

*North
Wiltshire
District
Council*



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2005 (IEG5)

"Meeting the targets for e-government"

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Local Context

North Wiltshire District Council is pleased to submit their Implementing Electronic Government Return 2005 (IEG5) which has been approved by the Council's Executive after full consultation with the Lead Member for Customer Focus and e-Government.

The Council has made considerable progress in meeting the 100% Electronic Service Delivery target currently 90% with the remaining 10% about to be delivered through several key projects about to be implemented, as well as achieving a number of the defined Priority and Transformation Outcomes.

As part of its continuing commitment to delivering the Implementing Electronic Government programme the Council has developed an e-Government and ICT Programme for the period 2004-2007, that goes beyond just meeting the 54 priority outcomes. This is being undertaken in a project management environment using PRINCE 2 methodology. It has been particularly useful in identifying objectives, ensuring there are business cases and efficiencies are identified although many of the projects will not deliver the efficiencies until sometime after the project implementation. It has also been useful in identifying links and interdependencies between projects. All projects have been included in a programme with a Board comprising senior officers and the lead Member.

The overall programme has been renamed to promote that the programme is in essence about improving access to the customer, hence the name 'Improving the Customer Experience' (ICE). The programme is seen as the start of a bigger programme that will likely lead to changes in the organisations' structure and ways of working to better serve our customers. In partnership we are also investigating ways to improve joined up working and joint delivery of services, again for the benefit of the customer.

The 'ICE' programme links to the Council's overall aims and priorities, particularly that of Customer Focus and e-Government and will assist in delivering key priorities in the Councils' Corporate Business Plan.

The Council is using the Programme in a proactive way to drive a number of efficiency savings required by Gershon. The primary focus is to develop an integrated three-channel approach for all customer contact to provide real customer choice and consistent delivery of services across a range of channels :-

- Secure electronic access with the ability to undertake service transactions.

- Face to face access through a network of well-sited customer service points (authority wide and multi-agency) providing a one-stop-shop style of service delivery. Our one-stop-shop reception deals with over 95% of customers at the first point of contact.
- Telephone access through an authority wide contact centre providing assisted service and automated services.

Wiltshire and Swindon Customer First Programme

North Wiltshire District Council is part of the Wiltshire and Swindon Customer First Steering Group. This is a partnership of all local authorities, recently formed following the LGOL funded Wiltshire and Swindon e-Government Partnership, although it is expected that in due course other public bodies will join the partnership. The aim of the steering group is to stimulate and govern proactive and progressive engagement by transforming customer services across the partnership. The steering group comprise lead Members from each authority, supported by a lead officer at Director Level.

To date the partnership has overseen a number of projects including the joint procurement of common Content Management and Customer Relationship Management (CRM) systems for all partners. Other achievements include agreement on common standards for a joint customer care charter and a joint programme of work spanning all partners' own change programmes.

The partnership has also taken an innovative step by establishing a Joint Committee with other members of the Wiltshire and Swindon Customer First Steering Group. It has developed a new vision and the terms of reference have been extended to steer joint working and joint delivery of services across the partnership. Delivery and decision making powers related to the programme is delegated to this Joint Committee who will keep an overview of the pooled finances and other resources from each partner.

All partners share the same ambitions of improved delivery and access to services, and are committed to a joint programme of work, making the best use of resources, knowledge and skills across the partnership.

Wiltshire and Swindon Smartplace Programme

The Council is a member of the Wiltshire & Swindon Smartplace programme. This is a joint funded partnership comprising Wiltshire County Council, 4 District Councils, Swindon Borough Council, Regional Development Agency, Learning and Skills Council and Business Link. It has levered in private sector funding expected to reach £12.8 million.

The programme is beneficial to individuals by means of opening up learning opportunities, but is also targeted at businesses and communities. The objective to achieve broadband coverage to 82% has been exceeded and take up is now 29%, 9% above the objective.

The programme has 12 months to run.

