European Commission

eGovernment in

United Kingdom

ISA²

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The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 65,808,673 inhabitants (2017)

GDP at market prices: 2,325,520.4 million Euros (2017)

GDP per inhabitant in PPS (Purchasing Power Standard EU 28=100): 107 (2016)

GDP growth rate: 1.7% (2017)

Inflation rate: 2.7% (2017)

Unemployment rate: 4.8% (2016)

General government gross debt (Percentage of GDP): 88.3% (2016)

General government deficit/surplus (Percentage of GDP): -2.9% (2016)

Area: 247,763 km2 (2015)

Capital city: London

Official EU language: English

Currency: GBP

Source: Eurostat (last update: 1 March 2018)

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. On 23 June 2016, the people of the United Kingdom voted in a referendum to leave the European Union. 51.9% voted to leave and 48.1% voted to remain. The turnout was 72.2%[1].

Head of State: [Queen Elizabeth II](#) (since 6 February 1952).

Head of Government: Prime Minister [Theresa May](#) (since 13 July 2016)

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[1] http://www.bbc.com/news/politics/eu_referendum/results

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 the UK

Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in the UK
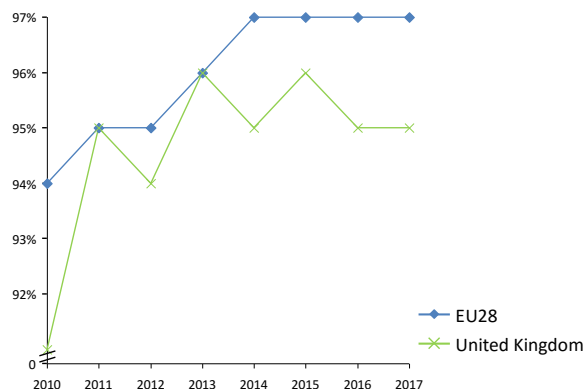
Source: Eurostat Information Society Indicators

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

Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in the UK

Source : Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in the UK
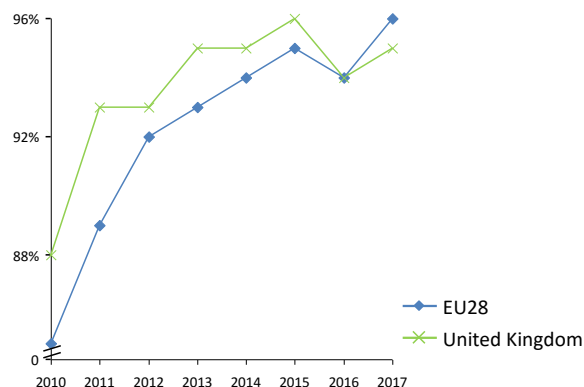
Source: Eurostat Information Society Indicators

Percentage of individuals having purchased/ordered online in the last three months in the UK
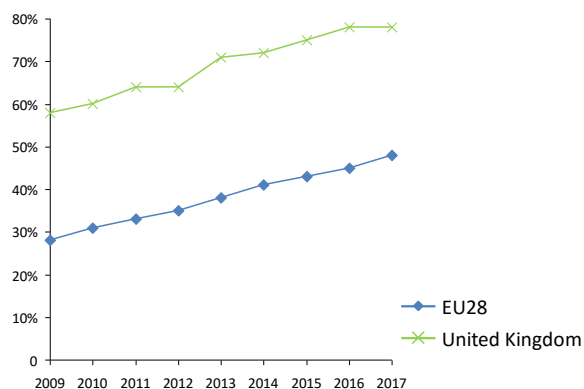
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in the UK
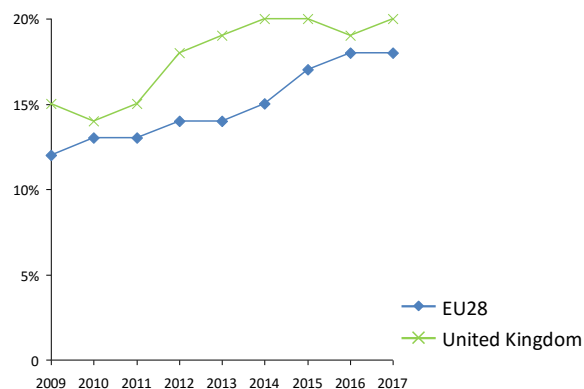
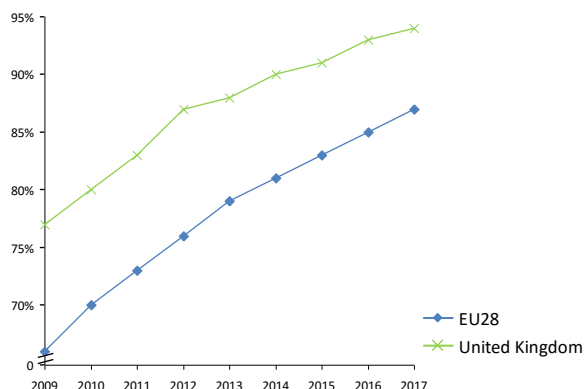Source: Eurostat Information Society Indicators

