



Office of the  
Deputy Prime Minister  

---

Creating sustainable communities



# IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

*“Meeting the targets for e-government”*

*Proforma for esd-toolkit entry*

*This is the proforma for IEG5 returns. A copy of this proforma will be published for online data entry via [www.esd-toolkit.org](http://www.esd-toolkit.org) from November 2005. Please note that the deadline for IEG5 submissions via the esd-toolkit is midday on Monday 19 December 2005.*

## IMPLEMENTING ELECTRONIC GOVERNMENT RETURNS 2005 (IEG5)

### 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.

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 efficiency<sup>1</sup>, 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 providing a summary of efficiency gains arising from the implementation of local e-government.

The format of the IEG return is subject to consultation. Last year, this helped to achieve a 100% return rate of IEG4 submissions from local authorities. As previously, the format of the IEG5 return is intended to simplify the return process for local authorities through a self-assessment approach. Successful completion of the IEG5 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-government<sup>2</sup>. Further details on all of these areas can be found at the ODPM's local e-government portal website [www.localgov.gov.uk](http://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 as part of a wider strategy for improvement planning.

The proforma format for IEG5 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. Since last year's IEG4 return, all authorities have been able to input and maintain IEG data in real time via the esd-toolkit ([www.esd-toolkit.org](http://www.esd-toolkit.org)) allowing them to sign-off completion against the IEG self-assessment traffic lights as projects are actually implemented. For 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 an April 2006 deadline for the IEG6 end of programme return.

---

<sup>1</sup> See [http://www.hm-treasury.gov.uk/media/879E2/efficiency\\_review120704.pdf](http://www.hm-treasury.gov.uk/media/879E2/efficiency_review120704.pdf)

<sup>2</sup> See [http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn\\_id=2004\\_0112](http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112)

“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 2005. 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 IEG5 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 IEG5 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. Authorities making a commitment to the Government Connect initiative ([www.govconnect.gov.uk](http://www.govconnect.gov.uk)) are asked to comment accordingly in Section 1 of the IEG5 proforma, in order that this status can be noted in any assessment of progress.

### Funding & Completeness

You should complete the IEG5 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 IEG5 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 IEG5 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 IEG5 proforma purposely does not contain any substantive changes from last July’s IEG4.5 proforma. However, it does contain minor updates to reflect the up-to-date position on programme developments.

### 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](http://www.esd-toolkit.org))<sup>3</sup>. 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 IEG5 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](http://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](http://www.localgovnp.org). Further information about local e-government is also available from the IDEA's Knowledge website at [www.idea-knowledge.gov.uk](http://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

---

<sup>3</sup> IEG5 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:** Winchester City Council \_\_\_\_\_

**IEG Contact Name:** Sheila Davidge \_\_\_\_\_

**Email:** sdavidge@winchester.gov.uk \_\_\_\_\_

**Telephone No:** 01962 848262 \_\_\_\_\_

## Local Context

The Council's transformation programme is designed to improve delivery of basic Council services and customer satisfaction. Phase I of the Customer Service Centre project has been completed and work is underway on Phase II. Phase I has involved Business Process re-engineering of front and back office processes, delivery mechanisms and supporting technology. The vision at Winchester is to create a front-office customer service operation that, once fully operational, will resolve 80% of enquiries at the first point of contact. This means that there will be one telephone number to call and most customers, whether using the telephone or calling in person, will speak with just one person to have their enquiry dealt with. It is envisaged that customers will continue to use the telephone more than any other service access channel or all other channels combined. For those customers who prefer personal contact, or where it is more appropriate, there will be a one-stop face-to-face operation. Customers will no longer have to navigate their way to the appropriate customer reception point, but will be serviced by a single front-office customer service team at one of our two key locations. This front line service will extend into the community through the use of mobile service units and shared facilities in parishes.

A new design for the web site is being implemented and will provide improved links between [www.winchester.gov.uk](http://www.winchester.gov.uk) and [www.visit-winchester.co.uk](http://www.visit-winchester.co.uk) our Tourism website. Our current web site meets Integrated Public Service Vocabulary standards. Map based information will be available on the internet by the end of December and is already available on the intranet. Subsequent phases in the transformation programme will see back office process become more streamlined and efficient and this phase is key to the achievement of savings identified in the Gershon submission that the Council has made. Major work has been undertaken to ensure that BVPI 157 has been met.

