



Office of the
Deputy Prime Minister

Creating sustainable communities



local e-gov

IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 MID TERM (IEG4.5)

“Realising the benefits from our investment in e-government”

Proforma for esd-toolkit entry

This is the proforma for IEG4 returns. A copy of this proforma will be published for online data entry via www.esd-toolkit.org from April 2005. Please note that the deadline for 'IEG4 mid term' submissions via the esd-toolkit is midday on Monday 18 July 2005.

local and regional government • housing • planning • fire • regeneration • social exclusion • neighbourhood renewal

IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2005 (IEG4.5)

Introduction

This IEG return is an essential part of the national monitoring process for assessing electronic local service delivery capability against the 2005 target and supports the delivery of priority outcomes for local e-government. It is an important feedback mechanism for assessing progress towards realising the benefits from our investment in e-government and the use of IEG funding in individual local authorities. It is also an effective mechanism to help us identify national support and capacity needs for local authority e-government activity.

A key objective of the Office of the Deputy Prime Minister's (ODPM) SR2002 Public Service Agreement (PSA) involves improving delivery and value for money of local services within a framework of national targets and policies. This includes:

- assisting local government to achieve 100% capability in electronic delivery of priority services by 2005, in ways that customers will use.

Building on the work undertaken by Sir Peter Gershon in his independent review of public sector efficiency¹, SR2004 sets the ODPM a new PSA target on local government:

- by 2008, improve the effectiveness and efficiency of local government in leading and delivering services to all communities

This equates to a target for local services of achieving 2.5% efficiency gains per year, amounting to at least £6.45bn per annum by 2007/08. Clearly, e-government will make a substantial contribution towards the achievement of this target. The ODPM is working in partnership with local authorities and their representative national organisations to help achieve the specified objectives, including a new request in the IEG4 return to provide a summary of efficiency gains arising from the implementation of local e-government.

The format of the IEG return is subject to extensive consultation. Last year, this helped to achieve a 100% return rate of IEG4 submissions from local authorities. As last year, the format of the IEG4 mid term return is intended to simplify the return process for local authorities through a self-assessment approach. Successful completion of the IEG4 mid term return also demands awareness of the ODPM's National Strategy for Local e-Government published in November 2002, deliverables from the National Project programme and the priority outcomes for local e-government². Further details on all of these areas can be found at the ODPM's local e-government portal website www.localgov.gov.uk.

E-Government is a key tool in delivering local services. Within the CPA process, those councils that have not done well in achievement, investment, capacity or performance management may particularly need to consider the role that e-government can play in delivering improvements as part of a wider strategy for improvement planning.

The proforma format for IEG4 mid term returns complies with Government commitments to reduce service plan requirements for local authorities, whilst balancing the need for authorities to supply statistical information for the purpose of monitoring national progress on the implementation of local e-government. From this year through to 31 March 2006, all authorities will be able to input and maintain IEG data in real time via the esd-toolkit (www.esd-toolkit.org) allowing them to sign-off completion against the IEG self-assessment traffic lights as projects are actually implemented. For

¹ See http://www.hm-treasury.gov.uk/media/879E2/efficiency_review120704.pdf

² See http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112

funding and risk management purposes, the ODPM will continue to set key dates in the calendar at which it intends to inspect the extent of progress and take action accordingly. These will include:

- 18 July 2005 mid term IEG snapshot;
- December 2005 deadline for IEG5 return;
- April 2006 deadline for IEG6 end of programme return.

“Excellent” CPA authorities are requested to continue to comply with requests for IEG data in order to assist in benchmarking national progress, to demonstrate their commitment to e-government and appropriate use of IEG capital grant. In particular, the fourth year of IEGs represents a crucial point of reference as local authorities move from the investment to the delivery phase of their local e-government programmes.

This proforma is intended to standardise Implementing Electronic Government (IEG) returns for 2004. It has been prepared for English County, District, Unitary Councils, London Boroughs, the Corporation of London, the Greater London Authority, London Development Agency, Transport for London who are subject to the Best Value Performance Indicator 157 and have been requested to prepare these statements. An amended version of this IEG4 proforma is available to National Park Authorities reflecting their different priority outcome responsibilities. Please note that Fire & Rescue authorities are not required to submit an IEG4 return, although county councils with responsibility for this service should include fire and rescue data as part of their general return.

Priority Outcomes

Practitioner guidance on the interpretation of the priority outcomes is available from <http://www.idea-knowledge.gov.uk/idk/core/page.do?pagelId=1704073>. All enquiries on policy matters relating to the priority outcomes should be addressed to the local e-government team at the ODPM.

Funding & Completeness

You should complete the IEG4 mid term return on the basis that it is a required reference document to provide evidence to auditors of how IEG grant funding has been used. You should consult with relevant members of the ODPM's local e-government team for clarification of what is required to complete the proforma fully or to request assistance.

