

The Cabinet

15 December 2004

REPORT

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Councillor Collier – Deputy Leader of the Cabinet

IMPLEMENTING ELECTRONIC GOVERNMENT (I.E.G.) STATEMENT

1. Matters for Consideration:

Cabinet are requested to approve the Council's fourth I.E.G. Statement for submission to the Office of the Deputy Prime Minister.

2. Introduction and Background:

Attached at Appendix I is the Council's I.E.G. Statement. This is the fourth year that the Council has been required to submit a Statement. The Statement is based on a standard format which all authorities are directed to follow. The Council must submit its Statement by 20th December 2004.

It is expected that successful completion of the Statement will result in a final I.E.G. payment to Salisbury District Council of £150,000.

3. Conclusions and Recommendations:

The aim of the I.E.G. payment is to assist the Council in achieving 100% E-enabled services by the end of 2005. Cabinet will note that the format of the Statement has been designed to take account of the Efficiency Review (Gershon). A report on the wider implications of Gershon will be developed for Cabinet in Spring 2005.

'Improving Customer Service' is one of the Council's six political priorities. Implementing the 'priority outcomes' will significantly support this priority. A programme for achieving the 'priority outcomes' is currently being developed and will be the subject of a further report to the Cabinet in March 2005.

Members are requested to:

- (i) note the current position of the Council in implementing Electronic Government; and
- (ii) approve the Statement for submission to the Office of the Deputy Prime Minister.

4. Background Papers:

ODPM – Priority Outcomes Document

<http://www.localgov.gov.uk/Nimoi/sites/ODMP/resources/Priority%20Outcomes%20for%202005.pdf>

5. Implications:

- **Financial:** Failure to submit the I.E.G. 4 Statement would result in funding not being made available to the Council. Current estimates suggest that the I.E.G. funding will be insufficient to enable the 'priority outcomes' to be achieved. The Resources Portfolio Plan elsewhere on this agenda recommends that Cabinet consider allocating £210k from the Capital Programme to enable the 'priority outcomes' to be achieved.
- **Legal** : Nil
- **Human Rights** : Nil
- **Personnel:** A number of posts are currently on fixed term contracts paid for with I.E.G. funds and these are currently being reviewed.
- **Community Safety** : Nil
- **Environmental** : Nil
- **Ward(s) Affected** : All
- **Consultation Undertaken:** Newly formed E-Advocates/ICT Strategy Group.



IMPLEMENTING ELECTRONIC GOVERNMENT RETURN 2004 (IEG4)

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

<p>Name of Authority: Salisbury District Council</p> <p>IEG Contact Name: Tom James</p> <p>Email: tjames@salisbury.gov.uk</p> <p>Telephone No: 01722 434657</p> <p><u>Local Context</u></p>	<p>'Improving Customer Service' is one of Salisbury District Council's top political priorities. The priority is underpinned by three major projects:</p> <ul style="list-style-type: none"> (*) A customer contact centre supported by a number of multi-agency one stop shops located within the districts 400 square miles. (*) Centralisation of the Council's six office bases in the City into one purpose designed building. (*) Customer access to services via the web. <p>We believe that these three integrated projects will:</p> <ul style="list-style-type: none"> (*) Transform customers' experience of the Council. (*) Transform business efficiency. (*) Transform customer access to the Council. <p>Recent successes have included the creation of a Customer Service Unit, the purchase of a CRM in partnership with other District and County Councils, business process reengineering of a number of services, a redesigned website and the opening of a multi-agency one stop shop in a small town some one hour's journey from the City.</p>
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Priority Outcomes (self-assessment)

