



OFFICE OF THE  
DEPUTY PRIME MINISTER



## **ROCHFORD DISTRICT COUNCIL**

[www.rochford.gov.uk](http://www.rochford.gov.uk)

# **IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2003 (IEG3)**



**local e-gov**

# 1. PROFORMA CONTENT

## Priority Services

In no more than 1,000 words, please give a summary of how e-government will improve services and outcomes for citizens in your authority in terms of the seven shared priorities for local government<sup>1</sup> and any additional local priorities, i.e.

- Raising standards across our schools
- Improving the quality of life of children, young people, families at risk and older people
- Promoting healthier communities by targeting key local services, such as health and housing
- Creating safer and stronger communities
- Transforming our local environment
- Meeting transport needs more effectively
- Promoting the economic vitality of localities

Rochford District Council's vision for electronic government in 2005 is the delivery of a seamless yet comprehensive service that is simple to use, accessible by all sections of our community. While telephones and the website will be major channels for delivery, we will ensure that technology is used to enhance our communication and service provision at every level, including for those members of our community who require personal contact.

As a small District we aim to make the most of the benefits available from the e-enablement of services. We aim to be in the top 25% of Councils for quality and cost effectiveness of service delivery and satisfaction rating from residents. E-government can help us achieve this, by implementing proven and affordable systems that meet service delivery and business needs, rather than being at the 'cutting edge' of technology. However this will be implemented in a staged manner, proportionate to our capacity to deliver.

E-government is supporting both the Council's and the national/local shared priorities for improved services as follows:

- **Raising standards across our schools**

Education is the responsibility of Essex County Council. Rochford Council's website provides a direct link to the County's web pages on schools and educational opportunities. The District is working with the County and other education agencies as part of the Local Strategic Partnership (LSP) to identify how e-government can improve services.

- **Improving the quality of life of children, young people, families at risk and older people**

Although many of these functions are the statutory responsibility of the County Council, Rochford Council recognises its role in improving the quality of life of its residents and the LSP is currently carrying out consultation on the Community Plan, which will give a clear customer focus to future developments.

The Council's Corporate Plan identifies the need to improve services for young people and as a result a review is being conducted through the Overview and Scrutiny process. This will investigate how services can be provided through electronic and other means for young people.

The Corporate Plan also identifies a priority to address the needs of the elderly and frail elderly, and with partners in Health and the County Council, a range of services are being developed. One initiative will be to install PCs with internet access in sheltered accommodation, which will enable more direct provision of Council services (such as benefits advice) as well as general use of the internet. This will supplement the online messaging service, accessed from the television, which broadcasts information from wardens on matters such as community safety.

The Council is working with the Essex Online Partnership to develop the Essex Trust Charter to facilitate data sharing across agencies, thereby providing a more joined-up response to customer's needs.

<sup>1</sup> See [www.odpm.gov.uk/news/0207/0033.htm](http://www.odpm.gov.uk/news/0207/0033.htm)

- **Promoting healthier communities by targeting key local services, such as health and housing**

The Essex Online Portal (being established through the Essex Online Partnership) provides information on health and other public, voluntary and community organisations, and further developments are planned. The Council's website provides links to local health services. As partners in the Essex Air Quality Consortium a website has been established to provide information about air quality and this will be extended.

- **Creating safer and stronger communities**

The Council is a lead member of the Rochford Crime and Disorder Reduction Partnership. The exchange of crime and community profile statistics with the County provides a means of effectively monitoring crime hot spots alongside health, social and economic factors, thereby enabling the targeting of action accordingly. The Council's website contains information about community safety priorities and action.

- **Transforming our local environment**

The Council has a corporate system that provides spatially enabled land and property management technology. This will be extended from development and building control, listed buildings, land charges, local plans, tree preservation orders and the land tier, to environmental health and contaminated land. It links to the corporate geographical information system (GIS), which will be enhanced in the next year to be publicly accessible over the internet. The Planning Portal has been introduced and a system to enable residents to check the progress of planning applications, previous planning decisions and property history will be online by the end of the year. As part of the replacement Local Plan process a CD-ROM version of the Plan has been produced and representations by email encouraged. These developments improve customer access to information and provide corporate, consistent information about property, land and open space.

- **Meeting transport needs more effectively**

Local transport needs are the primary responsibility of Essex County Council. Information about public transport can be accessed via a link between the two Council's websites.

- **Promoting the economic vitality of localities**

The Council, through the Essex Online Partnership, is introducing the I&DeA Marketplace e-procurement solution to assist and stimulate local small and medium sized enterprises to become e-enabled (a target in the Public Service Agreement between the County and Districts). The authority's economic development strategy seeks to ensure that the local business community has an appropriately skilled workforce, that the Council's website is developed to promote the local economy, and that the use of broadband technology is encouraged. This also meets a local priority of 'quality, cost-effective services', as e-procurement will enable back-office efficiencies and economies from joint procurement.