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 the UK
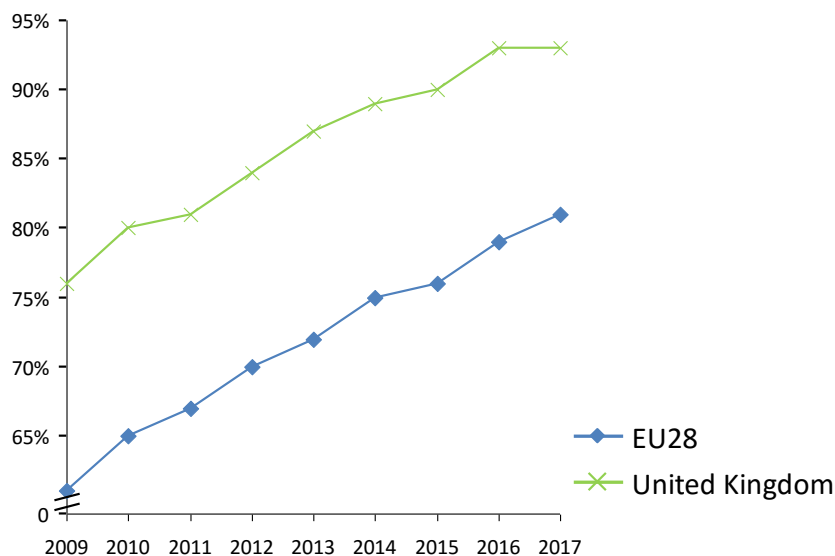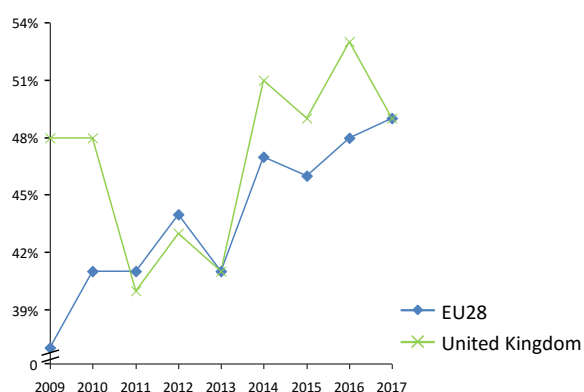

Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in the UK
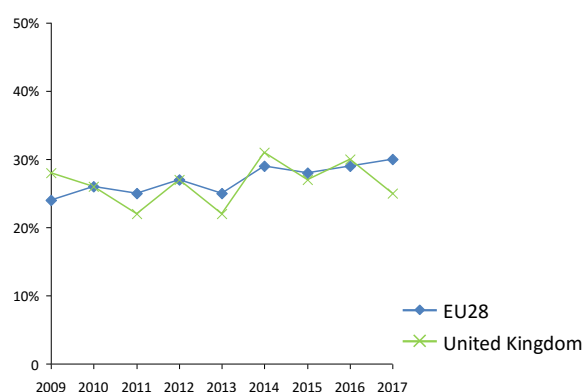
Source: Eurostat Information Society Indicators