### **Key actions planned for 2005-07 that will help us improve service delivery.**

We have achieved the following improvements over the last six months:

- A new web site design has been developed.
- Further work has been completed to enable miscellaneous payments online.
- Electronic forms to enable customers and staff to make enquiries and applications have been completed and a large number of e-forms and PDFs are available on the web site. Further development will continue.
- An e-Government Programme Board has been established where all IT projects are authorised and monitored.
- A Post Implementation Review of Phase I of the Customer service Centre has been completed.
- Software for an integrated HR/Payroll system has been evaluated and BPR of HR and Payroll has been completed.
- New software for Car Parks to enable integration with the CRM has been evaluated.
- The Housing system is being upgraded to enable integration with the CRM.

We are planning to improve access to Council services through:

- The re-development of the Council's website, intranet and extranet, to make information on council services more accessible for customers, councillors and staff
- Extending significant work done on Document Management to enable the management of electronic records and documents linked to a Records Management Strategy and Retention Policy for all documents
- New technology to extend home and mobile working and to improve access to information held internally
- Staff involvement, through consultation and training, on changes that are planned

We are planning to improve efficiency and integration in the delivery of services through:

- The Customer Service Centre by integrating the Customer Relationship Management system with back office systems
- Working with partners in sharing information, standards and processes, especially to provide joined up services to our customers
- Business Process Re-engineering in areas to ensure that processes are SMART

We are planning to improve by training for staff and Members through:

- Providing access to ECDL and other training courses
- Ensuring that all staff have the necessary training on their specific applications and new technology being introduced



Traffic Light Status: availability against 31 December 2005 target date for local e-government	Current Status	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment
<p><b>Local e-organisation:</b></p> <p><b>Red = Preparation &amp; planning – to include projects that are being planned or being piloted</b></p> <p><b>Amber = Implementation stage – roll out of approved projects</b></p> <p><b>Green = Fully implemented – projects completed &amp; implemented</b></p> <p><b>e.g. for progress against a particular element you might enter:</b></p>				<p><b>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.</b></p> <p><b>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.</b></p> <p><b>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.</b></p>
	Red	Amber	Green	

<b>Section 1 – Priority Outcomes (self-assessment)<sup>4</sup></b>				
<i>Satisfactory progress towards delivery of the listed priority outcomes listed below is required within the remit for achieving e-government by 2005</i>				
<b>Outcome &amp; Transformation Area Description</b>	<b>Current Status</b>	<b>Anticipated Status at 31/12/05</b>	<b>Anticipated Status at 31/03/06</b>	<b>Comment</b> <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>
<b>R1</b> 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 <sup>5</sup>	Amber	Amber	Amber	Deep Links will be set-up to Hampshire County Council through the joint Catalogue of Services (CATOS) being developed with the Hants & IOW e-Government Partnership (HIOWA). Dependent on national pilot which has slipped pushing expectations back to September 2006.
<b>R2</b> Online access to information about educational support services that seek to raise the educational attainment of Looked After Children <sup>6</sup> .	Amber	Green	Green	Deep Links will be set-up to Hampshire County Council through the joint Catalogue of Services (CATOS) being developed with the HIOWA e-Government Partnership.
<b>G1</b> 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	Amber	Amber	Green	Deep Links will be set-up to Hampshire County Council through the joint Catalogue of Services (CATOS) being developed with the HIOWA.
<b>E1</b> 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.				
<b>R3</b> 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 <sup>7</sup> (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Green	Green	Green	Will be delivered by the current re-development of the website due to go live January 2006 – web site redesign has been agreed and deep linking to the Hampshire Catalogue of Services (CATOS) and Joint Customer Services initiatives.
<b>R4</b> 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	Green	Green	Links are being provided as part of the Hampshire Community Safety Partnership and HIOWA, including development of a secure network infrastructure (HPSN) and Information Sharing protocols.

<sup>4</sup> See [http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn\\_id=2004\\_0112](http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112) and <http://www.idea.gov.uk/knowledge>

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

<sup>6</sup> 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).

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

<b>G2</b> 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	Amber	Green	Local Service Links will be provided through the updated web site and also the HCC Community Information Service.
<b>E2</b> 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.				
<b>R5</b> Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green	Green	Green	
<b>R6</b> 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	
<b>G3</b> 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	E-mail consultation is already available and will be enhanced further through developments to the website, linked to the Local services Link project (LSL).
<b>G4</b> Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Red	Red	Amber	Will be considered with the redevelopment of the web site and in consultation with Members.
<b>E3</b> 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.				
<b>R7</b> 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	Further development of web site and the implementation of the Customer Service Centre. Considering the development of a Citizen Database.
<b>R8</b> Online receipt and processing of planning and building control applications.	Green	Green	Green	Utilising the National Planning Portal, Submit-a-Plan and CAPS Portal.
<b>G5</b> Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber	Green	Green	GIS Map information will be available on the Internet by the end of December. Mapping already available for all staff and Members on the Intranet.
<b>G6</b> Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber	Amber	Green	Trading standards has a number of pilot authorities. HCC is an associate partner of the scheme, which is awaiting testing. Completion dates are not known until results of the pilot are clear. (HCC IEG4)