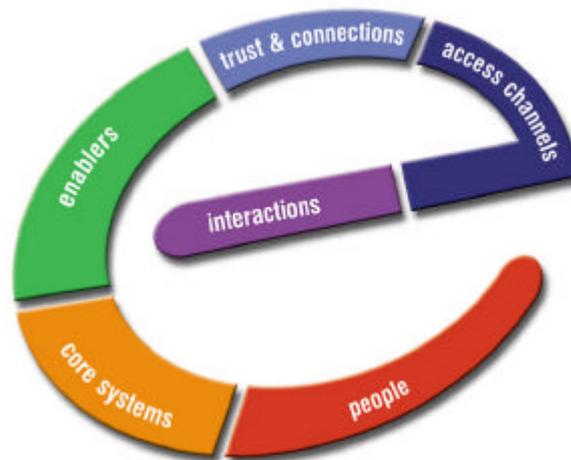
- **Quality, cost-effective services (local priority)**

The Council intends to use e-government to improve the quality and range of services provided to residents.

Online payments for Council Tax, NNDR, housing rents, car park fines and general invoices have been introduced. Residents can register as e-citizens and gain access to their personal bills and records in certain areas. We aim to extend this corporately to improve further the range and quality of services provided online and to those who wish to make telephone or personal contact with us. This will be achieved by the implementation of customer relationship management (CRM) and document imaging to provide a corporate, electronic approach to records management to enable more enquiries to be dealt with at the first point of contact.

We will continue to work actively with the Essex Online Partnership. This spreads the costs of new initiatives, as well as providing shared services and a consistent response to residents across the County. Planned improvements such as the Essexnet (a secure network to transfer data between partners), work on common e-forms, CRM integration and e-procurement, provide cost-effective solutions and improved customer services.

## 2. Self-Assessment of Local e-Organisation



The National Strategy – Model of the local e-organisation

You are asked to summarise the plans and progress of your local authority according to the *six* parts of model of the local e-organisation, as presented in the ODPM's National Strategy for Local e-Government published in November 2002 (see [www.localgov.gov.uk/nationalstrategy](http://www.localgov.gov.uk/nationalstrategy)). The model provides a checklist of work areas against the e-organisation themes, or building blocks of local e-government - interactions, access channels, trust & connections, enablers, e-business and organisational development. Please refer to [www.localgov.gov.uk](http://www.localgov.gov.uk) for further description of the elements of this model, together with associated National Projects. Further information about these building blocks is also available from the I&DeA's Knowledge website at [www.idea.gov.uk/knowledge](http://www.idea.gov.uk/knowledge). **Do not amend this form or append any items to it** and please restrict all explanatory notes to the comment column.

Not all the elements in the proforma checklist below will necessarily be a part of your local e-government strategy, but you are expected to be aware of all of these elements and have taken a corporate position in relation to them. It is recognised that your IEG strategy will reflect local priorities and customer preferences, but you are asked specifically to provide accompanying commentary on any areas of the proforma checklist that remain "black" in 2005/6.

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	Comment
<p><b>Local e-organisation:</b></p> <p><b>Black = Not part of current local e-government strategy or not applicable</b></p> <p><b>Red = Preparation &amp; planning – to include projects that are being planned or being piloted</b></p> <p><b>Amber = Implementation stage – roll out of approved projects</b></p> <p><b>Green = Fully implemented – projects completed &amp; implemented</b></p> <p><b>e.g. for progress against a particular element you might enter:</b></p>	2001/02	2002/03	2003/04	2004/05	2005/06	<p>e.g. “black” status may include elements on the proforma that are not planned, or awaiting the outcome of ODPM National Project work or partnership activity, or areas on the proforma that are not applicable to particular types of authority. Limited areas of “black” are perfectly acceptable on this proforma as a reflection of local circumstances and prioritisation of e-government work and investment.</p> <p>e.g. “red” status should be applied to all elements on the proforma where work is at the research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “amber” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “green” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership.</p>
<p><b>Interactions</b></p> <p><b>Note:</b> The Best Value Performance Indicator (BVPI) 157 provides a measure of the number of types of interactions (or contact) between the citizen and the council that are enabled for electronic delivery as a percentage of those that are available.</p>						