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

Outcome & Transformation Area Description	Status at 20/12/2004	Anticipated status at 31/03/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006	Comments
R1 Parents/guardians to apply online for school places for children for the 2007 school year. The admissions process starts about a year before the beginning of the school year, e.g. September 2006 for 2007 entry.	Amber	Green	Green	Green	See note against R03.
R2 Online access to information about educational support services that seek to raise the educational attainment of Looked After Children.	Amber	Green	Green	Green	See note against R03.
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	Green	Green	Green	See note against R03.
E1 Agreed baseline and targets for take-up of online schools admissions service and educational attainment of Looked After Children.					
R3 One stop direct online access and deep linking to joined up A-Z information on all local authority services via website or shared telephone contact centre using the recognised taxonomy of the Local Government Category List (see www.laws-project.org.uk).	Amber	Green	Green	Green	We are currently working in partnership on the implementation of a joint county - district core directory of services and A to Z which will enable deep linking from the Salisbury DC website to the appropriate page within the Wiltshire CC website. This core directory is the mechanism by which we will meet all the "deep linking" objectives within the priority outcomes, and our traffic light statuses for these outcomes are based on the status of this project. At a future date, it is likely that other public sector organisations will be allowed to host their services within the core directory to produce a full picture of public sector services within Wiltshire. This core directory will also form the basis for provision of joint county - district services via the CRM system.
R4 Local authority and youth justice agencies to co-ordinate the secure online sending, sharing of and access to information in support of crime reduction initiatives in partnership with the local community.	Amber	Amber	Amber	Amber	Under the umbrella of the South Wiltshire Community Safety Partnership we have an Anti-Social Behaviour Panel that requires secure sharing of information between ourselves and many partner agencies (we have a protocol in place that allows us to do this under Section 115 of the Crime and Disorder Act). At present we operate a system of password protecting any information that is circulated between Panel members electronically - but this is only a temporary measure and not completely

						desirable. Our Anti-Social Behaviour Reduction Officer who is key to the work is employed by Wiltshire County Council and they are investigating the possibility of the Panel been linked into their secure connections, similar to those used by the Youth Offending Team and the Police.
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.	Green	Green	Green	Green	Green	Local groups can create and manage their own content on the South Wiltshire Community Website, http://www.southwiltts.com/ Local "what's on" information can also be found on the Salisbury Tourism Partnership website, http://www.visitsalisburyuk.com/
E2 Agreed baseline and targets for customer satisfaction and efficiency savings between the supplying organisations on shared community information initiatives.						
R5 Public access to online reports, minutes and agendas from past council meetings, including future meetings diary updated daily.	Green	Green	Green	Green	Green	See http://www.salisbury.gov.uk/council/committees/
R6 Providing every Councillor with the option to have an easy-to-manage set of public web pages (for community leadership purposes) that is either maintained for them, or that they can maintain themselves.	Green	Green	Green	Green	Green	Basic councillor information, such as contact details and membership of committees, is available on the main council website at http://www.salisbury.gov.uk/council/elections/your-councillor/ In addition, councillors are free to manage their own web pages via our community website, http://www.southwiltts.com/
G3 Citizen participation and response to forthcoming consultations and decisions on matters of public interest (e-consultation), including facility for citizens to sign up for email and/or SMS text alerts on nominated topics.	Amber	Amber	Green	Green	Green	We are currently developing an email alert system, which will be ready for use by the end of this financial year (March 2005). We already have a dedicated consultation system for planning enquiries. We also ran e-consultations on the recent changes to the licensing regulations. We are currently investigating a system to enable ad-hoc consultations to be provided on any subject when required.
G4 Establishment of multimedia resources on local policy priorities accessible via public website (e.g. video & audio files).	Red	Red	Red	Red	Red	We are currently investigating the feasibility and cost of providing such resources, possibly in partnership with the County Council and / or Salisbury College.
E3 Agreed baseline and targets for e-participation activities, including targets for citizen satisfaction.						
R7 Online public reporting/applications, procurement and tracking of environmental services, includes waste	Red	Amber	Green	Green	Green	This timetable is based on integration of Environmental Services customer-facing functions into the Customer Services Unit, with

