# 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 May 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 efficiency[1], 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-government[2].  Further details on all of these areas can be found at the ODPM's local e-government portal website www.localegov.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

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[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?pageId=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.

**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.localegov.gov.uk for further background information, including details of the priority outcomes guidance paper. Information on National Projects is available at www.localegovnp.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

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[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: _____London  Borough of Barking and Dagenham**

**IEG Contact Name: _____Jack McKeown_____**

**Email: _____jack.mckeown@lbbd.gov.uk_____**

**Telephone No: _____020 8227 3500_____**

## London Borough of Barking and Dagenham

We have a vision to provide quality services to our citizens by improving access to all Council services and information. We will deliver these improvements in a cost effective manner, underpinned by our e-Government strategy.

We have a programme of work to modernise and integrate services so that our efforts and resources demonstrate:

- o That we have listened to what our customers tell us they want
- o We have made the greatest use of existing investments
- o We have focused on maximising efficiency savings

**Customer First**

A key component of our programme of work is the 'Customer First' initiative to deliver **'An excellent contact service with high standards of quality and performance'.** Customer First has been live since October 2004, delivering Environmental Services. Integrations, linking the Customer First CRM system with three main back-end systems in Environmental Services, have been live since Spring 2005. This is underpinned by the "Done-in-One" initiative throughout the council which introduces one interaction for customers who request services or information.

As a result of implementing the CRM system, the following benefits are expected:

- o An improvement in customer satisfaction for customer service and delivery of service
- o Better business planning as our understanding of our customers use of services improves
- o Improvements in delivery of service effectiveness and efficiency

Our target is to have 80% of all services being delivered via front line staff using the CRM system or through citizen's use of self-service facilities via the Council's web-site by December 2006.

**Web based self-service**

Our web site is proving to be popular with our citizens; page impressions and unique visitors are up by 66.5% and 10% respectively.

Our web-site has a citizen's portal facility which provides access to:

- Online payments
- A Housing Repair Enquiry to enable a check on the status of an outstanding repair request and to list the most recently completed repairs
- A GIS based 'locator' system which presents locations and distances of facilities such as libraries and doctors surgeries from a given postcode or address
- Renew library loans and view the library catalogue
- Viewing of current and new planning applications

Citizens are able to make online payments for Council Tax, Car Parking Fines, Non-Domestic Rates, Home Loans and Sundry Debt items via the web site or through a touch tone telephone payments facility.

The web site uses GIS based mapping to facilitate the reporting of abandoned vehicles, blocked drains, register general complaints, log housing repairs, street light faults and street / footpath repairs.

Our Councillors have their own web pages and the public can access all agendas and committee minutes from the web site.

We have an online facility to book sports and leisure facilities planned, supplemented by a telephone booking system.

## Collaboration and Partnerships

We are participating in a number of collaborative or partnership joint working arrangements as follows:

- The council is participating in the Pan London Coordinated Schools Admission system, developing an interface between the register and local administrative systems in each LEA
- The council is participating in the North-East London Partnership, developing shared procurement options and an e-marketplace. Internally, we are implementing an e-procurement module in our Finance system to facilitate paperless ordering and invoicing
- An integrated children's services system is being developed in partnership with a number of agencies, including health, and police
- We are participating in the National Planning Portal project to implement online submission of planning applications. Online submission of plans for planning and building control has recently become available
- We were chosen by the DfES to be part of the £20m ICT Test Bed Project aimed at demonstrating the positive impact that high levels of investment in ICT can have on raising pupil attainment standards.  This project is due to run to August 2006. It is being externally evaluated by Nottingham Trent University.