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<ul style="list-style-type: none"> <li>Progress towards 2005 target for the 100% e-enablement of local services</li> </ul>	Amber	Green	Green	Green	Green	The Council is on track to meet this target.
<p><b>Access Channels</b></p> <p><b>Note:</b> Access channels are the various routes through which people might contact, or be contacted by, local service providers to undertake electronically enabled interactions.</p> <ul style="list-style-type: none"> <li>Publication of approved strategy for development of access channels</li> <li>Local service websites (tailored to achievement of transactional status<sup>2</sup> for corporate "gov.uk" website)</li> <li>Specialist portals for local authority services in two-tier areas</li> <li>Contact centres (e-enabled &amp; dealing with at least 80% of incoming telephone calls to the local authority)</li> <li>Establishment of fully e-enabled one stop shops for face-to-face customer contact</li> </ul>	Red	Amber	Amber	Green	Green	<p>The strategy for development of access channels was published in IEG2 and is intended to provide the broadest opportunity for public interaction, recognising that this must include provision for telephone calls and face-to-face customer contact. It is recognised that more detailed research is needed in this area.</p> <p>The Council's website has increasing transactional status, with payments for Council Tax, NNDR, housing rents, car parking fines and general invoices, and some interactive forms (such as change-of-address) online. There are also links to the Planning Portal through the website. The Council recognises the need to make further improvements and new web software will be implemented in the current year which will enhance the services available on the website, including providing a search engine and a better 'look and feel' to improve customer access and experience.</p> <p>The Essex Online Portal (established through the Essex Online Partnership) continues to develop as a focus and reference point for Essex-wide services</p> <p>The Council is piloting a contact centre approach in the recently merged revenues and benefits section, prior to wider rollout across the authority.</p> <p>The Council has plans to improve its two main reception areas to enable a more effective, seamless front line service.</p>

<sup>2</sup> [www.socitm.gov.uk](http://www.socitm.gov.uk), as defined in SOCITM (2003) *Better Connected 2003: a snapshot of all local authority websites*, Society of Information Technology Management, Northampton, p23.

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<ul style="list-style-type: none"> <li>Use of mobile technology for home visits/supported access services</li> </ul>	Black	Red	Amber	Amber	Green	The Council's priority use of mobile technology will be for staff who work at various remote locations, such as planners or environmental health professionals, where mobile technology will be applied to enable links to the back office systems without staff having to return to the office. The Council is also about to implement a thin client/virtual private network solution that will enable drop in centres to be operated from the sheltered accommodation schemes across the District. Any resident will be able to receive full advice about their benefit claims, instead of having to travel to the main Council offices.
<ul style="list-style-type: none"> <li>Establishment of Interactive Digital TV service</li> </ul>	Black	Black	Black	Red	Amber	This has not been a priority access channel for development. We are awaiting the outcome of the national project as we do not have the resources to achieve this independently. Our enhanced web site will be accessible by digital TV viewers.
<ul style="list-style-type: none"> <li>E-democracy – participation in the electoral modernisation pilots for electronic voting or electronic counting</li> </ul>	Black	Black	Red	Amber	Green	The Council has not participated in the electoral modernisation pilots, preferring to wait until an assessment has been conducted and decisions made on the most appropriate way forward. The Council is looking to enable consultation via the website and will be supporting elections to the Young Essex Assembly, which will include voting by text messaging. To encourage interest and improve communication with residents a web cam will be installed in the Council Chamber.
<ul style="list-style-type: none"> <li>E-mail &amp; Internet access provided for all Members</li> </ul>	Amber	Amber	Green	Green	Green	All Members can have access to email and internet facilities via PCs in Members' accommodation in the Council Offices. The Council has recently approved a thin client/virtual private network solution, which will enable Members with access to the internet to link to the Council's network and information in a secure manner.
<ul style="list-style-type: none"> <li>Engagement with intermediaries re delivery of e-government services (e.g. Citizens Advice Bureaux)</li> </ul>	Black	Black	Red	Amber	Green	This area has not been a priority for development, but the establishment of the Local Strategic Partnership (LSP) and the consultation on the development of a Community Strategy will provide opportunities for improvement. There are links to the local C.A.B. from our website.

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<p><b>Trust &amp; connections</b></p> <p><b>Note:</b> For the public sector to share information easily and securely, it is essential to operate within a framework of technical and legislative standards.</p> <ul style="list-style-type: none"> <li>• Use of Government Gateway (e.g. for secure authenticated transactions) (see <a href="http://www.govtalk.gov.uk/gateway_partnerlink">http://www.govtalk.gov.uk/gateway_partnerlink</a>)</li> <li>• Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see <a href="http://www.egifcompliance.org">www.egifcompliance.org</a> &amp; <a href="http://www.govtalk.gov.uk">www.govtalk.gov.uk</a>)</li> <li>• Adoption of Guidelines for UK Government Websites (see <a href="http://www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm">www.e-envoy.gov.uk/oeo/oeo.nsf/sections/webguidelines-handbook-top/\$file/handbookindex.htm</a>)</li> <li>• Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see <a href="http://www.w3.org/WAI">http://www.w3.org/WAI</a>)</li> <li>• Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see <a href="http://www.lcd.gov.uk/foi/foidpunit.htm">http://www.lcd.gov.uk/foi/foidpunit.htm</a> &amp; <a href="http://www.pro.gov.uk/recordsmanagement/access/default.htm">http://www.pro.gov.uk/recordsmanagement/access/default.htm</a>)</li> </ul>	Black	Black	Black	Red	Amber	As no local government applications are currently enabled, we are awaiting the outcome of the local authority pilot before taking action. We have a system of authentication of e-citizens to enable access to personal details in a number of service areas.
	Red	Amber	Amber	Green	Green	The Council is ensuring that all new software is e-gif compliant. Where software is not being replaced, upgrades to make it compliant are being investigated.
	Red	Amber	Green	Green	Green	The Council is currently implementing a new Content Management System (CMS) for its web site and intranet. We are working closely with the CMS suppliers to ensure these guidelines are adhered to.
	Red	Amber	Green	Green	Green	As above.
	Amber	Green	Green	Green	Green	The Council's Publication Scheme was approved by the Information Commissioner and implemented in accordance with the Act on 28 February 2003.

