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

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

Name of Authority: Kennet District Council

IEG Contact Name: Frank Marshall

Email: frank.marshall@kennet.gov.uk

Telephone No: 01380724911

Local Context

Partnership

Kennet District Council is part of the Wiltshire and Swindon Customer First Steering Group. This is a partnership of all local authorities, recently formed off the back of the LGOL funded partnership projects. The aim of the steering group is to stimulate and govern proactive and progressive engagement with transforming customer services across the partnership. The steering group comprise lead members from each authority, supported by a lead officer. The steering group is chaired by the Leader of the County Council.

To date the steering group has overseen the joint procurement of a common Customer Relationship Management (CRM) system for all partners. Other achievements are agreement on common standards for a joint customer care charter and a joint programme of work spanning the change programmes of all partners.

The partnership is also taking an innovative step by seeking to establish a Joint Committee. Delivery and decision making powers related to the programme will be delegated to the Joint Committee. The committee will keep an overview of the pooled finances of 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 and skills across the partnership.

Kennet-Specific Perspective

Of course, improved access needs to be supported by robust and up-to-date back office systems. Over the last few years the Council has replaced virtually all of its back-office systems to ensure that they are fit for purpose in the new e-government environment. The new systems are now being developed further to ensure that they are Web-enabled and support various means of access to services, self-help, via the Internet, face-to-face, or via the written word.

Similarly, the Council has invested significantly, and continues to invest, in making sure that its systems are secure, for the protection of the Council itself, and to protect the public that uses or is served by them, and meet national standards.

There is no question that the Council will meet is Best Value Performance Indicator 157 target of 100% e-enablement of services, and will meet the required National Priority outcomes within the time allowed. At one time that appeared to be a very difficult point to reach, but is now seen as eminently achievable.

In the midst of the Council's enthusiasm to improve access to improved services, the Council is ever mindful of the need to ensure that the very significant investment it has made, and continues to make in new technology will lead to service efficiencies and economies as well as being more effective.

Section 1 - Priority Outcomes (self-assessment)