<b>G7</b> 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.	Green	Green	Green	
<b>E4</b> 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.				
<b>R9</b> Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber	Green	Green	Online ordering of stationery and IT consumables due to go live on 5 <sup>th</sup> December, other items of IT equipment etc already ordered online.
<b>G8</b> 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).	Red	Red	Amber	Development of the web site and use of e-forms and the possible use of workflow integration or by using the National Project.
<b>G9</b> Regional co-operation on e-procurement between local councils.	Green	Green	Green	A joint procurement officer is in place between WCC and Eastleigh BC.
If already 'green' on R9, G8 & G9 above, please comment on progress towards providing:  <b>E5</b> Access to virtual e-procurement 'marketplace';  <b>E6</b> 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;  <b>E7</b> Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8);  in the comment column opposite. Otherwise, leave this row blank.				
<b>R10</b> 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	
<b>R11</b> 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.	Red	Red	Red	The Council has investigated different solutions to provide this service and have found costs prohibitive at the present time.

<b>G10</b> Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber	Green	Green	
<b>G11</b> Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Red	Red	Red	The Council has investigated different solutions to provide this service and have found costs prohibitive at the present time.
If already 'green' on R10, R11 G10 & G11 above, please comment on progress towards providing:  <b>E8</b> Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone);  <b>E9</b> Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards);  <b>E10</b> Agreed baseline and targets for reductions in unit costs of payment transactions;  in the comment column opposite. Otherwise, leave this row blank.				
<b>R12</b> Online renewal and reservations of library books and catalogue search facilities.	Green	Green	Green	Deep Link required into Hampshire County Council through Catalogue of Services.
<b>R13</b> Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Green	Green	Green	
<b>G12</b> 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.	Amber	Amber	Green	Smart Cards are being considered as part of the joint HIOWA e-Government projects. Electronic forms development will help meet this requirement.
<b>E11</b> 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.				
<b>R14</b> 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	Green	Green	Links are through HCC website. Further improvements are planned as part of the web site redesign.
<b>R15</b> 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.	Red	Green	Green	

<b>G13</b> 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.	Red	Amber	Green	Part of e-forms project and website redesign. Some concern that electronic signatures are required.
<b>G14</b> GIS-based presentation of information on roadwork’s in the local area, including contact details and updated daily.	Amber	Green	Green	The Hampshire Catalogue of Services and the deep links provided will enable the Council to meet this outcome.
<b>E12</b> 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.				
<b>R16</b> 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.	Red	Amber	Amber	A Customer Service Centre is in place to manage customer information. There is limited use of workflow within the CSC at present– this will be improved with the ongoing CSC project. 80% of all Housing and Council Tax Benefit enquiries via telephone to the Benefits team are resolved at first point of contact.
<b>R17</b> 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.	Green	Green	Green	
<b>G15</b> Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens’ homes.	Red	Amber	Amber	The Council is currently evaluating mobile technology.
If already ‘green’ on R16, R17 & G15 above, please comment on progress towards providing:  <b>E13</b> Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.  <b>E14</b> 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.  in the comment column opposite. Otherwise, leave this row blank.				
<b>R18</b> Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber	Green	Green	Deep links required from the Catalogue of services to Hampshire County Council and collaborative customer contact work will enable the Council to meet this requirement.
<b>R19</b> 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.	Amber	Green	Green	Deep links required from the Catalogue of services to Hampshire County Council and collaborative customer contact work will enable the Council to meet this requirement.

<b>G16</b> Systems to support joined-up working on children at risk across multiple agencies.	Amber	Amber	Amber	Hampshire County Council – Shared Secure Data Project –working on the children at risk register and developing information sharing protocols will meet this requirement. Need to align with later timescales from Government.
<b>G17</b> Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Amber	Amber	Amber	Development of remote access, systems, protocols and equipment by HCC – if possible linked to WCC mobile initiative - will enable this outcome.
<b>E15</b> 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.				
<b>R20</b> Email and Internet access provided for all Members and staff that establish a need for it.	Green	Green	Green	Access provided for all Members and staff.
<b>R21</b> ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green	Green	Green	The Council has a documented flexible working policy including ICT support.
<b>R22</b> 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.	Green	Green	Green	The Council has a documented flexible working policy including ICT support.
<b>G18</b> 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	Amber	The Council is establishing an e-skills training programme and is assessing for basic level attainment. Due to training officer not being in place this is still outstanding.
<b>E16</b> 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.				

