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WHAT'S INSIDE

eGovernment in the United Kingdom

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Joinup provides numerous services around 3 main functionalities:

1. An observatory on interoperability, e-government, e-inclusion and e-health
2. A collaborative platform of open communities
3. A repository of interoperability solutions



This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 64,767, 711 inhabitants (2015)

GDP at market prices: 2,254, 297 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 109 (2014)

GDP growth rate: 2.9% (2014)

Inflation rate: 1.5% (2014)

Unemployment rate: 6.1% (2014)

General government gross debt (Percentage of GDP): 88.2% (2014)

General government deficit/surplus (Percentage of GDP): - 5.7% (2014)

Area: 248.530 km² (2012)

Capital city: London

Official EU language: English

Currency: GBP

Source: [Eurostat](#) (last update: 25 January 2016)

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 11 September 2015, it consists of approximately 790 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).

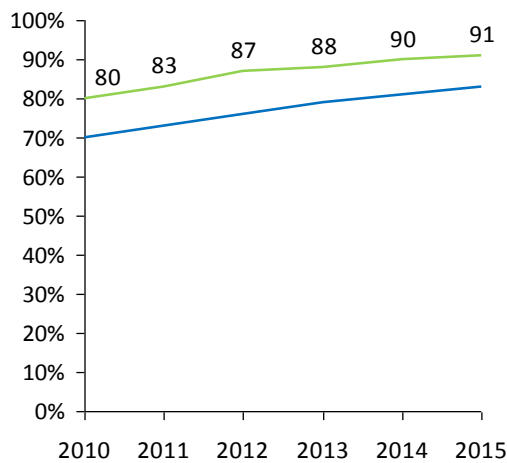
Head of Government: [Prime Minister David Cameron](#) (since 11 May 2010).

Information Society Indicators

Generic Indicators

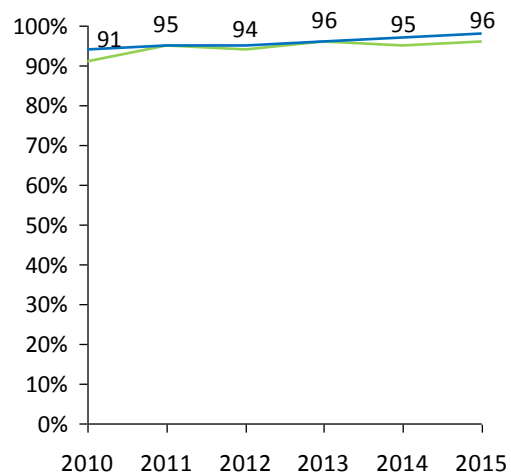
The following graphs present data for the latest Generic Information Society Indicators for United Kingdom compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in UK



Source: [Eurostat Information Society Indicators](#)

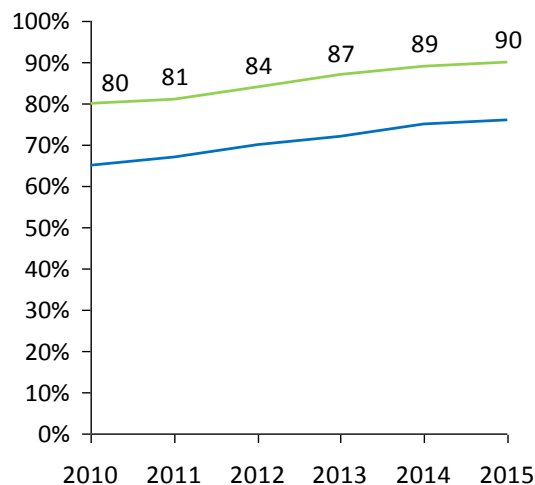
Percentage of enterprises with Internet access in UK



Source: [Eurostat Information Society Indicators](#)

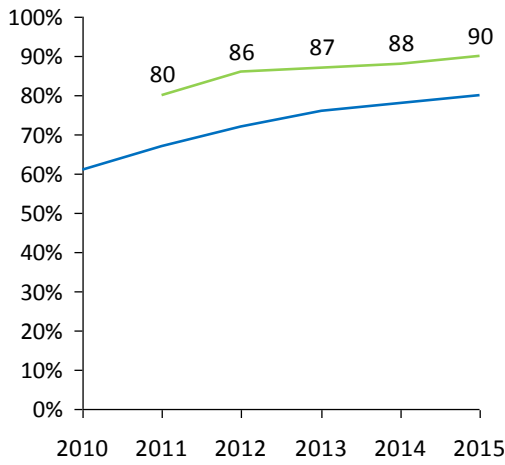
— United Kingdom
— EU

Percentage of individuals using the internet at least once a week in UK



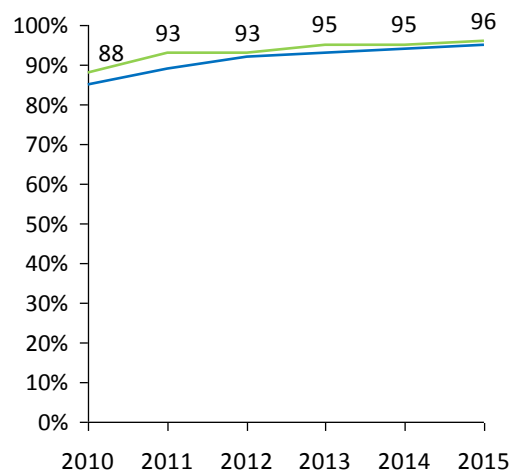
Source: [Eurostat Information Society Indicators](#)

Percentage of households with broadband connection in UK



Source : [Eurostat Information Society Indicators](#)

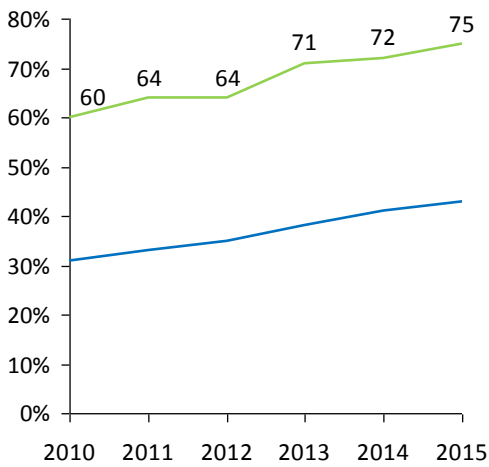
Percentage of enterprises with a broadband connection in UK



Source: [Eurostat Information Society Indicators](#)