Our continued investment in furthering our e-Government programme as demonstrated in later sections of this Implementing Electronic Government Statement shows our continued commitment to achieving our vision for customer service.

| Traffic Light Status: availability against 31 December 2005 target date for local e-government | Current Status <mark>As at 18 July 05</mark> | Anticipated Status at <mark>30/09/05</mark> | Anticipated Status at 31/12/05 | Anticipated Status at 31/03/06 | Comment |
|---|---|---|---|---|---|
| **Local e-organisation:**<br><br>**Red = Preparation & planning – to include projects that are being planned or being piloted** | | | | | **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.** |
| **Amber = Implementation stage – roll out of approved projects** | | | | | **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.** |
| **Green = Fully implemented – projects completed & implemented** | | | | | **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.** |
| **e.g. for progress against a particular element you might enter:** | **Red** | **Amber** | **Green** | **Green** | |

**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 As at 18 July 05 | Anticipated Status at 30/09/05 | Anticipated Status at 31/12/05 | Anticipated Status at 31/03/06 | Comment *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* |
|---|---|---|---|---|---|
| **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 | Amber | Amber | Participating in the Pan-London Admissions system. On track- all supporting web pages in place. LBBD work completed. Amber because we are dependant on Pan London Portal being available (Lead by Wandsworth). |
| **R2** Online access to information about educational support services that seek to raise the educational attainment of Looked After Children[6]. | Green | Green | Green | Green | |
| **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 | Amber | Amber | Amber | Amber | Participating in the Pan-London Admissions system. On track- all supporting web pages in place and awaiting Pan London Portal. LBBD work completed. Amber because we are dependant on Pan London Portal being available (Lead by Wandsworth).. |
| **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 List[7] (see www.laws-project.org.uk). | Green | Green | Green | Green | Mapping from APLAWS to LGCL on target |
| **R4** Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community. | Green | Green | Green | Green | No further work required as we're using the Youth Justice Board email system |

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[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 | **Red** | **Red** | **Amber** | **Green** | Barking & Dagenham Partnership – Social Cohesion sub group will own this. It will be in place by March 2006. |
| **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** | Completed |
| **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** | The Community Partnership maintain this, so completed |
| **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. | **Red** | **Red** | **Amber** | **Green** | Will be delivered by Customer First programme which will run until 2006/7. Initial stages completed. Green status based on "particular standards achieved with plans for extended rollout on an enterprise basis". SMS is not included in our plans at this stage. |
| **G4** Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files). | **Red** | **Red** | **Amber** | **Green** | DVDs are currently being produced. By March 2006, these will be published in a format that can be loaded on the LBBD website. |
| **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** | Public can report but not track. The tracking facility is planned for Late 2005 |
| **R8** Online receipt and processing of planning and building control applications. | **Red** | **Amber** | **Green** | **Green** | Completed |
| **G5** Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information. | **Amber** | **Amber** | **Green** | **Green** | This is planned for late 2005 |

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| **G6** Sharing of Trading Standards data between councils for business planning and enforcement purposes. | **Amber** | **Amber** | **Amber** | **Green** | LBBD are using IEG funds to clean the data. This will be achieved by March 2006. At that point, the project will be reviewed as its ongoing costs need to be matched by savings made. This depends on other authorities having delivered G6 by March 2006. The project will only proceed if there is a zero or negative revenue cost. |
| **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** | Budget allocated. 50% committed. Remainder will be spent by Dec 2005 |
| **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. | **Amber** | **Amber** | **Green** | **Green** | Various projects under way. |
| **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). | **Red** | **Red** | **Red** | **Red** | This project is at the research stage. The council's CRM rollout is giving priority to people-based systems. When this has been rolled out across all people-based systems, consideration will be given to the single business account. This will enable us to take full advantage of the London Connects work in this area which is due to develop a single business account by July 2005, with the aim for this standard to be adopted nationally. We will also need to consider the benefits of implementing this outcome, considering the high costs involved. |
| **G9** Regional co-operation on e-procurement between local councils. | **Green** | **Green** | **Green** | **Green** | Currently running e-auctions with Hammersmith & Fulham. Working with other London Authorities to share procurement of common services & resolutions. Also procurement solutions being examined with SOCPO and others and use of NHS/OGC/S-Cat & G-Cat contracts. |

