IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

"Meeting the targets for e-government"

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Local Context

Rochford Council's vision for the District is 'to make Rochford the place of choice in the County to live, work and visit'. It also sees itself as the 'green' part of Thames Gateway South Essex.

The Council has adopted six principal aims to help realise the vision as follows:-

* to provide quality, cost effective services

* to work towards a safer and more caring community

* to provide a green and sustainable environment

* to encourage a thriving local economy

* to improve the quality of life for people in our District

* to maintain and enhance our local heritage.

The Community Strategy provides a shared long term vision for the District and this fits closely with the District's own aims.

The e-government strategy will play a key role in delivering this vision. E-government will enable the provision of seamless and comprehensive services that are accessible by all sections of our community. Whilst telephones and the website will be the major channels for the delivery of these services, the Council will ensure that technology is used to enhance our communication and service provision across the board, including for those in the community who require personal contact. We will implement proven and affordable e-government solutions that meet service delivery and business needs, in a staged manner proportionate to our capacity to delivery.

The key achievements of our e-government programme to date are as follows:

* introduction of online payments for all income streams (including council tax, business rates, housing rents and car park penalty notices) thereby providing more choice for residents as well as efficiencies in service delivery

* re-launch of the website with improved content and a search engine, which has achieved the SOCITM 'Content Plus' rating

* online public access to details of planning applications, previous planning decisions, property history, GIS (geographic information system) map based information and refuse and recycling collection days via the website

*connection to the Planning Portal to make the submission of planning applications possible online

* ability to make building control applications online

* availability of Committee minutes and agendas online so that our residents can find out more easily about the decisions made and details of their local councillor

* ability to register via the website as an 'e-citizen' to view certain personal bills and accounts

* installation of PCs in our sheltered schemes to provide internet access for residents and the provision of a mobile benefits service

* introduction of an online job advertisement and application facility

* an automated telephone response to the registration of electors annual canvass

* publicly accessible internet terminals in our reception buildings

* extension of the corporate land and property database to environmental health which will include use of Regalian (formerly the Parsol national project) for the licensing function

* implementation of e-procurement through the Essex Marketplace, with some limited savings in purchasing (as predicted in the business case) and achievement of a Public Service Agreement target to encourage small and medium sized enterprises to trade electronically

* improved IT infrastructure to support new ways of working such as home, mobile and remote working.

As a small District, the Council recognises that it needs to work in partnership with others to achieve the full benefits of e-government. The Essex Online Partnership (EOLP) is key in this, both to provide seamless services for all our residents and to deliver efficiencies in service delivery. The EOLP consists of all District and Borough Councils, the County Council, Essex Police, Essex Fire and Rescue and the Strategic Health Authority. Through the EOLP the following have been achieved:-

* the Essextranet, a secure network to transfer data between partner organisations

* the Essex Trust Charter, via which data sharing protocols are being developed between partners

* the Essex Marketplace e-procurement initiative

* the Essex Broadband Partnership, to stimulate and encourage the take up of Broadband

* 'Connect Direct' - a project that has integrated the telephone networks of partner organisations via Featurenet so that a citizen can be transferred seamlessly to the relevant authority if the enquiry cannot be answered at the initial point of contact.

In terms of the future e-government service transformation programme the Council will ensure the corporate implementation of electronic document records management and a customer relationship management (CRM) solution. The Council's timescale for the implementation of CRM is outside that specified by the priority outcomes in that the timetable for implementation takes until March 2007. However, the Council believes that this is realistic and achievable given the available capacity.

Planned developments in the more immediate coming months include -
* the online reporting, procurement and tracking of environmental services, which will include mobile working by street inspectors

* the further development of services available via the website such as e-forms, e-consultation, and the use of the Encore A-Z product

* the development of the business element of our website to meet the needs of businesses in our area

* working with Parish Councils to enable the electronic exchange of information

* mobile working in the Revenues and Benefits service

* continued work to implement the single corporate property database

* connection to level 3 of the National Land Information Service (NLIS).

The Council will also be working on the implementation of Government Connect in partnership with the EOLP in accordance with the direction set by the Essex Chief Executive's Association (ECEA). The ECEA has tasked the EOLP to construct a business case for Government Connect, based on the provision of better services for Essex residents and supporting targets such as the Gershon efficiency savings. All EOLP partners have signed up for Government Connect and are working to gain pilot status as an early adopter.