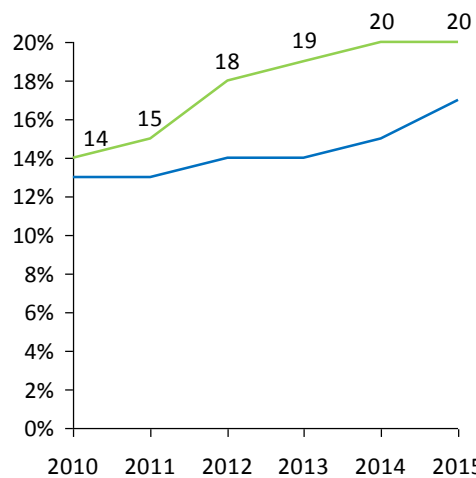
— United Kingdom
— EU

Percentage of individuals having purchased/ordered online in the last three months in UK



Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises having received orders online within the previous year in UK

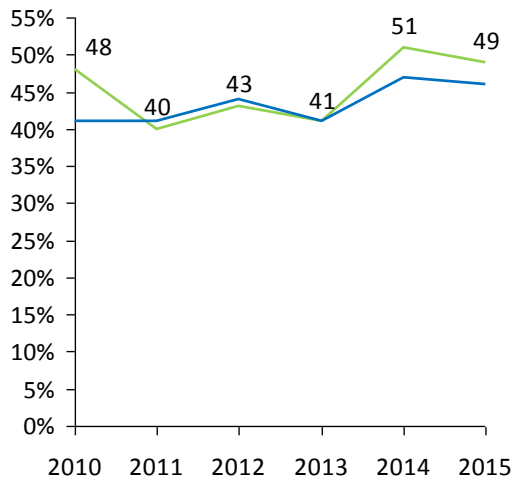


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

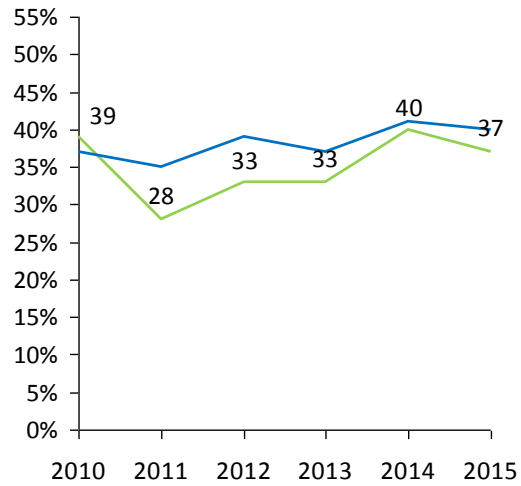
The following graphs present data for the latest eGovernment Indicators for United Kingdom compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in UK



Source: [Eurostat Information Society Indicators](#)

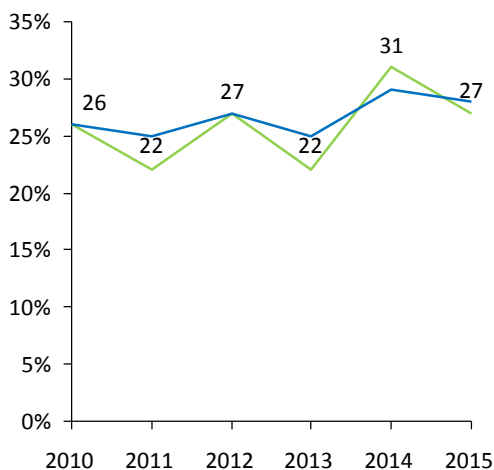
Percentage of individuals using the internet for obtaining information from public authorities in UK



Source: [Eurostat Information Society Indicators](#)

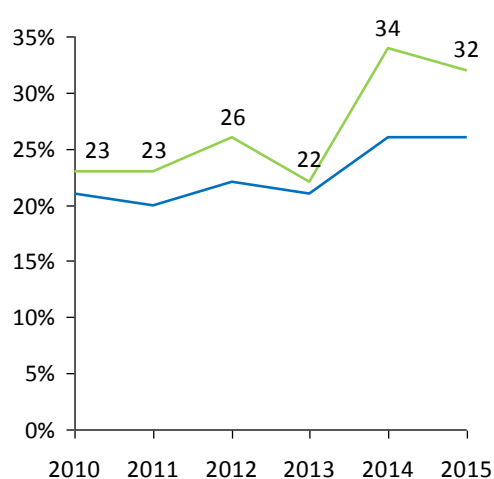
— United Kingdom
— EU

Percentage of individuals using the internet for downloading official forms from public authorities in UK



Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for sending filled forms to public authorities in UK



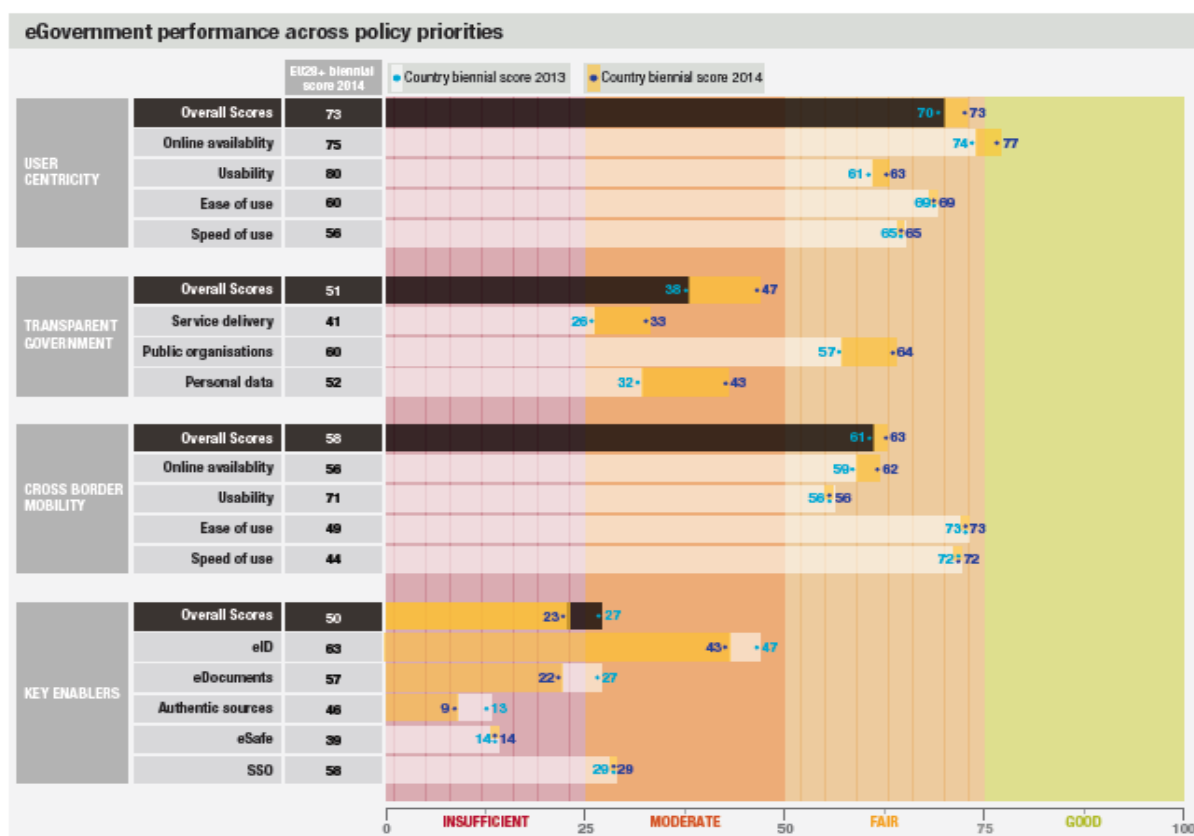
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark¹](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in United Kingdom compared to the EU average score.



