IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2004 (IEG4)

"Realising the benefits from our investment in e-government"

Name of Authority: West Berkshire Council

IEG Contact Name: Malcolm Burch

Email: mburch@westberks.gov.uk

Telephone No: 01635 519568

Local Context

The Council remains committed to the approach outlined in previous IEG statements: 'harnessing the benefits of e-government is about using technology to shape local services for local people.'

In addition, the guiding principles remain sound and reflect our consistent and sustained approach to e-government.

• building services around citizen choice

• making e-government and its services more accessible

• ensuring that we do not create a digital divide

• using information more effectively

E-government sits within the Council's Strategic Development Theme for Customer Focus ensuring that it is at the heart of the Council's corporate and service planning. The achievement of improvement priorities set out in the Corporate and Community Plans and the Council's improved CPA rating of "Good" is underpinned by the modernising programmes of e-government focussed on delivering efficient and effective services for the public.

Key activities are summarised below:

• The procurement of a new finance system for the Council going live in January 2005 incorporating e-enabled procurement

• Procurement of a new Content Management System for the Council's Award winning Website to further enhance its capability and capacity to support modernised service provision to go live in May 2005

• The selection of the Council by the RYOGENS project as a key partner in implementing phase one and developing phase 2 of this important national project to improve multi-agency support for identifying and supporting vulnerable children and young people

• Procurement activity for CRM to support the Council's approach to exploiting the Contact centre approach to meeting customers need. (A new Contact centre went live in 2003 and new services are being channelled through this "Customer Focus" approach). A final investment decision is expected in early 2005

• Flexible working pilots through thin client to support flexible working and lower infrastructure costs in 2004

• The introduction of a Members Portal and Member Web pages in 2004

• Enhancements to the network infrastructure and the procurement of South east Grid for learning phase 2 to go live in 2005

• The procurement of a new client system for social care services

In addition to these technical and infrastructure enhancements the Council also has change management programmes running as part of service improvement in a number of areas of the Council. The integration of the Customer (and e-government) agenda into our improvement approach is ensuring that a sustained and integrated approach is maintained. For example a key management development programme for "Fasttrack" development for key middle managers has a customer and e-government change programme as a key project for delivery. In this way the Council is ensuring that all resources are deployed to support key improvement activity.

NOTE Section 6 – Local e-Government Programme Efficiency Gains

West Berkshire's statements on efficiency will be articulated through the new AES process as we see service improvement and efficiency as Council wide integrated issues. In this context an early freestanding statement relating solely to e-government activity is inappropriate and we have left this section blank.

Section 1 - Priority Outcomes (self-assessment)

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

Outcome & Transformation Area Description	Status at 20/12/2004	Anticipated status at 31/03/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006	Comments
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.	Red	Red	Amber	Green	
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Amber	Amber	Green	Green	Award winning website to be enhanced by new CMS system.
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	Red	Red	Amber	Green	Delivered through school pages on website at first and support of contact centre TBC.
E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children.					
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see **www.laws-project.org.uk**).	Red	Amber	Green	Green	Award winning website to be enhanced by new CMS system and already features A-Z information. Upgrade of website will support adoption of taxonomy of Local Government category list and XML output.
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Amber	Green	Green	Green	Council is key partner in RYOGENS.
G2 Empowering and supporting local organisations, community groups and clubs to create and maintain their own information online, including the promotion of job vacancies and events.	Amber	Amber	Green	Green	The Council will adopt a "toolkit" approach making remote addition of information by third parties simple and secure. The website already has an extensive organisations database and events listing. Which will be enhanced by CMS.
E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives.					