Approval & Publication

It is important that the information contained in your completed IEG4 mid term proforma is approved by the Council before submission and that adequate time for this is built into the timetable. Please note that the esd-toolkit entry process allows you to save a pdf copy of your IEG4 mid term return to facilitate its approval by Members. You are also reminded to note any requirements for disclosure of this information on your public website, in line with your authority's approved Publication Scheme under the requirements of the Freedom of Information Act 2000.

What's New in the Proforma?

The IEG4 Mid Term proforma purposely does not contain any substantive changes from last year's IEG4 proforma. However, it does contain minor updates to reflect the publication of the revised Local Government Efficiency Technical Note in January 2005 and the publication of the Government Connect Prospectus in March 2005.

Submission

Please note that submissions will only be accepted online via the Electronic Service Delivery (ESD) toolkit supported by the Improvement & Development Agency (IDEA) (www.esd-toolkit.org)³. Councils must make individual submissions - partnership returns are not acceptable.

You should allow adequate time to register and acquaint yourself with this facility prior to the submission deadline. Registration is free, and is both sufficient for the purposes of IEG4 mid term submission and for obtaining a copy of the local Government Services List (LGSL) needed for BVPI 157 calculation.

Please do not hesitate to contact relevant members of the ODPM local e-government team should you require further information or clarification. Contact details can be found on the last page of this guidance.

PROFORMA CONTENT



You are asked to summarise the plans and progress of your local authority according to the information requested below, as follows:

Section 1 – Priority Outcomes (self-assessment)

Section 2 – Change Management (self-assessment)

Section 3 – BVPI 157

Section 4 – Access Channel Take-Up

Section 5 – Local e-Government Implementation Costs

Section 6 – Local e-Government Programme Efficiency Savings

Please refer to www.localgov.gov.uk for further background information, including details of the priority outcomes guidance paper. Information on National Projects is available at www.localgovnp.org. Further information about local e-government is also available from the IDEA's Knowledge website at www.idea-knowledge.gov.uk.

In relation to Section 1 below, it is recognised that local authorities in two-tier areas may not have a statutory responsibility for service delivery in some of the areas listed. It is not the intention to ask district councils to deliver service provision outcomes for schools, or for county councils to deliver outcomes for benefits. However, a minimum requirement in terms of meeting a priority outcome for an authority with no direct statutory service responsibility is to offer appropriate (deep) hyperlinks to the relevant web pages of the local district or county councils that do provide the service. In practice, authorities in two-tier areas will need to work in partnership to establish

³ IEG4 returns submitted by email will only be accepted for National Park Authorities, the Greater London Authority, the London Development Agency and Transport for London who are not catered for through esd-toolkit arrangements.

protocols covering the deep linking responsibilities within the ODPM's Priority Outcomes. This information should then be 'traffic-lighted' on the proforma accordingly.

Please add any explanatory or qualifying notes in the comment column, as appropriate.

Not all the elements in the proforma checklist in Section 2 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 "red" in 2005/06.

Name of Authority: Rochford District Council

IEG Contact Name: Sarah Fowler

Email: sarah.fowler@rochford.gov.uk

Telephone No: 01702 318135

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.

In realising the benefits of e-government the Council has:-

- introduced online payments for all income streams (including Council tax, business rates, housing rents, car park penalty notices) thereby providing more choice for residents as well as efficiencies in service delivery
- implemented e-procurement through the Essex Marketplace, achieving some limited savings in purchasing (as predicted in the business case), and achieved a Public Service Agreement target to encourage small and medium sized enterprises to trade electronically
- re-launched the website with improved content and a search engine
- enabled public access to planning applications, previous planning decisions, property history, GIS (geographic information system) map based information and refuse and recycling collection days via the website
- linked to the Planning Portal to make the submission of planning applications possible online
- enabled the online submission of building control applications
- put our Committee minutes and agendas online so that our residents can find out more easily about the decisions made
- enabled registration via the website as an 'e-citizen' to view certain personal bills and accounts
- installed PCs in our sheltered schemes to provide internet access for residents and the provision of a mobile benefits service
- introduced an on line job advertisement and application facility
- introduced an automated telephone response to the registration of electors annual canvass
- installed publicly accessible internet terminals in our reception buildings
- extended the corporate land and property database to environmental health, which will include use of the Parsol national project for the liquor licensing function
- improved our infrastructure to support new ways of working such as home 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 will be 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 so that a citizen can be transferred seamlessly to the relevant authority if the enquiry cannot be answered at the initial point of contact.

The EOLP believed it had an Essex-wide Government Connect solution planned. However, this was put on hold following advice from the Office of the Deputy Prime Minister (ODPM) not to progress along the planned route and to await the specific requirements due to be published in summer 2005. As a result, the EOLP is now working actively with the e-government unit and solution suppliers to implement a solution for all EOLP partners.