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

| Outcome And Transformation Area Description | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|---|--|----------------------------------|----------------------------------|
| 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. | Green 30/11/2005 | Green 30/11/2005 | Green 30/11/2005 |
| Comment: Wiltshire County Council responsibility | | | |
| R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children. | Green 30/11/2005 | Green 30/11/2005 | Green 30/11/2005 |
| Comment: Wiltshire County Council responsibility | | | |
| G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools | Green 01/09/2005 | Green 01/09/2005 | Green 01/09/2005 |
| Comment: Wiltshire County Council responsibility | | | |
| If already 'green' on R1, R2 & G1 above please comment on E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children. Otherwise you may leave this row blank. | Comment: This is the responsibility of Wiltshire County Council | | |
| 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). | Green 30/11/2005 | Green 30/11/2005 | Green 30/11/2005 |
| Comment: | | | |
| 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 30/11/2005 | Green 30/11/2005 | Green 30/11/2005 |
| Comment: Delivered jointly with Wiltshire County Council | | | |
| 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 01/03/2004 | Amber 01/03/2004 | Green 31/03/2006 |
| Comment: | | | |
| If already 'green' on R3, R4 & G2 above please comment on E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives. Otherwise you may leave this row blank. | Comment: | | |
| R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily. | Amber 01/06/2003 | Green 28/12/2005 | Green 28/12/2005 |
| Comment: | | | |
| 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 30/09/2005 | Green 30/09/2005 | Green 30/09/2005 |
| Comment: | | | |

| Outcome And Transformation Area Description | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|--|---------------------|----------------------------------|----------------------------------|
| 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 01/09/2004 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: | | | |
| G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files). | Amber 01/04/2005 | Amber 01/04/2005 | Green 31/03/2006 |
| Comment: | | | |
| If already 'green' on R5, R6, G3 & G4 above please comment on E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction. Otherwise you may leave this row blank. | Comment: | | |
| 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). | Green 30/11/2005 | Green 30/11/2005 | Green 30/11/2005 |
| Comment: | | | |
| R8 Online receipt and processing of planning and building control applications. | Green 30/09/2004 | Green 30/09/2004 | Green 30/09/2004 |
| Comment: | | | |
| G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information. | Amber 01/03/2004 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: | | | |
| G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes. | Amber 01/04/2005 | Amber 01/04/2005 | Green 31/03/2006 |
| Comment: Wiltshire County Council responsibility | | | |
| 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 01/10/2004 | Amber 01/10/2004 | Green 31/03/2006 |
| Comment: | | | |
| If already 'green' on R7, R8, G5, G6 & G7 above please comment on E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank. | Comment: | | |
| R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment. | Green 12/12/2005 | Green 12/12/2005 | Green 12/12/2005 |
| Comment: Pilot paperless ordering due to be in place by 12/12/2005. Full system rollout due 31/3/2006. | | | |
| G8 Establishment of a single business account (i.e. a cross-departmental 'account' run by the local authority whereby businesses are allocated a unique identifier that can be stored and managed via a corporate CRM account facility supporting face-to-face, website and contact centre transactions). | Amber 01/10/2004 | Amber 01/10/2004 | Green 31/03/2006 |
| Comment: | | | |
| G9 Regional co-operation on e-procurement between local councils. | Green 30/09/2005 | Green 30/09/2005 | Green 30/09/2005 |
| Comment: In partnership with the Wiltshire Procurement Group | | | |