<b>R23</b> 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	Green	Green	The majority of services are available on the web site and with further development outstanding services will be included. The CSC operate extended opening hours.
<b>R24</b> Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green	Green	Green	In place – the website is currently being redesigned with further improvements planned for the 2006.
<b>G19</b> 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 <a href="http://www.pro.gov.uk/about/foi/map-local.rtf">www.pro.gov.uk/about/foi/map-local.rtf</a> ).	Amber	Green	Green	A draft Records Management Policy has been produced linked to a Retention and Disposal Schedule.
<b>G20</b> Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see <a href="http://www.w3.org/WAI">www.w3.org/WAI</a> ).	Green	Green	Green	The web site currently meets these standards and will continue to do so with the redevelopment of the site.
<b>G21</b> Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see <a href="http://www.egifcompliance.org">www.egifcompliance.org</a> & <a href="http://www.govtalk.gov.uk">www.govtalk.gov.uk</a> ).	Green	Green	Green	The current web site meets the standards and a new web site is currently being developed.
<b>E17</b> 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.				
<b>R25</b> Online publication of Internet service standards, including past performance and commitments on service availability.	Amber	Green	Green	Software purchased and implemented
<b>R26</b> 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.	Amber	Green	Green	Basic standards will be agreed and regular reports will be provided.
<b>G22</b> Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber	Amber	Green	An Access strategy will be devised which will include the development of internal performance targets and measures for take up of e-enabled facilities.
<b>G23</b> Adoption of recognised guidelines for usability of website design (see <a href="http://www.laws-project.org.uk">www.laws-project.org.uk</a> ).	Amber	Green	Green	The Council has adopted standards as per the laws-project. The website redevelopment project will continue this requirement.
<b>E18</b> 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.				



<b>R27</b> 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	Green	Green	The Council has recently opened a CSC using a CRM system and this Outcome is one of their aims. The system and service will be reviewed regularly and any necessary development will be implemented. Discussions have already taken place on creating a Customer Database.
<b>R28</b> All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber	Green	Green	The CSC provides unique reference numbers.
<b>R29</b> 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	Green	Green	100% for generic emails for services in the CSC
<b>G24</b> 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	The Council has implemented a CSC and a post implementation review has been undertaken in advance of phase II. Links to EDRMs, workflow and middleware will be developed.
<b>G25</b> 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	Integration to back office is being considered via the Middleware project. XML links and standards will be developed.
<b>E19</b> 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"> <li>• Appointment of people to the following key local e-government functions in your Council (see <a href="http://www.idea-knowledge.gov.uk/idk/aio/206757">http://www.idea-knowledge.gov.uk/idk/aio/206757</a>):               <ul style="list-style-type: none"> <li>i) Member &amp; officer e-champions</li> <li>ii) e-government programme manager</li> <li>iii) customer services management</li> </ul> </li> </ul>	Green	Green	Green	<p>The Council has an e-Government programme in place.</p> <p>The Portfolio Holder for Finance and Resources is the e-Government Champion and a member of the e-Government Programme Board.</p> <p>The Director of Finance is Officer e-Champion and chairs the e-Government Programme Board which has responsibility for the Council's e-Government and ICT programme.</p> <p>The Head of IT is the e-Government Programme Manager and is responsible for ensuring that the Council meets e-Government targets.</p> <p>The Customer Service Manager is responsible for managing the Council's Service Centre.</p> <p>The Council is part of the South East Forum for e-Government (SEFEG) e-Government Programme Officers Network and attending IDeA e-Champions</p>
<ul style="list-style-type: none"> <li>• 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 <a href="http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&amp;XSL=standardcontent&amp;Key=1">http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&amp;XSL=standardcontent&amp;Key=1</a>)</li> </ul>	Amber	Green	Green	<p>Competency based development based on Performance development reviews is now embedded in the corporate HR process as part of the workforce development.</p>