In terms of its future e-government 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.
- work to implement the priority outcomes such as:-
 - liaising with our leisure contractor about the introduction of an online booking system
 - enabling the online reporting, procurement and tracking of environmental services, which will include mobile working by street inspectors
- further develop the infrastructure to enable home and remote working
- further develop the services available via the website such as e-forms, e-consultation, and the use of the Encore national project A-Z product
- develop the business element of our website to meet the needs of businesses in our area
- work with Parish Councils to enable the exchange of information electronically

- pilot mobile working in the Revenues and Benefits service
- continue to work to implement the single corporate property database.
- move from level 2 to level 3 connection to the National Land Information Service (NLIS).

Section 3 – Best Value Performance Indicator (BVPI) 157

As recorded in IEG4, this Council is now using the esd-toolkit to record BVPI 157. As a new user of the toolkit, there are zeros for performance in the historic years of the table. Also, as a new user of the esd-toolkit methodology, the BVPI 157 performance figure has experienced a drop, but we are on target to achieve 100% e-enablement by 2005/06.

| Traffic Light Status: availability against 31 December 2005 target date for local e-government | Current Status | Anticipated Status at 30/09/05 | Anticipated Status at 31/12/05 | Anticipated Status at 31/03/06 | Comment |
|--|----------------|--------------------------------|--------------------------------|--------------------------------|---|
| <p>Local e-organisation:</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed & implemented</p> <p>e.g. for progress against a particular element you might enter:</p> | Red | Amber | Green | Green | <p>e.g. “red” status should be applied to all elements on the proforma where work is at a primary or 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. Please note that all “R” and “G” numbered priority outcomes listed in Section 1 are expected to be “green” by 31 December 2005 and 31 March 2006 respectively. This includes a requirement for deep-linking in relation to non-statutory functions.</p> |

Section 1 – Priority Outcomes (self-assessment)⁴

Satisfactory progress towards delivery of the listed priority outcomes listed below is required within the remit for achieving e-government by 2005 and will inform the release of IEG capital funding in 2005/06

| Outcome & Transformation Area Description | Current Status | Anticipated Status at 30/09/05 | Anticipated Status at 31/12/05 | Anticipated Status at 31/03/06 | Comment <i>You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area</i> |
|---|----------------|--------------------------------|--------------------------------|--------------------------------|---|
| 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 ⁵ | Amber | Amber | Green | Green | This is the responsibility of Essex County Council (ECC). RDC will put deep hyperlinks in place. |
| R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children ⁶ . | Amber | Green | Green | Green | This is the responsibility of ECC. RDC will put deep hyperlinks 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 | Green | Green | Green | A deep hyperlink is in place. |
| E1 If already 'green' on R1, R2 & G1 above, please comment on agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children in comment column opposite. Otherwise, leave this row blank. | | | | | |
| 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 Lis ⁷ (see www.laws-project.org.uk). | Amber | Amber | Green | Green | Working with the Essex Online Partnership (EOLP), a joined up A-Z of services will be provided by adopting the Encore A-Z tool. |
| 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. | Amber | Amber | Amber | Amber | ECC is implementing Every Child Matters across the county under the direction of the DfES and the Children's Act. The countywide multi-agency Information Sharing and Assessment (ISA) Steering Group is leading this work. The EOLP is represented on this group. The timescale for implementation is based on that set by DfES. |

⁴ See http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112 and <http://www.idea.gov.uk/knowledge>

⁵ Owing to the long lead-in time, school admissions systems will need to be in place by March 2006 at the latest.

⁶ i.e. young people who cannot live with their families and are in the care of Social Services (referred to by the DfES as Children in Public Care).

⁷ Authorities using alternative service taxonomies (e.g. seamlessUK) should plan for migration to the LGCL by December 2005.

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| 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 | Amber | Green | Green | Green | Working with the EOLP, the Encore community publish solution will provide this service for local organisations. |
| E2 If already 'green' on R3, R4 & G2 above, please comment on agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives in the comment column opposite. Otherwise, leave this row blank. | | | | | |
| R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily. | Green | Green | Green | Green | 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 | Green | Green | Green | 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 | Amber | Green | Green | RDC website software enables e-consultation and email alerts. ECC is consulting on the creation of a micro-site that can be used for countywide consultations. |
| G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files). | Amber | Amber | Amber | Green | ECC and Brentwood DC are piloting options. The EOLP will evaluate the pilots with a view to implementing a partnership solution. |
| E3 If already 'green' on R5, R6, G3 & G4 above, please comment on agreed baseline and targets for e-participation activities, including targets for citizen satisfaction in the comment column opposite. Otherwise, leave this row blank. | | | | | |
| 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 | Amber | Green | Green | RDC has evaluated options and has identified the preferred supplier of the solution. |
| R8 Online receipt and processing of planning and building control applications. | Green | Green | Green | Green | This is implemented. |
| G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information. | Green | Green | Green | Green | GIS information is available on the Council's website. The EOLP is developing information sharing protocols to enable sharing of data layers. |
| G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes. | Red | Red | Red | Green | This is the responsibility of ECC. RDC has put a deep hyperlink in place to the ECC trading standards web pages. |