management and street scene (e.g. abandoned cars, graffiti removal, bulky waste removal, recycling).						associated transfer of their fault-reporting functions into the CRM and website.
R8 Online receipt and processing of planning and building control applications.	Amber	Amber	Amber	Amber	Green	We have been running a full e-planning system since 2003, that enables users to submit plans, follow applications, comment on current applications etc online. We are currently investigating online receipt of building control applications.
G5 Public access to corporate Geographic Information Systems (GIS) for map-based data presentation of property-related information.	Red	Amber	Amber	Green	Green	Analysis work is currently underway to map our geographically-based datasets.
G6 Sharing of Trading Standards data between councils for business planning and enforcement purposes.	Amber	Green	Green	Green	Green	See note against R03.
G7 Use of technology to integrate planning, regulation and licensing functions (including Entertainment Licensing and Liquor Licensing) in order to improve policy and decision-making processes around the prevention of anti-social behaviour.	Red	Red	Red	Green	Green	We have completed the initial scoping exercise to move our planning function online. Subject to approval of the necessary finances, this project will be carried out in the next financial year. The background data needed to help inform planning and licensing functions is held within the Wiltshire and Swindon Intelligence Network, http://www.intelligencenetwork.org.uk/
E4 Agreed baseline and targets for take-up of planning and regulatory services online, including targets for customer satisfaction and efficiency savings.						
R9 Appropriate online e-procurement solutions in place, including as a minimum paperless ordering, invoicing and payment.	Amber	Amber	Amber	Green	Green	We can already meet this requirement fully for some limited items, for example mobile telephones and stationery. During 2005, we will be working to enable this capability for a wider range of goods and services.
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	Amber	Amber	Green	Green	This will be achieved using our CRM system (see outcome R27 for details).
G9 Regional co-operation on e-procurement between local councils.	Amber	Amber	Amber	Green	Green	We have been involved in both the South West Regional procurement centre of excellence and the Wiltshire sub-regional centre for some time. A recent example of a joint procurement exercise leading to a cheaper

E10 Agreed baseline and targets for reductions in unit costs of payment transactions.					
R12 Online renewal and reservations of library books and catalogue search facilities.	Amber	Green	Green	Green	See note against R03.
R13 Online booking of sports and leisure facilities, including both direct and contracted-out operations.	Red	Red	Green	Green	We have completed the initial scoping exercise to allow bookings for our leisure centres and theatre to be taken online. Subject to approval of the necessary finances, this project will be carried out in the next financial year.
G12 Integrated ICT infrastructure and support to ensure the consistent delivery of services across all access channels (e.g. web, telephone, face to face) based on e-enabled back offices and smart card interfaces for council library, sports and leisure services.	Red	Red	Amber	Green	We are awaiting the outcome of the National Smart Card project before looking in detail at this outcome.
E11 Agreed baseline and targets for take-up of library, sports & leisure services online, including targets for customer satisfaction and efficiency savings.					
R14 Online facilities to be available to allow the public to inspect local public transport timetables and information via available providing organisation, including links to 'live' systems for interactive journey planning.	Red	Green	Green	Green	We will achieve this by deep-linking to the appropriate transport providers within the District (South West Trains, Wessex Trains and Wilts and Dorset Buses) and to http://www.transportdirect.info/
R15 Online public e-consultation facilities for new proposals on traffic management (e.g. controlled parking zones (CPZs), traffic calming schemes), including publication of consultation survey results.	Amber	Amber	Green	Green	Note: Need date for implementation of consultation package
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.	Red	Green	Green	Green	This service will be in the first tranche of services enabled using teh CRM system, with the appropriate forms also available on the council's website.
G14 GIS-based presentation of information on roadworks in the local area, including contact details and updated daily.	Amber	Amber	Green	Green	This information is available (though not searchable map based) at http://www.wiltshire.gov.uk/mainindex/transport/roadwatch.htm
E12 Agreed baseline and targets for customer satisfaction and efficiency savings.					