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<ul style="list-style-type: none"> <li>Establishment of corporate information management policy (e.g. covering management of information assets, evidence for accountability, security, assurance, disaster &amp; contingency planning)</li> <li>Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see <a href="http://www.lcd.gov.uk/consult/datasharing/datashare.htm">http://www.lcd.gov.uk/consult/datasharing/datashare.htm</a> &amp; <a href="http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf">http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</a>)</li> <li>Establishment of partnerships for the joint (aggregated) procurement of broadband services</li> <li>Compliance with BS 7799 on information security management</li> </ul>	Red	Red	Amber	Green	Green	The Council is developing a corporate information management policy, which will address the requirements of the Data Protection Act 1998, Human Rights Act 1998 and the Freedom of Information Act 2000, and link to the development of an electronic records management system.
	Red	Red	Amber	Green	Green	The Council, with its partners in the Essex Online Partnership, is developing the Essex Trust Charter on the use of personal information.
	Black	Black	Red	Amber	Green	The Essex Online Partnership is developing a countywide strategy to tackle the lack of affordable Broadband provision, particularly in the most rural areas of the County, and to ensure that broadband technology is optimised for e-commerce.
	Red	Red	Red	Amber	Green	The Council is assessing its status in relation to BS 7799 with the aim of ensuring that the main principles of the standard are addressed. In the interim a revised policy and procedure for staff use of email/internet and related security issues is being introduced. Work is also planned in relation to the Secure Essextranet being developed through the Essex Online Partnership.
<p><b>Enablers</b></p> <p><b>Note:</b> Enablers refers to the computer systems, or 'middle-ware', used to support access channel policy and provide the link to core business and information systems. You should only "green" traffic light the items below where enterprise-wide systems or policies have been implemented.</p> <ul style="list-style-type: none"> <li>Use of smart cards to support service development &amp; delivery</li> </ul>	Black	Black	Black	Red	Amber	The Council is awaiting the results of the ODPM national project and the government's emerging policy for national identity cards.

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<ul style="list-style-type: none"> <li>Corporate use of Customer Relationship Management (CRM) software</li> </ul>	Black	Red	Red	Amber	Green	The Council is developing the use of CRM software in the newly merged revenues and benefits departments, which enables a more complete and personal response to customer enquiries in these areas. As part of the Essex Online Partnership, the Council is working on a CRM integration project which will enhance joint telephony arrangements and contact centre infrastructure to support and provide a level of uniformity for customer interaction across the Essex Online partners.
<ul style="list-style-type: none"> <li>Corporate use of Geographic Information Systems (GIS) (e.g. for map-based data presentation)</li> </ul>	Amber	Green	Green	Green	Green	A comprehensive Council-wide GIS system is in use, and it is intended to develop this for website access by customers.
<ul style="list-style-type: none"> <li>Corporate ICT support and documented policy for home working (teleworking) by staff</li> </ul>	Black	Red	Amber	Green	Green	The Council has recently approved a thin client/virtual private network solution, which provides the technology to access securely the Council's network via the internet. On an occasional basis a number of Council employees work from home, but there is a recognised need to develop a policy on home working to realise the benefits.
<ul style="list-style-type: none"> <li>Use of telemetric systems for remote monitoring &amp; signalling, e.g. helping older people remain in their homes</li> </ul>	Black	Black	Red	Amber	Amber	The Council is awaiting the results of the ODPM national project to assist developments in this area. A global positioning system is being considered for site survey work.
<ul style="list-style-type: none"> <li>Establishment of corporate Intranet</li> </ul>	Amber	Green	Green	Green	Green	This is in place and is a source of useful information for staff. All of our online services are available via the intranet. The software is being upgraded which will see further improvements by the end of 2003/04.
<ul style="list-style-type: none"> <li>Corporate use of Document Image Processing &amp; Workflow systems</li> </ul>	Black	Red	Amber	Amber	Green	This is being actively considered to ease accommodation issues, to provide corporate access to information and as part of our work towards implementing the requirements of the Freedom of Information Act 2000. The e-procurement system being implemented contains a workflow system.
<ul style="list-style-type: none"> <li>Application of Knowledge Management (KM) systems &amp; techniques for service improvement</li> </ul>	Black	Black	Red	Red	Amber	The Council is awaiting the results of the ODPM national project and recognises the benefits that knowledge management can bring in terms of the effective use of technology to join up authorities and other public sector organisations.