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| If already 'green' on R9, G8 & G9 above, please comment on progress towards providing:<br><br>**E5** Access to virtual e-procurement 'marketplace';<br><br>**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;<br><br>**E7** Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8);<br><br>in the comment column opposite. Otherwise, leave this row blank. | | | | | |
| **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** | Completed |
| **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. | **Red** | **Amber** | **Amber** | **Amber** | This is part of the Revs & Bens Modernisation Programme which is scheduled for implementation by Aug 2006. |
| **G10** Demonstration of efficiency savings and improved collection rates from implementation of e-payments. | **Amber** | **Amber** | **Green** | **Green** | Completed |
| **G11** Registration for Council Tax and Business Rates e-billing for Direct Debit payers. | **Red** | **Amber** | **Amber** | **Amber** | This is part of the Revs & Bens Modernisation Programme which is scheduled for implementation by Aug 2006. |
| If already 'green' on R10, R11 G10 & G11 above, please comment on progress towards providing:<br><br>**E8** Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone);<br><br>**E9** Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards);<br><br>**E10** Agreed baseline and targets for reductions in unit costs of payment transactions;<br><br>in the comment column opposite. Otherwise, leave this row blank. | | | | | |
| **R12** Online renewal and reservations of library books and catalogue search facilities. | **Amber** | **Amber** | **Amber** | **Green** | The library system is due to be replaced by Mar 2006 as the existing system will not be supported by this date and does not comply with the requirements for e-Gif, e-GMS and accessibility. Working with LA Libraries |

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| | | | | | consortium on providing a London search of Libraries |
| **R13** Online booking of sports and leisure facilities, including both direct and contracted-out operations. | **Red** | **Amber** | **Green** | **Green** | Implementation under way.  Bookings will be available across the web & via phone booking |
| **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. | **Red** | **Red** | **Red** | **Amber** | See R12; The libraries replacement system has Smartcards as part of its specification.<br><br>The Sports Centre System currently has a barcode card system.  A review of this system will be done as part of the Libraries replacement project. |
| **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** | |
| **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. | **Red** | **Amber** | **Green** | **Green** | The online e-Consultation system is in use on the web.  It will be further developed for each of the areas that require 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** | **Amber** | **Green** | Civica systems to provide solution |
| **G14** GIS-based presentation of information on roadworks in the local area, including contact details and updated daily. | **Red** | **Amber** | **Amber** | **Green** | Symology have been commissioned to implement this project, but the delivery depends on Street Works Legislation. Current estimates are that will deliver by March 2006, but this may change. |
| **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. | | | | | |

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| **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. | **Red** | **Amber** | **Amber** | **Amber** | Will be delivered by Customer First programme which will run until 2006/7. Initial stages completed. |
| **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. | **Red** | **Amber** | **Amber** | **Amber** | This is part of the Revs & Bens Modernisation Programme which is scheduled for implementation by Aug 2006. |
| **G15** Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens' homes. | **Red** | **Amber** | **Amber** | **Amber** | This is part of the Revs & Bens Modernisation Programme which is scheduled for implementation by Aug 2006. |
| If already 'green' on R16, R17 & G15 above, please comment on progress towards providing:<br><br>**E13** Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.<br>**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.<br>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** | Completed |
| **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. | **Red** | **Amber** | **Green** | **Green** | Adults on target for December – Childrens is just awaiting further government clarification. |
| **G16** Systems to support joined-up working on children at risk across multiple agencies. | **Red** | **Red** | **Amber** | **Green** | CAF guidance has been issued and project team to be formed across children's services – ICS Anite will deliver as soon at Gov decides on the way forward.  . |
| **G17** Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field. | **Red** | **Amber** | **Amber** | **Green** | Mobile technology now being rolled out across Adult services, Children's will depend on the above. |
| **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. | | | | | |