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

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	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.	Amber 01/12/2004	Green 30/08/2005	Green 30/08/2005	Green 30/08/2005
	Comment: This requires a deep link from our website to the relevant part of the County website. The approach in Wiltshire is to agree a common A to Z of services – the Integrated Public Sector List (IPSL) – with each authority's content relating to the list items held in an access database on the shared Obtre Content Management System. The content would be managed by individual organisations, but accessible to all. The process of developing this approach is being led by the webmasters. They have an agreed approach and will deliver the technical solution that we need. One's only concern is whether the individual service providers at County will deliver the content behind the list entries that is needed. The Wiltshire E-government Steering Group should receive regular updates from each partner as to the proportion of list items for which there is meaningful content, particularly those related to "Deep Link" requirements such as this.			
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Amber 01/12/2004	Green 30/08/2005	Green 30/08/2005	Green 30/08/2005
	Comment: This requires a deep link from our website to the relevant part of the County website. The approach in Wiltshire is to agree a common A to Z of services – the Integrated Public Sector List (IPSL) – with each authority's content relating to the list items held in an access database on the shared Obtre Content Management System. The content would be managed by individual organisations, but accessible to all. The process of developing this approach is being led by the webmasters. They have an agreed approach and will deliver the technical solution that we need. One's only concern is whether the individual service providers at County will deliver the content behind the list entries that is needed. The Wiltshire E-government Steering Group should receive regular updates from each partner as to the proportion of list items for which there is meaningful content, particularly those related to "Deep Link" requirements such as this.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G1 Development of an Admissions Portal and / or e-enabled telephone contact centre to assist parents, carers and children in their choice of, and application to local schools	Amber 01/12/2004	Green 30/08/2005	Green 30/08/2005	Green 30/08/2005
	Comment: This requires a deep link from our website to the relevant part of the County website. The approach in Wiltshire is to agree a common A to Z of services – the Integrated Public Sector List (IPSL) – with each authority's content relating to the list items held in an access database on the shared Obtre Content Management System. The content would be managed by individual organisations, but accessible to all. The process of developing this approach is being led by the webmasters. They have an agreed approach and will deliver the technical solution that we need. One's only concern is whether the individual service providers at County will deliver the content behind the list entries that is needed. The Wiltshire E-government Steering Group should receive regular updates from each partner as to the proportion of list items for which there is meaningful content, particularly those related to "Deep Link" requirements such as this.			
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:**			
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 08/07/2005	Green 08/07/2005	Green 08/07/2005	Green 08/07/2005
	Comment: The only additional comment is that the A to Z would be available telephone and face-to-face contact centre staff via a web browser. Of course, it would not be appropriate for a member of staff to simply read out what is on the page where there is a lot of information, and scripting material may be needed to front-end A to Z entries.			
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 23/05/2005	Amber 23/05/2005	Green 31/12/2005	Green 31/12/2005
	Comment: To be led by the County & discussed and monitored by the Steering Group.			
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 01/04/2004	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: Process agreed for the management & monitoring of the solution, working with Partnership to determine final solution.			
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.	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment:			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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 01/10/2004	Green 01/10/2004	Green 01/10/2004	Green 01/10/2004
	Comment:			
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 01/04/2004	Amber 01/04/2004	Green 01/10/2005	Green 01/10/2005
	Comment: We have the systems to create mailing lists to pro-actively contact people via e-mail or SMS, and will be doing so with alerts on new web material for particular subject areas, planning, recycling etc. Can use this technology to sign people up to an on-line citizens panel, and then send them consultation questionnaires electronically. Would then need to purchase SNAP product to automatically analyse and report the results, which can then be fed back to panel electronically.			
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Amber 01/06/2004	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
	Comment: We have the multimedia capability. During the Summer we will collect footage for events and tourist attractions in the area, to which can be added commentary, and after editing will be displayed on the web site.			
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).	Amber 01/04/2004	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment:			
R8 Online receipt and processing of planning and building control applications.	Amber 01/10/2004	Amber 01/10/2004	Green 01/10/2005	Green 01/10/2005
	Comment: Utilising the Planning Portal in conjunction with MVM. No product currently available to handle building contril applications.			
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Amber 01/04/2005	Green 30/09/2005	Green 30/09/2005	Green 30/09/2005
	Comment: Software purchased and currently being tested.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber 01/04/2004	Green 30/08/2005	Green 30/08/2005	Green 30/08/2005
	Comment: This requires a deep link from our website to the relevant part of the County website. The approach in Wiltshire is to agree a common A to Z of services – the Integrated Public Sector List (IPSL) – with each authority's content relating to the list items held in an access database on the shared Obtre Content Management System. The content would be managed by individual organisations, but accessible to all. The process of developing this approach is being led by the webmasters. They have an agreed approach and will deliver the technical solution that we need. One's only concern is whether the individual service providers at County will deliver the content behind the list entries that is needed. The Wiltshire E-government Steering Group should receive regular updates from each partner as to the proportion of list items for which there is meaningful content, particularly those related to "Deep Link" requirements such as this.			
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 01/04/2004	Green 31/07/2005	Green 31/07/2005	Green 31/07/2005
	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.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Paperless ordering due to commence rollout during June/July. Electronic certification of orders and payment in place currently. Electronic invoices at investigation stage.			
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 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: This requirement will be incorporated into the process reviews and will become part of the CRM system once it goes live.			
G9 Regional co-operation on e-procurement between local councils.	Amber 31/03/2005	Amber 31/03/2005	Green 31/12/2005	Green 31/12/2005
	Comment: Part of the Wiltshire Procurement Federation. Proposal to create a Procurement section who will implement this across the Council.			
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:**			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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).	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	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	Amber 01/03/2005	Green 01/10/2005	Green 01/10/2005
	Comment: Technical solution identified and will be implemented during the summer.			