| Outcome And Transformation Area Description | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|--|--|----------------------------------|----------------------------------|
| If already 'green' on R9, G8 & G9 above please comment on E5 Access to virtual e-procurement 'marketplace'; | Comment: | | |
| 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; | Comment: | | |
| E7 Agreed targets (please specify) for efficiency savings by December 2005, including the % of undisputed invoices paid in 30 days (BVPI 8). Otherwise you may leave these rows blank. | Comment: | | |
| 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 01/06/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: | | |
| 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. | Amber 01/03/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: | | |
| G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments. | Amber 01/09/2005 | Amber 01/09/2005 | Green 31/03/2006 |
| | Comment: | | |
| G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers. | Amber 01/03/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: | | |
| If already 'green' on R10, R11, G10 & G11 above please comment on E8 Provision of facilities for making credit or debit card payments via SMS text message for parking fines (mobile phone). | Comment: | | |
| E9 Adoption of smart cards as standard for stored payments (e.g. replacing swipe cards). | Comment: | | |
| E10 Agreed baseline and targets for reductions in unit costs of payment transactions. Otherwise you may leave these rows blank. | Comment: | | |
| R12 Online renewal and reservations of library books and catalogue search facilities. | Green 31/03/2004 | Green 31/03/2004 | Green 31/03/2004 |
| | Comment: Wiltshire County Council responsibility | | |
| R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations. | Red 01/09/2004 | Red 01/09/2004 | Red 01/09/2004 |
| | Comment: Provided in partnership with the Councils Leisure provider, North Wiltshire Leisure Limited. This requirement will form part of the new contract commencing on 1st April 2006. | | |

| Outcome And Transformation Area Description | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|--|---|----------------------------------|----------------------------------|
| 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. | Amber 01/04/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: Delivered jointly with Wiltshire County Council. A long term strategy for the use of Smarcrads across the Wiltshire Customer First Partnership will be developed. | | |
| If already 'green' on R12, R13 & G12 above please comment on E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank. | Comment: | | |
| 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 31/12/2004 | Green 31/12/2004 | Green 31/12/2004 |
| | Comment: | | |
| 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 01/04/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: | | |
| 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 31/03/2005 | Amber 31/03/2005 | Green 31/03/2006 |
| | Comment: Wiltshire County Council responsibility | | |
| G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily. | Amber 01/04/2005 | Amber 01/04/2005 | Green 31/03/2006 |
| | Comment: Wiltshire County Council responsibility | | |
| If already 'green' on R14, R15, G13 & G14 above please comment on E12 Agreed baseline and targets for customer satisfaction and efficiency savings. Otherwise you may leave this row blank. | Comment: | | |
| 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 01/03/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: | | |
| R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms. | Amber 01/03/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: | | |
| G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes. | Amber 01/03/2005 | Green 31/12/2005 | Green 31/12/2005 |
| | Comment: | | |
| If already 'green' on R16, R17 & G15 above please comment on E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals. | Comment: | | |

| Outcome And Transformation Area Description | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|---|---|----------------------------------|----------------------------------|
| 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. Otherwise you may leave these rows blank. | Comment: | | |
| R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres. | Green 31/10/2005 | Green 31/10/2005 | Green 31/10/2005 |
| Comment: Wiltshire County Council responsibility | | | |
| 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 01/04/2005 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: Wiltshire County Council responsibility - Not applicable to North Wiltshire DC as the council does not deliver care services to the community | | | |
| G16 Systems to support joined-up working on children at risk across multiple agencies. | Amber 01/04/2005 | Amber 01/04/2005 | Green 31/03/2006 |
| Comment: Wiltshire County Council responsibility | | | |
| G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field. | Amber 01/04/2005 | Amber 01/04/2005 | Green 31/03/2006 |
| Comment: Wiltshire County Council responsibility | | | |
| If already 'green' on R18, R19, G16 & G17 above please comment on E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57). Otherwise you may leave this row blank. | Comment: | | |
| R20 Email and Internet access provided for all Members and staff that establish a need for it. | Green 31/03/1999 | Green 31/03/1999 | Green 31/03/1999 |
| Comment: | | | |
| R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff. | Green 31/12/2004 | Green 31/12/2004 | Green 31/12/2004 |
| Comment: | | | |
| 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 31/12/2004 | Green 31/12/2004 | Green 31/12/2004 |
| Comment: | | | |
| 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"). | Green 31/12/2002 | Green 31/12/2002 | Green 31/12/2002 |
| Comment: | | | |
| If already 'green' on R20, R21, R22 & G18 above please comment on E16 Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working. Otherwise you may leave this row blank. | Comment: Efficiency savings will be quantified by measuring knowledge before and after training. The time taken to perform tasks, and the amount of support required, will be measured and costed before and after the training takes place. For homeworkers, the increase in caseload in a day will be measured and quantified. | | |
| 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). | Green 30/11/2005 | Green 30/11/2005 | Green 30/11/2005 |
| Comment: | | | |