Source: [eGovernment Benchmark Report 2015² Country Factsheet of United Kingdom](#)

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country’s benchmark report was published in June 2015, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

October 2015

On 1 October 2015, the [UK Open Government Manifesto](#) has been published by the UK Open Government Civil Society Network. The Manifesto is a result of a ten month project to source the best open government ideas from citizens and civil society across the UK. It proposes the key ideas for commitment under the UK's third OGP National Action Plan. Ten key themes were identified: Anti-corruption, Citizen Participation, Open Budgets, Open Contracting, Open Data, Open Evidence, Open Information, Open Local Government, Open Parliament and Court, and Privacy.

Secondly, on 20 October 2015, the [UK government has announced](#) that the public administrations in the UK are able to take advantage of an access to professional support to LibreOffice thanks to a licence deal with the UK's central procuring agency Crown Commercial Service with Collabora (a UK-based ICT service provider).

[Collabora GovOffice](#) is based on LibreOffice, and is compatible with Google Docs and Microsoft Office (including Office 365). It includes comprehensive support for the latest version of Open Document Format, which is recommended by the Cabinet Office for use by government organisations. The company has a business unit specialising in LibreOffice.

The agreement means public administration get migration tools, are assisted with deployment, and will get 5 instead of 3 years of support for each major release of LibreOffice. Furthermore, the licence agreement will also include the use of cloud-based service for government users, providing access to documents via browsers or smartphones.

Furthermore, framework and procurement vehicles also available for accessing support for software from other providers, e.g. through [Digital Marketplace](#). As released in November 2013, the Digital Marketplace is where central government, local authorities, devolved administrations, arm's length bodies and wider public sector bodies can commission suppliers to work on digital projects via the Digital Services framework (DSf).

September 2015

On 7 September 2015, the UK government [published recommendations and guidelines](#) on how to implement the [Open Document Format \(ODF\)](#) following the decision made in July 2014 to transition to ODF. The compendium's purpose is to help public administrations with the transition.

Secondly, in order to aid local public authorities to implement their own open data plan, an open data resource pack in the form of 10-step document was published by the Scottish government as developed by the Open Data Strategy of Scotland. All the public administrations are advised to publish their data in a three-star format that means that 'data is available online, in non-proprietary machine readable format, with open license permitting re-use' as specified by the five-star model created by Tim Berners-Lee. The resource pack

also includes some templates and a series of case studies dealing with Open Data projects in Scotland.

July 2015

On 13 July 2015, the UK Minister for the Cabinet Office [Matt Hancock](#) gave a speech at a launch event to kickstart development of the UK's third Open Government Partnership (OGP) National Action Plan which he describes as an 'exercise in open government: collaborative in design, transparent in process'.

The UK's third NAP will include commitments focused around five themes - access to information, anti-corruption, civic participation, open data and public accountability. The UK was a founding member of the OGP when it was established in 2011 and is currently implementing its second action plan for the period 2013 - 2015.

On 7 July 2015 at an Open Source Conference in London, the Shropshire Council launched its Umbraco LocalGov Intranet Starter Kit that is an open source solution primarily for public administrations. The Council's Digital Services team embraces regularly opportunities to use and promote open source solutions, as well as they publish their experience on a dedicated blog.

June 2015

On 1 June 2015, an updated [Digital Service Standard](#) of the United Kingdom has been published. It includes 18 criteria that describe the components for the build-up of eGovernment services and are part of the Government Service Design Manual. The manual serves a purpose of provision of guidance and advice about how to design and build digital services from teams across government. The first version of the standards were published in April 2013 and came into effect in 2014. All new government digital services must meet the Digital Service Standard and the Government Digital Service assessed these services to ensure that the standards are met.

March 2015

The British national mapping agency ([Ordnance Survey \(OS\)](#)) has switched to the third version of the Open Government Licence as the default for all of its open data products. The Open Data Licence (ODL) is maintained by the National Archives and is compatible with the Creative Commons Attributions Licence. As a result, the switch shall make it easier for the open data community and other data publishers to re-use the OS mapping data, and for the data to be freely and easily mixed with other UK government sources.

On 24 March, the first Government Chief Data Officer has been appointed (Mike Bracken) that shall be 'responsible for developing a new Government Data Standard, championing open data, and encouraging the use of data in the decision-making process as expressed by the Government Digital Service (GDS). The UK became the second EU country to appoint its CDO following France that appointed Henri Verdier, the director of Etalab, in September 2014. Following Mike Bracken's departure the appointment of a new CDO will be announced in due course.

January 2015

In January 2015, the Cabinet Office and the DCMS rolled out a transformed technology service for 2,200 staff, giving them:

- a choice of devices to support flexible working and mobility
- cloud-based apps that support easy collaboration and flexibility in choice of tools to meet a wide range of needs
- access to fast, open Wi-Fi

Civil servants in these departments now have the technology they need to do their jobs effectively – technology at least as good as they have at home.

December 2014

The first D5 summit was hosted by the UK and took place in London in December 2014. The 2015 summit will be hosted by Estonia. D5 is a global network of some of the world's most advanced digital governments; the network aims to promote international co-operation on digital government.

The D5 summit provided a focused forum for all D5 countries to share their expertise, identify how to improve digital services, identify areas of future international collaboration, support and champion our growing digital economies.

Furthermore, as a next step following the meeting, the UK and the USA decided to step up their collaboration on digital technologies between the two countries in order to improve the digital public services, to open up government data and to teach young people how to program and teach them other digital skills. The collaboration was announced by the UK Prime Minister David Cameron and the US President Barack Obama.

October 2014

In October 2014, the Digital Marketplace replaced the CloudStore. The Digital Marketplace will help those transforming public services by making it simpler, clearer and faster for them to buy what they need.