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| **R20** Email and Internet access provided for all Members and staff that establish a need for it. | **Green** | **Green** | **Green** | **Green** | Completed |
| **R21** ICT support and documented policy for home/remote working (teleworking) for council members and staff. | **Amber** | **Amber** | **Green** | **Green** | Policy being prepared in conjunction with HR |
| **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** | Policy being prepared in conjunction with HR (See R21) |
| **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** | **Amber** | **Green** | Re the ECDL, we have a three pronged attack. The Adult College have offered to use their facilities to train all members of Council staff. We are currently running weekly lunch time ECDL courses. We are considering an Interactive Multimedia training pilot for 200 staff. |
| **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** | **Amber** | **Green** | Will be delivered by Customer First programme which will run until 2006/7. Initial stages completed. Green status based on "particular standards achieved with plans for extended rollout on an enterprise basis". |
| **R24** Implementation of a content management system (CMS) to facilitate devolved web content creation and website management. | **Amber** | **Amber** | **Green** | **Green** | In-house development of CMS underway |
| **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). | **Red** | **Red** | **Red** | **Red** | Work has started on a document retention & disposal policy as a first stage of good records management across the council. Funding & resources are required to implement policies, procedures & systems for ISO15489. |
| **G20** Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI). | **Green** | **Green** | **Green** | **Green** | Completed. The LBBD website is listed in the top 20 sites in the country by SocITM 2005 |
| **G21** Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk). | **Red** | **Red** | **Red** | **Amber** | Where supplier's systems are eGIF compliant, this will be delivered by Customer First programme which will run until 2006/7. Initial stages completed. Currently all Web pages are eGMS compliant. Implementation of eGMS for |

| | | | | | |
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| | | | | | documents will be considered when our investigation into ISO15489 has been completed (see G19). |
| **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. | **Green** | **Green** | **Green** | **Green** | Completed |
| **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** | It is worth noting that our previous forecast for 04/05 was 419,000 The actual was 419,471. |
| **G22** Establishment of internal targets and measures for customer take-up of e-enabled access channels. | **Amber** | **Amber** | **Amber** | **Green** | Will be delivered by Customer First programme which will run until 2006/7. Initial stages completed.  Green status based on "particular standards achieved with plans for extended rollout on an enterprise basis". |
| **G23** Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk). | **Green** | **Green** | **Green** | **Green** | Completed |
| **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** | **Green** | Will be delivered by Customer First programme which will run until 2006/7. Initial stages completed.  Green status based on "particular standards achieved with plans for extended rollout on an enterprise basis".  This underpins the LBBD "Done-in-One" campaign. |
| **R28** All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response. | **Amber** | **Amber** | **Amber** | **Green** | Will be delivered by Customer First programme which will run until 2006/7. Green status based on "particular standards achieved with plans for extended rollout on an enterprise basis".  This underpins the LBBD "Done-in-One" campaign. |

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| **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** | **Amber** | **Green** | Will be delivered by Customer First programme which will run until 2006/7. Initial stages completed. Green status based on "particular standards achieved with plans for extended rollout on an enterprise basis". This underpins the LBBD "Done-in-One" campaign. |
| **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** | **Green** | Will be delivered by Customer First programme which will run until 2006/7. Initial stages completed. Green status based on "particular standards achieved with plans for extended rollout on an enterprise basis". This underpins the LBBD "Done-in-One" campaign. |
| **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** | **Amber** | **Amber** | **Green** | Will be delivered by Customer First programme which will run until 2006/7. Initial stages completed. Green status based on "particular standards achieved with plans for extended rollout on an enterprise basis". This underpins the LBBD "Done-in-One" campaign. |
| **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.*