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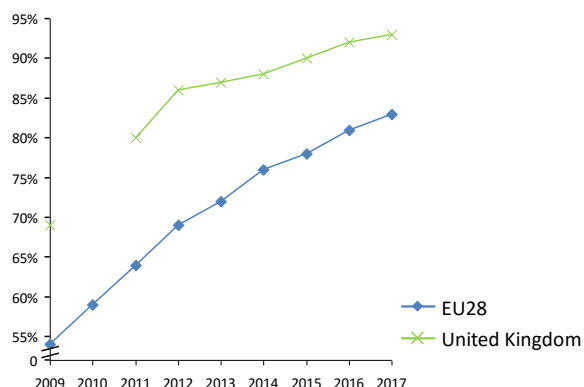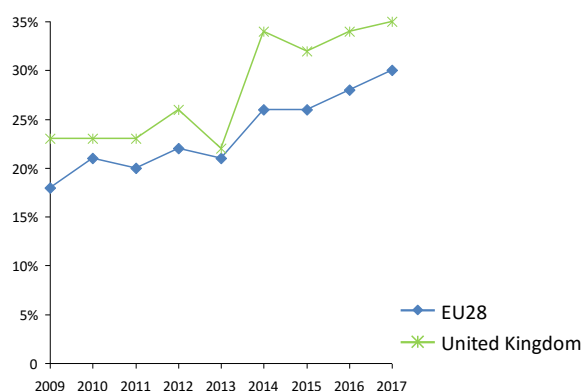

Source: Eurostat Information Society Indicators

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

Source: Eurostat Information Society Indicators

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eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, 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 and businesses 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), Authoritative Sources, and Digital Post. Digital Post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.

This year's measurement has selected a set of four life events that cover the most common domains of public services, representative for both businesses and citizens: Starting a business and early trading operation; Losing and finding a Job; Studying; Family Life (new life events, measured for the first time). The figure below presents the development of eGovernment in the United Kingdom compared to the EU average score.
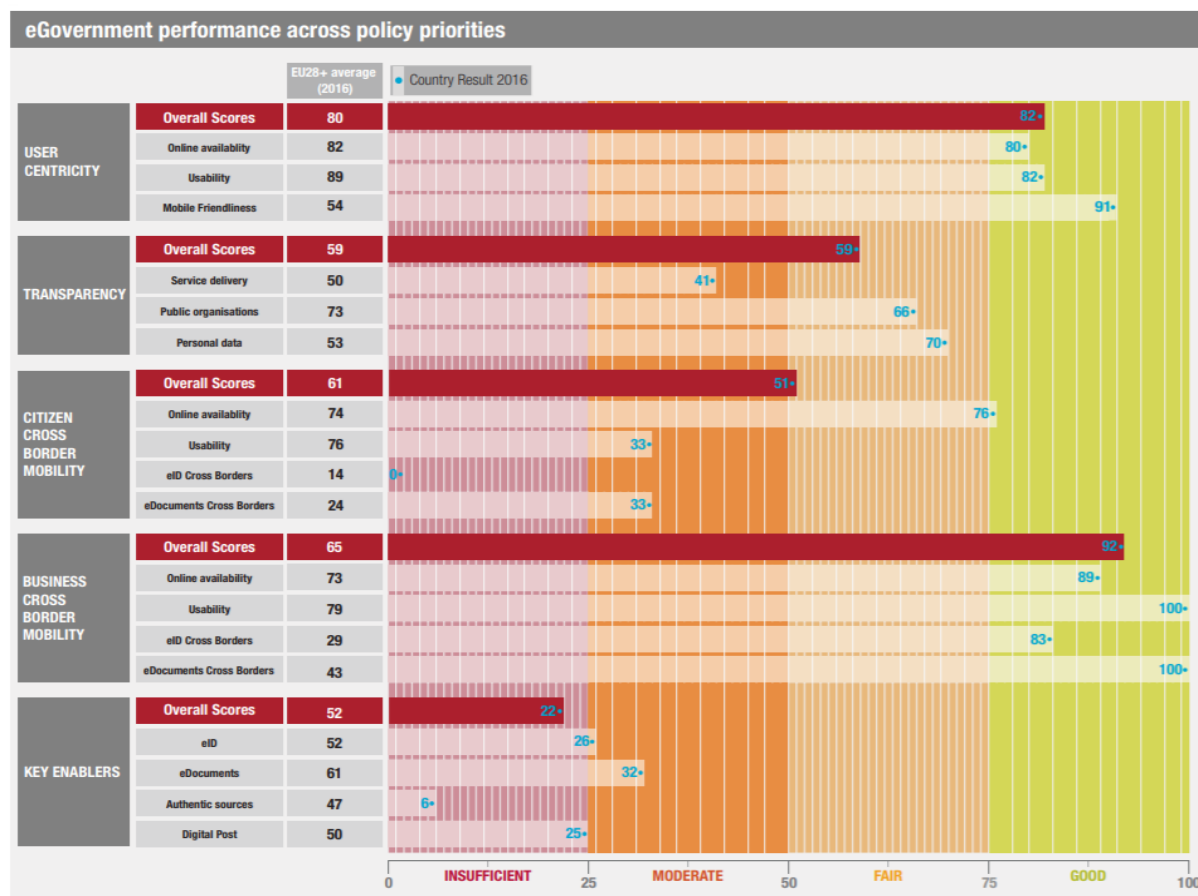
Source: eGovernment Benchmark Report 2017 Country Factsheets