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| 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 | Amber | Green | Green | The Council is implementing a licensing module as part of its corporate property database computer system, and will use the PARSOL product to link to this. |
| E4 If already 'green' on R7, R8, G5, G6 & G7 above, please comment on agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank. | | | | | |
| R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment. | Green | Green | Green | Green | 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 | Amber | Amber | Green | RDC is involved in a pilot with ECC and Braintree to link business details for trading standards, environmental health and economic development. An EOLP Essex-wide solution using Government Connect was planned but is now on hold (see Section 2 on change management). |
| G9 Regional co-operation on e-procurement between local councils. | Green | Green | Green | Green | 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 Excellence. |
| <p>If already 'green' on R9, G8 & G9 above, please comment on progress towards providing:</p> <p>E5 Access to virtual e-procurement 'marketplace';</p> <p>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;</p> <p>E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8);</p> <p>In the comment column opposite. Otherwise, leave this row blank.</p> | | | | | |
| 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 | Green | Green | Green | Implemented. |

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| 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 | Green | Green | Green | It is possible to check Council Tax and Business rate balances on line. |
| G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments. | Amber | Amber | Amber | Green | RDC is developing appropriate measures, learning from EOLP partners. |
| G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers. | Amber | Green | Green | Green | An e-billing module that will enable any business rate or Council tax payer to receive their bill electronically is scheduled to go live in August 2005. |
| <p>If already 'green' on R10, R11 G10 & G11 above, please comment on progress towards providing:</p> <p>E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone);</p> <p>E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards);</p> <p>E10 Agreed baseline and targets for reductions in unit costs of payment transactions;</p> <p>In the comment column opposite. Otherwise, leave this row blank.</p> | | | | | |
| R12 Online renewal and reservations of library books and catalogue search facilities. | Green | Green | Green | Green | The ECC ELAN system provides this service. RDC provides a deep hyperlink. |
| R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations. | Amber | Amber | Green | Green | The outsourced leisure contractor advises that an online booking system should be installed by December 2005. |
| 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 | Green | Green | Green | The IDeA guidance states this is not mandatory for services that are contracted out. |
| E11 If already 'green' on R12, R13 & G12 above, please comment on agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank. | | | | | |
| 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. | Amber | Amber | Green | Green | RDC provides a deep hyperlink to the journey planner on the ECC website and other sites such as www.transportdirect.info . |

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| 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 | Amber | Green | Green | RDC website software enables e-consultation. ECC is consulting on the creation of a micro-site that can be used for countywide consultation. |
| 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 | Amber | Green | Green | The appropriate software upgrade has been procured and is in the process of being installed with a scheduled operational date of October 2005. |
| G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily. | Green | Green | Green | Green | ECC provides this service. A deep hyperlink is provided from the RDC website. |
| E12 If already 'green' on R14, R15, G13 & G14 above, please comment on agreed baseline and targets for customer satisfaction and efficiency savings in the column opposite. Otherwise, leave this row blank. | | | | | |
| 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 | Amber | Green | Green | 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 roll-out of the EDRM project will provide workflow tools. |
| 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 | Amber | Green | Green | The claim form is on the website for download and the software supplier is developing an online form and calculator. |
| G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens' homes. | Amber | Amber | Amber | Green | 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 other authorities with a view to deploying mobile technology for a variety of outcomes. |
| <p>If already 'green' on R16, R17 & G15 above, please comment on progress towards providing:</p> <p>E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.</p> <p>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.</p> | | | | | |

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| In the comment column opposite. Otherwise, leave this row blank. | | | | | |
| R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres. | Green | Green | Green | Green | RDC has provided a deep hyperlink to ECC website. |
| 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 | Green | Green | Green | This is the responsibility of ECC. A deep hyperlink is provided from the RDC website. |
| G16 Systems to support joined-up working on children at risk across multiple agencies. | Amber | Amber | Amber | Amber | ECC is implementing Every Child Matters across the county under the direction of the DfES and the Children's Act. The countywide multi-agency Information Sharing and Assessment (ISA) Steering Group is leading this work. The EOLP is represented on this group. The timescale for implementation is based on that set by DfES. |
| G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field. | Amber | Amber | Amber | Green | ECC is conducting a feasibility study. The outcome from this and GI5 will then be assessed to identify mobile technology for a variety of outcomes. |
| E15 If already 'green' on R18, R19, G16 & G17 above, please comment on agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57) in the column opposite. Otherwise, leave this row blank. | | | | | |
| R20 Email and Internet access provided for all Members and staff that establish a need for it. | Green | Green | Green | Green | This is implemented. |
| R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff. | Amber | Amber | Green | Green | 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 | Amber | Green | Green | 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"). | Amber | Amber | Green | Green | An e-skills training programme leading to the ECDL is in place for staff. A skills audit of Members has been completed and appropriate training will be commencing Autumn 2005. |