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<ul style="list-style-type: none"> <li>Establishment of corporate policy on electronic records management</li> </ul>	Red	Red	Amber	Green	Green	This policy is being developed as part of our work towards addressing the requirements of the Data Protection Act 1998, Human Rights Act 1998 and the Freedom of Information Act 2000.
<p><b>Core Systems</b></p> <p><b>Note:</b> Successful e-government comes from integrating corporate office support and processes with e-enabled services. Core systems refer to the core business processes of the e-enabled organisation.</p> <ul style="list-style-type: none"> <li>Use of systems to enable e-procurement</li> <li>Upgrade of financial information systems to support e-government</li> <li>Upgrade of office systems to support e-government, e.g. web-enabling legacy systems</li> <li>Upgrade of Human Resources &amp; payroll systems to support e-government</li> <li>Upgrade of asset management systems to support e-government</li> <li>Link to National Land &amp; Property Gazetteer (NLPG) (<a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a>)</li> <li>Automated interface with National Land Information Service (NLIS) hub (<a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a>)</li> </ul>	Red	Red	Amber	Green	Green	<p>Through the Essex Online Partnership, the Council is working with Essex County Council, and the Districts of Basildon, Braintree, Maldon and Tendring, to implement the 'Essex Marketplace' using the I&amp;DeA Marketplace solution. This will be implemented Council-wide by October 2004.</p> <p>It is intended to upgrade the financial information system once the best value review and option appraisal work around the housing stock has reached a conclusion and recommendations approved.</p> <p>The Council has standardised its desktops and all staff have access to the Council's intranet and the internet. Our main priorities of the revenues and benefits services and e-payments have been achieved. Our next priority of web-enabling the planning service will be achieved by the end of 2003/04.</p> <p>It is intended to upgrade the Human Resources and payroll systems and to have them operational by mid-2004.</p> <p>The Council has a corporate, spatially enabled system, linked to the GIS, for the management of property, land and open spaces.</p> <p>The Council is currently at NLPG level 2 and aims to have a matched LLPG by December 2003.</p> <p>The Council is currently at NLIS Level 2 and aims to reach level 3 in 2003/04.</p>

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<ul style="list-style-type: none"> <li>Upgrade of income collection systems to support e-government</li> </ul>	Amber	Green	Green	Green	Green	The income collection system supports e-government and fully integrates into our back office systems.
<p><b>People</b></p> <p><b>Note:</b> This part of the e-organisation model refers to the internal organisation and management practices of the council that are required to help deliver the people changes necessary for e-government.</p> <ul style="list-style-type: none"> <li>Circulation of National Strategy <b>checklist</b> to Chief Executive and all Councillors (see <a href="http://www.localgov.gov.uk/nationalstrategy">www.localgov.gov.uk/nationalstrategy</a>)</li> <li>Establishment of formally constituted partnership working to help deliver e-government: <ul style="list-style-type: none"> <li>Local Strategic Partnership (LSP)</li> <li>Partnership working with other local authorities</li> <li>Public Private Partnership (PPP)</li> </ul> </li> <li>Incorporation of e-government into Community Strategy</li> </ul>	Black	Black	Green	Green	Green	<p>Checklist circulated.</p> <p>The LSP was established in November 2002 and meets on a quarterly basis. It is currently carrying out consultation on the draft Community Plan.</p> <p>The Council is an active member of the Essex Online Partnership which "is working together to present socially inclusive, integrated, accessible and higher quality local services to Essex citizens and local businesses, in ways that are convenient to them and help us to become more efficient". Through this partnership, the Council is working on joint e-forms, CRM integration, broadband strategy, e-procurement and the secure 'Essexnet'. The Partnership is formulating a business plan to sustain developments from 2003-2007.</p> <p>The Council has a facilities management contract for IT/IS services which includes strategic advice and guidance in the development of the e-government strategy.</p> <p>The draft Community Plan is currently out for consultation. The strategy arising from the consultation will be developed by March 2004 and e-government will be incorporated into it.</p>

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<ul style="list-style-type: none"> <li>Appointment of member &amp; officer e-champions</li> </ul>	Green	Green	Green	Green	Green	The Council's Member e-champion is Councillor Terry Cutmore, Deputy Leader and Chairman of the Finance and Procedures Overview and Scrutiny Committee. The Officer e-champion is Sarah Fowler, Head of Administrative and Member Services.
<ul style="list-style-type: none"> <li>Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)</li> </ul>	Black	Green	Green	Green	Green	The lead officer is John Honey, Corporate Director, Law, Planning and Administration.
<ul style="list-style-type: none"> <li>Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures</li> </ul>	Black	Red	Amber	Green	Green	The Council has adopted a risk management strategy and a corporate risk register has been identified. More detailed, departmental risk registers are in the process of being compiled and will cover the rollout of local e-government. The Operational Management Team reviews progress (including risk) of the e-government programme on a bi-monthly basis.
<ul style="list-style-type: none"> <li>Use of customer consultation/research to inform development of corporate e-government strategy</li> </ul>	Red	Red	Amber	Green	Green	The Council has used consultation on specific best value and other service reviews to identify resident's requirements to inform the development of e-government. This can now be strengthened following the establishment of a Citizens Forum in partnership with Castle Point Borough Council and the Castle Point and Rochford Primary Care Trust.
<ul style="list-style-type: none"> <li>Establishment of policy for addressing social inclusion within corporate e-government strategy</li> </ul>	Red	Amber	Amber	Green	Green	The strategy for addressing social inclusion was identified in IEG2, and needs to be fully developed alongside the corporate social inclusion strategy.
<ul style="list-style-type: none"> <li>Establishment of internal targets &amp; measures for e-services, including:</li> </ul>						Corporate targets and measures need to be developed. Initially, customer take up for e-payments is being monitored, and indicators are being developed to measure savings arising from e-procurement.
<ul style="list-style-type: none"> <li>- Customer take up</li> </ul>	Black	Red	Amber	Green	Green	
<ul style="list-style-type: none"> <li>- Customer satisfaction</li> </ul>	Black	Black	Red	Amber	Green	
<ul style="list-style-type: none"> <li>- Value for money/cost effectiveness</li> </ul>	Black	Black	Red	Amber	Green	
<ul style="list-style-type: none"> <li>Use of project management methodologies (e.g. PRINCE2)</li> </ul>	Amber	Amber	Green	Green	Green	PRINCE2 has been adopted as the formal project management methodology and awareness training has been provided for the Operational Management Team.