eGovernment Highlights

Main eGovernment changes and key milestones in 2017

eGovernment Strategy

In February 2017, the UK government launched a new Government Transformation Strategy 2017 to 2020. The government strategy aims at strengthening the UK's digital capabilities and building upon the successes of the 2012 Government Digital Strategy.

This new stage in the UK's government digital strategy rests on three main components:

▸ **Transforming whole Citizen-Facing Services** - to continue to improve the experience for citizens, businesses and users within the public sector;

▸ **Full Department Transformation** - affecting complete government organisations to deliver policy objectives in a flexible way, improve citizen service across channels and improve efficiency;

▸ **Internal Government Transformation** - which might not directly change citizen-facing services but which is vital for government to collaborate better and deliver digitally-enabled change more effectively.

The aim of this strategy is to transform the relationship between citizens and the state - putting more power in the hands of citizens and being more responsive to their needs.

eGovernment Legal Framework

The Digital Economy Act 2017 was announced in the Queen's Speech on 18 May 2016. It will implement a number of government commitments on the digital economy made in the Conservative Party Manifesto. The act aims to put in place the foundation for leading the way in the digital economy. The act is built around five main objectives:

▸ Fast broadband and support for consumers;

▸ Enabling digital infrastructure;

▸ Protecting intellectual property;

▸ Government digital services;

▸ Protecting citizens in the digital world.

eGovernment Actors

Oliver Dowden CBE, MP was appointed as Parliamentary Secretary at the Cabinet Office on 9 January 2018. He has responsibility for eGovernment.

The Rt Hon Matt Hancock MP was appointed Secretary of State for Digital, Culture, Media and Sport on 8 January 2018. He was previously Minister of State for Digital from July 2016 to January 2018.

eGovernment Infrastructure

Services on the Government Gateway, the website used to register for online government services, both at the national and local level, are gradually being moved to replacement systems. All services will have moved by March 2019.

eGovernment Services

There are various new eGovernment Services available for citizens through the GOV.UK Verify Portal. Currently, over 2 million people have created a Verify account to perform over 6 million secure transactions with government.

Other highlights

The Government's Digital Charter has been published on 25 January 2018. It sets the direction for the UK to become the best place to start and grow a digital business and the safest place in the world to be online. The Charter brings together a broad, ongoing programme, which will evolve as technology changes. Current priorities include online harms, liability, data and artificial intelligence ethics and innovation, disinformation and cybersecurity.

2001 – 2017

For previous eGovernment highlights, please consult the factsheets for past years, accessible through this link.

eGovernment Strategy

Main strategic objectives and principles

New Government Transformation Strategy 2017 to 2020

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▸ **Internal Government Transformation** - which might not directly change citizen-facing services but which is vital for government to collaborate better and deliver digitally-enabled change more effectively.

The aim of this strategy is to transform the relationship between citizens and the state - putting more power in the hands of citizens and being more responsive to their needs. It is structured around five objectives, namely:

▸ Delivering world-class digital services and transforming the way government operates in a modern and efficient way;

▸ Growing the right people, skills and culture;

▸ Building better workplace tools, processes and governance;

▸ Making better use of data;

▸ Creating shared platforms to speed up transformation.

The strategy states clear priorities up to 2020 for each of the five objectives, as well as includes expectations for government beyond 2020.

The Strategy is supported by the Government Digital Service (GDS). It enables and assures government digital initiatives. The GDS's role is to:

▸ Set appropriately challenging standards for government digital technology and support the increased digital capability of government by identifying, curating and sharing best practice.