| | | | | | |
|---|---|---|---|---|---|
| • Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757: | | | | | |
| i) Member & officer e-champions | **Green** | **Green** | **Green** | **Green** | Member: Access & Inclusion portfolio holder. Office: Director of Finance |
| ii) e-government programme manager | **Green** | **Green** | **Green** | **Green** | e-Government & ICT Strategy Manager |
| iii) customer services management | **Green** | **Green** | **Green** | **Green** | Customer First Manager |
| • 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 | **Green** | **Green** | **Green** | **Green** | |
| • Establishment of an e-delivery board[8] | **Green** | **Green** | **Green** | **Green** | Chief Officers and Chief Executive (The Management Team) |
| • Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme | **Green** | **Green** | **Green** | **Green** | MSP & PRINCE2 standard methodology, training and certification of e-Government team |
| • 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** | Balanced scorecard is used as the corporate service planning tool which includes departmental risk registers. |
| • Use of customer consultation/research to inform development of corporate e-government strategy | | | | | Regular MORI poll surveys conducted. Also customer surveys, citizens panel & community forums |
| • Establishment of policy for addressing social inclusion within corporate e-government strategy | **Green** | **Green** | **Green** | **Green** | |
| | **Green** | **Green** | **Green** | **Green** | Learning Villages infrastructure, Gascoigne Wired Up Community. Further developments as result of Customer First Programme & Surestart programme. |
| • 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** | Head of Democratic Support |
| • Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, | **Red** | **Red** | **Red** | **Red** | The policy on information is being established so this project is regarded as at |

[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.
[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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| 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 | | | | | the research stage |
| • Establishment of partnerships for the joint (aggregated) procurement of broadband services | **Green** | **Green** | **Green** | **Green** | LBBD have participated in the London Grid for Learning |
| • 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** | **Red** | **Red** | This project is at the research stage. When we have completed the research, LBBD will then evaluate the research & take a view |
| • Compliance with BS 7799 on information security management | **Red** | **Red** | **Red** | **Red** | The policy on information is being established so this project is regarded as at the research stage |
| ▪ Implementation of Benefits Realisation Plan[9] for delivery of local e-government programme strategic objectives | **Red** | **Red** | **Red** | **Red** | Will be developed by the eGovernment Programme team. |
| ▪ Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgsl/lgsl.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) | **Red** | **Red** | **Green** | **Green** | LBBD has signed up for ESD-Toolkit Risk Assessment Project and completed it's initial returns. We were the first Borough in the country to complete the returns |
| ▪ 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) | **Red** | **Red** | **Red** | **Red** | This project is at the research stage. When we have completed the research, LBBD will then evaluate the research & take a view |
| ▪ 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/) | **Red** | **Red** | **Red** | **Red** | This project is at the research stage. When we have completed the research, LBBD will then evaluate the research & take a view |

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| ▪ Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support:<br><br>i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account<br><br>ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect<br><br>iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp<br><br>iv) citizen & business authentication for services for services categorised at security levels 0-3<br><br>v) registration & authentication of employees for internal and cross-agency services<br><br>vi) corporate approach to collection of e-payments<br><br>vii) cross agency secure transactions (Government to Government)<br><br>viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes<br><br>ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)<br><br>x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)<br><br>xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) | Red | Red | Red | Red | This project is at the research stage. When we have completed the research, LBBD will then evaluate the research & take a view. The cost/benefit analysis needs to be done & the business case justified |
| • Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back-office connection in place (Department Interface Server) | Red | Red | Red | Red | This project is at the research stage. When we have completed the research, LBBD will then evaluate the research & take a view. The cost/benefit analysis needs to be done & the business case justified |
| • connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) | Green | Green | Green | Green | Available on the LBBD website |
| • Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.lcd.gov.uk/foi/foidpunit.htm & http://www.pro.gov.uk/recordsmanagement/access/default.htm) | Green | Green | Green | Green | This is in place |

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|---|---|---|---|---|---|
| • Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG)  (see http://www.nlpg.org.uk) | **Green** | **Green** | **Green** | **Green** | This is in place |
| • Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) | **Green** | **Green** | **Green** | **Green** | This is in place |
| • 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) | **Green** | **Green** | **Green** | **Green** | Careweb in place |