| Outcome And Transformation Area Description | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|---|---------------------|----------------------------------|----------------------------------|
| R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management. | Green 30/09/2004 | Green 30/09/2004 | Green 30/09/2004 |
| Comment: | | | |
| 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 01/01/2005 | Amber 01/01/2005 | Green 31/03/2006 |
| Comment: | | | |
| G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI). | Green 30/06/2005 | Green 30/06/2005 | Green 30/06/2005 |
| Comment: | | | |
| G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk). | Green 30/11/2005 | Green 30/11/2005 | Green 30/11/2005 |
| Comment: | | | |
| If already 'green' on R23, R24, G19, G20 & G21 above please comment on E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information. Otherwise you may leave this row blank. | Comment: | | |
| R25 Online publication of Internet service standards, including past performance and commitments on service availability. | Amber 01/01/2005 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: | | | |
| 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 01/01/2004 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: | | | |
| G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels. | Amber 01/03/2004 | Amber 01/03/2004 | Green 31/03/2006 |
| Comment: | | | |
| G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk). | Green 30/09/2004 | Green 30/09/2004 | Green 30/09/2004 |
| Comment: | | | |
| If already 'green' on R25, R26, G22 & G23 above please comment on 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. Otherwise you may leave this row blank. | Comment: | | |
| 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 customers records, to deliver services across different channels, and enabling joined-up and automated service delivery. | Amber 01/10/2004 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: | | | |

| Outcome And Transformation Area Description | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|--|---------------------|----------------------------------|----------------------------------|
| R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response. | Amber 01/10/2004 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: | | | |
| 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 01/10/2004 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: | | | |
| 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 01/01/2004 | Amber 01/01/2004 | Green 31/03/2006 |
| Comment: | | | |
| 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 01/01/2004 | Amber 01/01/2004 | Green 31/03/2006 |
| Comment: | | | |
| If already 'green' on R27, R28, R29, G24 & G25 above please comment on 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. Otherwise you may leave this row blank. | Comment: | | |

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 | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|---|---------------------|----------------------------------|----------------------------------|
| <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): | | | |
| i) Member & officer e-champions | Green 31/12/2002 | Green 31/12/2002 | Green 31/12/2002 |
| Comment: | | | |
| ii) e-government programme manager | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| Comment: Role currently filled by ICT Services Team Leader. | | | |
| iii) customer services management | Green 31/12/2001 | Green 31/12/2001 | Green 31/12/2001 |
| Comment: | | | |
| <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 (for more information about the e-capacity Building Programme see http://www.lamip.org/MicroSites/eCapacityBuilding/Pages/TemplateUser.aspx?PageType=StandardContent&XSL=standardcontent&Key=1) | Amber 01/01/2005 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: This is an ongoing programme of work and links to the deliverables within the overall e-government programme. The council is in the process of developing a jointly agreed change management programme with Unison. | | | |
| <ul style="list-style-type: none"> Establishment of an e-delivery programme board | Green 31/12/2001 | Green 31/12/2001 | Green 31/12/2001 |
| Comment: | | | |
| <ul style="list-style-type: none"> Use of formalised programme & project management methodologies (e.g. PRINCE2, MSP) to support e-delivery programme | Green 31/05/2005 | Green 31/05/2005 | Green 31/05/2005 |
| Comment: | | | |
| <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 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| Comment: | | | |
| <ul style="list-style-type: none"> Use of customer consultation/research to inform development of corporate e-government strategy | Green 31/03/2005 | Green 31/03/2005 | Green 31/03/2005 |
| Comment: | | | |
| <ul style="list-style-type: none"> Establishment of policy for addressing social inclusion within corporate e-government strategy | Amber 01/10/2004 | Amber 01/10/2004 | Green 31/03/2006 |
| Comment: | | | |
| <ul style="list-style-type: none"> Identification of the specific needs of the most disadvantaged groups and exploring how Information Communication Technologies (ICT) can help to address these needs (see http://www.socialexclusion.gov.uk/page.asp?id=583) | Red | Red | Red |
| Comment: | | | |