▸ Strengthen the digital, data and technology communities across government - setting professional standards and standardising approaches to recruitment, retention, pay and career development.

▸ Act as a centre of digital expertise (including exploring new ideas and developing prototypes) and make sure this expertise is deployed effectively.

▸ Build, continually improve and operate products and services that the rest of government can rely on.

▸ Provide targeted digital, data and technology expertise (from GDS, departments or external sources) to other government organisations as support for critical projects

‣ Provide assurance for digital projects through spend controls, service assessments and in collaboration with the Infrastructure and Projects Authority (IPA).

UK Digital Strategy 2017

In March 2017, the UK Digital Strategy 2017 was launched. As suggested by the name, this digital strategy is for the whole of the UK and is formed of seven strands:

‣ **Connectivity** - Building world-class digital infrastructure for the UK;

‣ **Digital skills and inclusion** - Giving everyone access to the digital skills they need;

‣ **The digital sectors** - Making the UK the best place to start and grow a digital business;

‣ **The wider economy** - Helping every British business become a digital business;

‣ **A safe and secure cyberspace** - Making the UK the safest place in the world to live and work online;

‣ **Digital Government** - Maintaining the UK government as a world leader in serving its citizens online;

‣ **Data** - Unlocking the power of data in the UK economy and improving public confidence in its use.

It is worth to mention that this strategy is a framework developed in strong relationship with the industry in order to deliver successful sectorial policies. This digital strategy is therefore a first statement in an ongoing conversation between digital businesses and government: as we develop our industrial and digital strategies, we will continue to build on that conversation and to strengthen our support. To facilitate this, the Secretary of State for Culture, Media and Sport will convene a forum for government and the tech community to work together to support the growth of the UK digital economy.

National Cyber Security Strategy 2016-2021

The National Cyber Security Strategy 2016 to 2021 sets out the government's plan to make Britain secure and resilient in cyberspace. In order to realise this, the following objectives will be achieved: defend, deter and develop. Additionally, the government will pursue international action and will develop relationships with new partners to build their levels of cyber security and protect UK interests overseas, including NATO, EU and UN. A total of £1.9 billion will be invested over the next five years to transform significantly the UK's cyber security.

Third Open Government National Action Plan (2016 - 2018)

As one of the first eight and hence founding governments of the Open Government Partnership (OGP), the first National Action Plan (NAP) for 2012-2013 (with 41 commitments) was published in September 2011. In October 2013 it was followed by the second National Action Plan (2013-2015). 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. Today, the third National Action Plan is in place.

The commitments of the third UK NAP include:

‣ The UK being the first G7 country to commit to the Open Contracting Data Standard (OCDS) for contracts administered by a central purchasing authority, the Crown Commercial Service. This means that the whole process of awarding public sector

▸ contracts – from bidding right through to building – was made public for the first time in 2016;

▸ Leading the world in creating an open register of beneficial ownership so everyone can see who owns what in Britain. The register went live in 2016;

▸ The introduction of reusable unique identifiers to the UK's published government grants data and central procurement data. This represents a step change in how people can monitor how government is spending taxpayers' money.

The updated version of the third Open Government National Action Plan includes new commitments from each of the devolved administrations: the Northern Ireland Executive, the Scottish Government and the Welsh Government.

The UK's fourth National Action Plan for 2018-2020 will launch in summer 2018. It is being developed in collaboration with the UK's Open Government network.

Internet Safety Strategy

From 11 October 2017 to 7 December 2017, the UK ran a consultation aimed at seeking the views on the government's Internet Safety Strategy. The Strategy considers the responsibilities of companies to their users, the use of technical solutions to prevent online harms and government's role in supporting users. The consultation covers various aspects of online safety including:

▸ The introduction of a social media code of practice, transparency reporting and a social media levy;

▸ Technological solutions to online harms;

▸ Developing children's digital literacy;

▸ Support for parents and carers;

▸ Adults' experience of online abuse;

▸ Young people's use of online dating websites/applications.

Digital Charter

The Government's Digital Charter has been published on 25 January 2018 and sets the direction for the UK to become the best place to start and grow a digital business and the safest place in the world to be online. The Charter brings together a broad, ongoing programme, which will evolve as technology changes. Current priorities include online harms, liability, data and artificial intelligence ethics and innovation, disinformation and cybersecurity.