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Status at 31/03/02	Status at 31/03/03	Anticipated Status at 31/03/04	Anticipated Status at 31/03/05	Anticipated Status at 31/03/06	Comment
<ul style="list-style-type: none"> <li data-bbox="114 217 642 304">• Establishment of e-skills training programme for staff (e.g. European Computer Driving Licence)</li> <li data-bbox="114 325 642 384">• Use of networked technologies to support e-learning</li> </ul>	Amber	Green	Green	Green	Green	<p data-bbox="1395 217 2119 304">In partnership with the Rochford and Castle Point College, the Council provides a rolling programme of ½ day release courses for staff to complete the ECDL.</p> <p data-bbox="1395 325 2119 421">The Council is establishing a corporate training and development programme, and e-learning packages will be provided as part of this programme where appropriate.</p>

### 3. BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are recommended to validate your local list of interactions against the list of process area interactions for all customer facing local authority services contained in the I&DeA's ESD toolkit ([www.esd-toolkit.org](http://www.esd-toolkit.org)).

BVPI 157 Interaction Type	Actual		Forecast		
	2001/2	2002/3	2003/4	2004/5	2005/6
<b>Providing information:</b>					
<ul style="list-style-type: none"> <li>• Total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		77 59.7	77 84.4	77 100	77 100
<b>Collecting revenue:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		18 27.8	18 66.7	18 100	18 100
<b>Providing benefits &amp; grants:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		7 0	7 85.7	7 100	7 100
<b>Consultation:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		12 41.7	12 75	12 83.3	12 100
<b>Regulation (such as issuing licences):</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		12 33.4	12 49.9	12 100	12 100
<b>Applications for services:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		32 34.4	32 75	32 100	32 100
<b>Booking venues, resources &amp; courses:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		5 0	5 80	5 100	5 100
<b>Paying for goods &amp; services:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		7 28.6	7 71.5	7 100	7 100
<b>Providing access to community, professional or business networks:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		9 77.8	9 100	9 100	9 100
<b>Procurement:</b>					
<ul style="list-style-type: none"> <li>• total types of interaction e-enabled</li> <li>• % e-enabled</li> </ul>		2 50	2 100	2 100	2 100
<ul style="list-style-type: none"> <li>• TOTAL TYPES OF INTERACTION E-ENABLED</li> <li>• % E-ENABLED</li> </ul>	113 *33.6	181 44.8	181 78.5	181 98.9	181 100

It is anticipated that authorities will base their annual BVPI 157 actuals/estimates on the position at the 31st March in each financial year, with the exception of 2005/6 when the position at 1st January 2006 is required.

\*Note: As explained in IEG2, information was not collected on type of transaction and so for 2001/02 is only available as a total figure.

## 4. Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions, plus street light failure reports/abandoned vehicles. (County councils and all-purpose authorities should complete figures for street light failure reports, whilst district councils should complete figures for abandoned vehicle reports). It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics.