| Change Management Area | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|---|---------------------|----------------------------------|----------------------------------|
| <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), including information sharing and data quality audit procedures | Green 31/05/2004 | Green 31/05/2004 | Green 31/05/2004 |
| Comment: | | | |
| <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 | Amber 01/04/2005 | Amber 01/04/2005 | Amber 01/04/2005 |
| Comment: | | | |
| <ul style="list-style-type: none"> Establishment of partnerships for the joint (aggregated) procurement of broadband services | Green 26/02/2004 | Green 26/02/2004 | Green 26/02/2004 |
| Comment: Wiltshire "Smartplace" programme | | | |
| <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) | Amber 01/09/2004 | Green 31/12/2005 | Green 31/12/2005 |
| Comment: | | | |
| <ul style="list-style-type: none"> Compliance with BS 7799 on information security management | Amber 01/04/2004 | Amber 01/04/2004 | Amber 01/04/2004 |
| Comment: | | | |
| <ul style="list-style-type: none"> Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives | Amber 01/04/2005 | Amber 01/04/2005 | Green 31/03/2006 |
| Comment: | | | |
| <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 & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc) | Amber 01/01/2005 | Amber 01/01/2005 | Amber 01/01/2005 |
| Comment: | | | |
| <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) | Amber 01/10/2005 | Amber 01/10/2005 | Green 31/03/2006 |
| Comment: | | | |
| <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/) | Amber 01/10/2005 | Amber 01/10/2005 | Green 31/03/2006 |
| Comment: | | | |
| <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 | Amber 01/10/2005 | Amber 01/10/2005 | Green 31/03/2006 |
| Comment: | | | |
| <ul style="list-style-type: none"> ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect | Amber 01/10/2005 | Amber 01/10/2005 | Green 31/03/2006 |
| Comment: | | | |

| Change Management Area | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|--|---------------------|----------------------------------|----------------------------------|
| iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp) | Red 01/09/2005 | Red 01/09/2005 | Red 01/09/2005 |
| Comment: | | | |
| iv) citizen & business authentication for services for services categorised at security levels 0-3 | Amber 01/10/2005 | Amber 01/10/2005 | Amber 01/10/2005 |
| Comment: | | | |
| v) registration & authentication of employees for internal and cross-agency services | Red 01/05/2005 | Red 01/05/2005 | Red 01/05/2005 |
| Comment: | | | |
| vi) corporate approach to collection of e-payments | Amber 01/10/2005 | Amber 01/10/2005 | Green 31/03/2006 |
| Comment: | | | |
| vii) cross agency secure transactions (Government to Government) | Red 01/05/2005 | Red 01/05/2005 | Red 01/05/2005 |
| Comment: | | | |
| viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes | Amber 01/10/2005 | Amber 01/10/2005 | Amber 01/10/2005 |
| Comment: | | | |
| ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place) | Red 01/04/2006 | Red 01/04/2006 | Red 01/04/2006 |
| Comment: | | | |
| x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) | Amber 01/10/2005 | Amber 01/10/2005 | Amber 01/10/2005 |
| Comment: | | | |
| xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en) | Amber 01/10/2005 | Amber 01/10/2005 | Amber 01/10/2005 |
| Comment: | | | |
| • Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server) | Amber 01/10/2005 | Amber 01/10/2005 | Green 31/03/2006 |
| Comment: | | | |
| • Enable Directgov (see www.direct.gov.uk) to deeplink into service pages on local authority websites, by providing & maintaining URL data, based on Local Government Service & Interaction lists, standard schemas and formats, as directed by the Local Directgov programme (see http://www.localgov.gov.uk/localdirectgov/ieg5) | Red 01/01/2006 | Red 01/01/2006 | Red 01/01/2006 |
| Comment: | | | |
| • Reciprocal connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s) | Green 30/09/2004 | Green 30/09/2004 | Green 30/09/2004 |
| Comment: | | | |
| • Introduction of Digital Interactive TV services (see http://www.digitv.org.uk) | Red 01/06/2006 | Red 01/06/2006 | Red 01/06/2006 |
| Comment: This will be considered in conjunction with the requirements citizens through the Wiltshire Customer First Partnership | | | |