The e-government programme is a key contributor to the corporate efficiency programme, with more gains anticipated from the introduction of CRM and Government Connect in the longer term. Opportunities such as that provided by the Essex secure network and 'thin client' technology for remote working, that have enabled Chelmsford Borough Council to provide the NNDR service for Rochford, thereby utililsing their experienced staff but still providing a seamless service for Rochford residents, will be pursued.

With plans for the provision of the necessary infrastructure in place, priority will turn to the promotion of the take-up of e-services, and in doing this the Council will learn from the experience of EOLP partners and national initiatives. E-services are already increasing in popularity as can be seen from the figures for usage of the website, and this combined with the high level of reliability of internet services will assist public confidence in using online services.

The Council is keen to ensure that technology is used to improve services for all the community, including those who require personal or telephone contact. In doing so, the Council will build on existing services such as provision of internet terminals in public reception areas, PCs in sheltered schemes, and a telephone contact centre with extended opening hours for all revenues and benefits enquiries.

Section 3 - Best Value Performance Indicator (BVPI) 157
As reported in IEG4, this Council is now using the esd-toolkit to record BVPI 157. As a new user of the toolkit at that time, there are zeros for performance in the historic years of the table.

Section 1 - Priority Outcomes (self-assessment)
Satisfactory progress towards delivery of the listed priority outcomes listed below is required within the remit for achieving e-government by 2005