E-enablement & Main E-Access Channel Take-Up	Actual ('000s)		Forecast ('000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<b>Local Service Websites</b> <ul style="list-style-type: none"> <li>Page impressions (annual)</li> <li>Unique users, i.e. separate individuals visiting website (annual)</li> <li>Number of e-enabled payment transactions accepted via website</li> <li>Number of street light failure reports (county)/abandoned vehicle reports (district) accepted via website</li> </ul>	19	26	50	100	200	The figures are for hits on the home page only.
	N/A	N/A	-	-	-	The Council does not currently have software to measure this but it will be investigated for future implementation.
	0	0.073	1.500	3.200	4.800	E-enabled payments commenced 13/2/03 for Council Tax, NNDR, housing rents, car park fines and general invoices
	N/A	N/A	0.010	0.020	0.030	Figures have not been recorded for reports accepted via the website in previous years.
<b>Telephone</b> <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted by telephone</li> <li>Number of street light failure reports (county)/abandoned vehicle reports (district) accepted via telephone</li> </ul>	0	0.073	0.800	2.000	3.750	See comment above re e-enabled payments.
	N/A	0.517	0.600	0.650	0.750	
<b>Face To Face</b> <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops &amp; home visits):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via personal contact</li> <li>Number of street light failure reports (county) /abandoned vehicle reports (district) accepted via personal contact</li> </ul>	0	0	0	0	0	The Council does not have a front line facility that accepts e-enabled payment transactions via personal contact.
	N/A	0	0.010	0.020	0.040	
<b>Other Electronic Media</b> <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> <li>Number of e-enabled payment transactions accepted via BACS or other electronic form</li> <li>Number of street light failure reports (county)/abandoned vehicle reports (district) accepted via other electronic media</li> </ul>	375.278	*370.102	365.000	361.000	360.000	*comprising 273.020 direct debits 43.898 bank giro credits 53.184 swipe cards
	N/A	0	0	0.005	0.020	
<b>Non Electronic</b> <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> <li>Number of payments accepted by cheque or other non-electronic form</li> <li>Number of street light failure reports (county)/abandoned vehicle reports (district) accepted via non-electronic form</li> </ul>	43.049	42.900	42.000	41.000	40.000	These reports are received by letter, police report and contract inspectors.
	N/A	0.165	0.200	0.250	0.350	

## 5. Delivery of Key Technical Building Blocks & Priority Services

Councils are asked to indicate how key technical building blocks and priority services are to be developed and managed by indicating the relative usefulness of outputs from ODPM Pathfinder Projects, National Projects and/or partnership working with other local authorities and/or use of other means. A sliding scale from 1-5 (i.e. from 1=not useful, to 5=essential) should be used. More information about Pathfinder work and National Projects can be found at [www.localgov.gov.uk](http://www.localgov.gov.uk).

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (please score between 1-5)	Use of outputs from ODPM National Project (please score between 1-5)	Partnership working with other local authorities (please score between 1-5)	Other Means (please score between 1-5)	Comment (please comment briefly on your plans for developing each named technical building block or priority service area)
Websites	3	4	3	4	The Council has recently approved an upgrade of its website and will be meeting defined standards and learning from the examples of 'good practice' from the national projects in implementation.
Smart cards	1	4	4	3	The Council is awaiting the results of the national project (particularly the starter pack) and emerging policy for national identity cards, and will be developing appropriate initiatives.
Interactive Digital TV	1	4	2	2	This has not been a priority area for development. The Council is awaiting the outcome of the national project to assist in identifying the most appropriate way forward.
Mobile Technology (i.e. for home/site visits)		3	2	4	The Council is developing the use of mobile technology to enable drop-in centres to operate from sheltered accommodation schemes from which Council staff can carry out electronic transactions on residents' behalf. A priority area for mobile technology is for planning and environmental health staff to enable more efficient working from sites away from the Council offices.
Telemetry (i.e. remote, real time & signalling)		3	2	3	The national project will assist developments in this area.
Customer Relationship Management (CRM)	2	4	5	2	The Council is introducing CRM approaches in the newly merged revenues and benefits departments and is working with the Essex Online Partnership to implement a CRM integration project across the County. The national CRM project will assist in this work.
Knowledge Management	2	4	3	2	The Council is awaiting the results of the national project to assist in identifying the most appropriate way forward.

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (please score between 1-5)	Use of outputs from ODPM National Project (please score between 1-5)	Partnership working with other local authorities (please score between 1-5)	Other Means (please score between 1-5)	Comment (please comment briefly on your plans for developing each named technical building block or priority service area)
Workflow	2	4	3	3	The Council is awaiting the results of the national project to assist in identifying the most appropriate way forward. Workflow is already an integral part of our e-procurement system, the 'Essex Marketplace'.
e-Procurement	1	3	5	4	The Council is working with the County and four Essex Districts to implement an 'Essex Marketplace' using the I&DeA Marketplace solution. Other partners in Essex Online are likely to join the Marketplace, as it is key in achieving the PSA target of e-enablement of SMEs, as well as providing back-office efficiencies and economies from joint procurement.
Schools admissions		-	-	-	This is not a service provided by the Council, but information can be accessed via the website.
Local Planning Services	1	2	2	4	The Council has introduced the Planning Portal, and by the end of the year will have e-enabled web public access to planning decisions/history/applications.
Electronic exchange of property information with Valuation Office Agency (VOA) for Council Tax & Business Rates		4	3	1	The Council is interested in the outcome of this national project as it recognises the benefits of better information exchange with the VOA. (This is in the context of the Council having a high collection rate.)
Working with business		4	3	3	The Council's website will be used to promote the local economy and provide information to assist business development. The results of the national project will help build on this.
Crime reduction/youth offending		4	4	2	The Crime and Disorder Reduction Partnership is addressing issues of reducing offending. The Reducing Youth Offending Generic National System (RYOGENS) will be of interest for future development.
Claiming benefits		4	2	2	The Council is already making service improvements to the benefits service, such as an online facility and the establishment of drop-in centres. The outcome of the national project should provide an opportunity to implement further service enhancements and improve back office processes.