| Change Management Area | Current Status | Anticipated status at 31/12/2005 | Anticipated status at 31/03/2006 |
|--|---------------------|----------------------------------|----------------------------------|
| <ul style="list-style-type: none"> Establishment of dedicated telephone contact centre(s) services | Green 01/12/2001 | Green 01/12/2001 | Green 01/12/2001 |
| Comment: | | | |
| <ul style="list-style-type: none"> 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 31/12/2004 | Green 31/12/2004 | Green 31/12/2004 |
| Comment: | | | |
| <ul style="list-style-type: none"> Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk) | Amber 01/04/2003 | Amber 01/04/2003 | Green 31/03/2006 |
| Comment: | | | |
| <ul style="list-style-type: none"> Local Land & Property Gazetteer (LLPG) linked to Customer Relationship Management (CRM) systems | Green 01/07/2005 | Green 01/07/2005 | Green 01/07/2005 |
| Comment: | | | |
| <ul style="list-style-type: none"> Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk) | Amber 01/04/2003 | Amber 01/04/2003 | Amber 01/04/2003 |
| Comment: Dependent on Wiltshire County Council link | | | |
| <ul style="list-style-type: none"> Introduction and maintenance of an online service directory for Children's services for professionals working with children & young people, and allowing public access where possible (for further information see http://www.dfes.gov.uk/isa) | Red 01/09/2005 | Red 01/09/2005 | Red 01/09/2005 |
| Comment: Working in partnership with Wiltshire County Council | | | |

Section 3 - BVPI 157

Councils are asked to complete the following table using the definition of Best Value Performance Indicator (BVPI) 157 for Electronic Service Delivery (Corporate). You are required to validate your local list of interactions against Version 2.01 of the Local Government Services List (LGSL) developed by local authority members of the esd-toolkit (www.esd-toolkit.org). All totals and percentages shown should be cumulative.

| BVPI 157 Interaction Type | Forecast average IEG4.5 % e-enabled position at 31 December 2005 | Actual | | | | Forecast |
|---|--|--|--|--|--|--|
| | | 01/02  | 02/03  | 03/04  | 04/05  | 05/06  |
| Providing information: ● Total types of interaction e-enabled ● % e-enabled | 99 % | ● 117 ● 47.56 % | ● 143 ● 58.13 % | ● 169 ● 68.70 % | ● 244 ● 99.19 % | ● 246 ● 100.00 % |
| Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled | 97 % | ● 8 ● 80.00 % | ● 8 ● 80.00 % | ● 8 ● 80.00 % | ● 10 ● 100.00 % | ● 10 ● 100.00 % |
| Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled | 96 % | ● 2 ● 20.00 % | ● 2 ● 20.00 % | ● 2 ● 20.00 % | ● 2 ● 20.00 % | ● 10 ● 100.00 % |
| Consultation: ● Total types of interaction e-enabled ● % e-enabled | 97 % | ● 7 ● 35.00 % | ● 17 ● 85.00 % | ● 18 ● 90.00 % | ● 19 ● 95.00 % | ● 20 ● 100.00 % |
| Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled | 94 % | ● 2 ● 4.17 % | ● 2 ● 4.17 % | ● 2 ● 4.17 % | ● 2 ● 4.17 % | ● 48 ● 100.00 % |
| Applications for services: ● Total types of interaction e-enabled ● % e-enabled | 97 % | ● 102 ● 51.78 % | ● 121 ● 61.42 % | ● 153 ● 77.66 % | ● 178 ● 90.36 % | ● 197 ● 100.00 % |
| Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled | 93 % | ● 4 ● 66.67 % | ● 6 ● 100.00 % | ● 6 ● 100.00 % | ● 6 ● 100.00 % | ● 6 ● 100.00 % |
| Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled | 95 % | ● 2 ● 2.67 % | ● 2 ● 2.67 % | ● 2 ● 2.67 % | ● 74 ● 98.67 % | ● 75 ● 100.00 % |
| Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled | 97 % | ● 7 ● 87.50 % | ● 8 ● 100.00 % | ● 8 ● 100.00 % | ● 8 ● 100.00 % | ● 8 ● 100.00 % |
| Procurement: ● Total types of interaction e-enabled ● % e-enabled | 95 % | ● 0 ● | ● 0 ● | ● 0 ● | ● 0 ● | ● 0 ● |
| Total: ● Total types of interaction e-enabled ● % e-enabled | 98 % | ● 251 ● 40.48 % | ● 309 ● 49.84 % | ● 368 ● 59.35 % | ● 543 ● 87.58 % | ● 620 ● 100.00 % |