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Amber 01/07/2005	Amber 01/07/2005	Green 31/01/2006
	Comment: This is the responsibility of Essex County Council (ECC). ECC will be testing a new online schools admission service at the beginning of January 2006, to go live at the end of January. Currently there are downloadable application packs on the ECC website. RDC has a deep link in place to the existing schools information on the ECC website.		
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Green 01/08/2005	Green 01/08/2005	Green 01/08/2005
	Comment: This is the responsibility of ECC. RDC has a deep link in place.		
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Green 01/01/2004	Green 01/01/2004	Green 01/01/2004
	Comment: This is the responsibility of ECC. An e-enabled contact centre for schools is in place; this will be integrated with the ECC website and the planned online admissions portal. RDC links to this using Featurenet connectivity which saves the citizen re-dialling.		
If already 'green' on R1, R2 & G1 above please comment on **E1** Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank.	**Comment:**		
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk).	Amber 01/12/2004	Green 31/12/2005	Green 31/12/2005
	Comment: Working with the Essex Online Partnership (EOLP), the Encore A-Z tool has been adopted. Launch of the generic Essex version on the EOLP Portal took place in July 2005, and customisation is underway for individual partners.		
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Green 30/11/2005	Green 30/11/2005	Green 30/11/2005
	Comment: ECC as the lead authority is planning to implement the Integrated Children System, for which it has gained beacon status, with its partners across the County. As part of this, partners are using the Essex Extranet and secure email for the exchange and sharing of information. However, ECC is waiting for clarification on the ISA from the DfES before fully committing to any final technical solution.		
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Green 31/07/2005	Green 31/07/2005	Green 31/07/2005
	Comment: ECC is leading on implementing the Encore Community Publish Solution and is hosting this for the EOLP partners. This includes the promotion of job vacancies and events.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
If already 'green' on R3, R4 & G2 above please comment on **E2** Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives. Otherwise you may leave this row blank.	**Comment:**		
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green 31/03/2004	Green 31/03/2004	Green 31/03/2004
	Comment: The Committee Meetings Information System (CMIS) provides this functionality.		
R6 Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or that they can maintain themselves.	Green 30/06/2005	Green 30/06/2005	Green 30/06/2005
	Comment: All Councillors have the option for public web pages through CMIS.		
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Amber 01/03/2005	Amber 01/03/2005	Green 31/03/2006
	Comment: RDC website software enables e-consultation and email alerts. ECC are leading on work that will see a dedicated e-consultation website to be used in partnership with other Essex authorities and voluntary organisations.		
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: ECC and Brentwood DC are piloting options. The EOLP will evaluate the pilots with a view to implementing a partnership solution.		
If already 'green' on R5, R6, G3 & G4 above please comment on **E3** Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction. Otherwise you may leave this row blank.	**Comment:**		
R7 Online public reporting/applications, procurement and tracking of environmental services, includes waste management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).	Amber 01/04/2005	Green 31/12/2005	Green 31/12/2005
	Comment: RDC has evaluated options and the prefered technical solution has been procured and is in the process of installation.		
R8 Online receipt and processing of planning and building control applications.	Green 31/05/2005	Green 31/05/2005	Green 31/05/2005
	Comment: Implemented.		
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Green 01/08/2004	Green 01/08/2004	Green 01/08/2004
	Comment: GIS information is available on the Council's website. The EOLP has developed information sharing protocols under the existing Essex Trust Charter to enable the sharing of data layers.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber 01/12/2005	Amber 01/12/2005	Green 31/03/2006
	Comment: This is the responsibility of ECC. ECC Trading Standards are involved with the regional and national projects for sharing information, as well as sharing information with the district councils. The EOLP is investigating how Government Connect can be used to facilitate the business processes between Trading Standards and Environmental Health. RDC has put a deep hyperlink in place to the ECC trading standards web pages.		
G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.	Amber 01/11/2004	Amber 01/11/2004	Green 31/03/2006
	Comment: RDC is implementing a licensing module as part of its corporate property database computer system. The authority is currently in discussion with this third party supplier as we wish to use the Regalion (formerly PARSOL) product to link to this system, but the third party supplier is not being proactive in providing the appropriate link.		
If already 'green' on R7, R8, G5, G6 & G7 above please comment on **E4** Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:**		
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: The Authority is part of the Essex Marketplace e-procurement solution.		
G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions).	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: RDC is involved in a pilot with the EOLP to assess how a single business account can be used between the County and the Districts. This pilot will also consider the use of Government Connect to assist the solution.		
G9 Regional co-operation on e-procurement between local councils.	Green 01/04/2005	Green 01/04/2005	Green 01/04/2005
	Comment: The Council is a partner in both the Essex Marketplace and the Procurement Agency for Essex (PAE). Through this, the Council will participate in the work of the Regional Centre of Procurement Excellence.		
If already 'green' on R9, G8 & G9 above please comment on **E5** Access to virtual e-procurement 'marketplace';	**Comment:**		
E6 Inclusion of Small and Medium Enterprises (SMEs) in e-procurement programme, in order to promote the advantages of e-procurement to local suppliers and retain economic development benefits within local community;	**Comment:**		
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). Otherwise you may leave these rows blank.	**Comment:**		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R10 Online facilities to be available to allow payments to the council in ways that engender public trust and confidence in local government electronic payment solutions (e.g. email receipting/proof of payment, supply of automatic transaction ID numbers).	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: Implemented as part of our Revenues and Benefits software system. However, the Council will be working with the EOLP Government Connect project board in pursuing an Essex-wide e-payment and e-authentication solution.		
R11 Delivery of 'added value' around online payment facilities, including ability to check Council Tax and Business Rate balances online or via touch tone telephone dialling.	Green 01/06/2003	Green 01/06/2003	Green 01/06/2003
	Comment: It is possible to check Council Tax and Business Rate balances online using the software provided by our Revenues and Benefits system. However, in accordance with the direction set by the Essex Chief Executive's Association, the Council will work with the EOLP to construct a business case for Government Connect , focussed on better joined up services for the Essex citizen and in support of transformational government targets including the Gershon efficiency savings. All EOLP partners have signed up for Government Connect and are working to gain pilot status as an early adopter.		
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: RDC is developing appropriate measures, learning from EOLP partners. Whilst e-payments account for only 4% of transactions, overall 87% of payments are made by electronic means.		
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber 01/12/2004	Amber 01/12/2004	Green 31/03/2006
	Comment: An e-billing module for the existing revenues and benefits computer system, that will enable any business rate or Council tax payer to receive their bill electronically, is scheduled to go live in March 2006. However, in accordance with the direction set by the Essex Chief Executive's Association, the Council will work with the EOLP to construct a business case for Government Connect , focussed on better joined up services for the Essex citizen and in support of transformational government targets including the Gershon efficiency savings. All EOLP partners have signed up for Government Connect and are working to gain pilot status as an early adopter.		
If already 'green' on R10, R11, G10 & G11 above please comment on **E8** Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).	**Comment:**		
