



Office of the
Deputy Prime Minister

Creating sustainable communities



local e-gov

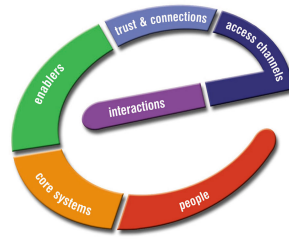
IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 MID TERM (IEG4.5)

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

Proforma for esd-toolkit entry

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

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Section 6 – Local e-Government Programme Efficiency Savings

Name of Authority: _____ **West Berkshire Council** _____

IEG Contact Name: _____ **David Lowe** _____

Email: _____ **dlowe@westberks.gov.uk** _____

Telephone No: _____ **01635 519817** _____

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.

The council has recently terminated its contract with strategic partner Amey Business Services. The termination and the period preceding have, of necessity, created both threats and opportunities for the council and its IEG programme. The council is currently re-assigning resources and responsibilities to ensure that the momentum generated by the programme is maintained.

Traffic Light Status: availability against 31 December 2005 target date for local e-government	Current Status	Anticipated Status at 30/09/05	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment
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<p>Local e-organisation:</p> <p>Red = Preparation & planning – to include projects that are being planned or being piloted</p> <p>Amber = Implementation stage – roll out of approved projects</p> <p>Green = Fully implemented – projects completed & implemented</p> <p>e.g. for progress against a particular element you might enter:</p>					<p>e.g. “red” status should be applied to all elements on the proforma where work is at a primary or research stage, being piloted before wider rollout across the authority/partnership, or planned but not yet approved for funding.</p> <p>e.g. “amber” status should be applied to all elements on the proforma where work has been approved for funding and is actively being implemented.</p> <p>e.g. “green” status should be applied to all elements on the proforma where projects have been actioned and implemented or particular standards achieved with plans for extended rollout on an enterprise-wide basis, i.e. across the authority/partnership. Please note that all “R” and “G” numbered priority outcomes listed in Section 1 are expected to be “green” by 31 December 2005 and 31 March 2006 respectively. This includes a requirement for deep-linking in relation to non-statutory functions.</p>
	Red	Amber	Green	Green	

Section 1 – Priority Outcomes (self-assessment)¹

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

¹ See http://www.odpm.gov.uk/pns/DisplayPN.cgi?pn_id=2004_0112 and <http://www.idea.gov.uk/knowledge>
IEG4.5 Final Version

Outcome & Transformation Area Description	Current Status	Anticipated Status at 30/09/05	Anticipated Status at 31/12/05	Anticipated Status at 31/03/06	Comment <i>You may comment here in order to qualify the information given, request ODPM support, or identify your authority as an exemplar of good practice in a particular area</i>
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry ²	Amber	Amber	Amber (2007/8) Green (Pilot for 2006/7)	Green	Funding secured for overall EAdmissions system. Software provided. Website construction & training planned June 2005. Pilot scheme with some schools planned for 2006/7 admissions round.
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children ³ .	Amber	Amber	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	Red	Amber	Amber	Green	Funding secured for overall EAdmissions system with direct links via website to assist parents, etc.
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 ⁴ (see www.laws-project.org.uk).	Amber	Amber	Green	Green	The authority is implementing a new Content Management System which will allow full compliance with e-GMS
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Amber	Amber	Green	Green	Ryogens implementation on track, with partners engaged
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 authority is implementing a new Content Management System which will allow full compliance with this target

² Owing to the long lead-in time, school admissions systems will need to be in place by March 2006 at the latest.

³ 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).

⁴ Authorities using alternative service taxonomies (e.g. seamlessUK) should plan for migration to the LGCL by December 2005.