R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green	Green	Green	Green	
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.	Amber	Green	Green	Green	
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Amber	Amber	Green	Green	Consultation and discussion facility already available. Web upgrade will enhance. SMS under investigation.
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Red	Red	Red	Green	New CMS will support multimedia files
E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction.					
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).	Red	Red	Amber	Green	Reporting provided by a number of environmental services already. CRM implementation should help us meet this target.
R8 Online receipt and processing of planning and building control applications.	Red	Red	Red	Red	Building Control already available. Resources not yet identified for Planning.
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Red	Amber	Amber	Green	Much mapping already available and underpinning public access. Web upgrade will enhance.
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Red	Amber	Amber	Green	Working in partnership with Trading Standards authorities across the GOSE region for business planning and enforcement purposes.
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.	Red	Red	Red	Red	Sharing of information between agencies is well advanced. Resources not identified for online licensing system.

E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings.					
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber	Amber	Green	Green	New financial system to go live in January 2005 including e-procurement.
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	Amber	Green	CRM will support this.
G9 Regional co-operation on e-procurement between local councils.	Green	Green	Green	Green	WBC already active in Berkshire procurement forum and with SE Centre of Excellence.
E5 Access to virtual e-procurement 'marketplace';					
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;					
E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8).					
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).	Red	Amber	Green	Green	Web and network enhancement programmed to deliver in 2005.
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	Green	New systems are going live early 2005. Added Value in planning stage.
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber	Amber	Amber	Green	Part of the Council's Gershon process.

G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber	Amber	Green	Green	
E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone).					
E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards).					
E10 Agreed baseline and targets for reductions in unit costs of payment transactions.					
R12 Online renewal and reservations of library books and catalogue search facilities.	Green	Green	Green	Green	
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Red	Red	Red	Red	Key sport and leisure centre contracts are due for renewal in 2006/7. Requirements and system will be specified and built into tender process for management contract. Uneconomical to do in existing contractual framework.
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	Amber	Amber	Green	CRM will integrate via integration hub with e-enabled back office, with multiple channel access. Through the ACTVaR smartcard project we have done a smartcard readiness study. Currently the business case is weak and Smartcards are a low priority for WBC.
E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings.					
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Green	Green	Green	Green	Facilities are currently available with 'live' links to Traveline and Operator's Time Tables.
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Amber	Amber	Green	Green	Consultation and discussion facility already available. Web upgrade will enhance. SMS under investigation.
G13 E-forms for parking "contravention mitigation" (i.e. appeal against the issue of a penalty charge notice),	Red	Green	Green	Green	New e-form will be developed by web project. Integration to CRM required for tracking.

9

including email notification of form receipt and appeal procedures.		Red	Green	Green	Green	
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Red	Amber	Amber	Green	Information as text already available. GIS platform available to support GIS access.
E12 Agreed baseline and targets for customer satisfaction and efficiency savings.					
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Amber	Amber	Green	Green	CRM central to this approach.
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.	Green	Green	Green	Green	Benefits calculator and e-forms available on the website.
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Red	Red	Amber	Green	A pilot project in our Community Information Centre will be run in 2005.
E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.					
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.					
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber	Amber	Green	Green	The CC&H Enquiry Centre has already moved into our new Contact Centre. However more work is needed on the web based information available that will be enhanced in Web upgrade.
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	Web upgrade and thin client pilots will support this approach.

G16 Systems to support joined-up working on children at risk across multiple agencies.	Red	Amber	Amber	Green	Dependent on development nationally of Information Sharing and Assessment if we are to meet this target. Council is key partner in RYOGENS that will support delivery.
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Red	Red	Amber	Amber	Pilot work on using mobile devices will inform our plans in this area. See pilot at G15 above.
E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).					
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green	Green	Green	Green	
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Amber	Green	Green	Green	Policies agreed and in place for 2005.
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	Access to e-mail has been available for some time. Access via thin client has recently been made available to those on home working pilots and some Members. A wide group of staff and Members will have access to this extended range of facilities in line with our policy following its agreement in 2005.
G18 Establishment of e-skills training programme for council members and staff with recognised basic level of attainment (e.g. European Computer Driving Licence, British Computer Society Qualification "e-Citizen").	Amber	Amber	Green	Green	Have linked with Newbury College to offer ECDL. Library staff are required to have ECDL. Prefer to see "e-skills" as part of the wider skills agenda for the council and offered within that context and therefore unlikely to be mandatory for other than most basic level.
E16 Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working.					
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Amber	Amber	Green	Green	Extended hours for mediated access via contact centre in 2005. Web will deliver 24x7.
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green	Green	Green	Green	Our website (which was SOCTIM top 20 site for two years) already meets this level. Web upgrade project will enhance in 2005.
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management	Red	Red	Amber	Green	FOI and DP work is already well advanced. EDRMS policy to be drafted to support wide range of initiatives both service and legislation related. Adoption of ISO 15489 still under discussion.

