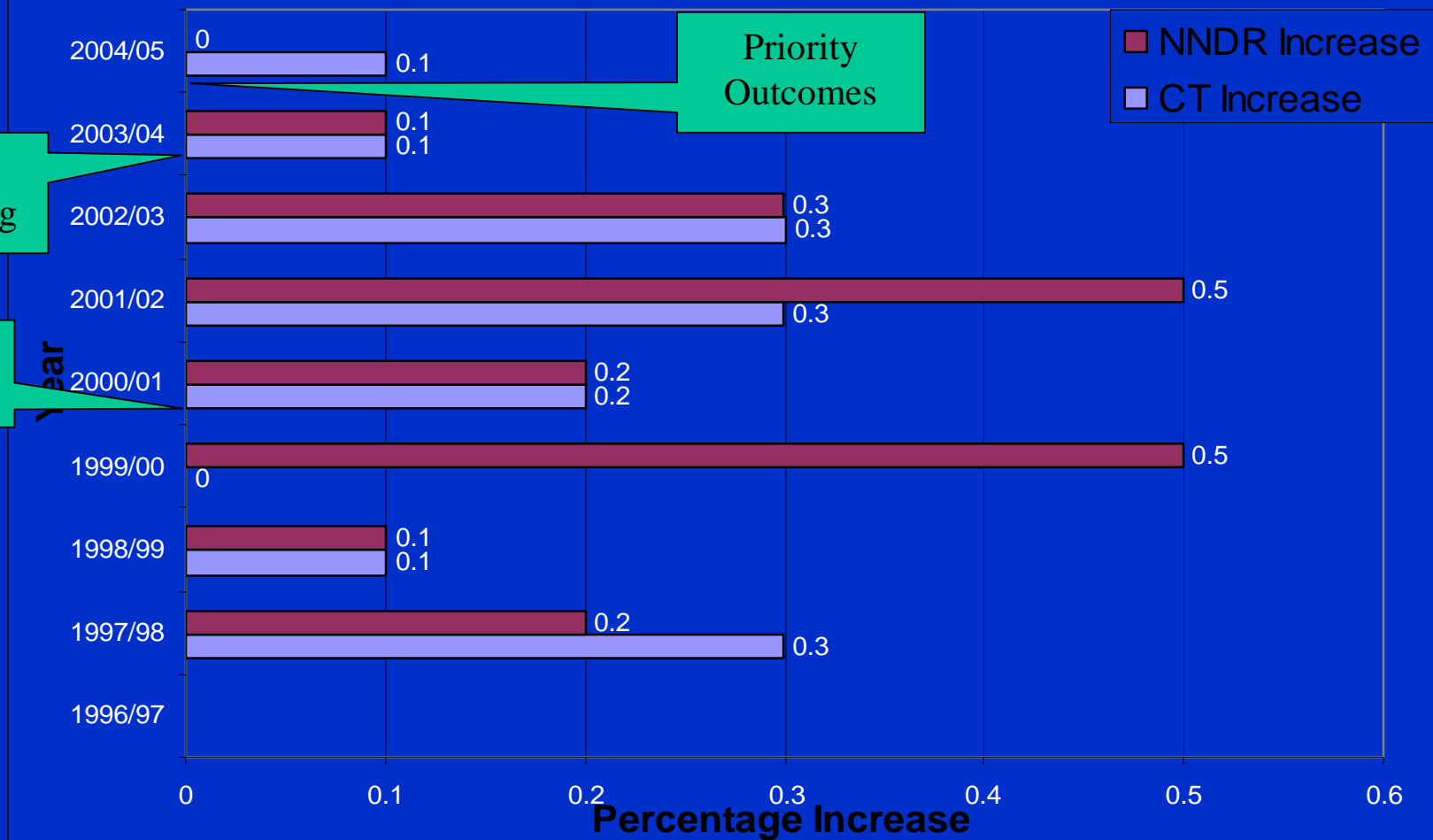
→ Not just access

# Has e-Government Delivered Improved Collection?



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## Percentage Increase Year on Year



# Priority Outcomes

- *“assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use”.*
- The ODPM also supports local government to achieve:
  - progress in terms of the electronic delivery of key high volume / high impact local government services identified as priorities in terms of user benefit and efficiency savings, i.e.
  - payments (including Council Tax Benefit & Housing Benefit);

# Required Outcomes

## → Revenues

### → Online facilities to be available to allow:

payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers)

delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling

# Good and Excellent Outcomes

## → Good

demonstration of efficiency savings and improved collection rates from implementation of e-payments

registration for Council Tax and Business Rates e-billing for Direct Debit payers

## → Excellent

provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone)

adoption of smart cards as standard for stored payments (e.g. replacing swipe cards)

agreed baseline and targets for reductions in unit costs of payment transactions

# Making it easy for citizens to do business with the council

## → Good Outcomes

- Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management (G24);
- Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address (G25).