The Digital Marketplace is the single place that all public sector organisations can use to find and buy cloud-based services (e.g. web hosting or site analytics). In the future it will also become the home for services from other frameworks including, Digital Services.

On 14 October 2014, [GOV.UK Verify](#) went into public beta in October and is currently available in 9 services. GOV.UK Verify provides identity assurance for individuals entirely digitally, without having to rely on sending items in the post, calling a call centre or attending a counter service. People will be able to complete the process of verifying their identity for the first time entirely online, without having to send or receive anything in the post.

GOV.UK Verify provides identity assurance to a higher level of assurance than is available through the Government Gateway. This higher level of assurance will be required for many transformed digital services which allow people for the first time the ability to amend records and make claims entirely digitally.

GOV.UK Verify will allow people to use a single set of log-in credentials (e.g. username and password, supported by a second step for additional security) to access an increasing range of digital services.

GOV.UK Verify is a federated model - the government sets the standards and the Cabinet Office manages the pipeline of government demand and the commercial relationships with

certified companies. Certified companies are responsible for developing and delivering services that meet those standards.

[GOV.UK Verify](#) is for individuals and by April 2016 will be the default way for them to access digital government services. Government Gateway will likely remain for business and agents

July 2014

The open standards selected for sharing and viewing government documents have been announced by the Minister for the Cabinet Office, Francis Maude.

The standards set out the document file formats that are expected to be used across all government bodies. Government will begin using open formats that will ensure that citizens and people working in government can use the applications that best meet their needs when they are viewing or working on documents together.

June 2014

The civil service's capabilities plan, was published in April 2013, and updated in June 2014, identified building digital skills as a priority so civil servants can use the internet and technology to make government policy and digital services better.

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 \(NHS\) going digital by 2018](#) as previously announced by Jeremy Hunt, on 16 January 2013.

December 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.

October 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. Xchangewales programme was replaced the Value Wales eProcurement Service programme.

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 \(withdrawn on 11 November 2014\)](#)'.

On 7 October 2011, a government [report](#) showed 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.

August 2011

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.

July 2011

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.

May 2011

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 <https://www.gov.uk/service-manual/phases/alpha.html> 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.

March 2011

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.

January 2011

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.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved [here](#).

eGovernment Strategy

Main strategic objectives and principles



Second National Action Plan (2013 - 2015)

As one of the first eight and hence founding governments of the Open Government Partnership (OGP), the [first National Action Plan for 2012 – 2013](#) (with 41 commitments) was published in September 2011. In October 2013 it was followed by the [second National Action Plan](#). The second National Action Plan has also benefited from an extensive consultation with civil society during the development of the plan via the OGP UK Civil Society Network.

The second National Action Plan continues to build on the open data commitments and addresses several cross-cutting open government issues in order to allow the public to do the following:

- See and understand the processes of the government via increased level of transparency;
- Influence the operation of the government via participation in the policy process and delivery of public services; and
- Hold the government accountable for its policy and delivery of the public services.

Further areas of commitment under the plan are: National Information Infrastructure, Health, Natural resource transparency, Open contracting, Construction sector transparency, and Aid transparency. The Open Government Partnership UK National Action Plan 2013 to 2015 can be accessed [here](#).

The UK's third National Action Plan, due for publication in summer 2016, is currently being developed through an open and collaborative process in partnership with civil society.

Government Digital Inclusion Strategy (December 2014)

This strategy set out how government and partners from the public, private and voluntary sectors work together to increase digital inclusion. This means helping people to become capable of using and benefiting from the internet.

In November 2015, the team responsible for this strategy moved to the Department for Culture, Media and Sport (DCMS) from Cabinet Office's Government Digital Service as part of a Machinery of Government change. The team now sits within the Digital Economy Unit. Following the team's move, the focus has slightly shifted from Digital Inclusion to Digital Engagement. This reflects a reframing of the policy as primarily a motivational engagement issue.

The Digital Engagement Team has been working to develop new delivery priorities and work areas. This will involve the creation of a Digital Engagement Council to be launched in spring this year. The Council will replace the current governance structure of the Sub-Group (to represent government departments) and Delivery Board (to represent non-government organisations), combining members from public, private and voluntary sectors and chaired by Minister for Culture and Digital Economy. The Council will oversee a number of task and finish groups that will tackle various key issues for digital engagement. Areas for focus are still under development but might involve targeted work with particular customer groups or wider work to support and encourage people to engage digitally.

The 2014 actions in the Digital Inclusion strategy were about addressing the barriers that have stopped people going online until now and backing initiatives that will make things better. Key progress to date is listed below:

- An *Exemplar Services and Identity Assurance* policy paper has been developed by the Government Digital Service. This looks to gauge the level of difficulty of a selection of online tasks that would require digital skills to complete.
- HMG through BIS has been involved in providing support for basic digital skills since 2010, with some £36m provided to help over 1.563m individuals to gain the basic digital skills needed to allow them to access employment and education opportunities and the wider benefits of being digital.
- Civil service Learning (CSL) has worked to improve digital capabilities of civil servants: implemented online digital learning resources free on CSL website, publicised the Digital Friends initiative via the CSL website, and looked to set up a task and finish group with cross civil service representation to populate a renewed digital curriculum.
- Departments have worked hard to ensure their staff have the correct digital capabilities. Across government departments, digital weeks/fortnights have been introduced, along with digital ambassadors and Digital Friends initiatives.
- To date, 91 organisations have signed up to the [Digital Inclusion Charter](#) and collaborate with government to deliver the Digital Inclusion Strategy. The Digital Inclusion team has worked with these stakeholders to develop products such as the cross-sector Digital Inclusion Outcomes Framework and initiatives like Digital Friends which promotes informal sharing of basic digital skills. The Digital Engagement team has a coordination role in facilitating multi-sector partnerships. The programme of work is continuously evolving. Departments have been partnering with various organisations to deliver outcomes. DWP, for example, has worked with Barclays Digital Eagles and EE Techy Tea Parties. With government coordination, BT and Barclays have partnered to provide free wifi to over 70 libraries and community centres.
- Departments have been partnering with various organisations to deliver outcomes. DWP, for example, has worked with Barclays Digital Eagles and EE Techy Tea Parties. Outside government, BT and Barclays have partnered to provide free wifi to over 70 libraries and community centres.
- The definition of 'basic online skills' used for 2014 data (the ability to: send and receive emails, use a search engine, browse the internet, and fill out an online application form) has now been revised, re-termed 'basic *digital* skills' and an updated set of measures has been developed. This broader definition of basic digital skills, includes 5 tasks: managing information, communicating, transacting, problem-solving and creating.
- Work has been completed by departments to support SMEs in developing digital skills and knowledge. The 'Small Business Digital Capability Programme' was established to help increase digital skills amongst businesses by supporting them to take action and do more online. BIS published an evidence review of digital support available - 'Digital Capabilities in SMEs' - to provide information on types of businesses who are and are not using technologies and the reasons why; the level of e-commerce among SMEs and plans for engaging with digital technology in the future.
- Government is committed to supporting voluntary and community groups to address their organisational needs. For example, it is currently running a £20m fund to support small to medium sized charities to deliver change and secure and enhance their services. Applicants have been supported to lead the development of change plans and we haven't specified area of focus. However, we expect that many organisations will focus on addressing capability needs such as digital.
- Government is also working to increase cross sector volunteering, by encouraging more businesses to allow their staff to volunteer. This will allow charities to access a wide range

of professional skills to build their capabilities. Digital is an area that has significant potential, with a number of excellent cross sector partnerships already underway