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|---|-------|-------|-------|-------|--|
| E16 If already 'green' on R20, R21, R22 & G18 above, please comment on agreed targets for baseline and efficiency savings arising from the introduction of new ways of working in the column opposite. Otherwise, leave this row blank. | | | | | |
| 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 | Amber | Green | Green | 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. |
| R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management. | Green | Green | Green | Green | The website is based on a CMS to enable devolved web 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 | Amber | Amber | Green | 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 September 2006 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 | Green | Green | Green | 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 | Amber | Amber | Green | RDC is undertaking an assessment to identify current levels of compliance. |
| E17 If already 'green' on R23, R24, G19, G20 & G21 above, please comment on agreed baseline and targets for efficiency savings based around improved accessibility of services and information in the column opposite. Otherwise, leave this row blank. | | | | | |
| R25 Online publication of Internet service standards, including past performance and commitments on service availability. | Amber | Amber | Green | Green | Appropriate research has been undertaken and standards developed for publication. |
| 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 | Green | Green | Green | 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 | Amber | Amber | Green | Appropriate targets and measures are being researched. |
| G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk). | Green | Green | Green | Green | The guidelines have been adopted. |

| | | | | | |
|---|-------|-------|-------|-------|--|
| E18 If already 'green' on R25, R26, G22 & G23 above, please comment on 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 in the column opposite. Otherwise, leave this row blank. | | | | | |
| 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 customer's records, to deliver services across different channels, and enabling joined-up and automated service delivery. | Amber | Amber | Amber | Amber | 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. | Red | Amber | Green | Green | A corporate automated system will be introduced via the EDRM rollout and the introduction of e-forms. 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 | Red | Amber | Green | Green | 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 | Amber | Amber | Amber | Workflow solutions will be incorporated into the implementation of EDRM, as outlined in R27 above. |
| 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. | Amber | Green | Green | Green | There is some limited sharing of change of address data. RDC is implementing a connection to iammoving.com. |
| E19 If already 'green' on R27, R28, R29, G24 & G25 above, please comment on 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 in the column opposite. Otherwise, leave this row blank. | | | | | |

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.

| | | | | | |
|---|-------|-------|-------|-------|--|
| <ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757): <ul style="list-style-type: none"> i) Member & officer e-champions ii) e-government programme manager iii) customer services management 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 Establishment of an e-delivery board⁸ Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures | Green | Green | Green | Green | The Member e-champion is Councillor C Hungate. The Head of Administrative and Member Services is the officer e-champion. |
| | Green | Green | Green | Green | The Head of Administrative and Members Services occupies this role. |
| | Green | Green | Green | Green | The Head of Administrative and Member services occupies this role. |
| | Green | Green | Green | Green | The Workforce Development Plan and Performance and Development Review Scheme ensure that appropriate training and development opportunities are available. |
| | Green | Green | Green | Green | The Operational Management Team (OMT) performs this function. |
| | Green | Green | Green | Green | 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. |
| | Amber | Amber | Green | Green | 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. |

⁸ i.e. the board that has overall responsibility for all the e-programmes in an authority as well as other governance issues such as overseeing the general management processes and the ICT architecture to deliver e-government.

| | | | | | |
|---|-------|-------|-------|-------|---|
| <ul style="list-style-type: none"> • Use of customer consultation/research to inform development of corporate e-government strategy | Amber | Amber | Green | Green | Consultation on best value and service reviews has informed the development of the e-government strategy. The Citizens Panel can build on this. |
| <ul style="list-style-type: none"> • Establishment of policy for addressing social inclusion within corporate e-government strategy | Green | Green | Green | Green | The corporate social inclusion strategy refers to the use of e-government outcomes to address social inclusion. This is also reflected in the IEG Statement. |
| <ul style="list-style-type: none"> • Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) | Green | Green | Green | Green | The Corporate Director (Law, Planning and Administration) is the nominated officer. |
| <ul style="list-style-type: none"> • 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 | Green | Green | Green | RDC, with 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. |
| <ul style="list-style-type: none"> • Establishment of partnerships for the joint (aggregated) procurement of broadband services | Green | Green | Green | Green | The Council is a member of the Essex Broadband Partnership and the Procurement Agency for Essex. |
| <ul style="list-style-type: none"> • 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/) | Red | Red | Amber | Green | This is an area for future development. |
| <ul style="list-style-type: none"> • Compliance with BS 7799 on information security management | Amber | Amber | Amber | Green | 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. |
| <ul style="list-style-type: none"> ▪ Implementation of Benefits Realisation Plan⁹ for delivery of local e-government programme strategic objectives | Red | Red | Amber | Green | This needs to be developed. |
| <ul style="list-style-type: none"> ▪ Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgsi/lgsi.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) | Red | Red | Amber | Green | This area of work needs to be reviewed. As a subscriber to the esd-toolkit we would hope to benefit from their work in this area, but as a small authority we are unable to prioritise involvement in this work at this time. |