<ul style="list-style-type: none"> <li>Establishment of an e-delivery board<sup>8</sup></li> </ul>	Green	Green	Green	The e-Government Programme Board consists of three Directors and the Member Champion.
<ul style="list-style-type: none"> <li>Use of formalised programme &amp; project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme</li> </ul>	Green	Green	Green	The Council has adopted a PRINCE2 methodology for the management of projects.
<ul style="list-style-type: none"> <li>Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures</li> </ul>	Green	Green	Green	The Council's Risk and Insurance Officer works with the e-Government Project team to agree and maintain standards.
<ul style="list-style-type: none"> <li>Use of customer consultation/research to inform development of corporate e-government strategy</li> </ul>	Amber	Green	Green	The Council consults regularly with customers, including targeted e-mail consultation. Workshops will be held and the results of these workshops will inform the Council on progress and future direction of the e-Government programme.
<ul style="list-style-type: none"> <li>Establishment of policy for addressing social inclusion within corporate e-government strategy</li> </ul>	Amber	Green	Green	The Council's vision for e-Government includes addressing social inclusion issues as part of the Community Plan.
<ul style="list-style-type: none"> <li>Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see <a href="http://www.socialexclusion.gov.uk/page.asp?id=583">http://www.socialexclusion.gov.uk/page.asp?id=583</a>)</li> </ul>	Amber	Green	Green	The Council's vision for e-Government includes addressing social inclusion issues as part of the Community Plan.
<ul style="list-style-type: none"> <li>Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act), including information sharing and data quality audit procedures</li> </ul>	Green	Green	Green	A FOI officer is in place and an Information Audit is planned.
<ul style="list-style-type: none"> <li>Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see <a href="http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf">http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf</a> &amp; <a href="http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf">http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf</a>) and designation of an Information Sharing Officer</li> </ul>	Amber	Green	Green	As part of the HIOWA partnership, work is being undertaken on the development of data sharing protocols, for example for Children's Services and with Health partners, in order to deliver joint access to services via the HPSN. The Council recognises the need for the public to have confidence in its handling of personal data.

<sup>8</sup> 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.

<sup>9</sup> 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.

<ul style="list-style-type: none"> <li>Establishment of partnerships for the joint (aggregated) procurement of broadband services</li> </ul>	Green	Green	Green	In partnership with Hampshire Broadband Forum, a partnership of authorities in Hampshire is working to develop Broadband services.
<ul style="list-style-type: none"> <li>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 <a href="http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf">http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf</a> &amp; <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>)</li> </ul>	Green	Green	Green	The Council is working with partners to progress the take up of e-government. The Council has signed up to Government Connect and is working with the HIOWA partnership on moving the project forward.
<ul style="list-style-type: none"> <li>Compliance with BS 7799 on information security management</li> </ul>	Amber	Green	Green	The Security Policy is based on BS7799 and is being reviewed early in 2006.
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Implementation of Benefits Realisation Plan<sup>9</sup> for delivery of local e-government programme strategic objectives</li> </ul> </li> </ul>	Amber	Green	Green	Having produced an e-government programme the Council is moving towards developing a Benefits Realisation Plan.
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see <a href="http://www.esd.org.uk/standards/lgs/lgsi.doc">http://www.esd.org.uk/standards/lgs/lgsi.doc</a> &amp; <a href="http://www.authentication.org.uk/levels.asp">http://www.authentication.org.uk/levels.asp</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a>)</li> </ul> </li> </ul>	Red	Amber	Green	The Council has adopted the ESD Toolkit in order to manage and monitor electronic services. Further work will follow outcomes from the toolkit.. Registered with GovConnect and working with HCC.
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc</a> &amp; <a href="http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc">http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc</a>)</li> </ul> </li> </ul>	Red	Amber	Amber	The Council has signed up to Government Connect and will work towards compliance.

<ul style="list-style-type: none"> <li>▪ Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see <a href="http://www.tscheme.org">www.tscheme.org</a>) and which will work with Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>)</li> </ul>	Amber	Green	Green	The Council operates an e-payment facility and provides BACS payment options for financial transactions which ensure compliance for users. It has signed-up to Government Connect.
<ul style="list-style-type: none"> <li>▪ Use of Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>) to support: <ul style="list-style-type: none"> <li>i) personalisation &amp; registration for services categorised at security levels '0' and '1' through the citizen account</li> <li>ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect</li> <li>iii) the bereavement journey &amp; closing of accounts (see <a href="http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp">http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp</a>)</li> <li>iv) citizen &amp; business authentication for services for services categorised at security levels 0-3</li> <li>v) registration &amp; authentication of employees for internal and cross-agency services</li> <li>vi) corporate approach to collection of e-payments</li> <li>vii) cross agency secure transactions (Government to Government)</li> <li>viii) account structures for citizens, businesses, property, voluntary &amp; community bodies, schools and parishes</li> <li>ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)</li> <li>x) GC Register (see <a href="http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en">http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en</a>)</li> <li>xi) GC Exchange (see <a href="http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en">http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en</a>)</li> </ul> </li> <li>• Government Connect (see <a href="http://www.govconnect.gov.uk/ccm/portal/">http://www.govconnect.gov.uk/ccm/portal/</a>) back-office connection in place (Department Interface Server)</li> </ul>	Amber	Amber	Amber	The Council has signed up to Government Connect and is actively monitoring developments for use in partnership with HIOWA as part of the partnership programme.
<ul style="list-style-type: none"> <li>• Enable Directgov (see <a href="http://www.direct.gov.uk">www.direct.gov.uk</a>) to deeplink into service pages on local authority websites, by providing &amp; maintaining URL data, based on Local Government Service &amp; Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see</li> </ul>	Green	Green	Green	<p>A connection is available from the Council's web site. <a href="http://www.winchester.gov.uk">www.winchester.gov.uk</a>. Will ensure that all 70 priority service links are correct.</p> <p>Direct Gov link on home page and links page.</p>