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	
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	Interactive webpages developed, awaiting roll out of portal.
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	Amber	Green	The functionality required for this outcome will be available in the second phase of the new Content Management System implementation
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber	Amber	Green	Green	The authority is implementing a new Content Management System which will allow full compliance with this target
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).	Red	Red	Red	Red	On Line reporting is achievable but enquiry tracking is not due to service delivery by third party agents e.g. Biffa
R8 Online receipt and processing of planning and building control applications.	Red	Amber	Green	Green	
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber	Amber	Green	Green	The authority is implementing a new web-enabled Geographic Information System which will allow full compliance with this target
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber	Amber	Amber	Green	
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.	Green	Green	Green	Green	

E4 If already 'green' on R7, R8, G5, G6 & G7 above, please comment on agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings in the comment column opposite. Otherwise, leave this row blank.					
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Green	Green	Green	Green	
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	Insufficient implementation time for this cross service indicator.
G9 Regional co-operation on e-procurement between local councils.	Green	Green	Green	Green	
If already 'green' on R9, G8 & G9 above, please comment on progress towards providing: 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); 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).	Amber	Green	Green	Green	Software in place and ready for use, issues regarding network close to resolution.
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	Red	Amber	Green	Deliverable as part of the 2005 Revenues & Benefits System Replacement Project.
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Amber	Amber	Amber	Amber	It is assessed that compliance with this target is unlikely to make non-payers pay.
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Amber	Amber	Amber	Green	Deliverable as part of the 2005 Revenues & Benefits System Replacement Project.

<p>If already 'green' on R10, R11 G10 & G11 above, please comment on progress towards providing:</p> <p>E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone);</p> <p>E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards);</p> <p>E10 Agreed baseline and targets for reductions in unit costs of payment transactions;</p> <p>in the comment column opposite. Otherwise, leave this row blank.</p>					
<p>R12 Online renewal and reservations of library books and catalogue search facilities.</p>	Green	Green	Green	Green	
<p>R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.</p>	Red	Red	Red	Red	Compliance with this target is linked to the renewal of the leisure services contract which will not occur until 2007.
<p>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.</p>	Red	Red	Red	Red	Compliance with this target is linked to the renewal of the leisure services contract which will not occur until 2007.
<p>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.</p>					
<p>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.</p>	Green	Green	Green	Green	
<p>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.</p>	Amber	Amber	Amber	Amber	Consultation documents to be accessible along with results by Q4 via web. Interactive forms etc will not be available this financial year.
<p>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.</p>	Amber	Green	Green	Green	On-line appeal procedures and form now in operation on WBC web page.

G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Amber	Green	Green	Green	WBC has signed up to the web based portal ELGIN that displays all road works in real time on OS maps along with descriptions, construction periods and contact details. This system should become live Q3 2005.
E12 If already 'green' on R14, R15, G13 & G14 above, please comment on agreed baseline and targets for customer satisfaction and efficiency savings in the column opposite. Otherwise, leave this row blank.					
R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Amber	Amber	Amber	Green	Deliverable as part of the 2005 Revenues & Benefits System Replacement Project and CRM Solution.
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	
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens' homes.	Amber	Amber	Amber	Green	
If already 'green' on R16, R17 & G15 above, please comment on progress towards providing: 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. 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	
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.	Amber	Amber	Amber	Amber	Some access in place. Comprehensive access dependent upon successful implementation of our new client system due to go live April 06

G16 Systems to support joined-up working on children at risk across multiple agencies.	Amber	Amber	Green	Green	Ryogens implementation on track, with partners engaged
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Amber	Amber	Amber	Amber	Dependent upon successful implementation of new client system due to go live April 06
E15 If already 'green' on R18, R19, G16 & G17 above, please comment on agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57) in the column opposite. Otherwise, leave this row blank.					
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green	Green	Green	Green	
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green	Green	Green	Green	
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.	Green	Green	Green	Green	
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	Amber	Initial training for members undertaken as a pilot, further training to be undertaken as portal rolled out. Training for both members and staff is tailored to suit local needs and is not based on recognised qualifications.
E16 If already 'green' on R20, R21, R22 & G18 above, please comment on agreed targets for baseline and efficiency savings arising from the introduction of new ways of working in the column opposite. Otherwise, leave this row blank.					
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Amber	Amber	Green	Green	The implementation of the new Content Management System will ensure that all services can be made available on a self service basis. There are currently no plans to extend the opening hours of the contact centre
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Amber	Amber	Green	Green	