G10 Demonstration of efficiency savings and improved collection rates from implementation of e-payments.	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
	Comment: Base data from April 2003 in place including unit costs of each transaction type. Report each April on numbers of different transaction types and cash values with calculation of efficiency gains from electronic transactions. Plus calculation of changes in collection rates.			
G11 Registration for Council Tax and Business Rates e-billing for Direct Debit payers.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	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.	Amber 01/12/2004	Green 30/08/2005	Green 30/08/2005	Green 30/08/2005
	Comment: This requires a deep link from our website to the relevant part of the County website. The approach in Wiltshire is to agree a common A to Z of services – the Integrated Public Sector List (IPSL) – with each authority's content relating to the list items held in an access database on the shared Obtre Content Management System. The content would be managed by individual organisations, but accessible to all. The process of developing this approach is being led by the webmasters. They have an agreed approach and will deliver the technical solution that we need. One's only concern is whether the individual service providers at County will deliver the content behind the list entries that is needed. The Wiltshire E-government Steering Group should receive regular updates from each partner as to the proportion of list items for which there is meaningful content, particularly those related to "Deep Link" requirements such as this.			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
Comment:				
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.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
Comment:				
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 29/10/2004	Green 29/10/2004	Green 29/10/2004	Green 29/10/2004
Comment: Link in place to Travel line				
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 01/12/2004	Green 30/08/2005	Green 30/08/2005	Green 30/08/2005
Comment: This requires a deep link from our website to the relevant part of the County website. The approach in Wiltshire is to agree a common A to Z of services – the Integrated Public Sector List (IPSL) – with each authority's content relating to the list items held in an access database on the shared Obtre Content Management System. The content would be managed by individual organisations, but accessible to all. The process of developing this approach is being led by the webmasters. They have an agreed approach and will deliver the technical solution that we need. One's only concern is whether the individual service providers at County will deliver the content behind the list entries that is needed. The Wiltshire E-government Steering Group should receive regular updates from each partner as to the proportion of list items for which there is meaningful content, particularly those related to "Deep Link" requirements such as this.				
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.	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005
Comment:				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Amber 01/12/2004	Green 30/08/2005	Green 30/08/2005	Green 30/08/2005
	Comment: This requires a deep link from our website to the relevant part of the County website. The approach in Wiltshire is to agree a common A to Z of services – the Integrated Public Sector List (IPSL) – with each authority's content relating to the list items held in an access database on the shared Obtre Content Management System. The content would be managed by individual organisations, but accessible to all. The process of developing this approach is being led by the webmasters. They have an agreed approach and will deliver the technical solution that we need. One's only concern is whether the individual service providers at County will deliver the content behind the list entries that is needed. The Wiltshire E-government Steering Group should receive regular updates from each partner as to the proportion of list items for which there is meaningful content, particularly those related to "Deep Link" requirements such as this.			
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.	Green 10/05/2005	Green 10/05/2005	Green 10/05/2005	Green 10/05/2005
	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.	Green 01/10/2004	Green 01/10/2004	Green 01/10/2004	Green 01/10/2004
	Comment:			
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Amber 01/04/2005	Amber 01/04/2005	Green 30/11/2005	Green 30/11/2005
	Comment: To be implemented during the Autumn, using copies of the core benefits assessment system on laptops to carry out assessments in remote locations, with uploading of results on to main system at the end of each day			
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:**			
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:**			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber 01/12/2004	Green 30/08/2005	Green 30/08/2005	Green 30/08/2005
Comment: This requires a deep link from our website to the relevant part of the County website. The approach in Wiltshire is to agree a common A to Z of services – the Integrated Public Sector List (IPSL) – with each authority's content relating to the list items held in an access database on the shared Obtre Content Management System. The content would be managed by individual organisations, but accessible to all. The process of developing this approach is being led by the webmasters. They have an agreed approach and will deliver the technical solution that we need. One's only concern is whether the individual service providers at County will deliver the content behind the list entries that is needed. The Wiltshire E-government Steering Group should receive regular updates from each partner as to the proportion of list items for which there is meaningful content, particularly those related to "Deep Link" requirements such as this.				
R19 Remote web access or mediated access via telephone (including outside of standard working hours availability) for authorised officers to information about individual 'care packages', including payments, requests for service and review dates.	Red	Red	Red	Red
Comment:				
G16 Systems to support joined-up working on children at risk across multiple agencies.	Red 01/06/2005	Red 01/06/2005	Red 01/06/2005	Red 01/06/2005
Comment: WCC needs to lead on this and establish the necessary protocols and systems. No evidence of progress in this regard. Will be taken up with E-government Steering Group. Housing Services should lead for KDC.				
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
Comment: The County's FAB team includes members of staff from the department of works and pensions who are able to advise on benefits and get forms filled in and passed to KDC for action. Similarly KDC staff can do same for DWP in respect of incapacity benefit and attendance allowances. Next stages – 1 allow DWP staff to be VF compliant for KDC 2 – provide electronic version of benefit forms rather than manual copies				
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 01/02/2004	Green 01/02/2004	Green 01/02/2004	Green 01/02/2004
Comment:				
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
Comment:				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
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 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
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 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
Comment: Training in place. European Computer Driving Licence seen as too low a standard and not worth the expense effort. Instead, plan baseline survey of skills of current staff and Members and then target those in need of further training. Will set own base standard. Will include ability to use the Internet, Intranet, E-mail and two or more Microsoft Office applications.				
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:**			
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 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
Comment:				
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002	Green 01/04/2002
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 18/05/2005	Amber 18/05/2005	Amber 18/05/2005	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).	Amber 01/04/2004	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
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 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
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.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
Comment:				