National Project Technical Building Blocks & Priority Service Areas	Use of outputs from ODPM Pathfinder Project (please score between 1-5)	Use of outputs from ODPM National Project (please score between 1-5)	Partnership working with other local authorities (please score between 1-5)	Other Means (please score between 1-5)	Comment (please comment briefly on your plans for developing each named technical building block or priority service area)
Local e-Government Standards & Accreditation	1	3	3	1	The implementation of all new solutions is based on current interoperability standards. Advice on how to interpret and adopt local e-government standards will be welcome.
Fire Services		-	-	-	This is not a service provided by the Council, but information can be accessed via the website.
Trading standards		-	-	-	This is not a service provided by the Council, but information can be accessed via the website.
Multi Agency Information Sharing	1	3	4	3	As part of the Essex Online Partnership, the development of the Essex Trust Charter will provide a framework for information sharing and the national project will provide useful guidance in this area.
e-Democracy		4	3	3	The Council is particularly interested in the results of this national project as it is recognised that this is a priority area for future development.

## 6. Resources

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2005/6. This should include the standard elements in the table below and brief commentary on the use of IEG money. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

Resources	Actual (£'000s)		Forecast (£'000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<ul style="list-style-type: none"> <li>£200,000 IEG money in 2002/3 and 2003/4</li> </ul>		200	200	*		<p>IEG1 funding was used to enable online payments for Council Tax, NNDR, housing rents, car park penalty notices and general invoices. This system also allowed the general viewing of Council Tax banding and when a resident registers as an 'e-citizen' they can view their personal bills and accounts. Housing and Council Tax benefit recipients can also view personal bills and statements, payments and calculations. IEG1 also funded the extension of spatially enabled land and property technology to environmental health and the introduction of the I&amp;DeA 'Marketplace' e-procurement system.</p> <p>IEG2 is being used to improve our infrastructure by the introduction of a thin client/virtual private network solution, which will enable secure connection to the Council's systems from remote locations, such as the sheltered accommodation schemes, Members homes, and by staff undertaking home working. It will also enable the initial introduction of document imaging/CRM solution in a pilot area, which can then be developed corporately.</p> <p>* The IEG grant has been invaluable in assisting the Council to implement online services. As a small District Council with limited resources, it would have been difficult to have made as much progress without this support. A further contribution of £200k for 2004/05 will enable the extension of CRM/document imaging corporately, and assist in developing Members' access.</p>
<ul style="list-style-type: none"> <li>financial contributions from EU funding</li> </ul>	-	-	-	-		
<ul style="list-style-type: none"> <li>financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB)</li> </ul>			36			<p>Contribution from Planning Delivery Grant to enable public access via the internet to planning information.</p> <p>Contribution from Department of Work and Pensions to provide a network of drop-in centres for local residents at sheltered accommodation schemes equipped with PC access to the benefits computer system.</p>

Resources	Actual (£'000s)		Forecast (£'000s)			Comment
	01/2	02/3	03/4	04/5	05/6	
<ul style="list-style-type: none"> <li>financial contribution from public-private partnerships</li> </ul>	-	-	-	-	-	The Council has a facilities management partnership through which the contractor has responsibility for strategic guidance and development, software and hardware replacement. The cost of the contract in 2003/04 is £560,000.
<ul style="list-style-type: none"> <li>financial contribution to or from partnership projects undertaken with other organisations, including ongoing project work using ODPM Local e-Government Partnership Programme funding and work with other government departments or agencies that have an element of service e-enabling</li> </ul>		8	2.5	15 3	15 3	<p>Contribution from Essex Online Partnership to development of e-procurement.</p> <p>Contribution from Essex Online Partnership to establishment of Essextranet.</p> <p>Contribution required to sustain Essex Online Partnership projects.</p> <p>Contribution required to sustain Essex e-procurement Marketplace.</p>
<ul style="list-style-type: none"> <li>resources being applied from internal revenue and capital budgets to improve the quality of services through e-enablement</li> </ul>	30 50	30 36	77 50	30 35	30 35	<p>Capital funding (in 04/05 this equates to 13% of the draft capital programme and 19% in 05/06).</p> <p>Revenue contribution.</p>
<ul style="list-style-type: none"> <li>other resources (e.g. training) (please specify)</li> </ul>	1.5	2.5	2.5	2.5	2.5	ECDL/IT training
<b>Sub total</b>	81.5	276.5	431	85.5	85.5	
<ul style="list-style-type: none"> <li>less current and projected savings produced from e-government investment</li> </ul>			2	5	10	Savings are currently being assessed. The business case for e-procurement identified very limited cash savings. However we aim to achieve efficiencies in service delivery which should enable the re-allocation of resources to priority areas.
<b>TOTAL</b>			429	80.5	75.5	