eGovernment in the

United Kingdom

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European Commission

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in the United Kingdom. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile [1]

Basic data and indicators

Basic Data

Population (1 000): 63 896.071 inhabitants (2013)

GDP at market prices: 1 932 701.9 million Euro (2012)

GDP per inhabitant in PPS (Purchasing Power Standards, EU − 27 = 100): 106.0 (2012)

GDP growth rate: 1.9 % (2013)

Inflation rate: 2.6 % (2013)

Unemployment rate: 7.1 % (2013)

Government debt/GDP: 88.7 % (2012)

Public balance (government deficit or surplus/GDP): -6.1% (2012)

Source: Eurostat

Area: 244 820 Km^2

Capital city: London

Official EU language: 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, shared between the House of Commons and the House of Lords. The House of Commons consists of 650 members who are elected by pure majority vote and remain in office for a maximum of five years. The number of members in the House of Lords is not fixed; as of 1 April 2011, it consists of 792 members (bishops, life and hereditary peers). Laws are approved by a double reading process, in which the House of Lords cannot indefinitely block approval of a law; it can only delay it.

The Head of State is the hereditary Monarch, who fulfils important ceremonial and formal roles with respect to government. Executive power is exercised by the Government, headed by the Prime Minister and the Cabinet. The Government is answerable and accountable to the House of Commons. By constitutional convention, ministers are largely chosen from among the Members of Parliament (members of the Commons). The Prime Minister is typically 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.

Devolution in the United Kingdom

A wide-ranging constitutional reform over the last twelve years put forward a programme for a substantial decentralisation of power by the establishment of a Parliament and Executive in Scotland, an Assembly in Wales, and over a longer timescale, the devolution of power at regional level in England.

Following the Scotland Act 1998, the Scottish Executive (also referred to as the 'Scottish Government') is the devolved administration for **Scotland**, dealing with all devolved issues independently of the UK Government. Legislative power and control on devolved issues belongs to the Scottish Parliament.

In **Wales**, the [Government of Wales Act 1998](#) established the [National Assembly for Wales](#) (the Assembly) as a single corporate body, with secondary legislative powers and 60 members. Executive functions on devolved issues belong to the [Welsh Assembly Government](#).

In **Northern Ireland**, power was first devolved to the [Northern Ireland Assembly,](#) in December 1999, with executive authority exercised by the [Northern Ireland Executive](#). The Assembly comprises 108 members and the Executive 11 Ministers together with the First Minister and the deputy First Minister. Legislative power on devolved issues belongs to the Assembly.

In **England**, regional policy and devolution to the English regions is the responsibility of the [Department for Communities and Local Government](#).

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

Head of State: Queen [Elizabeth II](#) (since 1952).

Head of Government: Prime Minister [David Cameron](#) (since 11 May 2010).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 88 % (2013)

Percentage of enterprises with Internet access: 96 % (2013)

Percentage of individuals using the Internet at least once a week: 87 % (2013)

Percentage of households with a broadband connection: 87 % (2013)

Percentage of enterprises with a broadband connection: 95 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 71 % (2013)

Percentage of enterprises having received orders online within the previous year: 19 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 33 %, downloading forms 22 %, returning filled forms 22 % (2013)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 85 %, downloading forms 80 %, returning filled forms 87 % (2010)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark study](#), which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.
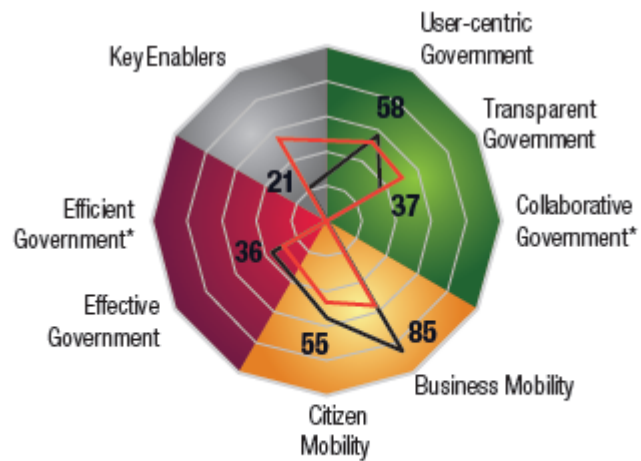
Source: eGovernment Benchmark 2013

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: ePractice news for eGovernment

Recent News

April 2014

▸ The government is helping to unlock data from public bodies by awarding £1.5 million (about €1.8 million) to projects as part of the Release of Data fund. The Cabinet Office investment will support organisations who want to improve their data publication data as part of a government push to increase transparency. The Open Data User Group (ODUG), which acts as a bridge between the open data community and government, will collect bids for funding.

▸ On 7 April 2014, the UK Government announced the details of a new government scheme to help businesses stay safe online. The scheme is based on the Cyber Essentials technical guidelines identify the security controls that organisations must have in place within their IT system in order to have confidence that they are beginning to mitigate the risk from internet-based threats.

November 2013

▸ Following a successful pilot, social enterprise and National Health Service (NHS) healthcare provider Bristol Community Health Community Interest Company (CIC) went live in November 2013 with the TotalMobile™ App Platform across three of their community healthcare teams and their citywide phlebotomy service.

May 2013

▸ Health Secretary Jeremy Hunt announced on 17 May 2013 a new £260 million (approx. €305 million) fund for hospitals to increase the use of technology. The fund will be used by hospitals to replace outdated paper based systems for patient notes and prescriptions and is a critical stepping stone in helping the National Health System (NHS) go digital by 2018.

News 2012-2001

2012

▸ On *21 December 2012* the Minister for the Cabinet Office, Francis Maude unveiled the list of the first wave of public services, which will be digitalised by 2015. The new digital services will give the public quicker and more convenient services suited to the 21st century, and will save taxpayers up to £1.2 billion (approx. €1.4 billion) by 2015 and around £1.7 billion (approx. €2 billion) a year thereafter.

2011

▸ An increasing number of public sector organisations in Wales have been using the Government's xchangewales eAuction services since their introduction in 2009. These Most Economically Advantageous Tender (MEAT) auctions have been delivering significant benefits and savings, namely, in the home-to-school transport contract category.

▶ On 21 October 2011, the Minister for the Cabinet Office launched a detailed plan for the implementation of the government's new ICT strategy, which is projected to deliver around £1.4bn of savings within the next 4 years and help deliver better public services digitally. This was followed on 27 October 2011, by the publication of four strategies titled: 'Government Cloud', 'Greening Government: ICT', 'Government ICT Capability', 'Government End User Device'.

A government report released on 7 October 2011 shows that in the past 12 months, significant steps have been taken in the drive to cut unnecessary spending and pave the way for a single government web domain. The report states that over 1 500 government websites have now closed since the rationalisation programme began. The programme resulted from a November 2010 report by Martha Lane Fox, commissioned by the Cabinet Office minister, which found that the multiplicity of websites led to "significant duplication" and a "highly inconsistent" user experience.