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).	**Comment:**		
E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank.	**Comment:**		
R12 Online renewal and reservations of library books and catalogue search facilities.	Green 01/10/2002	Green 01/10/2002	Green 01/10/2002
	Comment: The ECC Elan system provides this service. RDC provides a deep link.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Amber 01/04/2005	Amber 01/04/2005	Amber 01/04/2005
	Comment: Having investigated options with our outsourced leisure contractor, the cost of implmenting such a system does not equate with the anticipated usage, and therefore funding will be used for other priority projects for which there is a business case. The situation will be kept under review so that this facility can be implemented when appropriate.		
G12 Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Green 01/03/2004	Green 01/03/2004	Green 01/03/2004
	Comment: The IDeA guidance states this requirement is not mandatory for services that are contracted out.		
If already 'green' on R12, R13 & G12 above please comment on **E11** Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:**		
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green 01/12/2005	Green 01/12/2005	Green 01/12/2005
	Comment: RDC provides a deep link to the ECC micro site and other sites such as www.transportdirect.info.		
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Amber 01/03/2005	Amber 01/03/2005	Green 31/01/2006
	Comment: RDC website software enables e-consultation. ECC are leading on work that will see a dedicated e-consultation website to be used in partnership with other Essex authorities and voluntary organisations.		
G13 E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice), including email notification of form receipt and appeal procedures.	Amber 31/03/2005	Amber 31/03/2005	Green 31/01/2006
	Comment: The appropriate software upgrade has been procured and is in the process of being installed with a scheduled operational date of January 2006.		
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Green 01/01/2004	Green 01/01/2004	Green 01/01/2004
	Comment: ECC provides this service. A deep link is provided from the RDC website to the ECC micro site.		
If already 'green' on R14, R15, G13 & G14 above please comment on **E12** Agreed baseline and targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank.	**Comment:**		
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Amber 01/11/2004	Amber 01/11/2004	Green 31/01/2006
	Comment: The Council has contracted its housing and council tax benefit software supplier to provide an extended hours telephone service and in the first months of this scheme 89% of calls have been resolved at first point of contact. The implementation of the EDRM project in January 2006 will provide workflow tools.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Amber 01/10/2004	Green 31/12/2005	Green 31/12/2005
	Comment: The claim form is on the website for download and the software to enable the eligibility check and calculation will be implemented by end December 2005.		
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 01/07/2004	Amber 01/07/2004	Green 31/03/2006
	Comment: A system that enables the remote collection of information from a citizens home is in place and we are assessing how this can be extended to offer the processing of claims. The EOLP will be assessing the results of schemes in Essex authorities with a view to deploying mobile technology for a variety of outcomes.		
If already 'green' on R16, R17 & G15 above please comment on **E13** Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.	**Comment:**		
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms. Otherwise you may leave these rows blank.	**Comment:**		
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Green 01/02/2002	Green 01/02/2002	Green 01/02/2002
	Comment: RDC has provided a deep link to the ECC website information about vulnerable adults and children.		
R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	Green 01/02/2002	Green 01/02/2002	Green 01/02/2002
	Comment: This has been delivered by ECC.		
G16 Systems to support joined-up working on children at risk across multiple agencies.	Amber 01/12/2004	Amber 01/12/2004	Amber 01/12/2004
	Comment: New guidance from IDeA allows for the fact that this target is linked to the DfES targets for implementation by 2007. ECC has recently gained beacon status for its integrated children services.		
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Amber 31/03/2005	Amber 31/03/2005	Amber 31/03/2005
	Comment: All authorities have sigend up to the Protection of Vulnerable Adults scheme. The EOLP will be assessing the results of schemes in Essex authorities with a view to deploying mobile technology for a variety of outcomes.		
If already 'green' on R18, R19, G16 & G17 above please comment on **E15** Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57). Otherwise you may leave this row blank.	**Comment:**		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green 01/05/2002	Green 01/05/2002	Green 01/05/2002
Comment: Implemented.			
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber 01/11/2004	Green 31/12/2005	Green 31/12/2005
Comment: A home/remote working policy has been drafted and is currently being used by a first group of staff.			
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Amber 01/11/2004	Green 31/12/2005	Green 31/12/2005
Comment: The technology is in place to enable home/remote working.			
G18 Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Green 30/11/2005	Green 30/11/2005	Green 30/11/2005
Comment: An e-skills training programme leading to the ECDL is in place for staff. A skills audit of Members has been completed and training at the Castle Point and Rochford Adult Community College is in place.			
If already 'green' on R20, R21, R22 & G18 above please comment on **E16** Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working. Otherwise you may leave this row blank.	**Comment:**		
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Amber 01/05/2002	Green 31/12/2005	Green 31/12/2005
Comment: It is possible to make contact with the Council about services via the website on a 24/7 basis. This functionality is being developed further with the introduction of online forms.			
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 01/09/2004	Green 01/09/2004	Green 01/09/2004
Comment: The website is based on a CMS to enable devolved content creation.			
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Amber 01/04/2004	Amber 01/04/2004	Amber 01/04/2004
Comment: The Council has reviewed its policies and procedures to meet the requirements of FOI and Data Protection legislation. The corporate roll-out of EDRM is planned for completion by March 2007 and ISO 15489 methodology will be adopted as part of the process.			
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
Comment: The Council's web software supplier has confirmed compliance with level AA.			
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Amber 01/12/2004	Amber 01/12/2004	Green 31/03/2006
Comment: RDC has undertaken an assessment to identify current levels of compliance and is taking appropriate action as a result.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
If already 'green' on R23, R24, G19, G20 & G21 above please comment on **E17** Agreed baseline and targets for efficiency savings based around improved accessibility of services and information. Otherwise you may leave this row blank.	**Comment:**		
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Green 30/11/2005	Green 30/11/2005	Green 30/11/2005
	Comment: Internet service standards are available on the website.		
R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment: This performance reporting mechanism has been in place from 2004/05.		
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: Appropriate targets and measures are being researched.		
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: The guidelines have been adopted.		
If already 'green' on R25, R26, G22 & G23 above please comment on **E18** Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings. Otherwise you may leave this row blank.	**Comment:**		
R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.	Amber 01/04/2004	Amber 01/04/2004	Amber 01/04/2004
	Comment: RDC is introducing a programme of EDRM across all services to form a core database and link to all main applications. This will be rolled out over a period to March 2007 to provide a corporate CRM solution.		
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber 20/09/2005	Green 31/12/2005	Green 31/12/2005
	Comment: A corporate automated system will be introduced via the EDRM roll out. As an interim measure, a departmental system is planned.		
R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.	Amber 20/09/2005	Green 31/12/2005	Green 31/12/2005
	Comment: The corporate standards are being reviewed to set this as the target for email enquiries.		
G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.	Amber 01/04/2004	Amber 01/04/2004	Amber 01/04/2004
	Comment: Workflow solutions will be incorporated into the implementation of EDRM, as outlined in R27 above.		