G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Amber	Amber	Amber	Amber	The authority has adopted the principles and methodology of ISO 15489. The procurement of an Electronic Document Management System, capable of incorporating records management, will complete in 2005/06. The full roll out to all parts of the council will take until 2006/07.
G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Amber	Amber	Amber	Amber	Although the new content management system conforms to level AA, the very nature of other information presented on the website, for example digital mapping data, will mean that the entire West Berkshire website will never be 100% compliant with this target.
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	Amber	All newly procured systems will be e-GIF (including e-GMS) compliant. The authority has no plans to make existing systems comply with e-GIF where there is no requirement
E17 If already 'green' on R23, R24, G19, G20 & G21 above, please comment on agreed baseline and targets for efficiency savings based around improved accessibility of services and information in the column opposite. Otherwise, leave this row blank.					
R25 Online publication of Internet service standards, including past performance and commitments on service availability.	Amber	Green	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	Green	Green	Green	
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber	Amber	Amber	Amber	
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Amber	Amber	Green	Green	The implementation of the new Content Management System has allowed a fundamental review of all aspects of the website's design
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	Confirmation of status is in respect of those channels currently delivered by WBC Service Access.
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	Confirmation of status is in respect of those channels currently delivered by WBC Service Access.
R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies	Red	Amber	Green	Green	
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	Red	Red	Red	CRM implementation project planned but not yet approved for funding. Current CRM project scope only includes limited integrations with back office systems.
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	Red	Red	Red	CRM will enable further progress but has not yet been approved for funding. This is outside the scope of the current CRM project.
E19 If already 'green' on R27, R28, R29, G24 & G25 above, please comment on agreed baseline and improvement targets for the percentage of public enquiries about council services resolved at first point of contact and efficiency savings resulting from investment in customer relationship management and workflow technology in the column opposite. Otherwise, leave this row blank.					

Section 2 – Change Management (self-assessment)

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

<ul style="list-style-type: none"> Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757): <ul style="list-style-type: none"> i) Member & officer e-champions ii) e-government programme manager iii) customer services management 	Green	Green	Green	Green	The post-holder recently vacated the authority.
	Amber	Amber	Green	Green	
	Green	Green	Green	Green	

<ul style="list-style-type: none"> • 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 	Amber	Amber	Green	Green	
<ul style="list-style-type: none"> • Establishment of an e-delivery board⁵ 	Green	Green	Green	Green	
<ul style="list-style-type: none"> • Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme 	Green	Green	Green	Green	
<ul style="list-style-type: none"> • 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	
<ul style="list-style-type: none"> • Use of customer consultation/research to inform development of corporate e-government strategy 	Green	Green	Green	Green	
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act) 	Green	Green	Green	Green	
<ul style="list-style-type: none"> • Establishment of Public Services Trust Charter re the use of personal information collected to deliver improved services, including data sharing protocol framework (see http://www.dca.gov.uk/foi/sharing/toolkit/lawguide.pdf & http://www.govtalk.gov.uk/documents/eTrustguidegovtalk.rtf) and designation of an Information Sharing Officer 	Red	Red	Green	Green	Requires further work
<ul style="list-style-type: none"> • Establishment of partnerships for the joint (aggregated) procurement of broadband services 	Red	Red	Red	Red	In discussions with RABs but this approach appears to be in decline
<ul style="list-style-type: none"> • Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) and including intermediaries component of Government Connect (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf & http://www.govconnect.gov.uk/ccm/portal/) 	Red	Red	Red	Green	Part of access strategy and partnership approach
<ul style="list-style-type: none"> • Compliance with BS 7799 on information security management 	Amber	Amber	Amber	Green	Forms part of the review of ICT security
<ul style="list-style-type: none"> ▪ Implementation of Benefits Realisation Plan⁶ for delivery of local e-government programme strategic objectives 	Amber	Amber	Green	Green	Will be closely aligned with Gershon agenda
<ul style="list-style-type: none"> ▪ Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgs/lgs.doc & 	Amber	Amber	Amber	Green	As part of the review of ICT security

⁵ 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.

⁶ 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.