▶ On 11 August 2011, the beta testing phase of all-encompassing single UK government portal starts. It is envisaged that the single government domain would host all of the government's public information, replacing over 400 current websites. As such, it would build on the benefits of Directgov, currently the largest government citizen-facing website, by offering more features for users and reducing the need for separate departmental websites.

▶ On 5 July 2011, Mike Bracken joins the Cabinet Office, appointed as the government's new Executive Director of Digital, responsible for overseeing and improving all of the government's online presence and extending the number of public services available online. Mr Bracken will report to Ian Watmore, the government's Chief Operating Officer, based in the Cabinet Office. He will be responsible for over 100 staff in the government's Digital Service. The new role combines the work of the Chief Executive of Directgov, the lead of cross-government digital reform work, and part of the work of the Director for Digital Engagement and Transparency.

▶ On 11 May 2011, the coalition government launches a single government website prototype, aimed at making public services easier to use. It is made available at http://alpha.gov.uk and users are welcome to provide feedback. The prototype single domain, named Alphagov, was recommended by Digital Champion Martha Lane Fox in her review of government digital services entitled 'Directgov 2010 and beyond: revolution not evolution', published in 2010

▶ The department for Business, Innovation and Skills (BIS) launches a free **public procurement eCourse** for businesses. 'Winning the Contract' is designed to help businesses learn about public procurement and how to bid for public sector contracts. The eCourse introduces businesses to key procurement processes.

▶ In the same month, the UK Government launches the Red Tape Challenge website, in which the general public can post their views on unnecessary regulations, with the ultimate aim of reducing bureaucracy. With the aim of ultimately streamlining regulation, the government intends to publish all current regulations concerning a specific sector or industry. The public will then be given two weeks to post their views and subsequently ministers will be given three months to take action.

▶ On 30 March 2011, the Cabinet Office publishes the 'Government ICT Strategy', confirming the UK's determination to move its public sector away from being locked-in on large-scale single supplier **proprietary software** solutions. The strategy document intends to focus on an open approach to ICT, mandating open standards, re-aligning the playing field for open source and encouraging greater SME participation in government ICT contracts.

▶ On 6 January 2011, the UK's National Archives launches the first ever public sector directory of commercial services and solutions to help secure the long-term **survival** of **digital information**. As part of a project, the National Archives has developed the Digital Continuity Framework, launched on the same day in partnership with the national procurement partner for all UK public services. The framework provides guidance for public sector bodies to understand and manage their information.

▶ In the first week of January 2011, Westminster City Council launches a call for tenders for a **web-based procurement portal** that will display data related to all aspects of procurement activity across London's councils. The contract is to be awarded in April 2011 and the portal to be launched in June. The portal will potentially display information from all London borough councils and public

services, including the police and hospitals, and will help pave the way for collaborative procurement across the capital.

News 2010-2001

2010

▸ In *July 2010*, the City and County of Swansea (South West Wales) [becomes](#) the latest public sector organisation to implement the Welsh Assembly Government's eProcurement platform called '[xchangewales](#)'. 'xchangewales' is an online service that allows public sector buyers to view and order goods and services through a wide range of electronic catalogues and be able to transact electronically with their suppliers, including sending purchase orders and receiving invoices.

In the same month, government employees [propose](#) that the administration moves to open source software, thus replacing proprietary operating systems and office tools, in an effort to cut costs. The proposal comes in response to the Prime Minister's call on civil servants to suggest ideas on how the government could save money.

On *1 July 2010*, the government launches the '[Your Freedom](#)' website which invites the British public to suggest ways of cutting red tape for businesses, by repealing unnecessary laws and supporting civil liberties. The ideas submitted are to be grouped into three policy areas: restoring civil liberties; repealing unnecessary laws; and cutting business and third sector regulations.

▸ On *18 June 2010,* the new coalition government announces the appointment of a new '**UK Digital Champion**', with the mission to focus on encouraging as many people as possible to go online, and to improve the convenience and efficiency of public services by driving online delivery. The appointment is part of government's drive to increase transparency and accountability.

On *4 June 2010*, as part of the Prime Minister's transparency initiative, the Ministry of Economics and Finance, for the first time, publishes data on public expenditure from the Combined Online Information System (COINS), for the 2008-2009 and 2009-2010 fiscal years. The data is made available through [data.gov.uk](#).

▸ On *24 May 2010*, as part of the government's drive to achieve £ 6.2 (€ 7.0) billion worth of spending cuts, a new joint Treasury-Cabinet Office group called the Efficiency and Reform Group was announced. The Group, formed by pulling together existing capabilities, intends to ensure that departments work together to tackle waste and improve accountability across a range of areas.

▸ On *16 March 2010*, the Office of Government Commerce's (OGC) centre for eAuctions publishes a '[Forward Plan for eAuctions](#)' and launches a website dedicated to **electronic auctions**. Both initiatives aim to have reduced the public sector costs by up to 270 million (approx. € 300 million) by the end of 2011-2012.

▸ A website ('[data.gov.uk](#)') is launched to the public on *20 January 2010* to offer **free access** to UK **government data**. The site contains more than 2 500 sets of data from across the government. All data is non-personal and in a format that can be reused by any individual or business to create innovative new software tools, such as applications about house prices, local amenities and services, or access to local hospitals.

2009

▸ On *7 December 2009,* the Prime Minister announces the publication of an action plan entitled '[Putting the Frontline First: Smarter Government](#)' which sets out the priorities for the government to improve public services while reducing public expenditure.

▸ In *November 2009*, the UK Land Registry [produces](#) a new Flood Risk Indicator, made available [online](#) in the 'Find-a-Property' section of the [Land Registry website](#).

- A new interactive national map service, launched in *October 2009*, gives access to local crime statistics and neighbourhood policing details. The website was developed by the National Policing Improvement Agency and police forces across England and Wales, on behalf of the Home Office.

- Starting in *September 2009*, a new facility via an online e-mail form can be used to report suspects for tax evasion to HM Revenue and Customs (HMRC).

- The Anti-Social Behaviour (ASB) Action website, launched in *July 2009* through 'Directgov', allows users to check actions taken in order to combat anti-social behaviour in their local area and to contact persons in charge of tackling such behaviour locally.

- In *June 2009,* the UK Cabinet Office launches a new **Digital Engagement Blog** – an interactive tool that encourages and empowers citizens' engagement in the work of public services. The tool allows better use of published information, thus stimulating a more transparent and effective government.

- On *10 March 2009*, the government publishes the document 'Working together - Public services on your side', aiming at ways to accelerate the delivery of enhanced services over the coming years.

- On *24 February 2009*, the government publishes a new policy on Open Source software aimed to ensure maximum value for money for taxpayers. The policy includes 10 actions to ensure that best value for money software solutions are put forward for tenders, be they Open Source or proprietary products.

- On *29 January 2009*, 'Digital Britain: the Interim Report' is published by the government. The report contains more than 20 recommendations aimed at securing Britain's place at the forefront of the global digital economy.

2008

- In *July 2008*, the Cabinet Office publishes the 'Transformational Government Annual Report 2007', which covers the period from January 2007 to January 2008. The report describes the latest developments towards designing and delivering public services to address citizens' needs.