R16 E-enabled "one stop" resolution of Housing & Council Tax Benefit enquiries via telephone, contact centres, or via one stop shops using workflow tools and CRM software to provide information at all appropriate locations and enable electronic working from front to back office.	Red	Red	Green	Green	Green	We are awaiting the outcome of a national project before proceeding with this outcome.
R17 Online facilities to be available to allow citizens or their agents to check their eligibility for and calculate their entitlement to Housing & Council Tax Benefit and to download and print relevant claim forms.	Red	Red	Green	Green	Green	See note against R16.
G15 Mobile office service using technology to offer processing of Council Tax and Housing Benefit claims directly from citizens homes.	Red	Red	Green	Green	Green	
E13 Agreed baseline and targets for turnaround in processing of Council Tax and Housing Benefit claims (BVPI 78) and renewals.						
E14 Pre-qualification of Council Tax and Housing Benefit claimants for other eligible entitlements (e.g. school uniform grants, free school meals), including pre-filling of relevant claim forms.						
R18 Comprehensive and dedicated information about access to local care services available over the web and telephone contact centres.	Amber	Green	Green	Green	Green	See note against R03.
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	Red	Note We do not deliver care services to the community so formally we are exempt from this outcome. However, we will provide deep links to appropriate providers where possible.
G16 Systems to support joined-up working on children at risk across multiple agencies.	Red	Red	Red	Red	Red	
G17 Joint assessments of the needs of vulnerable people (children and adults), using mobile technology to support workers in the field.	Red	Red	Red	Red	Red	

E15 Agreed baseline and targets for customer satisfaction, including improvement in numbers of users/carers who said that they got help quickly (BVPI 57).					
R20 Email and Internet access provided for all Members and staff that establish a need for it.	Green	Green	Green	Green	Green
R21 ICT support and documented policy for home/remote working (teleworking) for council members and staff.	Green	Green	Green	Green	Our homeworking policy was approved in June 2002. ICT support, including provision and installation of equipment, is available for members and staff who need to work from home either occasionally or full time.
R22 Access to home/remote working facilities to all council members and staff that satisfy the requirements set by the Council's published home/remote working policy.	Amber	Amber	Green	Green	
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	Green	Green	Green	The ECDL course is available to all staff and members who wish to take it. Use of corporate systems for email and the intranet is included in the induction course for new starters.
E16 Agreed targets for baseline and efficiency savings arising from the introduction of new ways of working.					
R23 Self-service or mediated access to all council services outside standard working hours via the Internet or telephone contact centres (i.e. available for extended hours outside of 9am-5pm Monday to Friday).	Amber	Amber	Green	Green	We are currently working through a program of putting all services online where possible. We have also based our CRM procurement on the assumption that, at a later date, it will support joint provision of out-of-hours service with the other Wiltshire districts, Wiltshire County Council and Swindon borough Council.
R24 Implementation of a content management system (CMS) to facilitate devolved web content creation and website management.	Green	Green	Green	Green	We are in the final stages of migrating our website to being managed using a CMS.
G19 Adoption of ISO 15489 methodology for Electronic Document Records Management (ERDM) and identification of areas where current records management policies, procedures and systems need improvement to meet the requirements of Freedom of Information (FOI) and Data Protection legislation (see www.pro.gov.uk/about/foi/map-local.rtf).	Red	Red	Amber	Amber	A development programme for EDRMS is planned, starting April 2005 and extending to end-2006

G20 Conformance with level AA of W3C Web Accessibility Initiative (WAI) standards on website accessibility (see www.w3.org/WAI).	Green	Green	Green	Green	Green	It is impossible to claim true compliance with this outcome, or to claim that the task is "completed". However, we have redeveloped our website with accessibility as one of the four key principles, and both the technical and content owners of the site are increasing their knowledge and experience of this field all the time. We have attempted to make all HTML content on the site WCAG AA compliant and the situation is continuously monitored.
G21 Compliance with Government Interoperability Framework (e-GIF), including the Government Metadata Standard (e-GMS) (see www.egifcompliance.org & www.govtalk.gov.uk).	Green	Green	Green	Green	Green	We now make e-GIF compliance a requirement of all IT procurement. However, we can only be as compliant on this point as our suppliers allow.
E17 Agreed baseline and targets for efficiency savings based around improved accessibility of services and information.						
R25 Online publication of internet service standards, including past performance and commitments on service availability.	Amber	Green	Green	Green	Green	
R26 Monitoring of performance of corporate website, or regional web portal, between 2003/04 and 2005/06 in order to demonstrate rising and sustained use, as measured by industry standards including page impressions and unique users.	Green	Green	Green	Green	Green	We regularly monitor our website statistics and use the results to help monitor performance, root out errors and suggest new ways to develop the site. Both page impressions and unique users have been increasing since 2002 - see section 4 and our IEG3 statement for more details.
G22 Establishment of internal targets and measures for customer take-up of e-enabled access channels.	Amber	Amber	Amber	Amber	Amber	Note The monitoring part of this requirement will be met using the CRM system. Work needed on setting targets?
G23 Adoption of recognised guidelines for usability of website design (see www.laws-project.org.uk).	Green	Green	Green	Green	Green	Our website was re-developed at the beginning of 2004 with four key principles in mind: * Usefulness * Usability * Accessibility * Scalability