Outcome And Transformation Area Description	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address.	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
	Comment: The Council has implemented a connection to iammoving.com.		
If already 'green' on R27, R28, R29, G24 & G25 above please comment on **E19** Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology. Otherwise you may leave this row blank.	**Comment:**		

Section 2 - Change Management (self-assessment)
Authorities are asked to provide information on advisory good practice outcomes relating to the internal organisation and management practices of the council that are required to help deliver the people, systems and service management changes necessary for e-government. Information supplied here will be used to inform national policy, but does not fall within the remit of the December 2005 target.

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio//206757):			
i) Member & officer e-champions	Green 01/06/2002	Green 01/06/2002	Green 01/06/2002
	Comment: The Member e-champion is Cllr C. Hungate. The Head of Administrative and Member Services is the officer e-champion.		
ii) e-government programme manager	Green 01/06/2002	Green 01/06/2002	Green 01/06/2002
	Comment: The Head of Administrative and Member Services occupies this role.		
iii) customer services management	Green 01/06/2002	Green 01/06/2002	Green 01/06/2002
	Comment: The Head of Administrative and Member Services occupies this role.		
● Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning (for more information about the e-capacity Building Programme see http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&XSL=standardcontent&Key=1)	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: The Workforce Development Plan and Performance & Development Review Scheme ensure that appropriate training and development opportunities are available.		
● Establishment of an e-delivery programme board	Green 01/06/2002	Green 01/06/2002	Green 01/06/2002
	Comment: The Operational Management Team (OMT) performs this function.		
● Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme	Green 01/12/2003	Green 01/12/2003	Green 01/12/2003
	Comment:PRINCE2 has been adopted as the formal project management methodology and key staff have been trained in its application. The principles are used for managing major projects, whilst other projects follow a service action plan process.		
● Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures	Amber 01/06/2003	Green 31/12/2005	Green 31/12/2005
	Comment: The corporate risk register and departmental risk registers identify the risks for the roll-out of e-government. The OMT reviews progress (including risk) on a regular basis.		