- On *15 April 2008,* the National Assembly for Wales launches a new range of eDemocracy services aimed at encouraging greater dialogue between the Assembly and Welsh citizens. They include a new ePetition system, 'senedd.tv' (an enhanced webcasting service), eForums and a quick vote facility for online consultations for committee inquiries.

  Starting in *April 2008*, Northern Ireland's JobCentreOnline allows citizens to search for jobs by wage range or region. The latest enhancement to 'JobCentreOnline' included the option for users to receive free text message alerts about new job vacancies.

- The Home Office announces in *January 2008* that its global system for checking the fingerprints of visa applicants is completed ahead of time and budget.

  A new online service, which provides businesses with information on and access to the many business opportunities linked to the London 2012 Olympic and Paralympic Games, is launched on *17 January 2008*. The aim of CompeteFor is to improve access to London 2012 business opportunities for enterprises of all sizes and to increase the transparency and ease of the procurement process.

2007

- In *July 2007*, a report by the National Audit Office shows that UK government websites have improved only slightly since 2002. The government plans to move information into two main 'supersites' – 'Directgov' and 'businesslink.gov.uk', so as to give the public and businesses a simple pathway to information and services.

▸ In *June 2007*, the 'Power of Information Review' is published in order to assess how the government can harness the phenomenon of internet advice-sharing sites and empower people with information that could help improve their lives. The review examines how non–personal public sector information can be reused and reinvigorated outside of government to generate public and economic value.

▸ In *March 2007*, the UK Land Registry opens up all its services to electronic customers. Customers can pay electronically for land charge applications, preliminary services and any application lodged by post, telephone or through 'Land Registry Direct'.

▸ In *January 2007*, a Cabinet Office press release announces that the number of central government websites is to be drastically reduced, something which would benefit tens of millions of users. Information of continuing relevance from closed sites will be transferred to the 'Directgov' and 'businesslink.gov.uk' portals.

2006

▸ In *December 2006,* 'Directgov', the UK government portal which provides a single point of access to all on-line public services, starts offering its services via mobile phone.

▸ In *April 2006*, important new measures to enable data sharing become law in the UK. Having received Royal Assent, the 'Immigration, Asylum and Nationality Bill' intends to strengthen borders by allowing data sharing between the Immigration Service, police and customs, as part of the 'eBorders' programme.

▸ In *March 2006*, the government launches the 'National Planning Application Register' service, which allows interested citizens and firms to access the vast majority of planning applications made in England and Wales.

In that same month, a scheme for verifying the personal details of passport applicants, intended to provide the basis for an ID card checking system, goes live.

▸ In *February 2006*, in a bid to cut back on public procurement costs, the UK government launches 'Zanzibar', a web-based purchase-to-pay (P2P) and electronic marketplace solution, which is heralded as the market place for single-point government shopping.

2005

▸ In *November 2005*, the UK's new **eGovernment strategy**, entitled 'Transformational Government - Enabled by Technology', is presented. The document sets the strategy for transforming public services using ICT and outlines how effective use of technology, designed around citizens' and businesses' needs, can transform people's daily lives.

▸ In *April 2005*, the government launches a new national '**Digital Strategy**' aimed at tackling the persistent digital divide and low uptake of eGovernment services by citizens. The document lays down a number of goals, such as: making the UK a world leader in digital excellence; constructing a robust strategy to achieve the digital vision; tackling social exclusion; and bridging the digital divide.

▸ In *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 the central government. The ultimate aim is for all local authorities to be using the system by the end of 2007, thus achieving efficiencies in service delivery and costs.

▸ In *January 2005*, a 'CIO Council' is created, composed of 30 Chief Information Officers (CIOs) drawn from central government, local authorities and other public agencies. The council is to promote the role of CIOs in the public sector and to increase the success rate of government IT projects.

In that same month, the UK Freedom of Information (FOI) Act 2000 comes fully into force; it requires public sector bodies to make information more readily available to the general public.

2004

▸ In *September 2004*, the Office of the eEnvoy is replaced by the **eGovernment Unit** in the Cabinet Office, led by the 'Head of eGovernment'.

▸ In *July 2004*, the 'Independent Review of Public Sector Efficiency' is published. Identifying potential for efficiency gains in government operations with a view to releasing resources for frontline service delivery, the review outlines the role of eGovernment as key to the government's efficiency drive.

▸ In *June 2004*, the Home Office announces the rollout of the Iris Recognition Immigration System, a biometric border control system in a number of key airports across the country with a view to improve immigration control.

▸ In *April 2004*, the Office of the Deputy Prime Minister (ODPM) publishes the 'Priority Outcomes for Local eGovernment'. The document aims to assist all local councils reach the 2005 targets on a series of key priority outcomes relating to full electronic service delivery capability.

▸ In *March 2004*, the first phase of the government's new portal, 'Directgov' is launched, bringing together a wide range of public services for citizens.

▸ In *February 2004*, an upgraded version of the Government Secure Intranet (GSi) goes live, which provides secure restricted-level access to better services and functionalities to over 280 000 users in central and local government.

2003

In *November 2003*, the eGovernment portal for businesses 'BusinessLink.gov.uk' is launched to provide access to government information and services for businesses, business owners and managers.

2002

▸ In *November 2002*, the 'National Strategy for Local eGovernment' is launched. The strategy provides a framework to transform local council services, by linking them with other public services and offering greater choice, convenience and accessibility for customers, as well as greater cost-effectiveness for councils.

▸ In *April 2002*, the National Audit Office (NAO) publishes the report 'Government on the Web II'. As a follow-up to the 1999 'Government on the Web' report, it surveys progress in implementing eGovernment in central and local government.

▸ The National Audit Office publishes the 'Better public services through eGovernment' report. It examines departments' progress in achieving eGovernment, and focuses on actions taken to improve the delivery of IT projects and to manage the risks which the various departments face.

2001

▸ In *December 2001*, the Office of the eEnvoy publishes the 'ePolicy Principles', a set of guidelines for policy-makers across government designed to ensure the effectiveness of new eGovernment policies.

▸ In *February 2001*, a central hub designed to link eGovernment services across departments, called the 'Government Gateway', is launched. The hub includes a secure authentication and transaction engine.

News 2000 and before

▸ In *December 2000*, the **'UKonline.gov.uk'** citizen portal is launched to provide a one-stop-shop to public services online.

- In *April 2000*, the 'eGovernment: a strategic framework for public services in the Information Age', UK's **official eGovernment strategy**, is published. The framework challenges all public sector organisations to innovate and commits all central government departments to develop eBusiness strategies. It also calls for government to provide the necessary common infrastructure and leadership.

- In *1999*, the 'Modernising Government Action Plan' is published. The plan lists 62 commitments for the first two years of the programme, including the development of a single electronic gateway aimed at opening up a range of one-stop-shop services.

- In *February 1998*, the Parliamentary Office of Science and Technology (POST) publishes the report 'Electronic Government: Information Technologies and the Citizen'. The report assesses how ICT can be used by the government to improve internal working and the delivery of public services.