						These principles guide all development work on the site. As part of the continuing maintenance and development of the site, we will be looking at the APLAWS guidelines to see how we can incorporate them into our current site architecture.
E18 Agreed baseline and take-up targets for migration of local authority business to e-access channels (e.g. web, telephone contact centres, Interactive Digital TV, mobile telephone) by 2005/06, including efficiency savings.						
R27 Systems in place to ensure effective and consistent customer relationship management across access channels and to provide a 'first time fix' for citizen and 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	Green	Green	Green	Green	In partnership with the other local authorities within Wiltshire, we have recently agreed a CRM supplier. We will be working with them over the next 4 months to migrate an initial tranche of customer-facing services to being handled using the CRM system, and to provide sufficient skills and knowledge within the council to enable us to continue the migration of services into the customer services unit over the coming financial year.
R28 All email and web form acknowledgements to include unique reference number allocated to allow tracking of enquiry and service response.	Red	Amber	Amber	Amber	Green	See note R27 about CRM. The CRM system will provide unique reference numbers for customer enquiries (whichever channel they are made through) and will enable tracking for telephone and face-to-face enquiries about a specific service enquiry. We are currently investigating enabling this tracking to also take place via our website.
R29 100% of email enquiries from the public responded to within one working day, with documented corporate performance standards for both email acknowledgements and service replies.	Red	Amber	Amber	Amber	Green	See note R28
G24 Integration of customer relationship management systems with back office activity through use of enabling technology such as Workflow to create complete automation of business process management.	Amber	Amber	Green	Green	Green	We will be using our CRM system to drive complete front-to-back integration front office and back office systems. The timetable for integration is being driven by the development of our new customer services unit. The initial systems chosen, which will be integrated by March 2005, are: (*) Benefits

						(*) Parking and transportation, including concessionary fares, residents permits and penalty charge notices (*) Environmental services (*) Planning control notices (*) Content management system (*) LLPG (*) Email, including corporate calendars
		Red	Green	Green	Green	
G25 Facilities to support the single notification of a change of address, i.e. a citizen should only have to tell the council they have moved on one occasion and the council should then be able to update all records relating to that person to include the new address. 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.						

Change Management (self-assessment)

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

Change Management Area Description	Status at 20/12/2004	Anticipated status at 31/03/2005	Anticipated status at 31/12/2005	Anticipated status at 31/03/2006	Comments
Appointment of people to the following key local e-government functions in your Council (see http://www.idea-knowledge.gov.uk/idk/aio/206757):					
i) Member & officer e-champions	Green	Green	Green	Green	
ii) e-government programme manager	Green	Green	Green	Green	
iii) customer services management	Green	Green	Green	Green	
Inclusion of competency development of the above key functions and training for staff affected by e-Government projects, within the Council's workforce development planning.	Red	Red	Red	Red	
Establishment of an e-delivery programme board	Green	Green	Green	Green	Following a review of all corporate working groups, we have changed our governance arrangements for this programme. The new e-delivery board has member and officer involvement from across the organisation and met for the first time in late November.
Use of formalised programme & project management methodologies (e.g. PRINCE2) to support e-delivery programme.	Green	Green	Green	Green	
Documentation/agreement of corporate risk management strategy for roll-out of local e-government, including regular review of risk mitigation measures.	Green	Green	Green	Green	We have a corporate approach to risk management on all major projects. These risks are owned by the e-delivery board.
Use of customer consultation/research to inform development of corporate e-government strategy.	Green	Green	Green	Green	e.g. MORI research, People's Voice etc.
Establishment of policy for addressing social inclusion within corporate e-government strategy.	Red	Red	Green	Green	We take account of social inclusion issues within our e-Government strategy in a number of ways, for example: (*) Our focus isn't just on using the website, but on increasing access to council services by using a range of access channels, including face-to-face contact and the telephone. However people contact us, they will receive the same level of service, as all information and contacts will be mediated via a single CRM system.