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Green 01/06/2004	Green 01/06/2004	Green 01/06/2004	Green 01/06/2004
	Comment:			
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber 31/03/2005	Green 31/08/2005	Green 31/08/2005	Green 31/08/2005
	Comment:			
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Amber 01/04/2004	Green 01/09/2005	Green 01/09/2005	Green 01/09/2005
	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.	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005	Green 31/03/2005
	Comment: Basically the CRM system, is in place and being used. The only difference in the future will be the number of services added, and the use of the system in remote locations when we open face-to-face contact centres.			
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Amber 02/11/2004	Amber 02/11/2004	Green 31/10/2005	Green 31/10/2005
	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 02/11/2004	Amber 02/11/2004	Green 31/10/2005	Green 31/10/2005
	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 02/11/2004	Amber 02/11/2004	Green 31/12/2005	Green 31/12/2005
	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.	Green 15/12/2004	Green 15/12/2004	Green 15/12/2004	Green 15/12/2004
	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:**			

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006

Outcome And Transformation Area Description	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006

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 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● 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 01/04/2001	Green 01/04/2001	Green 01/04/2001	Green 01/04/2001
Comment:				
ii) e-government programme manager	Green 01/04/2001	Green 01/04/2001	Green 01/04/2001	Green 01/04/2001
Comment:				
iii) customer services management	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004	Green 31/12/2004
Comment:Currently recruiting for this post				
● 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 01/04/2004	Amber 01/04/2004	Green 31/12/2005	Green 31/12/2005
Comment:				
● Establishment of an e-delivery programme board	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
Comment:				
● Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme	Green 01/01/2001	Green 01/01/2001	Green 01/01/2001	Green 01/01/2001
Comment:				
● Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
Comment:				
● Use of customer consultation/research to inform development of corporate e-government strategy	Green 01/04/2001	Green 01/04/2001	Green 01/04/2001	Green 01/04/2001
Comment:Started this work with the Wiltshire & Swindon partnership under the Pathfinder programme				
● Establishment of policy for addressing social inclusion within corporate e-government strategy	Green 01/04/2001	Green 01/04/2001	Green 01/04/2001	Green 01/04/2001
Comment:				
● Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)	Green 01/01/2001	Green 01/01/2001	Green 01/01/2001	Green 01/01/2001
Comment:				
● 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	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
Comment:				

| Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
● Establishment of partnerships for the joint (aggregated) procurement of broadband services	Green 01/01/2001	Green 01/01/2001	Green 01/01/2001	Green 01/01/2001
Comment:				
● 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 01/04/2005	Green 01/08/2005	Green 01/08/2005	Green 01/08/2005
Comment:				
● Compliance with BS 7799 on information security management	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004	Green 01/04/2004
Comment:				
● Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives	Red	Red	Red	Red
Comment:				
● Completion of mapping of Local Government Services List transactions against approved security levels (0-3) (see http://www.esd.org.uk/standards/lgsl/lgsl.doc & http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc)	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005	Green 01/03/2005
Comment:				
● 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)	Red	Red	Red	Red
Comment:				
● 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
Comment:				
● Use of Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) to support:				
i) personalisation & registration for services categorised at security levels '0' and '1' through the citizen account	Red	Red	Red	Red
Comment:				
ii) adoption of Unique IDentifiers (UIDs) and associated standards, as designated in Government Connect	Red	Red	Red	Red
Comment:				
iii) the bereavement journey & closing of accounts (see http://www.cabinetoffice.gov.uk/regulation/pst/projects/mad/bereave.asp)	Red	Red	Red	Red
Comment:				
iv) citizen & business authentication for services for services categorised at security levels 0-3	Red	Red	Red	Red
Comment:				
v) registration & authentication of employees for internal and cross-agency services	Red	Red	Red	Red
Comment:				