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**).					
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see **www.w3.org/WAI**).	Amber	Green	Green	Green	Website upgrade to deliver
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see **www.egifcompliance.org** & **www.govtalk.gov.uk**).	Amber	Amber	Amber	Green	Project underway to include implementation of new CMS will include e-GMS requirements. E-GIF Strategy and Policy produces and being implemented.
E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.					
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Amber	Amber	Green	Green	
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.	Amber	Amber	Green	Green	We use monitoring software - webtrends to provide this data.
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber	Amber	Amber	Green	We have established a single 'routemap' for rolling out e-enabled access channels. Our PSA includes targets related to First time resolution of queries.
G23 Adoption of recognised guidelines for usability of website design (see **www.laws-project.org.uk**).	Amber	Amber	Green	Green	Will be adopted through website upgrade.
E18 Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings.					
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	Amber	Amber	Green	Green	CRM, contact centre and "Customer Focus" projects will deliver.

business enquiries, i.e. using a common database, which holds customers records, to deliver services across different channels, and enabling joined-up and automated service delivery.					
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Red	Amber	Amber	Green	Required CRM and website upgrade.
R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.	Amber	Amber	Green	Green	Required CRM and website upgrade.
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.	Red	Amber	Amber	Green	
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	Green	Green	Website currently enables change of address notification to pass to three major systems (Electoral Reg, R&B and SS). CRM will enable fuller response (Data Protection Act permitting).
E19 Agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology.					

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

Change Management Area Description	Status at 20/12/2004	Anticipated status at 31/03/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006	Comments
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	
ii) e-government programme manager	Green	Green	Green	Green	
iii) customer services management	Green	Green	Green	Green	Customer Focus priority sponsor takes this role.
Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning.	Red	Amber	Green	Green	Addressed through individual performance management framework.
Establishment of an e-delivery programme board	Green	Green	Green	Green	ICT Strategy Board.
Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme.	Green	Green	Green	Green	
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	Risk Registers maintained for all projects and Directorates.
Use of customer consultation/research to inform development of corporate e-government strategy.	Green	Green	Green	Green	
Establishment of policy for addressing social inclusion within corporate e-government strategy.	Red	Amber	Amber	Green	Access and Accessibility addressed in Social Inclusion Corporate priority.
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	
Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf &	Red	Red	Green	Green	Identified as needing further work.

http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf).					
Establishment of partnerships for the joint (aggregated) procurement of broadband services.	Red	Red	Red	Red	In discussions with RAB's but this approach appears to be in decline.
Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) (see **http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf**).	Red	Red	Red	Green	Part of access strategy and partnership approach.
Compliance with BS 7799 on information security management.	Amber	Amber	Amber	Green	As part of review of ICT security.
Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives.	Amber	Amber	Green	Green	Will form part of the Council's Gershon approach. Widespread use of business cases already in place.
Completion of mapping of BVPI 157 services against approved security levels (0-3) (see **http://www.authentication.org.uk/levels.asp** & **http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc**).	Amber	Amber	Amber	Green	As part of review of ICT Security.
Planned compliance to HMG Security and authentication frameworks (see **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**).	Amber	Amber	Amber	Green	As part of review of ICT Security.
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**).	Red	Red	Red	Red	