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 the review of ICT security
<ul style="list-style-type: none"> ▪ Planned compliance to HMG Security and authentication frameworks through commitment to citizen, employee and volunteer account registration in Government Connect (see http://www.govconnect.gov.uk/ccm/portal/ & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc) 	Amber	Amber	Amber	Green	
<ul style="list-style-type: none"> ▪ 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	
<ul style="list-style-type: none"> ▪ Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support: 					
<ul style="list-style-type: none"> i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account 	Red	Red	Red	Red	
<ul style="list-style-type: none"> ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect 	Red	Red	Red	Red	
<ul style="list-style-type: none"> iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) 	Red	Red	Red	Red	
<ul style="list-style-type: none"> iv) citizen & business authentication for services for services categorised at security levels 0-3 	Red	Red	Red	Red	
<ul style="list-style-type: none"> v) registration & authentication of employees for internal and cross-agency services 	Red	Red	Red	Red	
<ul style="list-style-type: none"> vi) corporate approach to collection of e-payments 	Amber	Amber	Green	Green	
<ul style="list-style-type: none"> vii) cross agency secure transactions (Government to Government) 	Red	Red	Red	Red	
<ul style="list-style-type: none"> viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes 	Red	Red	Red	Red	
<ul style="list-style-type: none"> ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place) 	Red	Red	Red	Red	

x)	GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red	Red	Red	Red	
xi)	GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red	Red	Red	Red	
•	Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back-office connection in place (Department Interface Server)	Red	Red	Red	Red	
•	connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green	Green	Green	Green	Website 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	Amber	Amber	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 2.01⁷ of the Local Government Services List (LGSL) developed by local authority members of the esd-toolkit (www.esd-toolkit.org). All totals and percentages shown should be cumulative.

BVPI 157 Interaction Type	Forecast average IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	Actual				Forecast
		2001/2	2002/3	2003/4	2004/5	2005/6 ⁸
Providing information: • Total types of interaction e-enabled • % e-enabled	94%	36.31%	79.72%	85.80%		93.71%
Collecting revenue: • total types of interaction e-enabled • % e-enabled	87%	45.45%	81.82%	81.82%		90.91%
Providing benefits & grants: • total types of interaction e-enabled • % e-enabled	78%	37.84%	45.95%	48.65%		64.86%
Consultation: • total types of interaction e-enabled • % e-enabled	86%	30.88%	86.97%	92.92%		98.58%
Regulation (such as issuing licences): • total types of interaction e-enabled • % e-enabled	76%	23.66%	81.72%	81.72%		92.47%
Applications for services: • total types of interaction e-enabled • % e-enabled	83%	25.00%	65.28%	75.00%		88.89%
Booking venues, resources & courses: • total types of interaction e-enabled • % e-enabled	78%	11.11%	25.93%	48.15%		81.48%
Paying for goods & services: • total types of interaction e-enabled • % e-enabled	80%	22.89%	59.04%	61.45%		72.29%
Providing access to community, professional or business networks: • total types of interaction e-enabled • % e-enabled	82%	38.42%	75.26%	80.00%		95.79%
Procurement: • total types of interaction e-enabled • % e-enabled	73%	58.33%	66.67%	66.67%		70.83%
• TOTAL: TYPES OF INTERACTION E-ENABLED • % E-ENABLED	86%	32.22%	75.83%	81.73%		91.88%

⁷ This updates Version 2.0 to include National Park Authority services and represents the 'core' list which will remain unchanged until April 2006 and will provide a common baseline for calculating BVPI 157 and reporting figures in IEG returns.

⁸ 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 impressions⁹ and unique users¹⁰ are given in the footnotes below.

E-enablement & Main E-Access Channel Take-Up	Actual		Forecast			Comment
	03/04	04/05	05/06	06/07	07/08	
Local Service Websites <ul style="list-style-type: none"> Page impressions (annual) Unique users, i.e. separate individuals visiting website (annual) Number of e-enabled payment transactions accepted via website Number of change of address notifications accepted via website 	3078 628 0 0	3409 257 0 0	4797 1023 1 0	5622 1196 1 0	6469 1386 1 0	There is currently no method for collecting change of address notifications. The introduction of CRM should allow this but only for those services delivered by the contact centre
Telephone <i>(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted by telephone Number of change of address notifications accepted via telephone 	16 0	17 0	20 0	20 0	20 0	See above for change of address
Face To Face <i>(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via personal contact Number of change of address notifications accepted via personal contact 	110 0	84 0	80 0	80 0	80 0	See above for change of address
Other Electronic Media <i>(e.g. BACS, text messaging):</i> <ul style="list-style-type: none"> Number of e-enabled payment transactions accepted via BACS Number of e-enabled payment transactions accepted via text message or other electronic form Number of change of address notifications accepted via other electronic media 	57 0 0	44 0 0	45 0 0	45 0 0	45 0 0	There are currently no plans to accept payment via text messaging services See above for change of address

⁹ **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.