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Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Use of customer consultation/research to inform development of corporate e-government strategy	Amber 01/06/2003	Green 31/12/2005	Green 31/12/2005
	Comment: Consultation on best value and service reviews has informed the development of the e-government strategy. The Citizens Panel can build on this.		
● Establishment of policy for addressing social inclusion within corporate e-government strategy	Green 18/12/2003	Green 18/12/2003	Green 18/12/2003
	Comment: The corporate social inclusion strategy refers to the use of e-government outcomes to address social inclusion. This is also reflected in the Council's IEG Statement.		
● Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialexclusion.gov.uk/page.asp?id=583)	Red 01/11/2005	Red 01/11/2005	Green 31/03/2006
	Comment: Initiatives already implemented, such as publicly accessible internet terminals in reception areas and PCs in sheltered schemes, meet the needs of potentially disadvantaged groups.		
● Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures	Green 22/04/2003	Green 22/04/2003	Green 22/04/2003
	Comment: The Corporate Director (Law, Planning and Administration) is the nominated officer.		
● Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005
	Comment:RDC, with the other authorities in the EOLP, has signed the Essex Trust Charter which enables the development of data sharing protocols. The Corporate Director (Law, Planning and Administration) is the designated officer.		
● Establishment of partnerships for the joint (aggregated) procurement of broadband services	Green 01/03/2004	Green 01/03/2004	Green 01/03/2004
	Comment: The Council is a member of the Essex Broadband Partnership and the Procurement Agency for Essex.		
● Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal)	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: In accordance with the direction set by the Essex Chief Executives Association, the EOLP is constructing a business case for Government Connect, focussed on better services for the Essex citizen and in support of transformational government targets including the Gershon efficiency savings. EOLP partners have signed up for Government Connect and are working to gain pilot status as an early adopter.		
● Compliance with BS 7799 on information security management	Amber 20/01/2004	Amber 20/01/2004	Green 31/03/2006
	Comment:A revised IT security policy has been introduced. Further work is required to fully assess the requirements of BS7799 to ensure the main principles of the standard are addressed.		
● Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives	Amber 01/10/2005	Amber 01/10/2005	Green 31/03/2006
	Comment: This needs to be developed.		
● Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgsl/lgsl.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc)	Amber 01/10/2005	Green 31/12/2005	Green 31/12/2005
	Comment: This authority took part in the esd toolkit exercise on mapping transactions against approved security levels.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal)	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: In accordance with the direction set by the Essex Chief Executives Association, the EOLP is constructing a business case for the Government Connect, focussed on better services for the Essex citizen and in support of transformational government targets including the Gershon efficiency savings. EOLP partners have signed up for Government Connect and are working to gain pilot status as an ealry adopter.		
● Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org) and which will work with Government Connect (see http://www.govconnect.gov.uk/ccm/portal/)	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
● Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support:			
i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp)	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
iv) citizen & business authentication for services for services categorised at security levels 0-3	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
v) registration & authentication of employees for internal and cross-agency services	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
vi) corporate approach to collection of e-payments	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment:RDC already has a comprehensive online payments service and will assess how this can work with Government Connect as part of the development of the business case referred to above.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
vii) cross agency secure transactions (Government to Government)	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: In accordance with the direction set by the Essex Chief Executives Association the EOLP is constructing a business case for Government Connect focussed on better services for the Esse citizen and in support of transformational government targets including the Gershon efficiency savings. EOLP partners have signed up for Government Connect and are working to gain pilot status as an early adopter.		
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
● Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Amber 01/04/2005	Amber 01/04/2005	Green 31/03/2006
	Comment: As above.		
● Enable Directgov (see www.direct.gov.uk) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see http://www.localegov.gov.uk/localdirectgov/ieg5)	Amber 14/11/2005	Amber 14/11/2005	Green 31/03/2006
	Comment: The Council is providing the appropriate information to the Local Directgov programme to enable deeplinks to the Authority's website.		
● Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 01/09/2004	Green 01/09/2004	Green 01/09/2004
	Comment: Implemented.		
● Introduction of Digital Interactive TV services (see http://www.digitv.org.uk)	Red 01/01/2005	Red 01/01/2005	Amber 31/03/2006
	Comment: This will be investigated.		
● Establishment of dedicated telephone contact centre(s) services	Amber 01/04/2004	Amber 01/04/2004	Amber 01/04/2004
	Comment: The authority already has a dedicated telephone contact centre for all revenues and benefits enquiries. Following the implementation of EDRM in March 2007 the intention is to provide a corporate CRM solution.		
● Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm)	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005
	Comment: The Council has trained all staff and has procedures in place to ensure compliance.		