- In *October 1997*, the Prime Minister sets the target that 25 % of all interaction with the government should be able to be conducted electronically by 2002, via telephone, television or computers.

- In *November 1996*, the government publishes the **'Government Direct'** green paper, as 'a prospectus for the electronic delivery of government services'.

- In *October 1994*, the Central Computer & Telecommunications Agency (CCTA), under the responsibility of the Cabinet Office, establishes a central government website ('open.gov.uk'), directing Internet users to departmental and agency sites. CCTA also hosts on its servers websites for departments and agencies new to the Internet.

eGovernment Strategy

Main strategic objectives and principles

Government Digital Strategy (December 2013)

The Government Digital Strategy sets out how government will redesign its digital services to make them so straightforward and convenient that all those who can use them prefer to do so. This strategy thus sets out how the government will become digital by default.

It is estimated that moving services from offline to digital channels will save between £1.7 and £1.8 billion a year.

The strategy will be implemented through the following actions:

▶ **Improve departmental digital leadership**: All departments will undertake end-to-end service redesign of all transactional services with over 100,000 transactions each year. All new or redesigned transactional services going live after April 2014 will meet a new Digital by Default Service Standard.

▶ **Develop digital capability throughout the civil service**: All departments will ensure that they have the right levels of digital capability in-house, including specialist skills. Cabinet Office will support improved digital capability across departments.

▶ **Redesign transactional services to meet a new Digital by Default Service Standard**: All departments will undertake end-to-end service redesign of all transactional services with over 100,000 transactions each year. All new or redesigned transactional services going live after April 2014 will meet a new Digital by Default Service Standard.

▶ **Complete the transition to GOV.UK**: Corporate publishing activities of all 24 ministerial departments will move onto GOV.UK by March 2013, with agency and arm's length bodies' online publishing to follow by July 2014.

▶ **Increase the number of people who use digital services**: Departments will raise awareness of their digital services so more people know about and use them, and look at ways to use incentives to encourage digital adoption.

▶ **Provide consistent services for people who have rarely or never been online:** It is important that nobody is left behind in this move to a digital by default approach. Departments will recognise and understand the needs of people who can't use digital services. The government will provide appropriate support for these people to use digital services and other ways to access services for people who need them.

▶ **Broaden the range of those tendering to supply digital services including more small and medium sized enterprises**: Cabinet Office will offer leaner and more lightweight tendering processes, as close to the best practice in industry as our regulatory requirements allow.

▶ **Build common technology platforms for digital by default services**: Cabinet Office will lead in the definition and delivery of a new suite of common technology platforms, to underpin the new generation of digital by default services.

▶ **Remove unnecessary legislative barriers**: Cabinet Office will work with departments to amend legislation that unnecessarily prevents us from developing straightforward, convenient digital services.

▶ **Base service decisions on accurate and timely management information**: Departments will supply a consistent set of management information, as defined by Cabinet Office, for their transactional services.

▶ **Improve the way that the government makes policy and communicates with people**: Departments will encourage policy teams to use a wider range of digital tools to communicate with and consult people, both within the UK and overseas.

▶ **Collaborate with partners across public, private and voluntary sectors to help more people go online**: Departments will build digital inclusion into all relevant policies and programmes, and collaborate with private and third sector organisations to remove barriers to internet use, whether caused through lack of skills, motivation, access or trust.

▶ **Help third party organisations create new services and better information access for their own users by opening up government data and transactions**: Departments will undertake cross-government discovery work with GDS to understand user needs for services delivered outside GOV.UK, and what APIs and open standards might be required to support them; and GDS will undertake development work on GOV.UK to make all information held on it easily reusable.

Previous eGovernment Strategy

Government ICT Strategy (2011-2013)

The coalition government, appointed in office in May 2010, proclaimed its intentions to revamp the public sector, upgrade the role of ICT and, in general, move away from vendor lock-in and large-scale single supplier proprietary software solutions. Immediately following assumption of power, the government founded the [Efficiency and Reform Group](#) under the [Cabinet Office](#), with the mission to undertake a coordinated approach to tackling waste and improving efficiency and accountability across all government departments, including ICT. Less than a year later, in March 2011, the Cabinet Office published the new ['Government ICT Strategy'](#), which set out to improve the record of government ICT, especially in delivering large-scale projects and programmes. This was followed by the publication of four focused strategies on 27 October 2011, titled: ['Government Cloud'](#); ['Greening Government: ICT'](#); ['Government ICT Capability'](#); and ['Government End User Device'](#).

The main **targets** of the strategy are, through reuse and sharing of ICT assets, to improve productivity and efficiency, reduce waste and the likelihood of project failure. Key elements include the application of **agile project management** methods to ICT procurement and delivery so as to respond to changing requirements and ensure that solutions meet business requirements. The importance of **interoperability**, through the use of common and open standards, is emphasised with the creation of cross-government standards on application programme interfaces and the development of a **quality assurance mark**.

To cope with contemporary challenges, the strategy also includes a set of **key actions** to be delivered over the next 24 months, such as:

▶ create a level playing field for open source software;

▶ greatly streamline procurement and specify outcomes rather than inputs;

▶ create a presumption against projects with a lifetime value of more than £ 100 million (approx. € 115 million);

▶ impose compulsory open standards, starting with interoperability and security;

▶ create a comprehensive asset register;

▶ create a cross-public sector applications store;

▶ encourage boards to hold ministers and senior officials to account on a regular basis for the progress of ICT projects and programmes.

In addition, the strategy aims to enable the building of a **common infrastructure** underpinned by a set of **common standards**. It will therefore build on the ICT moratorium, project review and contract

renegotiations which have allowed the government to appraise and take control of spending and to ensure that projects demonstrate value for money and effectiveness. Furthermore, it seeks to underline the government's commitment to increasing transparency through actions such as publishing government ICT contracts online.

Governance measures of the strategy document include plans to form a new body, the **Chief Information Officer's (CIO) Delivery Board**, which comprises CIOs from the large delivery departments and which is to sit above the CIO Council and advise the ministerial committee (called the 'Public Expenditure Committee (Efficiency and Reform)' or PEx(ER) in short) on progress.

The CIO Delivery Board was created in spring 2011 and took ownership of the delivery and implementation of the ICT strategy, supported by action from all departments. The Board published the accompanying Strategic Implementation Plan (SIP), to translate the vision of the 'Government ICT Strategy' into real outcomes. The SIP provides an overview of how the strategy will be implemented and a summary of the individual plans for each delivery area. The initiatives will be funded via existing spending plans. These plans imply spending money better, rather than spending more, and will be used as exemplars of the government's major projects methodology.

Strategies and policies in the devolved administrations

The devolved administrations of Scotland, Wales and Northern Ireland have their own particular approaches to eGovernment policy.

Scotland

Scotland's Digital Future Strategy outlines the steps that are required to ensure Scotland is well placed to take full advantage of all the economic, social and environmental opportunities offered by the digital age.