| 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[10] |
|---|---|---|---|---|---|---|
| **Providing information**:<br>• Total types of interaction e-enabled<br>• % e-enabled | 94% | 306<br>73.56% | 325<br>78.13% | 366<br>81.15% | 375<br>80% | 466<br>100% (20%) |
| **Collecting revenue**:<br>• total types of interaction e-enabled<br>• % e-enabled | 87% | 40<br>39.60% | 40<br>39.60% | 50<br>50% | 74<br>96.10% | 77<br>100% (4%) |
| **Providing benefits & grants**:<br>• total types of interaction e-enabled<br>• % e-enabled | 78% | 4<br>44.44% | 4<br>44.44% | 5<br>62.50% | 1<br>11.11% | 9<br>100% (93%) |
| **Consultation**:<br>• total types of interaction e-enabled<br>• % e-enabled | 86% | 38<br>10.92% | 42<br>12.07% | 140<br>40.94% | 345<br>88.24% | 391<br>100% (12%) |
| **Regulation (such as issuing licences)**:<br>• total types of interaction e-enabled<br>• % e-enabled | 76% | 2<br>25% | 3<br>37.50% | 2<br>20% | 14<br>28% | 50<br>(100%) (72%) |
| **Applications for services**:<br>• total types of interaction e-enabled<br>• % e-enabled | 83% | 88<br>40% | 130<br>59.99% | 156<br>75.73% | 164<br>68.05% | 241<br>100% (32%) |
| **Booking venues, resources & courses**:<br>• total types of interaction e-enabled<br>• % e-enabled | 78% | 20<br>41.67% | 23<br>47.92% | 17<br>40.48% | 17<br>44.74% | 38<br>100% (55%) |
| **Paying for goods & services**:<br>• total types of interaction e-enabled<br>• % e-enabled | 80% | 3<br>5.77% | 3<br>5.77% | 5<br>6.76% | 51<br>53.13% | 96<br>100% (47%) |
| **Providing access to community, professional or business networks**:<br>• total types of interaction e-enabled<br>• % e-enabled | 82% | 57<br>50.89% | 62<br>55.36% | 58<br>33.53% | 123<br>52.12% | 236<br>100% (48%) |
| **Procurement**:<br>• total types of interaction e-enabled<br>• % e-enabled | 73% | 1<br>1.06% | 1<br>1.06% | 3<br>3.09% | 66<br>70.97% | 93<br>100% (29%) |
| • TOTAL:**TYPES OF INTERACTION E-ENABLED**<br>• **% E-ENABLED** | **REVISED FIGURES EXPECTED**<br>**100%** | 559<br>39.70% | 633<br>44.96% | 802<br>53.36 | 1230<br>72% | 1697<br>100% |

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[10] 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.

## 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 impressions[11] and unique users[12] 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**<br>• Page impressions (annual)<br>• Unique users, i.e. separate individuals visiting website (annual)<br>• Number of e-enabled payment transactions accepted via website<br>• Number of change of address notifications accepted via website | 6,188,229<br>381,468<br>0.934<br>n/a | 10,303,269<br>419,479<br>10,581 | 461,000<br>15,000 | 508,000<br>22,500 | 560,000<br>30,000 | It is worth noting that our previous forecast for 04/05 was 419k We have applied the same criteria in calculating future hits |
| **Telephone**<br>*(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):*<br>• Number of e-enabled payment transactions accepted by telephone<br>• Number of change of address notifications accepted via telephone | 23.4<br>n/a | 10,646 | 67,500 | 92,500 | 120,000 | |
| **Face To Face**<br>*(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):*<br>• Number of e-enabled payment transactions accepted via personal contact<br>• Number of change of address notifications accepted via personal contact | 0.782<br>n/a | 200,422 | 17,000 | 22,500 | 29,000 | |
| **Other Electronic Media** *(e.g. BACS, text messaging):*<br>• Number of e-enabled payment transactions accepted via BACS<br>• Number of e-enabled payment transactions accepted via text message or other electronic form<br><br>• Number of change of address notifications accepted via other electronic media | 235<br>n/a<br><br>n/a | 256<br>n/a<br><br>n/a | 264<br>n/a<br><br>n/a | 272<br>n/a<br><br>n/a | 280<br>n/a<br><br>n/a | Based on 3% growth pa |
| **Non Electronic** (e.g. cash office, post)<br>• Number of payments accepted by cheque or other non-electronic form<br>• Number of change of address notifications accepted via non-electronic form | 316<br>n/a | 270 | 242 | 218 | 196 | Gradual reduction as there is an increased use of other payment methods |

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[11] *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.