# Required Outcomes – Cause for Concern

→ For the 29 Required priority outcomes due to be delivered in December 2005, reported achievement was as follows:

→	Red	(primary research stage)	1.6%
→	Amber	(implementation stage)	17.5%
→	Green	(completed)	80.9%

## % Local Authorities on "Red" Required Outcomes – Poor Performance

5% R11 ability to check Council Tax & Business Rates balances online

### Reason

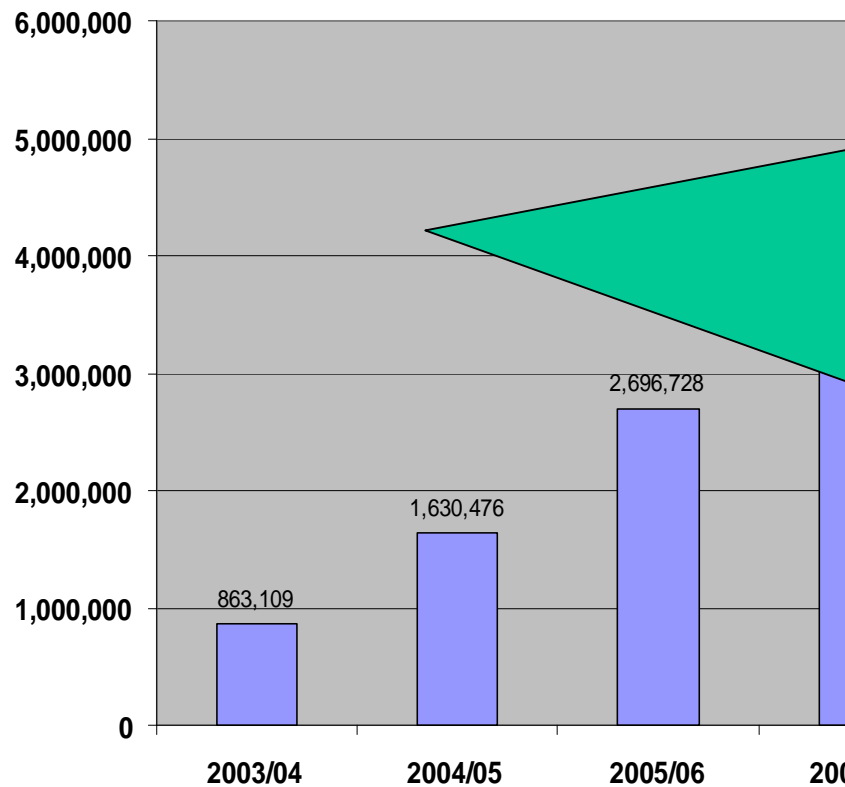
R11, which includes the ability to check Council Tax and Business Rate (NNDR) balances online or via touch tone telephone dialling, presents a new challenge for authorities to redefine Council Tax and Business Rate services for the online environment;

# Good Outcomes – Cause for Concern

- Only 2 individual Good priority outcomes have figures above 10% of authorities on Red (planning stage).
- 14%                      G8 establishment of a single business account
- 9%                        G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers
  - G8 is thought to be affected by security and authentication issues currently being addressed through our Government Connect initiative;
  - G11 is dependent upon the ability of revenues and benefits computer systems to issue e-bills. For many authorities this would represent a significant culture change that may be testing within the priority outcome timescales;

# Cost effective channels including e-payments accepted via the web

Growth in e-Payment Transactions Accepted via Local Authority Websites (IEG5)