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 the 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. 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 tasks and 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 £36 million provided to help over 1.5 million individuals 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 Wi-Fi 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 Wi-Fi to 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 £20 million 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 that haven't specified area of focus. However, many organisations are expected to 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 Format (ODF)

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 will be able to use the applications that best meet their needs when they are viewing or working on documents together.

Once departments will 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; and

▶ 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 UK government has selected ODF 1.2 as the standard for editable office documents to be used across government.

Government Service Design Manual

The Government Service Manual aims to help government teams create and run great digital services that meet the Digital Service Standard. The Digital Service Standard is a set of 18 criteria used to check whether a service is good enough for public use.

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 of 2011 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; and 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.

In 2017, the Scottish Government published a study called [Realising Scotland's full potential in a digital world: A Digital Strategy for Scotland](#) describes the plans for ensuring that digital is at the heart of everything – delivering inclusive economic growth; reform of public services; preparing children for the workplace of the future; tackling inequalities and empowering communities.

Significant progress has been made since 2011:

▶ The [Digital Scotland Superfast Broadband (DSSB)](#) programme achieved its initial target of delivering access to fibre broadband to 85% of premises in Scotland;

▶ The [Community Broadband Scotland (CBS)](#) has helped extend broadband access to over 1,400 premises;

▶ The percentage of adults using the internet increased from 73% to 82%;

▶ Broadband access at home amongst social housing tenants increased by 20%.

The 2017 actions aim to, in general:

▶ Support digital transformation across the wider economy;

▶ Support growth in the digital sector;

▶ Re-design Scotland's digital public services;

▶ Enable change and innovation through data;

▶ Transform the public sector;

▶ Build a digital government;

▶ Deliver high quality connectivity across the whole of Scotland;

▶ Build a digitally-skilled nation;

▶ Promote diversity in digital;

▸ Support people and communities through social changes; and

▸ Promote digital inclusion and participation.

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 [Digital Northern Ireland 2020](#) (DNI) initiative stands to reap considerable benefits in terms of both economic and social uplift as a result of the advanced communications capability which has been and continues to be deployed. The initiative will focus on the following categories of opportunities:

▸ Business opportunities in and across various business sectors;

▸ Community and social opportunities across a range of areas;

▸ A number of key strategic projects which if realised would significantly enhance Northern Ireland's position as a Knowledge Economy;

▸ Opportunities for FDI by significant players across major business areas, including the ICT and digital technology areas.

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.

Digital Economy Act 2017

The Digital Economy Act 2017 was announced in the Queen's Speech on 18 May 2016. It will implement a number of government commitments on the digital economy made in the [Conservative Party Manifesto](). Despite the fact that the UK stands out as a well-connected nation (over nine out ten homes and businesses are able to access superfast broadband), the act aims to put in place the foundation for leading the way in the digital economy. The act is built around five main objectives:

- Fast broadband and support for consumers;
- Enabling digital infrastructure;
- Protecting intellectual property;
- Government digital services;
- Protecting citizens in the digital world.

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

Data Protection Bill (2017)

The Data Protection Bill was introduced to the House of Lords on 13 September 2017. It replaced the Data Protection Act 1998 with a new law that provides a comprehensive and modern framework for data protection in the UK, with stronger sanction for malpractice. In

particular, it will set new standards for protecting general data, in accordance with EU's General Data Protection Regulation (GDPR).

Digital Economy Act (2017)

Among other things, the Act aims to: make provision about electronic communications infrastructure and services; provide for restricting access to online pornography; make provision about protection of intellectual property in connection with electronic communications; and make provision about data-sharing. With its adoption, the Act replaced the Digital Economy Act from 2010.

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 Regulation on electronic identification and trust services for electronic transactions in the internal market on a Community framework for electronic signatures (Regulation No 910/2014).

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

Electronic Communications Code (2017)

The Electronic Communications Code became law on 28 December 2017 and sets out rights and obligations regarding the deployment and maintenance of mobile phone masts and other telecoms infrastructure.