⁹ Areas where benefits may be identified include policy or legal requirement (required), quality of service, internal management, process improvement (productivity or efficiency), Personnel or HR management, risk reduction, flexibility, economy, revenue enhancement or acceleration, strategic fit.
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| | | | | | |
|--|-----|-------|-------|-------|--|
| <ul style="list-style-type: none"> 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/ & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc) 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/) Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: <ul style="list-style-type: none"> i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) iv) citizen & business authentication for services for services categorised at security levels 0-3 v) registration & authentication of employees for internal and cross-agency services vi) corporate approach to collection of e-payments vii) cross agency secure transactions (Government to Government) viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place) | Red | Amber | Amber | Green | The EOLP believed it had an Essex wide Government Connect solution planned. However this was put on hold following advice from the ODPM not to progress along the planned route and to await the specific requirements due to be published in summer 2005. As a result the EOLP is now actively working with the e-government unit and solution suppliers to implement, as early adopters, a solution for all the EOLP partners. |
| | Red | Amber | Amber | Green | As above. |
| | Red | Amber | Amber | Green | As above. |

| | | | | | |
|--|-------|-------|-------|-------|---|
| <ul style="list-style-type: none"> x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) • Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back-office connection in place (Department Interface Server) • Connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) • 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) • Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) • Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) • 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) | Red | Amber | Amber | Green | As above. |
| | Green | Green | Green | Green | Implemented. |
| | Green | Green | Green | Green | The Council has trained all staff and has procedures in place to ensure compliance. |
| | Green | Green | Green | Green | A monthly update is provided from LLPG to NLPG. |
| | Amber | Amber | Green | Green | This is planned to be achieved by December 2005. |
| | Red | Red | Amber | Amber | 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 2.01¹⁰ 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 IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005) | Actual | | | | Forecast |
|--|---|--------|--------|--------------|--------------|----------------------|
| | | 2001/2 | 2002/3 | 2003/4 | 2004/5 | 2005/6 ¹¹ |
| Providing information: <ul style="list-style-type: none"> • Total types of interaction e-enabled • % e-enabled | 94% | 0 0 | 0 0 | 196 71.79 | 225 82.42 | 273 100 |
| Collecting revenue: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled | 87% | 0 0 | 0 0 | 3 60.00 | 5 100 | 5 100 |
| Providing benefits & grants: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled | 78% | 0 0 | 0 0 | 0 0 | 1 100 | 1 100 |
| Consultation: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled | 86% | 0 0 | 0 0 | 8 44.44 | 9 50.00 | 18 100 |
| Regulation (such as issuing licences): <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled | 76% | 0 0 | 0 0 | 8 57.14 | 8 57.14 | 14 100 |
| Applications for services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled | 83% | 0 0 | 0 0 | 33 32.04 | 57 55.34 | 103 100 |
| Booking venues, resources & courses: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled | 78% | 0 0 | 0 0 | 1 20.00 | 2 40.00 | 5 100 |
| Paying for goods & services: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled | 80% | 0 0 | 0 0 | 3 27.27 | 9 81.82 | 11 100 |
| Providing access to community, professional or business networks: <ul style="list-style-type: none"> • total types of interaction e-enabled • % e-enabled | 82% | 0 0 | 0 0 | 4 57.14 | 5 71.43 | 7 100 |

¹⁰ This updates Version 2.0 to include National Park Authority services and represents the 'core' list which will remain unchanged until April 2006 and will provide a common baseline for calculating BVPI 157 and reporting figures in IEG returns.

¹¹ It is anticipated that authorities will base their annual BVPI 157 actuals/estimates on the position at the 31st March in each financial year (i.e. year end), with the exception of 2005/6 when the position at 1st January 2006 is required.

| | | | | | | |
|--|------------|---|---|-------|-------|-----|
| Procurement: | | | | | | |
| • total types of interaction e-enabled | 73% | 0 | 0 | 0 | 2 | 3 |
| • % e-enabled | | 0 | 0 | 0 | 66.67 | 100 |
| • TOTAL: TYPES OF INTERACTION E-ENABLED | | | | | | |
| • % E-ENABLED | 86% | 0 | 0 | 256 | 323 | 440 |
| | | 0 | 0 | 58.18 | 73.41 | 100 |

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. 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. Industry definitions of page impressions¹² and unique users¹³ are given in the footnotes below.