Section 4 - Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. Planning authorities should also complete the Local Service Website line for planning applications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Click on the light bulb icons for industry definitions of page impressions and unique users.

| E-enablement & Main E-Access Channel Take-Up | Actual | | Forecast | | |
|---|---|-----------|-----------|-----------|-----------|
| | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 |
| Local Service Websites | | | | | |
| • Page impressions (annual) | 835,000 | 1,090,000 | 1,250,000 | 1,440,000 | 1,650,000 |
| • Unique users, i.e. separate individuals visiting website (annual) | 7,000 | 63,258 | 71,000 | 80,000 | 90,000 |
| • Number of e-enabled payment transactions accepted via website | 1,500 | 1,935 | 2,500 | 2,800 | 3,000 |
| • Number of change of address notifications accepted via website | 0 | 44 | 800 | 1,500 | 2,000 |
| • Number of planning applications accepted via website (including through the Planning Portal) | | | | | |
| | Comment: Development of web enabled systems should see an increase in payments by this method. Plan to link Change of Address form to website. | | | | |
| 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> | | | | | |
| • Number of e-enabled payment transactions accepted by telephone | 0 | 695 | 1,000 | 3,500 | 4,000 |
| • Number of change of address notifications accepted via telephone | 0 | 452 | 600 | 800 | 800 |
| | Comment: Payment by telephone implemented Autumn 2004. Change of Address transactions should reduce as services are linked up. One stop notification approach. | | | | |
| 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> | | | | | |
| • Number of e-enabled payment transactions accepted via personal contact | 0 | 715 | 1,000 | 1,300 | 1,600 |
| • Number of change of address notifications accepted via personal contact | 1,000 | 520 | 500 | 500 | 500 |
| | Comment: The e-enabled payment figure is based on payment by Debit or Credit card at the reception desk | | | | |

| | Actual | | Forecast | | |
|---|--|---------|----------|---------|---------|
| E-enablement & Main E-Access Channel Take-Up | 03/04 | 04/05 | 05/06 | 06/07 | 07/08 |
| Other Electronic Media (e.g. BACS, text messaging) | | | | | |
| • Number of e-enabled payment transactions accepted via BACS | 320,000 | 341,267 | 350,000 | 350,000 | 380,000 |
| • Number of e-enabled payment transactions accepted via text message or other electronic form | 0 | 0 | 1,000 | 1,200 | 1,500 |
| • Number of change of address notifications accepted via other electronic media | 0 | 1,250 | 1,500 | 2,000 | 3,000 |
| | Comment: Direct Debit payments should continue to increase steadily. Possible take-up of text messaging for Change of Address notification. | | | | |
| Non Electronic (e.g. cash office, post) | | | | | |
| • Number of payments accepted by cheque or other non-electronic form | 60,000 | 81,379 | 78,000 | 74,000 | 70,000 |
| • Number of change of address notifications accepted via non-electronic form | 3,000 | 2,800 | 2,500 | 2,000 | 1,500 |
| | Comment: With other electronic access channels increasing, a decrease is anticipated in this area. | | | | |