<p><a href="http://www.local-egov.gov.uk/en/1/nationalprojects.html">http://www.local-egov.gov.uk/en/1/nationalprojects.html</a>)</p> <ul style="list-style-type: none"> <li>• Reciprocal connection to Directgov (see <a href="http://www.direct.gov.uk">http://www.direct.gov.uk</a>) from corporate website and partnership portal(s)</li> <li>• Introduction of Digital Interactive TV services (see <a href="http://www.digitv.org.uk">http://www.digitv.org.uk</a>)</li> <li>• Establishment of dedicated telephone contact centre(s) services</li> <li>• Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see <a href="http://www.lcd.gov.uk/foi/foidpunit.htm">http://www.lcd.gov.uk/foi/foidpunit.htm</a> &amp; <a href="http://www.pro.gov.uk/recordsmanagement/access/default.htm">http://www.pro.gov.uk/recordsmanagement/access/default.htm</a>)</li> <li>• Regularly-maintained link from Local Land &amp; Property Gazetteer (LLPG) to National Land &amp; Property Gazetteer (NLPG) (see <a href="http://www.nlpg.org.uk">http://www.nlpg.org.uk</a>)</li> <li>• Local Land &amp; Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems</li> <li>• Connection to National Land Information Service (NLIS) at Level 3 (see <a href="http://www.nlis.org.uk">http://www.nlis.org.uk</a>)</li> <li>• Introduction and maintenance of an online service directory for Children's services for professionals working with children &amp; young people, and allowing public access where possible (for further information see <a href="http://www.dfes.gov.uk/isa">http://www.dfes.gov.uk/isa</a>)</li> </ul>	<p>Green</p> <p>Red</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Red</p> <p>Amber</p>	<p>Green</p> <p>Red</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Red</p> <p>Amber</p>	<p>Green</p> <p>Red</p> <p>Green</p> <p>Green</p> <p>Green</p> <p>Amber</p> <p>Amber</p>	<p>Maintaining contact with digtv but business case needs to be revisited.</p> <p>CSC in place from June 2005.</p> <p>The Council has developed a Corporate approach to dealing with FOI requests. The Publication Scheme is available on the web site. Further improvements to accessing and providing information will develop when the EDRMs project is implemented.</p> <p>Data is submitted regularly to the NLPG hub.</p> <p>The Council is at Level 2 and an order for software to enable NLIS3 will be placed in January.</p> <p>The Council is working closely with HIOWA partners and Hampshire County Council through the development of the Children's Information Service, the joint Catalogue of Services and information sharing protocols.</p>
--	--	--	--	--

### 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](http://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
		2001/2	2002/3	2003/4	2004/5	2005/6
<b>Providing information:</b> <ul style="list-style-type: none"> <li>Total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	99%	11 3.33%	103 34.55%	46 48.48%	57 65.76%	110 99.09%
<b>Collecting revenue:</b> <ul style="list-style-type: none"> <li>total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	97%	9 33.33%	0 17.65%	1 37.04%	16 96.3%	1 100%
<b>Providing benefits &amp; grants:</b> <ul style="list-style-type: none"> <li>total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	96%	0 0.0%	0 0.0%	0 0.0%	3 60.0%	2 100%
<b>Consultation:</b> <ul style="list-style-type: none"> <li>total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	97%	16 50%	0 50%	9 78.13%	3 87.5%	4 100%
<b>Regulation (such as issuing licences):</b> <ul style="list-style-type: none"> <li>total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	94%	1 3.13%	0 3.13%	27 87.5%	2 93.75%	2 100%
<b>Applications for services:</b> <ul style="list-style-type: none"> <li>total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	97%	2 2.46%	28 25.41%	20 41.8%	13 52.46%	57 99.18%
<b>Booking venues, resources &amp; courses:</b> <ul style="list-style-type: none"> <li>total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	93%	0 0%	0 0%	1 33.3%	1 66.67%	1 100%
<b>Paying for goods &amp; services:</b> <ul style="list-style-type: none"> <li>total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	95%	0 0%	0 0%	3 5.77%	34 57.15	15 100%
<b>Providing access to community, professional or business networks:</b> <ul style="list-style-type: none"> <li>total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	97%	2 2.08	72 77.08	3 80.21	1 81.25	18 100%
<b>Procurement:</b> <ul style="list-style-type: none"> <li>total types of interaction e-enabled</li> <li>% e-enabled</li> </ul>	95%	7 100%	0 100%	0 100%	0 100%	0 100%
<ul style="list-style-type: none"> <li>TOTAL: TYPES OF INTERACTION E-ENABLED</li> <li>% E-ENABLED</li> </ul>	98%	49 6.9%	203 35.69%	110 51.27	130 69.69	210 99.43