- A 'Digital Inclusion Outcomes Framework' has been developed by the Digital Inclusion Research Working Group. It is a single, flexible template for benchmarking and tracking digital inclusion in the UK, and evaluating digital inclusion activities locally. It aims to evidence the wider economic, health and social benefits of digital inclusion.

Open document formats

The Open Document Format standards set out the document file formats that are expected to be used across all government bodies. Government will begin using open formats that will ensure that citizens and people working in government can use the applications that best meet their needs when they are viewing or working on documents together.

When departments have adopted these open standards:

- citizens, businesses and voluntary organisations will no longer need specialist software to open or work with government documents
- people working in government will be able to share and work with documents in the same format, reducing problems when they move between formats
- government organisations will be able to choose the most suitable and cost effective applications, knowing their documents will work for people inside and outside of government

The [selected standards](#), which are compatible with commonly used document applications, are:

- PDF/A or HTML for viewing government documents
- Open Document Format (ODF) for sharing or collaborating on government documents

The move supports the government's policy to create a level playing field for suppliers of all sizes, with its digital by default agenda on track to make cumulative savings of £1.2 billion in this Parliament for citizens, businesses and taxpayers.

Government Service Design Manual (April 2014)

The Government Service Design Manual has replaced the Government's ICT strategy and complements the UK cyber security strategy.

Everything we know about how to make great digital services is shared through the [Government Service Design manual](#).

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.

Government Approach to Assisted Digital (December 2013)

Not everyone who uses government services is online, and not everyone will be able to use digital services independently. The government has to make sure everyone who's entitled to a service can get access to it.

Assisted digital is Action 9 of the Government Digital Strategy. The Government Approach to Assisted Digital shows how GDS and departments will provide high-quality, cost-effective assisted digital support.

Around 1 in 4 adults in the UK lack the digital skills to use digital government services independently. No digital service will go live without appropriate support for people who aren't online so they can use the digital services. Government will always offer users who need it help to use digital services, be it over the phone, face by face, or in another way. We call this 'assisted digital' support. This support can be someone guiding a user through the digital service or entering a user's information into the digital service on their behalf.

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

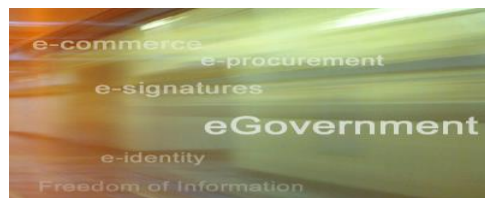
The Northern Ireland (NI) Digital Economy Action Plan 2013-2014 identifies a number of challenges, as well as specific actions in order to tackle them. These are:

- **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 \(2015\)](#)

The use of electronic means in the public procurement process is regulated by the Public Contracts Regulations 2015 ([Statutory Instrument 2015 No.102](#)) which came into force on 26 February 2015. It implements European Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC. The regulations apply to England, Wales and Northern Ireland. Corresponding legislation for Scotland is contained in the [Public Contracts Regulations \(2012\)](#) 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 \(2015\)](#)

[The Re-use of Public Sector Information Regulations 2015](#), which came into force on 18 July 2015, implements into UK law the European [Directive 2013/37/EU of the European Parliament and of the Council of 26 June 2013](#) on the re-use of public sector information (PSI Directive).

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](#)'.

Government Digital Service

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.

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.

Implementation

Technology Leaders Network

The Technology Leaders Network was established in October 2013 to lead technology across Government, ensuring we equip government with the right technology to deliver great digital services.

The network is run by the Government Digital Service and is made up of a Departmental Technology Leader from each main government department, plus Technology Leaders from each of the Devolved Administrations. Technology Leaders and Digital leaders are expected to work closely together.

Digital Leaders Network

The Digital Leaders Network was established in early 2012 to drive forward the digital agenda across Government. The Network is run by the Government Digital Service and is made up of a departmental Digital Leader from each main government department, plus Digital Leaders from each of the Devolved Administrations. Technology Leaders and Digital leaders are expected to work closely together.

Support

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 regional and local 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

Local audit framework (replacing [the Audit Commission](#))

Following the closure of the Audit Commission, a new local audit framework came into effect from 1 April 2015. The Audit Commission was replaced by [Public Sector Audit Appointments](#)

[Ltd](#), [National Audit Office](#), [Financial Reporting Council](#) and [Cabinet Office](#). More information about the transfer of functions of the Audit Commission is available [here](#).

Prior to April 2015, the Audit Commission was appointed for this function as a public corporation set up in 1983 to protect the public purse. The Commission was appointing auditors to councils and other local public services in England, and overseeing their work. It was also offering public bodies help to manage financial challenges by provision of authoritative, unbiased, evidence-based analysis and advice. The Commission also ran the National Fraud Initiative (now assumed by [the Cabinet Office](#)), 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



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Minister for the Cabinet Office and Paymaster General

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Source: <https://gds.blog.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 is maintained by [Government Digital Service](#).

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. 312 agencies and Arm's Length Bodies websites were transitioned to [GOV.UK](#) and over [1,800 separate sites have been closed](#). This transition was completed in December 2014.

[Data.gov.uk](#)

Data.gov.uk is a catalogue service which makes available non-personal UK government data as open data. Data.gov.uk covers 20971 government datasets from 1357 central and local government entities. The catalogue also acts as the delivery mechanism for the implementation of the INSPIRE geospatial directive and provides the means for citizens to request data that has not been made public yet.

[Digital Marketplace](#)

[The Digital Marketplace](#) is the single place that all public sector organisations can use to find cloud-based services, specialists who can work on digital projects and physical data centre space.

Total sales have reached £836m in three years and are continuing to grow. Of this total, £406m, 50% by value and 60% by volume have been with SMEs.