| | Actual | | Forecast | | | Comment |
|---|--------------|--------------|--------------|--------------|--------------|---|
| 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 | 8,500,000 | 10,625,000 | Page impressions and unique users were not collected for 2003/04. Instead, the Council monitored hits to the front page of the website. |
| • Unique users, i.e. separate individuals visiting website (annual) | 0 | 143,000 | 384,000 | 480,000 | 600,000 | |
| • Number of e-enabled payment transactions accepted via website | 1,000 | 3,000 | 6,000 | 7,000 | 7,000 | |
| • Number of change of address notifications accepted via website | 0 | 20 | 500 | 1,000 | 1,000 | |
| 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 | 7,000 | 8,000 | 8,000 | Current practice is to process changed address on order of receipt, not at time of interaction. This will be reviewed in 2005/06. |
| • Number of change of address notifications accepted via telephone | 0 | 0 | 0 | 1,000 | 1,000 | |

¹² **Unique User** (industry audit definition): According to IFABC Global Web Standards (www.ifabc.org) a Unique User is an "IP address plus a further identifier. Sites may use User Agent, Cookie and/or Registration ID." Note that where users are allocated IP addresses dynamically (for example by dial-up Internet Service Providers), this definition may overstate or understate the real number of individual Users concerned. A Unique User is at a minimum an IP address + the Browser ID with a unique address entering a website by any page and is counted once for the given period (the minimum audit period is one calendar month). The number of Unique Users is an indicator of a website's audience or reach.

¹³ **Page Impression** (industry audit definition): According to IFABC Global Web Standards (www.ifabc.org) a Page Impression is a "file or a combination of files sent to a user as a result of that user's request being received by the server." In effect, one request by a valid User should result in one Page Impression being counted. In most cases, a single request from a User causes the server to send several files to satisfy the request. For example, the server may send a .html file followed by several associated graphic images and audio files. A single request from a user may also cause the server to send additional .html files to build a frameset. The site must ensure that all additional, non-requested files are filtered out and excluded when counting the claimed number of Page Impressions.

| | | | | | | |
|--|------------------------|------------------------|------------------------|------------------------|------------------------|---|
| Face To Face <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 & home visits):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via personal contact Number of change of address notifications accepted via personal contact | 0 | 0 | 0 | 0 | 0 | The Council does not have a face to face facility that accepts payment. See comments above regarding change of address notification. |
| Other Electronic Media <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via BACS Number of e-enabled payment transactions accepted via text message or other electronic form Number of change of address notifications accepted via other electronic media | 318,000 33,000 0 | 316,000 27,000 0 | 317,000 27,000 0 | 318,000 27,000 0 | 318,000 27,000 0 | See comments above regarding change of address notification |
| Non Electronic <i>(e.g. cash office, post)</i> <ul style="list-style-type: none"> Number of payments accepted by cheque or other non-electronic form Number of change of address notifications accepted via non-electronic form | 44,000 4,000 | 48,000 5,000 | 40,000 5,000 | 39,000 3,000 | 39,000 3,000 | |

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):

| | Backward Look (£) | | Forward Look (£) | | | Comment |
|--|-------------------|---------|------------------|---------|---------|--|
| Programme Resources | 01/02 to 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | |
| <ul style="list-style-type: none"> IEG capital grant | 400,000 | 350,000 | 150,000 | | | The IEG grant in 2004/05 was used for phase 2 of 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 a leisure booking system, online environmental services reporting, and linking to government connect. |
| <ul style="list-style-type: none"> 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 | The EOLP received £1,050,000 which equates to £58,000 per partner. |
| <ul style="list-style-type: none"> financial contribution from public-private partnerships | 0 | 0 | 0 | 0 | 0 | RDC has a facilities management partnership through which the contractor has responsibility for strategic guidance and development, hardware and software replacement. |
| <ul style="list-style-type: none"> resources being applied from internal revenue and capital budgets¹⁴ to implement e-government | 239,000 | 115,000 | 99,000 | 99,000 | 99,000 | Expenditure in 2004/05 included provision for infrastructure to enable remote/home working. |
| <ul style="list-style-type: none"> other resources (e.g. training) (please specify) | 9,000 | 2,500 | 2,500 | 2,500 | 2,500 | This has supported ECDL, IT, and PRINCE2 training. |
| <ul style="list-style-type: none"> ODPM e-Innovations Fund capital grant | 0 | 0 | 0 | 0 | 0 | |
| <ul style="list-style-type: none"> 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 | In 2004/05 this includes a contribution from the Planning Delivery grant for public access to planning information via the internet. It also includes 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 | |

¹⁴ Please show the actual capital expended in each year, not the annual cost of servicing the loan.