					(*) We have provided website access in libraries and council offices throughout the district. (*) Our website was designed with accessibility in mind. We have also produced a style guide for written communications to ensure that information is written as clearly as possible to help all users, including those with literacy problems.
	Appointment of officer(s) to lead on corporate governance of information assets and information legislation (e.g. Freedom of Information Act)	Green	Green	Green	CIM post funded until end-2006.
	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).	Red	Red	Green	
	Establishment of partnerships for the joint (aggregated) procurement of broadband services.	Green	Green	Green	This is being achieved via the Wiltshire and Swindon Smartplace initiative - see http://www.ewiltshire.com/
	Engagement with intermediaries re addressing issues of take up and efficiency in the delivery of e-government services (e.g. Citizens Advice Bureaux) (see http://www.govtalk.gov.uk/documents/intermediaries_policy_document.pdf).	Red	Red	Green	
	Compliance with BS 7799 on information security management.	Amber	Amber	Green	Unless significant funding provided, compliance will be with best practice against BS7799
	Implementation of Benefits Realisation Plan for delivery of local e-government programme strategic objectives.	Amber	Amber	Amber	We have carried out Benefits realisation plans for some specific projects within the e-Government Programme, for example the planning portal.
	Completion of mapping of BVP1 157 services against approved security levels (0-3) (see http://www.authentication.org.uk/levels.asp & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc).	Red	Amber	Green	We will be carrying out this mapping as part of our process mapping of services for implementation using the CRM.
	Planned compliance to HMG Security and authentication frameworks (see	Amber	Amber	Green	We take the security of our network and systems very seriously. As part of this process, we are continuously looking for vulnerabilities. We also pay

http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/45/04002245.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/43/04002243.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/22/40/04002240.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/20/53/04002053.doc & http://e-government.cabinetoffice.gov.uk/assetRoot/04/00/39/39/04003939.doc .	Red	Red	Red	Red	Red	an external company to probe our networks and problems or issues identified are dealt with as part of our ongoing maintenance and development programs.
Compliance with an independent trust scheme approval process designed to provide assurance for individuals and companies using or relying upon e-business transactions (see www.tscheme.org).	Red	Red	Red	Red	Red	
Use of Government Gateway (see http://www.gateway.gov.uk) to support:						
i) personalisation & registration for services categorised at security level 0	Red	Red	Red	Green	Green	See note about connection to the Government Gateway.
ii) citizen & business authentication for services for services categorised at security levels 1-3	Red	Red	Red	Green	Green	See note about connection to the Government Gateway.
iii) authentication of employees for cross-agency services	Red	Red	Red	Green	Green	See note about connection to the Government Gateway.
iv) corporate approach to collection of e-payments	Red	Red	Red	Red	Red	We will not be using the Government Gateway for collecting e-payments.
v) cross agency secure transactions (Government to Government)	Red	Red	Red	Green	Green	See note about connection to the Government Gateway.
Government Gateway (see http://www.gateway.gov.uk) back office connection in place (Department Interface Server).	Red	Red	Red	Green	Green	We are currently investigating our options for authentication of users, with the Government Gateway being the likely solution.
Connection to Directgov (see http://www.direct.gov.uk) from corporate website and partnership portal(s)	Red	Green	Green	Green	Green	
Compliance with Freedom of Information Act 2000, including responding to requests for information from individuals within a reasonable time period (see http://www.ica.gov.uk/foi/foipunit.htm &	Amber	Green	Green	Green	Green	

http://www.pro.gov.uk/recordsmanagement/access/default.htm)					
Regularly-maintained link from Local Land & Property Gazetteer (LLPG) to National Land & Property Gazetteer (NLPG) (see http://www.nlpg.org.uk)	Amber	Green	Green	Green	By March 2005 we will be updating the central hub with data that are largely accurate. The quality of the data will then be improved incrementally over the next year.
Connection to National Land Information Service (NLIS) at Level 3 (see http://www.nlis.org.uk)	Amber	Amber	Green	Green	
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	