The Digital Marketplace has reduced barriers to the public sector market. We're applying user-centred principles to the design of procurements and contracts, and will continuously improve these based on feedback. We are making it easier to apply to government frameworks so businesses of all sizes can work across the public sector, delivering better value for money and creating new jobs and economic growth.

We will continue this approach to expand the range of digital and technology products and services available in the Digital Marketplace. Our aim is to grow the Digital Marketplace so it's the one place to go to buy products and services from a wide range of suppliers of all sizes, to help the public sector design and build great user-focussed public services.

[GOV.UK Verify](#)

GOV.UK Verify provides identity assurance for individuals entirely digitally, without having to rely on sending items in the post, calling a call centre or attending a counter service. People will be able to complete the process of verifying their identity for the first time entirely online, without having to send or receive anything in the post.

[Performance Platform](#)

The [Performance Platform](#) collects and visualises performance data about government services.

Networks

[Public Services Network \(PSN\)](#)

The [Public Services Network \(PSN\)](#) is the government's high-performance network. It provides a single, more capable and open network, which enables government to safely share services and collaborate in more efficient and effective ways. PSN currently connects some 600 organisations across government, including central government departments and every local authority and council across England, Scotland and Wales.

PSN connects to the NHS N3 network and replaces a number of legacy government networks including the Government Secure Intranet (GSI) family, the Criminal Justice Extranet (CJX) and the Police National Network (PNN). Customers can buy PSN and other network services from a range of qualifying providers on the Network Services Framework.

Since responsibility for PSN moved to GDS the team has been working on ways to make things simpler and clearer for both customers and suppliers in the PSN community. The team is currently testing a new compliance process, developed with the PSN community, which will maintain PSN's security while making it easier for users to exploit the commercial, strategic and operational advantages of a secure, resilient, multi-supplier network. Additionally, the team is looking at ways of ensuring information can seamlessly travel from one end of PSN to the other and simplifying connectivity, which will ensure everybody who regularly uses public sector data can communicate and work together. This includes schools, doctors' surgeries, pharmacies, emergency services, hospitals and charities large and small.

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

The GSI are a legacy family of networks comprising of the Government Secure Intranet (GSI), the Government Connect Secure Extranet (GCSx) and the Government Secure Extranet (GSX). These networks provide a secure and reliable connection to the Internet, file transfer and search facilities, directory services, web publishing and email both within the GSI community and over the Internet.

These networks were offered by the [Crown Commercial Service](#) (formerly the Government Procurement Service and before that 'Buying Solutions') and delivered through a partnership with Vodafone (originally Cable and Wireless) under the GSI Framework (2008 to 2011) and latterly the [GSI Convergence Framework \(GCF\)](#) (August 2011 to August 2015). Customers used the GCF Framework to transition from their GSI network to the [Public Services Network \(PSN\)](#), and chose from a range of PSN service providers in the process. Beyond August 2015, GCF customers will continue to consume some core services through the GCF framework for the duration of their individual contracts.

eIdentification/eAuthentication

[GOV.UK Verify](#)

Gov.UK Verify is the new way for individuals to prove who they are when accessing online public services in the UK. With GOV.UK Verify, users set up an account with a certified private sector identity provider, who checks their identity. The user can then use that to assert their identity every time they access a government service. There is more information about GOV.UK Verify above, and updates are regularly published on the [blog](#).

Government Gateway can also be used for authentication for some online services, particularly by businesses.

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

[Crown Commercial Service](#)

The [Crown Commercial Service \(CCS\)](#) (formerly the Government Procurement Service and before that 'Buying Solutions') brings together policy, advice and direct buying; providing commercial services to the public sector and saving money for the taxpayer. The Crown Commercial Services are responsible for the management of the procurement of common goods and services, improvement of the supplier and contract management across government, increase in savings for the taxpayers by the centralisation of the buying requirements for common goods and services and bringing together of smaller projects, as well as leading the procurement policy on behalf of the UK government. The governance of the Crown Commercial Service is further detailed [here](#).

['Value Wales'](#) platform

The [Wales Procurement Policy Statement](#) sets out the procurement practices and actions required of all public sector organisations in Wales. In this regards, [Value Wales](#) helps the Welsh public sector realise improved value for money through 'smarter procurement' in the following manner: increases in the savings through collaboration, improvements of the process efficiency especially through use of technology, protection of the economy by encouraging smaller and more local suppliers and seeking re-investment in local communities and by building of procurement capability.

The platform includes a comprehensive suite of eProcurement tools and associated support services such as Value Wales - ePurchasing and [Value Wales - Procurement Route Planner](#). The service is delivered in a modular format to meet the needs of the Welsh public sector and their suppliers.

[Scotland eCommerce](#)

The effective use of technology is at the heart of the procurement reform and Scottish Procurement is leading a number of core initiatives to deliver value for money and to contribute to the Scottish economy.

The Scottish Government's eCommerce Shared Service provides possible solutions which will assist both the public and private sector streamline the way business is conducted. The tools include [Public Contracts Scotland \(PCS\)](#) the national advertising portal for all contracting opportunities across the Scottish public sector.

[Public Contracts Scotland Tenders](#) provide buying organisations with a set of web based collaborative procurement tools including eTendering and eEvaluation. [Standard Pre-qualification questionnaire](#) assists buyers to reduce the inconsistency in supplier selection.

Other Infrastructure

['GovTalk' website](#) – eGovernment policies and standards

Technology code of practice (policy and guidance) is available on the '[GovTalk](#)' website.

For projects to proceed they must meet the elements described in the technology code of practice, part of the [Service Design Manual](#). The code of practice includes instructions on open data, open standards, cloud services, networks, and hosting. It also provides links to government platforms for publishing, identity verification, performance monitoring and procurement.

[Standards Hub website](#) – Open standards

The Standards Hub website enables the public sector, industry, academics and other interested parties to help the UK Government to select standards for software interoperability, data and document formats in government IT. These support the implementation of the [open standards principles](#) and are applied across government to make services better for users and cheaper to run.

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 400,000 users and 9,000 organisations and departments, processing around 3,000,000 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.

Transactional services include:

- [Make a Plea](#)
- [Prison Visit Bookings](#)

Informational services include:

- [Courtfinder](#)
- [Victims' Information Service](#)

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 full list of [HMRC online services](#).

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Lost or stolen passport/ID

Responsibility: Central government, HM Passport Office

Website: <https://www.gov.uk/report-a-lost-or-stolen-passport/y>

Description: Lost or stolen passports/identity cards (in the UK or abroad) must be reported as soon as possible in order to reduce the risk of anyone else using the passport or the identity. Furthermore, the lost or stolen passport/IDs can be reported on behalf of someone else if they can't do it themselves. A prerequisite is the ownership of a daytime telephone number and either an email address or UK mobile number to use the online service.