Electronic Communications Act (2000)

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 2016 for England, Wales and Northern Ireland and the Utilities Contracts (Scotland) Regulations 2006 (Scottish Statutory Instrument 2006 No. 2) for Scotland.

eInvoicing

Currently there is no legislation in place for eInvoicing in the United Kingdom. Nevertheless, it is recommended (not mandatory) for economic operators for submitting, and central, regional and local contracting authorities for receiving and processing.

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. The Minister for Implementation in the Cabinet Office is responsible for eGovernment.

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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. Responsibilities of the GDS include:

- Running the GOV.UK website – the best place to find government services and information;

- Working with the rest of government to make public services simpler and better;

- Building cross-government platforms like GOV.UK Verify – a way to confirm users are who they say they are;

- Working to ensure government data is good data and more usable for all;

- Helping departments make better-informed decisions when they need to buy technology;

- Helping departments provide their staff with better value technology that is more of a tool and less of a barrier.

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Implementation

Technology Leaders Network

The Technology Leaders Network was established in October 2013 to lead technology across Government, ensuring that the government is equipped 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.

Data Leaders Network

The Data Leaders Network was established in 2015 to ensure that departments' approach to the use and management of data properly enables the delivery of government policy and operational objectives. The Data Leaders Network meets monthly.

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

Ministry of Housing, Communities and Local Government (MHCLG)

Formerly known as Department for Communities and Local Government (CLG), the renamed Ministry 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.

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 Infrastructure

Main eGovernment infrastructure components

Portals

Government Gateway

The Government Gateway is the website used to register for online government services, both at the national and local level. Services on the Government Gateway are gradually being moved to replacement systems. All services will have moved by March 2019.

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All services will have moved by March 2019.

'GOV.UK'

'GOV.UK' is the website for the UK government. It provides people and businesses in England and Wales with easy and effective digital access to all public services and related information. The site it maintained by Government Digital 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. 385 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 non-personal UK government data available 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 £836 million in three years and are continuing to grow. Of this total, £406 million, 50% by value and 60% by volume have been with SMEs.

The Digital Marketplace has reduced barriers to the public sector market. User-centred principles are applied 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 is the safe and secure way for citizens to prove who they are online. It's designed to ensure that citizens and services can be confident their identity is protected. To date, citizens who create a Verify account are able to quickly and easily access 17 government services. This includes the recently launched 'signing a digital mortgage' service from HM Land Registry.

Currently, over 2 million people have created a Verify account to perform over 6 million secure transactions with government.

To date GOV.UK Verify is being used by 8 departments to deliver 17 government services. These include services such as 'Check your income tax', 'Get your State Pension', 'Report a medical condition that affects your driving' and 'Sign your mortgage deed'.

GOV.UK Pay

GOV.UK Pay is a secure payment service that is easy to integrate with and designed to meet the Digital Service Standard. It was launched in September 2016 and makes it easy for people to pay government securely online, reducing the time and hassle of doing business with government, and removing the need for the government to buy or build payment systems multiple times.

GOV.UK Notify

GOV.UK Notify went live in July 2016 with the aim of making it easier for people working in central government, a local authority, or the National Health Service (NHS) to keep citizens updated through text messages, emails or letters. The main objective is twofold: on the one hand, people shall not need to call government; on the other hand, the government should be able to reduce the amount spent on contact centres. At the moment GOV.UK Notify is used by 166 services and 66 organisations in the UK.

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, which helps public sector organisations work together, reduce duplication and share resources. 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 comprised 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 allows 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.

GOV.UK Verify service is continuously improved in order to support departments' transformation plans. In addition to continuing with the rollout of GOV.UK Verify across central government, the wider applications for GOV.UK Verify for secure citizen identity verification in both the wider public and private sectors are also explored.

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 regard, 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.

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 the 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 residing in the UK to apply for or renew all types of British passports. Users can request online or telephone help, if necessary. The application fee can be paid online.

Money and charges

VAT services   [35]

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 that 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.

Sign in to personal tax account

Responsibility: Central government, HM Revenue & Customs (HMRC)

Website: https://www.gov.uk/personal-tax-account

Description: Through GOV.UK Verify, one can use their personal tax account to check records and manage details with HM Revenue & Customs.

Income taxes: declaration, notification of assessment

Responsibility: Central government, HM Revenue & Customs (HMRC)

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' 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.