Change Management Area	Current Status	Anticipated status at 30/09/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006
vi) corporate approach to collection of e-payments	Red	Red	Red	Red
Comment:				
vii) cross agency secure transactions (Government to Government)	Red	Red	Red	Red
Comment:				
viii) account structures for citizens, businesses, property, voluntary & community bodies, schools and parishes	Red	Red	Red	Red
Comment:				
ix) common XML schema and frameworks for performance management, Local Strategic Partnerships and Local Area Agreements (where in place)	Red	Red	Red	Red
Comment:				
x) GC Register (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red	Red	Red	Red
Comment:				
xi) GC Exchange (see http://www.govconnect.gov.uk/ccm/woss-demo/the-programme.en)	Red	Red	Red	Red
Comment:				
● Government Connect (see http://www.govconnect.gov.uk/ccm/portal/) back office connection in place (Department Interface Server)	Red 01/04/2005	Amber 01/09/2005	Amber 01/09/2005	Amber 01/09/2005
Comment:				
● Connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Green 31/05/2004	Green 31/05/2004	Green 31/05/2004	Green 31/05/2004
Comment:				
● 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 01/01/2005	Green 01/01/2005	Green 01/01/2005	Green 01/01/2005
Comment:				
● Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk)	Green 01/11/2003	Green 01/11/2003	Green 01/11/2003	Green 01/11/2003
Comment:				
● Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk)	Red 01/08/2003	Amber 01/08/2005	Green 31/12/2005	Green 31/12/2005
Comment:				
● 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	Red	Red	Red
Comment:				