Change Management Area	Current Status	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk)	Green 01/01/2004	Green 01/01/2004	Green 01/01/2004
	Comment:A monthly update is provided from LLPG to NLPG.		
● Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems	Red 01/11/2005	Red 01/11/2005	Amber 31/03/2006
	Comment: This will be implemented as part of the development of the EDRM system into a CRM solution from March 2007.		
● Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk)	Amber 01/01/2004	Green 31/12/2005	Green 31/12/2005
	Comment: This is planned to be achieved by December 2005.		
● Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa)	Amber 01/10/2005	Amber 01/10/2005	Amber 01/10/2005
	Comment:ECC is leading on this work that will be implemented as part of the ISA project.		

Section 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 required to validate your local list of interactions against Version 2.01 of the Local Government Services List (LGSL) developed by local authority members of the esd-toolkit (www.esd-toolkit.org). All totals and percentages shown should be cumulative.

BVPI 157 Interaction Type	Forecast average IEG4.5 % e-enabled position at 31 December 2005	Actual				Forecast
		01/02	02/03	03/04	04/05	05/06
Providing information: ● Total types of interaction e-enabled ● % e-enabled	99 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 196 ● 72.86 %	● 224 ● 83.27 %	● 269 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 60.00 %	● 5 ● 100.00 %	● 5 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	96 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 100.00 %	● 1 ● 100.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 8 ● 44.44 %	● 9 ● 50.00 %	● 18 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	94 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 8 ● 57.14 %	● 8 ● 57.14 %	● 14 ● 100.00 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 33 ● 30.84 %	● 57 ● 53.27 %	● 107 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	93 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 1 ● 25.00 %	● 1 ● 25.00 %	● 4 ● 100.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 3 ● 27.27 %	● 9 ● 81.82 %	● 10 ● 90.91 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	97 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 4 ● 57.14 %	● 5 ● 71.43 %	● 7 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	95 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 2 ● 66.67 %	● 3 ● 100.00 %
Total: ● **Total types of interaction e-enabled** ● **% e-enabled**	98 %	● **0** ● **0.00 %**	● **0** ● **0.00 %**	● **256** ● **58.31 %**	● **321** ● **73.12 %**	● **438** ● **99.77 %**

Section 4 - Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. Planning authorities should also complete the Local Service Website line for planning applications. 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. Click on the light bulb icons for industry definitions of page impressions and unique users.

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
Local Service Websites					
● Page impressions (annual)	0	2,793,000	6,800,000	7,500,000	8,000,000
● Unique users, i.e. separate individuals visiting website (annual)	0	143,000	384,000	400,000	500,000
● Number of e-enabled payment transactions accepted via website	1,000	3,000	8,000	9,000	9,000
● Number of change of address notifications accepted via website	0	20	100	300	500
● Number of planning applications accepted via website (including through the Planning Portal)	4	21	19	25	80
	Comment: Page impressions and unique users were not collected for 2003/04. Instead, the Council monitored hits to the front page of the website. The projections for change of address notifications are 'best guess' due to lack of historic data.				
Telephone *(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)*					
● Number of e-enabled payment transactions accepted by telephone	1,000	4,000	4,000	5,000	5,000
● Number of change of address notifications accepted via telephone	0	0	0	1,000	1,000
	Comment: Current practice is to process change of address on order of receipt, not at time of interaction. This will be reviewed in 2005/06.				
Face To Face *(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 & home visits)*					
● Number of e-enabled payment transactions accepted via personal contact	0	0	0	0	0
● Number of change of address notifications accepted via personal contact	0	0	0	1,000	1,000

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
	Comment: The Council does not have a face to face facility that accepts any form of payments. See comments above regarding change of address notification.				
Other Electronic Media *(e.g. BACS, text messaging)*					
● Number of e-enabled payment transactions accepted via BACS	318,000	316,000	313,000	318,000	318,000
● Number of e-enabled payment transactions accepted via text message or other electronic form	33,000	27,000	24,000	27,000	27,000
● Number of change of address notifications accepted via other electronic media	0	0	0	0	0
	Comment: See comments above regarding change of address notification.				
Non Electronic *(e.g. cash office, post)*					
● Number of payments accepted by cheque or other non-electronic form	44,000	48,000	48,000	39,000	39,000
● Number of change of address notifications accepted via non-electronic form	4,000	5,000	5,000	3,000	3,000
	Comment:				

Section 5 - Local e-Government Implementation Expenditure

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2007/08. This should include the standard elements in the table below and brief commentary on the use of IEG money. For 2005/6 onwards, please include best estimates of revenue and capital expenditure even though the council may not yet have officially approved the budgets. (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):