## 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. Industry definitions of page impressions<sup>10</sup> and unique users<sup>11</sup> are given in the footnotes below.

E-enablement & Main E-Access Channel Take-Up	Actual		Forecast			Comment
	03/04	04/05	05/06	06/07	07/08	
<p><b>Local Service Websites</b></p> <ul style="list-style-type: none"> <li>• Page impressions (annual)</li> <li>• Unique users, i.e. separate individuals visiting website (annual)</li> <li>• Number of e-enabled payment transactions accepted via website</li> <li>• Number of change of address notifications accepted via website</li> <li>• Number of planning applications accepted via website (including through the Planning Portal)</li> </ul>	1,750,000	2,307,828	4,790,788	5,748,945	6,898,734	Change of Address is not always possible due to requirement of signature.
	200,000	144,088	718,618	800,000	850,000	
	0	1,744	5,684	5,740	6,314	
	0	0	0	500	1,000	
	0	0	50	300	1000	
<p><b>Telephone</b></p> <p><i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i></p> <ul style="list-style-type: none"> <li>• Number of e-enabled payment transactions accepted by telephone</li> <li>• Number of change of address notifications accepted via telephone</li> </ul>	4,400	4,456	6,390	6,600	6,700	
	4,023	5,760	5,500	6,000	6,000	
<p><b>Face To Face</b></p> <p><i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops &amp; home visits):</i></p> <ul style="list-style-type: none"> <li>• Number of e-enabled payment transactions accepted via personal contact</li> <li>• Number of change of address notifications accepted via personal contact</li> </ul>	12,277	8,865	8,002	7,500	7,000	
	1,100	640	500	500	500	
<p><b>Other Electronic Media</b> (e.g. BACS, text messaging):</p> <ul style="list-style-type: none"> <li>• Number of e-enabled payment transactions accepted via BACS</li> <li>• Number of e-enabled payment transactions accepted via text message or other electronic form</li> <li>• Number of change of address notifications accepted via other electronic media</li> </ul>	364,512	374,392	396,623	397,000	397,500	
	0	1,407	4,024	4,500	5,000	
	1,260	1,800	2,071	2,278	2,300	
<p><b>Non Electronic</b> (e.g. cash office, post)</p> <ul style="list-style-type: none"> <li>• Number of payments accepted by cheque or other non-electronic form</li> <li>• Number of change of address notifications accepted via non-electronic form</li> </ul>	137,400	105,579	109,582	109,000	105,000	
	8,400	10,329	10,516	10,600	11,000	

<sup>10</sup> **Unique User** (industry audit definition): According to IFABC Global Web Standards ([www.ifabc.org](http://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.

<sup>11</sup> **Page Impression** (industry audit definition): According to IFABC Global Web Standards ([www.ifabc.org](http://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.



## 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
	01/02 to 03/04	04/05	05/06	06/07	07/08	
<b>Programme Resources</b>						
• IEG capital grant	400,000	350,000	150,000	0	0	
• ODPM Local e-Government Support & Capacity Programme capital grant			135,000	0	0	
• <b>your council's nominal pro rata share of</b> ODPM Local e-Government Partnership Programme capital grant allocated in your area	24,000	0	0	0	0	
• financial contribution from public-private partnerships	0	0	0	0	0	
• resources being applied from internal revenue and capital budgets <sup>12</sup> to implement e-government	633,000	226,000	1,117,000	2,893,000	690,000	
• other resources (e.g. training) (please specify)	0	0	0	0	0	
• ODPM e-Innovations Fund capital grant	0	0	0	0	0	
• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	0	0	0	0	0	
<b>TOTAL</b>	1,057,000	576,000	1,402,000	2,893,000	690,000	

<sup>12</sup> Please show the actual capital expended in each year, not the annual cost of servicing the loan.