Four themes were defined:

- **Connectivity**: Scotland's Digital Future: Infrastructure Action Plan outlines the government's commitment to a world-class, future-proofed infrastructure that will deliver digital connectivity across the whole of Scotland by 2020. So far, over £240 million of public sector funding has been committed to taking forward the Infrastructure Action plan.

- **Digital Public Services**: Scotland's Digital Future: Delivery of Public Services Strategy provides a framework into which strategies developed by sectors align NHS Scotland; Local Government; central government, i.e. Scottish Government its agencies and non-departmental bodies including the police and fire services; universities and colleges. A summary of progress on each of the Sectoral Strategies can be found here.

- **Digital Economy**: the report Scotland's Digital Future - Supporting the Transition to a World-leading Digital Economy: Emerging Findings April 2013 was published on 7 May 2013. The report explores the public sector's approach to promoting Scotland's digital economy and provides initial outputs from the review of business support programmes. On 22 May 2013, additional £7 million funding was announced to take forward the recommendations in the report and complement the resources that are already in place within enterprise and skills agencies.

- **Participation**: the digital participation strategy is laid out in A National Framework for Local Action.

Wales

The Digital Wales Strategy is structured around five fundamental objectives:

- **Inclusivity**: Digital Wales will contribute to making Wales a more inclusive, sustainable and prosperous society. Making sure everyone can enjoy the benefits of technology is a key part of that.

- **Skills**: Information and communication technology (ICT) skills will be part of children's education, and technology will be used to improve teaching methods and learning. Beyond schools, the government will ensure that everyone in Wales can acquire the basic skills and confidence to get

online and use digital technologies. The government will also help train people in more specialist skills for industry.

▸ **Economy**: Digital Wales will support Welsh companies to network with research departments to create and commercialise new digital technologies. Digital Wales will help more Welsh companies to exploit these developments to innovate, grow and access new markets, especially in the creative industries, ICT and tourism sectors.

▸ **Public services**: Digital Wales will make more public and government services digital so they are easier to access and become more efficient and convenient. Through effective use of technology, people will be able to better deliver these services, and maximise use of resources.

▸ **Infrastructure**: To deliver all the benefits of digital technology, the government aims for everyone in Wales to access Next Generation Broadband (at least 30Mbps) by 2015. The government is actively working to improve mobile and wireless coverage across Wales too.

Northern Ireland

The Northern Ireland (NI) Digital Economy Action Plan 2013-2014 identifies a number of challenges, as well as specific actions in order to tackle them. These are:

▸ **Connected Digital Economy Catapult**: Provide a world-class centre of expertise in the digital economy, to support the rapid commercialisation of cutting-edge technologies with the potential to have a global impact.

▸ **Systems – new digital media business systems**: Developing visual effects capabilities and work processes to allow audiences to be reached across multiple platforms.

▸ **Value – frictionless commerce**: Making it easier for traders and their customers to establish a relationship online.

▸ **Value – valuing and pricing digital assets**: Developing ways to agree value and price.

▸ **Data – uses of environmental data**: Enabling the commercial exploitation of the rich UK collection of environmental data to provide practical decision support tools for industry - joint programme with resource efficiency team and shown in both areas.

▸ **Data – establishing clean data supply**: Continuation of the LinkedGov project.

▸ **Data – digital technologies for health**: Enabling companies to understand what impact they could have to help deliver more efficient and effective health systems and to connect with the providers. We may consider the following areas: early diagnosis, prevention and better treatments. Joint programme with health and shown in both areas.

▸ **Places & people – enterprise and employee information systems**: Helping businesses to establish secure, resilient and reliable connections with their staff working remotely.

▸ **Places & people – location-based services**: Helping businesses to engage with their customers in their 'here and now' context.

▸ **Places & people – local media systems**: Developing a marketplace for information and services of local interest.

▸ **IC tomorrow**: Developing innovation for small digital businesses through a programme of small business support contests.

▸ **Supporting and developing clusters**: Developing innovation for small digital businesses through two Launchpad competitions: Creative North-West and Cyber South-West.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in the UK.

Freedom of Information Legislation

Freedom of Information Act (2000)

The Freedom of Information Act 2000 (FOIA) received Royal Assent on 30 November 2000 and came fully into force on 1 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. A new Information Commissioner's Office and an Information Tribunal, with wide powers to enforce the rights created, were established by the Act, along with a duty imposed on public authorities to adopt a scheme for the publication of information. The legislation applies to a wide range of public authorities, including parliament, government departments, local authorities and other entities in England, Northern Ireland and Wales. Scotland has a specific Freedom of Information (Scotland) Act 2002, which makes provision for the disclosure of information held by Scottish public authorities.

Data Protection/Privacy Legislation

Digital Economy Act (2010)

The Act concerns the online infringement of copyright. It creates a system which aims to increase the ease of tracking down and suing persistent infringers, and after a minimum of one year permit the introduction of 'technical measures' to reduce the quality of, or potentially terminate those infringers' Internet connections. It furthermore creates a new ex-judicial process to handle appeals.

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). It lays down rules for the way organisations have to treat personal data and information that apply to paper-based and electronic records. These rules are mandatory for all organisations that hold or process personal data, in the public as well as the private and voluntary sectors. The Act contains eight data protection principles, which state that all data has to be: processed fairly and lawfully; obtained and 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 an individual's rights; kept secure; and transferred only to countries that offer adequate protection.

eSignatures Legislation

Electronic Communications Act (2000)

The Electronic Communications Act 2000 creates a legal framework for the use of electronic signatures in the public and private sectors.

Electronic Signatures Regulations (2002)

The Act is completed by the Electronic Signatures Regulations 2002, which implements in UK law the European Directive on a Community framework for electronic signatures (1999/93/EC).

eCommerce Legislation

Electronic Communications Act (2000)

The Electronic Communications Act 2000 aims to help build confidence in electronic communications by creating a legal framework for electronic commerce in the private and public sectors.

Electronic Commerce Regulations (2002)

Electronic Commerce Regulations 2002 transpose 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, and electronic commerce in particular, in the internal market.

The Electronic Commerce (EC Directive) (Extension) (No. 2) Regulations (2003)

This is a supplementary regulation to ensure that eCommerce Regulations apply to the legislation which was amended by the Copyright and Related Rights Regulations 2003. These also apply to the eCommerce Regulations to the Performances Order 2003 and the Copyright Order 2003.

eCommunications Legislation

Communications Act (2003)

Other key elements of the EU Framework on eCommunications, 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.

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 ePrivacy Directive) of 11 December 2003.

eProcurement Legislation

Public Contracts Regulations (2006)

The use of electronic means in the public procurement process is regulated by the Public Contracts Regulations 2006 (Statutory Instrument 2006 No.5) which came into force on 31 January 2006. It implements European Directive 2004/18/EC, of 31 March 2004, on the co-ordination of procedures for the award of public works contracts, public supply contracts and public services contracts. The regulations apply to England, Wales and Northern Ireland. Corresponding legislation for Scotland is contained in the Public Contracts Regulations (2006) and in supplementary public procurement legislation available on the website of the Scottish Executive. The relevant European Utility Contracts Directive (2004/17/EC) regarding procedures of entities operating in the water, energy, transport and postal services sectors, is implemented by the Utilities Contracts Regulations 2006 (Statutory Instrument 2006 No. 6) for England, Wales and Northern Ireland and the Utilities Contracts (Scotland) Regulations 2006 (Scottish Statutory Instrument 2006 No. 2) for Scotland.