Passport (renewal)

Responsibility: Central government, HM Passport Office

Website: <https://www.gov.uk/renew-adult-passport>

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.

Money and charges

VAT services

Responsibility: HM Revenue and Customs (HMRC)

Website: <https://online.hmrc.gov.uk/login>

Description: In order to file for a VAT return online, a user needs a VAT number and a VAT online account that allows the user to submit your VAT Return using HMRC's free online service or commercial accounting software. Once the process is complete it is important to retain any reference number received as proof you've sent your return.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by Universal Jobmatch

Responsibility: Central government, Department for Work and Pensions

Website: <https://www.gov.uk/jobsearch>

Description: 'GOV.UK' assists citizens searching for a job in the UK or abroad via the service Universal Jobmatch. It offers a broad spectrum of relevant information, along with a fully functional job search facility enabling job seekers to conduct nationwide searches online. Universal Jobmatch has replaced the Jobcentre Plus job search tool.

Job search fraud reporting SAFERjobs

Responsibility: Central government, Department for Work and Pensions

Website: <https://www.safer-jobs.com/>

Description: SAFERjobs (Safe Advice for Employment and Recruitment) is a non-profit, joint industry and law enforcement organisation created in 2008 to raise awareness and combat criminal activities that may be attempted on those seeking a job, or through the services provided by the recruitment industry. Information about job scams as well as reporting tools is available online.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: HM Government, Department for Culture, Media and Sport

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

Description: Official online database of primary and secondary legislation in the United Kingdom.

Taxes, unemployment and benefits

Benefits calculator

Responsibility: Central government

Website: <https://www.gov.uk/benefits-calculators>

Description: The GOV.UK website provides access to an independent benefits calculator that enables users to find out what benefits they could get, how to claim them, and how the benefits will be affected if one starts to work. The service is free to use, anonymous, and have replaced the Benefits Adviser service.

Income taxes: declaration, notification of assessment

Responsibility: Central government, HM Revenue & Customs

Website: <https://www.gov.uk/log-in-file-self-assessment-tax-return>

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](http://www.gov.uk)' website. HMRC is developing personalised digital accounts for businesses and individuals. The accounts will be tailored to their specific circumstance and enrolments, bringing together everything they need in one place.

Jobseeker's Allowance Online

Responsibility: Central government, Jobcentre PLUS

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

Description: Jobseeker's Allowance (JSA) is paid to help people who are unemployed or on a low income that are out there looking for a job. If person is eligible, he/she can make an application online or contact the Telephone Jobcentre Plus on Freephone at 0800 055 6688.

Unemployment benefits

Responsibility: Central government

Website: <https://www.gov.uk/browse/benefits/jobseekers-allowance>

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

3. Vehicles**Driving licence****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](http://www.gov.uk) website.

View Driving Licence

Responsibility: Central government, Driver and Vehicle Licensing Agency (DVLA)

Website: <https://www.gov.uk/view-driving-licence>

Description: Motor insurers will access DVLA data on penalty points and what vehicles users are allowed to drive to check insurance applications and cut honest drivers' premiums, thus implementing Financial Services Authority requirements. Drivers will be able to check their personal data through a portal.

Insurance

Third-party insurance

Responsibility: British Insurance Broker's Association

Website: <http://www.biba.org.uk/CustomerHome.aspx>

Description: Third party insurance is mandatory legal minimum to drive a vehicle on UK roads. The [website of central government](#) redirects the users searching for a broker to the website of [British Insurance Brokers' Association](#) in order to search for a broker via online search.

Registration

Car registration (new, used, imported cars)

Responsibility: Central government, Driver and Vehicle Licensing Agency (DVLA)

Website: <https://www.gov.uk/vehicle-registration>

Description: Information and forms for download purposes are available on the [GOV.UK website](#).

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address) for HMRC

Responsibility: HM Revenue and Customs (HMRC)

Website: <https://www.gov.uk/tell-hmrc-change-of-details>

Description: The service of change of address in general is not relevant in the UK, where there is no obligation to inform the authorities of a change of address. However, if one needs to update for the purposes of HMRC, an online service is available either via the [website of HMRC](#) or if registered for Self-Assessment using a person [HMRC online account](#).

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.

Criminal Record Certificate

Responsibility: Police, HM Prison Service, HM Courts and Tribunals Service, Crown Prosecution Service (CPS)

Website: N/A

Description: Person needs to contact local police for a copy of the records that they hold about the person's criminal record. The certificate may also be requested from the HM Prison Service, HM Court and Tribunals Service, and Crown Prosecution Service (CPS).

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

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

Website: <https://www.gov.uk/report-hate-crime>

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.

Housing (building and housing, environment)

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.

Passport (renewal)

Responsibility: Central government, HM Passport Office (HMPO)

Website: <https://www.gov.uk/renew-adult-passport>

Description: HM Passport Office 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 HMPO for processing.

Waste

Responsibility: Department for Environment, Food & Rural Affairs, Environment Agency

Website: <https://www.gov.uk/topic/environmental-management/waste>

Description: Information is available on the [GOV.UK](#) website.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Universities and other higher education institutions, Universities and Colleges Admissions Service (UCAS)

Website: <https://wwwucas.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.

Public libraries (availability of catalogues, search tools)

Responsibility: Central government/local government

Website: N/A

Description: Most public libraries possess online catalogues. Many councils offer online access to their library catalogue. Available in England and Wales only.

Student grants (Student Finance)

Responsibility: Department for Business, Innovation and Skills

Website: <https://www.gov.uk/student-finance>

Description: New online application process for loan products such as full-time, part-time and 24+ Advanced Learning Loans

Traineeship, volunteering

Internships/work experience

Responsibility: Education Funding Agency

Website: <https://www.gov.uk/guidance/16-to-19-funding-study-programmes-work-experience>

Description: Information on funding work experience in 16 to 19 study programmes is available on the GOV.UK website

Voluntary social involvement

Responsibility: Several

Website: <https://www.gov.uk/volunteering>

Description: Extensive information on various volunteering opportunities is available on the GOV.UK website.

Researchers

Euraxess UK Funding Search

Responsibility: EURAXESS United Kingdom

Website: <http://euraxessfunds.britishcouncil.org/Search.aspx/Index>

Description: Information and search function for funding opportunities in United Kingdom is available online for researchers.

Information and assistance to researchers, research

Responsibility: EURAXESS United Kingdom

Website: <http://www.britishcouncil.org/new/euraxess/>

Description: EURAXESS United Kingdom provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central government/local government

Website: N/A

Description: Most public libraries possess online catalogues.