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

		Actual				Forecast (£'000s)	
BVPI 157 Interaction Type	Forecast average IEG3 % e-enabled position in 2004/05 (i.e. at 31 March 2005)	2001/2	2002/3	2003/4	2004/5	2005/6	
Providing information: Total types of interaction e-enabled e-enabled	94%	0 0	0 0	172 100.00	172 100.00	172 100.00	
Collecting revenue: Total types of interaction e-enabled e-enabled	87%	0 0	0 0	1 16.67	5 83.33	6 100.00	
Providing benefits & grants: Total types of interaction e-enabled e-enabled	78%	0 0	0 0	1 100.00	1 100.00	1 100.00	
Consultation: Total types of interaction e-enabled e-enabled	86%	0 0	0 0	2 66.67	3 100.00	3 100.00	
Regulation (such as issuing licenses): Total types of interaction e-enabled e-enabled	76%	0 0	0 0	0 0	2 7.14	28 100.00	
Applications for services: Total types of interaction e-enabled e-enabled	83%	0 0	0 0	25 45.45	25 45.45	55 100.00	
Booking venues, resources & courses: Total types of interaction e-enabled e-enabled	78%	0 0	0 0	1 50.00	1 50.00	2 100.00	

Paying for goods & services: Total types of interaction e-enabled e-enabled	80%	0 0	0 0	0 0	2 6.25	32 100.00
Providing access to community, professional or business networks: Total types of interaction e-enabled e-enabled	82%	0 0	0 0	5 50.00	9 90.00	10 100.00
Procurement: Total types of interaction e-enabled e-enabled	73%	0 0	0 0	0 0	0 0	0 0
TOTAL Total types of interaction e-enabled % e-enabled	86%	0 0 %	0 0 %	207 66.99 %	220 71.20 %	309 100.00 %

Access Channel Take-Up

In order to demonstrate public take-up of the main e-access channels that you are investing in up to 2005/6, you are asked to complete the table below detailing actual and forecast figures for numbers of e-enabled payment transactions and change of address notifications. It is important that e-access channel investment and rollout also facilitates accompanying improvements in the corporate management capability required to monitor and collect such statistics. Industry definitions of page impressions

	Forecast ('000s)						Comment
	03/04	04/05	05/06	06/07	07/08		
E-enablement + Main E-Access Channel Take-Up							
Local Service Websites							
• Page impressions (annual)	1185	2212	3494	3843	4228		<p>A general note on all the figures in this table =====</p> <p>We have not previously systematically collected figures split by channel. This is something that we will be able to do once we have completed implementation of our CRM system by March 2005.</p> <p>Because of this, we have not provided estimates of how we expect the volumes by each channel to change, except for the website use, where we have several years of data.</p> <p>Page impressions and unique users =====</p> <p>(*) 2003/4 figures are April 03 - March 04 figures from website analysis package. (*) 2004/5 figures are extrapolated from the known figures from April 2002 - October 2004. (*) 2006/7 and 2007/8 are based on an assumption of 10% annual growth thereafter.</p> <p>Payments =====</p> <p>We have currently taken no payments through our internet site, apart from for system testing purposes. We expect this system to go live this year. It is difficult to predict how this number will change, though we expect their to be a steady rise in numbers.</p>
• Unique users, i.e. separate individuals visiting website (annual)	116	272	524	576	634		
• Number of e-enabled payment transactions accepted via website	0	0	0	0	0		
• Number of change of address notifications accepted via website	0	0	0	0	0		