Re-use of Public Sector Information (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 into UK law the European Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI Directive). The 'United Kingdom Report on the Re-use of Public Sector Information 2010' sets out the key initiatives and landmarks that shaped the way in which the UK promoted the re-use of PSI spanning the period between June 2009 and December 2010.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Cabinet Office

The Cabinet Office holds overall responsibility for the government's efficiency and reform agenda, with the overarching purpose to improve government function. eGovernment resides in the Cabinet Office under the political responsibility of the Minister for the Cabinet Office, who is also responsible for the development of the 'Government Digital Strategy'.

Coordination

Efficiency and Reform Group

The Efficiency and Reform Group is a newly-formed structure based in the Cabinet Office. Its mission is to undertake a coordinated approach to tackling waste and improving accountability and efficiency across all government departments. This includes efficiency in procurement, major-projects management, civil service reform and ICT. The Group is governed by a Board, chaired jointly by the Chief Secretary to the Treasury and the Minister for the Cabinet Office.

The Chief Information Officers Council

The Chief Information Officers Council's mission is to improve public service delivery. More specifically, the Council acts as a focus for partnership between IT professionals across government and as a means to balance government-wide agendas with accountabilities in line organisations. With a membership drawn from the wider public sector, the Council is tasked with creating and delivering a government-wide agenda to support the transformation of government and to build capacity and capability in IT-enabled business change.

Government Digital Strategy

 The Government Digital Service was established in response to Martha Lane Fox's report, 'Directgov 2010 and beyond: revolution not evolution', as the central team in Cabinet Office in control of the overall user experience across all digital channels. GDS works in three core areas: transforming 25 high volume key exemplars from across government into digital services, building and maintaining the consolidated GOV.UK website – which brings government services together in one place, changing the way government procures IT services.

Implementation

The Chief Information Officers (CIO) Delivery Board

The **Board**, which comprises CIOs from the large delivery departments sits above the CIO Council and advises the ministerial committee (called the 'Public Expenditure Committee (Efficiency and Reform)' (PEx(ER)) on progress. Created in spring 2011, the Board took ownership of the delivery and implementation of the ICT strategy, supported by action from all departments.

The Chief Technology Officers Council

Following the introduction of the Chief Information Officers Council, the Chief Technology Officers Council was formed at the end of 2005 to bring together such offices from across the public sector. Effectively working as the agent of the Chief Information Officers, it implements a programme of

technological development and standards to provide the solutions that would support the delivery of the 'ICT strategy for Government'.

Support

The Chief Technology Officers Council

The Chief Technology Officers Council is the cross–government body responsible for supporting joining-up at a technological level.

Efficiency and Reform Group

The Efficiency and Reform Group supports ICT projects and the online delivery of services. It has also undertaken the ownership of the government portal 'Gov.uk', whose services are currently under review with the aim to increase citizen engagement.

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 employ public money to perform their duties and provide services. Over the past years, the NAO has published several reports related to eGovernment or to departmental ICT projects. Government spending, including eGovernment, is also inspected by the Public Accounts Committee (PAC) of the House of Commons. As with the NAO, the PAC has published several reports in recent years related to eGovernment, or specific IT projects.

Office for Budget Responsibility

The Office for Budget Responsibility was formed in May 2010 to carry out an independent assessment of the public finances and the economy for each pre-budget and budget report. It has four main roles: to produce forecasts for the economy and public finances; to judge progress towards the government's fiscal targets; to assess the long-term sustainability of the public finances; and, to scrutinise the Treasury's costing of budget measures.

Data Protection

The Information Commissioner's Office

The Information Commissioner is an independent supervisory authority in charge of enforcing and overseeing legislation in 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 directly reports to the parliament. Three regional offices were established in 2003 as a direct response to the devolution process in Northern Ireland, Scotland and Wales.

Regional & Local eGovernment

England

Policy/Strategy

Department for Communities and Local Government (CLG)

The CLG is in charge of eGovernment policies. It promotes community cohesion and equality, as well as the responsibility for housing, urban regeneration, planning and local government.

Coordination

Department for Communities and Local Government (CLG)

The CLG is tasked with coordinating local eGovernment efforts. Among the goals promoted through eGovernance is decentralisation, local government transparency and the promotion of the Capital and Assets Pathfinder Programme.

Implementation

Local Councils

Local Councils are responsible for the implementation of eGovernment projects within the framework of their competences, including crime, education, employment, citizen rights, health and tax benefits.

Support

Department for Communities and Local Government (CLG)

The CLG intends to give councils broader powers to serve their communities and improve local areas. Support is being given on how best to take this forward.

Local Government Improvement and Development

Local Government Improvement and Development supports improvement and innovation in local government. It works by supporting councils in developing good practice and partnerships, through networks, online communities of practice and web resources.

Society of IT Management (SOCITM)

SOCITM is the professional association for ICT managers working in and for the public sector. SOCITM offers networking and peer support, professional development, and access to research and consultancy on a wide range of policy and technology issues. It is a significant provider of ICT and eGovernment support to local authorities.

Local Government Association (LGA)

The LGA represents all local authorities in England and Wales. It supports local authorities' efforts to meet the challenges set, to deliver responsive services to their communities and places significant emphasis on the role of eGovernment in delivering this vision.

Audit/Assurance

The Audit Commission

The Audit Commission is a public corporation set up in 1983 to protect the public purse. The Commission appoints auditors to councils and other local public services in England, and oversees their work. It also helps public bodies manage the financial challenges they face by providing authoritative, unbiased, evidence-based analysis and advice. The Commission also runs the National Fraud Initiative, which conducts data matching exercises to assist in the prevention and detection of fraud.

Scotland

Additional Actors

Customer First

At local government level, the 'Customer First' programme delivers a number of services that support the Scottish Government. Managed by the Scottish Government and Scottish local authorities, it aims to deliver enhanced public services by re-designing them around customers' needs.

Wales

Additional Actors

Public Service Leadership Group

The Public Service Leadership Group provides leadership for collaboration, driving the pace of improvement in services for Welsh citizens. Chaired by the Minister for Local Government and Communities, the group focuses on ways to improve efficiency and stimulate innovation across public services.

Office of the Chief Information Officer (OCIO)

The OCIO is responsible for leading and co-ordinating the strategy and design for the use of information technology across the public sector. It also manages IT quality assurance and governance.