## Section 6 – Local e-Government Programme Efficiency Gains<sup>13</sup>

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<sup>14</sup>. 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		
	Annual gain	... of which cashable	Expected annual gain	... of which cashable	Expected annual gain	... of which cashable	Expected annual gain	... of which cashable	
<b>Efficiency gains</b>									
<b>Corporate services</b> , 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	0	0	0	0	Includes administrative savings on staff time (where staff are reallocated), printing, postage and on advertising expenditure.
• e-payments	0	0	0	0	0	0	0	0	See <a href="http://epay.brandid.net/bus_case/intro.php">http://epay.brandid.net/bus_case/intro.php</a> .
• corporate services efficiencies not covered above	0	0	77,000	42,000	154,000	109,000	256,000	201,000	
<b>e-Procurement</b> , 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 <a href="http://www.nepp.org.uk/">www.nepp.org.uk/</a> & <a href="http://www.idea-knowledge.gov.uk/idk/aio/70780">www.idea-knowledge.gov.uk/idk/aio/70780</a> .
• Service Specific	0	0	0	0	0	0	0	0	i.e. including Adult Social Services, Children's services, Culture and sport, Environmental services, Local transport, LA social housing, Non-school education services, supporting people.
• Cross-cutting e-procurement efficiencies not covered above	0	0	15,000	0	15,000	0	15,000	0	

<sup>13</sup> 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.

<sup>14</sup> See [http://www.odpm.gov.uk/stellent/groups/odpm\\_localgov/documents/page/odpm\\_locgov\\_032805.pdf](http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/page/odpm_locgov_032805.pdf).

<b>Productive time</b> , of which:	0	0	27,000	3,000	21,000	0	10,000	0	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.
• Service Specific	0	0	0	0	0	0	0	0	i.e. including Adult Social Services, Children's services, Culture and sport, Environmental services, Local transport, LA social housing, Non-school education services, supporting people.
• Cross-cutting productive time efficiencies not covered above	0	0	0	0	0	0	0	0	
<b>Transactions</b>	0	0	23,000	0	30,000	0	30,000	0	The transactions work stream applies to those efficiencies that can be gained through such means as combining activities to produce more efficient ways of dealing with customers or streamlining processes, or making a major shift from manual to electronic processing. Transactions includes areas such as council tax collection, housing benefit administration and collection of non-domestic rates, i.e. delivering efficiencies through the migration of appropriate customer groups towards more cost effective channels such as web-based interfaces and telephone contact centres, with staff reallocated accordingly.
<b>Miscellaneous efficiencies not covered above</b>	0	0	1,000	0	0	0	0	0	
<b>TOTAL EFFICIENCY GAINS - GROSS</b>	0	0	143,000	45,000	220,000	109,000	311,000	201,000	
<b>LESS e-government implementation expenditure</b>	576,000		1,402,000		2,893,000		690,000		i.e. as identified above in Section 5 - Local e-Government Implementation Expenditure
<b>TOTAL EFFICIENCY GAINS - NET</b>	-576,000		-1,259,000		-2,673,000		-379,000		

## **SUBMISSION**

Please make sure that all IEG5 entries are completed on the esd-toolkit ([www.esd-toolkit.org](http://www.esd-toolkit.org)) **by midday on Monday 19 December 2005.**

All general comments and enquiries regarding the IEG5 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](mailto: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](http://www.localegov.gov.uk). Explanatory notes for practitioners on Priority Outcomes are available at <http://www.idea-knowledge.gov.uk/idk/core/page.do?pageId=1704073>.

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](http://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/lqih/>

### **Your regional IEG5 contacts at the ODPM are:**

East – Julian Bowrey – [julian.bowrey@odpm.gsi.gov.uk](mailto:julian.bowrey@odpm.gsi.gov.uk)

West Midlands, East Midlands – Colin Whitehouse – [colin.whitehouse@odpm.gsi.gov.uk](mailto:colin.whitehouse@odpm.gsi.gov.uk)

South West – Peter Blair – [peter.blair@odpm.gsi.gov.uk](mailto:peter.blair@odpm.gsi.gov.uk)

London, South East, North East, National Parks - Janice Morphet – [janice.morphet@odpm.gsi.gov.uk](mailto:janice.morphet@odpm.gsi.gov.uk)

North West, West Midlands, Yorkshire & Humberside - Chris Haynes – [chris.haynes@odpm.gsi.gov.uk](mailto:chris.haynes@odpm.gsi.gov.uk)

## **PUBLICATION OF IEG RETURNS**

The ODPM may wish to publish information in connection with IEG5 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 IEG5 data for benchmarking purposes. Should you wish any element of your proforma to be treated in confidence please clearly indicate this in your response, stating the reason why you believe that this information should be confidential. Nevertheless, all responses will be included in statistical summaries.