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 Resource | Backward Look (£) | | Forward Look (£) | | |
|---|---|----------------|------------------|----------------|----------------|
| | 01/02 to 03/04 | 04/05 | 05/06 | 06/07 | 07/08 |
| • IEG capital grant | 400,000 | 350,000 | 150,000 | | |
| | Comment: | | | | |
| • ODPM Local e-Government Support & Capacity Programme capital grant | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | |
| • your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area | 533,000 | 0 | 0 | 0 | 0 |
| | Comment: Proportion of Wiltshire and Swindon e-Government Partnership LGOL Funding | | | | |
| • financial contribution from public-private partnerships | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | |
| • resources being applied from internal revenue and capital budgets to implement e-government | 90,000 | 185,000 | 854,000 | 607,000 | 478,000 |
| | Comment: This includes Revenue, staffing costs and Capital | | | | |
| • other resources (e.g. training) (please specify) | 30,000 | 22,000 | 22,000 | 22,000 | 22,000 |
| | Comment: Training costs | | | | |
| • ODPM e-Innovations Fund capital grant | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | |
| • financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | |
| TOTAL | 1,053,000 | 557,000 | 1,026,000 | 629,000 | 500,000 |

Section 6 - Local e-Government Programme Efficiency Gains

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

| | Backward Look (£) | | Forward Look (£) | | | | | |
|--|---|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| | 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: | | | | | | | | |
| • e-recruitment | 20,000 | 20,000 | 20,000 | 20,000 | 20,000 | 20,000 | 20,000 | 20,000 |
| | Comment: resources released due to e-enablement of job application and recruitment process | | | | | | | |
| • e-payments | 2,000 | 2,000 | 4,000 | 4,000 | 4,000 | 4,000 | 4,000 | 4,000 |
| | Comment: Increased payments by Credit/Debit Cards | | | | | | | |
| • corporate services efficiencies not covered above | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | | | | |
| e-Procurement, of which: | | | | | | | | |
| • Service specific | 0 | 0 | 0 | 0 | 2,000 | 2,000 | 4,000 | 4,000 |
| | Comment: Achieved through price reductions from online purchasing | | | | | | | |
| • Cross-cutting e-procurement efficiencies not covered above | 21,000 | 21,000 | 77,000 | 77,000 | 31,000 | 31,000 | 31,000 | 31,000 |
| | Comment: Partnership procurement | | | | | | | |
| Productive time, of which: | | | | | | | | |
| • Service specific | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | | | | |

| | Backward Look (£) | | Forward Look (£) | | | | | |
|--|---|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| | 04/05 | | 05/06 | | 06/07 | | 07/08 | |
| | Annual gain | ...of which cashable | Expected annual gain | ...of which cashable | Expected annual gain | ...of which cashable | Expected annual gain | ...of which cashable |
| • Cross-cutting productive time efficiencies not covered above | 0 | 0 | 41,220 | 0 | 100,361 | 0 | 180,000 | 0 |
| | Comment: | | | | | | | |
| Transactions | 0 | 0 | 0 | 0 | 82,100 | 3,650 | 107,504 | 7,300 |
| | Comment: Achieved through process improvement | | | | | | | |
| Miscellaneous efficiencies not covered above | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Comment: | | | | | | | |
| TOTAL EFFICIENCY GAINS - GROSS | 43,000 | 43,000 | 142,220 | 101,000 | 239,461 | 60,650 | 346,504 | 66,300 |
| LESS e-government implementation expenditure | 557,000 | | 1,026,000 | | 629,000 | | 500,000 | |
| | Comment: The Councils "Improving the Customer Experience" Programme is identifying areas where future efficiency gains will be made and how these will be measured. Baseline figures have been produced as part of each individual Business Case. These figures will be included in future IEG returns | | | | | | | |
| TOTAL EFFICIENCY GAINS - NET | -,514,000 | | -,883,780 | | -,389,539 | | -,153,496 | |