6. Health

Planned and unplanned healthcare

e-Health services of NHS UK

Responsibility: Nationality Hospitality Service (NHS) UK

Website: <http://www.nhs.uk/pages/home.aspx>

Description: NHS offers the following services online: booking a GP appointment, e-Referral Service or a service of buying of the prescription pre-payment certificate. European Health Insurance Card can be also requested online as detailed below. The website of NHS UK also allows to search for a local services of GPs, urgent care, hospitals and dentists.

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.

When living abroad

European Health Insurance Card (EHIC)

Responsibility: Nationality Hospitality Service (NHS) UK

Website: <http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Pages/about-the-ehic.aspx>

Description: Application for the European Health Insurance Card (or its renewal) can be submitted online by citizens from UK, European Economic Area or Switzerland – otherwise it must be applied for by post with a proof of residency. EHIC allows person to get state healthcare in other EEA countries and Switzerland at a reduced cost or sometimes for free.

7. Family

Children, couples

Carers' Allowance

Responsibility: Central Government - Department for Work and Pensions

Website: <https://www.gov.uk/carers-allowance>

Description: Carer's Allowance is a benefit for people looking after someone with substantial caring needs. Users can currently make a claim through the post or online. The exemplar project replaced the previous online claim process which had low take-up and did not meet the standards set out in the department's digital strategy.

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 GOV.UK website

Child allowances

Responsibility: Central government, HM Revenue & Customs

Website: <https://www.gov.uk/child-benefit>

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 – although these tax credits cannot be claimed online however recipients can renew their claim online with the new online service.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection guidance

Responsibility: Competition and Markets Authority

Website: <https://www.gov.uk/government/collections/cma-consumer-enforcement-guidance>

Description: Guidance on consumer protection and unfair terms is available on the portal 'GOV.UK' as gathered under several topical fields such as general consumer protection, consumer protection from unfair trading, unfair contract term, children's online games, higher education, and several other related fields.

Consumer protection

Responsibility: Department for Business, Innovation & Skills

Website: <https://www.gov.uk/government/policies/consumer-protection>

Description: Regularly updated information on the government's activities in the area of consumer protection.

Financial products and services

Money and Tax

Responsibility: Several

Website: <https://www.gov.uk/browse/tax>

Description: Exhaustive information and access to several online services under the category 'Money and Tax' is enlisted with description on the portal of 'GOV.UK'. These includes information about the following areas: Capital Gains Tax, Court claims, debt and bankruptcy, Dealing with HM Revenue and Customs, Income Tax, Inheritance Tax, National Insurance, Self-Assessment (including deadlines, pay and tax records), and VAT.

Energy supply

Domestic Renewable Heat Incentive (RHI)

Responsibility: Energy Saving Advice Service, Home Energy Scotland

Website: <https://www.gov.uk/domestic-renewable-heat-incentive>

Description: UK citizens can get money towards renewable heating costs in their home for the following three means of renewable heating source: biomass boilers, solar water heating and certain heat pumps. Payments are made for 7 years and are based on the amount of renewable heat made by the heating system. The applications. and further information

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

Government Digital Service

Responsibility: Cabinet Office - government digital service

Website: <https://www.gov.uk/digital-marketplace>

Description: Digital Marketplace replaces CloudStore. It includes G-Cloud services. Use the Digital Services Store to find people or teams to help design and build digital services in an agile way.

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 website](#).

Intellectual property rights

Intellectual Property

Responsibility: Intellectual Property Office at Department for Business, Innovation & Skills

Website: <https://www.gov.uk/government/organisations/intellectual-property-office>, <https://www.gov.uk/topic/intellectual-property/law-practice>

Description: Information on the patent processes in the UK are freely available at the web portal of the Intellectual Property Office that is the official government body responsible for intellectual property (IP) rights including patents, designs, trademarks and copyright. Furthermore, it

offers the following multiple online application forms – for example online application forms and fees information about [patents](#).

Annual accounts

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.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Central government, HM Revenue & Customs

Website: <https://www.gov.uk/send-vat-return>

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. Furthermore, HMRC is developing personalised digital accounts for businesses and individuals. The accounts will be tailored to their specific circumstance and enrolments, bringing together everything they need in one place.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central government, HM Revenue & Customs

Website: <https://www.gov.uk/file-your-company-accounts-and-tax-return>

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 website](#).

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central government, HM Revenue & Customs

Website: <https://www.gov.uk/topic/business-tax/import-export>

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 website](#).

3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

National archives

Responsibility: HM Government, Department for Culture, Media and Sport

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

Description: Official online database of primary and secondary legislation in the United Kingdom.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central government, HM Revenue & Customs

Website: <https://www.gov.uk/payee-online-log-in>

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 [GOV.UK website](#).

Health and safety

Health and Safety Executive web portal

Responsibility: Health and Safety Executive (HSE)

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

Description: The website of the Labour Inspectorate contains all necessary information in regards to the legislation related to the safety and health at work. If person needs to report an incident or has a complaint about a health and safety matter in the workplace the HSE services are available for help and guidance on how to do this.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Licensing in the United Kingdom

Responsibility: Central Government

Website: <https://www.gov.uk/browse/business/licences>

Description: Extensive information on the process for licencing and licence applications are available on the [GOV.UK website](#).

Chemicals (REACH)

REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006)

Responsibility: Health and Safety Executive

Website: <http://www.hse.gov.uk/reach/>

Description: Manufacturers, importers, exporters, distributors, downstream users and others should be able to get key [information regarding the](#)

[chemicals legislation in the UK on this webpage](#) or via their e-mail or telephone contacts as enlisted on the portal.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Crown Commercial Service, Cabinet Office

Website: <https://www.gov.uk/government/organisations/crown-commercial-service>

Description: The Crown Commercial Service 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 largest Professional Buying Organisation (PBO) in the public sector.

7. Environment

EMAS certification, energy labels, eco-design, EU eco-label

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 website](#).

Non-domestic Renewable Heat Incentive (RHI)

Responsibility: Central government, Environment Agency (England and Wales only)

Website: <https://www.ofgem.gov.uk/environmental-programmes/non-domestic-renewable-heat-incentive-rhi/eligibility-non-domestic-rhi>

Description: The non-domestic Renewable Heat Incentive (RHI) helps businesses, public sector and non-profit organisations meet the cost of installing renewable heat technologies for the following means of renewable heating sources: biomass, heat pumps (ground source, water source and air source), deep geothermal, solar thermal collectors, biomethane and biogas, and combined heat and power (CHP) systems. Payments are made over 20 years and are based on the amount of heat output of the system. The applications and further information is available online on the website of Ofgem - a non-ministerial government department and an independent National Regulatory Authority, recognised by EU Directives and governed by the Gas and Electricity Authority (GEMA).

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

More on the programme:

<http://ec.europa.eu/isa/>

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