Section 6 – Local e-Government Programme Efficiency Gains¹⁵

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 Government¹⁶. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

| | Backward Look (£) | | Forward Look (£) | | | | | | Notes |
|---|-------------------|-----------------------|----------------------|-----------------------|----------------------|-----------------------|----------------------|-----------------------|---|
| | 04/05 | | 05/06 | | 06/07 | | 07/08 | | |
| Efficiency gains | Annual gain | ... of which cashable | Expected annual gain | ... of which cashable | Expected annual gain | ... of which cashable | Expected annual gain | ... of which cashable | |
| Corporate services, of which: | | | | | | | | | Corporate Services includes, but is not limited to, Finance, HR (in respect of training; only the function, not the spend), ICT, Procurement (the function, not the spend), Legal Services, Facilities Management, Travel Services, Security Services and Marketing & Communications). |
| • e-recruitment | 0 | 0 | 0 | 0 | 1,000 | 0 | 1,000 | 0 | These savings are from reduced printing and postage costs. |
| • e-payments | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 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 | These were achieved in 2004/05 from efficiency savings on the IT contract and an electronic electoral registration canvass. |
| e-Procurement, of which: | | | | | | | | | Procured goods and services include commodity goods and services as well as professional services, temporary labour and construction. It also includes sector specific markets for areas such as roads, social housing, social care, environmental services and police. See www.nepp.org.uk/ & www.idea-knowledge.gov.uk/idk/aio/70780 . |
| • Service Specific | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | No figures available. |

¹⁵ i.e. Increases in output quality and quantity for the same cost, or sustained outputs for reduced cost, arising from the application of local e-government to automate business processes and improve managerial effectiveness. Only efficiency gains arising from investment to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target should be included. Savings arising from cyclical spend related to the maintenance of the existing ICT infrastructure should not be included.

¹⁶ See http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/page/odpm_locgov_032805.pdf.
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| | | | | | | | | | |
|--|----------|--------|----------|--------|---------|---|---------|---|---|
| <ul style="list-style-type: none"> Cross-cutting e-procurement efficiencies not covered above | 3,000 | 3,000 | 72,000 | 5,000 | 0 | 0 | 0 | 0 | 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: | | | | | | | | | The focus for this work stream is on increasing the productivity of front line staff and those who support them. Councils are expected to drive through the benefits of e-Government investment in terms of changing working and management practices to maximise the amount of time that existing members of staff are engaged in productive work (with costs reallocated accordingly), e.g. by reducing the time spent by professionals in accessing and handling information, reducing time lost through high staff turnover by introduction of remote working / home working. |
| <ul style="list-style-type: none"> Service Specific | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | No figures available. |
| <ul style="list-style-type: none"> Cross-cutting productive time efficiencies not covered above | 0 | 0 | 23,000 | 0 | 0 | 0 | 0 | 0 | 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 | To be achieved by cutting out duplication of effort following implementation of 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 | 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 | | i.e. as identified above in Section 5 - Local e-Government Implementation Expenditure |
| | | | | | | | | | |
| TOTAL EFFICIENCY GAINS - NET | -606,000 | | -139,500 | | -70,500 | | -70,500 | | |
| | | | | | | | | | |

SUBMISSION

Please make sure that all IEG4 mid term entries are completed on the esd-toolkit (www.esd-toolkit.org) **by midday on Monday 18 July 2005.**

All general comments and enquiries regarding the IEG4 mid term process should be addressed to:

Local e-Government
Office of the Deputy Prime Minister
Zone 3/C5
Bressenden Place
London SW1E 5DU

E-mail: localegov@odpm.gsi.gov.uk
Tel: 020 7944 4258

FURTHER INFORMATION

Details of the National Strategy for local e-government and Priority Outcomes can be found at www.localegov.gov.uk

Details of National Projects can be found at <http://www.localegovnp.org>

Details of Government Connect can be found at <http://www.govconnect.gov.uk>

The Directgov website can be found at www.direct.gov.uk

Details of national infrastructure projects can be found at <http://e-government.cabinetoffice.gov.uk/Home/Homepage/fs/en> & <http://www.idea.gov.uk/lgi/>

Your regional IEG4 mid term contacts at the ODPM are:

East – Julian Bowrey – julian.bowrey@odpm.gsi.gov.uk

West Midlands, East Midlands – Colin Whitehouse – colin.whitehouse@odpm.gsi.gov.uk

South West – Peter Blair – peter.blair@odpm.gsi.gov.uk

London, South East, North East, National Parks - Janice Morphet – janice.morphet@odpm.gsi.gov.uk

North West, West Midlands, Yorkshire & Humberside - Chris Haynes – chris.haynes@odpm.gsi.gov.uk

PUBLICATION OF IEG RETURNS

The ODPM may wish to publish information in connection with IEG4 mid term returns in due course or deposit them in its own library or that of the Houses of Parliament. Information may also be published as part of a national database to allow other local authorities to use IEG4 mid term data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response. Nevertheless, all responses will be included in statistical summaries.