Northern Ireland

Additional Actors

Delivery and Innovation Division (DID)

The Delivery and Innovation Division in the Department of Finance and Personnel provides a range of specialist business services to Northern Ireland's civil service, which include eGovernment policy, strategic programmes, business consultancy and ICT shared services. DID is an amalgamation of the former eGovernment Unit, Business Development Service and Public Service Improvement Unit. The Division also offers customer-facing telephony and online services to the citizens of Northern Ireland.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment

Francis Maude
Minister for the Cabinet Office and Paymaster General

Contact details:
Cabinet Office
70 Whitehall, London SW1A 2AS
Tel.: + 44 20 7276 1234
Fax: + 44 20 7276 0841
E-mail: psfrancismaude@cabinet-office.x.gsi.gov.uk
Source: http://www.cabinetoffice.gov.uk/

eGovernment executives

Richard Heaton
Permanent Secretary of the Cabinet Office

Contact details:
Cabinet Office
70 Whitehall, London SW1A 2AS
Tel.: +44 20 7276 1234
Fax: N/A
E-mail: N/A
Source: http://www.cabinetoffice.gov.uk/

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

'GOV.UK'

'GOV.UK' is the website for the UK government. It provides the people and businesses in England and Wales with easy and effective digital access to all public services and related information. The site it maintained by Government Digital Services.

The site became available in 2012, and provides a single point of access to HM Government services, replacing Directgov and Business Link, as well as the individual websites of hundreds of government departments and public bodies. All 24 ministerial departments and 28 other organisations had moved to GOV.UK by 1 May 2013.

Networks

Government Secure Intranet (GSi)

The 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.

The GSi is a managed service offered by the Government Procurement Service (formerly 'Buying Solutions') and delivered through a partnership with Cable & Wireless UK. Further to negotiations conducted in 2008, the GSi framework agreement was extended until August 2011 with provision for individual customer contracts under this framework to expire up to six months after this date, so services to customers can be delivered until February 2012. Future services will be offered via the new **Public Services Network** (PSN).

Public Services Network (PSN)

The PSN intends to create a 'network of networks' for the public sector from the existing commercial networks and to develop a marketplace providing opportunities for industry and savings for the public sector. The PSN aims for an open, collaborative environment for all UK public sector employees. A complete set of PSN standards has been published and the targets are that all GSi and MTS UK customers have migrated to PSN services by the end of 2011 and that 80 % of the public sector (approx. 4 million users) will have utilised the PSN Marketplace by 2014. A roadmap for the delivery of the PSN can be found in the 'Strategic Implementation Plan' document accompanying the 'Government ICT Strategy'.

Government Connect Secure Extranet (GCSx)

The GCSx is a government funded programme to provide a secure private Wide-Area Network (WAN) for secure interactions between connected local authorities and organisations. Even though it does not use the Internet or any other public network, it is connected to the Government Secure Intranet (GSi), the Government Secure Extranet (GSX), the National Health Service (NHS), the Criminal Justice Extranet (CJX) and the Police National Network (PNN).

eIdentification/eAuthentication

'Government Gateway' platform

The Government Gateway is the main UK identification platform and a central registration and authentication engine, which enables secure authenticated eGovernment transactions to take place over the Internet. Built on open standards, the site also enables the joined-up delivery of government services by allowing various systems in different departments to communicate with it 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.

The services offered address both citizens and the business community. Services to citizens include submission of forms to government departments. For services for which online forms are not available, users submit data via software packages (such as payroll software).

Security

Global system for checking the fingerprints of visa applicants

Completed in January 2008, the system currently covers visa applications from 133 countries, approximately 75 % of the world's population. Biometric cross-checks with UK databases have helped the Home Office identify several cases of identity fraud.

eProcurement

Government Procurement Service platform

The UK runs a decentralised eProcurement policy. Contracting authorities are free to decide upon their own procurement strategies and a large number of private or public platforms achieve some or all of the eProcurement phases.

The Government Procurement Service (formerly known as 'Buying Solutions') is the UK's non-mandatory national eProcurement platform, which is an executive agency of the Cabinet Office. It is a Trading Fund, run on commercial lines, which generates income to cover its costs and operates at no cost to the taxpayer. It is the only platform with a legal remit to procure on behalf of all UK contracting authorities and the largest Professional Buying Organisation (PBO) in the public sector.

'xchangeWales' platform

'xchangewales' is a programme that aims to enable all public sector organisations in Wales and their suppliers to trade with each other electronically. The platform includes a comprehensive suite of eProcurement tools and associated support services such as xchangewales - eSourcing and xchangewales - ePurchasing. The service is delivered in a modular format to meet the needs of the Welsh public sector and their suppliers.

Other Infrastructure

'GovTalk' website – eGovernment policies and standards

The 'GovTalk' website enables public sector, industry and other interested participants to work together to develop and agree on policies and standards for eGovernment. A major part of the site is dedicated to

a comprehensive presentation of important eGovernment schemas and standards, such as the eGIF (the eGovernment Interoperability Framework), the eGMS (the eGovernment Metadata Standard) and the GDSC (the Government Data Standards Catalogue). Another part of the site is dedicated to policy documents, even though its contents are more oriented towards technical matters and standards.

Security

'Employee Authentication Service' (EAS) project

EAS is a cross-government project which enables authorised public employees to access sensitive information safely and securely. It is an example of how the re-use of existing technology can contribute to significant cost savings to central and local government.

Education

'Excellence Gateway' portal

The 'Excellence Gateway' is a complete national online service for practitioners at all levels in the learning and skills sector in England. It provides practical help for improving daily work and aims at promoting innovations in teaching and learning. Furthermore, this portal enables practitioners to share both professional knowledge, as well as examples of effective practice with other users.

Pan London eAdmissions System

'eAdmissions' has been created by the London local authorities to provide a website where parents can easily find details about the schools maintained by the 33 London local authorities and Surrey County Council, and complete an application online.

'Go On' service

The 'Go On' service converts increasing numbers of people into confident Internet users, including the disadvantaged and the digitally excluded. More importantly, its guidance modules have enabled people to explore the benefits of the Web, whether to save money, find a job or use public services.

Criminal Justice eSystems

Justice is served by a modern IT infrastructure and case management system. Information on the administration and regulation of the justice system in England and Wales can be found on the justice.gov.uk website, which is aimed at those working within and reliant on information produced by a number of different bodies belonging to the judicial system. The Criminal Justice Secure eMail, serves over 40 000 users and 1 600 organisations and departments, processing more than 800 000 secure messages each month.

A dedicated 'Guidance' section of justice.gov.uk for members of the judiciary, legal practitioners and other interested professionals covers a wide range of policy areas, including freedom of information, elections and human rights.

The HM Revenue & Customs

The HM Revenue & Customs is the tax authority in the UK. Services cover all aspects of taxation, including individuals and employees, employers, businesses and corporations. Citizens and businesses are provided with a comprehensive set of online services.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the eEurope initiative of 2000, to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility:	Central government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk/; http://www.gov.uk/
Description:	An online self-assessment system enables individuals and agents to send tax returns over the Internet and offer automatic calculation of tax and faster repayments. The system features improved response to customer feedback and is now able to remember personal details securely, pre-fill forms, perform all calculations automatically and make instant refunds electronically. To participate, registration with the 'Government Gateway' is required. Comprehensive information on taxes is available on the 'gov.uk' website.