[12] *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.

## Section 5 – Local e-Government Implementation Expenditure

Councils are asked to provide a summary of current and forecast expenditure on implementing electronic government up to 2007/08. This should include the standard elements in the table below and brief commentary on the use of IEG money.  For 2005/6 onwards, please include best estimates of revenue and capital expenditure even though the council may not yet have officially approved the budgets. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

| Programme Resources | Backward Look (£)K | | Forward Look (£)K | | | Comment |
|---|---|---|---|---|---|---|
| | 01/02 to 03/04 | 04/05 | 05/06 | 06/07 | 07/08 | |
| • IEG capital grant | 400 | 350 | 150 | | | |
| • ODPM Local e-Government Support & Capacity Programme capital grant | | | | | | |
| • **your council's nominal pro rata share of** ODPM Local e-Government Partnership Programme capital grant allocated in your area | | | | | | |
| • financial contribution from public-private partnerships | | | | | | |
| • resources being applied from internal revenue and capital budgets[13] to implement e-government | 1,595 | 2,063 | 2,454 | 3,850 | 360 | Resources for Customer First, ESCR, ICS, Mobile Working, SWIFT, Revs & Bens |
| • other resources (e.g. training) (please specify) | 38 | 99 | 85 | 80 | 75 | |
| • ODPM e-Innovations Fund capital grant | | | | | | |
| • financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding | 250 | 210 | 210 | 210 | 210 | Budget allocation for information support in Social Services for Mental Health, ISA Grant etc. |
| **TOTAL** | 2283 | 2722 | 2899 | 4140 | 645 | |

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[13] 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[14]

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[15]. 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:<br>General<br>**Adult social services**<br>**Children's services**<br>**Culture and sport**<br>**Environmental services**<br>**LA social housing**<br>**Non-school educational services**<br>**Homelessness** | | | 764<br>200<br>300<br>57<br>363<br>110<br>500<br><br>150 | 764<br>200<br>300<br>57<br>363<br>110<br>500<br><br>150 | | | | | 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 | | | | | | | | | Includes administrative savings on staff time (where staff are reallocated), printing, postage and on advertising expenditure. |
| • e-payments | | | | | | | | | See http://www.epayments.org.uk/preparation/business_case/#doc3026. |
| • corporate services efficiencies not covered above | | | | | | | | | |

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[14] 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.

[15] See http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/page/odpm_locgov_032805.pdf.

| | | | | | | | | | Description |
|---|---|---|---|---|---|---|---|---|---|
| **e-Procurement**, of which: | | | 373 | 373 | | | | | 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 | | | | | | | | | 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 | | | | | | | | | |
| **Productive time**, of which: | | | 750 | 750 | | | | | 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 | | | | | | | | | 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 | | | | | | | | | |
| **Transactions** | | | 125 | 125 | | | | | 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. |
| **Miscellaneous efficiencies not covered above** | | | 1,008 | 1,008 | | | | | |
| | | | | | | | | | |
| **TOTAL EFFICIENCY GAINS - GROSS** | | | 4,700 | 4,700 | 5405 | 5405 | 6215 | 6215 | |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **LESS e-government implementation expenditure** | 2283 | 2722 | 2899 | 2899 | 4140 | 4140 | 645 | 645 | i.e. as identified above in Section 5 - Local e-Government Implementation Expenditure |
| | | | | | | | | | |
| **TOTAL EFFICIENCY GAINS - NET** | -2283 | -2722 | 1801 | 1801 | 1265 | 1265 | 5570 | 5570 | |

**SUBMISSION**

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

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

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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/lgih/

**Your regional IEG4 mid term contacts at the ODPM are:**

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

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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.