Use of Government Gateway (see http://www.gateway.gov.uk) to support:					
i) personalisation & registration for services categorised at security level 0	Red	Red	Red	Red	Depends on further steer from central government and progress of Government Gateway.
ii) citizen & business authentication for services for services categorised at security levels 1-3	Red	Red	Red	Red	Depends on further steer from central government and progress of Government Gateway.
iii) authentication of employees for cross-agency services	Red	Red	Red	Red	Depends on further steer from central government and progress of Government Gateway.
iv) corporate approach to collection of e-payments	Amber	Green	Green	Green	Corporate tools to support standard approach.
v) cross agency secure transactions (Government to Government)	Red	Red	Red	Red	Depends on further steer from central government and progress of Government Gateway.
Government Gateway (see http://www.gateway.gov.uk) back office connection in place (Department Interface Server).	Red	Red	Red	Red	Not clear of benefits of connection.
Connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green	Green	Green	Green	Website link only.
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	
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	
Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk)	Red	Amber	Green	Green	Land charges system upgrade required.
Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa)	Amber	Amber	Amber	Amber	

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

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
Providing information: **Total types of interaction e-enabled** **e-enabled**	94%	179 36.31	393 79.72	423 85.80	430 87.22	462 93.71
Collecting revenue: **Total types of interaction e-enabled** **e-enabled**	87%	5 45.45	9 81.82	9 81.82	9 81.82	10 90.91
Providing benefits & grants: **Total types of interaction e-enabled** **e-enabled**	78%	14 37.84	17 45.95	18 48.65	21 56.76	24 64.86
Consultation: **Total types of interaction e-enabled** **e-enabled**	86%	109 30.88	307 86.97	328 92.92	341 96.60	348 98.58
Regulation (such as issuing licenses): **Total types of interaction e-enabled** **e-enabled**	76%	22 23.66	76 81.72	76 81.72	83 89.25	86 92.47
Applications for services: **Total types of interaction e-enabled** **e-enabled**	83%	54 25.00	141 65.28	162 75.00	174 80.56	192 88.89
Booking venues, resources & courses: **Total types of interaction e-enabled**	78%	3	7	13	14	22

e-enabled		11.11	25.93	48.15	51.85	81.48
Paying for goods & services: **Total types of interaction e-enabled** **e-enabled**	**80%**	**19** **22.89**	**49** **59.04**	**51** **61.45**	**52** **62.65**	**60** **72.29**
Providing access to community, professional or business networks: **Total types of interaction e-enabled** **e-enabled**	**82%**	**73** **38.42**	**143** **75.26**	**152** **80.00**	**165** **86.84**	**182** **95.79**
Procurement: **Total types of interaction e-enabled** **e-enabled**	**73%**	**14** **58.33**	**16** **66.67**	**16** **66.67**	**17** **70.83**	**17** **70.83**
TOTAL **Total types of interaction e-enabled** **% e-enabled**	**86%**	**492** **32.22 %**	**1158** **75.83 %**	**1248** **81.73 %**	**1306** **85.53 %**	**1403** **91.88 %**

Section 4 - Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions 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

	Actual ('000s)	Forecast ('000s)				Comment
E-enablement + Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08	
Local Service Websites						
● Page impressions (annual)	3078.184	3926.102	4797.574	5621.939	6469.857	Currently no method of collecting change of address notifications. When CRM is introduced this will change and we are building the CRM transaction types around the ESD toolkit classifications. This should make reporting against this much easier BUT only for those services delivered via the Contact Centre.
● Unique users, i.e. separate individuals visiting website (annual)	628.478	825.783	1023.087	1196.715	1386.127	
● Number of e-enabled payment transactions accepted via website	0	0	1	1	1	
● Number of change of address notifications accepted via website	0	0	0	0	0	
Telephone *(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)*						
● Number of e-enabled payment transactions accepted by telephone	16	18	20	20	20	See above for change of address
● Number of change of address notifications accepted via telephone	0	0	0	0	0	
Face To Face *(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits)*						
● Number of e-enabled payment transactions accepted via personal contact	110	108	106	106	106	See above for change of address
● Number of change of address notifications accepted via personal contact	0	0	0	0	0	
Other Electronic Media						