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 IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	Actual 01/02	Actual 02/03	Actual 03/04	Actual 04/05	Forecast 05/06
Providing information: ● Total types of interaction e-enabled ● % e-enabled	94 %	● 97 ● 58.08 %	● 97 ● 58.08 %	● 99 ● 59.28 %	● 161 ● 96.41 %	● 167 ● 100.00 %
Collecting revenue: ● Total types of interaction e-enabled ● % e-enabled	87 %	● 2 ● 66.67 %	● 2 ● 66.67 %	● 2 ● 66.67 %	● 3 ● 100.00 %	● 3 ● 100.00 %
Providing benefits & grants: ● Total types of interaction e-enabled ● % e-enabled	78 %	● 13 ● 81.25 %	● 13 ● 81.25 %	● 13 ● 81.25 %	● 16 ● 100.00 %	● 16 ● 100.00 %
Consultation: ● Total types of interaction e-enabled ● % e-enabled	86 %	● 28 ● 70.00 %	● 28 ● 70.00 %	● 28 ● 70.00 %	● 40 ● 100.00 %	● 40 ● 100.00 %
Regulation (such as issuing licenses): ● Total types of interaction e-enabled ● % e-enabled	76 %	● 5 ● 31.25 %	● 5 ● 31.25 %	● 5 ● 31.25 %	● 8 ● 50.00 %	● 16 ● 100.00 %
Applications for services: ● Total types of interaction e-enabled ● % e-enabled	83 %	● 17 ● 21.52 %	● 17 ● 21.52 %	● 18 ● 22.78 %	● 61 ● 77.22 %	● 79 ● 100.00 %
Booking venues, resources & courses: ● Total types of interaction e-enabled ● % e-enabled	78 %	● 1 ● 7.69 %	● 1 ● 7.69 %	● 1 ● 7.69 %	● 5 ● 38.46 %	● 13 ● 100.00 %
Paying for goods & services: ● Total types of interaction e-enabled ● % e-enabled	80 %	● 3 ● 8.11 %	● 3 ● 8.11 %	● 3 ● 8.11 %	● 25 ● 67.57 %	● 37 ● 100.00 %
Providing access to community, professional or business networks: ● Total types of interaction e-enabled ● % e-enabled	82 %	● 31 ● 52.54 %	● 31 ● 52.54 %	● 31 ● 52.54 %	● 50 ● 84.75 %	● 59 ● 100.00 %
Procurement: ● Total types of interaction e-enabled ● % e-enabled	73 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 0 ● 0.00 %	● 2 ● 100.00 %
Total: ● **Total types of interaction e-enabled** ● **% e-enabled**	86 %	● **197** ● **45.60 %**	● **197** ● **45.60 %**	● **200** ● **46.30 %**	● **369** ● **85.42 %**	● **432** ● **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. 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)	1,615,553	3,605,924	4,300,000	4,750,000	5,600,000
● Unique users, i.e. separate individuals visiting website (annual)	57,640	88,071	94,000	101,000	113,000
● Number of e-enabled payment transactions accepted via website	48	307	2,000	3,000	4,400
● Number of change of address notifications accepted via website	30	80	1,900	3,400	5,000
	Comment:				
Telephone *(i.e. telephone interactions where officers can access electronic information and/or update records on-line there and then, including interactions in contact centres)*					
● Number of e-enabled payment transactions accepted by telephone	1,800	4,500	5,500	6,000	7,500
● Number of change of address notifications accepted via telephone	2,600	2,545	3,000	3,500	5,000
	Comment:				
Face To Face *(i.e. front-line operations where officers can access electronic information and/or update records on-line there and then, including interactions at reception desks, One Stop Shops & home visits)*					
● Number of e-enabled payment transactions accepted via personal contact	0	0	500	500	500
● Number of change of address notifications accepted via personal contact	500	500	500	750	1,000
	Comment:				
Other Electronic Media *(e.g. BACS, text messaging)*					
● Number of e-enabled payment transactions accepted via BACS					
● Number of e-enabled payment transactions accepted via text message or other electronic form					

	Actual		Forecast		
E-enablement & Main E-Access Channel Take-Up	03/04	04/05	05/06	06/07	07/08
● Number of change of address notifications accepted via other electronic media	300	500	750	1,000	1,250
	Comment:				
Non Electronic *(e.g. cash office, post)*					
● Number of payments accepted by cheque or other non-electronic form	46,748	65,000	50,000	30,000	20,000
● Number of change of address notifications accepted via non-electronic form	2,000	1,850	1,650	1,000	750
	Comment:				

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					
Comment:					
● 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
Comment: One seventh of the total funding (6 main local authority partners plus the equivalent of one for other partners).					
● 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	0	0	0	0	0
Comment: Funding mainly from capital receipts from the sale of redundant assets, with revenue funding of new Web development and project management of new e-Government work.					
● other resources (e.g. training) (please specify)	0	0	0	0	0
Comment: Staff and Member training budget.					
● 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: Mainly Bite IT at Tidworth and Homes @Kennet Choice-based Lettings					
TOTAL	**400,000**	**350,000**	**150,000**	**0**	**0**

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.

Efficiency Gains	Backward Look (£) 04/05		Forward Look (£) 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
Corporate services, of which:								
● e-recruitment								
Comment:								
● e-payments								
Comment:								
● corporate services efficiencies not covered above								
Comment:								
e-Procurement, of which:								
● Service specific								
Comment:								
● Cross-cutting e-procurement efficiencies not covered above								
Comment:								
Productive time, of which:								
● Service specific								
Comment:								
● Cross-cutting productive time efficiencies not covered above								
Comment:								
Transactions								
Comment:								
Miscellaneous efficiencies not covered above								
Comment:								

	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
TOTAL EFFICIENCY GAINS - GROSS	0	0	0	0	0	0	0	0
LESS e-government implementation expenditure	350,000		150,000		0		0	
Comment:								
TOTAL EFFICIENCY GAINS - NET	**-,350,000**		**-,150,000**		0		0	