Check Income Tax for the current year

Responsibility: Central government, HM Revenue & Customs (HMRC)

Website: https://www.gov.uk/check-income-tax-current-year

Description: The service covers the ongoing tax year where citizens can check their tax code and Personal Allowance; tell the HMRC about changes affecting the tax code; update employer details; and see an estimate for the upcoming year.

Help friends or family with their tax

Responsibility: Central government, HM Revenue & Customs (HMRC)

Website: https://www.gov.uk/help-friends-family-tax

Description: One can register online as a 'trusted helper' to help a friend or relative to check they are paying the right amount of Income Tax; to check or update their personal tax account; to claim a tax refund; to check or update the company car tax. The service must be used by the person receiving help, and if not possible then the HMRC must be contacted.

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.

Universal Credit

Responsibility: Central government, Department for Work and Pensions

Website: https://www.gov.uk/apply-universal-credit

Description: After checking the eligibility criteria depending on place of residence, citizens can apply online to receive universal credit.

Rural grants and payments details

Responsibility: Central government, Department for Environment, Food and Rural Affairs

Website: https://www.gov.uk/claim-rural-payments

Description: Through GOV.UK Verify, citizens can sign in and use the service to apply for rural grants and payments; update personal and business details; check and update digital maps of registered land; and give someone permission to act on their behalf.

Claim for redundancy and monies owed

Responsibility: Central government, Department for Business, Energy and Industrial Strategy

Website: https://www.gov.uk/claim-redundancy

Description: Through GOV.UK Verify, one can claim money if they lost their job because the employer has been made insolvent.

Check State Pension

Responsibility: Central government, Department for Work and Pensions

Website: https://www.gov.uk/check-state-pension

Description: Citizens can find out how much State Pension they can get; when; and how to increase it if possible.

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 website.

View or share driving licence information

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.

Apply for vehicle operator licence

Responsibility: Central government, Driver and Vehicle Standards Agency (DVSA)

Website: https://www.gov.uk/apply-vehicle-operator-licence

Description: This service can be used to apply for a heavy goods vehicle operator's licence; a public service vehicle operator's licence; and an interim operator licence. All fees can be paid online.

Report a medical condition that affects driving

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

Website: https://www.gov.uk/report-driving-medical-condition

Description: An online platform to tell the DVLA about a health or medical condition that can affect one's driving. If this is not done, the person can be fined.

Renew short-term medical driving licence

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

Website: https://www.gov.uk/renew-medical-driving-licence

Description: Short-term medical driving licences can be renewed if one has it because of a medical condition. The service will soon be expanded.

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.

Car tax

Check or update company tax car

Responsibility: Central government, HM Revenue & Customs (HMRC)

Website: https://www.gov.uk/update-company-car-details

Description: If an individual person needs to pay taxes on his/her company car, the service can be used for checking the company car's details; tell HMRC about any changes to the car; update fuel benefit.

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 personal 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)

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 Police Records

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

Website: https://www.gov.uk/copy-of-police-records

Description: A person wishing to get a copy of his police records needs to contact local police for a copy. The certificate may also be requested from the HM Prison Service, HM Court and Tribunals Service, and Crown Prosecution Service (CPS).

Criminal Record Certificate

Responsibility: Central government, Disclosure and Barring Service (DBS)

Website: https://www.gov.uk/request-copy-criminal-record

Description: Citizens can apply for a basic DBS check to get a copy of their criminal record. This is called 'basic disclosure'. It is available for people living or working in England and Wales.

Sign mortgage deed

Responsibility: Central government, HM Land Registry

Website: https://sign-your-mortgage-deed.landregistry.gov.uk/

Description: Only available as a BETA service at the moment, citizens can test the service on signing their mortgage deed online through the GOV.UK portal.

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.

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://www.ucas.com/

Description: UCAS is the central organisation that processes applications for full-time undergraduate courses at UK universities and colleges. 'UCAS Apply' is a secure web-based system that allows applicants to apply online for UK higher education courses.

Public libraries (availability of catalogues, search tools)

Responsibility: Central government/local government

Website: https://www.gov.uk/government/publications/public-libraries-in-england-basic-dataset

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/student-finance

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: https://www.gov.uk/government/publications/public-libraries-in-england-basic-dataset

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 service of GPs, urgent care, hospitals and dentists.

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 people 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)

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 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/paye-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 regard to the legislation related to the safety and health at work. If a 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 the 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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