Programme Resource	Backward Look (£)		Forward Look (£)		
	01/02 to 03/04	04/05	05/06	06/07	07/08
● IEG capital grant	400,000	350,000	150,000		
	Comment: The IEG grant in 2004/05 was used for phase 2 of the EDRM project, enhancements to the website, and upgrades to the parking and revenues and benefits systems to meet the priority outcomes. The IEG grant in 2005/06 will be used to meet priority outcomes including online environmental services reporting, further developments to the website including online forms, the extension of the EDRM project, an online licensing solution, and linking to government connect.				
● ODPM Local e-Government Support & Capacity Programme capital grant	0	0	0	0	0
	Comment:				
● your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	58,000	0	0	0	0
	Comment: The EOLP received £1,050,000 which equates to £58,000 per partner.				
● financial contribution from public-private partnerships	0	0	0	0	0
	Comment:RDC has a facilities management partnership through which the contractor has responsibility for strategic guidance and development, hardware and software replacement.				
● resources being applied from internal revenue and capital budgets to implement e-government	239,000	115,000	99,000	99,000	99,000
	Comment: Expenditure in 2004/05 and 2005/06 includes provision for infrastructure to enable home/remote working. The revenue funding includes a contribution from the building control reserve for putting building control online.				
● other resources (e.g. training) (please specify)	9,000	2,500	2,500	2,500	2,500
	Comment: This has supported ECDL, IT, and PRINCE2 training.				
● ODPM e-Innovations Fund capital grant	0	0	0	0	0
	Comment:				
● financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	27,000	156,500	12,000	0	0

	Backward Look (£)		Forward Look (£)		
Programme Resource	01/02 to 03/04	04/05	05/06	06/07	07/08
	Comment: In 2004/05 this includes a contribution from the Planning Delivery grant for public access to planning information via the internet. It also includes a grant from the department of Work and Pensions for PC drop in centres at sheltered accommodation schemes.				
TOTAL	**733,000**	**624,000**	**263,500**	**101,500**	**101,500**

Section 6 - Local e-Government Programme Efficiency Gains

The calculation of efficiency gains from local e-government has been designed to align with the approach to measuring achievement against the efficiency gains target set out in the January 2005 Efficiency Technical Note (ETN) for Local Government. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

Efficiency Gains	Backward Look (£) 04/05 Annual gain	...of which cashable	Forward Look (£) 05/06 Expected annual gain	...of which cashable	06/07 Expected annual gain	...of which cashable	07/08 Expected annual gain	...of which cashable
Corporate services, of which:								
● e-recruitment	0	0	0	0	1,000	0	1,000	0
Comment: These savings are from reduced printing and postage costs.								
● e-payments	0	0	0	0	0	0	0	0
Comment: The Council has a high level of direct debit payments and so efficiency gains are likely to be limited.								
● corporate services efficiencies not covered above	15,000	12,000	6,000	6,000	0	0	0	0
Comment: These were achieved in 2004/05 from efficiency savings on the IT contract and an electronic electoral registration canvass.								
e-Procurement, of which:								
● Service specific	0	0	0	0	0	0	0	0
Comment: No figures available.								
● Cross-cutting e-procurement efficiencies not covered above	3,000	3,000	72,000	5,000	0	0	0	0
Comment: To be achieved by working with the Procurement Agency for Essex on joint procurement, maximising the use of BACS and reducing the number of paper invoices.								
Productive time, of which:								
● Service specific	0	0	0	0	0	0	0	0
Comment: No figures available.								

Efficiency Gains	Backward Look (£) 04/05		Forward Look (£) 05/06		06/07		07/08	
	Annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable	Expected annual gain	...of which cashable
● Cross-cutting productive time efficiencies not covered above	0	0	23,000	0	0	0	0	0
Comment: To be achieved through a reduction of sickness absence through introduction of new procedures.								
Transactions	0	0	23,000	22,000	30,000	0	30,000	0
Comment: To be achieved by cutting out duplication of effort following implementation of a new payroll/HR system; joint working with partners in revenues and benefits; new method of dealing with cash and cheque payments.								
Miscellaneous efficiencies not covered above	0	0	0	0	0	0	0	0
Comment: No figures available.								
TOTAL EFFICIENCY GAINS - GROSS	**18,000**	**15,000**	**124,000**	**33,000**	**31,000**	**0**	**31,000**	**0**
LESS e-government implementation expenditure	624,000		263,500		101,500		101,500	
Comment:								
TOTAL EFFICIENCY GAINS - NET	**-,606,000**		**-,139,500**		**-70,500**		**-70,500**	