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		2		0		0		0	Payments =====	We have recently changed our accounting package (at the beginning of this financial year) and do not have figures for 2003/4 that can be easily separated into different channels. The figures for 2004/5 are for April - October only. We have not predicted how these figures will change, though the evidence from other similar councils is that usage of our IVR service will rise sharply with a corresponding drop in usage of other non-electronic figures.
• Number of change of address notifications accepted via telephone	0		0		0		0		0		
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		96		0		0		0	Payments =====	See note above about telephone payments.
• Number of change of address notifications accepted via personal contact	0		0		0		0		0		
Other Electronic Media <i>(e.g. BACS, text messaging)</i>											
• Number of e-enabled payment transactions accepted via BACS or other electronic form	0		38		0		0		0	Payments =====	See note above about telephone payments.
• Number of change of address notifications accepted via other electronic media	0		0		0		0		0		
Non Electronic <i>(e.g. cash office, post)</i>											

Local e-Government Implementation Expenditure

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

Programme Resources	Actual (£'000s) 01/02 to 03/04	Forecast (£'000s)				Comment
		04/05	05/06	06/07	07/08	
• IEG capital grant	400	350	150			
• your council's nominal pro rata share of ODPM Local e-Government Partnership Programme capital grant allocated in your area	543	0	0	0	0	£533k is our share of the Wiltshire and Swindon Pathfinder project (2001 /2) and Wiltshire and Swindon e-Government Partnership LGOL round 1 (2002 - 2004). We also received £10k from the CRM National project. Note - on last year's statement we also had £400 from National planning portal and £10k from national CRM project - should we count that as well?
• financial contribution from public-private partnerships	0	0	0	0	0	
• resources being applied from internal revenue and capital budgets to implement e-government	0	150	260	31	32	Note that the figures given for 205/6 onwards have not yet been approved by our budgeting process. This is made up as follows: £150k - CRM in 2004/5 £30k in 2005/6, rising at 3% pa - Customer Services Information Officer £230k in 2005 /6 - Estimate of money required above IEG grant to complete priority outcomes work. In addition, we need to decide how much of IT Services annual £295k budget is e-gov related.
• other resources (e.g. training) (please specify)	0	11	11	11	11	these figures are our training expenses, both for implementing the ECDL and for other costs directly associated with our e-Government programme.
• ODPM e-Innovations Fund capital grant	0	0	0	0	0	

• financial contributions from other sources of Government funding, such as the Invest to Save Budget (ISB), EU funding	350	0	0	0	0	0	ISB Planning portal project
TOTAL	1293	511	421	42	43		

Local e-Government Programme Efficiency Gains

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

Efficiency Gains	Actual	Forecast (£'000s)				Comment
	01/02 to 03/04	04/05	05/06	06/07	07/08	
a) Cash Releasing Efficiency Gains						
e-Procurement, of which:						
● achieved through reductions in prices		0	4,488	4,488	4,488	This figure represents a reduction in the licencing cost for our CRM system achieved by procuring the system in partnership with the other Wiltshire local authorities. We also expect to make further savings on this project in officer time by developing processes in partnership.
● other gains from e-procurement		0	0	0	0	
Corporate support (back office), of which:						
● e-recruitment		0	0	0	0	
● e-payments		0	0	0	0	
● Other corporate support gains		0	0	0	0	
Transactional services		11	11	11	11	These figures come from the benefits realisation document for our online planning service. Example areas where savings have been made include reduction in microfilming costs, officer time and travel delivering plans to our two remote offices and removing the need for front-of-house officers within the planning department to fetch plans when requested by customers visiting the office.
Productive time		0	0	0	0	
Sub total (a) cash releasing efficiency gains)	11	11	15,488	15,488	15,488	
b) Non Cash Releasing Efficiency Gains						
non-cash benefits (1) please specify		0	0	0	0	
non-cash benefits (2) please specify		0	0	0	0	

Sub total (b) non cash releasing efficiency gains)	0	0	0	0	0	0
TOTAL EFFICIENCY GAINS - GROSS	11	11	15.488	15.488	15.488	15.488
LESS e-government implementation expenditure	1293	500	410	31	32	General note on efficiency gains =====
						We have not as yet conducted a detailed exercise in measuring efficiency gains as a result of our e-government programme. therefore, the figures in this table are just a sample of the areas where we have measured savings. We expect to be able to demonstrate further efficiency gains as we start a comprehensive system of measurement.
TOTAL EFFICIENCY GAINS - NET	-1282	-489	-394.512	-15.512	-16.512	