(e.g. BACS, text messaging)						
● Number of e-enabled payment transactions accepted via BACS or other electronic form	57	57	57	57	57	See above for change of address
● Number of change of address notifications accepted via other electronic media	0	0	0	0	0	
Non Electronic (e.g cash office, post)						
● Number of payments accepted by cheque or other non-electronic form	68	68	68	68	68	See above for change of address
● Number of change of address notifications accepted via non-electronic form	0	0	0	0	0	

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 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	Actual (£'000s)	Forecast (£'000s)				Comment
	01/02 to 03/04	04/05	05/06	06/07	07/08	
• IEG capital grant	400	350	150			
• **your council's nominal pro rata share of** ODPM Local e-Government Partnership Programme capital grant allocated in your area	0	0	0	0	0	
• financial contribution from public-private partnerships	4375	2803	507	0	0	
• resources being applied from internal revenue and capital budgets to implement e-government	475	200	200	200	200	Gross costs. Do not take account of projected savings. Includes all elements of e-governmnet including customer services.
• other resources (e.g. training) (please specify)	0	0	0	0	0	ICT technical training. Other training rolled into service centre project and included in internal funding above.
• 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	
TOTAL	5250	3353	857	200	200	

Section 6 - Local e-Government Programme Efficiency Gains

In order to justify corporate investment in local e-government, it is important to ensure that the benefits will outweigh the costs. In this regard, councils are asked to provide best estimates of efficiency gains arising from the implementation of local e-government. The expectation is that all cashable savings can be recycled in local services, but should be achieved without cutting service quality. Please also note that there is no intention here to add new burdens in terms of the measurement of efficiency gains or to set specific targets for local e-government, but figures should be calculated using existing data and accounting methods where possible. The exercise should also be seen as a starting point for future work on efficiency best practice and rewards. Links to listed websites in the table Notes also offer a key source of support in calculating figures. Please note that you are only required to put total figures in the Actual (01/02 to 03/04) column.

Efficiency Gains	Actual	Forecast (£'000s)				Comment
	01/02 to 03/04	04/05	05/06	06/07	07/08	
a) Cash Releasing Efficiency Gains						
e-Procurement, of which:						
● achieved through reductions in prices		0	0	0	0	i.e. reductions in the costs of goods and services in real terms, after allowing for 2.5% inflation
● other gains from e-procurement		0	0	0	0	I.e. process efficiencies from e-enabling tendering, purchasing, the use of procurement cards and invoice processing.
Corporate support (back office), of which:						
● e-recruitment		0	0	0	0	The definition of corporate support includes such activities such as Finance, IT, HR (excluding the cost of training), asset management. Includes administrative e savings on staff time (where staff are reallocated), printing, postage and on advertising expenditure.
● e-payments		0	0	0	0	See www.e-payments.org.uk/modules.php?op=modload&nmae=Section&file=index&req=listsections&secid=5
● Other corporate support gains		0	0	0	0	
Transactional services		0	0	0	0	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.
Productive time		0	0	0	0	Driving 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.

Sub total (a) cash releasing efficiency gains)	**0**	**0**	**0**	**0**	**0**	
b) Non Cash Releasing Efficiency Gains						
non-cash benefits (1) please specify		0	0	0	0	Please itemise any identified non-cash releasing efficiency gains
non-cash benefits (2) please specify		0	0	0	0	Please itemise any identified non-cash releasing efficiency gains
Sub total (b) non cash releasing efficiency gains)	**0**	**0**	**0**	**0**	**0**	
TOTAL EFFICIENCY GAINS - GROSS	**0**	**0**	**0**	**0**	**0**	
LESS e-government implementation expenditure	**5250**	**3353**	**857**	**200**	**200**	**i.e. as identified above in Section 5 – Local e-Government Implementation Expenditure**
TOTAL EFFICIENCY GAINS - NET	**-5250**	**-3353**	**-857**	**-200**	**-200**	