2. Job search services by labour offices [27]

Responsibility: Central government, , Department for Work and Pensions

Website: http://www.gov.uk/en

Description: 'Gov.uk' assists citizens searching for a job. It offers a broad spectrum of relevant information, along with a fully functional job search facility enabling job seekers to conduct nationwide searches online.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central government,

Website: http://www.gov.uk/

Description: All interested citizens can find information on how to fill vacancies, on where to apply for benefits and on welfare policies.

b. Child allowances

Responsibility: Central government, HM Revenue & Customs

Website: http://www.hmrc.gov.uk/; http://www.gov.uk/

Description: 'Child Benefit' is a tax-free monthly payment to anyone bringing up a child or young person. It is not affected by income or savings; therefore, most people who are bringing up a child or a young person are entitled. The Child Benefit Online Service allows parents to claim child benefit electronically, report a change of circumstances or issue a message to Child Benefit over the Internet. It uses the 'Government Gateway' to carry this out 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

Description: This service is not relevant in the UK. Most treatment in the National Health Service (NHS) is free at the point of delivery. There can be charges (NHS prescription and dental charges, optical and hospital travel costs), for which help with some health costs is limited to people living on an annual income below a certain threshold, set by the government for each tax year). Health costs outside the NHS are not reimbursed.

d. Student grants

Responsibility: Central government

Website: http://www.gov.uk/

Description: The Student Finance England online service enables full-time higher education students from England to apply for finance 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. Similar agencies offer services in other regions, namely the Student Awards Agency for Scotland – SAAS, and Student Finance Ni (for Northern Ireland).

4. Personal documents: passport and driver's licence   **[28]**

a. Passport

Responsibility:	Central government, Identity and Passport Service (IPS)
Website:	http://www.gov.uk/
Description:	The Identity and Passport Service (IPS) allows British citizens resident in the UK to apply for or renew all types of British passport. Users can request online or telephone help, if necessary. The application fee can be paid online. The pre-printed application form is then returned by post to the applicant to sign, date and return to the IPS for processing.

b. Driver's licence

Responsibility:	Central government, Driver and Vehicle Licensing Agency (DVLA)
Website:	http://www.dvla.gov.uk/; http://www.gov.uk/
Description:	Information and online application service. Self-service facilities enable private motorists to go online to apply for a first provisional driving licence, renew an existing one or apply for a replacement. Relevant information provided by the DVLA can be found in the 'gov.uk' portal.

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

Responsibility:	Central government, Driver and Vehicle Licensing Agency (DVLA)
Website:	http://www.gov.uk/
Description:	Information and forms for download purposes are available on the 'gov.uk' portal.

6. Application for building permission

Responsibility:	Central government, local government
Website:	http://www.planningportal.gov.uk; http://www.gov.uk/
Description:	The 'Planning Portal', developed by the Planning Inspectorate and a number of other stakeholders, provides access to information on the planning process and allows users to download planning applications forms. Applications can be submitted online through the portal's online application system to all local authorities in England and Wales. The associated fee can be calculated, with an option to pay electronically in certain cases.

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

Responsibility:	Central government, Police Information Technology Organisation (PITO)
Website:	http://www.gov.uk/
Description:	Information on reporting a crime is available on the 'gov.uk' portal. An online search facility for locating the nearest local police authority is also available.

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

Responsibility:	Central government/local government
Website:	N/A
Description:	Most public libraries possess online catalogues.

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

Responsibility:	Central government, General Register Office
Website:	http://www.gov.uk/ (England and Wales) http://www.gro-scotland.gov.uk/ (Scotland) http://www.groni.gov.uk/ (Northern Ireland)
Description:	The General Register Offices offer the facility to order certificates online.General Information on birth and marriage certificates is available on the 'Directgov' portal.

10. Enrolment in higher education/university

Responsibility:	Universities and other higher education institutions, Universities and Colleges Admissions Service (UCAS)
Website:	http://www.ucas.com/
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 that allows applicants to apply online for UK higher education courses.

11. Announcement of moving (change of address)

Responsibility:	N/A
Website:	N/A
Description:	This service is not relevant in the UK, where there is no obligation to inform the authorities of a change of address.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility:	N/A
Website:	http://www.nhs.uk/symptomcheckers/Pages/Symptoms.aspx
Description:	The Symptom Checker provides patients with an assessment of their symptoms in view of receiving advice, which may include the following: self-care - advice on how to look after yourself and manage your symptoms, advice to visit your GP or another healthcare professional, urgent instructions such as call 999 or go to A&E.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1.　Social contributions for employees

Responsibility:	Central government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk
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. This type of information is obtainable via the '[Businesslink]()' portal.

2.　Corporate tax: declaration, notification

Responsibility:	Central government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk
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 corporate tax position, including liabilities and payments for each accounting period, and any interest or penalties that may have been charged. The system requires registration and enrolment with the 'Government Gateway'. Information on corporate tax may also be found on the '[Gov.uk]()' portal.

3. VAT: declaration, notification

Responsibility:	Central government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk
Description:	Service enabling declaration and payment of VAT online. Requires registration and enrolment with the 'Government Gateway'. Similar information can be also found on the 'Gov.uk' portal.

4. Registration of a new company

Responsibility:	Central government, Registrar of Companies (Companies House)
Website:	http://www.companieshouse.gov.uk
Description:	Information and forms for company registration and company information submission. Forms for company registration can be submitted electronically using an online 'Software Filing' service. Information on company registration can also be retrieved via the 'Gov.uk' portal.

5. Submission of data to statistical offices

Responsibility:	Office for National Statistics (ONS), UK Statistics Authority
Website:	http://www.statistics.gov.uk/default.asp
Description:	The Office for National Statistics (ONS) is the executive office of the UK Statistics Authority, a non-ministerial department which reports directly to the parliament. ONS is the UK government's single largest statistical producer. The website provides independent statistical information on a series of themes, including the latest "Census Day" of 27 March 2011.

6. Customs declarations

Responsibility:	Central government, HM Revenue & Customs
Website:	http://www.hmrc.gov.uk/
Description:	Electronic services (web-based and EDI-based) available to importers/exporters and for declaration and payment of customs operations. Similar information on customs may also be found on the 'Gov.uk' portal.

7. Environment-related permits (incl. reporting)

Responsibility:	Central government, Environment Agency (England and Wales only)
Website:	http://www.environment-agency.gov.uk/
Description:	Information and downloadable forms. Similar information may also be retrieved from the 'Gov.uk' portal.

8. Public procurement [32]

Responsibility: Government Procurement Service, Cabinet Office

Website: http://ccs.cabinetoffice.gov.uk/

Description: The Government Procurement Service (formerly known as 'Buying Solutions') is the UK's non-mandatory national eProcurement platform, which is an executive agency of the Cabinet Office. It is a Trading Fund, run on commercial lines, which generates income to cover its costs and operates at no cost to the taxpayer. It is the only platform with a legal remit to procure on behalf of all UK contracting authorities and the largest Professional Buying Organisation (PBO) in the public sector.