

**MEMBERS' E-GOVERNMENT ADVISORY GROUP
(Report by Executive Director of Central Services)**

1. INTRODUCTION

- 1.1 The Cabinet considered the Customer Service Strategy (version 1.6) at their meeting on 26th June 2003. As a result of decisions taken by the Cabinet at that meeting the Customer First Programme was established. The E-Government Advisory Group at its meeting held on 16th September 2003 determined that its terms of reference should be amended to reflect their involvement in the Customer First Programme.

2. TERMS OF REFERENCE

- 2.1 The E-Government Advisory Group has proposed the following revised terms of reference:-

1. To advise the Cabinet on the scope for exploiting the potential for delivering services electronically in ways which —
 - ◆ reflect and contribute to the Council's drivers, strategies, policies and service objectives;
 - ◆ meet the needs and reasonable expectations of Huntingdonshire's stakeholders, for example, residents, customers, visitors, businesses, Members and Officers;
 - ◆ support the continued planning for and delivery of services in a contemporary setting, taking account of the social, economic and environmental well-being of the District and its residents;
 - ◆ promote a balanced, inclusive and value-added approach to service delivery and assist with capacity building in local communities and with partner agencies and organisations.
2. To monitor progress in developing and implementing the Council's e-Government strategy (the annual Implementing Electronic Government (IEG) statement).
3. Within the boundaries of the budgetary and Medium Term Plan processes, to make recommendations to the Cabinet as to priorities for implementing the Council's IEG statement ; and

4. To undertake evaluations, by invitation of the Customer First Programme Board, of pilots and other projects commissioned by the Programme Board.

3. RECOMMENDATIONS

3.1 The Cabinet are invited to:-

- ◆ approve the suggested amended terms of reference for the Group as outlined in paragraph 2 of this Report;
- ◆ approve the re-naming of the E-Government Advisory Group to the Customer First Advisory Group.

BACKGROUND PAPERS

Report and Minutes to Cabinet – 26th June 2003.

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