¹⁰ **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.

Non Electronic (e.g. cash office, post)						
<ul style="list-style-type: none"> • Number of payments accepted by cheque or other non-electronic form 	68	49	50	50	50	See above for change of address
<ul style="list-style-type: none"> • 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 yet have officially approved the budgets. (Please note that implementing e-government expenditure refers to investment designed to e-enable local services and to transform their accessibility, quality and cost-effectiveness in line with the 2005 target. Cyclical spend related to the maintenance of the existing ICT infrastructure should not be included):

	Backward Look (£)		Forward Look (£)			Comment
	01/02 to 03/04	04/05	05/06	06/07	07/08	
Programme Resources						
• IEG capital grant	400K	350K	150K	TBD	TBD	
• ODPM Local e-Government Support & Capacity Programme capital grant	0	0	0	0	0	
• 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	4,375K	2,803K	1,000K	1,000K	1,000K	Fund to 2004/05 was received from the Amey West Berkshire strategic partnership. The partnership was terminated in June 2005. Monies to be applied between 2005/06 and 2007/08 form part of the settlement agreed between both parties.
• resources being applied from internal revenue and capital budgets ¹¹ to implement e-government	0	0	0	0	0	
• other resources (e.g. training) (please specify)	0	0	0	0	0	Training costs are accommodated within other budgets 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	

¹¹ Please show the actual capital expended in each year, not the annual cost of servicing the loan.

TOTAL						
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Section 6 – Local e-Government Programme Efficiency Gains¹²

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 Government¹³. Links to listed websites in the table Notes also offer a key source of support in calculating figures.

	Backward Look (£)		Forward Look (£)						Notes
	04/05		05/06		06/07		07/08		
Efficiency gains	Annual gain	... of which cashable	Expected annual gain	... of which cashable	Expected annual gain	... of which cashable	Expected annual gain	... of which cashable	
Corporate services , of which:									Corporate Services includes, but is not limited to, Finance, HR (in respect of training; only the function, not the spend), ICT, Procurement (the function, not the spend), Legal Services, Facilities Management, Travel Services, Security Services and Marketing & Communications).
• e-recruitment									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									
e-Procurement , of which:									Procured goods and services include commodity goods and services as well as professional services, temporary labour and construction. It also includes sector specific markets for areas such as roads, social housing, social care, environmental services and police. See www.nepp.org.uk/ & www.idea-knowledge.gov.uk/idk/aio/70780 .
• Service Specific									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									

¹² 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.

¹³ See http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/page/odpm_locgov_032805.pdf.

Productive time , of which:									The focus for this work stream is on increasing the productivity of front line staff and those who support them. Councils are expected to drive through the benefits of e-Government investment in terms of changing working and management practices to maximise the amount of time that existing members of staff are engaged in productive work (with costs reallocated accordingly), e.g. by reducing the time spent by professionals in accessing and handling information, reducing time lost through high staff turnover by introduction of remote working / home working.
<ul style="list-style-type: none"> Service Specific 									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.
<ul style="list-style-type: none"> Cross-cutting productive time efficiencies not covered above 									
Transactions									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									
TOTAL EFFICIENCY GAINS - GROSS									
LESS e-government implementation expenditure									i.e. as identified above in Section 5 - Local e-Government Implementation Expenditure
TOTAL EFFICIENCY GAINS - NET									

SUBMISSION

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

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

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

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

FURTHER INFORMATION

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

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

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

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

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

Your regional IEG4 mid term contacts at the ODPM are:

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

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

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

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

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

PUBLICATION OF IEG RETURNS

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