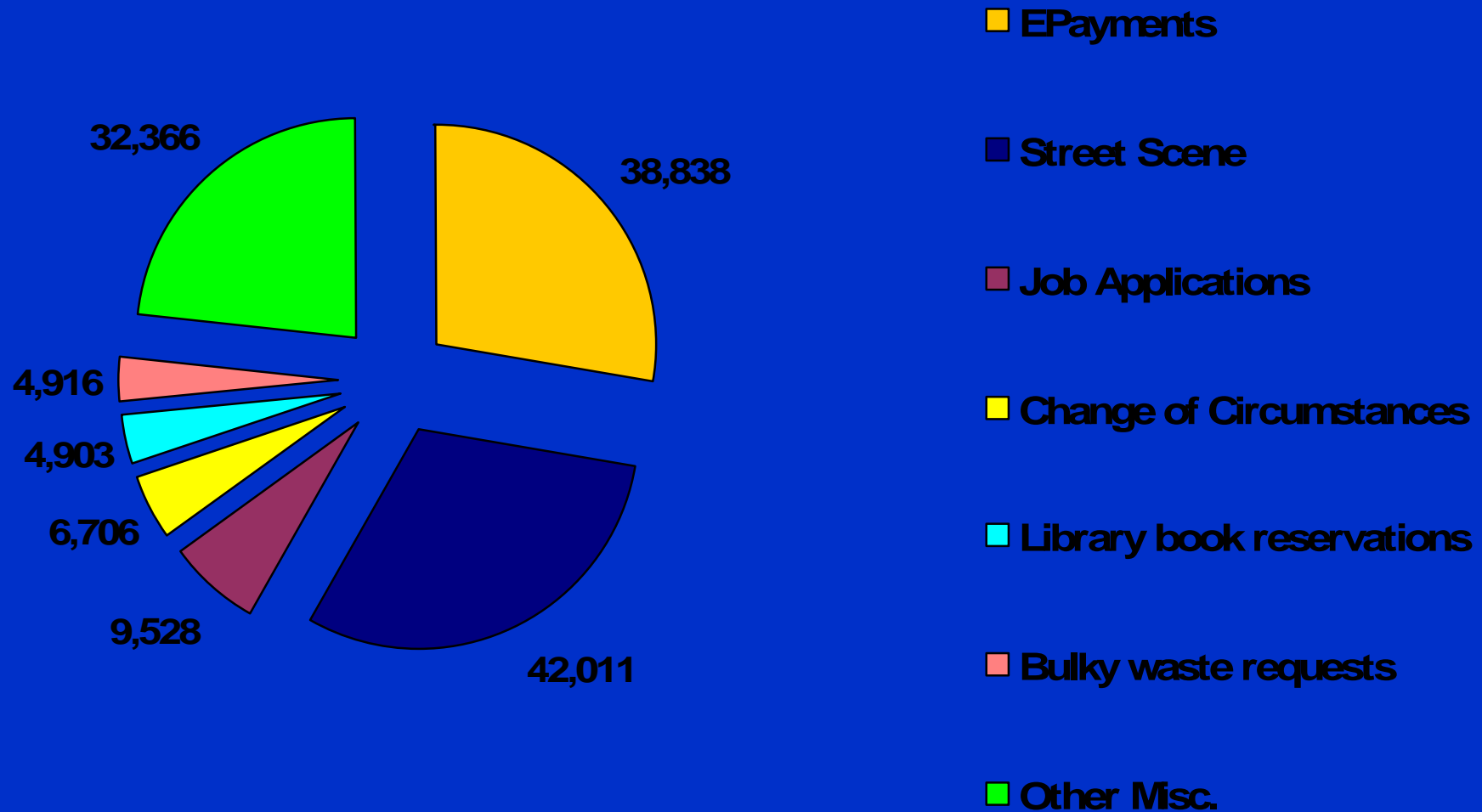
In terms of the take-up of transactional services such as e-payments, it is clear that the promotion of Direct Debits and BACS transfer for major payments such as Council Tax and Housing Benefits will continue to represent the best value electronic option. **Nevertheless, there remains considerable scope for making efficiency gains through the transfer of non-electronic payment collection in local authority cash offices and postal payments to more cost effective channels including e-**

**payments accepted via the web.**

# Tameside – Customer First

<b>Customer visits face to face</b>	<b>Cost Per Visit</b>	<b>Total Cost</b>
2003/4: 100,126 unique visitors	£15.50	£1,551,953
2004/5: 104,986 unique visitors	£14.65	£1,538,039
<b>Customer Call Centre</b>		
2003/4: 303,511 unique calls	£1.59	£482,582
2004/5: 314,602 unique calls	£1.39	£437,296
<b>Self Service: Website</b>		
2003/4: 452,378 unique visitors	£0.38	£171,903
2004/5: 679,813 unique visitors	£0.25	£168,703

# Self Service - Usage



# Customer C

Secure Citizens Account with single sign-on

View accounts, e-bills & e-statements

Link to e-payment facility

FAQ's, links & e-forms

e-bill ready notifications by e-mail

Authentication – PIN letter sent out

Daily updates

24x7 availability

i was late – did you get my last  
when is my next payment due  
has paying stopped  
can I have  
no m



d... my email?

... you taken my money twice?

another copy...

# Transformational Government

→ From E to T 2007-2011

- Services enabled by IT must be *designed around the citizen or business*, not the provider, and provided through modern, co-ordinated delivery channels
- 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
- There must be broadening and deepening of government's *professionalism in terms of the planning, delivery, management, skills and governance* of IT enabled change

# Comments



→ *"I requested copies of Building Regulation documents earlier in the week. These turned up this morning - 2-3 days after the request. All very well, but I am now denied a prolonged whinge in the pub tonight at your expense. Tsk. In future, kindly fulfil the local authority stereotype of unhelpful delay and bureaucracy. Making the process polite, effortless and near instantaneous has left me feeling disoriented. Top marks, anyway."*  
*Sean.*

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